1. Purpose & Scope

The purpose of the Customer Evaluation process is to evaluate the needs and expectations of both internal and external customers.

2. References

The following documents are either required or helpful to perform the set of tasks in the accompanying flowchart; a) NSHS-001, Quality Manual, b) NSHS-002, Quality Systems Document Control, c) NSHS-004 Corrective & Preventive Action, d) SECNAVINST 5212.5.

3. Definitions

The terms listed below are defined to assist the reader.

3.1 **Customers**: Students, Navy Medicine, NSHS

3.2 **Customer Relations Team:** Consists of the Chair and a customer Service Representative from each Directorate.

3.3 **Customer Service Representative**: Individual identified as point of contact for quality customer service issues within the Directorate.

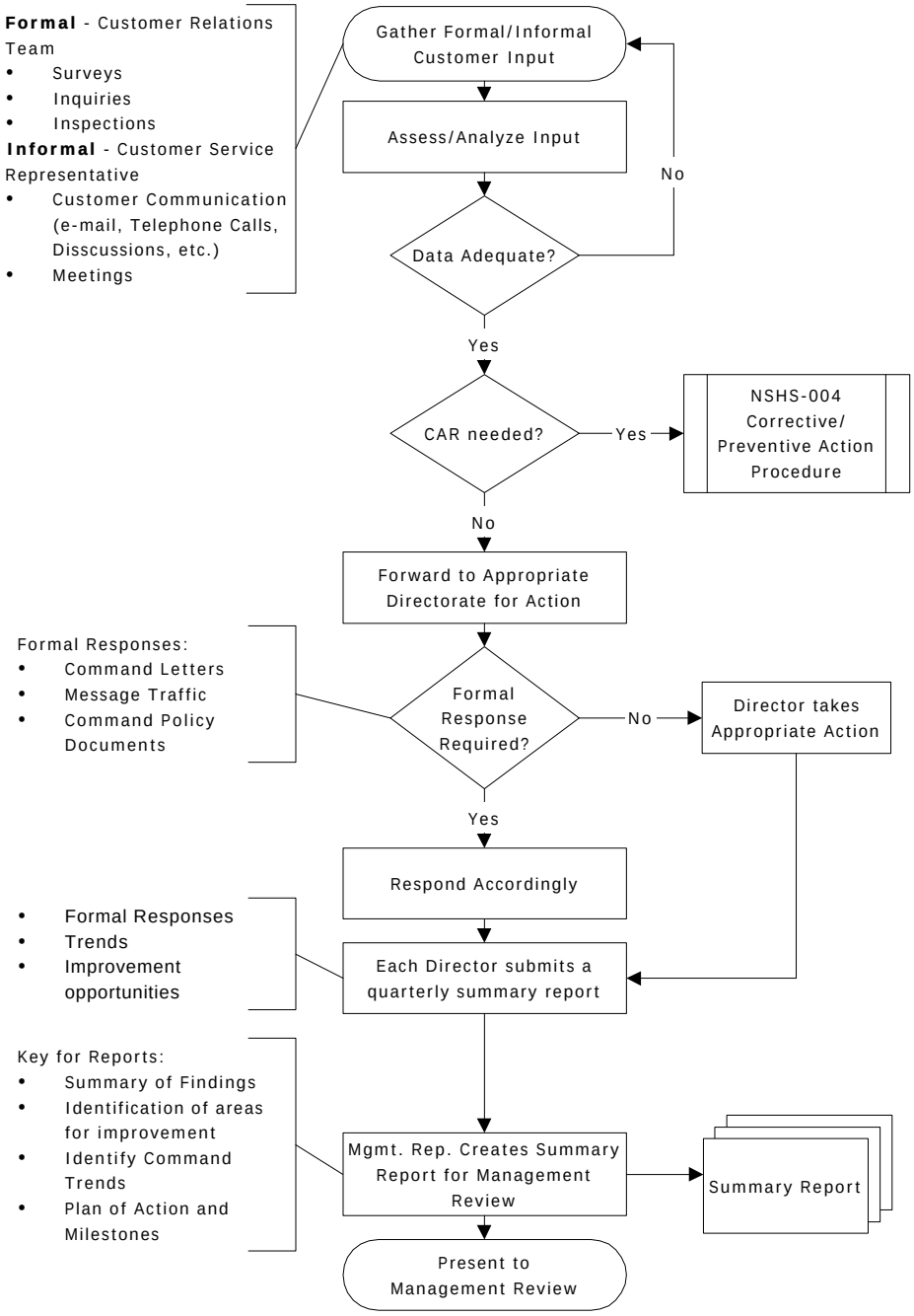
4. Document Review & Concurrence

Title of Reviewer	Functional Directorate	Signature & Date	Title of Reviewer	Functional Directorate	Signature & Date
Executive Officer	OX (Process Owner)	CAPT. L. Younger	Commanding Officer	CO (Approval Authority)	CAPT D. Wynkoop
Director	OS	LCDR T. Kennedy	Director	OP	CAPT B. Welbourn
Director	OV	Mr. W. Dumbeck	Director	OF	LT B. Miller
Director	OM	CAPT T. Miller	SOY	N/A	HM2 M. Pitt
Civ/Council	N/A	Mr. J. Behnke	MCPP Rep	OM1	CDR J. Luke
CMC	OCMC	HMCM B. Castillo	Director	OA	CDR L. Hearin

5. Summary of Changes

Version	*Description*	*Date*
01	Initial issue of procedure.	20 APR 01

6. Process Flowchart



7. Quality Records

Record Name	*Owner*	*Location*	*Indexing*	*Duration*	*Disposition*
Summary Report	Management Rep.	File Cabinet	By Report number, FY	3 Years	Destroy per SECNAVINST 5212.5 series

8. Addendum

N/A