

Procedure for Evaluating Customer Satisfaction

1.0 Purpose - This procedure establishes a system for evaluating the services provided by the State Crime Laboratory (Laboratory).

2.0 Scope - This procedure is applicable to all employees of the Laboratory.

3.0 Definitions - N/A

4.0 Procedure

4.1 Overview - Customer satisfaction surveys may provide valuable feedback on the effectiveness of the Laboratory and may be used to improve the quality system with the customer in mind; therefore, the Laboratory encourages comments and feedback from any entity which it serves.

4.2 Online Customer Satisfaction Survey

- 4.2.1** The services provided by the Laboratory shall be evaluated through the use of an online customer survey.
- 4.2.2** In July, the Quality Manager (QM) with assistance of the Ombudsman shall notify customers (submitting agencies, District Attorneys, Defense Attorneys, Judges, etc.) of the online survey.
- 4.2.3** Responses to the online customer survey shall be collected and analyzed for a thirty-day period following the annual notification. The QM shall forward the results of online surveys to the appropriate Forensic Scientist Manager, Assistant Director of Technical Operations, and Ombudsman for review.
- 4.2.4** If during review of the responses to the online customer survey the Assistant Director of Technical Operations and Ombudsman determine that a complaint needs to be addressed, the Procedure for Complaints shall be followed.
- 4.2.5** Tabulated results in the Customer Satisfaction Assessment Database shall be reported in the annual management review and shall be maintained by the QM according to the Record Retention Schedule as set forth by the North Carolina Department of Cultural Resources.

4.3 Testimony Monitoring by Customers

- 4.3.1** Monitoring and evaluating testimony by customers is necessary to ensure that the testimony is understandable. Testimony monitoring also gauges whether the employee has displayed an unbiased demeanor and professional appearance.
- 4.3.2** The Expert Testimony Evaluation survey shall be available for use by representatives of the legal system. The link for the survey will be available on the curricula vitae (CV) of each employee. CVs are included with each published case record.
- 4.3.3** Each completed Expert Testimony Evaluation survey response shall be entered into a database for the Quality Manager (QM) to review.

- 4.3.4 Expert Testimony Evaluation survey responses with positive feedback shall be reviewed and documented during the Performance Assessments conducted with the North Carolina Valuing Individual Performance (NC VIP) program.
- 4.3.5 The QM shall determine if negative survey feedback constitutes a valid complaint. If the feedback is deemed to be a valid complaint, the Procedure for Complaints shall be followed.
- 4.3.6 All Expert Testimony Evaluation survey responses shall be maintained according to the Record Retention Schedule as set forth by the North Carolina Department of Cultural Resources.

5.0 Records

- Tabulated survey results
- Expert Testimony Evaluation survey responses

6.0 Attachments – N/A

Revision History		
Effective Date	Version Number	Reason
03/25/2024		4.3 – Added Testimony Monitoring by Customers 5.0 – Added Expert Testimony Evaluation survey responses