

## **18.09 Quality Control/Customer Satisfaction**

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to maintain effective quality control, compliance with applicable regulations, policies and procedures and support in all aspects of its contractual business.

### Procedure:

The Director of Contracts and area managers will participate in the process of maintaining quality control and compliance through the following practices:

- Adhere to the appropriate Licking/Knox Goodwill Industries, Inc. Quality Control Program.
- Assess customer satisfaction through periodic (scheduled and unscheduled) meetings, phone conversations, or written correspondence as appropriate.
- Coordinate and maintain reports and other documentation regarding wages, labor hours, quality control, supplies, equipment, sub-contracts and any other contractual or compliance issues.
- Conduct regular inspections of each facility. Inspection reports will be provided to appropriate staff and the facility will be re-evaluated once all deficiencies have been corrected. If further action is required, the facility will be monitored until all problems are satisfactorily remedied.
- Conduct monthly, documented “State of the Contracts” inspections at selected sites.
- Notify staff of contractual obligations as necessary.
- Obtain input from staff concerning the re-pricing and contractual agreements during the renewal process.
- Review contract specifications with administrative staff and update as necessary.