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BOP 4.03.11

Document Title: **Clarification of Customer Requirements**

Effective Date: **October 1, 2011**

Approval Authority: **Bureau Chief**

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A. PURPOSE

This Bureau Operating Procedure (BOP) describes the process by which the Planning, Statistics and Information Management Bureau (PSIM) ensures that customer requirements are understood and agreed upon prior to conducting bureau services.

B. SCOPE

This procedure applies to all Planning, Statistics and Information Management Bureau personnel.

C. DEFINITIONS

   A. **Customer Requirements** - Conditions, guidelines, or instances cited by PSIM customers to produce bureau services in a competent manner to satisfy customer expectations and needs.

D. RESPONSIBILITIES AND AUTHORITIES

1. Planning Statistics and Information Management Bureau - PSIM staff is responsible for being aware of all bureau customer requirements in order to provide adequate services.
2. Bureau Quality/Document Coordinator- Individual assigned the responsibility of maintaining an electronic file on customer suggestions for improvement.

E. REQUIREMENTS

Corrective Action – Corrective actions are documented by PSIM staff on the Electronic Customer Suggestion Log.

Electronic Customer Suggestion Log - PSIM customer suggestions are logged by Bureau Quality/Document Coordinator into an electronic file. This file is updated by the Bureau Quality/Document Coordinator. A suggestion from a customer is entered onto an action request form and sent to the Bureau Chief for assignment to the Bureau Quality/Document Coordinator. A copy of the Action Request Form is retained as a quality record.

F. ACTION STEPS

Processes for each PSIM service to clarify customer requirements are contained in BQP 4.09 Process Control. Process Control includes:

1. Process Control BOP 4.09.01
2. OSH Targeting System BOP 4.09.04
3. Disclosure of OSH Investigative Files BOP 4.09.05
4. Case File Management BOP 4.09.06
5. PSIM Confidentiality Policy BOP 4.09.07
6. Construction Targeting BOP 4.09.08
7. Public Sector Survey and Targeting 4.09.09
8. Occupational Fatality Inspection Review BOP 4.09.10
9. Request for Occupational Safety and Health Data BOP 4.09.11
10. OSH Database Management BOP 4.09.12
11. Performance Indicator Report (PIR) BOP 4.09.13
12. OSH Strategic Management Plan (SMP) BOP 4.09.14

G. QUALITY RECORDS

Quality Records are defined in the appropriate operating procedure in 4.09 Process Control.

H. DOCUMENT CONTROL

The content of this BOP is the responsibility of the Bureau Chief. Requests for interpretation of the provisions of this procedure and suggestions for changes should be addressed to the Bureau Quality/Document Coordinator. This procedure is maintained electronically.

I. REFERENCES

1. **PSIM Electronic Customer Suggestion Log**

J. ATTACHMENTS

None

K. REVISIONS

1. (Added Public Sector Survey and Targeting and OFIR)
2. (Removed the word "complaint" from BOP).
3. (Changed General Schedule to General Industry Programmed Planned Targeting).
4. (Combined Bureau Quality Coordinator and Bureau Document Coordinator into Bureau Quality/Document Coordinator, added Performance Indicator Report PIR, OSH Database Management, and OSH Strategic Management Plan (SMP).
5. Reviewed April 2013.
6. Reviewed January 2014.
7. **June 2015 (Removed reference to Site Specific Targeting (SST) BOP 4.09.03, changed Occupational Fatality Investigative Review to Occupational Fatality Inspection Review (OFIR)**