**M11 Monitoring & Measurement Results**

Introduction

The Organisation has determined what needs to be monitored and measured; the methods for monitoring, measurement, analysis and evaluation; when the monitoring and measuring shall take place and when the results will be analysed. Details of which can be found in section 2 of this document.

Criteria

## We will monitor and measure the following:

* Customer satisfaction
* Product/Service conformity
* Delivery Performance
* Corrective Actions
* Audit findings
* Performance of external providers

## The methods that will be adopted will be as follows:

* Customer satisfaction (9.1.2)

*Client feedback and repeat business levels are monitored,*

We will analyse and evaluate the results from these and other sources. The output of this analysis shall be used to evaluate conformity of our products and services, the degree of customer satisfaction, assess the performance and effectiveness of our IMS, if planning has been implemented effectively, the effectiveness of actions to address risk and opportunities, performance of external providers and the need for improvement to the IMS.

The results of this analysis and evaluation will be reviewed as part of our Management Review meeting.