

	Standard Operating Procedure		SOP Number D-129	Revision 0
	Internal Customer Feedback and Continual Improvement Procedure – Laboratory Services		Effective Date 04/17/25	Page Page 1 of 3
Written by/ Date AJS 04/16/25		Reviewed by/ Date GSK 04/16/25		Approved by/ Date Pec 04/16/25
Title: QC Lab Manager		Title: Regulatory Affairs Supervisor		Title: Quality Director

1.0 Purpose

The purpose of this procedure is to capture and act upon internal customer feedback related to laboratory services, supporting responsiveness, accuracy, and continuous improvement.

2.0 Scope

This procedure applies to all feedback received from internal departments regarding lab testing services, communication, documentation, and results.

3.0 Responsibility

It is the responsibility of Lab Management or Lab Representative to ensure feedback is acknowledged, logged, and addressed.

It is the responsibility of Quality Management to monitor trends, lead corrective actions, and report during reviews.

It is the responsibility of Internal Departments to provide timely, constructive feedback on lab services.

4.0 Definitions

Internal departments- Any department outside of the QC Laboratory in HBI Ion Labs

5.0 References

ISO/IEC 17025:2017 Clause 8.6.2

6.0 Procedure

6.1 Submission

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- 6.1.1 Internal departments (Warehouse, Purchasing, Sales, Operations, etc) identify issues or improvement suggestions related to laboratory services.
- 6.1.2 Feedback is documented on the Internal Customer Feedback Form (D-129-F1).
- 6.1.3 The completed form is submitted directly to the Lab Manager or Lab Representative, either:
 - 6.1.3.1 Hand-delivered
 - 6.1.3.2 Placed in a designated “Lab Feedback Inbox” (physical inbox)
- 6.2 Logging and Acknowledgement
 - 6.2.1 Lab Management or Lab Representative reviews the form for clarity and completeness.
 - 6.2.2 The feedback form will be logged into a spreadsheet for acknowledgement of receipt.
 - 6.2.3 A copy of the form may be kept with the department that submitted it, depending on preference.
- 6.3 Evaluation
 - 6.3.1 Lab Management reviews the issue and, if needed:
 - 6.3.1.1 Speaks with lab staff involved
 - 6.3.1.2 Collects more information from the submitting department
 - 6.3.2 For urgent items, actions may begin immediately before a formal response is written.
- 6.4 Action and Resolution
 - 6.4.1 The lab documents any follow-up actions on the original feedback form (e.g., actions taken, resolution, responsible person).
 - 6.4.2 If no action is taken, a brief explanation is noted.

6.5 Retention

6.5.1 Completed forms are filed by the Lab Manager in a physical binder.

6.5.2 These forms can be referred to during meetings or internal reviews.

6.6 Trend Analysis and Review

6.6.1 On a regular basis (e.g., monthly or quarterly), the Lab Manager reviews the folder for:

6.6.1.1 Recurring issues

6.6.1.2 Delayed actions

6.6.1.3 Opportunities for improvement

6.7 Key findings may be shared informally with management or in scheduled lab meetings.

7.0 Revision History

Revision	Date	Description of Changes	CCR #	By
0	04/16/25	New procedure	N/A	A.Shannon



Internal Customer Feedback Form

Form: D-126-F1

CCR No. N/A

Revision: 0

Submitted By [Name/Title/Date]	
Submitting Department	<input type="checkbox"/> Warehouse <input type="checkbox"/> Purchasing <input type="checkbox"/> Sales <input type="checkbox"/> Operations <input type="checkbox"/> R&D <input type="checkbox"/> Other _____
Nature of Feedback	<input type="checkbox"/> Delay <input type="checkbox"/> Document Missing <input type="checkbox"/> Communication <input type="checkbox"/> Result Error <input type="checkbox"/> Other
Description of Issue	
Impact	
Preferred Response Time	<input type="checkbox"/> Urgent <input type="checkbox"/> 3 business days <input type="checkbox"/> 10 business days
Proposed Suggestion (if any)	
Received By (Lab/QA) [Name/Title/Date]	
Corrective Action Taken	<input type="checkbox"/> Yes <input type="checkbox"/> No
CAPA Reference (if applicable)	<input type="checkbox"/> N/A <input type="checkbox"/> CAPA-
Completed By [Title/Signature/Date]	
Approved By [Name/Title/Date]	