	<b>Computer Sports Medicine, Inc.</b>			
	<b>Title:</b>	<b>Customer Feedback Procedure</b>		
	<b>Document #:</b>	100064		
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**1. Purpose**

- 1.1. The purpose of this procedure is to describe the process for obtaining, analyzing, and using customer feedback to judge the effectiveness and make continual improvements to the quality management system and product quality.

**2. Scope**

- 2.1. The procedure applies to all types of feedback received from customers.

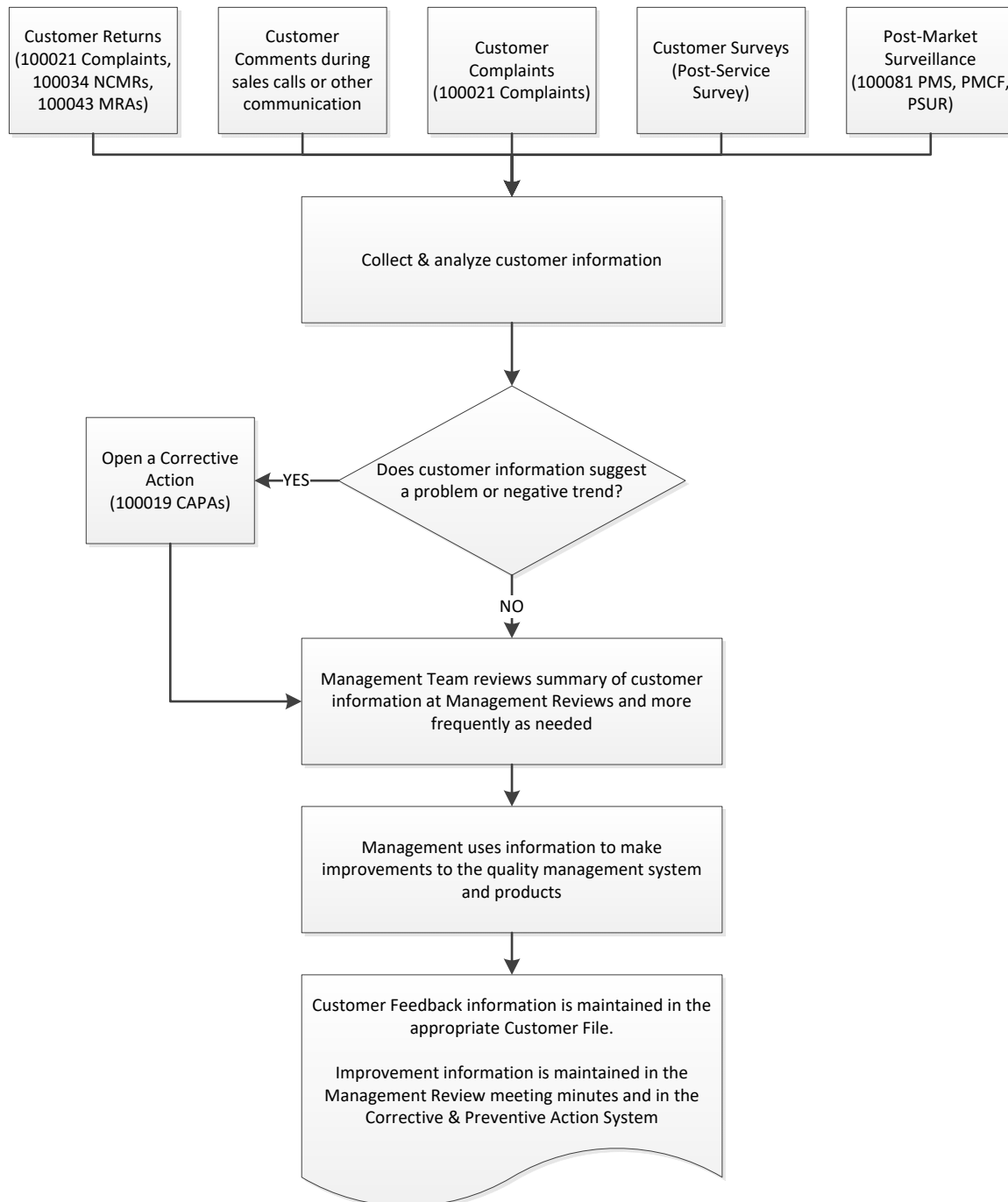
**3. Definitions**

**4. Responsibility**

- 4.1. The VP of Marketing and Sales works with the President and the Quality Manager to identify methods to obtain customer feedback, analyze the feedback, and determine actions needed to address the feedback.

**5. Procedure**

- 5.1. Figure 1 describes the customer feedback procedure and linkages to other related procedures.



**Figure 1 - Customer Feedback Procedure**

**6. Related Documents and/or Attachments**

- 100019 Corrective & Preventative Action Procedure.
- 100021 Complaint Handling Procedure.
- 100034 MRB-NCMR Procedure.
- 100043 Material Return Authorization Procedure.
- 100081 Post Market Surveillance Procedure.