



quality hub

Feedback Management System

Powerful features, simply designed

Feedback from customers is invaluable and a key trigger for instigating quality improvement.

Capture and manage this information with our Feedback Management System - direct improvements to your service delivery and strengthen consistent high performance.

New Zealand owned - designed with New Zealand businesses in mind

Affordable
cost effective
monthly service fee

Record compliments, complaints, comments
Automate the capture, progress and resolution of the 'feedback' journey

Accessible
hosted on servers in
New Zealand

Take action today

Contact our friendly team at Quality Hub to find out how our Feedback Management System can give you and your team peace of mind.

Adaptable
customisable
templates

operations@qualityhub.co.nz
www.qualityhub.co.nz

Benefits

Accessible

- via desktop and tablet
- perfect for work from home, remote and multiple work sites
- information is always current - providing 'dynamic' status

Simple To Navigate

- easy to understand format

Adaptable

- customisable templates to suit your individual requirements
- easy to generate narrative and graphical reporting
- built in delegation hierarchy

Share

- export, print and share reports with ease

Features

Complaints Register

- add data easily in our simply designed register
- filter complaints to find individual or groups of similar complaints quickly
- manage complaints process with ease - record details of outcome and resolution
- create and track corrective actions for the feedback

Additional Features

- customisable framework allows establishment of response parameters for acknowledgement, progression and resolution of feedback
- smart system - automated email system tracks feedback progress and sends prompts to designated persons

Intelligent Reporting Functionality

- drill down to the detail of specific feedback
- supports identification and action for the root cause
- track feedback trends
- convert trends into useful narrative and graphical reports

*'identify trends early on
and recommend actions for
improvement'*

