

Process	Sub-Process	What (Objective)	Why (Risk or Exposure)	RETURN TO MENU	How (Applicable Controls)	Control Number
C Customer Service	C1 Customer Service Improvement	Processes are periodically reviewed for improvement and standardization opportunities.	Processes are performed inefficiently or ineffectively, resulting in excessive costs (e.g., rework) and customer complaints.		Processes and techniques to improve productivity are evaluated for implementation and are standardized to the extent practicable.	C1-1.1.1
					Quality assurance procedures are integrated into the process. Quality checks are performed to ensure compliance with quality control standards set by the business.	C1-1.1.2
		Customer service metrics are established and monitored by management.	Production may be performed inefficiently or ineffectively, resulting in excessive costs and customer complaints.		Customer service (performance) metrics are monitored and reviewed by management.	C2-1.1.1
					Quality problems may not be discovered or appropriately reported and result in inefficiencies and/or inaccuracies.	A root cause analysis is performed of customer quality related returns and complaints.