	Computer Sports Medicine, Inc.			
	Title:	Customer Feedback Procedure		
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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 in order to judge the effectiveness and make continual improvements to the quality management system.

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.

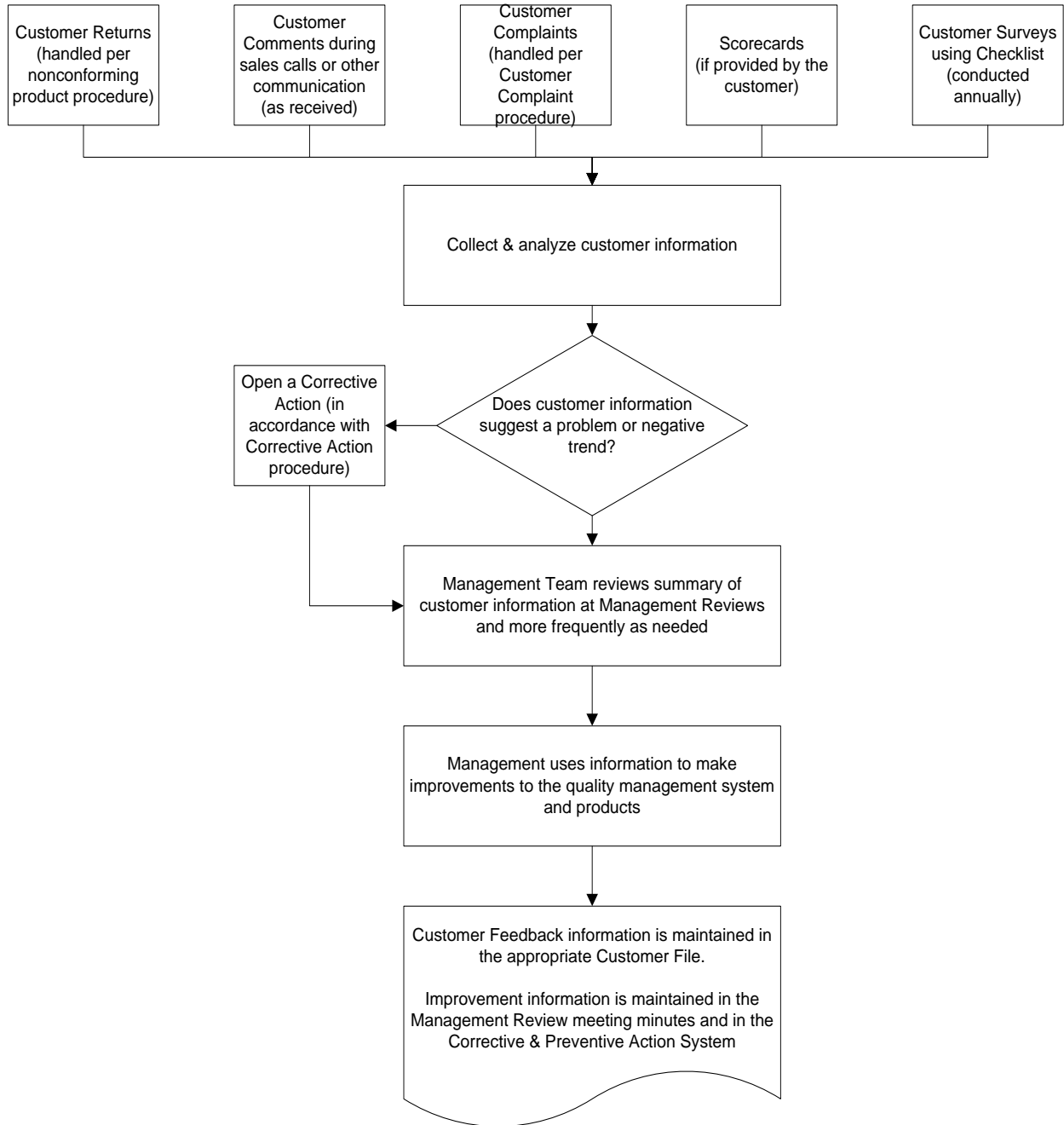


Figure 1 - Customer Feedback Procedure

6. Related Documents and/or Attachments