




Customer Feedback Exercise

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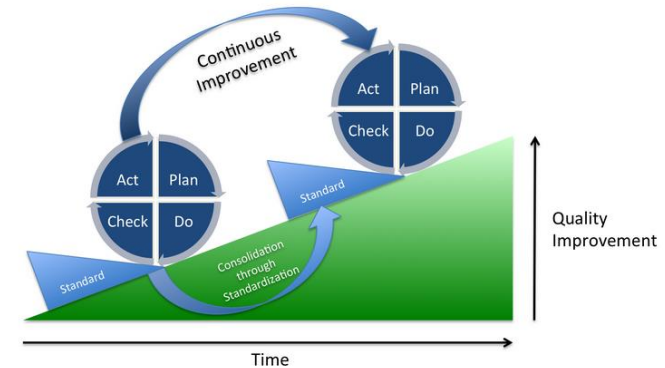
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BACKGROUND


- Collection of customer feedback is an essential element of any Quality Management System (QMS)
 - Dialogue with customer
 - Measure the extent to which expectations are met
 - Identify concrete areas for improvement
- EFSA customers for scientific work are the European Commission (DG SANTE), European Parliament and Member States
- Approach for feedback with DG SANTE developed and carried out for the first time in 2014 and repeated in 2015




PROCESS FOR 2015 CUSTOMER FEEDBACK EXERCISE

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- ❑ Kick off 2015 exercise Feb. 2015
 - ❑ Outputs randomly selected May 2015
 - ❑ Interviews at SANTE Oct. 2015
 - ❑ Meeting summaries sent to SANTE Oct. 2015
 - ❑ SANTE comments Oct. 2015
 - ❑ QM presented feedback to EFSA HoUs and collected comments – Oct. 2015
 - ❑ SANTE / EFSA final report Nov. 2015

OUTCOME

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- ❑ The feedback was
 - ❑ well prepared by SANTE staff
 - ❑ supported by examples
 - ❑ open and constructive
 - ❑ balanced
 - ❑ self-critical
 - ❑ High degree of trust and respect for EFSA
 - ❑ Good understanding of EFSA context and constraints
 - ❑ Strong desire to maintain good working relationships

MAIN POSITIVES

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- ❑ Improvement as follow up from 2014 exercise noticeable in recent outputs
 - ❑ EFSA's work recognised as excellent science at international level
 - ❑ Good communication between EFSA and SANTE
 - ❑ Outputs useful for Risk Management
 - ❑ At Risk Management phase opinions read in detail by SANTE
 - ❑ Positive opinion on timeliness
 - ❑ The exercise is found useful by SANTE, a repetition of the feedback interviews for 2016 would be appreciated



2015: SPECIFIC AREAS FOR IMPROVEMENT

Fitness for purpose:


- ❑ When updating EFSA guidance documents, ensure alignment with SANTE regulations to facilitate Risk Management decisions
- ❑ In the case of work considered urgent, intermediate steps such as Statements are appreciated to facilitate the Risk Managers' work
- ❑ In some areas it is felt that a better understanding in EFSA of the Risk Managers' context could be beneficial
- ❑ In some areas the boundaries between RM and RA are blurred
- ❑ The opinions would benefit from an in-depth discussion in the ToR phase between EFSA/SANTE leading to agreement

MAIN AREAS FOR IMPROVEMENT

Clarity, coherence and consistency:

- ❑ Ensure consistency of wording between different opinions particularly on similar topics
- ❑ Further efforts should be undertaken in order to have MS submit their data in the same format
- ❑ In some cases it is felt that important information in the opinion could be made more prominent

NEXT STEPS

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- Outcome was presented to the EFSA Heads of Departments and Heads of Units
 - Outcome was presented to the Scientific Committee
 - Based on the discussions a concrete action plan has been developed and will be followed up on in 2016
 - Progress will be reported to DG SANTE on a regular basis
 - 2016 Customer feedback exercise will be kicked off in spring

Question:

Interest to develop a customer feedback mechanism with Member States in 2016?



Thank you