

## SERVICE AUDIT QUESTIONNAIRES

### 7. SERVICE RELATIONSHIP AUDIT QUESTIONNAIRE

#### 7.1 MANAGE YOUR RELATIONSHIP WITH SERVICE CUSTOMERS

1	Have you established a customer relationship management process?	Y	N	
2	Do you identify your service recipients and related interested parties?	Y	N	
3	Do you document customers, users, and related interested parties?	Y	N	
4	Do you designate a relationship manager for each customer?	Y	N	
5	Do you assign responsibility for managing customer relationships?	Y	N	
6	Do you assign responsibility for managing customer satisfaction?	Y	N	
7	Do you create a communication mechanism for each customer?	Y	N	
8	Do you use your mechanism to promote understanding?	Y	N	
9	Do you promote an understanding of business environment?	Y	N	
10	Do you promote an understanding of service environment?	Y	N	
11	Do you use your mechanism to identify service requirements?	Y	N	
12	Do you identify new and changing service requirements?	Y	N	
13	Do you respond to new and changing service requirements?	Y	N	
14	Did you develop a service complaint management procedure?	Y	N	
15	Did you document your complaint management procedure?	Y	N	
16	Do you clarify how the term "service complaint" is defined?	Y	N	
17	Do you ensure that customers agree with your definition?	Y	N	
18	Do you clarify how customer service complaints are handled?	Y	N	
19	Do you clarify how service complaints are recorded?	Y	N	
20	Do you clarify how service complaints are investigated?	Y	N	
21	Do you clarify how service complaints are acted upon?	Y	N	

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EDITION 1.2

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22	Do you clarify how service complaints are escalated?	Y	N	
23	Do you clarify how service complaints are reported?	Y	N	
24	Do you clarify how service complaints are closed?	Y	N	
25	Do you use your procedure to manage customer complaints?	Y	N	
26	Do you escalate complaints that haven't been properly resolved?	Y	N	
27	Do you measure customer satisfaction at planned intervals?	Y	N	
28	Do you use representative samples of your customers and users?	Y	N	
29	Do you analyze your customer satisfaction measurement results?	Y	N	
30	Do you review results to identify improvement opportunities?	Y	N	
31	Do you review your service performance at planned intervals?	Y	N	
32	Do you discuss your service performance with customers?	Y	N	
33	Do you control changes to service requirements and agreements?	Y	N	
34	Do you control changes to documented service requirements?	Y	N	
35	Do you use <i>change management process</i> to control changes?	Y	N	
36	Do you control changes to your service level agreements (SLAs)?	Y	N	
37	Do you use <i>service level management process</i> to coordinate change?	Y	N	

#### 7.2 MANAGE YOUR RELATIONSHIP WITH SERVICE SUPPLIERS

38	Have you established a <i>supplier relationship management process</i> ?	Y	N	
39	Do you identify suppliers that you use to help deliver your services?	Y	N	
40	Do you identify service management processes that they operate?	Y	N	
41	Do you identify service process parts that they operate for you?	Y	N	

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42	Do you designate a relationship manager for each service supplier?	Y	N	
43	Do you assign responsibility for managing supplier relationships?	Y	N	
44	Do you assign responsibility for managing supplier contracts?	Y	N	
45	Do you assign responsibility for managing supplier performance?	Y	N	
46	Do you manage the relationships you have with service suppliers?	Y	N	
47	Do you manage your relationship with lead service suppliers?	Y	N	
48	Do you manage your relationship with your suppliers' suppliers?	Y	N	
49	Do you document the relationship suppliers have with suppliers?	Y	N	
50	Do you verify that lead suppliers are managing their suppliers?	Y	N	
51	Do you verify that subcontractors are meeting obligations?	Y	N	
52	Do you monitor the performance of suppliers at planned intervals?	Y	N	
53	Do you verify that supplier governance structures exist?	Y	N	
54	Do you verify that structures are used to control services?	Y	N	
55	Do you verify that your service processes are being followed?	Y	N	
56	Do you verify that process interfaces are properly defined?	Y	N	
57	Do you verify that processes meet your requirements?	Y	N	
58	Do you measure supplier performance against service targets?	Y	N	
59	Do you measure performance against contractual obligations?	Y	N	
60	Do you record the results of supplier performance measurements?	Y	N	
61	Do you review performance to identify causes of nonconformities?	Y	N	
62	Do you identify performance improvement opportunities?	Y	N	

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63	Do you verify that contracts reflect current requirements?	Y	N	
64	Did you prepare a procedure to manage disputes with suppliers?	Y	N	
65	Did you document your supplier dispute resolution procedure?	Y	N	
66	Do you document the contracts you have with service suppliers?	Y	N	
67	Do you include or refer to the scope of service delivery activities?	Y	N	
68	Do you include or refer to the requirements that should be met?	Y	N	
69	Do you include or refer to the targets that suppliers must achieve?	Y	N	
70	Do you include or refer to workload characteristics and exceptions?	Y	N	
71	Do you explain how contract exceptions should be handled?	Y	N	
72	Do you include or refer to relevant authorities and responsibilities?	Y	N	
73	Do you include or refer to your authorities and responsibilities?	Y	N	
74	Do you include or refer to supplier authorities and responsibilities?	Y	N	
75	Do you include or refer to organizational interdependencies?	Y	N	
76	Do you describe how you will work with your service suppliers?	Y	N	
77	Do you clarify how suppliers are expected to work with you?	Y	N	
78	Do you specify all service and process interdependencies?	Y	N	
79	Do you explain how supplier activities are part of your SMS?	Y	N	
80	Do you explain how supplier is an integral part of your SMS?	Y	N	
81	Do you describe how suppliers will work with their own suppliers?	Y	N	
82	Do you clarify interfaces between your suppliers and their suppliers?	Y	N	
83	Do you clarify interfaces between jointly operated processes?	Y	N	

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84	Do you include or refer to how services will be charged (invoiced)?	Y	N	
85	Do you include or refer to the reports that suppliers must provide?	Y	N	
86	Do you clarify their communication and reporting obligations?	Y	N	
87	Do you include or refer to how services can be terminated?	Y	N	
88	Do you clarify expected or early termination responsibilities?	Y	N	
89	Do you clarify expected or early termination activities?	Y	N	
90	Do you clarify how services are transferred to a different party?	Y	N	
91	Do you include or refer to service levels that suppliers must maintain?	Y	N	
92	Do you align supplier service levels with customer service levels?	Y	N	
93	Do you align your supplier service levels with your SLAs?	Y	N	
94	Do you include or refer to how service contracts can be changed?	Y	N	
95	Do you use a change management process to control changes?	Y	N	

Consider each question and select a response. A YES (Y) answer means you're in compliance, while a NO (N) answer points to a service management gap. NO answers point to the gaps that exist between the ISO IEC 20000-1 standard and your organization's processes and practices. In order to comply with this standard, you must fill each one of these gaps. In the spaces below, please enter the name and location of your organization, who completed this section, who reviewed it, and the dates.

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