

Master List/ Matrix/Table

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Data to be Analysed	Frequencies of Analysis	Methods of Analysis
1. Number of complaints	Quarterly	a) Table b) Bar graphs
2. Number of compliments	Quarterly	a) Table b) Bar graphs
3. Number of Corrective Action Report	Annually	a) Table b) Bar Chart
4. Number of non-compliance and observations	Annually	a) Tables b) Bar graphs
5. Number of correspondences sent via courier service.	Annually	a) Tables b) Bar graphs

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