Closing the Gap between Customer Expectations and NDT Services Being Provided

Hendrik Jacobus FOURIE
African NDT Centre; Centurion, South Africa; hennie.fourie@andtc.com

Abstract
Industry is about providing services to customers (even internal customers). All too often we hear customers complaining about the service being rendered by a NDT service provider, or, worse even, about a company being put off site. Simply put, this is because the customer’s requirements are not being met. Personnel qualifications can be inadequate, procedures are not being followed (if they exist) and the output is just not what is expected. This paper explores the reasons for its existence, and ways of closing the gap between the customer’s requirements and the service being rendered. A technique that is widely used in the aerospace sector is presented and analysed. Not only does it attempt to bridge the gap between customer and service provider, but even between multiple customers and a service provider.

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