

# MANAGEMENT PROCEDURE OF CUSTOMER COMPLAINTS

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## 1. PURPOSE

The purpose of this procedure is to explain handling method of customer complaints within the standard of TS ISO 10002 in our establishment. Units receiving complaint demands within the ISO 10002:2004 Customer Complaint Management in Eurotec Mühendislik Plastikleri San. Ve Tic. A.S. are obliged to fulfil requirements of this standard. It is told in this procedure how and with which methods applications coming for complaint and feedback, shall be recorded, by which channels these applications shall be able to be delivered and in which way they shall be managed and inspected by whom. Also studies conducted to determine the processes to be applied in evaluation and finalization process of customer complaints and to continuously improve the efficiency of this process.

## 2. SCOPE

This procedure covers the activities of determining, collecting, and analysing of data in relation with complaints as after sales service and directing internal processes under the light of these assessments in our establishment. (It covers all domestic and foreign customers.)

Handling method of this procedure for complaints are as follows; It aims

- ◆ Increasing customer satisfaction by establishment of a customer-oriented environment open to feedbacks and complaints, resolving each complaint received, and improvement of customer service,
- ◆ Inclusion and commitment of senior management to the process by using sufficient amount of sources including personnel training,
- ◆ Learning and considering needs and expectations of complainers,
- ◆ Providing open, effective, and easy-to-use process to the complainers,
- ◆ Analysis and assessment of complaints to continuously improve product and customer service quality,
- ◆ Inspection of handling process of complaints,
- ◆ Continuous improvement of current process according to the efficiency, review, and outputs of handling process of complaints.

### 3. RESPONSIBILITIES

#### 3.1 Senior Management

In order to determine and supply sources needed for the handling process of complaints in the most efficient and effective way;

- ◆ Regularly review the efficiency of handling process of complaints,
- ◆ Determining and issuing a policy containing commitments in relation with handling process of complaints.
- ◆ Ensuring determining targets of the process.

#### 3.2 Management Representative to Handle Complaints

Assignment of Management Representative is announced via information mail sent to all personnel through internal communication and announcement boards by the Technical Director. Responsibilities belonging to management representative are notified in information announcement made to the entire company and also its duties and responsibilities are published in document management system program;

- ◆ Establishing, applying, and sustain process and procedures to handle complaints,
- ◆ Carrying out measurement and researches of customer satisfaction in relation with complaints after complaint or getting them carried out, determining improvement areas by analysing results, and planning actions to provide customer complaints targeted,
- ◆ Ensuring that departments are informed in subjects of customer satisfaction in relation with services after complaint,
- ◆ Ensuring that supply and training of personnel who shall work in handling complaints,
- ◆ Submitting report to the senior management with management review meetings with certain intervals in relation with performance of handling process of complaints,
- ◆ In relation with the customer complaints, determining performance criteria for performances, following targets, and reporting developments to the senior management.

#### 3.3 Complaint Inspection Team

- ◆ Improving customer satisfaction and relationships, visiting customers when necessary to be able to provide better service, to carry out studies to resolve problems, and assess study standards. Obtaining support of Research and Development, Production, Quality Control, and Purchasing departments in customer visits,
- ◆ Ensuring that corrective actions are started by transferring customer problems to the relevant departments according to the scope of the complaints to increase customer

◆ satisfaction, tracking customer complaints and demands, and carrying out statistical studies in relation with them when necessary,

◆ Providing technical consultancy/support service for customers to be able to meet their developing needs,

Complaint inspection team (inspecting the complaint) within the management system of customer satisfaction is responsible from each stage of the complaint. Customer complaint consists of the following stages:

1. Transferring complaint to the system/opening it,
2. Approval of complaints,
3. Development process in relation with complaint,
4. Determining the roots of the complaint,
5. Information in relation with result of complaint,
6. Monitoring information in relation with the complaint (if any).

### 3.4 All Department Directors

They are responsible of

◆ Performing analysis and assessments in relation with the part of the customer complaint concerning itself, informing management representative of handling complaints in relation with these solutions, to make arrangements which shall prevent repercussions, and to carry out required tracking and data input in "Customer Complaints Module" of document management system program,

◆ Ensuring easy access to all information in relation with handling process of complaints,

◆ Ensuring that customer-oriented approach is known of and encouraging their team.

## 4. DEFINITIONS

**4.1.1. EUROTEC:** Eurotec Mühendislik Plastikleri San. Ve Tic. A.S.

**4.1.2. QDMS:** Document management system software used in EUROTEC.

**4.1.3. ŞEAYT:** Management representative to handle complaints.

**4.1.4. Complaint:** The expression of dissatisfaction made in relation with our production services, personnel, work processes, or our processes to handle complaint performed in relation with the processes to solve complaints or product and/or service provided by EUROTEC.

**4.1.5. Complainer:** Person, establishment, or representative having made the complaint.

**4.1.6. Customer:** Persons or establishments receiving product or services.

**4.1.7. Customer Satisfaction Survey After Complaint:** Measurement of customer satisfaction in relation with services after complaint.

**4.1.8. Service:** Interaction between customer and establishment during life cycle of a product.

**4.1.9. Feedback:** Opinions, comments, and statements in relation with products and the process of handling complaints.

**4.1.11. Target:** The thing looked for or aimed in relation with handling complaints.

**4.1.12. Policy:** General purpose and direction of EUROTEC in relation with handling complaints expressed officially by the senior management.

Our policy is within the Integrated Management System Handbook and website. Also, it is **announced our personnel with unit meetings and Announcement Boards.**

**4.1.13. Process:** A sequence of activities converting inputs into outputs which are concerning with each other or having interaction.

**4.1.14. Transparency:** Sufficient announcement of information in relation with how and where the complaint shall be considered to the customers, personnel, and other relevant parties.

All EUROTEC employees are informed in relation with ISO 10002 Complaint Management System by mail, training, and visual materials. Work flows in relation with receiving, assessment, tracking, and analysis of complaint applications are documented. Personnel having managed these processes get the training of the process and system in which complaints are considered. Customers may see how and where complaints shall be handled in detail through the website.

**4.1.15. Accessibility:** Handling process of complaints being easily accessible for all complainers,

Handling process of complaint can be accessed through our website. Our customers who want to make complaint through EUROTEC headquarter and our website may get service in relation with response of their applications within working hours.

**4.1.16. Responsiveness:** Information which shows that complaint has been received Information mail of which application has been received is sent to the customer to e-mail address of the complainer in complaints received. Our personnel treat complainers justly, objectively, and kindly. Emergency status of applications is classified and information in relation with advancement within the complaint process is made to the customers for each case.

**4.1.17. Impartiality:** Handling customer complaints in an neutral way which is far from all prejudices.

**4.1.18 Fee:** Process of handling complaints being free for complainer. Fees arising in assessment and solution of complaints are not reflected to our customers.

**4.1.19. Privacy:** Personal information in relation with the complainer may be obtained only in the process of handling complaints.

This information must not be disclosed without consent of the complainer. Personal information of customers out of the content of the complaint cannot be shared with anyone out of employees required to make transactions for responding customer demands and complaints.

**4.1.20. Customer Oriented Approach:** Open to the feedback in process of handling complaints of customers and commitment of solution of complaints with the processes carried out.

EUROTEC deals with the complaints with a customer-oriented approach in a way which shall take the company further. The right of obtaining information in relation with its complaint which it desires is given to the customer. In case that solution process of the complaint takes long time, interim notification is made via the channel preferred by the customer within the periods committed to the customer. As the result of the assessment of complaint applications, applications are closed with feedback according to the customer preference.

**4.1.21. Accountability:** It covers accountability and their reports for the activities and decisions of EUROTEC in relation with the process of handling complaints.

Each complaint is recorded with a unique number. All details in relation with complaint applications are kept in order to ensure retrospective monitoring. Status of the complaint may be questioned with the record numbers given.

**4.1.22. Continuous Improvement:** Performing continuous improvement studies in relation with complaint management process.

Examples are chosen in a way which they shall cover minimum 20% of the complaints received between two surveys in the surveys made 2 times a year. In these surveys, assessments of customers in relation with the process of handling complaints are asked. They are analysed in detail for improvement of work processes at the end of these assessments.

**4.1.23. Complaint inspection team:** Person/persons who inspects complaints at the site of complainer, conveys observations/findings to the relevant units, starts works to find solution, observes the results, carries out measurement for improvement, and reports the findings which it has had to the relevant parties.

**4.1.24. Customer External Solution Right:** In case no agreement is reached with the customer in customer complaints, right of the customer who has made the complaint to seek his/her right in legal and judicial ways

## **5.COMMUNICATION**

**5.1.1.** EUROTEC has described the ways to make applications, processes, and forms in relation with handling the complaints accessible. These definitions may be easily accessed through the website [www.eurotec-ep.com](http://www.eurotec-ep.com).

**5.1.2.** Communication tools used in receiving complaints are as follows:

- [www.eurotec-ep.com](http://www.eurotec-ep.com)
- Phone (0282 265 12 00)
- Customer visits
- Personnel e-mails of EUROTEC with which customers have communication
- Personnel phone numbers of EUROTEC with which customers have communication

**5.1.3.** Customer satisfaction management system policy, complaint management process, customer complaints process flow chart, customer feedback and complaint recording form, and surveys are drafted. Up-to-dateness of documents is followed through the QDMS software used within management systems. Customer satisfaction management system policy, complaint management process, and customer complaints process flow chart may be accessed by website as well as they can be provided by e-mail or fax when desired. Complainer is informed in written/verbally when complaint is taken to assessment and opened and closed within the customer satisfaction management system. Primarily ŞEAYT is responsible from assessment of complaints. Collection centre of the complaints is him/her. When the complaint is taken into consideration for the first time, it is recorded to QDMS and started to be researched.

## **6. RELEVANT DOCUMENT**

YSD.EK.001 EYS Handbook (EYSEK)  
YSD.PR.001 Procedure of Control of Documents and Records  
YSD.PR.003 Internal Inspection Procedure  
YSD.PR.006 Procedure of Review of Management  
TPFR.001 Customer complaints satisfaction survey  
TPFR.002 Customer feedback form

## **7. PROCEDURE**

### **7.1 Receiving Complaints**

Complaint applications are directed to the relevant units in order to be resolved. Everything is examined with care by the expert teams and every process taken during the solution process of the complaint is recorded. Our customers may obtain information in relation with the status of the complaint through our communications channels with the code number given during application.

In case that complaint applications are not resolved within 1 working day, customer is informed in relation with the estimated solution period of the complaint. During solution process, customer is able to track its complaints by phone or e-mail with its own code. When complaint is closed, customer is informed in relation with the closing of complaint.

◆ Customer complaints are received by the ways of which details are mentioned in communication section.

◆ Customer complaints taken are conveyed to ŞEAYT.

### **7.2 Notification that Complaint is Received**

Information that each complaint is taken is given to the application owner by electronic mail.

Then, it is recorded to QDMS.

### 7.3 First Assessment of Complaints

- ◆ ŞEAYT or relevant Research and Development Project Directors record each complaint to QDMS with a unique identification code.
- ◆ Emergency precautions to be taken are mentioned within QDMS. (It is put into notification group of customer complaints.)
  
- ◆ The person who has opened the complaints assign himself/herself as the team leader, establishes its team, and writes development report.
  
- ◆ If complaint is due to the firm, CAPA is opened; if not, actions to be taken by the customer are written to the development report and customer is recommended to realize these actions.
  
- ◆ First or final customer contact is realized in relation with the complaint by ŞEAYT or his/her deputy.
  
- ◆ Customer complaints are assessed with the participation of Production, Production Planning, Quality Control, and Research and Development departments in Weekly Meetings (PGG) and/or individual meetings.
- ◆ All stages of customer complaint process are tracked through QDMS.
  
- ◆ Verbal and/or written feedback to the customer is made to the customer by ŞEAYT, his/her deputy, or Directors.

In the following cases, emergency and importance of complaints are considered to be HIGH.

- ◆ Problems risking human health,
- ◆ Problems which may cause life and/or property loss,
- ◆ Complaints which may damage brand image,
- ◆ Problems which stop production and/or service of complainers,
- ◆ Problems because of delivery,
- ◆ Quality problems which cause production and efficiency loss,

In other cases,, emergency and importance of complaints are considered NORMAL.

In the cases where emergency and important of the complaint are high, customer is visited

and/or customer is immediately contacted with when necessary.

#### **7.4 Recording Complaint to QDSM and Notification that Complaint is Received**

ŞEAYT or his/her deputy makes the preliminary examination of the complaint and completes the lacking information, if any, by talking to the complainer or demanding it from the relevant sales director. He/she assigns him/herself as the team leader in relation with the complaint and establishes his/her team. He/she announces the complaint through internal notification network. Complainer is informed in relation with that complaint is taken into assessment during that stage.

#### **7.5 Research of Complaint (Development Report and Root Cause Analysis)**

In the stage of inspection of the complaint, details in relation with the complaint and product sample which is subjected to the complaint may be demanded from the customer. Interviews with the customer may be through phone, electronic mail, or face-to-face.

Interviews made with the complainer are carried out within a framework of kindness. Personal information of the customer or complainer is not disclosed without consent of these persons.

If fast solution cannot be found in relation with the complaint, ŞEAYT or his/her deputy may visit complainer and obtain sample or information in order to make on-site inspections.

ŞEAYT sends findings and samples obtained to whom it may concern in the factory for inspection. Tests, assessments, and findings carried out in the factory are recorded to QDMS.

After they are put into QDMS, system announces the information written through the internal notification network.

Complaint inspection team leader and/or team determines the root cause of the complaint. After root cause is recorded to QDMS, system is tracked down through internal notification network.

If complaint is due to our firm, CAPA is opened; if not, actions to be taken are written to the development report and customer is recommended to realize them.

#### **7.6 Finalization and Closing of Complaint (Result Report and Closing)**

After root cause analysis, complaint inspection team leader and/or team enters the result report of the complaint and sends for approval of closing the complaint. Complaint is sent to ŞEAYT for closing approval.

If complainer is considered right in his/her complaint, the customer is relieved according to the



agreement to be mutually reached. If there is an incompliance due to its own applications of the customer, alternative solutions are produced and provided to the customer when necessary.

In this stage;

**1-** If ŞEAYT considers inspection made insufficient, he/she may demand re-inspection of the complaint by returning to the development stage. If CAPA is required to be started, team is determined through QDMS and action is started. Complaints may be tracked down with CAPA process through QDMS according to the content of complaints and corrective/preventive action needs. System published the information written through the internal notification network. ŞEAYT and/or his/her deputy may draft result report regarding with the complaint without waiting CAPA result.

Before CAPA opened is closed, complaint cannot be closed through QDMS.

**2-** If ŞEAYT wants to track the inspection made on time, he/she can make it through QDMS. ŞEAYT receives customer opinion or approval. In direction of opinion or approval, ŞEAYT closes customer complaint.

Actions are taken in relation with the products to be returned according to the process of Customer Return Assessment.

### **7.7 Reaching Agreement with Customer and Monitoring**

Agreement is reached in case that solution in relation with the complaint recommended by ŞEAYT and/or his/her deputy is found compliant by the customer and solution agreed is taken to application by the relevant department within the shortest time.

In case that customer does not consider recommended solution applicable or agreement cannot be reached, alternative solution is provided to the customer by ŞEAYT, if any, and if there is no other solution to be suggested, ŞEAYT carries out other studies in relation with solutions.

In case that complainer does not accept any solution recommended and agreement cannot be reached, complaint is not closed and left opened (only if legal ways shall be applied). In case that agreement cannot be reached, customer who has made the complaint has the right to apply external solutions such as seeking right through legal ways.

It is examined by ŞEAYT and/or his/her deputy whether there are other customers who have got affected from similar non-compliances after customer is satisfied.

In case that customer who have got affected from the similar non-compliances are detected as

the result of the research, ŞEAYT and/or his/her deputy contacts with the customers detected and satisfaction level is learned. For the customers who are dissatisfied in relation with the same subject, new customer complaint is arranged. Complaints which remain opened continue to be monitored and if no information is get from public bodies or complainer showing that external solution is applied for 6 months following the date of complaint, complaint is closed. In case that complainer applies to the external solution within monitoring stage of 6 months, complaint is kept opened and not closed until external solution is finalized.

### **7.8 Reporting**

ŞEAYT carries out information and assessment in relation with the complaints with the minimum number of period of Management Review Meetings in relation with the complaints and provided that they are not longer than periods of 6 months. He/she may arrange meetings in the factory in relation with the complaints and may share the previous condition with the participators. In addition to them, he/she drafts annual assessment report and submits it to the senior management in Management Review Meetings.

### **7.9 Improvement of Process of Handling Complaints**

ŞEAYT determines the performance parameter and targets of the processes of handling the complaints with the relevant department managers and Senior Management. Performance criteria determined within the process of handling the complaints are reviewed and target revisions are carried out when necessary.

Complaints are classified by ŞEAYT and problems and inclinations repeated or encountered for the first time are identified. Corrective/preventive activities in order to remove the original reason of the complaint are planned.

Performance of the process of handling the complaint is assessed by integrated inspections carried out with the certain periods within the Internal Inspection procedure.

Senior management ensures the compliance, sufficiency, efficiency, and effectiveness of the process of handling the complaint.

### **7.10 Measurement of Satisfaction Level in relation with the Process of Handling Complaints**

"Customer Complaint Satisfaction Survey" is applied in EUROTEC in order to determine the satisfaction level of the complainers.

Complainer is called by phone with the period of 6 months or his/her satisfaction is asked by sending Customer Complaint Satisfaction Survey and information obtained is assessed by ŞEAYT and Corrective/Preventive Actions may be started in QDMS according to Non-

◆ Compliance Control Procedure and Preventive Actions Procedure.

Surveys made, survey assessments, and actions taken are discussed/assessed regularly in Management Review Meetings.

#### **7.11 Inspection of Process of Handling Complaints**

Efficiency of Complaint Management System is provided by inspection of this system. Internal and external inspections are carried out within ISO 10002:2004. Internal inspection is realized with a team established by Senior Management. Internal inspections are carried out according to the relevant procedure. Accordingly, compliance of works carried out with the internal inspections to the Complaint Management process is inspected. External inspections are realized by the independent inspection institutions.

Inspection results are taken into consideration in Management Review. Results are examined and required actions are taken

The following subjects are taken into consideration in order to assess the inspection in examination of the process of handling complaints;

- ◆ Compliance of procedure of handling complaints with policy and targets,
- ◆ Level of tracking of procedure of handling complaints,
- ◆ Ability of existing procedure of handling complaints to realize targets,
- ◆ Weak and strong sides of process of handling complaints,
- ◆ Improvement opportunities in process of handling complaints and its outputs.

#### **7.12 Review of Process of Handling Complaints**

##### **7.12.1 Purpose:**

One of the agendas of management review meetings held minimum once a year is to review of Complaint Management System. Subjects such as determining complaint targets and improvement areas and announcement of management representative as well as compliance and sufficiency of Complaint Management process, Complaint Management Policy and potential changes for its targets are discussed in YGG.

Date of YGG meeting is determined by Management Representative. The mentioned meeting is held minimum once a year. In case of need, additional meetings may be held with the offer of the senior manager of the relevant unit.

Senior management must be gathered in order to review the following subjects in relation with the process of handling complaints;

- ◆ To ensure compliance, sufficiency, efficiency, and effectiveness of the process,

- ◆ To identify and correct the lacks of products,
- ◆ To identify and correct the lacks of process,
- ◆ To discuss the opportunities for improvement and complaints and to assess need of change in relation with the product presented,
- ◆ To assess potential changes for policy and target of handing complaints.

#### **7.12.2 YGG Inputs**

Complaint Management system policy Targets of Complaint Management System  
Organizational Scheme  
Regulations and legal applications  
Results of inspections  
CAPA's  
Previous YGG Outputs Former YGG Outputs Improvements and recommendations

#### **7.12.3 YGG Outputs**

Decisions and activities in relation with improvement of the system Recommendations in relation with improvement of service/product  
Decisions and activities in relation with source needs determined

#### **7.13 Continuous Improvement**

EUROTEC carries out the following studies in order to continuously improve efficiency and effectiveness of process of Complaint Management.

To get relevant employees trained for Complaint Management given periodically,  
Another firm visits held when opportunity to research best applications of handling complaints,  
Ensuring appreciation of our personnel having had satisfaction messages in PGG meetings for continuous improvement of complaint management systems used,

#### **8.CONTROL OF RECORDS**

Records are private documents and they are controlled according to the conditions determined in Procedure of Documents and Control of Records. Ensuring continuity of data in QDMS is guaranteed by the backup procedures of information systems.