Quality Management System

Customer Complaint Resolution Procedure

Document Code:	***P- 3-04***
Issue Date:	***01.10.2008***
Revision:	***03***

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1. Purpose

The purpose of this procedure is to establish a system to deal with Customer complaints in order to ensure that:

- TÜV NORD Iran consistently responds to Customer concerns and work with our Customers to find and implement mutually acceptable solutions, and
- The data resulting from the Customer complaint resolution process is used to identify and target key business improvement through corrective and preventive action.

2. Scope

This procedure is applies to Certification Divisions of TÜV NORD Iran.

3. Process Description

3.1 Customer Complaint Resolution Process – General

Customer Complaint Resolution Process (CCRP) consisting of the following steps:

- Capture of any instance of Customer dissatisfaction,
- Meet our commitments, to Customer, in resolving the complaint, and
- Use the complaint data to improve our services.

3.2 Customer Complaint Capture

Customer complaints could be in verbal expressions, written documents, or any other types of expressions of dissatisfaction such as refusal to pay.

Every employee at every level is responsible for capturing Customer dissatisfaction. The respective TÜV NORD Iran employee who is receiving the Customer complaint shall record the same and submit it to the Quality Manager / Quality Management Representative.

3.3 Complaint Resolution

The Quality Manager / Quality Management Representative is responsible to ensure that necessary action has been taken to fully define the problem and facilitate implementation of an acceptable solution. Any Employee may be assigned as Resolution Owner by the Quality Manager / Quality Management Representative, if required.

The Quality Manager / Quality Management Representative ensure that necessary solution or response, which shall aim to solve the Customer complaint and satisfy the Customer expectations, has been implemented. The Quality Manager / Quality Management Representative in conjunction with Resolution Owner, if necessary, shall execute and implement the solution.

3.4 Complaint Closure

The Quality Manager / Quality Management Representative and Resolution Owner, if necessary, shall communicate with the Customer to ensure that the dissatisfaction is suitably resolved.

Customer answers, comments, and new complaint in cases of dissatisfaction shall be recorded by Quality Manager / Quality Management Representative.

3.5 Business Improvement Process

It is the responsibility of Quality Manager / Quality Management Representative to evaluate the data gathered from Customer complaint resolution process and provides the Managing Director with the results.

The Managing Director shall decide on actions to be taken to resolve performance issues and improve business.

4. Relevant Records

- F-3-03 Customer Complaint Resolution Form
- F-3-04 Minutes of Meeting