

## Training Program on ISO 10002 Customer Satisfaction Guidelines for Complaints Handling in Organization

### Course Features:

The course provides guidance for organizations in accordance with ISO 10002:2018 to plan, design, develop, operate, maintain and improve an effective and efficient complaints handling process for all types of commercial and non-commercial activities.

### Course Objectives:

To make participants aware of effective complaints handling process that can lead to improvements in products, services and processes where the complaints are properly handled, can improve the reputation of the organization, regardless of size, location and sector. In a global marketplace, the value of using an International Standard becomes more evident since it provides confidence in the consistent treatment of complaints.

### Who should attend?

Sales and Marketing and QA personnel in organizations of all types, from all industry sectors, Middle and Senior level executives responsible for interaction with customers.



**18th to 19th February'2021**

**9:30 AM to 5:30 PM Both days**



### Course Contents:

#### Customer Satisfaction – Guidelines For Complaints Handling In Organizations:

- ♣ Guiding Principles
  - Commitment, Capacity, Transparency, Accessibility, Responsiveness
  - Information Integrity, Accountability
  - Improvement, Confidentiality
  - Customer focused approach
  - Competence
  - Timeliness
- ♣ Complaints handling framework
  - Context of the organization
  - Leadership and Commitment
  - Policy
  - Responsibility and Authority
- ♣ Planning, design and development
  - Objectives
  - Activities
  - Resources

- ♣ Operation of Complaints handling process
- Communication
- Receipt, Tracking, Acknowledgement, Initial Analysis of Complaints
- Investigation of complaints, Response to complaints
- Closing complaints

- ♣ Maintenance and Improvement
- Collection of information
- Analysis of Evaluation of Complaints
- Monitoring of Complaints handling process
- Auditing of Complaints handling process
- Management Review of complaints handling process
- Continual Improvement

- ♣ Group Exercise on Complaints handling

### **Issue of Certificate:**

Certificate of successful attendance shall be issued to all the delegates who attend entire duration of the course.



### **Duration:**

8 Hours including break of 1 Hour (Both Days)



**Registration Fee : Rs. 4,000 + 18 % GST Per Participant**

To know about all our Online Training Programs scan adjacent QR Code



**To Register and Pay : [Click Here](#)**

**Registered & Head Office-**

801, Raheja Plaza I, LBS Marg, Ghatkopar (W), Mumbai 400 086

Email: [trainingindia@tuv-nord.com](mailto:trainingindia@tuv-nord.com) Tel: +91-22-66477000

Website: [www.tuv-nord.com/in](http://www.tuv-nord.com/in)

Toll Free: 1800-209-0902

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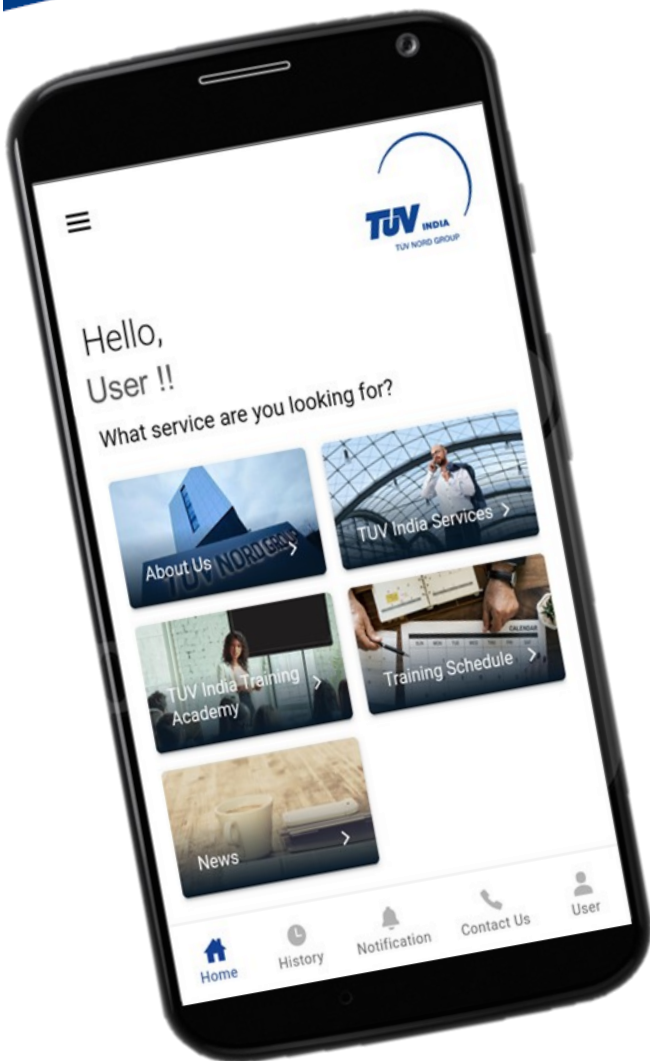
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All our Online Training Offerings are for the resident of India & Sri Lanka Only.

# TUV India's Customer Friendly Mobile App

## TUV INDIA TRAINING ACADEMY (TITA)



**Our user friendly mobile application is developed to provide constant connect with our customers and participants along with hands-on information about the latest offerings of TUV India Training Academy. The app is also apprising the users on diverse service portfolio of TUV India along with latest developments related to our company.**

Some of the highlights of our app are:

- Available on Android- Google Play Store & iOS Apple Store
- Provides overview about TUV India (TUV NORD GROUP), our services and latest developments
- Details about TUV India Training Academy offerings
- Training Schedules – both Class Room and Online Trainings
- \* For each training, the app provides Course Features, Who should attend, Course Contents, Pre-requisites etc
- \* Link for Registering for the course of choice with integrated payment gateway
- \* Payment History (Receipts, Invoices)
- \* Certificates for attended programs based on user eligibility
- \* Notifications related to new offerings and sessions
- \* Contact us with linked email or phone (toll free number)
- \* Individual User Profile



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Call : 1800-209-0902



Registered & Head Office :  
801, Raheja Plaza I, LBS Marg, Ghatkopar (W), Mumbai - 400086  
Tel: +91-22-66477000 / 25007000 / 05 | Email : [infoindia@tuv-nord.com](mailto:infoindia@tuv-nord.com)