

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.



22nd & 23rd January'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 Tel: +91-22-66477000
 Website: www.tuv-nord.com/in
 Toll Free: 1800-209-0902

TÜV®

TÜV NORD GROUP

Expertise for your Success

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