

	CUSTOMER COMPLAINTS MANAGEMENT PROCEDURE	Doküman No	QPR0017
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1. PURPOSE

The purpose of this procedure is to provide assessments and concludes for all the feedbacks of our customers in a systematic way, by explaining their processes and convert the complaints to the satisfactions.

2. SCOPE

The scope, for all the departments of our Company, includes recording, evaluating, solving, analysing reporting of the feedbacks sent by the customers via communication tools.

3. DESCRIPTION

Customer: The enterprise or person who receives product or service

Complaint: All kind of written or oral unsatisfactory declarations delivered to us by our customers due to the insufficiency about the promises given them on our products and services, or; about our poor service quality and performance, even though they are not verified by as "deserved" by us.

Customer Advice: The recommendations received from the customers about improvements on product and service quality.

Feedback: Declarations, comments and thoughts about products or complaints handling processes. These can be negative or positive.

Major (high-priority) Complaint:

The Complaints ;

- Highly risky for casualties (lose of life) and occupational health and safety,
- Which causes the production to stop,
- Hazardous for environmental safety and declares huge damage.
- When unlawful applications occur,
- Which negatively affects customers' processes, almost causes to stop the production of customer or causes to stop.
- If the same problem from the same customer occurs with 3 (three) months, but from different lots.
- As the products are sent back during mass production, and they can not be used by the customer in any case,
- If the sample is defined "rejected",
- If the defect cost composes 10% of the total sales price and / or if the re-working cost exceeds 1500.00 Euros. are classified as "Major (high priority) Complaints".

Minor(normal priority) Complaint: They are the complaints which do not directly effect the production & sales of the customer. However; they need to be improved. The problems originated

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from product and quality, which do not exceed the cost of 1500.00 Euros and %10 of the total sales price, are assessed in this respect.

Observation(low priority) Complain: The remarks & improvement recommendations about the general issues, which do not directly effect customer processes, are evaluated in this scope. The following situations are evaluated in this respect ;

- Billing disagreement
- inconsistent demands against the mutually-signed agreement,
- After the analyse, when Torun Copper is not faulty and the faults are out of Torun interests and field.

Instantly Resolvable Complaints: These are the complaints which are solved as soon as they are received.

4. RESPONSIBILITIES

Staff : All the staffs are responsible to have knowledge about Complaint Management Process and Policy. The employees are to handle the complaint positively, eliminating, if possible, remove the displeasure, and forward the complaint to the complaint resolving unit by recording the immediate action needed claim.

General manager: Şirket içerisinde şikayetleri ele alma proseslerinin ve hedeflerinin kurulmasını sağlamak

- Providing the establishment of Complaint Handling Processes and their targets in the company,
- Ensuring the establishment of Complaint Handling process, its plainning, designing, applying, maintaining and comtinuous improvement in accordance with Complaint Handling Policy,
- Identifying and ensuring the needed management resources for an effective and efficient Complaint Handling Process,
- Ensuring to inform people about Complaint Handling Processes and customer-oriented approaches.

Management Representative: With the approval of General Manager;

- Generating the performance monitoring, evaluation and reporting process.
- Reporting to the top-management about Complaint Handling Process, also with his recommendations on improvements.

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- Employing the proper staff and his education, identifying technological conditions, documentation, target dates and ensuring the continuous functioning of the system, continuing the efficiency and effectiveness of the processes and monitoring them.

Related Departments' Responsibilities Ensuring the implementation of Complaint Handling Processes,

- Contacting with the Management Representative of Complaint Handling Process,
- Ensuring and maintaining the information flow about customer-oriented approach (identifying and satisfying the customer requests, trying to rise the customer's fidelity) in his department,
- Ensuring the easy-reach to the informations about Complaint Handling Processes,
- Reporting the actions and decisions about the Complaint Handling Process,
- Ensuring the handling processes of the complaints received and recorded and evaluating their efficiency,
- Supporting the preventive actions to fix a problem and to prevent suchlike problems in the future. And also ensuring the actions to record that issue.
- Proving the data of Complaint Handling Process so that the Top-Management could review.
- Providing orientation training for new employees about the Complaint Management.

Customer Technical Relations Expert (Complaint Solving Responsible):

In responsibility of the Quality Department .

- By recording and forwarding to the related staffs, reporting, co-ordinating and resolving the complaints, under the guidance of Management Representative.
- Informing the customers about that the complaint has been received, at the beginning of the processus.
- If needed, contacting with the customer for informing them about the complaint process and recording all the communication details. During the solving process, reminding the related departments and monitoring the progress.
- Generating the data analysis of the customer's feedback process and reporting that.

P.S. : Pursuant to the cause and geographical status of the complaint, any appropriate staff can be assigned as Complaint Solving Responsible during the resolving process.

Regional Sales Representatives

Forwarding the customer feedbacks by the customer to the Customer Technical Relations Expert, as per Torun Copper Communication System. When needed; he can be assigned as the complaint resolving responsible according to the cause and geographical status of the complaint, under the

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coordination of Management Representative. Contacting to the customers about the process in order to inform them and recording all the communication details.

5. DETAILS OF THE PROCEDURE

5.1. PLANNING

- Complaint Notification / Recording
- Preliminary Examination
- Resolving Process
- Feedback Tracing Status
- Process Flow

5.2. IMPLEMENTATION

• **Complaint Notification / RecordingTelefon**

- 1- **Faks yoluyla ile Şikayet Bildirimi:** The notifications delivered to our sales representatives or local offices by the customers. The complaints are received between 08.00 a.m. – 06.30 p.m. in week days.
- 2- **Complaint notification via internet :** The notifications sent via the link <http://www.torunmetal.com/contacts2.php> , by filling up the Request Form.
- 3- **Complaint Notifications done face to face and written (viq e-mail , post) :** The notifications realised face to face during customer visits, via Quality Customer Relations Responsible, Sales Representatives, Customer representatives of Torun Copper or by mail and post.
- 4- **For communication via telephone, fax, letter and e-mail;** Müşterilerimizin <http://www.torunmetal.com/contacts2.php> linki içerisinde yer alan alanı doldurarak yapmış oldukları bildirimlerdir.

• **RECORDING**

- Customer feedbacks and complaints, as per Torun Copper Communication System, are forwarded by Quality Department and saved into ERP/CRMT09 Customer Feedbacks pre-evaluation Module. The saved feedbacks, in need, are stored over ERP / TRNPRD14 module by Complaint Solving Responsible, via KG.017 Corrective And Preventive Action Report, including the informations of customer, product, defect definition, feedback date and all details. All the complaints are listed in the ERP / TRNPRD14 module, under FB.016 Corrective And Preventive Action Report Tracing Form.
- The same complaints received from the same customer and from different lots in 3 (three) months are classified as Major (high-priority) Complaints. These kind of complaints and

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customers' special requests, by the approval of Management Representative, are filled up with the documents KG.021 8D Report and KG.022 8D Problem Solving Form, applying the 8D technic and a new Corrective Action study is performed.

- **PRELIMINARY EXAMINATION**

1. Whereever/to whom it is sent, the complaint is forwarded directly to Customer Relations Expert.
 2. Customer Relations Expert specifies the related sections/staffs and inform the related responsables. (Pre-evaluation team to be consisted of members from Quality, Sales and related production sides)
 3. If that is a major claim, a meeting is held within 24 hours and the actions are determined. If that is a minor or observation claim, once in a week, a meeting is held and its day is flexible. And this day is declared max. 2 days before.
 4. After the pre-examination, actions are applied to the related departments.
- After the customer feedback, Corrective&Preventive Action is formed and sent to the related department.
 - Being organised by the Quality Department, a team comes together and holds a meeting. (Problem Solving Team to be consisted of staffs from related production side and Engineering, Sales and Quality to be present. In need, staffs from Maintenance, Purchasing etc. to be joined to the team)The decisions are taken in this meeting. The importance level of feedback is determined. The problematic part may be asked from customer to send for our analysis if needed. And the complaint resolving process starts after receiving the related sample.
 - All the customer feedbacks are recorded.
 - In case of the customer complaint is deserved / right, The team coordinated by the Quality Department determines the probable causes and solving proposals, as per the initial analysis and its priority status.(see 2.1. Definitions). After determining the immediate solving proposals, via the Complaint Solving Responsible, the KG.017 Corrective and Preventive Action Report is sent, over ERP / TRNPRD14 module, to the related department from which the defect is originated.
 - In case of the customer complaint is not deserved / not right, the result is delivered to the customer Complaint Solving Responsible, and the best is performed to help the customer even though the complaint is not deserved. By proposing solutions to ensure satisfaction, the reconciliation is searched. The infos are saved into ERP / CRMT09 module.

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• SOLUTION PROCESS

The complaints in our company are divided into three categories ; Major (high-priority) complaint, Minor (normal priority) complaint and Observation (low-priority) complaint and instantly resolvable complaint. And they are evaluated according to the criterias of the procedure specified in section 2.1 Definitions. After the feedbacks, which is recorded in Corrective and Preventive Action Report, are forwarded to the related department, the solving process begins.

- After receiving the complaint, in 24 hours the latest (working day/based on standard working hours), the related staff gets in contact with the customer and sends the complaint receipt info. And required additional information are obtained from the customer, preliminary examination is performed. The complaint receipt info of the complaints received after that the working hours ended is sent within the following day(included the planned holidays).
- After receiving the complaint; for major (High Priority) ones, an immediate solution and action plan within 1 working day is demanded from the related department's responsible by the Quality Department.
- The costs which may occur due to the containment actions and corrective actions are confirmed by the Customer Relations Specialist after being evaluated with the Sales Team. In case of a discrepancy / disagreement, taking care of proposals from Sales Team, containment actions are defined and shared with the customer. If the predicted cost exceeds 5000 €, the approval is requested from General Manager. If the cost exceeds 20.000 €, approval from Management is requested and then reporting done to the customer.
- The Corrective and Preventive Action Report including analysis results is sent back to the Quality Department (Complaint Solving Responsible) by the related staffs after 7 (working) days of getting the complaint.
- After forwarding the complaint to the related department, when 4 working days remaining to fill up the report, the reminding mails begin to be sent by SAP system to the responsible personnels.
- The Corrective Action report which is completed by the related departments latest within 7 (seven) working days is delivered to the Quality Department. Then, the actions and due dates are determined no later than 10 (ten) working days. If the solution will not be able to be reached within the specified date, the progress of the complaint is explained to the customer and an additional time is requested.
- In case of the complaint is in "Solution Process", the reason for delay and the target date is also added on explanation section on SAP QM01 module , by the Quality Staffs.

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- The root cause of each complaint is searched and the result is shared with the related departments. The solution and action plan to be delivered to the customer is determined.
- The specified solutions and action plan is shared with the customer and an approval is obtained. If the customer does no feedback within 60 days on the issue, the actions is accepted as "approved" . For the solutions which is not approved by the customer, analysis and evaluation period is re-performed (preliminary examination and evaluation process) and the solutions are improved.
- The process of analysis and evaluation (pre-evaluation and assessment progress) for the "unaccepted solution methods by the customer" is repeated and the determined solution methods are improved. (In case of a disagreement, the issue escalated to the committee which is consisted of General Manager, Sales Manager, Quality Manager, Engineering Manager and related Production Manager. The decision is defined with the support of this team).
- In any condition, the customer complaint is traced until all the proper solution ways end or the customer satisfaction is reached. And, after realising the all actions, the document QFR0067 Customer Complaint Assessment Survey is sent to the customer , when the customer confirmed his satisfaction (by sending the survey back and /or by an e-mail), the complaint is closed. The actions are guessed acceptable when customer doesn't give any feedbacks
- If no evaluation is received from the owner of the complaint about the actions on the solution ; the status of the Corrective and Preventive Action is stayed as "open" and the needed explanation is saved in the section "Customer Evaluation".
- The satisfaction confirmation of the customer is saved on SAP QM01 module, within the section "Customer Evaluation".
- If the solutions ways on the complaint are all ended ; as an external option, the owner of the customer demands "arbitration" from System Certification Company's "Certification Manager". If the solution can not be reached by this way either, the customer investigates the solution as per the related legislation by the remedies.
- By the Quality Department, at least once in a year, the departments are requested to do the efficiency evaluation of the reports they completed. After the permanent corrective action is applied and the expected result is obtained, the efficiency of the action report is assessed by the department responsible by using Corrective Action Report on SAP QM01 module. The action status is determined on "ranking section" and recorded under the control of Quality Department.

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- By the Quality Department, in the first half on each year, the customer Satisfaction Survey is sent by email to all customers for the evaluation of previous year. The feedbacks from customers are evaluated in the 3th quarter of the year.
- In some cases, the complaint is solved as soon as it is received. In this kind of situations, the section SAP QM01 module is completed and saved.
- The complaints are analysed by dividing into categories and root causes since they are regarded as an opportunity to continuous improvement. The most complained issues are identified and the feasibility or improvement demands may be requested from the related departments by the Quality Department.
- The data analysis of the complaints are realised on SAP QM10 module by Corrective and Preventive Action Tracing Form. They are handled in Management Reviewing Meetings.

• FEEDBACK TRACING STATUS

The feedback tracing status, from receiving the complaint to delivering the completed report to the customer, are indicated below :

Receiving Complaints Status: Represents first statu(Major, minor) of the claim after saving the the reklamacy in first 24 hours(within working day, working hours).

- **Complaints Preliminary Examination Status:**Represents examination claims which are occurred by "supplier's failure or not" decision.
- **Complaints Solving Step Status:**Represents investigation of root causes and preventing actions by related departments.
- **Complaint Solved / Customer Pleasure Aproval Status:** This is the status which is being solved the complaints, being removed the problem, and being provided the customer pleasure.(Major status are concluded and submitted to customer approval.)
- **Agreement Couldn't be Provided Status:** The status which can not be solved ater first suggestion concerning customer feedbacks.

PROCESS FLOW

Customer Complaints managements process flow is presented at Chart-1.

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6. DOCUMENTATION

6.1. RELATED DOCUMENTS

- QPR0002 Dokümanların Kontrolü Prosedürü / Control of Documents Procedure
- QPR0003 Sistem Kayıtlarının Kontrolü ve Arşivleme Prosedürü / Control of System Records Procedure
- IKP0002 İletişim ve Haberleşme Prosedürü / Contact and Communication Procedure
- YPR0001 Denetim Prosedürü / Audit Procedure
- IKP0001 İnsan Kaynakları Prosedürü / Human Resources Procedure
- QPR0009 Müşteri Memnuniyeti Prosedürü / Customer Pleasure Procedure
- QPR0011 Veri Analizi Prosedürü / Data Analysis Procedure
- QPR0014 Düzeltici Faaliyet Prosedürü / Corrective Action Procedure
- QPR0015 Önleyici Faaliyetler Prosedürü / Preventative Action Procedure
- ISO 10002 Müşteri Memnuniyeti Müşteri Şikayetlerinin ele Alınması Rehberi / Guidelines of Customer Pleasure Customer Complaints Handling
- OEK0001 Organizasyonel El Kitabı / Organization Handbook

6.2. RELATED RECORDS

- SAP/QM10 Düzeltici Faaliyet Takip / Tracking by SAP / QM10
- QFR0014 Düzeltici Faaliyet Raporu / Corrective Actions Reports
- QFR0001 8D Formu / 8D Report
- QFR0067 Müşteri Şikayet Değerlendirme Anketi / Customer Complaint Assessment Survey
- SAP/QM01 Düzeltici ve Önleyici Faaliyetler Modülü / Corrective and Preventative Actions Module.

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REVİZYON ve DAĞITIM TAKİP FORMU

Rev No	Revizyon Tarihi	Açıklama	Sorumlu
0	21.04.2017	TBES-P850 Müşteri ŞikayetYönetim Prosedürü Yeni Doküman numarasına ve formatına göre güncellendi. İçerik gözden geçirilerek revize edildi.	O.ÇAĞLAYAN
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