

	<b>Customer Complaint Management Procedure</b>	Doküman No	QPR0017
		Yayın / Revizyon Tarihi	28.09.2020
		Revizyon No	5
		Sayfa	1/11
		Bilgi Sınıflandırması	1

### 1. PURPOSE

The purpose of this procedure is to explain the process of customer feedbacks, to evaluate them all systematically and finalise them by inverting into satisfaction.

### 2. SCOPE

Recording, evaluating, solving, analysing and reporting of all customer feedbacks which have been sent to us by clients using communication methods, related to any department of our company.

### 3. DEFINITIONS

**Customer:** Establishment or person who is receiving service.

**Claim:** All kinds of unsatisfactorial feedbacks, oral or written, which is shared with us by our clients, that is resulting from any missing points regarding the products or services, low service quality and low performance, regardless the verification of its correctness.

**Customer Advise:** Proposals from clients, intending to improve the product/service quality.

**Feedback:** Related statements, comments or ideas regarding to products or claim handling process. They can be positive or negative.

**Major (High Priority) Claim:**

- Life thread or health & Safety risks existing,
- Big size damage exists for environmental safety,
- Applications opposite to regulations exist,
- Line stop cases in customers and production stops,
- From same customer, with same issue but with different lots feedbacks in last 3 months,
- In serial productions; rejections and if no way to consumption by client,
- Failure cost is higher than %10 of total sales price and/or labour cost is higher than 1.500€,

**Minor (Normal Priority) Claim:**

- No direct impact on customer production and sales, however, improvement needed,
- Issues product based or quality based, less than %10 of product sales price and/or lower than 1.500€ sorting, rework, separation costs where the products are usable,

**Observation (Low Priority) Claim:** No direct impact on customer processes, warnings and improvement proposals on general issues,

- Invoice conflicts (reconciliation issues)
- Requirement demands which is opposite to mutual agreements,
- After investigations, when it is understood Torun Bakır has no mistake and the issue out of Torun's business scope,

**Instantly Solvable Claims:** Issues which can be immediately solved and result reached,

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Claim Type	Explanation	Effecting the Non-Quality cost	Effecting the PPM performance	Effecting the number of Official Claims	8D sent to customer	Internal Analysis Type
<b>Official Customer Claim (PPM1)</b>	Claims available in customer supplier performance reports and shared with Torun by customer.	Yes	Yes	Yes	Yes, if customer demands	Customer 8D format/ QFR0001 8D
<b>Unofficial Customer Claim (PPM2/Hata)</b>	Claims non-available in customer supplier performance reports and shared with Torun by customer.	Yes	Yes	Yes	Yes, only if customer demands	QFR0001 until D5.
<b>Feedback</b>	Opinions, comments and related statements regarding to the products or claim handling processes. They can be negative or positive. Issues instantly solvable and not effecting the product quality (ex : quantity, logistics, packaging issues and solvable immediately with debit-credit note methods.	No	No	No	Yes, only if customer demands	Convenient internal analysis method (fishbones, 5 Why, brainstorming, field analysis etc)
<b>PPAP, sample, pre-serie rejection</b>	During sampling status in new product handling process, the customer feedbacks are investigated by Project Team which is a part of Technical Managership. These feedbacks is not included in claim quantity, ppm calculations and non-quality costs. They are not registered into excel nor SAP.	No	No	No	No	No

Claim status are as following :

Claim Status	Explanations	Effecting the PPM Performance	Effecting the Official Claim Quantity
<b>Cancelled</b>	When the customer informed in written way the claim cancelled or no customer feedback received during 1 month after Torun shared cancellation requests with customer.	No	No
<b>Open</b>	If customer demands 8D, 8D closed but open action existing, If customer does not demands 8D, open action existing	Yes	Yes
<b>Closed</b>	If customer demands 8D, 8D closed and no open action remaining, If customer does not demand 8D and no open action remaining,	Yes	Yes

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#### 4. RESPONSIBILITIES

**Personnel:** All personnels are responsible to know how claim handling process is conducted and its politics. They are to welcome the claims positively, and if possible invert it into satisfaction, and if emergency issues point out, they are obliged to register it and under quality department management, inform the problem solving team.

##### **Business Leader**

- Ensuring internally to establish the processes and targets of claim handling,
- Ensuring the planing, designing, implementation, maintaining and continuously improvemens of claim handling process in parallel to company claim handling politics,
- Defining the needed management sources for an effective and efficient claim handling process,
- Encouraging the informative methods of claim handling and customer oriented,

##### **Quality Manager**

- Establishing a performance monitoring, evaluation and reporting process,
- Report to upper management about Management of Customer Complaint process along with recommendations for improvement,
- Ensuring training of related personnel, technology requirements, documentation, defining of target time limits and mainly the continuity of the system in general,
- Responsible to ensure effective and efficient operation of the Management of Customer Complaint process.

##### **Complaint Related Department Representatives**

- Ensuring conducting of Management of Customer Complaint process,
- Contact with the management representative to manage complaints,
- Ensuring and guiding the process of handling complaints and customer-oriented approach (determining and meeting customer needs and making efforts to increase customer loyalty) in the department,
- Providing easy access to information about the processes of Management of Customer Complaint,
- To report activities and decisions related to handling complaints,
- Monitoring the processes of handling complaints made and recorded and evaluating their effectiveness,
- To correct a problem, to prevent it from occurring in the future.
- Ensuring that data about complaints are available for upper management to review.
- Providing orientation training for newly recruited personnel on complaint management

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### Quality Engineer

- Recording the complaints received and reporting to the relevant departments, reporting, coordinating and resolving the complaint,
- Informing the customers that the complaint has been received at the beginning of the process,
- When it is necessary, in order to inform the customer about the process, to record all the meeting details by meeting with the customer face to face and to follow up by making the necessary reminders to comply with the solution process of the relevant department within the solution process,
- Responsible for data analysis and reporting of customer feedback process regarding product quality.

### Sales Representatives

Responsible for information sharing between customer and quality engineers.

## 5. Process flow of Customer Complaint Management

No fees are charged from related parties for handling complaints. Customer complaints are handled fairly, objectively and impartially. Information about the customer is not shared with 3rd parties except with the consent of the customer.

### 5.1. Notification of Complaint

The Customer Complaint Management Procedure is announced to the relevant parties via the website and QDMS.

**Complaint Notification by Telephone, Fax:** These are the notifications that our customers have communicated to quality engineers, sales representatives or regional offices via telephone and fax. Complaints are evaluated within working hours on weekdays.

**Complaint Notification Via Internet:** These are the notifications made by our customers by filling in the field on the link <http://torunmetal.com/contact/>.

**During Mutual (Face-to-Face) Meetings and by Written (Mail, E-mail, etc.) Complaint Notification:** During customer visits by Torun Bakır personnel or after the customer visits or visits to Torun Bakır, face to face, via e-mail or mail are the complaint notifications they have made.

**Communication by Letter, Telephone, Fax and E-mail:** Our customers can reach the relevant personnel of Torun Bakır through a communication (telephone, fax, e-mail etc.) they designate themselves.

Contact information is given in the link below.

<http://torunmetal.com/contact/>

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### 5.2.Complaint Management

Flow is carried out as in the table below.

What is the action?	Who	Who is informed?	With whom?	What will do?	Format (with what)	Where is it recorded?
Recording the claim, in need, detail info request from customer and sending the receipt info to customer	Customer Quality Engineer	-	-	All details of the complaint (delivery date, material number, subject of the complaint, incorrect quantity, etc.) are recorded in the QDMS system.  After receiving the complaint, the customer is contacted within 24 hours (according to working days / standard working hours) and the complaint receipt information is shared. Receipt information of complaints received outside of working hours is sent within the following business day (including planned holidays).	-	QDMS
Pre-investigation of customer claim	Customer Quality Engineer	Quality Manager	Quality Team	Evaluation of technical data related to the problematic product code(visuals of the complaint, technical drawing, customer specification, general standards, documentation and / or sample of the PPAP process) and determination of the acceptance / rejection status of the complaint.  Note: In cases where root cause analyse cannot be done without NOK sample, NOK sample is requested from the customer. After the sample arrives, the complaint analyse process (8D) begins.	-	QDMS

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What is the action?	Who	Who is informed?	With whom?	What will do?	Format (with what)	Where is it recorded?
Blocking the relevant stock and issuing the customer complaint	Customer Quality Engineer	Logistic Sales Planning Planning Engineering Related Production Units Business Leader	Customer Quality Team	Suspicious stock of the relevant part is blocked systematically through the SAP system and the relevant units (Logistics-Planning-Sales-Production) are informed  After the customer complaint is recorded via QDMS, an e-mail is sent to the relevant departments. The subject of this e-mail will be "Customer Complaint -QDMS Complaint Number-Date-Short Description of Problem-Customer Name-Torun Part Number".	E-mail	QDMS
Notifying the Customer of Urgent Actions (D3)	Customer Quality Engineer	-	-	Actions that will ensure the flow of both the customer and Torun Bakır (stock control-line control-logistics actions-when necessary, bench stopping-Rework-Recall etc.) are taken and reported to the customer.  According to the prioritization status, Major-minor-observation evaluation of the complaint is made. If the complaint is major, the 8D team meets within 24 hours and emergency actions are determined.	For Customers who want 8D, Customer Format or Torun 8D format  E-Mail for customers who do not want 8D	QDMS

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Bilgi Sınıflandırması	1

What is the action?	Who	Who is informed?	With whom?	What will do?	Format (with what)	Where is it recorded?
Organizing the complaint meeting (Root cause study, determination of actions)	8D Team Leader	Relevant Department Managers and Leaders	All team members	Root cause analysis is performed with the team. This analysis can be done by any method deemed appropriate.  Corrective action is started for actions determined through QDMS.	Problem solving techniques (Fishbone, 5 Reasons, brainstorming, field study etc.)	QDMS
Reporting root cause analysis and corrective & preventive actions to the customer	Customer Quality Engineer	-	-	Reporting is made for the official customer complaint (PPM1 / Official). If the customer requests for Unofficial Customer Complaints (PPM2 / Error), a return is made. Creating a report within Torun Bakır and sending it to the customer should not exceed 10 business days, unless the customer has a special request regarding the deadline. If the solution will not be realized within the specified target times, the customer is informed about the process and additional time is requested.	For Customers who want 8D, Customer Format or Torun 8D format	QDMS

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What is the action?	Who	Who is informed?	With whom?	What will do?	Format (with what)	Where is it recorded?
Inspection / verification of corrective activity actions and closure of 8D.	Customer Quality Engineer	-	-	The effectiveness and suitability of the decided actions are evaluated by the customer quality engineer, and if the customer does not have a special request, the actions are closed within the specified time period.  After all actions are completed, the 8D report is shared with the customer by the Customer Quality Engineer.	If the customer does not have its own format, it is reported using Torun 8D format.	QDMS
After 8D closure,Recording of costs incurred (if any) and approval process of costs .	Customer Quality Engineer	Sales Manager Quality Manager Business Leader	Sales Department	Recording the cost composed (Quality) Finalizing credit-debit note issues with the customer (Sales)	QDMS	QDMS
Closing the Customer Complaint	Customer Quality Engineer	-	-	Customer Complaint is closed through QDMS.  Actions are deemed approved if the customer does not provide feedback on the issues within 14 days.	8D report	QDMS  Note: In the general flow of the customer complaint management process, important e-mails of regarding decisions, actions and reconciliations affecting the process are transferred to the relevant QDMS record.

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### 5.3.Calculation of the cost of poor quality

Status of the Complained Product	Included items of costing		RECORD
	Rework/Sorting Operation	Scrapping	
*Foreign Customer Stock *Foreign Stock of Torun Bakır	* Rework / sorting workmanship cost * Transportation cost * Accommodation cost	* Credit Note to be bill for scrapping operation to customer * Cost of the scrap product to be separated after the rework/sorting operation	QDMS
*Domestic Customer Stock	* Rework / sorting workmanship cost * Transportation cost * Accommodation cost	* Credit Note to be bill for scrapping operation to customer * Cost of the scrap product to be separated after the rework/sorting operation	QDMS
* Domestic Stock of Torun Bakır	* Rework / sorting workmanship cost	* Scrapping cost of product/semi-product * Cost of the scrap product to be separated after the rework/sorting operation	* For the rework / sorting operation, a rework job order is opened and the number of suitable / scrap products is recorded with the relevant job order. * Products that are decided to be scrapped without rework / sorting operation are scrapped and recorded in the scrapping form.
<b>NOTE : While evaluating the poor quality cost of the customer demand, regardless of the manufacturing / shipment year of the products the cost of poor quality related to the year in which the complaint was received is recorded.</b>			

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- Cost that may occur due to urgent action or corrective actions are evaluated and approved by the quality engineer with the sales department. In case of any disagreement, urgent actions are defined and notified to the customer, taking into account the recommendations of the sales department.
- Status update information is provided to the customer in case of need (prolongation of action deadlines, failure to complete actions, requesting additional time, changes in actions, etc.).
- After all the determined actions are implemented, the customer is informed. For solutions that are not accepted by the customer, the analysis and evaluation process (pre-examination and evaluation process) is repeated and the identified solutions are developed. In case of disagreement, the subject company leader, sales manager, quality manager, technical manager and the relevant production manager are escalated to a committee formed and decisions are made through this team.
- If solutions are exhausted in customer complaint; requests consultant from the system certification firm as an external option where the complainant can seek a solution. If no solution can be found here either; They seek solutions through legal means in line with the relevant legislation.
- Under all circumstances, customer complaints are followed until all appropriate solutions are implemented or customer satisfaction is achieved, and QFR0067 Customer Complaint Evaluation Questionnaire is sent to the customer after all actions are taken.
- In some cases, the complaint may be resolved at the time it is received. In such complaints, a complaint record is created and recorded through the QDMS External Customer Complaints module.
- After the customer complaint, the samples sent by the customer, if necessary and requested, will be stored in the sample archive with a label.
- By determining the most complained issues, a feasibility study or an improvement request can be requested from the relevant department by the Quality Department.
- The Customer Complaints Report regarding the complaints are drawn and analyzed and handled in the Management's review and monthly execution meetings.

#### 5.4.Feedback Follow Status

Statuses, starting from receiving a claim until closing the claim, are followed as per their status as long as customer demands.

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- **Claim Received Status:** Status of receiving the claim and feeding back customer within 24 hours (based on working days/hours) telling their claim has been received. If claim is major, first feedback is done soonest as possible.
- **Claim Pre-investigation Status:** Investigation status of a claim, if it is our company's fault or not.
- **Claim Solving Process Status:** Investigation status of a claim by related departments and doing studies to reach the root causes and defining the actions.
- **Claim Solved/ Satisfaction Confirmation Status:** Status when claim is solved, problem removed and satisfaction achieved. Major feedbacks are investigated in 24 hours and sent for customer approval.
- **No Mutual Agreement Achieved Status:** Related to customer communications, issues solved after first proposal.

## 6. DOCUMENTATION

### 6.1. RELATED DOCUMENTS

- QPR0002 Dokümanların Kontrolü Prosedürü
- QPR0003 Sistem Kayıtlarının Kontrolü ve Arşivleme Prosedürü
- QPR0009 Müşteri Memnuniyeti Prosedürü
- QPR0011 Veri Analizi Prosedürü
- QPR0014 Düzeltici Faaliyet Prosedürü
- QPR0015 Önleyici Faaliyetler Prosedürü
- QPR0097 Müşteri Şikayeti Bilgilendirme Formu
- ISO 10002 Müşteri memnuniyeti müşteri şikayetlerinin ele alınması rehberi
- OEK0001 Organizasyonel El Kitabı
- QFR0067 Müşteri Şikayet Değerlendirme Anketi

### 6.2. RELATED RECORDS

- QFR0001 8D Formu
- QDMS

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