



Customer Complaint Management Procedure

Doküman No	QPR0017
Yayın Tarihi	1.04.2018
Revizyon No	11
Revizyon Tarihi	5.02.2024
Sayfa	1/13
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.

Customer complains are taken as the improvement opportunity and evaluated within the principles of confidentiality, with true informations, effective, objective, clear, principled, in line with business ethics and without any materiality request.

2. SCOPE

It covers the recording, evaluation, resolution, analysis and reporting of customer feedback on serialized product codes for all units of our company.

3. DEFININITONS

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,
- Different lots of negative feedback from the same customer, pointing to the same problem
- Repeated complaints from the same customer, same product and same problem,

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- In serial productions; rejections and if no way to consumption by client,

Minor (Normal Priority) Claim:

- No direct impact on customer production and sales, however, improvement needed,

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

- Requirement demands which is opposite to mutual agreements,
- **Rejection (Unaccepted Complaint):**After investigations, when it is understood Torun Metal has no mistake and the issue out of Torun's business scope,

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

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
Official Customer Claim (PPM1)	Claims available in customer supplier performance reports and shared with Torun by customer.	Yes	Yes	Yes	Yes	Customer 8D format/ QFR0001 8D
Feedback	These are issues that are not reflected in the customer's performance reports and are communicated without being officially recorded.Issues instantly solvable and not effecting the product quality (ex : quantity, logistics, packaging issues and solvable immediately with debit-credit note methods.	Yes	No	No	Yes, only if customer demands	Customer 8D format/ QFR0001 8D

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PPAP, sample, pre-serie rejection	Customer feedback received during the sample studies of the new product commissioning process is followed up by the Project/Engineering team. Such notifications do not affect the number of customer complaints, ppm calculations and poor quality costs. They are not recorded in QDMS with the title of customer complaint.	No	No	No	Yes, if the customer asks (Project/ Followed up by Engineering)	Followed up by engineering
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Claim status are as following :

Claim Status	Explanations	Effecting the PPM Performance	Effecting the Official Claim Quantity
Cancelled	When the customer informed in written way the claim cancelled or no customer feedback received during 1 week after Torun shared cancellation requests with customer.	No	No
Open	If customer demands 8D, 8D closed but open action existing, If customer does not demands 8D, open action existing	Yes	Yes
Closed	If customer demands 8D, 8D closed and no open action remaining, If customer does not demand 8D and no open action remaining, For automotive customers; If 8D has been requested by the customer and 8D has been closed by the customer, If there is no open action in QDMS	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.

General Manager

- 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 Assurance 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.
- sürdürmekten sorumludur.

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Relevant Department Responsible

- Ensure the implementation of complaint handling processes,
- Ensure and guide the department to be aware of the complaint handling processes and customer-oriented approach (striving to identify and meet customer needs and to increase customer loyalty),
- Ensure monitoring of complaint handling processes and evaluate their effectiveness,
- Determining the sorting and correction (selection and additional labor) team and having this team carry out the relevant process according to the criteria decided by the 8D team (sampling amount, selection criteria, etc.)
- Ensure complaint handling data is available for senior management review
- Providing orientation training on complaint management to newly recruited staff

Customer Quality Team

- Makes the necessary preliminary investigations regarding the complaints received, transfers the information to the preliminary investigation team and ensures that an acceptance/rejection decision is taken,
- Creating a complaint record in QDMS for all complaints, rejections, notifications and cancelations and notifying the relevant department responsible,
- Informing the customers that the complaint has been received at the beginning of the process,
- When it is necessary, contacting the customer and ensuring coordination between the customer and the solution team,
- Regarding complaint resolution; Contributing to the processes of establishing the team and determining corrective and preventive actions,
- To check the appropriateness of the prepared DF/8D report together with the Quality Assurance Manager, to share it with the customer if appropriate, to send it back to the team if not.
- Negotiate with the Customer to finalize/close the complaint (status of defective products at Customer and Torun, agreement on total cost, acceptance of 8D) and obtain confirmation of closure from the Customer.

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- To finalize customer requests related to complaint costs (such as selection/rework costs, additional labor costs, line downtime or transportation costs) in consultation with the Quality Assurance Manager, sales team and the customer, and to record the finalized cost in PaperWork and QDMS systems.

Quality Control Leader

- Making the complaint received / opened to the relevant department, on the agenda of the relevant daily factory meeting,
- Being a member of the 8D Team,
- Following the execution and continuity of the actions assigned to the units affiliated to him after the 8D study,
- Directing the selection team determined by the 8D team (sampling amount, selection criteria, etc.) and checking the suitability of the selection and sharing the result with the customer quality team.

5. APPLICATION

Customer complaints are evaluated fairly, objectively and impartially. Information about the customer is not shared with third parties without the customer's consent.

Accessibility - Grievance Reporting

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

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

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

Complaint Notification During Mutual (Face-to-Face) Meetings and in Writing (Mail, E-mail, etc.): Complaints made by Torun Metal personnel during customer visits or by customers during or after their visits to Torun Metal face-to-face, by e-mail or by mail.

Communication by Letter, Telephone, Fax and E-mail: Our customers can contact Torun Metal's relevant personnel through a communication (telephone, fax, e-mail, etc.) of their choice.

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Contact information is given in the link below.

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

5.1.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 Team	Quality Assurance Manager	-	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 Team	Quality Assurance Manager	Relevant process owners	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 Team	Logistic Sales Planning Planning Engineering Related Production Units General Manager	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 Team	-	-	Actions that will ensure the flow of both the customer and Torun Metal (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 or e-mail E-Mail for customers who do not want 8D	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?
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. FMEA overview: If the customer is in VIP status and requested FMEA in Project phase, related FMEA should be reviewed and modified if necessary.	Problem solving techniques (Fishbone, 5 Reasons, brainstorming, field study etc.)	QDMS
Reporting root cause analysis and corrective & preventive actions to the customer	Customer Quality Team	-	-	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 Metal 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 Team	Quality Assurance Manager	-	The effectiveness and suitability of the decided actions are evaluated by the customer quality team, 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 Team.	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 Team	Sales Manager Quality Assurance Manager General Manager	Sales Department	Recording the cost composed (Quality) Finalizing credit-debit note issues with the customer (Sales)	QDMS Paperwork	QDMS + Paperwork The month when the complaint is received from the customer is considered as the month with the cost of poor quality.
Closing the Customer Complaint	Customer Quality Team	-	-	Customer Complaint is closed through QDMS. Actions are deemed approved if the customer does not provide feedback on the issues within 10 working 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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5.2.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 Metal	* 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 + Paperwork
*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 + Paperwork
* Domestic Stock of Torun Metal	* 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.
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.			

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- Cost that may occur due to urgent action or corrective actions are evaluated and approved by the customer quality team 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 general manager, 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 up until all suitable solutions are exhausted or customer satisfaction is achieved, and after all actions are taken, after a defined time period (at the end of each quarter), the QFR0067 Customer Complaint Evaluation Questionnaire is sent to the customer for the complaints in the Customer Complaint (PPM) categorie.
- 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 QFR0118 code label.
- The Customer Complaints Report regarding the complaints are drawn and analyzed and handled in the Management's review and monthly execution meetings.
- The Non-conforming Product Control Procedure is applied for returns received from the customer.

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5.3.Feedback Follow Status

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

- **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:** It is the status where the customer complaint is solved, the problem is eliminated, and customer satisfaction is ensured.

6. DOCUMENTATION

6.1. RELATED DOCUMENTS

- QPR0002 Documents Control Procedure
- QPR0003 System Records Control and Archiving Procedure
- QPR0009 Customer Satisfaction Procedure
- QPR0011 Data Analyzing Procedure
- QPR0014 Corrective Actions Procedure
- QPR0015 Preventive Actions Procedure
- ISO 10002
- OEK0001 Organizational Handbook
- QPR0012 Nonconforming Product Control Procedure
- QTL0001 Incoming Control Instruction

6.2. RELATED RECORDS

- QFR0001 8D Form
- QDMS
- PAPERWORK
- QFR0118 Customer Complaint Sample Label
- YFR0018 Meeting report
- QFR0067 Customer Complaint Evaluating Survey

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