

ENPAY PROCEDURE	ISSUE DATE : 21.11.2018	DOC NR : PR-7-9
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SUBJECT : CUSTOMER COMPLAINT PROCEDURE	PREPARED BY: Quality Assurance Manager	PAGE NR : 1 / 1 APPROVED BY: Chairman & CEO

1.0 PURPOSE AND SCOPE:

It is the determination of the methods and responsibilities to be followed in the examination and evaluation of the complaints coming to the laboratory from the customer or other related parties.

2.0 RESPONSIBILITIES:

General Manager, Laboratory Manager, Laboratory Responsible, Sales Manager, Customer Representative

3.0 APPLICATION:

3.1 Complaints sent by the customer via e-mail, telephone, fax, post or mutual conversation. Customer Claim Form FR-8.5.2-03 in the eBA program is filled in for the evaluation of the complaints by the Customer Representatives.

3.2 Complaints are taken into consideration by the relevant Laboratory Manager or Responsible.

3.3 Personnel who perform the relevant test(s) do not participate in the complaint evaluation activities.

3.4 For complaint evaluation, the following appropriate activities are implemented by the Related Laboratory Manager according to the content of the complaint;

- Test results are checked for typos.
- It is checked whether the test is performed with the relevant standard / method requested by the customer for the test activity complained of.
- For the relevant test, a retest is performed with reference material, if any. If this is not possible, comparison measurements are made with an accredited laboratory.

3.5 With the first findings obtained as a result of the complaint evaluation activities, the Customer Representative is notified by e-mail by the Relevant Laboratory Manager or Responsible, within 48 hours at the latest, that the complaint has been examined and that the investigation will be re-informed about the investigation activities.

3.6 If there will be a cost in the complaint evaluation activities, the customer is informed about this. If the customer is right in his complaint, this cost is covered by Enpay, otherwise the customer is notified that it will be charged from the customer.

3.7 As a result of the complaint evaluation activities, the final result is recorded in the FR-8.5.2-03 Customer Claim Form in the eBA program by the Relevant Laboratory Manager or Responsible, depending on the scope of the activities in the complaint. This information is sent to the customer by e-mail by the customer representative.

3.8 In the event that the test results performed by ENPAY Accredited Laboratories are found to be incorrect as a result of the complaint evaluation activities, the relevant actions are taken within the scope of the Assurance of the Validity of the Test Results Procedure.

4.0 REFERENCES:

TS EN ISO/IEC 17025 (7.9)
Quality Manual
Personnel Job Descriptions
Control of Records Procedure
Assurance of the Validity of Experiment Results Procedure

5.0 FORMS

FR-8.5.2-03 Customer Claim Form