TeKnowledge Shared Services (Pvt) Ltd

8. **OPR FOR FOLLOW-UP ON PENDING CORRESPONDANCE FOR AND FROM TFIUK TO OTHER DEPARTMENTS**

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| **SUBJECT** | **OPR for Follow up on pending correspondence for and from TFIUK to other departments** |
| **DEPARTMENT** | **Customer Services Department** |
| **RECORDER (Name & Designation)** | **Andrea Meikle - Executive** |
| **APPROVEDBY (Name & Designation)** | **Purodha Perera - HOD** |
| **CREATED DATE** | **16/03/2016** |
| **LAST UPDATED** |  |
| **PATH ON NETWORK FOLDER** |  |
| **NO. OF PAGES INCLUDING THIS PAGE** | **One** |

**Introduction:**

Follow-up with TFI UK Administrator daily on any correspondence pending action from TeKSS for TFIUK. Correspondence done either via Email, Skype or Phone call.

Upon discussion with the Administrator, follow-ups are carried out with respective departments/individuals for response or updates which is then communicated back to TFI UK.

**Contents:**

1. Follow-up with TFIUK Administrator daily
2. Follow up on behalf of TFIUK with TeKSS
3. Update to TFIUK Administrator regarding follow-up

**Process:**

1. Daily follow-ups are done with TFIUK’s Administrator via Phone, Email and Skype to check on correspondence requiring following up with TeKSS.
2. All follow-ups are carried out via phone call first to the respective individual and then an email referring conversation had. All correspondence will be cc’d to the relevant team email group and any other email group or person/s required to be notified on the specific follow-up, requesting for an update to inform the client on.
3. Once an update is received, it is communicated to the TFIUK Administrator with the respective person/s from TeKSS on CC.