GRM WORKINGS

1. Incoming customer requirement or complaint – the system records the request, in case of electronic channels without human interaction, automatically!
2. Evaluation of the request – the system notifies the responsible coworker about the request. During the evaluation, rightfulness and type of the complaint is determined. Based on that, processes required for resolving the issue are started. Predefined deadlines are linked to all processes.
3. Forwarding the request/complaint – After recording the request, related tasks are distributed among colleagues. For example, in case an erroneous part shall be replaced, the system may notify the supplier or request repairs at the defined service partner.
4. Feedback – During the completion, the system notifies all involved parties – customer, management, operation, etc. – about the process status. For example, if a replacement part is needed, the system sends notifications about the ordering, arrival, and takeover of the part in question. Similarly, the system sends notifications regarding all other tasks to all participants in the process and inspects if all tasks has been performed within the deadlines.
5. Closing the process – When the customer’s problem is resolved, (eg. the customer took over the required replacement part) the system records the events and closes the process.
6. Reporting – After closing the process, the system sends reports to responsible persona, management, about the completion of the process including deadlines, transportation time, costs, etc.