

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
ITEM TITLE :	QUALITY SERVICE PROCESS	Ref. No.
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	OPS-16-03-1301
TO :	REGIONAL MANAGER / AREA MANAGER / ALL BRANCH PERSONNEL	

OBJECTIVE

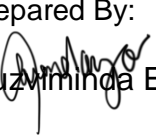
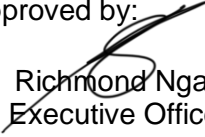
1. To identify product and service quality issues that needs to be resolved to ensure customer's satisfaction.
2. To ensure that excellent service is provided by the company to the customer before, during and after sales.
3. To deal quickly and thoroughly with quality problems and concerns conveyed by the customers.
4. To avoid if not totally eliminate quality product concerns on motorcycle items being carried by the company.
5. To establish data base for research and development of motorcycle products of the company.

POLICIES

1. The branch should follow the company's rules on customer's service:
 - 1.1. Don't keep promises unless the branch personnel concerned can keep them.
 - 1.2. Listen to the customer, do not ignore them.
 - 1.3. Deal with the complaint promptly.
 - 1.4. Be helpful, even not being ask, always be initiative.
 - 1.5. Always be courteous, customer perceived themselves to be entitled to courteous treatment.

Courteous words and phrases to be used:

- 1.5.1. "Please" ("Kung maaari po sana")
- 1.5.2. "I understand" (Naiintindihan ko po kayo)
- 1.5.3. "Thanks You" (Salamat Po)
- 1.5.4. "I see what you mean" (Alam ko po ang ibig nyong sabihin")
- 1.5.5. "I'm sorry about this" (Pasensya na po")
- 1.5.6. "Opo"
- 1.6. To provide excellent customer service, take the extra step. The customer may not say so to you, but people notice when people make an extra effort and will tell other people.
2. It is the responsibility of the Branch Mechanic to fill-up:

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- 2.1. Job Order (JO) for any services render, whether internal or external customer, either under warranty or not; including refurbishing and reconditioning job done on repossessed inventory.
- 2.2. Incident Report for any quality concern not cover by warranty or need immediate attention (Attached Incident Report Form).
 - 2.2.1. The quality concern should be reported within 24 hour upon discovery to Operations Support Department.
3. It is the responsibility of the Branch Manager (BM) to give the customers better, faster service on a consistent basis.
4. Non-compliance will be dealt accordingly base on our Company Code of Discipline.

PROCEDURE

1. Pre-Delivery Inspection

1.1. Marketing Assistant/Mechanic

- 1.1.1. Conduct pre-delivery inspection before release of the brand new motorcycle unit at the present of the customer.
- 1.1.2. Fill-up Pre-Delivery Inspection List and if there are any quality concern(s) discovered during the ocular inspection and/or activation of the motorcycle unit, prepare Incident Report (IR).
 - 1.1.2.1. Forward IR to Branch Manager (BM).
 - 1.1.2.1.1. In case BM is not available, ask branch cashier to forward the IR to Area Manager (AM) or Regional Manager (RM) whoever is available based on ascending hierarchy level.
 - 1.1.2.2. The BM, AM or RM will them forward the IR to Operations Support Department.
- 1.1.3. If everything is alright, obtain acknowledgement of the customer in the Pre-Delivery Inspection List.

2. Motorcycle Service

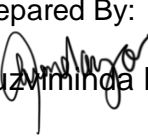

2.1. Mechanic

- 2.1.1. Diagnose and check part (s) needed of motorcycle unit of the customer subject for repair.
- 2.1.2. If the customer agrees with the recommendation, fill up Job Order (JO) Form in four (4) copies:

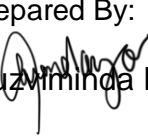

Original	:	Customer's copy
Yellow	:	Accounting Copy
Blue	:	Branch Mechanic
Pink	:	Booklet
- 2.1.3. Forward duly accomplished JO form to the branch Cashier status of the account, availability of parts and if the unit is still covered by warranty.

2.2. Cashier

- 2.2.1. Receive JO and check the following;

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- 2.2.1.1. Sales Invoice and release date; to check whether the motorcycle is under warranty.
- 2.2.1.2. Availability of part(s) in the branch inventory; and
- 2.2.1.3. Status of the customer's account.
 - 2.2.1.3.1. The Job Order must be approved by the Cashier before any repair is made to the MC unit. Any delinquent account shall be referred to the field personnel handling the account; or to Branch Manager so that necessary pressure can be made to update the account.
 - 2.2.1.3.1.1. In the absence of concerned branch personnel, the cashier must exert necessary pressure to the customer to update his/her account or act with dispatch to resolve the account.
- 2.2.1.4. In case the customer is an account of other branch;
 - 2.2.1.4.1. Communicate and check account status to the concerned branch.
 - 2.2.1.4.1.1. If the account is updated, proceed with the repair of the unit, else ask the concerned BM for their decision and action to resolve their delinquent account.
- 2.2.2. If the motorcycle unit is still covered by warranty, prepare Warranty Claim Report to be submitted to the Warranty Section of Spare Parts Department to request the parts.
- 2.2.3. Scan the duly accomplished Warranty Claim Report and send via web mail to Warranty Section-Spare Parts Department for checking and approval.
- 2.3. Mechanic
 - 2.3.1. If everything is alright, ask for the key and check for the complaint(s) of the customer on his/her motorcycle.
 - 2.3.1.1. If there is any quality concern discovered during the servicing of the motorcycle unit, prepare Incident Report (IR).
 - 2.3.1.2. Forward IR to Branch Manager (BM).
 - 2.3.1.2.1. In case BM is not available, ask branch cashier to forward the IR to Area Manager (AM) or Regional Manager (RM) whoever is available based on ascending hierarchy level.
 - 2.3.1.3. The BM, AM or RM will then forward the IR to Operations Support Department.
 - 2.3.2. Replace damaged parts of the customer's motorcycle unit, if under warranty return damaged parts to Warranty Section Spare Parts Department for further evaluation of warranty claim.
 - 2.3.3. Record accomplished Job Order to Monthly Job Order Report.

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3. Branch Manager

2.3.1. Overdue Customer

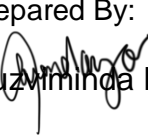
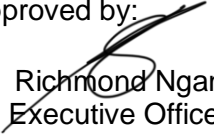
2.3.1.1. Counsel the customer to update his/her account or enter into acceptable payment arrangement.

2.3.1.2. If the failed to arrive at acceptable payment arrangement or the account is overly delinquent, the customer should be compelled to surrender the financed unit and enforce the pre-signed Voluntary Surrender.

2.3.2. Incident Report (IR)

2.3.2.1. Receive IR from branch mechanic and review and validate data thereof.

2.3.2.2. Forward reviewed IR to Operations Support Department copy furnishing RM and AM.

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