

Version History

Ver. No.	Authors	Date	Reviewers	Review Date	Release Date
1.0	Management Representative	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
2.0	Management Representative	16-Dec-2019	QMF	13-Dec-2019	16-Dec-2019
3.0	Management Representative	02-Nov-2020	QMF	06-Nov-2020	10-Nov-2020

Change History

Ver. No.	Section	Date	Change Information	RFC No.
1.0	All	03-Sep-2018	New Release	-
2.0	All	16-Dec-2019	Annual Review and no changes	-
3.0	All	10-Nov-2020	Annual Review	-

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Customer Management Process

1.0 Objectives

To establish and maintain a system to ensure that the complaints received from the customers are resolved speedily.

2.0 Scope

The scope covers Complaints from customer handled by CIPL.

3.0 Policy

3.1 Policy Statement

- NA

3.2 Framework to Support or Implement this Policy

- NA

4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

Process Element	Description	ID
Checklists	NA	NA
Forms	Corrective Action Report	QMS-L4-FR-MR-15
	Customer Complaint / Issue Form	QMS-L4-FR-MR-16
	Customer Complaint / Issue Register	QMS-L4-FR-MR-21
	Customer Satisfaction Survey Form	QMS-L4-FR-MR-09
Guidelines	NA	NA
Lists	NA	NA
Standards	NA	NA
Templates	NA	NA

5.0 Entry Criteria

Inputs	Source Processes
Customer Complaint / Issue	Project Teams
Customer Satisfaction	Project Teams

6.0 Responsibilities

Role	Responsibilities
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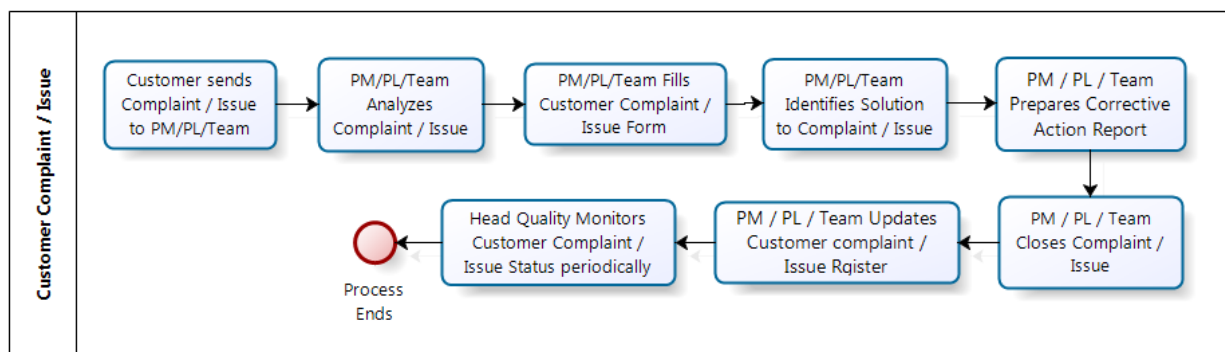
Role	Responsibilities
PM/PL/Team	<ul style="list-style-type: none"> Receive Complaint / Issue from Customer Fill up Customer Complaint / Issue Form Analyze the Customer Complaint / Issue Prepare Corrective Action Report based on the criticality of Complaint / Issue Resolve Issue and Update Customer Complaint / Issue Register Update Customer about resolution of Complaint / Issue Send Customer Satisfaction Survey Form to Customer Follow up with Customer for Customer Satisfaction Survey Form Share Customer Satisfaction Survey Form with Head Quality Improve based on Customer Satisfaction Survey details
Head Quality	<ul style="list-style-type: none"> Monitor Customer Complaints / Issue Register periodically Guide PM/PL/Team to resolve Complaint / Issue Receive Customer Satisfaction Survey Form from PM / PL / Team Analyze Customer Satisfaction Survey Form based on inputs Arrive to Customer Satisfaction Rating Analyze Customer Satisfaction Rating against set parameters Share & Advice PM / PL / Team ratings and action plan Monitor PM / PL / Team actions for improvement
Customer	<ul style="list-style-type: none"> Update PM/PL/Team about the Complaint / Issue facing Follow up with PM/PL/Team for closure of Complaint / Issue Closure of Complaint / Issue Receive Customer Satisfaction Survey Form from PM / PL / Team Fill up Customer Satisfaction Survey Form and share with PM / PL / Team Monitor activities of PM / PL / Team towards improvements and give feedback

7.0 Process Description

Overview Diagram

Refer below to specific process for flowchart.

7.1 Customer Complaint Process



7.1.1 Receive Customer Complaint / Issue

- PM/PL/Team receives Customer Complaint / Issue

7.1.2 Analysis of Customer Complaint / Issue

- PM/PL/Team analyzes Customer Complaint / Issue

7.1.3 Identification of Solution

- PM/PL/Team identifies suitable solution to resolve Complaint / Issue

7.1.4 Preparation of Corrective Actions

- PM/PL/Team fills up Corrective Action Report to record the solution

7.1.5 Closure of Complaint / Issue

- PM/PL/Team closes Complaint / Issue

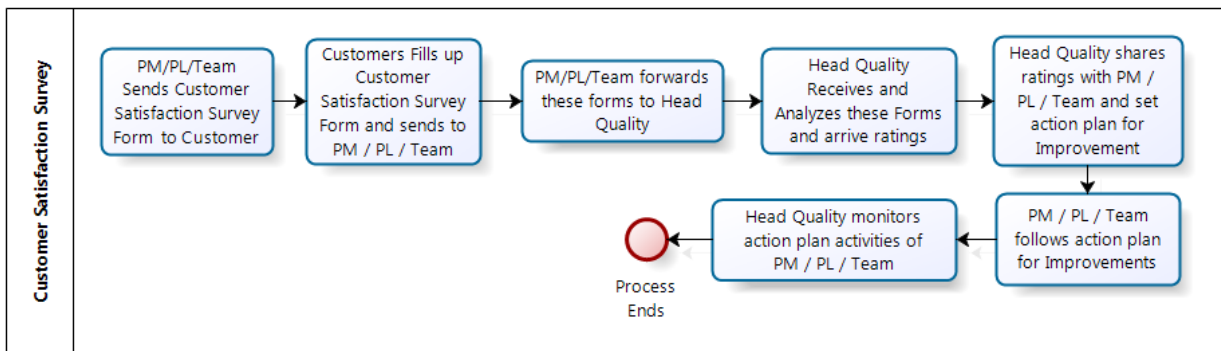
7.1.6 Updation of Customer Complaint Register

- PM/PL/Team Updates Customer Complaint Register

7.1.7 Monitoring of Customer Complaint / Issue

- Head Quality monitors the status of Customer Complaints periodically

7.2 Customer Satisfaction Survey Process



7.2.1 Send Customer Satisfaction Survey Form

- PM/PL/Team sends Customer Satisfaction Survey Form to Customers to get ratings.

7.2.2 Customer Sends Feedback

- Customer Receives Customer Satisfaction Survey Form from PM/PL/Team
- Customer fills up Customer Satisfaction Survey Form and sends it back to PM/PL/Team

7.2.3 PM/PL/Team Forwards Feedback to Head Quality

- PM/PL/Team forwards Customer Satisfaction Survey Form to Head Quality for analysis

7.2.4 Analysis of Feedback

- Head Quality receives and analyzes Customer Satisfaction Survey Form received from PM/PL/Team
- Head Quality arrives the rating given by Customer

7.2.5 Feedback Action Plan

- Head Quality discusses with PM/PL/Team about the ratings and set action plan for improvement, if required

7.2.6 Action from PM/PL/Team

- PM/PL/Team follows the action plan for improvement

7.2.7 Monitoring of Customer Satisfaction

- Head Quality monitors action plan set with PM/PL/Team for improvement

8.0 Quality Mechanisms

- Review of Customer Complaint / Issue
- Review of Closure of Customer Complaint / Issue
- Review of Customer Satisfaction Survey Form
- Review of action plan for improvement

9.0 Quality Objectives

Sr. No	Objectives	Responsibility	Frequency of Measurement	Reporting of Measurement	Target to Achieve
1	Reducing Customer Complaints / Issues	PM/PL/Team	Quarterly	Customer Complaint Register	Reduce by 10%
2	Achieve Customer Satisfaction Rating	PM/PL/Team	Yearly	Customer Satisfaction Survey Form	>= 3.5

10.0 Identified Risk

- NA

11.0 Exit Criteria

Outputs
Corrective Action Form
Customer Complaint / Issue Form
Customer Complaint / Issue Register
Customer Satisfaction Survey Form