OVERSEAS TECHNICAL INSPECTION SERVICES

QUALITY SYSTEM PROCEDURES

Written per

ISO/IEC 17020:2012

Conformity assessment – Requirements for the operation of various types of bodies performing inspection

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APPROVAL

The signatures below certify that this SYSTEM PROCEDURE has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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AMENDMENT RECORD

This quality manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
06	Update on the standard requirements	01	01.03.2019

COMPANY PROPRIETARY INFORMATION

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1. Purpose and scope

The objective of this procedure is to establish and maintain a method of receiving and processing client feedback and complaints.

This procedure concerns all complaints and other feedback received from clients or other parties.

2. Procedure-Activities

70601 Client feedback
70602 Registration of client complaints
70603 Handling of client complaints

3. Documents

3.1. System documents
D 70601 Client complaints since one year
D 70602 Client feedback
3.2. Specific documents
3.3. External documents

4. Method

70601Client feedback

A. Receiving and logging client feedback

- All after-sale client communication, whether written or verbal, are forwarded to the customer service department. Verbal communication by phone is documented in a memo which is written during, or immediately following, the conversation with the client.

- All client enquiries are recorded. The records for client feedback include:

  a) reference number
  b) identification of the client (may not be applicable for feedback)
  c) reference to the concerned order (may not be applicable for feedback)
  d) brief description of the feedback
  e) category classification

- The feedback is recorded by the customer service department.

B. Classification of the client feedback and complaints

- Client feedback is assigned to an appropriate category. Responsible functions for each type of feedback have been defined. Following categories are used:

  a) general enquiries (responsibility: sales department)
  b) inspection performance (responsibility: inspection department)
  c) accuracy of the inspection results (responsibility: inspection department)
  d) packaging (responsibility: inspection department)
  e) distribution and delivery (responsibility: inspection department)
  f) product information (responsibility: sales department)
  g) availability (responsibility: sales department)
  h) order handling and order changes (responsibility: sales department)
  i) after-sale support and service (responsibility: service department)
  j) contracts, price (responsibility: sales department)

- When necessary, client inquiries are re-directed to these responsible functions.

70602. Client complaint registration

A. Receiving and logging client complaints

- Client complaints are recorded via a corrective action request filled in by the person who receives the complaint.

- The records for client complaints include:

  a) identification of the client
  b) date
  c) brief description of the complaint
  d) cause of the complaint
  e) immediate action + executor

- The involved departmental manager is informed of the complaint. The complaint is entered into the access-database by the Quality Manager.

B. Classification of the client feedback and complaints

- Client complaints are classified according to their cause. The purpose is to allow for better tracking of trends and evaluating improvements in specific domains. Possible causes are:

  a) labeling problem
  b) nonconforming inspection results
  c) samples damaged in delivery
  d) wrong inspection results sent
  e) late delivery to client
  f) problems with communication and responsiveness
  g) complaints regarding business practices, publicity, etc.

70603. Client complaint handling

- Customer Service and the function responsible for the complaint decide how to respond to the client and, when applicable, what needs to be done to correct the problem for the client (exchange, repair, refund, etc.). The client is informed of this decision.

- The Quality Manager reviews every client complaint to determine whether it should be discussed during the quality meeting. Then the quality meeting can decide to take a corrective action. This decision is recorded on the corrective action request.

- When a client returns nonconforming inspections results, the inspection results are evaluated and reviewed, and are handled and processed in accordance with procedure P 803, Control of Nonconformities. Depending on the nature of the nonconformity, the Quality Manager may follow up with requests for corrective and preventive actions.

- When the investigation of client complaints determines that remote operations, subcontractors, referral laboratories or other external organizations contributed to the complaint, the Quality Manager contacts these organizations and provides them with all relevant information.

- Every client complaint is recorded. The records are maintained by the Customer Service. When there are copies of written communication, reports and other documents related to a complaint, these records are organized into a file and are identified with the complaint number.
- Whenever possible, Otis shall acknowledge receipt of the complaint or appeal, and shall provide the complainant or appellant with progress reports and the outcome.
- The decision to be communicated to the complainant or appellant shall be made by, or reviewed and approved by, individual(s) not involved in the original inspection activities in question.
- Whenever possible, the Otis shall give formal notice of the end of the complaint and appeals handling process to the complainant or appellant.

In general, records of complaint investigation are maintained by the department that conducts the investigation. For example, records of internal investigations may be merged with records of the corresponding corrective or preventive actions, which are maintained by Quality Assurance, records of investigations that concerns test performance or other test characteristics are maintained by Testing, records of investigations that involve referral laboratories or subcontractors are maintained by Purchasing, and so forth.

END OF PROCEDURE