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|  | STANDARD GLOBAL QUALITY CERTIFICATES Procedure for Customer Complaint Handling | Doc. No : SGQC-QP- 07 Rev No : 1 Date: 15.04.2015 Page 1 of 1 |
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1.0 Purpose

To ensure that the organizations main focus is on its customers/clients to provide best service this meets their requirement.

2.0 Scope

This procedure will be applicable to all customer complaints and feedback and review of all complaints and feedback received from the customers.

3.0 Responsibility

MR is responsible to prepare and implement this Procedure and it is issue & approved by GM.

4.0 Procedure

4.1 The current and future needs of the customers Identified by the MR and recorded for the review.

4.2 All the customer feedback /complaints recorded and evaluated by the MR and discuss during the review meeting

4.3 For each customer complaint –

Records of complaints include the following information:

- Details of the complaint
- Root cause analysis
- Selection & implementation of corrective action
- Monitoring of Corrective action
- Follow up verification Audit

4.4 Where specified in the agreement/quotation the customer or his representative shall be allowed to inspect the product at SGQC premises.

5. Records

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| Customer Complaints – | SGQC-FM -03 |
| Customer Feedback - | SGQC-FM-04 |
| Customer Complaint Register - | SGQC-FM-05 |