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## CUSTOMER CONCERNS & COMPLAINTS

### Purpose

This procedure establishes a process for responding to customer concerns and complaints with a system of immediate personnel attention, containment, interim corrective action and permanent corrective action.

### Scope

This procedure applies to all concerns and complaints expressed by a customer, whether by phone, fax, mail, electronic mail, or other methods

### Definitions

**Complaint** - Any expression by a customer representative regarding the lack of total customer satisfaction.

**Concern** - Any statement of known or potential nonconformance or dissatisfaction by any customer representative.

**Containment Action** - Short-term actions put in place to address a quality issue until permanent corrective actions are determined and implemented.

**Corrective Action Plan** – A plan for correcting a process or part quality issue so that we provide total customer solutions and satisfaction.

### Responsibilities

**ANY EMPLOY** Any Insulation Supply Company Employee

**ISR** Inside Sales Representative

**ISR & OSR** Inside Sales Rep. and Outside Sales Representative

**COO** Chief Operations Officer

### Procedures ANY EMPLOY Receives Customer Concern

#### or Complaint

- Any Employee receiving communications regarding a customer concern or complaint first determines the nature and urgency of the concern or complaint.
- If the Employee receiving the concern or complaint can handle the problem immediately, he or she does so and informs the Customer's ISR of the action that was taken to resolve the concern/complaint.
- If the Employee cannot resolve the matter immediately, he/she promises immediate personal attention and commits that an INSCO representative will call the Customer back by the end of the next business day at the latest to update the customer on actions that will be taken to resolve the concern/complaint.
- The Employee informs the Customer's ISR about the concern or complaint, including the name and Tel/fax number of the Customer Representative, the date the concern/complaint was received, and the orders and products affected.
- In all instances, the Employee or ISR calls the Customer back before the end of the next business day and explains what actions will be taken or have been taken to address the problem. He or she confirms that the Customer is satisfied with INSCO'S response and proposed resolution.

*Note: Printed versions of this document are uncontrolled. The published Web version (Internet or Intranet) is assumed to be current.*

**ISR Responds to Customer's MINOR Concern/Complaint**

- Determines nature of MINOR concern/complaint. (Minor concern/complaint may include inquiry or objection about product availability, delivery, pricing, documentation, etc.)
- Commits to immediate personal attention.
- Promises call back and status update within hours (max 24 hours).
- Takes immediate action and responds directly to customer.
- Informs OSR of actions taken to resolve the concern/complaint.

**ISR Completes Discrepancy Report on MINOR Discrepancy**

- If corrective action is needed beyond the immediate response and resolution, the ISR completes a Discrepancy Report (DR) on the Customer concern/complaint.
- Includes notes on root cause and recommendations on corrective actions.
- Informs OSR about Discrepancy Report and proposed corrective actions.

**ISR & OSR Responds to Customer's MAJOR Concern/Complaint**

- Determines nature of MAJOR concern/complaint. Major concerns/complaints may include nonconforming product (wrong product, color, quantity, size, shelf-life, etc.), pricing/invoicing disputes, requests for product returns or other concessions.
- Listens to concern/complaint to collect information and understand Customer's perspective and ideas for resolution. In other words, what does the Customer expect INSCO to do in order to resolve this problem?
- Commits to immediate personal attention and promises a call back and status update by end of next business day even though resolution may take several days.
- Informs OSR and decides what corrective actions are necessary to prevent recurrence of the concern/complaint.
- Both the ISR and the OSR decide how to resolve the concern/complaint to the satisfaction of the customer.

**ISR Completes and enters Discrepancy Report on MAJOR Discrepancy**

- Completes Discrepancy Report on MAJOR Customer concern/complaint.
- Enters into DR system on computer, including notes on root cause and recommendations on corrective and preventive actions.
- Notifies the OSR and Sales Manager about the MAJOR Customer concern/complaint.

**COO Ensures resolution of all MAJOR Concerns/Complaints**

- Reviews MAJOR customer concern/complaint with ISR and OSR.
- Reviews root cause and corrective actions with ISR, OSR and others, as appropriate. Recommends additional corrective/preventative actions to remedy the concern/complaint and prevent recurrence.
- Follows progress on implementation of corrective actions to resolve problem and prevent recurrence.
- Develops action plan with ISR and OSR to restore customer relations.
- Ensures that Customer is satisfied with INSCO's response and the resolution of the customer concern/complaint.

**QUAL MGR Reports and coordinates Discrepancy Reports**

- Advises on Causes and Corrective Actions.
- Evaluates Effectiveness and Closes DR.
- Reports DR Status and Trends to Management.

**Records**

Discrepancy Report QF-74

Corrective Action Request Form QF-9101

**Revision Notes**

- Removed obsolete form QF-91 and replaced it with QF9101
- Removed references to CAWeb as it is no longer functional.
- Changed multiple references of RGM to OSR.