



Customer Complaint Management Flow

Receiving the complaint



Survey

Verbal Notice

Telephone

E-mail

Internet

Fax

The person who receive the complaint creates a record in Quality Management Software and gives information to Customer Relations Manager. An e-mail is sent to the customer to give information that the complaint has been recorded.

Transferring the complaint to Customer Relations Manager

Analyzing the complaint and seaching for a solution

Who is responsible for the solution?

Discussing with CRP/ Operation

Discussing with supplier

Discussing with Finance

Searching for another solution

Discussing with agent

Solving the complaint

Giving information to Customer

Has the solution been accepted?

Closing the complaint