	Customer & Stakeholder Management Procedure	Proc- QP 07 Rev: 02 Eff date: 01 Sept 2024	
Developed by	Certification Manager	Approved by	Managing Director

1 Purpose

The procedure details a systematic approach to resolving external and internal queries and requests in an impartial manner, complaints, appeals, disputes, and deviations.

2 Scope

The procedure covers the impartial handling of queries or requests related to complaints, appeals, disputes, feedback from clients and interested parties as well as internal queries.

3 Responsibility


The Certification manager shall be responsible for this procedure assisted by the administrative personnel and MD director.

4 Abbreviations


- CM** – Certification Manager
- IC** – Impartiality Committee
- IR** - Improvement Request
- CI** – Continual Improvement
- MT** - Monitoring and Tracking Tool,
- CFQ** – Customer Feedback Questionnaire
- ST** – Stakeholder Analysis
- MR/M** – Management Review/Minutes

5 Process

Function	Process	Measurement
Handling of complaints, Appeals & Disputes	<ul style="list-style-type: none"> • External queries can be received in different types of media or verbally from the clients/interested parties. • Any grievance received verbally/telephonically/walk-ins must be recorded on the improvement request form and send to the CM. • The certification manager will confirm the receipt of the grievance to the client via e-mail (within 5 working days) 	Continual Improvement Procedure, Proc- QP 04. Improvements Request Form, FRM-QP-04.1. Continual Improvement Tracker, FRM-QP-04.2 Management Review Procedure, Proc- QP 05

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	<p>and obtain any further information (if required) for the validity of the grievance.</p> <ul style="list-style-type: none"> • A reference number is allocated from the Monitoring & Tracking Tool (Improvements Request) and update with as much information as possible. • Internal deviations are issued to the responsible persons as soon as it is practical. • The CM shall assign an independent investigation team, to the complaints/appeals/disputes that will commence with the investigation in accordance with the Continual Improvement Procedure. • The investigation team shall deal and come up with corrections and corrective actions within 20 working days. • The CM shall communicate the progress of the investigation to the complainant or appellant via email. • The results of the investigation shall be communicated to the complainant or appellant within 20 working days. 	<p>Management Review Agenda, Frm- QP 05.1 Meeting Minutes Template, Frm-MS-01.2</p>
Handling of feedback From Customers	<ul style="list-style-type: none"> • Customer feedback questionnaires will be sent to all certified clients after each audit: <ul style="list-style-type: none"> ○ Initial certification – certification documents ○ Maintenance of certification – after each audit • Any negative feedback will be investigation in Continual Improvement Procedure. • The CM will review and analyse the results of the feedback to be discussed during the annual management review meeting. 	<p>Customer Feedback Questionnaire, Frm QP 07.2 Continual Improvement Procedure, Proc- QP 04 Improvements Request Form, FRM-QP-04.1. Continual Improvement Tracker, FRM-QP-04.2</p>
Handling of feedback from Interested Parties	<p>Feedback from interested parties will be based on the:</p> <ul style="list-style-type: none"> • Information from the impartiality committee meetings. 	<p>Management Review Procedure, Proc- QP 05</p>

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	<ul style="list-style-type: none"> Information received through several media as per Stakeholder Analysis, Frm- QP 07.1. 	Management Review Agenda, Frm- QP 05.1 Meeting Minutes Template, Frm-MS-01.2
Results of Customer & Stakeholder Relations Management Process	<ul style="list-style-type: none"> Results of the feedback to be analysed and action shall be taken for scores below three. Results shall be reported during the annual management review meeting. 	Management Review Procedure, Proc- QP 05 Management Review Agenda, Frm- QP 05.1 Meeting Minutes Template, Frm-MS-01.2

Revision History

Proposed by	Section	Description of amendment	Date	Revision status	Approved By
CM		Full review of the procedure	01 June 2023	01	MD
CM	Handling of feedback From Customers	Review of the customer feedback section	01 Sept 2024	02	MD