

1. PURPOSE and SCOPE:

The purpose of this procedure is to determine the work to be done to ensure and further improve customer satisfaction within the scope of Inspectsea Survey Surveillance and Limited Company management system (in compliance with ISO/IEC 17020 Standard) and to create a system for explaining responsibilities.

2. DEFINITIONS:

Customer: Exporter, importer, manufacturer, intermediary etc. person and/or companies that request surveillance from our company and use the results.

Complaint: Unlike an objection, a person or organization expresses dissatisfaction with the inspection body regarding the activities of the organization with the expectation of a response.

Objection: The request of the person providing the inspection element to the inspection body for the re-evaluation of the decision it has made regarding this element.

Satisfaction: The customer's satisfaction with the activity

Communication: Mutual transfer of feelings, thoughts, information and news between the company and the customer

3. RESPONSIBILITY:

The **Quality/Operation Officer** is responsible for the implementation of this procedure.

4. REFERENCE DOCUMENTS:

IPS.P04 Correction, Corrective and Preventive Activities Procedure

Recording and Approval of Customer Complaint and/or Objection Requests

1. Our website is open to access for customer complaints and/or objections received by our company and the Application Form is filled out using the contact addresses on the website and received via e-mail or fax.
2. Complaints and/or objections can be received verbally by phone, during an office visit, or in writing via the website (info@inspectsea.com, www.inspectsea.com). Complaints and/or objections conveyed to the company by the customer in writing and verbally are recorded in the Customer Complaint/Objection Record and Evaluation Form by the **Quality/Operation Officer**.

PREPARER	APPROVED BY
Quality/Operation Officer	Technical Manager
	

3. The **Technical Manager** investigates and verifies whether the complaints or objections requested from the customer are related to the company's compliance activities and deals with the complaint or objection if appropriate.

If it is decided that surveillance cannot be carried out (this decision may be taken in cases of materials outside our authority, countries or provinces where we do not operate, requests outside the scope of our current accreditation, etc.), this situation is notified to the customer in writing by the **Technical Manager** via fax or e-mail using letterhead paper.

1. If it is decided that surveillance can be carried out, the surveillance information is sent to the **Quality/Operation Officer** by the **Technical Manager** via e-mail.

2. The complaints and/or objections received, the requested surveillance activity and the standards they are subject to are evaluated by the **Technical Manager** and the decision is made on whether surveillance will be carried out or not.

3. Inspectsea is responsible for all decisions at all stages of the complaint and objection handling process.

4. Inspectsea takes measures in such a way that the investigation and decision on the objections and complaints do not result in discriminatory activities.

5. Inspectsea, which receives the complaint or objection, is responsible for collecting and verifying all information regarding the validity of the complaint or objection.

Surveillance Information

1. Inspection-Supervision Service Agreement is sent to our customers. Agreements are prepared annually. No new agreement is drawn up within the year for surveillance services to be performed as a result of signing the agreement. Job requests are received by the Customer via e-mail. In urgent cases, the **Technical Manager** requests the company to send the job order via e-mail for job orders received via WhatsApp/phone. However, for job orders that cannot be received via e-mail, the **Technical Manager** or **Quality/Operation Officer** fills out the "Phone or WhatsApp Notification Work Order Form".

2. After the job requests received after the agreement are evaluated by the **Technical Manager** for suitability, the information that the job will be done is sent to the Customer and the **Quality/Operation Officer** via e-mail.

3. The **Quality/Operation Officer** fills out the JOB Order form in line with the information received from the **Technical Manager** and notifies the appropriate surveillance personnel.

Evaluation of Customer Complaints and/or Objections and Notification of Results

1. The surveillance activity and the subject of the complaint/objection are evaluated by the **Technical Manager** and **Quality/Operation Officer**. Whether the complaints and/or objections are accepted or not is notified within one week, and the necessary evaluation is made within thirty days. As a result of the evaluation, the Corrective Action Request Form is filled out for each complaint and/or objection and correction and corrective action is carried out

2. The decision to be notified to the complainant or objector is given or reviewed and approved by the person/persons who were not involved in the inspection activities subject to the complaint/objection.

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Quality/Operation Officer	Technical Manager
	

3. The **Quality/Operation Officer** officially notifies the complainant or objector of the completion of the complaint or objection handling process, the possible sources of the error and the measures taken, the reports and the results of these reports (written and/or verbal).

Measurement of Customer Satisfaction

Implementation of the Survey

1. In order to evaluate the customers and perceive the satisfaction level of the companies and/or institutions we supervise, the Customer Satisfaction Survey Form is delivered to the customer by e-mail, fax or during customer visits at least once a year by the Technical Manager and the feedback received is evaluated.
2. In cases where the relevant survey form cannot be filled out by the Customer/Administration, the results of the meetings held with the customer at certain intervals by the Technical Manager and the results obtained from the mutual interviews held at the customer's location are entered into the relevant form according to their characteristics.

Customer Satisfaction Evaluation and Decision Making

1. Customer Satisfaction survey results, complaints and/or objections received and resolved during the year are analyzed and reported by the Operation Manager using statistical techniques and delivered to the Technical Manager.
2. The suggestions and evaluations received with the report created and the analysis results are presented to the Management Review meeting agenda to be evaluated with the Technical Manager and other employees and the satisfaction result is monitored.
3. In this meeting, systematic changes and activities to be carried out regarding the operations carried out to increase customer satisfaction are decided.
4. If the average score of the answers given by all customers to the same question is below 60%, Corrective Preventive Action is initiated regarding the issue. If the average satisfaction score of a customer is below 60%, a Customer Complaint/Objection Record and Evaluation Form is opened for the customer.

Storage of Records

The records obtained as a result of the application of this procedure are stored in accordance with the Control of Records Procedure.

5. ANNEXES

IPS.P07-F01 Customer Complaint/Objection Registration and Evaluation Form
IPS.P07-F02 Inspection-Supervision Service Agreement
IPS.IKA/A01 Customer Satisfaction Survey Form
IPS.P07-F03 Phone or Whatsapp Notification Work Order Form

6. REVISION TABLE

PREPARER	APPROVED BY
Quality/Operation Officer	Technical Manager
	

REVISION NO	REASON FOR REVISION	DATE

PREPARER	APPROVED BY
Quality/Operation Officer 	Technical Manager 