

CUSTOMER FEEDBACK PROCESS CHART

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The Customer fills in Customer
Feedback Form – OP5910-F2 submits
to any ZABS Certification staff who
then submits all received complaints to
the Senior Quality Assurance Office
(SQAO)

The SQAO records the Customer feedback in the Customer Feedback Register and assign a serial number

The Certification Manager in consultation with the SQAO assigns the person or committee to investigate the compliant and give detailed Root Cause Analysis on the OP5410-F2 Form and complete the official section on Customer Feedback Form OP5910-F2

The Customer is informed of receipt of the complaint by the SQAO or by any other personnel authorized by the CM

A completed root cause analysis Form and Customer Feedback Form OP5910-F2 is submitted to Senior Management for review and approval of proposed outcomes.

If the customer is not satisfied with the results of the Customer feedback handling process, the Customer shall appeal against the results within 10 working days and the process shall be re-initiated. The re-initiated complaint is escalated to the office of the Technical Director and acted upon within 10 working days from the date of appeal

Within 5 working days, the Customer is informed and issued with a summary report of the results of their submitted Customer Feedback by email, recorded phone conversation or any other means as suitable at the time by the SQAO or any other Personnel authorized by the CM

PROCESS CLOSED!

If the Customer is satisfied with the results of the Customer Feedback handling process, then the complaint is closed and the Customer Feedback Form OP5910-F2, the Root Cause Analysis Form OP5410-F2 are filed in the records room.