

## 1. PURPOSE AND SCOPE

To regulate and develop relationships with customers who take advantage of the test services related to TS EN ISO / IEC 17025 Laboratory Management System test activities offered by ÖZER KONVEYÖR BAND TURİZM SAN VE TİC AŞ. The purpose of this procedure is to determine methods of monitoring how the customer perceives whether their demands have been met, and to obtain information about customer satisfaction, to collect customer complaints and suggestions, and to evaluate such positive/negative feedback.

The scope of the procedure includes all Laboratory Management System documents.

## 2.IMPLEMENTATION :

**Appeal:** Request by the provider of the object of conformity assessment to the conformity assessment body or accreditation body that the body reconsider a decision it has made relating to the said object.

**Complaint:** Expression of dissatisfaction, other than an appeal, made by any person or organization to a conformity assessment body or accreditation body relating to the activities of that body, for which a response is expected

**Service:** All kinds of activities that have characteristics that meet the requirements of the customer in line with their demands and requests, and consumed as soon as they are performed.

*ÖZER KONVEYÖR BAND TURİZM SAN.VE TİC.A.Ş. explains explicitly in the following definitions how appeals and complaints are addressed, and makes them available to the public online.*

## GENEL:

Positive/negative feedback from our customers is employed for the improvement of the management system, testing activities and customer services. Any problem raised by a customer regarding laboratory activities shall be given the appropriate attention, and a solution shall be sought as soon as practical.

If the customer needs test services for verification purposes, the request is notified in writing to the Technical Manager of the Laboratory . Test samples shall be prepared, the test shall be properly performed, and the results shall be sent under the coordination of the Technical Manager of the Laboratory.

## **Receiving Customer Satisfaction Suggestions and Complaints:**

The satisfaction levels of domestic and international customers shall be monitored through the ÖZ.F12 Customer Satisfaction Survey Questionnaire. The Customer Questionnaire Form shall be published on the website and made available for filling out online by customers. If so requested by the customer, the ÖZ.F12 Customer Satisfaction Survey Questionnaire can also be send via e-mail to measure customer satisfaction levels.

Customer suggestions and complaints shall be collected through the test laboratory menu on the laboratories page of the company website ([www.ozerbant.com](http://www.ozerbant.com)). Collected suggestions and complaints shall be conveyed to the Management Representative in writing. All verbal complaints and suggestions shall be recorded on the ÖZ.F13 Appeal and Complaint Evaluation Form. All complaints sent online, as well as hard copies, shall be attached to this Form.

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### Evaluation of Appeals:

Only the decisions and practices of the testing experts of ÖZER KONVEYÖR BAND TURİZM SAN.VE TİC.A.Ş. can be subjected to appeal when deemed to be in error, and only by parties affected by such decisions and actions. All applications by third parties are addressed under the evaluation of complaints within this procedure.

Any activities or decisions of ÖZER CONVEYOR BAND TURİZM SAN.VE TİC.A.Ş., or any situation arising thereof, may be subject to an appeal.

The fact that the relevant parties have the right to appeal and the mode of appeal shall be explained specifically and indicated on the website in general, as well as in correspondence with the relevant parties (cancellation of a test laboratory report, etc.). Appeal and complaint reports can be found on the website. It is stated on the website that when a situation arises related to appeals and complaints, customers can fill out the forms and reach Özer Konveyör Band Turizm San. ve Tic. A.Ş.'s Laboratory.

All appeals are recorded on the ÖZ.F13 Appeal and Complaint Evaluation Form which shall be kept together with the original records and the attached documents. Appeals recorded as such are followed through the ÖZ.F14 Appeal and Complaint Tracking Form. Objections to the Testing Expert and the Test Our test customers have a right to object to the testing personnel and the test performed. All such objections shall be addressed and resolved by the Technical Manager of the Laboratory. Firstly, the grounds for such objection shall be sought and evaluated as to their merits, and shall constitute the basis of a decision.

### Objections to the Testing Expert and the Test:

Our test customers have a right to object to the testing personnel and the test performed. All such objections shall be addressed and resolved by the Technical Manager of the Laboratory. Firstly, the grounds for such objection shall be sought and evaluated as to their merits, and shall constitute the basis of a decision.

### Cases where the customer's objections are unconditionally valid:

Upon the receipt and examination of a customer complaint, when the customer's claims are proven to be just, the laboratory shall notify the merits of their claims to the customer and acknowledge the just grounds. The necessary corrective actions shall be initiated according to the ÖZ.P08 Corrective Action Procedure. The customer shall be informed in writing, via e-mail, fax, etc., of the corrective action stages initiated regarding the complaint. The team members who will evaluate the complaint and follow up the corrective action shall be selected from people who have not been involved in the original situation that gave rise to the complaint. When the necessary corrective actions regarding the complaint are completed in an effective manner, the customer shall be notified in writing. After all these phases, the Laboratory Technical Manager shall reevaluate the situation before making a decision and notifying the same to the relevant organization in writing. If the objection remains, the appeal and complaint evaluation team shall discuss and decide upon a course of action.

### Appeals related to other issues:

The first fundamental rule that is applied in handling such appeals is that the subject matter in hand shall be addressed by a person not involved with the appealing organization or in the matter. Appeals related to testing and reporting services shall be handled by the Laboratory Technical Manager in a way that ensures the due application of the principle of independence, depending on the institution/customer or the subject.

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Decisions shall be made upon the due examination of the appeals and attached documents, after ascertaining the reasons for the appeal. The decision is tried to be resolved by notifying all relevant parties in writing. If the objection remains, the appeal and complaint evaluation team shall discuss and decide upon a course of action.

### **Actions to be Taken Regarding Appeals:**

Decisions shall be made upon the due examination of the appeals and attached documents, after ascertaining the reasons for the appeal. The decision is tried to be resolved by notifying all relevant parties in writing. If the objection remains, the appeal and complaint evaluation team shall discuss and decide upon a course of action.

Actions to be Taken Regarding Appeals: All appeals shall be recorded and kept in the appeals and complaints file. Along with the records of the appeals, all documents, evidence and records obtained during the examination shall be attached to the relevant file and kept confidential.

Appeals shall be handled within this procedure with the aim of revealing facts, in due consideration of the rights of the appealing organizations, and all measures shall be taken to ensure that the appeal proceedings do not reflect negatively on the other transactions of the appealing party. The ongoing proceedings of any appeal shall not be handled by any personnel who are the subject of the appeal until the procedure has been concluded, and after the conclusion of the appeal, if the appealing party's claims are deemed to be just, the personnel subjected to appeal shall not carry out any future activities related to the subject of the appeal.

While evaluating the appeals, previous objections related to the subject shall be taken into account, and the information gathered about such an objection shall be kept and reviewed as a part of the evaluation.

The receipt, processing and final decisions of appeals shall be notified to the appealing party in writing.

Based on the decision taken as a result of the appeal process (and usually in cases where the appeal is justified), corrective action shall be initiated regarding the subject. The responsibility to commence such an action belongs to the Technical Manager of the Laboratory. According to the corrective action to be taken, if necessary, activities such as restrictions in the appointment of personnel, further training, etc. shall be carried out. The decision taken regarding the appeal shall be notified in writing to all parties involved in the receipt, processing, evaluation and resolution of the appeal, and to all parties who will be affected as a result of the appeal. Decisions taken by the Appeals and Complaints team shall be notified to the appealing party in writing.

### **Evaluation of Complaints:**

*Complaints regarding the pre-test phase (communication with the client, failure to provide a quotation in a timely manner, and similar), the post-test phase (failure to notify the results or invoices or any residual samples to the client in a timely manner) or the client's receipt of a test report, or any other subject, may be filed with ÖZER KONVEYÖR BAND TURİZM SAN.VE TİC.A.Ş. For all complaints received by the Laboratory, all information required to validate the complete shall be compiled and checked to confirm the merits of the complaint.*

*The personnel receiving the complaints filed with ÖZER KONVEYÖR BAND TURİZM SAN.VE TİC.A.Ş. shall fill out the ÖZ.F49 Customer Complaints Form and forward it to the Laboratory Technical Manager and/or Management Representative.*

**When the Laboratory Technical Manager or Management Representative examines the complaint, s/he shall firstly ascertain whether the complaint is related to the testing activities of ÖZER KONVEYÖR BAND TURİZM SAN.VE TİC. A.Ş. laboratory. The Laboratory Technical Manager and/or Management Representative shall then initiate corrective actions with due consideration of the subject matter and the importance of the Complaint. S/he shall also inform the General Manager of the matter, depending on the gravity of the complaint. Depending on the gravity of the complaint, a team may be formed to come up with a solution. The members of team charged with investigating the complaint shall be selected for among those with sufficient competence to evaluate the subject matter in hand. The team members who will evaluate the complaint and follow up the corrective action shall be selected from people who have not been involved in the original situation that gave rise to the complaint. The corrective action to be taken in line with the decision made jointly by the team members following their evaluation is then reported**

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|                       | <b>PROCEDURE FOR EVALUATING<br/>CUSTOMER SERVICES AND COMPLAINTS</b> | Document No  | ÖZ.P05     |
|   |  | Release Date | 01.10.2013 |
|   |  | Rev. No:     | 03         |
|   |  | Rev. Date:   | 17.11.2020 |
|   |  | Page No:     | 4/5        |
| <b>TS EN ISO/IEC 17025 – TEST AND CALIBRATION LABORATORY SERVICES ACCREDITATION ACTIVITIES SYSTEM</b> |  |              |            |

**To the Laboratory Technical Manager and/or Management Representative. The acceptance, investigation and decisions related to such complaints shall be handled in a way that does not lead to a discriminatory practice against the complaining party. The laboratory shall be responsible for decisions made in handling and evaluating complaints.**

**Actions to be Taken Regarding Complaints:**

The actions to be taken in the event of a complaint, and the responsible staff that will take such actions, shall be notified to the complaining party in line with the information on the ÖZ.F49 Customer Complaints Form by the Laboratory Technical Manager and/or Management Representative in writing, in the form of ÖZ.F13 Objection and Complaint Evaluation Form, to be filled by the same.

The Laboratory Technical Manager and/or Management Representative shall also notify the complaining party of the actions taken within 1 month at the latest of the receipt of the complaint. The follow-up of activities related to the evaluation of the complaint, the initiation of the necessary corrective action, and the follow-up, closure, application results, etc. shall be performed by the Laboratory Technical Manager and/or Management Representative.

If the complaining party does not accept the solutions offered, the complaint becomes an appeal, and actions are taken in line with the appeal evaluation procedure. While verifying and examining the complaint and the appeal, the results of previous similar appeals and complaints shall be taken into consideration.

ÖZER KONVEYÖR BAND TURİZM SAN.VE TİC.A.Ş. shall determine, together with the customer and/or the complying party, the subject of the complaint, and whether its resolution will be made public, and if so, to what extent.

Information about the customer (complainants, regulators) obtained from sources other than the customer and/or the complaining party themselves shall be treated with confidence, consistent with the confidentiality policy of ÖZER KONVEYÖR BAND TURİZM SAN.VE TİC.A.Ş. Information about a given customer or complaining party shall not be disclosed to a third party without the written consent of such a customer and/or complaining party.

In cases where it is required by law to provide confidential information to a third party, ÖZER CONVEYOR BAND TURİZM SAN.VE TİC.A.Ş. shall notify the relevant customer or complaining party in advance about the situation. Complaints and Appeals shall be followed up periodically via the ÖZ.F14 Appeal and Complaint Tracking Form.

When it is deemed necessary to take corrective actions regarding Complaints and Appeals, such actions shall be recorded on the ÖZ.F15 Corrective Action Request Form. When the evaluation of the complaint is completed, the customer is notified in writing through official means (e-mail, fax, etc.).

**Customer Service/Customer's Attendance to the Ordered Test:**

Requests of the customer and/or his representative to attend tests and examinations as an observer shall be evaluated by the Laboratory Technical Manager and the Testing and Reporting Officer, and an appointment shall be given. In line with the request of the customer and/or his representative, the Laboratory Technical Manager shall meet with the Testing and Reporting Officer who will carry out the tests. Considering the current workload of the relevant department, a suitable date shall be determined for the service to be provided to the customer and/or his representative. The determined date is notified to the customer in writing by the Testing and Reporting Officer.

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Before the visit of the customer and/or his representative, the necessary arrangements shall be made by the Testing and Reporting Officer to ensure confidentiality and reliability within the Laboratory.

After the customer and/or his representative are accepted in accordance with the ÖZ.T02 Visitor Admission Instructions, they shall be informed by the Testing and Reporting Officer about the confidentiality of the activities carried out in the Laboratory, and shall not be allowed to enter sites not related to the given test. The ÖZ.T03 Confidentiality Instruction shall be applied to prevent the customer and/or his representative from seeing the tests and/or test results of other customers.

If the customer and/or his representative so requests during his/her visit to the laboratory, all necessary information regarding the test methods, measurements and test devices, etc., shall be given by the Testing and Reporting Officer.

Any proprietary and non-proprietary rights that the customer wishes to remain confidential shall be specifically protected by all laboratory personnel. The results of the customer shall be compiled in a printed media and delivered to the customer in a sealed envelope.

The test inspection results shall be communicated to the customer in written and electronic form. To obtain feedback from domestic or international customers, the ÖZ.F12 Customer Satisfaction Evaluation Survey shall be posted on the website ([www.ozerlerband.com](http://www.ozerlerband.com)) or e-mailed to the customers to be filled out. Obtained customer feedback shall be evaluated by the Laboratory Management Representative according to one of the methods specified in ÖZ.T04 Data Analysis Instruction.

By making use of positive and/or negative feedback from internal and external customers, practices are carried out in accordance with the SAN. VE TİC. A.Ş. ÖZ.P08 Corrective Action Procedure for the continuous improvement of ÖZER KONVEYÖR BAND TURİZM SAN.VE TİC.A.Ş.'s 17025 Quality Management System. Customer satisfaction levels indicated on the questionnaires shall be compared with annual targets.

If the total satisfaction rate is lower than the target satisfaction rate, based on the survey evaluation result, corrective actions shall be initiated according to the related ÖZ.P08 Corrective Action Procedure, and the root cause of the dissatisfaction of customers dissatisfied with the laboratory and test service shall be investigated. If necessary, customers with low satisfaction may be visited.

### **RELEVANT DOCUMENTS :**

- ÖZ.P10 Records Control Procedure
- ÖZ.P11 Internal Audit Procedure
- ÖZ.P08 Corrective Action Procedure
- ÖZ.T02 Visitor Admission Instruction
- ÖZ.T03 Privacy Policy
- ÖZ.T04 Data Analysis Instructions
- ÖZ.F12 Customer Satisfaction Survey Questionnaire
- ÖZ.F13 Reports and Complaints Evaluation Form
- ÖZ.F14 Objection and Complaint Tracking Form
- Öz.F15 Corrective Action Request report
- ÖZ.F49 Customer Complaints Form

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