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GST No: 32AAACH9492C1ZQ

ISO 9001:2015

HOLMARC
OPTO-MECHATRONICS PVT.LTD

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Standard Operating Procedure **For Handling of Customer Complaints**

1. Scope

The scope of this procedure is applicable to complaints /concerns received against the company's product and services.

2. Purpose

To define the methods for documenting and resolving customer complaints /concerns and to ensure that customer complaint is handled effectively.

3. Reference Documents

- Quality Manual
- Customer Related Processes/Emails
- Procedure for Correction and Corrective Action
- Procedure for Manufacturing
- Procedure for QA
- Procedure for Monitoring and Measurement of customer satisfaction.

4. Responsibility & Authority

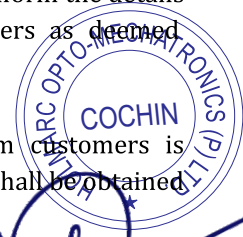
The service department is responsible for recording, acting upon, and communicating to the customer on all complaints received. Production, sales, QA and all other concerned departments are responsible to assist the service department when required.

5. Details of Procedure

- When a concern/complaint or corrective action is verbally or in writing communicated by the Customer, the service in charge records the submitted information to the Customer Complaint Log.
- Each Customer concern/complaint is assigned a unique number with year.
- When a Customer Complaint/Concern is received, the service in charge prepare the Customer Complaint/Concern record and shall inform the details to the concerned department, Quality Assurance, and others as deemed necessary to resolve the issue.

6. Customer Feedback/ Rating

- Customer response/Quality rating feedback obtained from customers is reviewed to find out opportunities for improvements. These shall be obtained once a year.
- Level of customer satisfaction can be judged through the feedback/rating obtained, also reviewing customer's perception captured during the visit by/to customers.
- Wherever necessary, corrective/preventive actions shall be initiated to improve customer rating.



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7. Addressing Concerns/Complaints

- a. Service /Quality Assurance and Other Functional Departments are responsible for addressing concerns/complaints. The goal is to have all issues addressed and closed by Service/Quality Assurance personnel in less than 30 working days.
- b. When deemed necessary by the Service or Quality Assurance, a Corrective Action Request may be issued to document, investigate, identify the root cause and obtain corrective action per procedure for Correction and Corrective Action.
- c. Service/Quality Assurance and Support Functions shall ensure Customer's concerns/complaints are closed.
- d. Summary of customer complaints shall be submitted for Management Review Meeting.
- e. Where necessary, a visit is made by the concerned Dept. to the customer's premises to understand, analyze and decide the course of action.
- f. In-house inspection test records at various stages are studied by QA if necessary to analyze/understand the complaint.
- g. Products rejected and returned by the customer are identified and recorded and may be sorted out through one of the following methods
 - Reworked, retested, and returned
 - Replacements are given.
- h. After the complaint has been closed the customer is informed of the action taken.
- i. When it is found that the complaint is incorrect, the customer is informed in a personal meeting or correspondence, explaining the correct situation.

8. Quality Records

Customer concerns/complaints are considered quality records and shall be retained as per the Procedure for Control of Documented Information.

9. Quality Assurance

Quality Assurance shall ensure this process is audited as scheduled per Procedure for Internal QMS Audit.

10. Retained Documented Information

- a. Summary of customer complaints
- b. Summary of delivery performance
- c. Customer rating
- d. Customer satisfaction survey
- e. Customer complaints Record
- f. Corrective Action Report

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