

GLOBAL LAB <small>BUILT ON TRUTH</small>	GLOBAL LAB	GL-PT-MSP
	MANAGEMENT SYSTEM PROCEDURE- PT DIVISION	Section-GL-PT-MSP-16
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HANDLING OF COMPLAINTS

1.0 Objective: To ensure timely resolution of customer complaints & assess customer satisfaction for the services purchased by them and obtain their feedback for improvement in the effectiveness of laboratory operations.

2.0 Scope: This procedure applies to all the complaints received & methodology adopted for the assessment of customer satisfaction.

3.0 Responsibility: Quality Manager, Technical Manager, PT Coordinator.

4.0 Procedure:

4.1 Registration of Complaints:

4.1.1 All the complaints are lodged through the Online Portal -Customer Login.

4.1.2 Technical Manager /Quality Manager acknowledges the customers within 3 working days of complaints received.

4.2 Disposal of Complaints:

4.2.1 Technical Manager/Quality Manager and laboratory personnel analyze the complaints to find out the root causes by applying the "**Why Why Analysis**". The parameters of analysis include customer requirements, the PT Item, PT Item specifications, Standards etc. used.

4.2.2 Technical Manager/Quality Manager based on results of root cause analysis decides the course of action & initiates action.

4.2.3 The Technical Manager/Quality manager monitors the action to ensure effective resolution & also monitors the status of implementation.

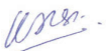


4.2.4 After suitable resolution of complaints, necessary record is maintained in the format Form No-6, closing the complaints.

4.2.5 Quality Manager/Technical Manager/ PT Coordinator reviews all the complaints, once a year, to identify improvement opportunities.

4.3 Assessment of customer satisfaction:

4.3.1 PT Coordinator requests customers for their feedback in the online portal through website login.

4.3.2 Technical Manager / Quality Manager analyse the feedback received once a year to find out the customer satisfaction index.

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Amendment No - 0			
Date - 22.10.2023	Hirenkumar Joshi	Hirenkumar Joshi	Avadhesh Kumar Sharma

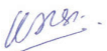


4.4 Feedback to Management:

4.4.1 Technical Manager / Quality Manager presents data of complaints and feedback to the management review committee, along with corrective and preventive actions & their status.

4.4.2 Technical Manager/Quality Manager initiates actions for revision of documents, if any, based on their implementation.

5.0 Records:

Sr No	Description	Form No	Agency	Retention period
01	Customer Complaints	Form-06	Quality Manager / Tech. Manager / PT Coordinator	5 years
02	Customer feedbacks	Form-07	Quality Manager/Tech. Manager/ PT Coordinator	5 years

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