

[Organization logo]

[Organization name]

Commented [170251]: All fields in this document marked by square brackets [] must be filled in.

CUSTOMER SERVICE PROCEDURE

Commented [170252]: If you want to learn more about customer satisfaction, see:

Main elements of handling customer satisfaction in ISO 9001
<http://advisera.com/9001academy/blog/2014/07/01/main-elements-handling-customer-satisfaction-iso-9001/>

Commented [170253]: Adapt to the existing practice in organization.

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1. Purpose, Scope and Users

The purpose of this procedure is to describe all activities related to the customer service process for understanding, defining, and recording customer requests, tenders and contracts. The activities identified in this procedure are a mandatory requirement that must be documented.

This procedure applies to both internal and external laboratory customers.

Users of this procedure include personnel in sales department, marketing department, office administration and the laboratory.

2. Reference Documents

- ISO/IEC 17025:2017, clauses 7.1.1, 7.6 and 8.6
- Quality Manual
- Test and Calibration Method Procedure
- Sampling Procedure
- Complaint, Nonconformity and Corrective Action Procedure

Commented [17A5]: You will find this document in the ISO 17025 Toolkit folder "03_Quality_Manual".

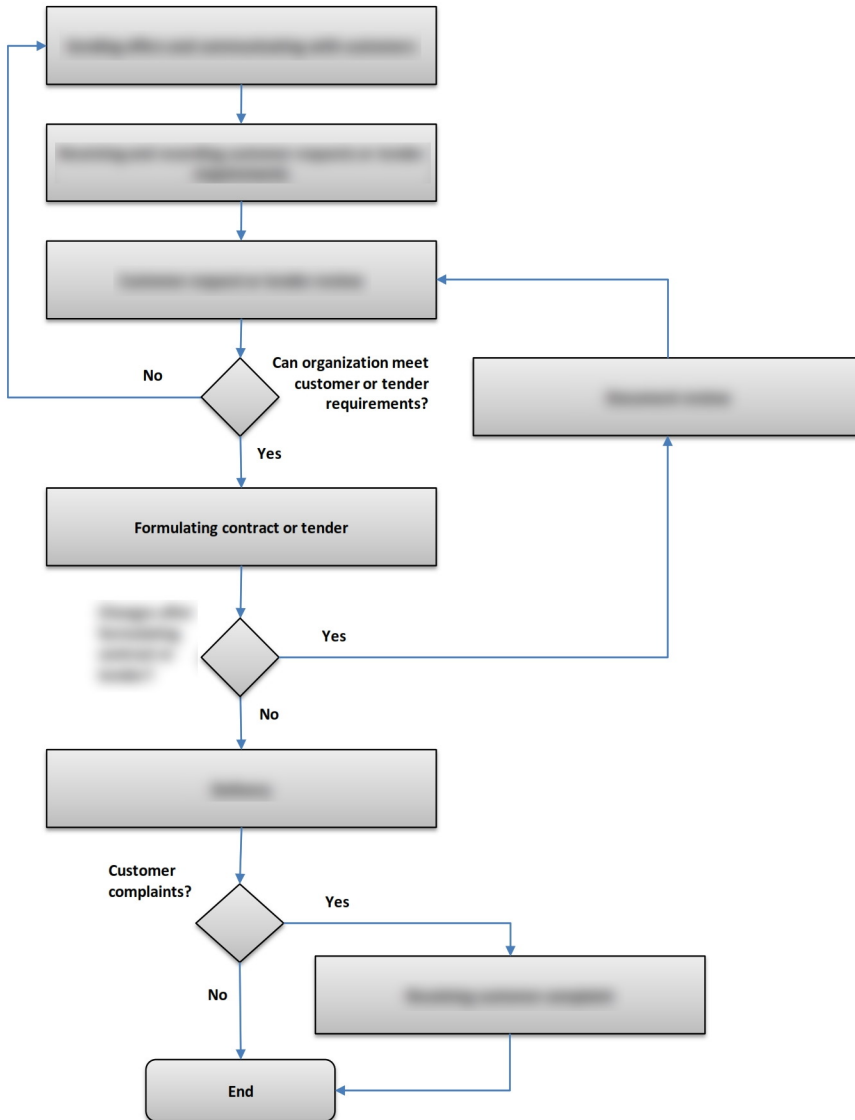
Commented [17A6]: You will find this document in the ISO 17025 Toolkit folder "10_Test_and_Calibration_Method".

Commented [17A7]: You will find this document in the ISO 17025 Toolkit folder "12_Sampling".

Commented [17A8]: You will find this document in the ISO 17025 Toolkit folder "14_Complaint_Nonconformity_and_Corrective_Action".

3. Sales Process

3.1. Process flow for requests, tenders and contracts for new customers



[organization name]

3.2. Sending offers and communication to customers

[Job title] informs customers about laboratory capabilities and what [organization name] is qualified to do, through the company's website, phone calls, flyers, posters, etc.

Commented [170259]: Person in charge for Sales, marketing or customer service.

3.3. Receiving and recording customer's requests, tenders and contracts

[Job title] receives the customer's requests, evaluates the requirements and specifications in the post-delivery activities, requirements specified by the customer, and unstated customer requirements that are implied by intended use and statutory and regulatory requirements. Customer

Commented [1702510]: Person in charge for Sales, Marketing or Customer service.

Written contracts are not required for internal customers.

Current customers having contracts with [organization name] may use Standard Purchase Orders for requests as new requests and notifies [job title].

Commented [1702511]: E.g. Laboratory, Customer Service or Sales department.

3.4. Customer's request, tenders and contract reviews

[Job title] consults the laboratory regarding whether the requested tests or calibrations can be performed according to customer requirements, and then notifies the customer about accepting the

Commented [1702512]: Person in charge for Sales, Marketing or Customer service.

[Job title] confirms that the laboratory has the capabilities and resources to meet the customer's requirements. [Job title] also ensures that the appropriate methods or procedures are selected, and

When the purpose of a test is to reject or accept a product or result based on a specification, [job

[organization name]

uncertainty will be allocated to the measurement result before a statement of conformity is made;

suitability of the external provider is assured.

The customer is advised that an external provider is being used and [job title] must receive the customer's approval before the use of external suppliers (sub-contractors). These suppliers must be

process.

3.5. Formulating the contract

After reviewing the customer's requests and accepting an offer, [job title] creates the contract for

[job title] undertakes actions described in section 3.3 and, if the requests can be met, contacts the customer in order to adjust the contract and adequate documents to the customer's requests. [Job

After adjusting to changes, [job title] prepares a new contract or amendment. Completed final

3.6. Contract changes

In case of changes in customer requirements for tests and calibrations after work has begun or

documented by [job title] in accordance with the Document Control procedure.

If the customer changes their requests or tenders after signing a contract, [job title] treats changed

Commented [1702513]: For this purpose, use procedure for Externally Provided products and services.

Commented [1702514]: This section may not be required for laboratories that only have internal customers.

Commented [1702515]: Person in charge for Sales, Marketing or Customer service.

Commented [1702516]: Head of a Customer service or Laboratory manager.

Commented [1702517]: E.g. Laboratory, Customer Service or Sales department.

4. Customer Requests to Monitor Laboratory Performance

The laboratory must cooperate with customers or their representatives to clarify the customer's

[redacted] is responsible for responding with customer requests to monitor laboratory performance.

Commented [1702518]: E.g. Laboratory, Customer Service or Sales department.

[Job title] must also accommodate a customer's requests to practically demonstrate or explain in

[redacted] the laboratory's processes or procedures to the customer, or to a representative of the customer.

Commented [1702519]: Quality manager or Laboratory manager.

5. Contract Review Records

The laboratory maintains all records of contacts and contract reviews including significant changes of

[redacted] or other significant changes to the contract.

Commented [1702520]: These records may be kept by electronic means and/or as hard copies.

Commented [1702521]: Type of pertinent discussion is e.g. e-mails, phone calls, letters, etc. among competent persons.

The laboratory [department name] maintains copies of customer purchase orders in an electronic customer file or hard copies are scanned into the system and kept electronically.

Commented [1702522]: Office management or Purchasing.

- Customer inquiries

- [redacted]
- [redacted]
- [redacted]
- [redacted]

Commented [1702523]: List appropriate additional type of records your organization use for each customer or eliminate some if not adequate.

6. Customer Complaints and Monitoring Customer Satisfaction

[Job title] uses customer feedback to identify and select opportunities for improvement and implement any necessary actions.

Commented [17A24]: Quality manager or Laboratory manager.

[redacted] is responsible for identifying and selecting opportunities for improvement and implementing any necessary actions.

Commented [1702525]: Quality manager or Laboratory manager.

In the case of customer complaints, they must provide information and concerns in writing (such as in e-mail or standard mail format. [Job title] investigates all received complaints to perform possible

Commented [1702526]: Quality manager or Laboratory manager.

Commented [17A27]: You will find this document in the ISO 17025 Toolkit folder "14_Complaint_Nonconformity_and_Corrective_Action".

Commented [1702528]: Person from sales department or competent person for relations with customers.

[organization name]

Customer Service Procedure
[organization name]
[organization name]

7. Managing Records Kept on the Basis of this Document

| Record name | Code | Storage | | Responsibility |
|-------------------------------------|---------|----------------|-------------------------|----------------|
| | | Retention time | Location | |
| Customer Order Review | PR.09.1 | 7 years | [office of [job title]] | [job title] |
| Customer Satisfaction Questionnaire | PR.09.2 | 7 years | [office of [job title]] | [job title] |
| Report of Customer Satisfaction | PR.09.3 | 7 years | [office of [job title]] | [job title] |

Commented [1702529]: If the record is in electronic form; write the name of the folder on [job title]'s computer.

Commented [1702531]: Usually is the Sales Manager.

Commented [1702530]: Usually is the sales office.

Commented [1702533]: Usually is the Quality Manager.

Commented [1702532]: Usually is the Quality Office.

Commented [1702535]: Usually is the Quality Manager.

Commented [1702534]: Usually is the Quality Office.

8. Appendices

- Appendix 1 – Customer Order Review
- Appendix 2 – Customer Satisfaction Questionnaire
- Appendix 3 – Report of Customer Satisfaction