

ISPC DAMMAM & MAKKAH KSA

PROCEDURAL MANUAL	Doc. NO. : SP. 03			
SUBJECT: Customer Complaints & Sales Forecast Procedure	ISO REF.: ISO 9001 : 2015 (5.1.2+8.2.1+8.2.2+8.2.3+8.2.4+9.1.2+ 0.2) ISO 14001: 2015 (NA) ISO 45001: 2018 (NA) ISSUE NO.: 6			
LINCONTROLLED	DATE : 01.09.2020			
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# Customer Complaints & Sales Forecast Procedure

## 1. Purpose:

To ensure that customer complaint and/or stakeholder feedback is registered analyzed reviewed and preventive actions are taken and informed to the customers/stakeholders accordingly.

## 2. Scope:

This procedure explains how to record all customer complaints and/or stakeholder feedback, maintain master customer complaint file and/or master stakeholder feedback file, communicate with all concerned departments depending on the nature of complaint and/or stakeholder feedback, take actions and advise accordingly and a file of customer visit report should be maintained.

## 3. Responsibility:

Managers, Supervisor Sales Operation, Sales Executive, AGM Sales. G.M. QA, Company G.M. and Logistic Manager.

### 4. Procedure:

Prepared by: Dept. Head	Reviewed	by: MR	Approved by: GM/Plant Head			
Signature :	Signature	his ord	Signature	The Toy.		
Date : 01.09.2020	Date	: 01.09.2020	Date	: 01.09.2020		

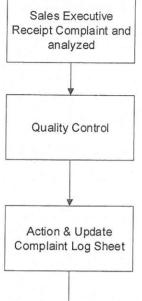
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# 4.1 Customer Complaint Handling Procedure

### **Process Flow** Doc/ Records

#### Action



End

Sales Executive receives complaint from the customer. It is logged and kept in Master File named "Customer Complaint file". /SF.18 Sales Executive analyze nature of complaint and discuss with respective department like Production, Dispatch or Quality Assurance and advise AGM Sales.

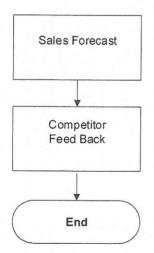
SF.18

All complaints regarding quality are given to G.M. QA for his action, analysis and advice.

Action are taken and customer are advised accordingly and results are filed. Customer Complaint Log Sheet /SF.17) should be updated.

SF.17

# 4.2 Sales Forecasting



Manager Operation / AGM Sales Plans and prepares sales forecast for the year and update quarterly which is based on prevailing market situation & visit to the customer. Monthly forecast are submitted during fourth week of each month for the following month.

SF.15

Sales Executive submits reports for competitor activities, market information, competitor prices & follow up required or any valuable suggestions once in a six months.

SF.24

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#### 5. Record:

Customer Complaint File, Sales Forecast and other Sales Report shall be maintained by Sales Supervisors and Sales Coordinator and preserved for one year.

#### 6. Document References:

Customer Complaint Log Sheet	- :	Doc. No. SF.17	:	Issue No. 2	:	Sheet
Customer Complaint File	:	Doc. No. SF.18	:	Issue No. 1	:	File
Sales Forecast	4 4 3	Doc. No. SF.15	:	Issue No. 2	:	Sheet
Feed Back Report	:	Doc. No. SF.24	:	Issue No. 2	:	Report