



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+1
0.2)
ISO 14001: 2015 (NA)
ISO 45001: 2018 (NA)

ISSUE NO. : 6

DATE : 01.09.2020

APPROVAL AREA: CONTROL DOCUMENT COPY

PAGE : 1 OF 3

UNCONTROLLED
DOCUMENT

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.


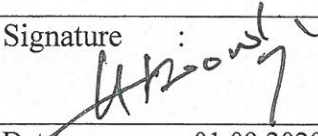
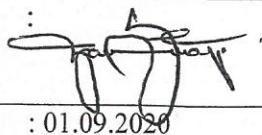
2. Scope:

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.

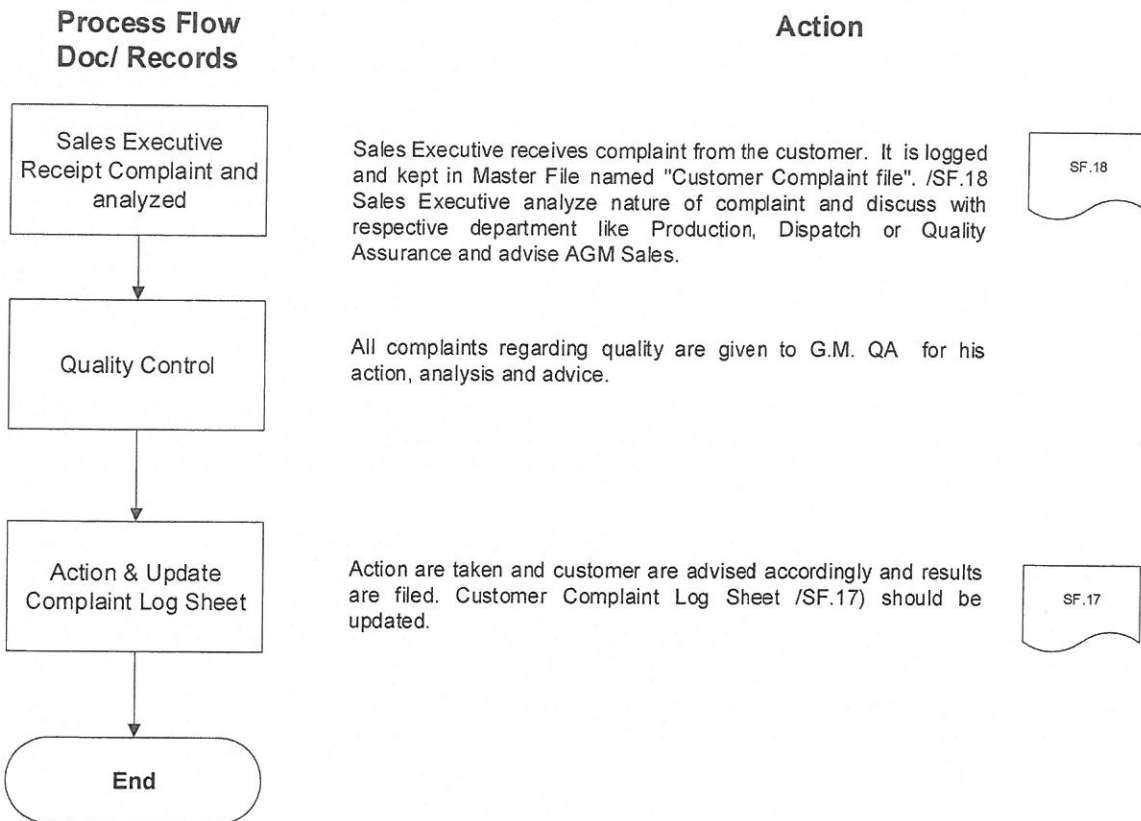
3. Responsibility:

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

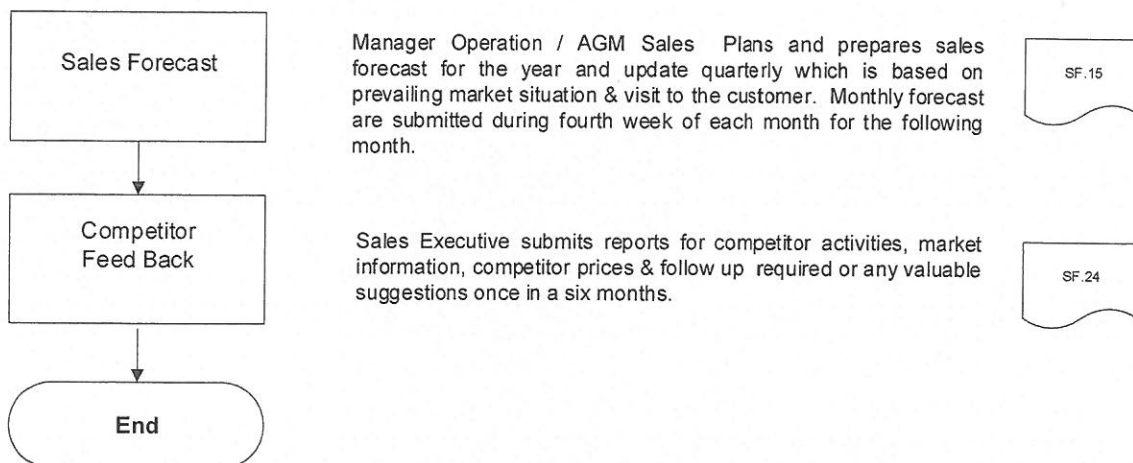
4. Procedure:

Prepared by : Dept. Head	Reviewed by : MR	Approved by : GM / Plant Head
Signature : 	Signature : 	Signature : 
Date : 01.09.2020	Date : 01.09.2020	Date : 01.09.2020

4.1 Customer Complaint Handling Procedure



4.2 Sales Forecasting



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	:	Doc. No. SF.15	:	Issue No. 2	:	Sheet
Feed Back Report	:	Doc. No. SF.24	:	Issue No. 2	:	Report