

ISO 10002 complaints management

Duration : 1 day | Formats : On site · Live virtual classroom · Tailored in-house | Languages : FR · AR

One day to turn complaints handling into a source of improvement, with a process the customer understands and the auditor recognizes.

What you will be able to do

- Build a handling process in line with the guidance
- Acknowledge and track a complaint through to closure
- Connect complaints to the corrective actions of the quality system
- Measure satisfaction after the complaint is handled

Context

A complaint is the only customer information that arrives free and unprompted. Handling it case by case makes it disappear; handling it as a process turns it into a source of improvement, and that is also what clause 9.1.2 of ISO 9001 expects regarding customer perception.

Who it is for

Customer service, quality managers

Important

Session built on ISO 10002:2018. This standard provides guidelines and is not intended for certification, but its process answers clause 9.1.2 of ISO 9001 directly. The text of the standard is not supplied: it is purchased from ISO or IMANOR, and the session does not reproduce it.

Prerequisites

No prerequisites.

Course programme

01. Guiding principles

- Visibility, accessibility and responsiveness of the process
- Objectivity, no charge and confidentiality
- Top management commitment and accountability

02. Handling process

- Receipt, recording and acknowledgement
- Assessment, investigation and decision
- Response to the complainant and closing the case

03. Analysis and improvement

- Classifying complaints so that causes become visible
- Link with the corrective actions of the quality system
- What clause 9.1.2 of ISO 9001 expects from this data

04. Steering the process

- Indicators: response times, resolution rate, recurrence
- Process review and complainant satisfaction
- Internal communication and communication to the customer

What you receive

An HEMC training attendance certificate, the course materials and the templates used during the session.

Where and how

On site in Morocco and Africa, virtual classroom live with the trainer, bespoke in-house sessions wherever you operate.

Request a programme and a quote : contact@hem-consulting.com | +212 660 125 242 | hem-consulting.com