PL23-1
CUSTOMER COMPLAINTS PROCESS PLAN

NAME OF THE PROCESS	Customer Complaints Process	**OWNER OF THE PROCESS**	Quality Manager, Related Department Managers
PURPOSE OF THE PROCESS	Providing Service According to Customer Demand, Constantly Researching Customer Satisfaction and Expectations and Defined, Developing and Ensuring the Continuity of the Value to be Added.		

PROCESS	**INPUTS**	**OUTPUTS**
	Customer Complaints and Appeals Customer Satisfaction Survey Results and Analysis	Customer Complaints and Appeals Evaluations Customer Satisfaction Survey Results and Analysis Evaluations Nonconformities Corrective and Preventive Actions Service Delivery

INTERACTING PROCESSES INTERACTING ACTIVITIES	Management Activities, Measurement, Analysis and Improvement processes		
LIMITS OF THE PROCESS	It starts with the Receipt of Complaints and Objections, ends with the conclusion of the Corrective and Preventive Actions and the notification to the relevant person.	**SOURCE OF THE PROCESS**	Time, Financing, Establishment Facilities Trained Staff
RELATED DOCUMENTS		**MONITORING PERIOD**	6 months

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PROCESS FLOW CHART