AMETECS HEAVY INDUSTRIES - SOLE PROPRIETORSHIP L.L.C.

QUALITY, HEALTH, SAFETY, AND ENVIRONMENT SYSTEM

CUSTOMER FEEDBACK, COMPLAINTS, & SATISFACTION PROCEDURE

	NAME	SIGNATURE	DATE
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CONTROLLED DOCUMENT

1. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00	1 May 2025	Original issue	MANAGING DIRECTOR

CONTROLLED DOCUMENT

1. PURPOSE

- The purpose of this procedure is to provide a system for determining, collecting and analyzing customer communication related to customer satisfaction, customer feedback and customer complaints.
- This procedure outlines the methods that will be in place to evaluate customer satisfaction to determine that our services are meeting the expectations of our customers.

2. SCOPE

- This procedure applies to obtaining feedback, complaint and other forms of communication pertaining customer satisfaction or dissatisfaction at MANAGING DIRECTOR
- This procedure directly concerns executive management and all organizations within the scope of the QHSE MR.

3. RESPONSIBILITIES

- QHSE MR is responsible for establishing timely customer surveys to ensure that all suitable customer satisfaction data is obtained and analyzed to assess the quality of our services.
- Production Department is responsible for assessing customer satisfaction for those areas where customer interaction occurs in their areas of responsibility.
- Production Head is also responsible for examining survey results and recommending improvements in services/processes to address problematic areas.

4. PROCEDURE

a) Customer Satisfaction Survey

Customer Survey is conducted on regular basis to monitor the customer satisfaction and identify customer needs and expectations. The Management representative are responsible for conducting customer surveys.

b) Mechanism of Customer surveys:

Customer survey questionnaires are sent to customers at the end of each project by email, fax or filled by customers during visit. The feedback from customers is statistically compiled and reported by Operations Assistant to QHSE MR annually.

If customer feedback includes some complaints, QHSE MR will inform the responsible department head promptly and will follow up for resolution. If corrective action is necessary, these customers are re-surveyed at such time the problem is considered resolved to ensure corrective action is effective.

These survey results are presented by Management representative as input in the management review and analyzed by top management. Based on the analysis, corrective actions / preventive actions are initiated for improvement in quality of products/services.

Customer satisfaction data trends will be maintained by QHSE MR. If results fall below established acceptable levels, Production Head will determine appropriate corrective action and improvement plans.

5. RECORDS

Customer Complaint Form	IMS-CSCF-F01
Customer Feedback Form	IMS-CSCF-F02