ITG RESOURCES FZCO

QUALITY, HEALTH, SAFETY, AND ENVIRONMENT SYSTEM

CUSTOMER FEEDBACK, COMPLAINTS, & SATISFACTION PROCEDURE

ROLE	NAME	SIGNATURE	DATE
PREPARED BY	XUEQI ZHANG		16 OCT 2026
APPROVED BY	BINGHUANG CHEN		20 OCT 2026

1. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00	20 Oct 2026	Original issue.	GENERAL MANAGER

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 GENERAL MANAGER
- This procedure directly concerns executive management and all organizations within the scope of the QHSE MS.

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.
- Project Manager is responsible for assessing customer satisfaction for those areas where customer interaction occurs in their areas of responsibility.
- Project Manager 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 and Accountant 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 Accountant to QHSE MR annually.

If customer feedback includes some complaints, QHSE MR will inform the responsible manager 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, Project Manager will determine appropriate corrective action and improvement plans.

5. RECORDS

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

ITG ITG RESOURCES FZCO	**CUSTOMER COMPLAINT FORM**	Effective Date: 20 Oct 2026	
		Document Code: IMS-CFCS-F01	
		Rev. #.00	Ref #:

Project Detail :Advisory support on timber and wood product market entry into the UAE	Job No.
Customer Name:Liuzhou Qianglian Wood Industry Co., Ltd.	Contact No:+86 18078222888
Complaint:Customer enquiry, not a complaint: The customer requested advice on market entry requirements, product certification, customs clearance and local sales channel development for timber and wood products in the UAE.	
Date: 2026.7.9	Action Taken by:
Corrective Action：No corrective action was required, as this was an enquiry rather than a complaint. Preliminary guidance was provided on import procedures, customs clearance and market sales. The customer was advised to confirm the applicable customs codes and certification requirements based on the specific product categories. Further support will be provided according to the customer's needs.	

XUEQI ZHANG

Verified by
(Management Representative)

BINGHUANG CHEN

Approved By
(Projects Manager)

ITG ITG RESOURCES FZCO	**CUSTOMER FEEDBACK FORM**	Effective Date:20 Oct 2026	
		Document Code: IMS-CFCS-F02	
		Rev. #.00	Ref #:

As part of our ISO 9001:2015 Quality System, and our commitment to continuously improve the quality of our services and products, we would appreciate your comments and suggestions. Please take a few minutes to complete the short questionnaire below. We thank you for your time and input. Please tick the circle.

1 = Poor;
2 = Satisfactory - Could be Improved;
3 = Good - No Problems;
4 = Exceeds Expectations

REF NO:	**DATE:2026.7.9**		
Customer Name: Liuzhou Qianglian Wood Industry Co., Ltd. / Mr. Yan			
Address: Liuzhou Qianglian Wood Industry Co., Ltd, Liuzhou, Guangxi Province, China			
City:LIUZHOU	State:GUANGXXI	ZIP Code:	
Ph:+86 18078222888	Fax:	Email:	
How satisfied are you with the quality of our traded products and commodities?	1	2	3	4 √
Were your orders delivered on time and in good condition?	1	2	3	4 √
How satisfied are you with our response to inquiries and customer requests?	1	2	3	4 √
How would you rate our staff's product knowledge and professionalism?	1	2	3	4 √
Overall, how satisfied are you with our trading services and product supply?	1	2	3	4 √

Reviewed By **:BINGHUANG CHEN**

Signature **:**