# CUSTOMER SATISFACTION & COMPLAINTS PROCEDURE

| Rev | Date | Revision Record | Updated by | Reviewed by | Approved by |
|---|---|---|---|---|---|
| 00 | 07/07/10 | 1st Issue | | | |
| 01 | 06/06/19 | Updated procedure as per the new version of the standards ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 | 3rd Party | RM | NK |

CONTROLLED

## 1.0 PURPOSE

SAIFCO is focused on ensuring that we meet our customer requirements and are continually improving how we work in order to provide the best services.

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.

## 2.0 SCOPE

This procedure applies to obtaining feedback, complaint and other forms of communication pertaining customer satisfaction or dissatisfaction.

This procedure directly concerns executive management and all organizations within the scope of the QHSE Management System.

## 3.0 DEFINITIONS

None

## 4.0 RESPONSIBILITY

**4.1** For **external customers:** It is the responsibility of Department Heads / Project Managers to ensure that the written complaints received in their department / project are recorded in the **Register of Complaints** and submitted to their respective Area Administration Manager or Operations Manager.

**4.2** Operations/ Project Manager is responsible to record all received projects related complaints (operations) in the register of complaints, review and investigate recorded complaints with both parties (complainant and respondent).

**4.3** Management Representative is responsible to review frequently all complaints registers during the internal audits and to verify the corrective actions taken to each complaint based on its investigation results.

## 5.0 PROCEDURE

### 5.1 Customer Satisfaction Survey

Customer Survey is conducted on regular basis to monitor the customer satisfaction and identify customer needs and expectations. The Management Representative/ Operation Manager/ Project Manager or concerned person are responsible for conducting customer surveys.

### 5.2 Customer Complaints

5.2.1 The Project Manager/ department head are responsible to initiate immediate corrective action (if complaint received in written or verbally) to satisfy customer requirements.

5.2.2 All received complaints in written and verbal should be recorded in Register of Complaints form **(IMS/QHSE/CSC/12/01),** the form is archived with site document controller / department secretary, and QHSE staff to monitor the status of all complaints

until satisfactory.

5.2.3 Project Manager of Projects / Department Manager should forward the received written complaints to Operations Manager with corrective action taken (corrective action form).

5.2.4 Complaints status to be reviewed at every internal audit cycle.

**Note: CUSTOMER COMPLAINT**

Customer complaints are one of the forms of Nonconformance where we have to take necessary corrective actions and form **(IMS/QHSE/CPAR/06/01)** Corrective Action Format needs to be filled.

Following cases from customer correspondence shall be treated as customer complaints.

1. Correspondence related to poor quality of work,
2. Correspondence related to poor service or delivery e.g. Delay in completion of work, shortage of manpower at site, HSE violations etc...
3. Correspondence related to Qualification or Competence of personnel not meeting customer's requirements.

### 5.3 External Satisfaction Measurement and Monitoring

5.3.1 In order to monitor External Customers' satisfaction level, the form **(IMS/QHSE/CSC/12/02) & (IMS/QHSE/CSC/12/03)** shall be sent to Saifco customers (i.e clients, consultant, main contractor, etc...) by Management Representative/ Operation Manager, after completion of every project or annually whatever comes first.

5.3.2 Management Representative/ Operation Manager shall follow up with customers to get it filled.

5.3.3 Completed form/ reports shall be collected and analyzed by Management Representative / Concerned Managers for further data analysis and actions as required.

5.3.4 If customer feedback includes some complaints, Management representative informs the responsible manager as soon as possible.

5.3.5 Satisfaction level shall be monitored during the frequent meetings with customers, and it is required to include questions regarding their level of satisfaction and complaints. The results should be recorded it in the minutes of meetings.

5.3.6 Results of the satisfaction surveys for External and Internal Customers to be discussed in the management review meetings.

## 6.0 ATTACHMENTS

| Type | Name | Number / Code |
|---|---|---|
| Form | Customer Complaint Register | IMS/QHSE/CSC/12/01 |
| Form | Customer Satisfaction Feedback Form (Mobilization Stage) | IMS/QHSE/CSC/12/02 |
| Form | Customer Satisfaction Feedback Form (Demobilization Stage) | IMS/QHSE/CSC/12/03 |

| QHSE MANAGEMENT SYSTEM | SAIFCO Electromechanical Works (LLC) | |
|---|---|---|
| Document Name: Customer Complaint Register | QHSE Ref. No. | IMS/QHSE/CSC/12/01 Rev. 00 |
| | Date: | |

| SR. No. | Reference Nos. | From (Issuer) | Customer Complaint Details | Action Taken | Close Out Date | Remarks |
|---|---|---|---|---|---|---|
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| QHSE Manual | SAIFCO Electromechanical Works (LLC) | |
|---|---|---|
| Document Name: **Customer Satisfaction Survey (Mobilization Stage)** | QHSE Ref. No. | IMS/QHSE/CSC/12/02 Rev. 00 |
| | Date: | |

**Customer satisfaction is the most important aspect of our business.**
**We would appreciate if you take few minutes to give your valued feedback.**

**Customers:**

1. **Client** ☐
2. **Consultant** ☐
3. **Main Contractor** ☐

Company Name: _____

Area / Site / Project: _____

| Ratings | Excellent | Very Good | Good | Fair | Poor |
|---|---|---|---|---|---|
| **1.0 Pre - Tender** | | | | | |
| a. Submittal on time | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. Level of Technical Submittal | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. Quality of Tender Documents | ☐ | ☐ | ☐ | ☐ | ☐ |
| **2.0 People** | | | | | |
| a. Qualification & skills of Project Team | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. Ability to Deliver Planned Program | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. Staff attitude assessment | ☐ | ☐ | ☐ | ☐ | ☐ |
| **3.0 QHSE** | | | | | |
| a. Quality of works assessment | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. HSE activities assessment | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. Communication Quality | ☐ | ☐ | ☐ | ☐ | ☐ |
| **4.0 Mobilization & Operations** | | | | | |
| a. Was mobilization completed satisfactorily | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. Quality & Quantity of resources | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. Ability to meet contract requirement | ☐ | ☐ | ☐ | ☐ | ☐ |
| d. Response on time to your queries | ☐ | ☐ | ☐ | ☐ | ☐ |
| **5.0 Overall performance rating** | ☐ | ☐ | ☐ | ☐ | ☐ |

**6.0** Please indicate any suggestion to make you as customer more satisfied?

_____

**7.0** Any other comments?

_____

_____

Customer's Signature: _____

| QHSE Manual | SAIFCO Electromechanical Works (LLC) | |
|---|---|---|
| Document Name: **Customer Satisfaction Survey (Demobilization/ Final Stage)** | QHSE Ref. No. | QMS/QHSE/CSC/12/03 Rev. 00 |
| | Date: | |

**Customer satisfaction is the most important aspect of our business.**
**We would appreciate if you take few minutes to give your valued feedback.**

**Customers:**

1. **Client** ☐
2. **Consultant** ☐
3. **Main Contractor** ☐

Company Name: _____

Area / Site / Project: _____

| Ratings | Excellent | Very Good | Good | Fair | Poor |
|---|---|---|---|---|---|
| **1.0 Construction & Demobilization** | | | | | |
| a. Ability to meet contract requirements | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. Response on time to queries | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. Quality & Quantity of Resources | ☐ | ☐ | ☐ | ☐ | ☐ |
| d. Was demobilization completed satisfactorily? | ☐ | ☐ | ☐ | ☐ | ☐ |
| **2.0 People** | | | | | |
| a. Qualification & skills of Project Team | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. Ability to Deliver Planned Program | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. Staff attitude assessment | ☐ | ☐ | ☐ | ☐ | ☐ |
| d. Were your queries responded satisfactorily? | ☐ | ☐ | ☐ | ☐ | ☐ |
| **3.0 QHSE** | | | | | |
| a. Quality of works | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. HSE activities | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. Communication Quality | ☐ | ☐ | ☐ | ☐ | ☐ |
| d. Documentation Quality | ☐ | ☐ | ☐ | ☐ | ☐ |
| **4.0 Overall performance rating** | ☐ | ☐ | ☐ | ☐ | ☐ |

**5.0** Would you consider working with M/s Saifco again?

_____

**6.0** Would you recommend M/s Saifco to others?

_____

_____

Customer's Signature: _____