

Customer Complaint & Satisfaction Management Process

Our customer receipt and closure process shall be as follows in line with our ISO 10002 targets:

Customer Communication Channels

Customers may have access to us by means of the following major communication channels:

- www.eurotec-ep.com
- Phone number of switchboard (+90 282 265 1200)
- Customer visits
- E-mails of EUROTEC's personnel in contact with customers.
- Phone numbers of EUROTEC's personnel in contact with customers.

Saving Complaints and Informing Complainant

All customer complaints shall be entered, saved and evaluated pursuant to our "Customer Complaint and Satisfaction Management Procedure" and "Customer Complaints Handling and Closure" process.

A complaint recourse is manipulated to relevant unites with a purpose to be resolved and also entered related software system by Management Representantative immediately after receipt. Each such entry on the related software system Customer Complaints screen creates a unique defining code for each feedback.

Every complaint is examined carefully and meticulously by expert teams and, every transaction done in course of solution of complaints is registered. The information stating that the complaint recourses have been received is given with an e-mail or verbally to the customer within 2 working days.

In course of solution, the customer can track his complains over phone or e-mail. In course of meetings held under the guidance of the Department of Quality Systems and the information of actions to be taken are given to the customer. When the complaint is closed down, the relevant customer is informed in relation of closure of this complaint.

Complaint Evaluation

- Complaints that comply with the time and points specified in the "Eurotec Terms and Conditions of Sale" document are evaluated.
- Emergent measures to be taken are indicated within related software system (a customer's complaints are put into the notification group.)
- Customer's complaint is taken into consideration, in course of individual meetings, through the participation of departments such as production, production planning, quality control, sales, purchase, lean system and R&D.
- All stages of the customer's complaint process is tracked over related software system.
- Any oral and/or verbal notification to customer is done by Management Representative, his/her proxy, his/her Technical Marketing Manager or Directors.
- In case of significance of the emergency and importance of a complaint, when necessary, the customer is visited in his place and/or an immediate contact is established with the complainant.

Our goal is to correctly evaluate and resolve complaints at once.

Findings obtained as a result of tests and evaluations following the review based on the complaint type shall be e-mailed by the relevant responsible officer to the Management Representative.

If the complainant is found rightful about his complaint, the mentioned unjust treatment will be removed in accordance with agreement to be reciprocally concluded. If there is a disharmony emerging from the applications of the complainant, it is transmitted to the complainant by producing alternative solutions, when necessary.

Enabling and Tracking an Agreement with Customer

In case a solution proposed by his/her Management Representative and/or his/her proxy in relation to complaint was found suitable by customer, an agreement will be enabled and the agreed solution will be put into practice in a shortest time, by the relevant department.

In case the customer did not find proper any proposed solution and if an agreement was not enabled, his/her Management Representative will present an alternative solution to complainant; if solution ways were proposed for 2 times and when the customer has not accepted these solution ways or if there is not another solution proposal ready for recommendation; his/her Management Representative may propose to customer any exogenous solution ways.

In case the complainant has accepted no proposed solution and if not any agreement was enabled, then, the complaint won't be closed and let to remain open (if only legal roads would be referred to). In case of no agreement, the customer having complained will have right to have recourse to exogenous solutions such as looking for claiming one's rights via legal ways.

The complaints that remained open will go on being tracked in consideration periods will be closed if not any information or any notification over official authorities has come from relevant complainants in relation to application to exterior solution of complainant in relation to exogenous solution of complainant in 3 months as from date of complaint.

In case the complainant has got manipulated to exogenous solution within the 3 month tracking period, the complaint is left open and it cannot be closed until closure of exogenous solution.

Continuous Improvement

EUROTEC carry out the following workups with a purpose to continuously improve the efficiency and productivity of the Complaint Management Process;

To make relevant employees periodically take technical and procedural trainings related to Complaint Management,

To make visits to other companies as much as possible with a purpose to research the complaint best handling applications,

To ensure our personnel receiving a satisfaction message for continuous development of the complaint management systems in use, in course of meetings,

To make necessary information to all employees related to actions received for complaints

Impersonal Complaint Data

Impersonal statistical complaint data is not shared with public.