

After-sales service management system

1. Purpose

The rules are developed for quickly dealing with customer complaints, maintaining the credibility of the company and promoting quality improvement and after-sales service level.

2. Scope

It includes the admissibility of customer complaints about the company's products, spare parts, services etc., investigation of reasons, handling quality issues, spare parts repairing and refund, tracking the information and the feedback.

3. Responsibility

Sales Manager is responsible for the after-sales service job, sales administration staffs are responsible for procedures and information delivery, Sales Department and Production Technology Division are responsible for coordinating specific after-sales service job.

4. A processing program

The implementation of the company's after-sales service procedures are shown in the diagram below.

5. After-sales service job classifications and approaches

5.1 Sales administration staffs need to fill out customer feedback processing form in order to deal with customer complaints due to the quality of our products, and execute by following the company's after-sales service program. Sales administration staffs should create customer complaints tracking number, register on 'customer complaints tracking table' and are responsible for ultimately dealing with the case and reporting the feedback to the management team.

5.2 For customer complaints on non-quality problems, sales administration staffs need to deal with the damage issue caused by customers through analysis, interpretation and replacement of the product, give some trainings and guidance to customer, the other department need to follow the procedures and process the quality problems equally. The cost incurred on the processes needs to be agreed by the customer and dealt with properly

5.3 In the process of handling service work, production technology department is responsible for analyzing the cause of the problem and developing the countermeasures, consulting and discussing with the sales department for the approaches, and ultimately determining treatment options. The sales administration office is responsible for the issue of tracing the cause and determining the responsibility of departments or individuals, feeding back to the chairman, and making final decisions by the chairman. The Finance Department is responsible for vetting service work costs incurred and the implementation of the amortization department.

6. General principles of after-sales service

6.1 Sales department staffs shall be actively responding to customer complaints and providing polite service. The sales manager has the right to make final decision on whether to accept, how to deal with the problem.

6.2 After receiving customer complaints, the case should follow the procedures on implementation strictly, is dealt with promptly and is resolved quickly, the customer should be responded at the first time.

6.3 In the case of dispute, the person is responsible for coordinating the relevant provisions of the contract.

7, Management of after-sales service staffs

7.1 The sales manager is in charge of arranging the company's after-sales service, the issues, which need to coordinate the relevant department, should follow the established procedures.

7.2 Company's other after-sales service work, sales branch manager is responsible for organizing and coordination, after-sales service staffs should be arranged by the manufacturing department.

8. After-sales service costs

8.1 The company is responsible for travel expenses, accommodation, grants and other expenses of after-sales service staffs.

8.2 A product exchange, transport, packaging and other costs are included in manufacturing cost.

9. The system is developed and interpreted by the sales department, and start on the date of issue by the chairman.

After-sales service flowchart

