

# Training on ISO 10002:2018 - Customer Satisfaction – Guidelines for Complaints Handling in Organisations



## Course Features:

The course provides an understanding for organisations in accordance with ISO 10002:2018 guidelines to plan, design, develop, operate, maintain and improve an effective and efficient complaints handling process for all types of commercial and non-commercial activities.

## Course Objective:

The objective of the course is to make participants aware of effective complaints handling process that can lead to improvements in products, services and processes where the complaints are properly handled. This would typically also help to improve the reputation of the organization, regardless of size, location and sector. In a global marketplace, the value of using an International guideline becomes more evident since it provides confidence in the consistent treatment of complaints.

## Who should attend?

- Sales and Marketing Personnel
- QA personnel
- Middle and Senior level Executives responsible for interaction with customers
- Management Representatives
- Internal Auditors / Lead Auditors

## Course Contents:

- Guiding Principles of ISO 10002:2018 from

perspective of customer-focused approach

- Understanding the Complaints handling framework
- Approach for defining, collecting, analyzing, evaluating & executing the approach for handling of customer complaints
- Monitoring of Corrective Actions for its effectiveness, including the internal audit of the Complaints handling process and review by the top management

## Certificate:

Certificate of attendance shall be issued to all the delegates attending entire duration of the training course.

## Duration:

1.5 Days

## About Us:

TUV India Pvt. Ltd. (TÜV NORD GROUP) is a customer-focused, innovative, and independent, technical, quality and safety services organization, dedicated to providing future-proof solutions through technological excellence for the success of its customers with the highest level of integrity. With a presence at over 40 strategic locations in India; a branch office in Sri Lanka and Bangladesh; state-of-the-art laboratories at Pune, Bengaluru, Noida and Jamnagar; 100 important countries worldwide and through digital means, we are always connected to you, our esteemed customer, anywhere, anytime.

We are proud to provide increasing levels of services to the best known, largest global and national companies as well as medium and small industries in diverse sectors like Oil & Gas, Petrochemical, Nuclear, Renewables, Infrastructure, Food, Power, Manufacturing, Chemicals, Pharma, Paper, Automobiles, Railways, Aerospace, Defence, IT, Health, Hospitality, Retail, etc.

Over 1400 competent and experienced TUV India experts spread across India and over 14000 TUV NORD experts all over the world, enthusiastically support our clients by providing value-added services in Industry Inspection, European / International Approvals, Management System & IT Certification, Sustainability, Energy Audit, Water Audit, Carbon Services, Building Infrastructure & PMC, Renewable Energy, Food & Packaging Testing, Food Certification & Inspection; Testing of restricted and banned chemicals in Automotive and Electrical & Electronics components and other regulated industries, Product Testing – Electricals, Electronics and Industrial Machinery; Product Certification; Petroleum, Chemicals & Gas Cargo Inspection; Petroleum, Chemicals & Gas Testing; Railway Technology; Engineering, Safety Studies, and knowledge enhancing training programs under TUV India Training Academy.

## Our Services Portfolio:

- Industrial Inspection
- Management Systems & IT Certification
- Building, Infrastructure and Project Management
- Renewable Energy
- Railway Technology
- Food Certification and Inspection
- Petroleum, Chemical and Gas Cargo Inspection
- Product Certification
- Product Testing Laboratory for Electronics, Electricals, Machinery & Industrial, Automotive Batteries
- Food and Packaging Testing
- Advanced Chemical & Material Testing
- Petroleum, Chemical & Gas Testing
- Training Academy

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