

CUSTOMER SERVICES MASTER PROCESS

DOCUMENT NUMBER : MP-01
 ISSUE NUMBER : 01
 DATE :

- Responsibility**
- Customer Services Manager

- Physical Resources**
- Office Furniture – desk, chair etc.
- Software/Hardware**
- Computer, fax, printer
- Headset with microphone
- Microsoft office suite
- Operating System

- Competence, Training, Awareness**
- Communication skills.
- Basic low level technical knowledge of vending machines.
- IT Skills to include:
 - Knowledge of local system
 - Basic knowledge of Microsoft Excel, and Word
 - Basic knowledge of spread sheets
- Data inputting knowledge

- Records**
- Service call records
- Repair clear down notes
- Excessive service calls by machines
- Technical performance statistics
- Customer complaints

- Inputs**
- Repair requests received from clients, operators and end users
- Customer complaints
- Any other customer service issues.

- Outputs**
- Faults repaired
- Systems updated
- Complaints passed onto relevant manager
- Satisfied customers

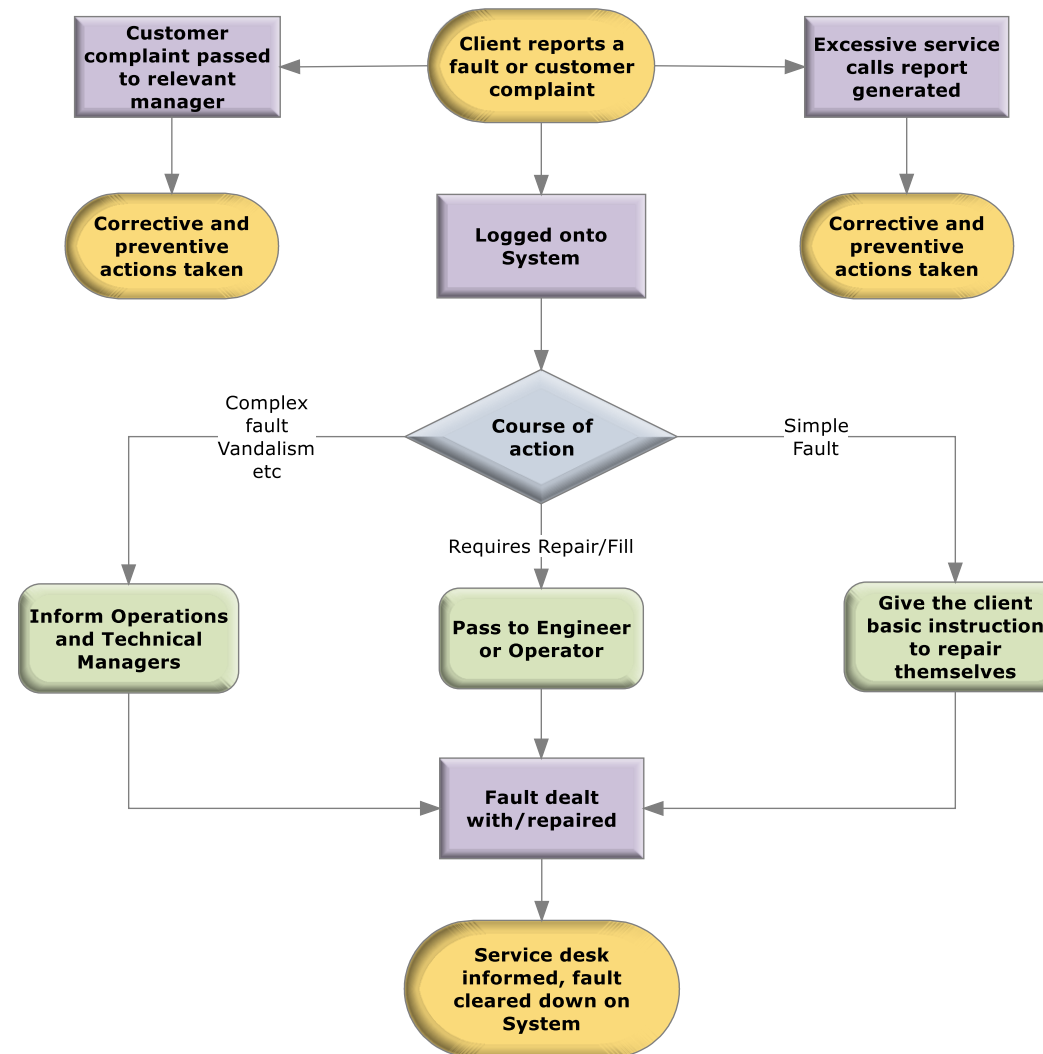
- Objectives**
- Resolve complaints to customers satisfaction
- Accurate data collection from clients, operators and engineers
- Timely and effective machine repairs
- Accurate data on system
- Root cause analysis of recurring problems
- Reduction of recurring problems
- Identify and prioritise service calls

- Quality Control**
- Customer satisfaction surveys
- Feedback from customers and engineers
- Service call report data
- Technical statistics from engineer report
- Machine break down reports
- Persistent machine break down reports

- Processes/Procedures/Activities**
- QP-01 Control of Documents
- QP-02 Control of Records
- QP-04 Non-conformance Procedure
- QP-05 Corrective Action Procedure
- QP-06 Preventive Action Procedure
- Service Call Procedure
- Engineering Procedures
- Operator Procedures
- Customer Complaints Procedure

- Health & Safety Objectives**
- Reduce accidents
- Report near misses/dangerous occurrences
- Be aware of General Office Safety
- Display Screen Equipment Risk Assessments
- Attend company H&S meetings/Tool Box Talks

- Environmental Objectives**
- Reduce paper/toner use
- Recycle paper
- Reduce electricity consumption by turning off computer/lights



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INTERACTION WITH OTHER PROCESSES

