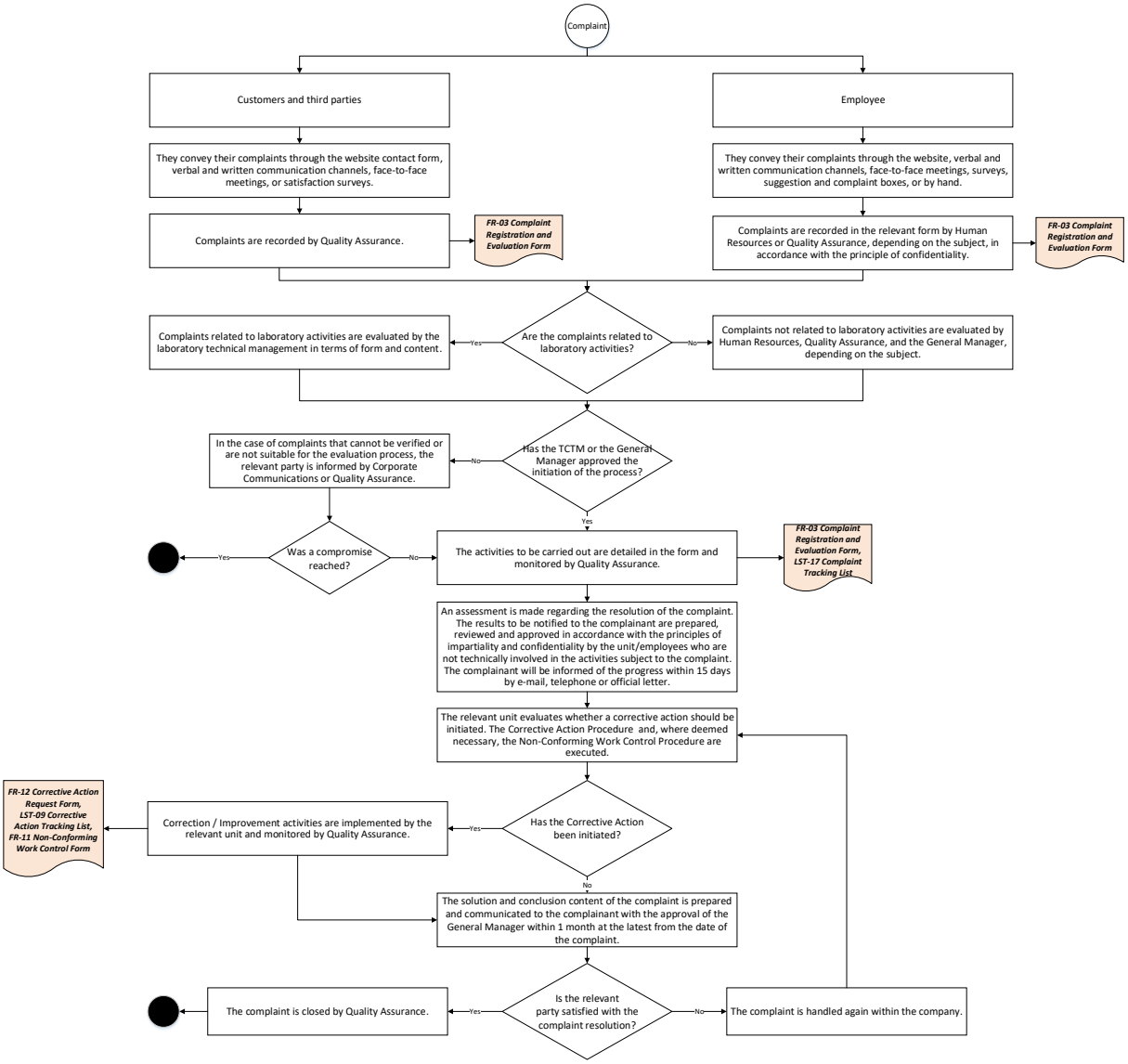
Complaint
Customers and third parties
Employee
They convey their complaints through the website contact form, verbal and written communication channels, face-to-face meetings, or satisfaction surveys.
They convey their complaints through the website, verbal and written communication channels, face-to-face meetings, surveys, suggestion and complaint boxes, or by hand.
Complaints are recorded by Quality Assurance.
FR-03 Complaint Registration and Evaluation Form
Complaints are recorded in the relevant form by Human Resources or Quality Assurance, depending on the subject, in accordance with the principle of confidentiality.
FR-03 Complaint Registration and Evaluation Form
Are the complaints related to laboratory activities?
Yes
No
Complaints related to laboratory activities are evaluated by the laboratory technical management in terms of form and content.
Complaints not related to laboratory activities are evaluated by Human Resources, Quality Assurance, and the General Manager, depending on the subject.
Has the TCTM or the General Manager approved the initiation of the process?
No
In the case of complaints that cannot be verified or are not suitable for the evaluation process, the relevant party is informed by Corporate Communications or Quality Assurance.
Yes
Was a compromise reached?
Yes
No
The activities to be carried out are detailed in the form and monitored by Quality Assurance.
FR-03 Complaint Registration and Evaluation Form, LST-17 Complaint Tracking List
An assessment is made regarding the resolution of the complaint. The results to be notified to the complainant are prepared, reviewed and approved in accordance with the principles of impartiality and confidentiality by the unit/employees who are not technically involved in the activities subject to the complaint. The complainant will be informed of the progress within 15 days by e-mail, telephone or official letter.
The relevant unit evaluates whether a corrective action should be initiated. The Corrective Action Procedure and, where deemed necessary, the Non-Conforming Work Control Procedure are executed.
Has the Corrective Action been initiated?
Yes
No
Correction / Improvement activities are implemented by the relevant unit and monitored by Quality Assurance.
FR-12 Corrective Action Request Form, LST-09 Corrective Action Tracking List, FR-11 Non-Conforming Work Control Form
The solution and conclusion content of the complaint is prepared and communicated to the complainant with the approval of the General Manager within 1 month at the latest from the date of the complaint.
Is the relevant party satisfied with the complaint resolution?
Yes
No
The complaint is closed by Quality Assurance.
The complaint is handled again within the company.