



CUSTOMER FEEDBACK AND COMPLAINTS RECEIVING AND EVALUATION PROCEDURE

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1. PURPOSE AND SCOPE

The purpose of this procedure is to collect and record customer feedback, complaints and objections, explain subsequent actions taken, and define the authorities and responsibilities of relevant personnel.

B This procedure covers all products and services produced by ARTIMET.

2. DEFINITIONS AND ABBREVIATIONS

- **Customer Feedback;** Customer comments regarding the features and performance of our services, marketing, sales and other practices,
- **Customer Complaint;** Customer statements that our services do not meet requirements or expectations,
- **Complaint ;** The actions to be taken by the organization in response to notifications received from customers or other parties regarding the activities of the inspection organization,
- **Appeal ;** Requests or notifications and demands regarding the results of examinations carried out under legal authority,

3. RELATED DOCUMENTS

- ARTIMET-PR.002 Corrective and Preventive Actions Procedure
- ARTIMET-PR.007 Data Security and Backup Procedure
- ARTIMET-FR.016 Corrective and Preventive Action Request Form
- ARTIMET-FR.017 Corrective and Preventive Actions Follow-up Form
- ARTIMET-FR.036 Customer Satisfaction Survey Form
- ARTIMET-FR.049 Survey Results Analysis Form
- ARTIMET-FR-126 Complaint/Objection Notification Form

4. APPLICATION

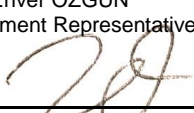
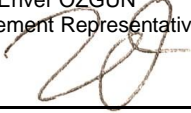

4.1. Responsibility


The Quality Management Representative on behalf of ARTIMET is responsible for customer feedback, collection and recording of complaints, if necessary, subsequent activities (related to the field of expertise...) and elimination of any nonconformities in all commercial activities and services provided in our company.

4.2 Collecting and Recording Customer Feedback and Complaints

For receiving customer feedback and complaints, the following is stated below;:

- Customer Satisfaction Survey is sent by e-mail, post or cargo, filled out by the customer, scored and sent to ARTIMET in the same way.
- Complaint and objection notification form, to be filled out from the objection and complaints link at www.artimet.com , complaints and objections notified by phone, fax, mail or social media are sent to ARTIMET.

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Enver ÖZGÜN Management Representative 	Enver ÖZGÜN Management Representative 	General Manager  İMZA BAHADIR BEKTAŞ ARIÇ

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- www.artimet.com corporate website has a Contact page created for any desired subject or if you want to thank, object and complain, you can send it by e-mail.

All incoming feedback is recorded in the incoming document book by the assistant and delivered to the QMR in return for signature.

- Customer Feedback,
- Customer Objections,
- Complaints are classified as.

4.3 Handling Customer Complaints

4.3.1 Receives Customer Complaints and Feedback received by KYT, fills in the complaint evaluation form. Notifies the customer that the objection/complaint has been received by e-mail or phone within 3 (three) days at the latest. Indicates the deadline for objections and complaints and final decisions, The deadline cannot exceed 18 business day

4.3.2 A mini meeting is held in order to decide whether the customer complaints are caused by personnel faults or the relevant process, at the meeting created by the Quality Management Representative. The meeting is attended by the Technical Manager, Operations Manager, Human Resources Officer and QMR

As a result of the inspection;

The decisions regarding the action(s) to be taken regarding the problems originating from personnel faults are made by the Quality Management Representative, Human Resources Officer and General Manager. The personnel participating in the inspection cannot act as decision makers, if the Quality Management Representative or General Manager has participated in the inspection, the manager appointed according to the Power of Attorney list (ARTIMET-SM-001) takes charge

Our organization undertakes to be responsible for all decisions taken at all stages of the complaint and objection handling process. This commitment is expressed in the organization commitment and signed by the top management. In cases where problems determined to be caused by process errors concern only one function, the corrective action to be implemented is processed in accordance with the Corrective and Preventive Actions Procedure (ARTIMET-PR.002). Problems concerning more than one function are resolved with the improvement decision to be made by the relevant process managers.

4.3.3 As a result of the examination of customer complaints, if it is determined that the complaint is from the supplier, subcontractor or external source organizations, the Quality Management Representative prepares the Corrective and Preventive Action Request Form (ARTIMET-FR.016) to the relevant place. An information letter is written stating the nonconformity and a letter is prepared stating the necessary action. The letter is sent to the relevant organizations or suppliers. The nonconformity is recorded on the Corrective and Preventive Action Follow-up Form (ARTIMET-FR.017) and followed up. The follow-up result is also reported by the Quality Management Representative with the Supplier Performance Evaluation.

4.3.4 They inform the General Manager about the decisions they have taken for the errors specified in Article 4.3.2 regarding how to respond to the customer regarding customer communication that is considered as a customer complaint and what will be done to correct the problem (such as

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changing, improving and refunding the money) when applicable, and are responsible for implementing the decision to be made by the General Manager. The General Manager informs the customer of the decision he has taken within two business days, first by e-mail and then by official correspondence.

4.3.5 Customer Satisfaction Survey Form (ARTIMET-FR.036) is conducted for the general perception of the customer and the results obtained are analyzed to determine our company's "Strengths" and "Improvement Areas (İAA)". The determined İAA's are recorded in the Survey Results Analysis Form (ARTIMET-FR.049). Improvements are made by determining the responsible person and deadlines.

4.3.6 Objections to the measurement results and reports of surveillance and inspections conducted under legal authority by customers are taken into consideration and resolved when made by the customer. The objection is reviewed by the Technical Manager. Objections are made within 1 month from the delivery of the report and are evaluated within three business days at the latest and notified to the customer in writing by the General Manager. Following the meeting with the customer, the reports regarding the objection in question are prepared again in line with the customer's request and compliance with the relevant standards and sent to the customer

When there is a disagreement and/or objection regarding the activity in question, it is recorded by the Quality Management Representative.

Depending on the objection evaluation result, measurements can be repeated if necessary.


4.3.8 Customer feedback, complaints and objections are monitored by the Quality Management Representative.

4.4 RECORD

All transactions regarding Customer Feedback, Complaints and Objections are recorded. All data security activities are carried out under the supervision of the Quality Management Representative in accordance with the Data Security and Backup Procedure (ARTIMET-PR.007). Records are kept by the Quality System Management and Management Representative in accordance with the Document and Data Control Procedure (ARTIMET-PR.001).

5. REFERENCE DOCUMENTS

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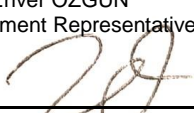
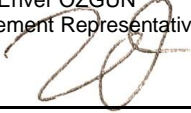

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6. REVISION TRACKING TABLE

Revision Number	Revision Explanation	Revised Section/Item	Date
00	FIRST PUBLICATION		02.01.2016
01	Regulations and corrections have been made regarding the receipt, processing and decision-making of customer complaints and objections.	All	07.04.2017
02	Corrections have been made according to the current duty positions. The provision that the person is responsible for all decisions taken at all stages of the complaint and objection handling process has been added.	All	17.08.2021
03	All formats updated	All	03.01.2024
04	The title of Article 3 has been updated to related documents, and the title of Article 5 has been updated to reference documents.	3-5	28.05.2024

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