
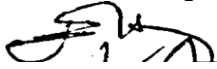
	<b>CUSTOMER SERVICE PROCEDURE</b>			Document Number
				LAB-PR-15
				Page Number
				<b>1 / 4</b>
Preparer	Approver	Revision Number	Revision Date	Public Date
Buse FIÇICI Quality Assurance Manager 	Erkan KARAN General Manager 	2	23.01.2024	15.07.2023



## 1. PROPOSE

To inform the customer about the test services provided to the customer, to increase the service quality by evaluating customer complaints, and to explain the principles of protecting and ensuring the confidentiality of all kinds of information belonging to the customer.

## 2. SCOPE

This procedure covers all customers served by the Experimental Laboratory.

## 3. RESPONSIBILITY

TM is responsible for the implementation of the activities of EAE Lighting Experiment Laboratory with the Customer as written in this procedure. Quality System compliance, operation and tracking of records are the responsibility of QAM.

## 4. DEFINITIONS AND ABBREVIATIONS

Quality Assurance Manager : QAM  
 Technical Manager : TM  
 General Manager : GM  
 Experiment Responsible : ER

Complaint: Any dissatisfaction reported by any person or organization to the laboratory regarding the activities or results of the laboratory, to which a response is expected (TS EN ISO/IEC 17025 Article 3.2).

Objection: The request of the provider of the conformity assessment subject to the conformity assessment body (Article 2.5) or the accreditation body (Article 2.6) to reconsider the decision taken by the organization regarding the subject. (TS EN ISO/IEC 17000 Article 6.4)



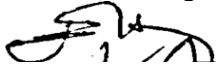
## 5. REFERENCE DOCUMENTS

TS EN ISO/IEC 17025 General Requirements for the Competence of Testing and Calibration Laboratories

## 6. APPLICATION

### 6.1 Customer Service

In the laboratory, when the customer wants to monitor the laboratory performance, cooperation is made in a way that protects confidentiality against other customers and he/she is enabled to monitor the experiment while it is being carried out. In the meantime, the customer is prevented from seeing other customers' samples, or permission is obtained from the other customer and the "Privacy

	<b>CUSTOMER SERVICE PROCEDURE</b>			Document Number
				LAB-PR-15
				Page Number
				<b>2 / 4</b>
Preparer	Approver	Revision Number	Revision Date	Public Date
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Declaration" form is signed.

Survey from customer etc. Feedback is tried to be obtained through various methods. This feedback aims to improve customer service.

The "Customer Satisfaction Survey" in the feedback method to improve customer service is applied to customers who participate in the experiment after each experiment coming from outside the company, and to those within the company who want test service from the laboratory every twelve months, and for customers who are not in the experiment phase, it will be applied via fax, and the collected "Customer Survey" "Satisfaction Survey" data are grouped and made numerical and measurable as much as possible according to the satisfaction (dis)satisfaction criteria by QAM, and reported using statistical analysis methods.

As a result of the statistical analysis, CAF is opened and followed up by the Laboratory QAM on issues where the satisfaction percentage falls below 80% on a question-by-question basis. Customer satisfaction data is one of the main agenda items of MR meetings.

## 6.2 Customer Complaints



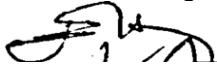
Complaints and objections are open for private or legal persons, institutions and organizations regarding laboratory activities and other corporate services they receive from Elbor Experiment Laboratory. Customers and service areas can submit their complaints and objections via e-mail or telephone.

Any dissatisfaction reported by the customer at the end of any service provided to the customer in the laboratory is accepted as a customer complaint. All written or verbal complaints from the customer are sent to the sales unit via e-mail or telephone. The sales unit transmits the relevant information to the laboratory unit and it is recorded electronically by the laboratory in the LAB-F15-01 Customer Complaints Form. The sequence number for each complaint is determined as the complaint number and the traceability of the complaint is ensured through this number. Traceability tracking is done with the LAB-F15-02 Customer Complaint Tracking Form.

A laboratory management meeting is held to evaluate the complaints. The TM chairs the meeting held during the evaluation.

TM is obliged to first examine the complaint received from the sales unit, accept the complaint and inform the customer that the complaint has been accepted. The received complaint is recorded with the LAB-F15-01 Customer Complaint Form. Corrective action is initiated by the TM with the LAB-F16-02 form. Afterwards, it contacts the warehouse/shipment department, checks the stock, ensures that the sample is sent, and the examination begins together with ER . If the complained product is in stock, produced at the same time and has the same batch number as the complained product, the shipment of these products will be stopped until the end of the investigation.

Laboratory records are examined and the breaking order for the non-conforming product is carried out by QAM. The results of the complaint are reported to the GM. Meanwhile, developments regarding the complaint process are recorded in the LAB-F15-03 Customer Complaint Progress Report and the customer is informed. After the process is completed, a notification is issued to the customer by GM. The actions taken are shared with TM and QAM, and the corrective action is closed by QAM.

	<b>CUSTOMER SERVICE PROCEDURE</b>			Document Number
				LAB-PR-15
				Page Number
				<b>3 / 4</b>
Preparer	Approver	Revision Number	Revision Date	Public Date
Buse FIÇICI Quality Assurance Manager 	Erkan KARAN General Manager 	2	23.01.2024	15.07.2023

The information that the complaint has been received and is being evaluated is notified to the addressee through the same channel as soon as possible, not exceeding the legal response period of 15 days. If the complaint is related to laboratory activities, the process is carried out according to LAB-ŞE7-07- Elbor Experiment Laboratory Customer Complaint Flow Chart. If it is not related to laboratory activities, it is transferred to the relevant unit via e-mail.

If the complaint resolution takes more than 15 days, the customer is informed again through the same channel that the investigation is continuing. In principle, during the validation, examination and finalization of complaints, the P4 General Requirements (Impartiality and Confidentiality) Procedure is followed ( The results to be notified to the complainant are prepared, reviewed and approved by the person/persons who are not involved in the laboratory activities subject to the complaint).

The laboratory is responsible for keeping all documents related to the complaint in its own units according to LAB-PR11 Records Control Procedure.

All complaints are further evaluated at the Management Review (MDG) meetings held in accordance with the LAB-PR22 Management Reviews Procedure, for monitoring and evaluation purposes in terms of service adequacy and improvement opportunities of Elbor Experimental Laboratories.

The results to be notified to the complainant are prepared, reviewed and approved by the person/persons who are not involved in the laboratory activities subject to the complaint.

### 6.3 Customer Privacy

The laboratory protects all kinds of customer information, documents, test results, business studies and private studies, contracts, test and experiment results and related services against third parties.

Protecting customer confidentiality is the responsibility of all staff.

Customer information in electronic form is stored on the main computer and is password protected.

The customer's test methods, devices and documents are protected against visitors to the laboratory in accordance with the principles of confidentiality.

Not only is the customer's goods, property and documents protected, but also no verbal information is given to people visiting the laboratory or other customers.



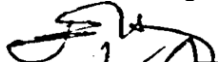
The following principles have been determined in the Experiment Laboratory regarding the use and protection of information. These;

**Purpose:** Customer information should be collected for testing purposes.

**Restricted use:** Customer information should not be used without the owner's permission. Personal information must be protected against destruction, alteration and unauthorized use.

**Data collection:** The information to be collected must be appropriate for the purpose and unnecessary information should not be collected.

Regarding the use and transmission of information, the information sent electronically to the Elbor Machinery Experiment Laboratory is sent in a format that cannot be changed and the following items are taken into consideration. These;

	<b>CUSTOMER SERVICE PROCEDURE</b>			Document Number
				LAB-PR-15
				Page Number
				<b>4 / 4</b>
Preparer	Approver	Revision Number	Revision Date	Public Date
Buse FIÇICI Quality Assurance Manager 	Erkan KARAN General Manager 	2	23.01.2024	15.07.2023

- a) The person and title to whom the test results are sent,
- b) Privacy statement,
- c) Requested information.

Unless stated otherwise in the report to be given to the customer, the measurement uncertainty value will be given in the test report.

## 7. RELATED DOCUMENTS

LAB-F15-01 Customer Complaint Form	LAB-F15-01 Customer Complaint Form
LAB-F15-02 Customer Complaint Tracking Form	LAB-F15-02 Customer Complaint Tracking Form
LAB-F15-03 Customer Satisfaction Survey	LAB-F15-03 Customer Satisfaction Survey
LAB-F15-04 Customer Satisfaction Measurement Survey Analysis	LAB-F15-04 Customer Satisfaction Measurement Survey Analysis
LAB-F15-05 Privacy Statement	LAB-F15-05 Privacy Statement
LAB-F16-02 Corrective Preventive Action Form	LAB-F16-02 Corrective Preventive Action Form

## Revision History

REV.Number	Date	Rev.Section/Page Number	Revision Description