

Quality procedure

质量程序



TÜV AUSTRIA (SHANGHAI) CO., LTD.  
奥煌检测技术服务（上海）有限公司

KFM-002b, Rev.01

# Quality procedure

On

# Appeals and Complaints

## 申诉和投诉

## 质量程序

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## 1 Purpose and scope 目的和范围

This detailed document defines and describes appeals and complaints of TÜV AUSTRIA (SHANGHAI) CO., LTD, and its branch. Appeals and complaints from customers shall be handled speedily, professionally and by the numbers, to avoid further damage to the relationship with customers and the company's goodwill, meanwhile safeguarding the company's interest. And take this as the company's continuous improvement opportunities, take effective corrective or preventive measures, to prevent duplication of problems.

本文件定义并描述了奥煌检测技术服务（上海）有限公司及其分公司的申诉和投诉。客户申诉和投诉应及时、专业、系统地处理，以防止进一步的损害公司和客户之间的友好关系及公司信誉，同时也要保护公司的利益。并以此为公司持续改进的机会，采取充分有效的纠正或预防措施，以防止问题的重复出现。

This document should be mandatorily used in the following company/companies. In particular, the following specifications should be used in all the bodies accredited under the accreditation standards, and individuals authorised for this purpose according to the competence matrix given below.

该文件应在以下公司中强制使用。尤其是，根据认可标准获得认可的所有机构，以及根据以下能力矩阵授权的个人，均使用本文件详细规定。

Company 公司	Accredited body / bodies 获认可机构	based on 认可基于的标准	Competence Matrix 能力矩阵
TÜV AUSTRIA (SHANGHAI) CO., LTD 奥煌检测技术服务(上海)有限 公司	Testing & inspection & certification body 测试、检验和认证机构	ISO/IEC 17025 ISO/IEC 17020 ISO/IEC 17065	Reference 参考相关文件
BRANCH of TÜV AUSTRIA (SHANGHAI) CO., LTD, Riyadh 奥煌检测技术服务(上海)有限 公司利雅得分公司	Inspection & certification body 检验和认证机构	ISO/IEC 17065 ISO/IEC 17021 ISO/IEC 17020	Reference 参考相关文件

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It is applicable independent of the location, i.e. in the Company, the local branches, as well as locally at the client location.

本文件的应用不受场所的影响，即无论是在本公司、本地分支机构、或者客户所在地。

## 2 Responsibilities 职责

<b>TASH Quality and Risk Management</b> <b>TASH 质量和风险管理部门</b>
Process owner and responsible for: 本程序所有者，并负责： <ul style="list-style-type: none"><li>✓ Preparing and maintaining this procedure and the related forms. 准备并维护本程序和相关表格。</li><li>✓ Distribution, training and monitoring the implementation in the TASH and its branches. 在 TASH 以及分公司内，分发、培训本程序，并监督其实施情况。</li><li>✓ Controlling compliance in the TASH and its branches. via internal audits 通过内部审计审核，控制 TASH 及其分公司的符合性。</li></ul>
<b>Quality management representatives of the TASH branches</b> <b>TASH 分公司质量管理代表</b>
<ul style="list-style-type: none"><li>✓ Defining the requirements which go beyond this procedure, if they are necessary to meet the specific requirements of the branches 如果需要满足分公司的特定需求，则定义超出此过程的需求</li><li>✓ Distribution, training and monitoring the compliance in the assigned branch. 在负责的分公司内，分发、培训本程序，并监督其实施情况。</li></ul>
<b>Head of the departments of TASH, as well as General Manager of the TASH's branch</b> <b>TASH 的各部门负责人以及 TASH 分公司总经理</b>
<ul style="list-style-type: none"><li>✓ Defining the actions and their implementation in the responsible department/branch. 确定所负责的部门/分公司的行动及其实施。</li><li>✓ Determining and reporting specific requirements, if they are necessary to meet the division/branch-specific requirements. 确定并报告特定要求，如果这些要求是满足部门/分公司的特定要求所必需的。</li></ul>
<b>General Manager of TASH</b> <b>TASH 总经理</b>
<ul style="list-style-type: none"><li>✓ Approval of this document 审批本文件</li></ul>

## 3 Abbreviations & definitions 缩写和定义

<b>TASH</b>
TÜV AUSTRIA (SHANGHAI) CO., LTD 奥煌检测技术服务（上海）有限公司
<b>BTASH</b>

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BRANCH of TÜV AUSTRIA (SHANGHAI) CO., LTD, Saudi Arabia  
奥焯检测技术服务(上海)有限公司沙特分公司

### Complaint 投诉

Complaint is a (written) grievance about a requested service that has not been performed according to expectations.

投诉指客户因其要求的服务没有按照预期执行而提出的（书面）抱怨。

### Appeals 申诉

Appeals is that customers dispute testing/inspection result or data.

申诉指客户对测试/检验结果或数据的异议。

## 4 Procedure 程序

### 4.1 Receiving appeals & complaints and 申诉和投诉的受理

4.1.1 Any Staff receives an appeal/complaint, should confirm it with the customer immediately to make the customer believe that the appeals/complain shall be investigated completely and equitably; at the same time, notify the quality supervisor and the section manager.

任何人接到客户的申诉、投诉，应及时与客户确认，使客户放心其所申诉、投诉的事情将进行公正彻底地调查，并向质量部主管及部门主管报告。

4.1.2 Quality Assuror shall register all intraday appeals & complaints, and fill out the Appeal/Complain/Claim Record "TASH-QP-015-F01". All relevant materials shall be submitted to section managers and notify Quality Manager and general manager.

质保员在接到报告当天登记申诉、投诉，并填写“申诉/投诉/索赔记录 (TASH-QP-015-F01)”，并将记录表和相关客户投诉资料提交给部门经理，同时通知质量经理和总经理。

4.1.3 The concerned section manager shall issue a formal acknowledgement of the receipt of the case to the customer. And shall be acknowledged within 24 hours and investigation explanations within 4 working days.

部门主管要给客户一个正式确认----申诉、投诉或纠纷已经收到。要在 24 小时内通知客户已经受理，并在 4 个工作日内向客户通报调查结果。

### 4.2 Investigation of appeals/complaints 申诉和投诉的调查

4.2.1 Upon receipt of complaints, the section is fully committed to take prompt investigation and resolve the case, and satisfy the customer.

收到申诉/投诉后，部门要迅速地进行全面调查，解决问题，满足客户。

4.2.2 Investigator shall review relevant original records according to schedule. If the appeal/complain is involved testing/inspection/certification result, section manager shall analysis relevant factors, generally considering the following items:

调查人员按照调查计划进行彻底的调查，查阅相关的记录；如果申诉、投诉所涉及测试/检验/认证结果，部门主管应负责对可能影响测试/检验/认证结果的相关因素进行分析，可以从以下几个方面着手：

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- a) Review relevant testing/inspection/certification method and operation procedure;  
检查测试/检验/认证所用的方法和作业指导书;
- b) Effectiveness of relevant equipment, reference materials and consumable materials;  
检查所用的仪器设备，标准物质及其它影响结果质量的消耗品的有效性;
- c) Check the raw data and data calculating; 检查原始数据及其推导演算过程;
- d) When necessary, perform repeated test. 必要时安排重复性测试。

4.2.3 When an appeal/complaint raises and doubts the compliance with the company policies or procedures, or with accreditation requirements, or the integrity of relevant tests/inspection/certification, quality manager should ensure that involved activity and responsibility in those areas are promptly audited according to the Internal Audit Procedure.

一个申诉/投诉上升为对其与公司政策、程序，或认可机构要求的一致性，或对测试/检验/认证的公正性产生怀疑时，质量主管应确保那些领域的有关活动和职责能够按照内部审核程序的要求尽快进行审核。

4.2.4 Section manager or his/her delegate shall collect the investigation results, complete the investigation and judge the appeal/complaint valid or not.

部门主管或指定的代表应收集调查结果，完成调查，并判断客户的申诉、投诉是否成立。

4.2.5 If the complaint is not valid, an explanation as to why it is not valid should be given to the customer amicably.

如果投诉是无效的，就要友善地向客户说明为什么投诉不成立。

4.2.6 If the complaint is valid or the recipient cannot resolve the matter, the customer may pursue the matter further and lodge a formal complaint.

如果投诉是有效的，或接收方不能解决的问题，客户就可以更进一步追问或用正式的形式进行投诉。

4.2.7 The decision resolving the complaint or appeal shall be made by, or reviewed and approved by, person(s) not involved in the testing/inspection/certification activities related to the complaint or appeal.

解决投诉或申诉的决定的做出、复核和批准由与被投诉和申诉的测试/检验/认证活动无关的人员来执行。

### 4.3 Corrective/preventive action 纠正和预防措施

4.3.1 Once investigation indicates that quality activities and test/inspection/certification activities don't obey management system or customers' requirements, section manager/quality manager shall adopt procedure of < Control of Nonconforming Work > TASH-QP-016.

调查表明 TASH 质量活动和测试/检验/认证活动不符合管理体系和客户要求时，部门主管/质量主管应启动《不符合工作的控制》程序 TASH-QP-016。

4.3.2 Quality Manager shall verify and evaluate the effectiveness of corrective or preventive action implemented by the concerned section.

质量主管应检查、评估有关部门采取的纠正/预防措施的效果。

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### 4.4 Resolving appeals/complaints 申诉和投诉的解决

4.4.1 When a complaint involves tests accredited by external accredited scheme (Such as CNAS etc.), and cannot be resolved satisfactorily within 60 days from receiving it, quality manager shall notify external accredited scheme in written immediately.

当投诉涉及外部认可(如 CNAS 等)的测试时，在收到投诉后 60 天内不能满意地解决时，质量主管要立即以书面的形式通知相关认可机构。

4.4.2 For a common appeal/complaint, whenever possible, section manger shall notify the customer of the investigation results and resolving project in written immediately. If there is no any feedback from the customer within 15 working days from the customer receives the notification, the result is deemed to be acceptable.

对于一般申诉/投诉，只要可能，部门主管应以书面的方式向客户澄清调查结果和解决方案，如果客户在接到处理结果 15 个工作日内没提出异议，可认为客户已接受。

4.4.3 To ensure that there is no conflict of interest, personnel (including those acting in a managerial capacity) who have provided consultancy for a client, or been employed by a client, shall not be used to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.

为确保没有利益冲突，曾为客户提供过咨询或曾被客户聘用过的人员（包括承担管理职责的人员），在结束咨询或聘用关系两年之内，不应派其对投诉或申诉的解决进行复核或批准。

### 4.5 Retention of records 记录的保存

Section Managers or their delegates shall consolidate all correspondence with customers, records of investigation and taking corrective/preventive actions into a case file, fill in the TASH-QP-015-F02 Suggestion, Complaint and Objection Form, register them in the form "Appeal/Complain Record (TASH-QP-015-F01)" and submit to QA Department. QA should follow up the status of appeal/complaint case and the corrective/preventive action adopted by the section.

部门主管或他们的代表应将与客户的所有通信及调查情况和采取纠正/预防措施记录在申诉/投诉/纠纷文件夹中，填写 TASH-QP-015-F02 建议，投诉和申诉表，并在申诉/投诉记录表（TASH-QP-015-F01）中记录，递交给质量部存档。质量部需对申诉/投诉/的处理情况，部门所采取纠正预防措施的情况进行跟进确认。

## 5 Applicable documents 适用文件

- ✓ TASH-QP-016 Control of Nonconforming Work 不符合工作的控制。
- ✓ TASH-QP-025 Preventive Action 预防措施。
- ✓ TASH-QP-024 Corrective Action 纠正措施。
- ✓ TASH-QP-015-F01 Appeal/Complain/Claim Record 申诉/投诉/索赔记录。
- ✓ TASH-QP-015-F02 Suggestion, Complaint and Objection Form 建议，投诉和申诉表
- ✓ TASH-QP-016-F01 Nonconforming Work Report 不符合工作报告。
- ✓ TASH-QP-024-F01 Corrective Action Request 纠正措施记录(CAR)。

## 6 Revision history 修订历史

The following list provides a key-word-based overview of the changes made to this QM document over time.

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下面列表提供了基于关键字的概述，用于说明本质量管理文件的修订历史。

Revision 版本号	Date 修订日期	Change 修订描述	Training 培训
A/00	2011.05.18	Initial Version. 第一版。	n.a. <sup>1</sup>
A/01	2016.12.30	Updated the section 4 Procedure.更新了第 4 章节。	n.a. <sup>1</sup>
A/02	2018.07.05	Added the section 5 & 6 & 7 Procedure. 增加了第 5~7 章节。	n.a. <sup>1</sup>
B/00	2019.01.08	A comprehensive revision, file number changed from old version "TASH-QP-4.8-01". 全面改版，文件编号改自旧版本“TASH-QP-4.8-01”。	n.a. <sup>1</sup>
B/01	2019.07.23	Added the section 7.4, and deleted the claim section. 增加了第 7.4 章节，删除了声明部分。	n.a. <sup>1</sup>
B/02	2019.10.31	Added the section 4.2.7 & 4.4.3 Procedure. 增加了第 4.2.7 & 4.4.3 章节。	
C/00	2020.05.31	Update the document file No. and format. 更新了文件编号和格式。	n.a. <sup>1</sup>
D/00	2021.4.16	Enhanced document control, and the QM document template KFM-002b released by TÜV AUSTRIA Group was used for the entire document.  Enhanced editorial corrections.  General revision – Revision marks were not defined because of the extensive changes.  加强了文件控制，整个文档使用了 TÜV 奥地利集团颁布的质量管理文件模板 KFM-002b。  加强了编辑更正。  一般修订 — 由于广泛的变更，故修订标记未定义。	Yes, via change notification  是，通过更改通知

<sup>1</sup> Due to the use of the QM document template KFM-002b, training was added starting from the revision "D/00"

<sup>1</sup> 由于使用了质量管理文件模板 KFM-002b，从修订版“D/00”开始增加了培训。