

NETAŞ MANAGEMENT PROCESS OF CUSTOMER FEEDBACK

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Revision: 04

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Netaş aims to put into practice the understanding of establishing and forming an excellent quality standard in line with the company vision and being the number one system integrator of the region as well as Turkey serving in the innovative solutions and global standards in the field of Information and Communication Technologies by continuous programs ensuring innovativeness as the company states this understanding clearly in all policies of standards owned.

Netaş has showed by past experiences and continuous improvement that the most important element in fulfilling company's responsibilities against the society, customers and employees is the understanding of "Quality and Excellence".

Our basic goal in or management approach based on customer satisfaction is to create top level values for expectations and needs of customers by producing appropriate solutions.

As stated on this paper, Netaş committed that the company established and operates a **customer satisfaction** system at international ISO 10002 standard level that keeps the customer satisfaction at the highest level and ensures maintenance of the system in its design, production and services.

All kinds of statements and notifications of our customers directed to us via methods such like webpage, e-mail, meeting, telephone etc, are dealt with us. In addition, we are providing opportunity to our customers to provide feedback every year by using the Customer Satisfaction Questionnaire and all these notifications are examined in detail and evaluated carefully.

Within the scope of the present ISO 10002 Customer Satisfaction Management System that has been established and managed, notifications and feedback of our customers in the nature of complaint are evaluated. These notifications are recorded on Continuous Improvement System and followed up by the Department of Netaş Quality Management.

The confirmation of receiving the complaint and the that the complaint will be resolved within the complaining process, the number of complaint and that how the customer can follow up his/her complaint will be informed in writing or verbally by the Department of Netaş Quality Management.

The complaint coming from our customer is classified according to the estimated resolving period of time and routed to the relevant department for their resolution. This classification is performed as Very High, High, Medium, Low.

The period classifications are as follows:

- **Very High:** This is the complaint class requiring intervention within 2 to 4 hours and to be resolved in 2 days due to the effects of it on the operation of the system or service.
- **High:** This class includes complaints that can be resolved with small/big changes during the production or service process. This is the complaint class requiring intervention within 2 to 5 days.

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- **Medium:**

Situations including release of new feature, significant change in product or service, and/or long-term supply of materials or solutions,

These are the situations that require significant changes in the operation of the process related to the product or service and/or long-term material supply or solution. Unless otherwise stated, it is the class of complaint that must be resolved within 20 days.

- **Low:**

These are situations that require a long-term solution in a product or service. It is the class of complaint that must be resolved within 45 days unless otherwise stated.

In the first place, the time period to resolve the complaint is determined in the classification made after determination of the cause of the complaint. The aim is to produce an effective and permanent solution in the shortest time possible.

Every activity or decision taken on the complaint notification coming from our customers is notified to our customers via mail or through phone following the decision-making and execution of the activity.

The record is closed by terminating the process following the written or verbal confirmation of our customer on the solution presented related to the complaint notification.

An evaluation questionnaire including the following questions is sent to our customers for them to evaluate the process of the solution presented to them related to their complaints.

- 1- Are you satisfied with the solution of your complaint notification?
- 2- Are you satisfied with the speed of us in the resolution process of your complaint notification?
- 3- Please indicate your views that you want to tell us.

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