



Client Complaints (Products and Services)

Advantages

- Eliminates administrative tasks involved in managing Complaints, freeing up time that can be better spent enhancing performance.
- Improves completion of pending tasks (corrective actions, efficiency checks, etc.).
- Ensures full treatment of Complaints through the different stages defined.
- Boosts cooperation among the persons responsible for handling Complaints and Actions, through collaborative functionalities.
- Allows you to identify occurrence patterns for nonconformities derived from client Complaints, using statistical analysis instruments.

General Functionalities

- Recording of Complaints is done by anyone with privileges for it.
- Complaint form data structure established by the user, including information such as Client, Person Making Complaint, Product/Service, etc.
- Automatic appointment of the group of persons who will manage each Complaint.
- The Complaints are treated in a sequence of stages configurable according to the client's needs.
- Persons in charge, deadlines and actions are established in each stage. Each stage can have multiple actions, multiple persons in charge and multiple deadlines.
- ISOKEY provides checklists to control performance of the actions derived from the analysis of complaints.
- Classification and statistics of Complaints according to different criteria, including Complaints per Client, Complaints per Product, Complaints per Cause, etc.

For more information
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