

 <b>yapiray</b> <small>DEMİRYOLU İNŞAAT SİSTEMLERİ SAN. VE TİC. A.Ş. RAILWAY CONSTRUCTION SYST. INDUSTRY and TRADE INC.</small>	<b>SYSTEM PROCEDURE</b>		
	<b>Doc. No</b> PR.0.001	<b>First release date</b> 18.02.2012	<b>Revision Date /No</b> 17.08.2023/05
<b>PROCEDURE FOR RESOLVING COMPLAINTS</b>			

## 1. PURPOSE AND SCOPE

**1.1.** In Yapiray, it is to fully explain the methods followed in order to examine the complaints from the customers, to initiate corrective actions when necessary, to observe the quality of the test/product/service results, to increase the quality effectively, and to constitute data for improvement and development studies.

## 2. DEFINITIONS AND EXPLANATIONS

**2.1. QM:** Quality Manager

**2.2. Complaint:** It is the request of all parties to Yapiray regarding nonconformities arising from service/product/experiment results.

**2.3. Objection:** It is the demand of all parties regarding the decisions taken by Yapiray.

**2.4. MR:** Management review

**2.5. Section:** Each department operating in Yapiray

## 3. RESPONSIBLE

**3.1.** Senior Management (General Manager and/or Assistant General Manager)

**3.3.** Quality Manager

**3.4.** Department managers

**3.5.** Department heads

## 4. APPLICATION

### 4.1. Customer Complaints about Service Quality

**4.1.1.** Communication with the customer, service/product/experiment quality, delivery of test reports to the customer, etc. If a customer complaint comes to Yapiray (info@yapiray.com.tr e-mail address) on issues, it is directed to the customer concerned (laboratory, quality manager or the relevant department manager) by the person receiving the complaint. A Complaint-Suggestion Form is filled by the relevant department manager and sent to the info@yapiray.com.tr e-mail address and recorded by the relevant department. The relevant department (Production, Project, Head Office, Central Workshop or Laboratory) evaluates the complaint and ensures that the action to be taken is decided. The relevant department is responsible for the decisions taken.

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<p><b>Bu doküman M-Files üzerinden elektronik olarak imzalanmıştır. Çıktı alındığı zaman Kontrolsüz Dokümandır, lütfen güncel versiyonu için M-Files'a bakınız.</b></p> <p><b>This Document signed electronically on M-Files DMS. The output is an uncontrolled document when it is print out, for the current version check M-Files please.</b></p>	<p><b>Bu doküman M-Files üzerinden elektronik olarak imzalanmıştır. Çıktı alındığı zaman Kontrolsüz Dokümandır, lütfen güncel versiyonu için M-Files'a bakınız.</b></p> <p><b>This Document signed electronically on M-Files DMS. The output is an uncontrolled document when it is print out, for the current version check M-Files please.</b></p>

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## 4.2. Customer Complaints Regarding Test Quality

**4.2.1.** In order to process objections and/or complaints against the test reports showing the test results in Yapıray Laboratory, the KY and/or Laboratory Manager/Responsible shall have the customer fill in the Complaint-Suggestion Form and record it.

**4.2.2.** Objections and complaints are evaluated by the laboratory. In case of nonconformity, action is taken according to the Control of Nonconforming Work Procedure. As a result of the evaluation, it notifies the customer in writing, together with the justification, of the issues that do not require a repeat test.

**4.2.3.** When the test is required to be repeated, after the necessary arrangement is made according to the Laboratory Customer Service Procedure, on the notified date; A meeting is held with the participation of the Laboratory Manager/Responsible and the customer. The customer is informed about the standard to be applied in the test, the test method and the devices used in the tests.

**4.2.4.** In case of any disagreement during the repetition of the experiment performed by the customer with the Laboratory Manager/Responsible, the issue is reported to the senior management. If a decision is made regarding the continuation of the process, the decision is recorded in the Complaint-Suggestion record. In case of objection to the reported result again, the experiment is repeated in another laboratory to be agreed with the customer, and in the third objection, in a laboratory recommended by the accreditation institution, the test is evaluated according to the result and a decision is made. The trial fee is paid by the unfair party.

**4.2.5.** In case the test results are different in the repeated experiments; Considering the effect of the other services where the same test is applied, the procedures are applied according to the Control Procedure of Nonconforming Work and the Procedure for Assurance of the Quality of the Test Results.

## 4.3. Resolution of Complaints and Informing the Customer

**4.3.1.** In the resolution of all complaints received by Yapıray, if necessary, a Corrective Action record is opened in the m-files program to ensure that the root cause of the complaint is resolved in accordance with the Corrective Action Procedure. The customer is informed about the status of the complaint, the result of the activities carried out, and the

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completion of the complaint evaluation, in writing, and the follow-up of the complaint is carried out by the relevant department manager. The results to be reported are prepared, reviewed and approved by the employee/employees who are not involved in the activities subject to the complaint.

**4.3.2.** Records on customer complaints are analyzed by the relevant department, and the current situation is determined in order to set targets for customer complaints and evaluated within the framework of the Management Review Procedure.

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