CSC Certification Application – Requirement 4

Initial Estimates are given whenever: _____

_____

_____

_____

Revised Estimates are given whenever: _____

_____

_____

_____

Parts on Order: If the originally estimated repair will be exceeded due to an ordered part or delay in acquiring a needed part, we will: _____

_____

_____

_____

Parts on Backorder: If parts must be backordered, we will: _____

_____

_____

_____

Field Service Appointments:

Describe the methods used to gather information from the customer regarding the perceived quality of service received (submit copies of mailers, surveys, charts, and reports that are utilized for this purpose): _____

_____

_____

_____

Describe how this information is then used to improve the level of service provided to the customer: _____

_____

_____

_____

Explain the process used to resolve a customer complaint, including:

- A list or graphic of each step of the process: _____

  _____

  _____

  _____

- The person responsible for each step and how long they will take before escalating to the next person, if unable to resolve themselves. Each step should be listed, including the time spent at each step: _____

  _____

  _____

  _____

- The estimated timeframe for the resolution start to finish: _____

Signature of Individual completed CSC Application **Date**

_____ _____

SAMPLE of CUSTOMER SERVICE POLICY

This is the customer service policy of a newly certified service center. Please edit this program to suit the needs of your business and submit it as part of your CSC application. While a customer service program is a requirement of the Certified Service Center application, this customer service program is a sample only.

CUSTOMER SERVICE PROGRAM – GLASS ANTENNA SERVICE – GREENCASTLE IN 46135

Please review Glass Antenna Warranty Policy-2024, as that document is an integral part of the Customer Service Program.

Estimates are to be given to the customer who:

Calls inquiring about the price of services or products
Brings a product in for service
Has asked for an estimate after a 3rd party service firm provides Glass Antenna with an estimate
Has asked for a site survey at their home or business

Revised Estimates: These are to be given whenever an estimate is expected to be more than 10% higher than the original estimate. When estimates are exceeded, the specific reasons for the higher costs are to be clearly outlined on the final bill.

Parts on Order: If the originally estimated repair period will be exceeded due to an ordered part or delay in acquiring a needed part, the customer is to be given a phone call to explain the delay and to be given an opportunity to retrieve their property and cancel the repair job at no cost to them.

Parts on Backorder. If parts must be backordered: a log is to be maintained showing the date of the service job, the date of the part order, the date of the notice of the backorder and the anticipated date of delivery of the backorder. The customer must be called to be made aware of the delay, the anticipated receive date and date of final repair.

Service Delays: Buries, installs, service calls, upgrades and equipment returns are to be noted on the service logs with the reason for delay listed and the date customer has been informed about the delay noted. Service person shall initial the log entry.

Field Service Appointments: Customers have busy schedules and often take off work or come home to accommodate our services. The original date and time scheduled should not be given such a narrow window that we are forced to devote undue time before or after the scheduled time for the customer. Appointment times must be given some latitude, due to the nature of service and field service work. However, once that time has been established, we must do everything possible to meet that responsibility. If the customer defaults, we can only absorb the lost time and utilize it in some other productive ways. We cannot charge the customer for the fact that they defaulted, nor can we punish them by setting the new scheduled time at some far distance, etc. If it is seen that our crews cannot make a scheduled time, once it becomes clear, we must call quickly to alert the customer of the late or postponed appointment.

Repair Completion. Once the repair is completed: the service invoice and log are to be updated to show that the product owner has been notified the unit is ready for pick-up, or delivery to their

location. Attempts to make phone contact should be noted and if unsuccessful, a written notice is to be sent to the customer, preferably within 2 days of the completion of the repair.

Quality Assessment: Once the service is complete, each customer will be given a survey to gauge their satisfaction with our service, either at the end of business or by email. These documents will be evaluated at the monthly company meeting (see attachment) to assess how we are performing and adjust as needed.

Customer Complaint: Should a customer have a complaint it is our intention to resolve it as quickly as possible.

Our customer complaints are handled using the following steps:

Evaluate what the customer issue is – up to 4 hours
Present a solution to customer that corrects the issue – up to 4 hours
Follow up in 1 week to ensure customer is pleased

Escalation Policy: Below is an escalation process that should be used on all customer complaints that cannot be resolved at the first level.

A. If frontline worker cannot resolve the customer's issue within 8 hours, then escalate to mid-level management.
B. If mid-level management cannot resolve the issue within 8 hours, then escalate to lead manager and owner.
C. The lead manager and owner will handle the customer issue within 1 hour.
D. The total time goal for resolution should be no more than 3 days.