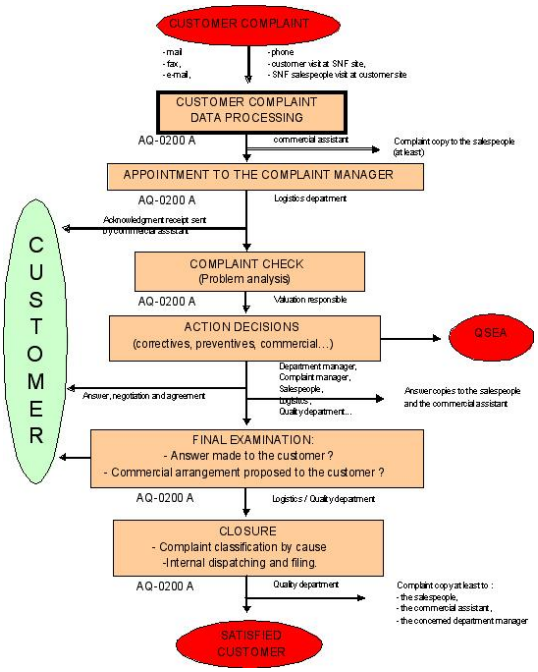
Customer's Complaints Management

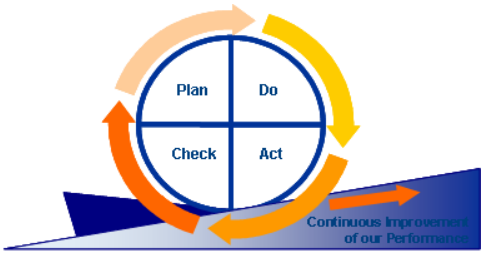


In order to secure our customers' loyalty, SNF has implemented a comprehensive customer complaint management system.

We consider that each remark from our customers can be a source of improvement that contributes to upgrade our system. Thus, SNF records each customer's dissatisfaction and finds a solution to the problem encountered, corrective actions are then implemented and included in the process to prevent any repetition of the claim.

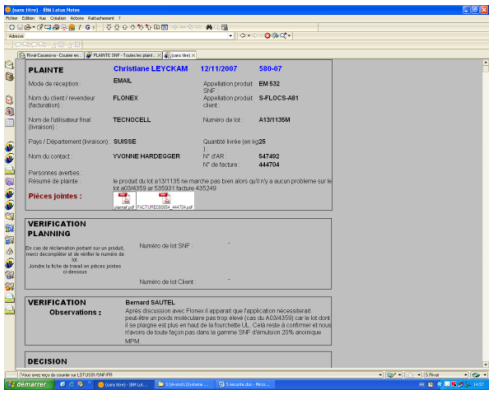
The processing of the customer complaint is recorded and checked using a proprietary software in which the following steps are checked:

- Recording,
- Investigating,
- Conclusions,
- Reply to the customer,
- Process modification,
- Filing.



This software enables SNF to obtain statistics and to analyse causality and other relevant indicators:

- Percentage of complaints,
- Position by cause,
- Number of complaint in progress,
- Time for answering to customers.



All complaints are reviewed during SNF's monthly management meeting, with an emphasis given to:

- List of departments involved,
- Origins of the problems,
- AQSE corrective actions follow-up (Quality Safety and Environment Action).

During biannual management reviews, a comprehensive overview is made to emphasize the important or recurrent problems encountered, to solve them and avoid their repetition.