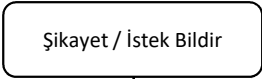
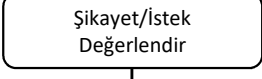
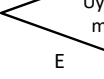
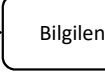
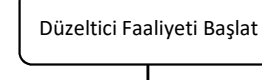
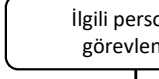
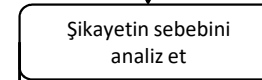
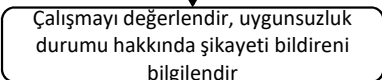
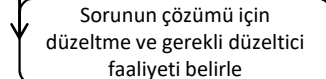
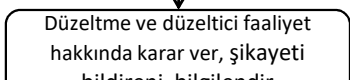
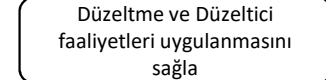
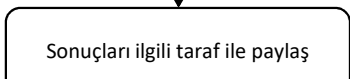
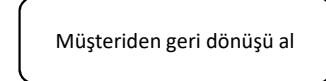
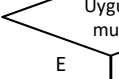




**MAKEL ELEKTRİK MALZEMELERİ SAN. TIC.A.Ş TEST LABORATUARI**  
**Şikayetleri Ele Alma Prosesi**

| İlgili / Sorumlu      | Faaliyet Adımı                                                                                                                                                                                                                                                                                                                                           | Açıklama                                                                                                                                                         |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| İlgili taraf          |                                                                                                                                                                                                                                                                         | Şikayet/İstekler sözlü veya yazılı olarak Kalite Yönetim Müdürlüğü'ne iletilir;<br>Tel: +90 (212) 689 50 50 (1245)<br>mail: erkul.cokhizli@makel.com.tr          |
| Kalite Yönetim Müdürü | <br><br>                                                                                              | Gerekir ise ek bilgiler istenerek, şikayetin Laboratuvar faaliyetlerinden kaynaklı olup olmadığı değerlendirilir                                                 |
| Kalite Yönetim Müdürü | <br>                                                                                                                                                                                   | LP.007-Laboratuvar Düzeltici Faaliyetler Prosedürü' uygulanır<br>Şikayeti konu olan faaliyette yer almayan personel olmalıdır                                    |
| Görevli Personel      |                                                                                                                                                                                                                                                                       | Şikayete neden olan unsur belirlenir                                                                                                                             |
| Kalite Yönetim Müdürü |                                                                                                                                                                                                                                                                       | Bir uygunsuzluk tespiti yok ise şikayeti bildireni durum değerlendirilerek karar verilir<br>Sorun tespit edildi ise düzeltme ve düzeltici faaliyetleri yönlendir |
| Görevli Personel      |                                                                                                                                                                                                                                                                       | LP.007-Laboratuvar Düzeltici Faaliyetler Prosedürü' uygulanır                                                                                                    |
| Kalite Yönetim Müdürü |                                                                                                                                                                                                                                                                       |                                                                                                                                                                  |
| Kalite Yönetim Müdürü | <br>                                                                                                                                                                               | LP.007-Laboratuvar Düzeltici Faaliyetler Prosedürü' uygulanır                                                                                                    |
| Kalite Yönetim Müdürü | <br><br><br> | Müşteriden gelen cevap olumlu ise LF.007-Laboratuvar Düzeltici Faaliyet Formu'na kaydedilir, aksi durumda çalışma yinelenir.                                     |