**After sales service management system**

**Program files**

Zhuhai Chuang'an Electronic Technology Co., Ltd

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**Program file approval page**

|  |  |  |  |  |  |
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| file name  | Document Number  | Version/Revision Status  | establishment  | to examine  | approve  |
| Document Control Procedure  | CX-01  | A/0  | System team  | Yi Xuwen  | Labor Autumn Moon  |
| Supervision and Management Control Procedure  | CX-02  | A/0  | System team  | Yi Xuwen  | Labor Autumn Moon  |
| Service Internal Evaluation Control Procedure  | CX-03  | A/0  | System team  | Yi Xuwen  | Labor Autumn Moon  |
| Maintenance Service and Technical Support Control Procedure  | CX-04  | A/0  | System team  | Yi Xuwen  | Labor Autumn Moon  |
| Customer Relationship and Complaint Handling Control Procedure  | CX-05  | A/0  | System team  | Yi Xuwen  | Labor Autumn Moon  |
| Control procedures for laws, regulations, and other requirements  | CX-06  | A/0  | System team  | Yi Xuwen  | Labor Autumn Moon  |
| Service Objective Control Program  | CX-07  | A/0  | System team  | Yi Xuwen  | Labor Autumn Moon  |
| Information disclosure and return/exchange procedures for defective products  | CX-08  | A/0  | System team  | Yi Xuwen  | Labor Autumn Moon  |
| Infrastructure Management Program  | CX-09  | A/0  | System team  | Yi Xuwen  | Labor Autumn Moon  |
| Waste Product Management Procedure  | CX-10  | A/0  | System team  | Yi Xuwen  | Labor Autumn Moon |

**Document Change Record**

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| Version Number Revision Status  | Reason/content for modification  | Modified By  | reviewer  | Change time |
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# Document Control Procedure

1. **Objective**

Control the documents and materials related to our company's service management system to ensure that all documents used in relevant locations are valid versions.

1. **Scope of application**

Applicable to the control of all documents related to our company's service system, including the control of external documents within an appropriate scope.

**3 Responsibilities**

3.1 The General Manager approves the release of the Service System Manual or procedural documents;

3.2 The management representative is responsible for reviewing the Service System Manual, preparing or approving procedural documents, institutional documents, etc;

3.3 Each department is responsible for the preparation, use, and storage of documents within their respective scope, as well as the collection, organization, and archiving of documents related to the service evaluation system within their department.

3.4 The management representative is responsible for approving the scope of document distribution.

**4 Work Procedures**

4.1 Classification and Storage of Documents

Our company's documents include: after-sales service evaluation system, administrative management documents, technical documents, external documents, records of after-sales service evaluation system, etc.

4.1.1 The Service System Manual, Procedure Documents, System Documents, etc. shall be filed and preserved by the office.

4.1.2 Technical documents shall be kept by the Engineering Department.

4.2 There are two types of controlled states for documents: controlled and uncontrolled

1. The controlled documents of the paper management system shall be stamped with the "controlled" seal on the cover by the office document administrator, indicating the issuing department and number to determine their current validity;
2. The files published on the configuration server are all controlled files, with version numbers and release dates indicated.

4.3 Document numbering and identification

4.3.1 The numbering of documents should be standardized, unified, and orderly.

1. Management manual number: SM-01;
2. The program file number is CX - sequence number;
3. The management document number is: M - sequence number;
4. Record file number: R - sequence number;

Note: The sequence number is the serial number starting from 01; The version is designated as uppercase letters A, B, C, D, etc.

4.3.2 Identification of Documents

1. Our company uses the version and revision frequency of documents to identify the revision status of controlled documents, such as B/1 indicating the first modification of version B. The revision should be clearly marked in a prominent position in the document.
2. The office is responsible for establishing a company wide 'Service Management System Document List', which indicates the current revision status of the documents.

4.3.3 Format of Documents:

Files can be presented in any media format, including optical (magnetic) disks, photos, paper, and electronic versions published on configuration servers.

4.4 Approval should be obtained before document release to ensure that the document is appropriate.

4.5 File Management

4.5.1 The service management system documents are mainly in electronic format, supplemented by paper format. The office retains the paper version of the documents, and the electronic version is published in the form of notifications on the company's internal configuration management server. The document administrators of each department are responsible for notifying, downloading, and saving.

4.5.2 If there are any changes to the service management system documents, the office is responsible for reissuing the updated version and modifying the paper version of the documents.

4.6 Document distribution management

4.6.1 Distribution of paper controlled documents

a. The office document administrator shall distribute the documents after filling out the "Document Distribution (Recycling) Record" according to the approved distribution scope and number.

b. The recipient of the document shall sign on the "Document Distribution (Recycling) Record" and collect the document with the distribution number for easy traceability.

c. The document administrators of each department are responsible for keeping copies of program documents and other related documents related to their department, and for the secondary distribution of controlled documents according to the approved distribution scope and number.

4.6.2 Other provisions

a. When documents need to be published online, after approval by the office leadership, the office document administrator is responsible for uploading them to the configuration management server according to the approval comments.

b. The document holder should properly keep the documents in use, not lend them out without authorization, and not scribble on the documents to ensure their clarity, ease of identification, and retrieval. All documents should be classified and stored in a dry, ventilated, and safe place.

c. When controlled documents are required for training, learning, or other purposes, the using department should go to the office to fill out the "Document Borrowing and Copying Record", handle the borrowing procedures, and if necessary, report to the management representative for approval.

d. Without the permission of the company, no one or department is allowed to download or forward controlled documents online without authorization. It is not allowed to borrow others' controlled documents for copying. Once discovered, the document administrator shall immediately retrieve them and hold the parties or department leaders responsible.

e. When the paper controlled documents are damaged and affect their use, the document administrator of the using department should promptly go to the office to handle the replacement procedures, and use the original document distribution number to indicate the word "reissue" on the "Document Distribution (Recycling) Record".

f. After the loss of controlled documents, the parties involved must make a statement at the time of application and obtain approval from the office manager before issuing a new document. The new document will use the original document issuance number and be marked with the word "reissued" on the "Document Issuance (Recovery) Record".

4.7 Revision and Change Management of Controlled Documents

4.7.1 Proposal: The applicant for document change shall fill out the "Document Change Application (Notice) Form", stating the reasons and contents of the modification, and providing sufficient evidence for important modifications. When making partial modifications to a file, the file administrator should use a page change or scratch method and indicate the modification status. When a document has undergone multiple changes or has a large amount of content changed at once, the document can be modified by changing the version, as specified in the "Document Change Application (Notice) Form".

4.7.2 Revision Approval: Follow the original document approval procedure. If the original approver is unable to approve in a timely manner due to reasons, approval can be carried out by personnel at the same level or above who are familiar with the business.

4.7.3 Distribution and retrieval: The department file administrator distributes modified files according to the original file distribution scope, retrieves old files, and is responsible for updating files on the configuration management server in real time.

4.7.4 Change Registration: The document administrator is responsible for keeping change records on the controlled document change records.

4.8 Review of Documents

After the document is formed and implemented, necessary reviews should be conducted to ensure its suitability. The review of documents should be organized by the approver or department responsible for their preparation; Any content found unsuitable or requiring modification after review shall be modified in accordance with the provisions of this procedure.

4.9 Recycling and invalidation of documents

4.9.1 Each department should promptly remove all expired or invalidated documents from all usage locations, return them to the original issuing unit, have the original issuing unit stamp them with a "invalidated" seal, and fill out the "Document Issuance (Recycling) Record".

4.9.2 Invalid documents that must be retained due to legal or technical reasons shall be stamped with the "Invalid Retention" seal by the issuing unit and indicated in the document list.

4.9.3 As a record file, the "Record and Document Control Procedure" should be implemented

4.10 External documents (including national standards, industry standards, laws and regulations, and technical information provided by customers) shall be collected, compiled, and a "List of External Documents" shall be established by each user department for archiving and distribution.

**5. Relevant records**

List of Service Management System Document Records

Document Distribution (Recycling) Record

Document Change Application (Notice) Form

List of Document Distribution Scope

List of External Documents

# Supervision and Management Control Procedure

1. **Objective**

Verify the operation process of our company's service system, control the assessment details related to service objectives, supervise rewards and punishments reasonably, and ensure that all links are in an orderly state.

1. **Scope of application**

Applicable to the control of our company's service system.

1. **Responsibility**
	1. The management representative sets annual service goals and supervises their implementation.
	2. The general manager approves the annual service goals and supervises the work of the management representatives.
	3. The sales department assists management representatives in decomposing service objectives, refining them to various relevant positions, and is responsible for the implementation and statistics of relevant objectives.
	4. The detailed service objectives are supervised and counted by customer service follow-up personnel, and included in employee performance.
	5. The office is responsible for performance statistics and salary rewards and punishments.
2. **Work procedure**

4.1 Service Objectives

4.1.1 The company's long-term service goal is to achieve a **customer satisfaction score of 95 and zero customer complaints**.

4.1.2 The company's annual service goals are: **customer satisfaction** score **≥ 95 points, customer complaint rate ≤ 1%, and complaint resolution rate** of **100%**.

4.1.3 The management representative shall formulate the service objectives for the following year at the end of December each year, submit them to the general manager for approval, and distribute them to each department.

4.1.4 Decomposition of departmental objectives

Please refer to the Service System Manual for details

4.2 Assessment Process

4.2.1 Front line service personnel should fill out the 'Work Log' every day and submit the previous week's work log every Monday;

4.2.2 The office and follow-up personnel shall record relevant data on a weekly basis according to the work log, and select 30% of the personnel in the work log for satisfaction survey;

4.2.3 Service satisfaction survey: The total score is 25 points per week and 100 points per month. The statistical results will be sent to the office for salary calculation at the end of each month;

4.2.4 The office collaborates on performance evaluation results every quarter, identifies outstanding personnel, and distributes rewards. Take measures such as fines, job transfers, and dismissals against personnel who have consistently fallen behind in performance rankings.

4.2.5 The total score of departmental performance shall be summarized and evaluated quarterly, and the monthly score shall be calculated based on the sum of personnel used in the department divided by the average as the basis for the assessment of department heads by the general manager and management representatives.

4.2.6 Follow up personnel are directly assessed by management representatives, including requirements for service attitude and other aspects.

4.2.7 After sales personnel shall promptly notify the sales department when receiving customer complaints and other situations.

1. **relevant documents**

Document and Control Data Control Procedure

# Service Internal Evaluation Control Procedure

1. **Objective**

Ensure regular evaluation of the responsibilities, basic requirements, procedures, and records for internal evaluation of the service system.

1. **Scope of application**

This program is applicable to the internal evaluation management of our company's service system.

1. **Responsibility**
	1. The general manager is responsible for presiding over the internal evaluation activities of the service.
	2. The management representative is responsible for reporting the operation of the service system to the senior management.
	3. The internal audit team is responsible for collecting and providing documents and materials required for internal evaluation of services, implementing and coordinating the implementation plan for internal evaluation of services, writing internal evaluation reports, guiding corrective measures and effectiveness of internal evaluation deductions, tracking, inspecting and verifying, and managing relevant materials for internal evaluation of services.
	4. Each department is responsible for correcting the deduction items that occur within their own department, developing corrective and preventive measures to prevent the deduction items from happening again.
2. **Basic Requirements**

4.1 Internal service evaluators must undergo training.

4.2 Internal evaluators have no direct responsibility relationship with the audited object.

4.3 At the beginning of each year, the management representative is responsible for preparing the annual internal evaluation and audit plan for the service system, which is approved by the general manager and distributed to relevant departments.

4.4 Internal evaluation of services, conducted 1-2 times a year, should cover all departments and services and processes of the service system. In special circumstances, with the consent of the management representative, internal evaluations may be added.

4.5 During the evaluation and review process of the service system, reviewers should collect objective evidence, confirm objective facts, and make accurate judgments based on regulations, standards, and service system documents.

4.6 Relevant departments should properly keep, preserve, and archive relevant documents, records, and materials.

**5 Service Internal Evaluation Procedure**

5.1 Preparation before evaluation

5.1.1 According to the annual internal evaluation plan of the service system, the management representative shall issue review tasks and implementation plans, and designate the team leader and members for the current audit.

5.1.2 Review the implementation plan, which generally includes:

The purpose, scope, basis, and object of the audit;

Members and division of labor of the audit team;

The audited department involves standard terms and schedule arrangements.

5.1.3 Prior to the internal service system evaluation, each reviewer shall collect procedural and supporting documents related to the service activities of the audited department.

5.1.4 The auditor shall prepare the "Service Internal Evaluation Checklist" according to the audit plan, specifying the department, time, project, and content to be inspected.

5.1.5 The audit team leader shall implement the "Internal Evaluation Implementation Plan" 7-10 days before the audit according to the audit plan

Notify the audited department. If the audited department has any objections to the implementation time of the internal evaluation, they should notify the audit team leader 3 days before the internal audit.

5.2 Audit Implementation

5.2.1 Convene the first meeting

The first meeting was chaired by the audit team leader and attended by the general manager, management representatives, audit team members (service managers), department heads under audit, and relevant personnel. The audit team leader introduces the members of the audit team and the specific arrangements for the audit to the audited department, and determines the time for the final meeting. After the first meeting, an on-site audit will be conducted immediately.

5.2.2 On site audit

Members of the audit team conduct on-site audits based on the 'Service Internal Evaluation Checklist', conducting interviews, reviewing documents and records, inspecting the site, collecting evidence, and checking the operation of the service system.

1 During the review process, the following three principles should be adhered to:

One is to adhere to the principle of "objective evidence" as the basis, and not rely on emotions, feelings, or impressions to make decisions; To trace back to how it was actually done, don't just focus on documents or answers.

The second is to adhere to the principle of checking standards with reality, and the audit cannot deviate from the standard as a criterion.

Thirdly, we must adhere to the principles of independence and impartiality, and avoid interference from other factors during the review and judgment process.

2 During the review process, objective evidence should be identified as follows:

a. The objective facts that exist can serve as objective evidence, while subjective analysis, inference, and speculation about what is going to happen cannot become objective evidence.

b. The conversation of the person who is responsible for the audited service activity can serve as objective evidence, but it should be verified through actual observation, measurement, and recording channels.

c. The current service management system documents stipulate that service records can serve as objective evidence.

3. Form audit findings:

a. Evaluate the audit evidence against the evaluation criteria to form audit findings. Audit findings can indicate compliance or non-compliance with audit criteria.

b. The review team shall jointly review and audit the findings at appropriate stages of the review as needed.

c. Reviewers should make detailed review records based on the "Service Internal Evaluation Checklist" and fill in scores in the "Service Internal Evaluation Scoring Form" according to the scoring requirements based on the collected objective evidence. Mark a "√" in the conformity judgment column for the facts that match; For the fact of deduction items, mark "X" in the compliance judgment column and deduct the corresponding score.

d. The reviewer shall fill out the "Internal Service Evaluation Deduction Item Report" based on the deduction items found during the on-site audit, and the review team leader shall review it. The description of the deduction items shall be concise and accurate, specifying the specific clauses that do not meet the standards or documents.

e. Based on the objective facts discovered during the on-site audit, although they do not constitute deduction items, there may be a trend of deduction items or they can be done better. The reviewers should verbally raise this issue to the review department.

5.2.3 Final Meeting

The final meeting was chaired by the leader of the audit team, with the same attendees as the first meeting. The audit team presented the audit findings and conclusions in a way that the audited department could understand and agree with. When appropriate, both parties reached a consensus on the timetable for the corrective and preventive action plan proposed by the audited unit.

5.3 Rating

5.3.1 When evaluating according to the standard GB/T 27922-2011, a scoring method is adopted for each indicator, with a maximum score of 100 points, specifically divided into 40 points for service system, 35 points for commodity service, and 25 points for customer service. The basis for scoring is the actual situation discovered in the survey according to the evaluation indicators specified in this standard.

5.3.2 In actual evaluation, relevant implementation rules should be formulated according to standard regulations. When any requirement is not applicable due to the nature of the goods or services of the audited entity and its audited entity, it may be considered for deletion. The service evaluation scoring method is shown in the table below.

|  |  |
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| Rating ratio  | key point  |
| 0％-20％  | ■ Poor level, or no description of results, or poor results in this rating requirement  |
| There is no or very little data showing trends in this scoring item requirement, or an overall unfavorable trend is displayed  |
| There is no or very little relevant data information or comparative information required in this scoring item  |
| 20％-40％  | ■ There are few results required in this rating item, or there are some improvements in a few aspects and/or it is at the initial performance level  |
| ■ There is a small amount of trend data required in this rating item, or it is at a low level  |
| There is a small amount of relevant data or comparative information required in this scoring item  |
| 40％-60％  | ■ Improvement and/or good level in most aspects required for this rating item  |
| In most aspects required for this rating item, it is in the early stages of achieving a good trend or at a general level  |
| ■ Ability to obtain relevant data or comparative information in this scoring item requirement  |
| 60％-80％  | ■ There is a trend of improvement and/or a good level in most aspects required for this rating item  |
| ■ Some trends and/or current displays of good to excellent levels are required for this rating item  |
| In this scoring item, it is required to obtain a large amount of relevant data or comparative information.  |
| 80％-100％  | In most of the important aspects required for this rating item, the current results/level/performance have reached an excellent level  |
| Most of the trends required in this rating item show a leading and excellent level  |
| Be able to obtain sufficient relevant data or comparative information in this scoring item requirement |

5.3.3 When scoring, the following principle requirements should be included:

a. The deduction of points is based on the situation discovered during the evaluation process that does not meet the evaluation criteria, which are generally qualitative indicators. If they do not meet the criteria, all points will be deducted.

b. When encountering the need to extract multiple indicators of the same

type of rating (personnel qualifications, abilities, behavior).

Attitude, service records, implementation completeness, complaint resolution status, etc. can be deducted points according to the proportion of non-compliance.

c. When the following situations are discovered, a special deduction item will be generated: non-compliance with national laws and regulations; Not meeting the requirements of the company's service system; Not meeting the special requirements of industry professionalism; The situation that affects the operation of the service system. Each special deduction item shall be deducted one point beyond the score and shall be rectified.

d. When there is a deletion (such as items that are not related to the nature of the goods or services), the score of this indicator is not calculated, and the total score of the other items is called the score of the related items.

The scoring calculation method is: actual score=actual score/total score of related items X 100%.

5.4 Review Report

5.4.1 After each internal evaluation, the audit team leader shall prepare an internal review report, which shall be submitted to the management representative for approval and sent to the company leadership and relevant departments.

5.4.2 The content of the audit report generally includes:

a) The purpose, scope, and basis of the audit;

b) Members of the audit team;

c) Audit date and specific implementation status of audit plan;

d) Summary and analysis of deduction and observation items found during the review;

e) The scoring results of the audited department;

f) Conclusion opinions on the conformity and effectiveness evaluation of the service system operation;

5.5 Implementation and tracking of corrective measures

5.5.1 After receiving the deduction item report, the audited department should immediately correct the deduction item, analyze the impact on the service, fill in the deduction item report, develop a rectification plan, carefully analyze the causes, formulate corrective measures, and if necessary, seek the opinions of the reviewer. The corrective measures should be specific, adaptable, feasible, effective, eliminate the causes of deduction, and avoid the recurrence of non conformities.

5.5.2 The department under review shall conscientiously organize and implement corrective actions and corrective measures within the prescribed rectification period. If necessary, preventive measures shall be formulated. After the corrective measures are completed, the "Deduction Item Corrective Action Form" shall be filled out as required, recording the implementation situation and attaching necessary witness materials (as evidence that the non conformities have been corrected and the measures are effective).

5.5.3 If the reviewer tracks and verifies the implementation, adequacy, suitability, and effectiveness of corrective and preventive measures for all deduction item reports, and confirms the completion of rectification..

5.5.4 The main contents of on-site corrective action verification include:

a. Has a rectification plan been formulated and implemented according to the plan;

b. Have all the measures in the plan been completed;

c. Has the discrepancy been corrected and have the measures been effectively implemented;

d. If it causes changes to the program or file, have the change procedures been handled according to the prescribed change procedures, and have the changes been effectively executed.

**6. Relevant records**

6.1 Service Internal Evaluation Checklist

6.2 Service internal evaluation deduction item report;

6.3 Record of internal evaluation observation items for services;

6.4 Service Internal Evaluation Scoring Form;

6.5 Deduction Item Corrective Action Table.

# Maintenance Service and Technical Support Control Procedure

## Objective

## Effectively control the company's maintenance services and technical support processes, and standardize after-sales service work.

## Range

This program is applicable for product repair services.

## Responsibility

3.1 The production department is responsible for effectively controlling the maintenance service process.

3.2 The sales department is responsible for receiving repair requests and recording orders.

3.3 The Materials Department is responsible for the management of spare parts.

3.4 The Engineering Department is responsible for providing technical support for after-sales service.

3.5 The Quality Department is responsible for quality inspection of product maintenance.

## 4. Process

4.1 Technical Support

4.1.1 The support channels provided by the company are:

a. Website specific modules;

b. Hotline number;

c. Service personnel provide on-site support.

4.1.2 The website module plan will be designed by the office, introducing the company's service categories, relevant technical indicators and data, maintenance requirements for operation, etc., and providing online contact email and QQ to keep customers informed of relevant information at any time.

4.1.3 The hotline is managed by the follow-up personnel, who classify incoming calls and transfer them to the sales department for pre-sales consultation, technical consultation, and repair calls.

4.1.4 Follow up personnel should record incoming calls and conduct follow-up visits after the repair order is completed.

4.1.5 Maintenance service personnel should wear company uniforms and work clothes when in contact with customers

Brand, speak Mandarin, dress cleanly, have appropriate appearance, and leave a good impression on customers.

4.1.6 After the contract is signed, the sales department will communicate the maintenance order and requirements to the maintenance service personnel.

4.1.7 The company is responsible for issuing on-the-job operation certificates to maintenance operators who have received training.

4.2 Maintenance and Accessories

4.2.1 Accessories during the warranty period, except for vulnerable parts, should be provided to customers free of charge. The accessory personnel should coordinate the distribution and sales of accessories, and keep records of the distribution and sales of accessories. For special parts, they should contact the material department, who will distribute them within the specified time limit.

4.2.2 Maintenance service vehicles shall be managed by dedicated personnel.

## Related documents/records

5.1 Service Management System

5.2 Replacement Application Form

# Customer Relationship and Complaint Handling Control Procedure

## Objective

Control the maintenance of company customer relationships and complaint handling related work.

## Range

This program is suitable for maintaining relationships and handling complaints from customers who install and repair.

## Responsibility

3.1 Follow up personnel are responsible for supervising the answering of phone calls, complaints, and dispatching follow-up visits, as well as website related models management of blocks.

3.2 The sales department is responsible for the management of specific work.

## process

4.1 The sales department should establish customer records and corresponding management systems, which can enable departments to communicate information and solve problems in a timely and effective manner.

4.2 In addition to setting up a hotline, the office shall also set up modules on the website related to consultation and complaints, and make it clear to customers.

4.3 The sales department shall clearly indicate the function and working hours of the complaint hotline to customers through relevant auxiliary documents, other promotional materials, websites, and other channels.

4.4 When introducing the advantages of installation and maintenance services to customers, the service related modules inform them of the complaint hotline and supervisory role.

4.5 Follow up call setting with automatic phone recording. When receiving a complaint form, the first step is to fill in the classification and general submission

Complaints should be directly forwarded to the sales department, and major complaints and concurrent situations should be reported to the management representative, who will implement the handling plan.

4.6 After the general complaint issue is resolved, the sales department fills out the completion column, and the follow-up personnel conduct a follow-up within three working days to understand the customer's evaluation. When the customer is satisfied, the complaint form is closed. If the customer still expresses the same problem, they should continue to send an order to the after-sales service department as a second complaint.

4.7 For normal secondary complaints (caused by service issues), the responsible personnel and the overall performance of the service department should be penalized. However, if the secondary complaint is caused by customer reasons rather than product quality or service issues, the sales department should report it in writing, and the management representative should instruct a dedicated person to negotiate and resolve it.

4.8 For malicious or abnormal complaints related to crisis events that are difficult to refuse, the follow-up personnel shall report to the management representative in the form of a report, which includes a description of the event, analysis of the causes by the sales department, and solutions. Crisis event management measures should be implemented for crisis events.

4.9 Follow up personnel shall count the number of complaints and include them in the overall service objectives and annual performance evaluation.

4.10 Customer satisfaction survey is divided into two levels: one is satisfaction evaluation after service work is completed, and the other is annual customer satisfaction survey.

4.11 After the completion of service work, sample the service personnel's work log and verify the service content through maintenance records.

4.12 The annual customer satisfaction survey should be conducted by the follow-up personnel at the end of each year, randomly selected. In special circumstances, attention should be paid to the weak points in the service process and targeted survey questions should be raised.

4.13 In case of disputes during service execution, the after-sales service department is responsible for implementing mediation and handling.

4.14 The sales department should deliver greeting cards and small gifts to customers during important holidays every year.

Provide care services through visits and other forms, and the organization's plan should be submitted to the management representative for approval.

5. Relevant documents/records

Service Satisfaction Survey Form

# Control procedures for laws, regulations, and other requirements

## Objective

To standardize the responsibilities, work procedures, and requirements for obtaining, identifying, updating, and communicating service laws, regulations, and other requirements related to the company's service system.

## Range

This program is applicable to the management of service related laws and regulations identification by various departments of the company.

## Responsibility

3.1 The management representative is responsible for reviewing the list of applicable service laws, regulations, and other requirements of the company.

3.2 The office is responsible for obtaining, identifying, updating, and communicating national service laws, regulations, and other requirements, as well as providing consultation on laws and regulations.

3.3 The office is responsible for training on laws and regulations.

3.4 Each functional department is responsible for obtaining, identifying, updating, communicating, and implementing the laws, regulations, and other requirements within its scope of responsibility, and obtaining the text of relevant requirements from the office to communicate to relevant parties.

## Process and Requirements

4.1 Obtaining laws, regulations, and other requirements.

4.1.1 Scope of Acquisition:

a. Laws enacted and promulgated by the National People's Congress and its Standing Committee;

b. National standards, industry standards, and local standards;

c. Administrative regulations formulated and promulgated by the State Council;

d. Local regulations issued by provincial, municipal, and local governments;

e. Administrative regulations formulated and promulgated by State Council departments and provincial people's governments;

f. Judicial interpretations passed by the Supreme People's Court;

g. Regulations and requirements formulated by higher-level units.

4.1.2 Obtaining channels:

a. The service laws, regulations, and other requirements transmitted by the superior supervisory department;

b. Obtain the latest regulations and other requirements information through channels such as publications, books, newspapers, media, and information networks.

5.2 Identification and Communication of Legal, Regulatory, and Other Requirements

5.2.1 Each functional department shall identify a list and text of laws, regulations, and other requirements within its scope of responsibility, and report it to the office.

5.2.2 The office shall prepare a list of applicable laws, regulations, and other requirements for the company based on the characteristics of installation and maintenance services. Submit to the representative of the management for approval, while keeping the text of service laws, regulations, and other applicable terms, and conveying it to relevant departments.

5.2.3 The office and various departments shall organize training and communication on laws and regulations for employees.

5.2.4 Each department shall identify the list and text of applicable laws, regulations, and other requirements issued by the company, and report them to the office.

5.2.5 Each department shall identify its own list and text related to service industry standards, product standards, etc., and report them to the office.

5.3 Updating and management of laws, regulations, and other requirements

5.3.1 When the following situations occur, the office should comply with relevant laws, regulations, and other requirements

Retrieve and promptly transmit relevant information to the relevant departments:

a. When applicable laws, regulations, and other requirements are updated;

b. During management reviews or internal audits.

5.3.2 The office shall revise the applicable current version of service laws, regulations, and other lists and texts once a year.

5.3.3 Each department shall update in a timely manner and obtain a list and text of the legal, regulatory, and other requirements for its services.

5.3.4 Collect and identify relevant records from laws, regulations, and other requirements, and execute them as required.

**6 Records**

List of Legal, Regulatory, and Other Requirements for Company Services

# Service Objective Management Program

## Objective

The purpose of this program is to standardize the responsibilities, content, development of procedures, and implementation requirements for service objectives.

## Range

This program is applicable to the management of company service objectives.

## Definition

Service objective: The goal pursued in terms of service.

## Responsibility

4.1 The sales department is responsible for establishing the company's service objectives and organizing each department to decompose and implement them; Responsible for supervising, inspecting, and assessing the achievement of service objectives;

4.2 Each department is responsible for formulating its own sub goals based on service objectives and organizing their implementation;

4.3 The sales department is responsible for the statistics of performance rate, service timeliness rate, service satisfaction rate, and customer complaint rate.

**5 Content**

Service objectives should specify objectives related to service elements, generally including:

a. Customer satisfaction;

b. Contract performance rate, timely service rate, and service satisfaction rate;

c. Customer complaint follow-up rate.

**6 Program**

6.1 According to the service decision instructions, under the leadership of the general manager and the representative of the service system manager.

The annual service goals, indicators, and breakdown draft shall be proposed by the sales department, reviewed by the service management review meeting, and approved for release by the general manager;

6.2 Each department shall, based on the service objectives and the specific situation of the department, be responsible for organizing relevant personnel to prepare the department's service objectives according to the service objectives. After approval by the department head, the objectives shall be submitted to the marketing department for countersignature and filing.

6.3 Each department shall organize and implement the service sub objectives formulated, conduct self inspection on the completion of service objectives and indicators, and form an analysis report to be sent to the production department.

**7 Implementation Requirements**

7.1 At the end of each year or the beginning of the following year, each department shall prepare a draft of service objectives and indicators, which shall be reviewed and approved for release by the general manager.

7.2 The service objectives set in should be measurable, easy to manage and inspect.

7.3 The service sub goals formulated by each department should be based on the company's relevant requirements, combined with the department's problem points, and aimed at continuous improvement to enhance customer satisfaction.

7.4 All relevant departments should properly keep the service objectives, management documents, materials, and records.

# Disclosure of defective product information and return/exchange procedures

## Objective

In order to provide customers with safe products and services, standardize the disclosure of information on defective products and the handling of return and exchange shipping.

## Range

This program is applicable to the public disclosure and return/exchange management of products provided by customers that have defects, pose a threat to others, and involve public safety.

## Definition

## 3.1 Defective products: Refers to products that, due to design, manufacturing, or other reasons, have the same identity among a batch, model, or category of products, and have already or may potentially cause harm to human health and safety.

3.2 Return and exchange: Refers to the process in which the company implements repair, replacement, retrieval, return and exchange in accordance with relevant national regulations to eliminate defects in its products that may cause personal injury or property damage.

1. **Reference files**

Product Quality Law of the People's Republic of China;

Standardization Law of the People's Republic of China;

General Principles of Industrial Product User Manual.

## Responsibility

5.1 The General Manager and the Service System Management Committee are responsible for approving the return and exchange decisions for defective products.

5.2 The sales department is responsible for publicly releasing information on defective product returns and exchanges.

5.3 The sales department is responsible for implementing the return and exchange of defective products.

5.4 The office is responsible for the financial budgeting of defective product returns and exchanges.

**6 Product return and exchange decision-making process**

6.1 Ways to obtain product defect information:

a. Internal discovery within the company;

b. Relevant notices from the supervisory department.

6.2 Ways to obtain product defect information:

6.2.1 If discovered internally, it can be reported to the Quality Department in person.

6.2.2 Users can report their findings through telephone, online, mail/letter, or face-to-face channels.

6.2.3 Notification from the competent department shall be accepted and recorded by the office.

6.3 Identification of Defective Products

6.3.1 Principles for identifying defective products:

6.3.1.1 The safety may not comply with the technical regulations and national standards of the relevant products after inspection by the inspection agency;

6.3.1.2 Defects in design or manufacturing that have caused personal or property damage to users or others;

6.3.1.3 Although it has not caused personal or property damage to the user or others, after testing, experimentation, and demonstration, the defect may still cause personal or property damage under specific conditions.

6.3.2 Defective Product Identification Department

6.3.2.1 For departments with designated responsibilities by the state, they are responsible for identifying product defect information.

6.3.2.2 For cases where the state does not specify a responsible supervisory department, the company's technical department and quality inspection department shall jointly identify the impact information of product defects.

6.4 Determine the scope of impact of product defects

6.4.1 The Engineering Department, Production Department, and Quality Department are responsible for completing the hazard level of defective products and predicting the probability of damage caused by defective products.

6.4.2 The office is responsible for analyzing the potential economic losses and preliminary analysis of the degree of damage to reputation that may occur if product damage occurs.

**7 Product Return and Exchange Implementation Procedure**

7.1 Develop a return and exchange plan

7.1.1 When the defect identification and inspection by relevant departments confirm the existence of defects in the product, the production department shall formulate a product return and exchange plan.

7.1.2 The plan for returning and exchanging defective products includes: effectively notifying relevant users of the specific content of the defect and the time, place, and method of handling the defect; Objectively and fairly predict the effectiveness of returns and exchanges.

7.2 Implementation of Returns and Exchanges

7.2.1 The sales department is responsible for implementing product returns and exchanges.

7.2.2 The sales department is responsible for the public release of return and exchange announcements for defective products. The contents of the return and exchange announcement include: existing defects, possible damages and preventive measures, return and exchange plans, hotline numbers, acceptance locations, time, etc.

7.2.3 From the date of the announcement of return and exchange, the implementation of return and exchange shall begin and be completed within the planned return and exchange time.

7.2.4 For products that meet national standard requirements, the company also needs to register with the competent department and implement returns and exchanges in accordance with national regulations;

7.2.5 For defective products that have been returned or exchanged, the sales department should fill out the "Defective Product Return and Exchange Record Form". This form should be made in duplicate, one for the user to keep and the other for the company to keep.

7.2.6 The company shall set up a hotline to answer inquiries from all parties, and the office shall publish the defect situation on the designated website for public inquiry.

7.3 Return and Exchange Supervision

7.3.1 The Service System Management Committee and the Service System Management Leadership Group are responsible for internal supervision of the return and exchange procedures for defective products, evaluating the effectiveness of returns and exchanges, and providing opinions.

7.3.2 For the competent department responsible for national regulations, the competent department shall supervise the company's returns and exchanges, evaluate the effectiveness of returns and exchanges, and propose relevant handling opinions. If the competent department believes that the return or exchange did not achieve the expected results, it is necessary to conduct another return or exchange or take other remedial measures in accordance with the law.

7.4 Financial budget for returns and exchanges

7.4.1 The office is responsible for the return and exchange of defective products, as well as financial budgeting work.

7.4.2 The financial budget mainly includes expenses for product defect identification, inspection, and all economic losses caused to the company by defective products.

7.5 Termination of Returns and Exchanges

7.5.1 When the return and exchange plan is effectively implemented within the specified time and the return and exchange effect is evaluated as qualified by the national or company regulatory authorities, the product return and exchange shall be terminated.

7.5.2 After the return and exchange process is completed, the sales department is responsible for compiling statistics on the implementation of the return and exchange, while the office is responsible for settling the return and exchange expenses.

7.5.3 When necessary, the sales department is responsible for conducting satisfaction surveys and market impact assessments on returns and exchanges, and obtaining survey results through methods such as distributing survey questionnaires to customers.

7.5.4 For the records of the return and exchange process, each responsible department is responsible for archiving and processing them.

**8. Record**

Defective Product Return and Exchange Record Form

# Infrastructure Management Program

## Objective

The purpose of this program is to define the management responsibilities, work procedures, and requirements for service infrastructure.

## Range

This program is suitable for the management of service infrastructure.

**3. Terminology**

Service locations: including office space, maintenance facilities, parts warehouses, etc.

Computer equipment: including company computer management systems, communication facilities, information networks, etc.

Service equipment: including tools, equipment, and spare parts required for the service location.

## 4. Responsibilities

4.1 The service venue is managed and organized by the office for centralized management and implementation.

4.2 The implementation of computer related tasks shall be managed and organized by the office.

4.3 Service equipment is managed by the Engineering Department and implemented by each user unit.

4.4 Each responsible department is responsible for updating the list of basic equipment.

## 5. Requirements

5.1 The infrastructure of each department should meet and fulfill the requirements of service activities.

5.2 Service venues and related implementation management shall be managed according to real estate management.

5.3 The management of computer equipment shall be carried out in accordance with the Information Equipment Management Measures.

5.4 Service Equipment Management

5.4.1 Necessary equipment shall be purchased according to the needs of service activities. For externally purchased equipment, the application procedures for technical transformation implementation shall be handled in accordance with company regulations. The purchased equipment shall be inspected and signed before being put into use.

5.4.2 Service equipment should be regularly maintained, repaired, and evaluated to ensure that it meets the requirements for use.

5.4.3 On site equipment should be marked with equipment status in a timely manner. Qualified equipment should be marked as "intact", otherwise it should be marked as "incomplete".

5.4.4 Each department should implement fixed machine and personnel management for equipment, and the equipment supervisor should do a good job in supervising and inspecting the work.

5.4.5 Each department should provide safety measures for the use of equipment, and label any equipment related to safety.

5.4.6 Each department should update the list of service equipment.

5.5 Relevant departments should properly keep and archive relevant documents, materials, and records.

1. **record**

List of Service Equipment

# Waste Management Procedure

## Objective

The purpose of this program is to ensure that the company correctly identifies and disposes of waste materials.

## Range

This program is applicable to the management of company waste.

1. **Reference files**

Environmental Protection Law of the People's Republic of China

Solid Pollution Prevention and Control Law

## 4. Definition

Waste: refers to items that may involve safety and environmental protection, such as waste materials, spare parts, plastics, pollutants, etc. generated during service activities.

## 5 Responsibility

## 5.1 Based on the characteristics of the evaluation, the main waste products identified by the company are waste materials and scraps. In the absence of relevant mandatory national requirements, the company's system shall prevail.

5.2 After the accessories are sold to customers, they are owned by the customers. After repair, the material department is responsible for providing advice on the situation of waste products.

5.3 When it comes to the recycling or disposal of waste products, it is necessary to comply with the Environmental Protection Law of the People's Republic of China, the Solid Pollution Prevention and Control Law, and relevant national safety and environmental protection regulations.

5.4 The company shall provide instructions and training on the disposal methods and requirements for waste products, and effectively inform customers.