Çolakoğlu Metalurji

DOKÜMAN KODU	KK.301
DOKÜMAN ADI	Customer Feedback Work Instruction
REVİZYON NO	2
REVİZYON TARİHİ	06.09.2023
BÖLÜM / YER	Quality Metallurgy and R&D Department
HAZIRLAYAN	Steel Production and Continuous Castings Quality & Process Control Supervisor
ONAYLAYAN	Quality Metallurgy and R&D Manager

1. OBJECTIVE

The purpose of this instruction is to examine the feedback (objections, suggestions, surveys) received from the relevant party, to initiate corrective actions when necessary, to observe the quality of the test results, to effectively increase the quality of service, and to provide data for improvement and development studies.

2. SCOPE

The scope of this instruction is all positive/negative feedback that may come from the customer to the Çolakoğlu Metalurji A.Ş Chemistry laboratory.

3. RESPONSIBILITY

Steel Production and Continuous Castings Quality & Process Control Experts and Assistant Experts are responsible for the preparation and up-to-date of this instruction. Quality Metallurgy and R&D Manager, Steel Production and Continuous Castings Quality & Process Control Supervisor, Experts, Team Leaders, Chargehand and Workers are responsible for its implementation.

4. DEFINITIONS and ABBREVIATIONS

Feedback: These are the notifications that any person or organization reports to the laboratory regarding the activities or results of Çolakoğlu Metallurgy Chemistry Laboratory, which are expected to be answered.

Objection: It is the request of the supplier of the test item from Çolakoğlu Metallurgy Chemistry Laboratory to re-evaluate the decision made regarding this item. Objections will also be considered within the scope of complaints.

YGG: Management Review

QMS: Quality Management Systems

5. APPLICATION

5.1. General

5.1.1. Upon receiving a feedback, Çolakoğlu Metallurgy Chemistry Laboratory; verifies whether the feedback relates to the laboratory activities for which it is responsible, and if so, deals with the feedback. Otherwise, this situation is reported to the person making the feedback.

5.1.2. When Çolakoğlu Metallurgy Chemistry Laboratory receives a feedback, it is responsible for gathering and verifying all the information required to validate the feedback and collects this information.

5.1.3. Whenever possible, Çolakoğlu Metallurgy Chemistry Laboratory notifies the feedback giver that it accepts the feedback, and presents the progress and result of the feedback to the feedback owner.

5.1.4. The results to be reported to the feedbackr are prepared, reviewed and approved by the person(s) not involved in the laboratory activities subject to the feedback.

5.2. Feedbacks

5.2.1. Internal Customer Feedback;Feedback on objections to test reports showing test results in Çolakoğlu Metallurgy Chemistry Laboratory is made by filling out the KK.125 Objection Feedback Suggestion Form available on the corporate website of www.colakoglu.com.tr. Customers with KK.164 Laboratory Service Protocol are not required to fill in a form for objections/feedbacks. The objection feedbacks regarding the test are evaluated by the QMS Supervisor who is not involved in the testing activities, and the objection feedbacks regarding the Quality Management System are evaluated by the Steel Production Continuous Documents Process & Quality Control Supervisor. Decides whether objections and suggestions are relevant to the laboratory. All cases related to feedbacks are written in the KK.125 Objection Feedback Suggestion form and the result of the evaluation is notified in writing to the relevant party by the QMS Supervisor with the reason.

5.2.2. External Customer Feedback;Feedback on objections to test reports showing test results in Çolakoğlu Metallurgy Chemistry Laboratory is made by filling out the KK.125 Objection Feedback Suggestion Form on the corporate website of www.colakoglu.com.tr. After completing the relevant form, laboratuvar@colakoglu.com.tr sent to the address by e-mail. Objection feedbacks regarding the test are evaluated by the Quality Metallurgy and R&D Manager, who is not involved in the testing activities, and the objection feedbacks regarding the Quality Management System are evaluated by the Steel Production Continuous Documents Process & Quality Control Supervisor. Decides whether objections and suggestions are relevant to the laboratory. Every situation regarding the feedback is written in the KK.125 Objection Feedback Suggestion Form and the result of the evaluation is notified to the relevant party in writing by the Quality Metallurgy and R&D Manager, together with the reason.

5.2.3. If the test is required to be repeated and the external customer requests to participate in the test, the Quality Metallurgy and R&D Manager and the relevant party make a meeting on the notified date after the necessary arrangement is made according to the GVN.200 Dilovası Door Entry-Exit Security Instruction. The relevant party is informed about the standard to be applied in the test, the test method and the devices used in the tests. If the related party does not want to participate in the test, the test is repeated and the related party is informed.

5.2.4. In case of any disagreement during the test repetition of the related party with the quality control workers, the issue is reported to the Steel Production Continuous Documents Process & Quality Control Supervisor. If a decision is made regarding the continuation of the process, the decision is recorded in the KK.125 Objection Feedback Suggestion Form. In case of objection to the reported result again, the test is repeated in another laboratory (preferably accredited) to be agreed with the relevant party, and a decision is made by evaluating

according to the result. The test fee is borne by the unfair party.

5.2.5. In case the test results are different in the retests; Considering the effect of other services where the same test is applied, operations are carried out in accordance with KK.299 Instruction for Management of Unsuitable Work and Tests in the Laboratory and KK.305 Laboratory Quality Assurance Work Instruction.

5.2.6. The laboratory is responsible for the decisions made throughout the feedback handling process. The feedback period to the customer is a maximum of 5 working days from the end of the decisions and activities. Records related to customer feedback are kept in the appendix of the form.

5.3. Resolution of Feedback and Informing the Related Party

5.3.1. All objections and feedbacks received by Çolakoğlu Metalurji A.Ş. Chemistry Laboratory are evaluated by taking into account the nonconformity clause in the KK.299 Instruction for Management of Unsuitable Work and Tests in the Laboratory. In the resolution of accepted objections, work is carried out according to the PRO.695 Continuous Improvement Procedure.

5.3.2. Every evaluation, activity and results related to objection feedbacks are recorded and the objection owner is informed in writing about all stages. All objections, suggestions and feedbacks are followed up with KK.126 Objection Feedback Suggestion Follow up Form.

5.3.3. The issue of handling feedback is accessible to any interested party requesting it and the process published at www.colakoglu.com.tr/

5.3.4. Records on feedbacks are analyzed by Quality Metallurgy and R&D Manager, and the current situation is determined in order to set targets for feedback.

5.4 Surveys

5.4.1 Customer surveys are prepared by the QMS Supervisor. It learns about customer satisfaction and expectations through customer satisfaction surveys conducted once a year, and takes the necessary measures in this context. It resolves the suggestions and feedbacks from the customers and the suggestions and feedbacks are evaluated as corrective action input. Staff satisfaction surveys are evaluated by the Steel Production and Continuous Castings Quality & Process Control Supervisor. For personnel satisfaction surveys with scores below 80 points, the laboratory manager organizes a meeting with all personnel and receives their opinions and suggestions.

5.4.2. KK.157 Laboratory customer satisfaction survey is prepared in the form of a list of questions containing the necessary places for recording the prepared questions and answers.

5.4.3. The issues and principles to be considered while preparing the questionnaire are as follows:

a) Clarity and brevity

b) The order of the questions

c) Reminder

d) Error prevention

e) Providing ease of response

f) Not conditioning the respondent

g) Creating a sense of trust

h) Creating a desire to respond

5.4.4. The questions prepared are listed in the survey form, taking into account the following principles and issues;

a) Other questions following the starting question should be in an appropriate order for the respondent's psychological state.

b) If the answer to any question does not affect the other

5.4.5. A request to participate in the survey and an explanatory part are included in the survey form. There is also a section where customer expectations will be asked.

5.4.6. Survey questions are prepared with the following topics in mind:

What do we want to call?

What services will we inquire about?

What questions will be crossed?

What results will be obtained?

What are the reasons for the question?

5.4.7. One or more of the following 2 types of surveys are used to measure service quality:

a) Personal interview (Delivering and receiving the questionnaire by hand)

b) Phone call

5.4.8. The following criteria are used to decide which of the survey types to use.

a) The complexity of the questionnaire form

b) The accuracy of the information to be provided

c) Audit of the selected sample

d) Time required for survey work

e) Response rate to the survey

5.4.9. KK.123 Survey Evaluation Form is used in the Annual Evaluation of the Surveys. In this form, the Customer's Name for each survey and the answers given by the customer are entered in numbers in accordance with the rating given in the Customer Satisfaction Survey out of 5 points for each question. The following calculations are made in the relevant form;

a) Number of Respondents to the Questionnaire with the Same Answer for Each Question (AHSIACVS);

It is calculated by adding up the number of respondents who gave the same answer for each question in the Total Incoming Surveys.

b) Proportion of Respondents to the Questionnaire with the Same Answer for Each Question (AHSIACVO);

For each question and for each option in these questions (between 1 and 5);

It is calculated from the formula AHSIACVO=AHSIACVS/Total Number of Surveys.

c) Question Based Quality Values (VAPGSBKD) Based on Weighted Points Given;

$\mathrm{VAPGSBKD} = \sum_{Sec=1}^{5} (\mathrm{AHSIACVO_s} * Katsayi)$ calculated from the formula.

Here Sec; These are the points given to questions between 1-5 (Option).

Coefficient: taken as 1:20, 2:40, 3:60, 4:80, 5:100, according to the option to convert to the 100 system

d) Average Responses by Question (SBOC)

For each question and for each option;

$$\mathrm{SBOC} = \frac{\sum_{Sec=1}^{5} (\mathrm{AHIACVS_{Sec}} * \mathrm{AHSIACVO_{Sec}})}{\mathrm{VAPGSBKD}}$$ calculated from the formula.

Here Sec; These are the points given to the questions between 1-5.

e) Average Quality Value (OKD);

$$OKD = \frac{\sum_{s=1}^{10} \mathrm{VAPGSBKD_s}}{s}$$ calculated from the formula.

Here s: is the number of questions whose quality values are calculated.

f) Customer Satisfaction Rate (MBMO);

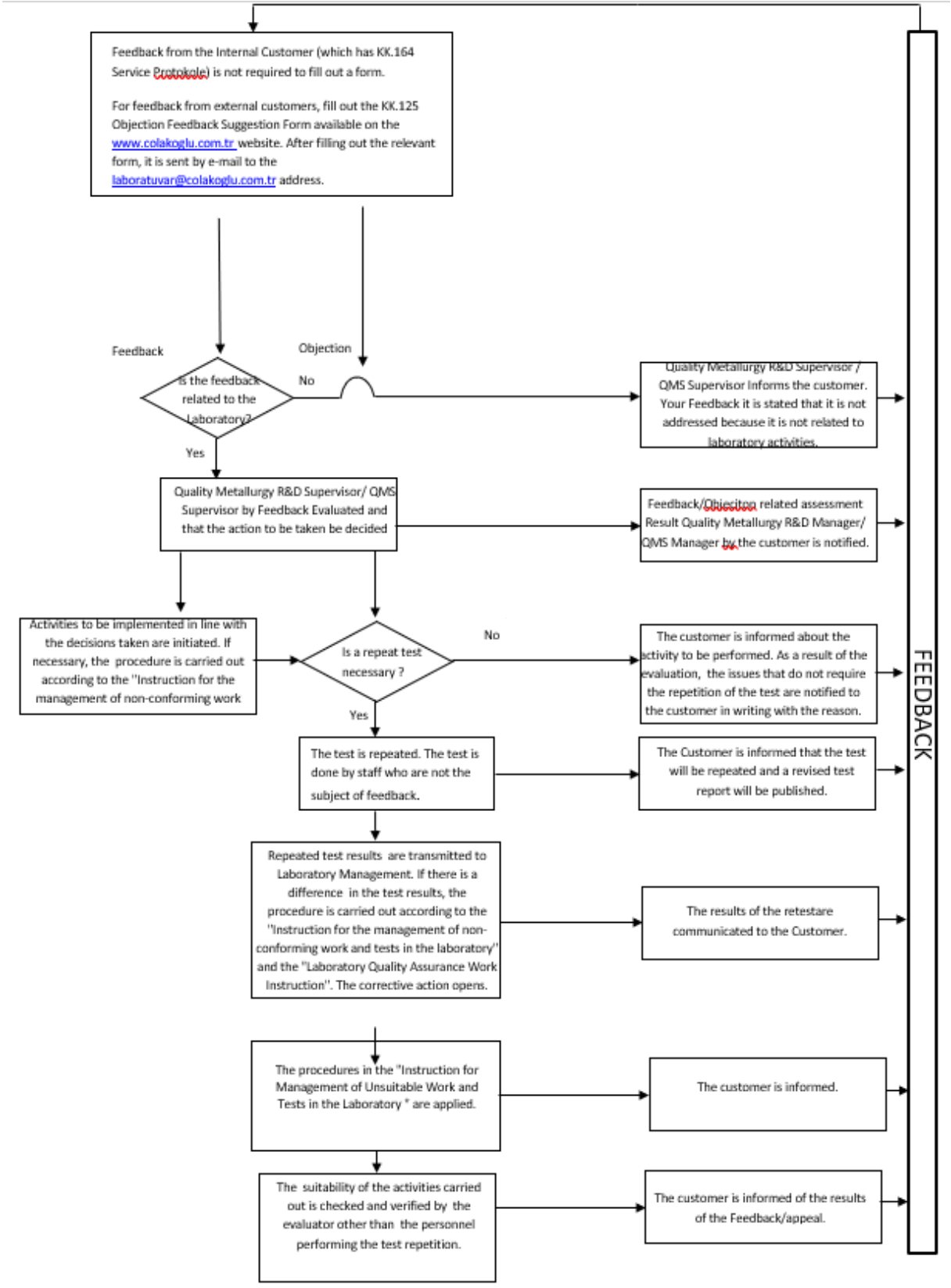
In the Initial Evaluation of the Surveys, the value calculated out of 50 is multiplied by 2 and converted to a base of 100.

5.4.10. Each questionnaire applied by the QMS Supervisor is evaluated by manually calculating a total of 100 points, by accepting the point marked on each question on the day the questionnaires are received. If there is a score below 60 points out of 100 in the scores calculated with the additive ratio, and if there is a score below 2 or 2 in any question, the Customer will be returned. KK.126 Objection is recorded in the feedback suggestion follow-up

form and according to PRO.695 Continuous Improvement Procedure transaction is done.

5.5. All records of customer feedback (Objection, suggestion, survey) are stored according to PRO.310 Record Control Procedure and KK.293 Determination of Record Type and Retention Periods Work Instructions.

5.6. Customer Feedback Process



6. SAFETY CRITERIA

6.1 Personal Protective Equipment suitable for the nature of the work will be used completely and correctly.

6.2 The distance from the computer screen depends on the image, screen resolution, readability of the texts and the size of the monitor. On average, the eye-screen distance should be at least the arm distance (60-70 cm).

6.3 It should be ensured that the light does not come from the opposite side, that is, over the computer.

6.4 The top of the screen should be lower than your eye level.

6.5 The tilt angle of the monitor should be changed to avoid reflections falling on the screen.

6.6 Very small characters should not be used on the screen.

6.7 The screen contrast should be adjusted so as not to tire the eyes.

6.8 Eyes should be separated from the screen at 20-minute intervals and focused on a distant point, 10-15 seconds. Eyes should be closed and rested.

6.9 Frequent blinking should be done.

6.10 Care should be taken to keep the screen clean.

6.11 Only 2 fingers should not be used while writing.

6.12 There should be enough space in front of the keyboard.

6.13 For correct hand-mouse placement, the keyboard and mouse must be at the same height.

6.14 The mouse should be next to the keyboard.

6.15 The wrist should be kept in a straight line.

6.16 When using the mouse, be careful not to bend the wrist to the right or left.

6.17 Up and down rotation of the hand and palm should not be made excessively.

6.18 The keyboard, mouse, writing and reading area should be within the drawn arc without lifting the elbow from the table, while the elbows are close to the body and the hands are outstretched. (arm circle)

6.19 The feet should be flat on the ground, the knee should be angled at 90 degrees, the chair should be the part that supports the waist, the back should be straight, the shoulders should be relaxed, the elbows should be angled at 90 degrees and the wrists should be kept in a neutral position.

6.20 The chair should be able to go back and forth, swivel 360 degrees, adjustable in height, support waist tilt, adjustable back support, sitting surface should not put pressure on hips from the side.

6.21 The person should be able to reach all areas easily and his/her body should not be bent and twisted at the same time.

7. ENVIRONMENTAL CRITERIA

7.1 During the work, it is necessary to take the necessary precautions for the environmental safety and waste management for the area where the work will be done. Appropriate waste bins should be provided to separate the wastes that may occur before the field work.

7.2 Gloves, rags, overalls, etc. that may occur during work. It should be ensured that the wastes are disposed of in hazardous waste bins, which are defined in a way that prevents contact with soil and water.

7.3 Packaging wastes (paper-cardboard, nylon, plastic, etc.) that may arise during operation should be collected and disposed of in appropriate waste bins.

7.4 For scrap materials that may occur during operation, the rules in the PRO 380 Procedure Regarding the Principles to be Followed in the Repair, Scrapping, Sale or Disposal of Materials must be followed.

7.5 As a result of all these studies, the Directorate of Sustainability and Environment is informed about the appropriate Recovery/Disposal of the wastes collected in accordance with their class.