

OPERATING PROCEDURE

CUSTOMER SERVICE PROCEDURE

1. PURPOSE

The procedure provides detailed steps on customer service.

2. SCOPE

The procedure for handling customer enquiries, compliments and complaints resolution in Postal Corporation of Kenya.

3. REFERENCES

- Corporate Strategic Plan 2016/17 – 2018/19
- Customer Service Charter/booklet
- Customer Service Manual
- Posta Website
- ISO 9001:2015 QMS
- G60 (Customer Complaints/Enquiries Register/Record Book)
- Risk log for Customer Service

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4. DEFINITIONS AND ABBREVIATIONS

4.1 DEFINITIONS

G60 - Customer complaints/enquiries record book

ISO - International Organization for Standardization

4.2 ABBREVIATIONS

UPU - Universal Postal Union

PCK - Postal Corporation of Kenya

PMG- Postmaster General

C&S- Compliance and Security

GB&CS - Government Business & Customer Service

GM/GB&CS- General Manager/Government Business & Customer Service

M/CS - Manager/Customer Service

AM/CS - Assistant Manager/Customer Service

RPM- Regional Postmaster

HPMR- Head Postmaster

PMR- Postmaster

CSR- Customer Service Representatives

CCC- Corporate Call Centre

CS - Customer Service

SBU- Strategic Business Units

5. RESPONSIBILITIES

GM/GB & CS shall be responsible for the implementation of this procedure.

6. PROCEDURE

- 6.1 PCK shall receive/solicit customer complaints/enquiries/compliments from the public through letters, personal visits, telephone, email, call centre, customer care help desk and Customer Service headquarter.
- 6.2 The Pmr's, Regional Postmasters, Hpmr's, Customer Care help Desks, Counter Officers and Headquarters' CSR's shall receive, analyze and attend to enquiries.
 - 6.2.1 Officers in various areas to ensure they give correct information to customers to avoid dissatisfaction.
 - 6.2.2 Thereafter the officers to record all enquiries in G60 in their respective offices within the time frame stipulated in the Customer Service Manual.
- 6.3 The CSR's shall correctly record the calls received in the CRM after each call.
- 6.4 If the concerns cannot be resolved within the first line level of the respective offices, the concerns shall be escalated to the next level for completion.
 - 6.4.1 Customer service to follow up with next level (office) to ensure queries escalated are resolved within stipulated timelines.
- 6.5 Pmr's, Hpmr's, Regional Postmasters office and SBU's Headquarters shall communicate feedback on concerns raised by contacting the customer through emails, telephone, or social media as received from the customer. All enquiries handled at HQ and Regional offices shall be summarized in the respective G60s. Cases will be closed once resolved.
 - 6.5.1 Line managers/supervisors to follow up and ensure feedback is given to customers.
- 6.6 Daily reports showing number of enquiries received shall be circulated within the Section at the end of the day. Weekly and Monthly reports on all recorded enquiries shall be circulated to SBU's and Executive Management respectively.

- 6.7 At the end of every month the SBU's and Hpmr's shall summarize and forward all enquiries recorded in the respective G60s, both solved and unresolved to their GM's and RPM's respectively.
- 6.8 The RPM's/GM's office shall collate the relevant information and forward the summarized reports to GB&CS department by the 5th of every month for collation and compilation of the final report.
- 6.9 The AM/CS shall thereafter circulate the final report to the Executive Management on monthly basis for appreciation and corrective action.

7. REVIEW HISTORY

REVIEW	DESCRIPTION	CLAUSE	AUTHOR	EFFECTIVE DATE
03	Change of Department Names and Heads	All Clauses	M/Customer Service	February 2017
0	Inclusion of risks and opportunities		"	"