

OPERATING PROCEDURE

CUSTOMER SERVICE PROCEDURE

1. PURPOSE

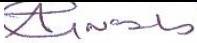

The procedure provides detailed steps in handling customer enquiries and complaints .

2. SCOPE

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

3. REFERENCES

- Corporate Strategic Plan 2019 – 2022
- Customer Service Charter/booklet
- Customer Service Manual
- Customer Service Policy
- Posta Website
- ISO 9001:2015 QMS
- G60 (Customer Complaints/Enquiries Register/Record Book)
- Risk Register for Customer Service

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4.0 DEFINITIONS AND ABBREVIATIONS

4.1 DEFINITIONS

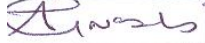

- G60 - Customer complaints/enquiries record book
- ISO - International Organization for Standardization

4.2 ABBREVIATIONS

- UPU - Universal Postal Union
- PCK - Postal Corporation of Kenya
- PMG- Postmaster General
- HOD's- Heads of Departments
- C&S- Compliance and Security
- OPS & CS- Operations & Customer Service
- GM/OPS & CS- General Manager/Operations & 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
- SBUs- Strategic Business Units
- CRM- Customer Relationship Management System

5.0 RESPONSIBILITIES

GM/OPS & CS shall be responsible for the implementation of this procedure, risks and mitigation thereof.

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6.0 PROCEDURE

- 6.1 Customer complaints/Enquiries/Compliments from the public shall be received/solicit through letters, personal visits through any Postal outlet, telephone, email, call centre, customer care help desk, social media and Customer Service headquarter.

6.2 The Pmr's, Regional Postmasters, Hpmr's, Customer Care help Desks, Counter Officers, HOD's and Headquarters' CSR's shall receive, analyze and attend to enquiries/ complaints as per CL.10.2.1 of ISO 9001:2015 Standard.

6.2.1 Officers in various areas shall ensure they give correct information to customers to avoid dissatisfaction.

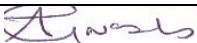

6.2.2 When a non-conformity occurs arising from complaints the officers shall take action to control and correct the complaint by registering it in the G60 in their respective offices and take necessary action within the period stipulated in the Customer Service Manual.

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 shall 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

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respective G60s. Cases will be closed once resolved.

6.5.1 Line managers/supervisors shall 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.

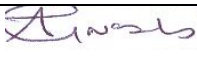

6.8 Quarterly reports on customer complaints/compliments/enquiries shall be submitted to CAJ two weeks after the end of every quarter by the secretariat.

6.9 The RPM's/GM's office shall collate the relevant information and forward the Summarized reports to OPS & CS department by the 5th of every month for collation and compilation of the final report.

6.10 The AM/CS shall thereafter circulate the final report to the Executive Management On monthly basis for appreciation and corrective action.

7.0 Documented Information Retained

- Customer Service charter
- G60
- Customer Service Manual

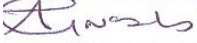

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8.0 REVIEW HISTORY

REVIEW	DESCRIPTION	CLAUSE	AUTHOR	EFFECTIVE DATE
04	Change of Department Name Inclusion of corrective action to	CL. 10.1.2	M/ Customer Service	April 2019

	mitigate risk as per CL.10.1.2			
03	Change of Department Names and Heads	All Clauses	M/Customer Service	February 2017
02	Inclusion of risks and opportunities		"	"

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