



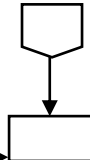
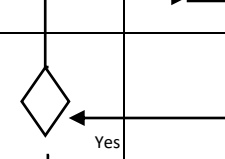
AGENCY FOR INDUSTRIAL STANDARDIZATION AND SERVICE POLICY
CENTER FOR INDUSTRIAL STANDARDIZATION AND SERVICES OF SAMARINDA

Nomor SOP	:	SOP/BSPJI-SMD.2/05.Rev1
Tanggal Pembuatan	:	30 Juli 2021
Tanggal Revisi	:	06 Mei 2025
Tanggal Efektif	:	06 Mei 2025
Disahkan Oleh	:	 Kepala Balai, <u>Pisetio Canggih Dwiputra, S.T.P., M.Ec.Dev</u> NIP. 196612042009111001
Nama SOP	:	CUSTOMER COMPLAINT HANDLING

LEGAL BASIS:	IMPLEMENTING QUALIFICATIONS:
1. Peraturan Menteri Perindustrian Republik Indonesia No. 70/M-IND/PER/7/2011 about Governance of Public Information Services within the Ministry of Industry 2. Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi RI No. 35 Tahun 2012 about Guidelie for the Preparation of Standard Operating Procedure for Government Administration 3. Peraturan Menteri Perindustrian Nomor : 1 Tahun 2022 about Organization and Work Procedure of Technical Impelementation Unit within Agency for Industrial Standardization and Service Policy 4. SNI ISO 9001:2015	1. Understanding techincal services systems; 2. Able to implement improvement and pervention; 3. Able to monitoring and evaluate the improvement and pervention action.
RELATEDNESS:	EQUIPMENT/SUPPLIES:
1. SOP/BSPJI-SMD.1/01 Handling Incoming Mail using Srikandi Aplication 2. SOP/BSPJI-SMD.1/02 Handling Outgoing Mail	1. Computer/Printer/Scanner. 2. Networking Operation System Software 3. Office stantionery etc
WARNING:	RECORDING AND DATA COLLECTION:
1. If this SOP not running then it can result in the customer complaint not being handled and it could make customer/society's dissarisfaction increase; 2. If the response improvement of customer complaint are not done next time the same problem will accure again.	Save as electronic data (computer database, google drive) dan hard copy.

SOP
CUSTOMER COMPLAINT HANDLING

No.	Activities	Pelaksana				Standard Qualification			Information
		Customer	Service Office	Head of Center	Team Leader	Complete	Quality	Output	
1	Complain delivery to technical services of Center, direct or indirect through website, WhatApps application, Email, Box of Complaint, Social Media, or using complainment mail to Head of Berau.					Latter of Complaint	15 menit	Latter of Complaint and Complaint Form	SOP Handling Incoming Mail using Srikandi Application
2	Accept and shorting customer complaint, direct and indirect through website, WhatApps application, Email, Box of Complaint, Social Media, etc					Latter of Complaint and Complaint Form	10 menit		
3	Instuct and inform work team leader to follow up the improvement about customer complaint.					Latter of Complaint and Complaint Form	30 menit	Disposition	
4	Accept and study customer complaint (If needed, could have meeting held and invite related parties)					Disposition	1 hari		
5	Coordinated with related parties to find the sources of misconduct.					Latter of Complaint and Complaint Form	1 hari		
6	Set and implement the corrective action for identified source of misconduct and preventive measure						1 hari	Konsep Tindakan perbaikan	
7	Implement the corrective/preventive action, monitoring and evaluate the effectiveness and report it to Head of Center				 	Corrective Action Concept	3 hari	Corrective Action Verification	

No.	Activities	Pelaksana				Standard Qualification			Information
		Customer	Service Office	Head of Center	Team Leader	Complete	Quality	Output	
8	Drafting a response latter as solution of customer complain and affixing initial on the latter.			No			30 menit	Response Latter Concept	
9	Signing the response latter					Response Latter Concept	30 menit	Outcoming Latter	SOP Handling Outgoing Mail
10	Accepting response latter					Outcoming Latter	30 menit	Notulen	