Title:	Customer Care Process	**Document No.:**	YGD 0503
Effective:	15/08/2020	**Revision:**	4
Revised By:	Nor Hazilah	**Approved By:**	Punitha

1.0 OBJECTIVE

The objective of this procedure is to detail down customer care process flow right from PO receipt to shipment delivery and assist in factory visits as well as others activities arrangement related to customer's needs.

2.0 SCOPE

This procedure applies to the Customer Care department in YTY Group.

3.0 REFERENCE

Nil

4.0 DEFINITION

Nil

5.0 RESPONSIBILITY

5.1 The Customer Care Personnel is responsible for this procedures

5.2 The Customer Care Personnel shall compile the relevant information as per the Customer Product Technical Sheet.

6.0 PROCEDURE

6.1 Upon receiving a new order (ie. New brand, new customer or new revision), the customer care personnel shall communicate with the sales or customer to ensure that all their requirements are clearly understood (eg. Customer specifications, packaging specifications, product specifications, product environmental regulatory requirements and etc).

6.2 Once the artwork is confirmed, the Customer Care personnel shall responsible to initiate an email to request for FG code and Packing code creation. Once received from relevant parties, Customer Care personnel will create ECPTS in oracle. An email notification will be sent out to the relevant departments by oracle system. OM will then proceed for sales order creation.

6.3 For customer who did not provide artwork, Sales or Customer Care personnel is to propose to use YTY's generic artwork, which are in compliance with the regulatory bodies will be used as a reference for discussion to suit the customer's requirements and design.

6.4 The Customer Product Technical Sheet shall be checked by Sales and approved by customer.

6.5 Upon completion of the Customer Product Technical Sheet, the Product Launch / Shipment Planning Review And Acceptance and Attendance of Meeting shall be issued during product launching.

6.6 The Management may sign on behalf of the Customer in the Customer Product Technical Sheet of YGD 0503/02 if the customer do not wish to sign but a copy of their communication e-mail on approval will be retained with the Customer Product Technical Sheet for future reference.

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6.7 Product launching to be launched to review the customer specifications with all the relevant departments such as Planning, Procurement, Shipping, Production, Quality Assurance, Incoming Quality Control, Laboratory, R&D, Packing and Warehouse/Loading.

6.7.1 Once completed & agreed, all the representatives of the departments shall sign off the Attendance of Meeting and Product Launch / Shipment Planning Review And Acceptance.

6.7.2 The Attendance of Meeting and Product Launching / Shipment Planning Review And Acceptance shall compiled and filled together with the Customer Product Technical Sheet, Hardcopy of Artworks Approval, Internal Product Specification and email communication.

6.8 Once the orders have been confirmed, the Order Management Team shall pass the order (Order Book) to Planner for planning purpose, whether the factory is able to fulfil the order or vice versa.

6.10 For changes in the PI where the address or other relevant info are not available in Oracle, the Customer Care personnel will need to double check with Sales and their department head prior to giving a finalized instruction to OM to proceed.

6.11 Customer Care personnel will also need to notify/pre alert the customer post getting approval from Sales if the PI info are different from the initial ones instructed by the customer.

6.12 All correspondence from the customer to the Customer Care personnel should include the Sales and department head.

6.13 Notification for Obsolete Packaging Materials & Disposal form established for inclusion of method to dispose discontinued material due to changes/revision/obsolete.

6.14 Risk Analysis and Management

Risk	Action taken
Backup during AL/EL and resignation	• Backup system created • Streamline of teams created ie artwork and general enquiry team
Quality of inputs	• Quarterly review of SOP • Monthly team meeting • Observation of email contents

6.15 Opportunity and Management

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Opportunity	Action
Streamlining of task within CC	Creation of artwork and general enquiry team
Product launching activity and weekly shipment meeting	Ongoing from June
Standardization of SOP	Standardized practice for the group as of 2017

7.0 RECORDS

7.1 Customer Care Process Flow - YGD 0503/01

7.2 Customer Product Technical Specification - YGD 0503/02

7.3 Product Launch / Shipment Planning Review And Acceptance - YGD 0503/03

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Reason For Change

Old Revision	*Current Revision*	*Effective Date*	*Page Affected*	*Revision Description*	*Revised By*	*Approved By*
Nil	0	15/11/2015	All	New Procedure	Chan May Khim	Evelyn Tan
0	1	13/02/2017	All	Add clause 7.3 Product Launching Form	Chan May Khim	Nantha
1	2	21/06/2017	All	Update procedure as per current practice	Chan May Khim	Nantha
2	3	01/04/2020	Pg. 2	Add clause 6.10, 6.11 and 6.12 as per internal CAR.	Chan May Khim	Vengatesh
3	4	15/08/2020	All	Revise procedure as per current practise	Nor Hazilah	Punitha

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