顧客抱怨及處理程序流程表

Complaint Management Procedure

上級交辨	書面、網路	口頭、電話
Assigned by upper	In writing or via e-mail	In person or over the telephone
management		
一 登記、分析統計	一 登記、分析統計	一 當場紓解及答覆
Register complaint,	Register complaint, conduct	Resolve and reply on the spot
conduct analysis and	analysis and compile statistics	二 記錄、分析統計
compile statistics		Register complaint, conduct analysis and
二 公文答覆	二 書面答覆	compile statistics
Response in writing	Response in writing	
三 追蹤結果、檢討改進	三 追蹤結果、檢討改進	三 追蹤結果、檢討改進
Follow up	Follow up	Follow up results and then review and
results and then	results and then review and	make improvements
review and make	make improvements	
improvements		
6日內處理完畢	6日內處理完畢	即時(或3日內處理完畢)
Within Six days	Within Six days	Immediately (or within three days)