

Specification of Competency Standards
for the Testing, Inspection and Certification Industry
Unit of Competency

Functional Area - Operations Management

Title	Follow up feedback from customers
Code	105984L4
Range	This unit of competency (UoC) covers the abilities to follow up feedback from customers according to the policies and procedures of the TIC organisation, and comprehend and respond to customers' opinions properly.
Level	4
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of following up feedback from customers and providing proper response</p> <ul style="list-style-type: none"> • Explain the importance of customers' feedback to the development of the organisation. • Describe the relationship between customers and the organisation. • Determine the types of feedback channels, e.g.: <ul style="list-style-type: none"> ○ customer satisfaction surveys, ○ review of test or calibration reports with customers. • Describe the policies and procedures to follow up customers' feedback and provide response to customers. <p>2. Follow up feedback from customers</p> <ul style="list-style-type: none"> • Obtain feedback, both positive and negative, from the customers by: <ul style="list-style-type: none"> ○ listening to customers' concerns, queries, questions or objections attentively and respect their rights to express opposite opinions, ○ revising service recommendation according to the needs and concerns of the customers, ○ encouraging customers to give feedback. • Handle and follow up customers' feedback, e.g.: <ul style="list-style-type: none"> ○ adopt the policies and procedures of the organisation for dealing with customers' feedback, ○ describe the background and behaviour of the customers, ○ use appropriate methods of communication and response, ○ investigate and follow up the case, ○ maintain and strengthen customer relationship, ○ analyse customers' requirements for service quality • Analyse the feedback to improve the management system, testing and calibration / inspection / certification activities and customer service. • Establish the database of customer feedback. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow up feedback from customers and respond to them in a timely and efficient manner to increase customer satisfaction. • Protect customer privacy and confidentiality.
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • follow up feedback from customer and respond to customer's opinion according to the policies and procedures of the organisation in a timely and efficient manner.
Remark	