

UAB "MIT-SOFT"	VEIKLOS TOBULINIMAS	Leidimas Nr.1	P7
		2014.02.05	Lapas 1 iš 1

MITSOFT COMPLAINTS AND DISPUTES PROCEDURE

1. PURPOSE, APPLICATION AREA

MitSoft UAB has created and implemented the procedure for management of Complaints, disputes, proposals, and questions of clients and users as integral part of Quality management system certified according to ISO 9001. As a result of evolution of the procedure for management of Complaints, disputes, proposals, and questions of clients and users, the current procedure is based on FreeScout software integrated with e-mail software. This procedure is applicable for all MitSoft's activities.

The experience gained during more than 10 year of application this procedure allows conclude that the critical success factor for service delivery is highly qualified support for service clients and users.

Real questions arise to clients and users only when they are trying to use service and they need immediate support. Main reason of most issues of clients and users are related with the configuration of their own computer work place with different operating systems and different internet browsers.

2. DESCRIPTION

1. MitSoft has announced in Web site dedicated e-mail address: signa-support@mitsoft.lt for communication with clients and users on complaints, disputes, proposals, questions, and satisfaction assessment.
2. The call by phone +370 5 2333922 for preliminary clarification is possible too.
3. E-mail message received is stored in FreeScout system.
4. Administrator review message received, classify message's topic, and allocate to the most suitable person to take care about the message.
5. Problem resolution can involve repeatable communication with client or user until satisfaction expressed or clarification the reason why the issue can not be resolved by the service provider.