



# RISEN ENERGY CO.,LTD.(DOCUMENT)

## 东方日升新能源股份有限公司(文件)

### 客户投诉处理规定

### CUSTOMER COMPLAINT HANDLING

### REGULATION

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## 文件履历表 DESCRIPTION OF AMENDMENT

日期 DATE	版本 EDITION	章节 CHAPTER	修改内容摘要 AMENDED CONTENTS	记录人 RECORDER
2018-5-10	A/1[2018]	4.4.3	修订部分内容满足 IEC62941 要求 Revise some content to meet IEC62941 requirements	余焱宏

要求：本文件由主导部门组织每年至少评审回顾一次，并在文件履历表中记录，评审回顾后文件应变更版本号重新受控下发。

Requirements: this document shall be reviewed by the leading department at least once a year, and it shall be noted in DESCRIPTION OF AMENDMENT, and the document shall be re-controlled and issued after the review.

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主导部门：客户服务部		文件版本：A/1[2018]
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## 1. 目的 PURPOSE

为规范客户投诉事件处理流程，明确退换货原则以及货款抵扣的操作流程，使投诉事件能够得到及时公正合理的解决并增强客户满意。

To standardize customer complaints handling process, clear product return/exchange principle and payment deduction of the operation process, so that complaints can be timely, fair and reasonable solution and enhance customer satisfaction levels.

## 2. 适用范围 SCOPER

本文件适用于东方日升新能源股份有限公司以及分子公司（简称“集团”）生产的组件产品以及相关服务的质量问题投诉处理。

This regulation applies to the services and customer complaints related to module quality issues of Risen Energy Co., Ltd. and its subsidiaries and branches (collectively referred to as the "Group").

## 3. 职责 OBLIGATIONS

3.1 客户服务部主导负责顾客投诉的处理、记录分类和整理工作。

Customer Service Department is responsible for handling, recording, and sorting customer complaints.

3.2 质量部负责组织开展因产品质量造成投诉的原因分析以及纠正改善。

Quality Control Department is responsible for organizing and analyzing the reasons of complaints caused by product quality, and is responsible for correction and improvement.

3.3 计划部负责准时安排补发货并跟进货物交付至客户手中。

The Planning Department is responsible for arranging replenishment on time and following up delivery of the product.

3.4 相关部门（技术部、生产部、物流部等）协助处理相关的顾客投诉处理和纠正措施的制定实施。

Other departments (Technical Department, Production Department, Logistics Department, etc.) assist in the handling of relevant customer complaints and development corrective measures.

## 4. 参考文件和依据 REFERENCE DOCUMENTS

无/None

## 5. 定义 DEFINITIONS

无/None

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## 6. 程序内容 PROCEDURE CONTENTS

### 6.1 客户投诉信息反馈渠道 Customer Complaint Feedback Channel

#### 6.1.1 客户直接反馈 Customer directly feedback

客户可以通过客户服务部投诉热线电话、客诉邮箱（分国内国外）、信函、微博、微信公众号、BBS、在线服务软件等渠道与客户服务人员直接沟通。

Customers can directly communicate with customer service staff through the Customer Service Department's complaint hotline, guest complaint mailbox (domestic and foreign), letters, Weibo, WeChat public account, BBS, and online service software.

#### 6.1.2 客户间接反馈 Customer feedback indirectly

6.1.2.1 对于国内客户，可以通过业务员、FAE 工程师、OEM 驻厂人员、营销中心、总裁办或公司其他部门人员反馈到客户服务部。

For domestic customers, feedback can be given to the Customer Service Department through the sales, FAE engineer, OEM on-site personnel, Marketing Center, President Office or other department personnel of company.

6.1.2.2 对于国外客户，可以通过国际销售、业务员、海外项目部等渠道反馈到总公司。

For foreign customers, feedback can be given to the head company through the international sales, operator, overseas project department and other channels to feedback to the head office.

6.1.3 间接人员应第一时间将客诉信息及时准确传递到客户服务部，如相关人员没有及时反馈，造成公司名誉等损失的需追究其相关责任。

The indirect personnel shall promptly and accurately transmit the customer complaint information to the customer service department at the first time. such as the relevant personnel did not timely feedback, resulting in the company's reputation and other losses should be held accountable for their related responsibilities.

6.1.4 不管采用哪种反馈方式，都应要求反馈人填写登记《客户投诉信息反馈表》并发往客户服务部统一邮箱 [afterservice@risenenergy.com](mailto:afterservice@risenenergy.com) 或者直接于公司官网在线填写登记。客户服务部是客诉信息反馈唯一有效的受理窗口。

No matter what kind of feedback method should ask the feedback person to fill in the registration "Customer Complaints Information Feedback Form" and sent it to the Customer Service Department unified mailbox: [afterservice@risenenergy.com](mailto:afterservice@risenenergy.com) or directly fill in the registration in the company's official website online. Customer Service department is the only valid reception window for guest information feedback.

### 6.2 客户投诉的响应 Customer complaint response speed

6.2.1 电话响应:对于客户电话投诉，客服人员第一时间给予回应。

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The phone response: For customer complaints through phone call, customer service staff need respond to the complaints at the first time.

6.2.2 其它渠道如邮件、微博、微信公众号、BBS 的响应：对于国内客诉 12 小时内作出回应；对于国外客诉 24 小时内做出回应（存在时差）。

Responses from other channels such as e-mail, Weibo, WeChat public account and BBS: Respond to domestic customer complaints within 12 hours; respond to foreign customers within 24 hours (time offset).

### 6.3 客诉信息收集 Customer complaints information collecting

6.3.1 直接反馈:客服人员向客户详细了解客诉情况，销售订单号、受损数量、组件条码、组件规格、型号、尺寸、组件生产安装日期、并要求客户提供相关照片，做好 5W2H 详细记录工作形成《客户投诉信息反馈表》。

Direct feedback: customer service staff should know details about customer complaints, sales order number, quantity of damage, module bar code, specifications, model, size, module products installation date, and require customers to provide relevant photos, make a detailed record of 5W2H work and fill in the "Customer complaint sheet".

6.3.2 间接反馈：对于业务员、FAE、OEM 驻场人员、邮件反馈，向相关人员发送《客户投诉信息表》，并及时收回。在客诉处理过程中，相关部门要及时协助客服人员信息的收集，保证客诉处理工作开展。

Indirect feedback: For sales, FAE, OEM staff, e-mail feedback, send "Customer Complaint sheet" to related personnel, and take back timely. During the processing of customer complaints, the relevant departments shall assist customer service staff collect information timely and ensure that the customer complaints are solved smoothly.

### 6.4 顾客投诉的分类 Kinds of customer complaints

6.4.1 按投诉的内容可分为 According to the content of customer complaints:

- A.产品质量的投诉； Product quality complaints;
- B.运输包装的投诉； Complaints about transport; C.服务质量的投诉； Complaints about service quality; D.其他方面的投诉。 Complaints about others.

6.4.2 按投诉的严重程度可分为 According to the severity of customer complaints:

6.4.2.1 轻微投诉——指当场可以解决、不涉及赔偿的顾客投诉；此类投诉不属于本程序范围，只是由相关人员（业务员、客服人员）根据实际情况予以处理。

**Minor complaints**——Generally refer to customer complaints that can be solved on the spot and do not involve compensation; such complaints do not belong to this procedure, but

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are solved by relevant staff (sales, customer service staff) according to actual conditions.

6.4.2.2 **重要投诉**——指当场不能解决的投诉；此类投诉需要相关部门协作，应严格按有关程序处理。

**Major complaints**——Generally refers to complaints that cannot be resolved on the spot; such complaints require the cooperation of related departments and should be solved strictly according to relevant procedures.

6.4.2.3 **重大投诉**——指投诉赔偿金额预估为 10 万人民币（含）以上的客户投诉情况。

**Critical complaints**——Generally refers to the amount of complaints for compensation estimated to be more than RMB 100,000 (including).

**6.4.3 按照同类投诉出现的频率可分为 According to frequency of the same kind complaints from customer:**

6.4.3.1 **重复投诉**：同一类型的客诉出现次数超过两次；针对此种投诉，客户服务部会建立重复客户投诉台账，作为生产、质量质量改善和推进的重要依据。

**Repetition of complaints:** The same type of customer complaints occurs more than twice; for such complaints, the customer service department will establish account of repeat customer complaints as an important basis for the improvement of production and quality control.

6.4.3.2 **新的投诉**：由于新的失效或故障而引起的客户投诉；针对此种投诉，客户服务部会增加质量警示单，对新的投诉产生预警。

**New type of complaints:** Customer complaints due to new failures; for such complaints, the customer service department will add quality warnings to alert new complaints.

**6.5 客户投诉的处理流程 Customer complaint solving process**

**6.5.1 现场处理 On-site Treatment**

6.5.1.1 对于光伏分布式电站、屋顶项目等客户提出的投诉，客户服务部第一时间就近安排现场工程师前往现场。现场工程师进入电站前，做好劳保措施。进入电站后，熟练操作功率和 EL 测试仪、万用表等各种仪器，排查组件，寻找组件故障原因。现场工程师要与业主针对问题组件进行技术上的沟通，要将排查结果形成报告的形式及时反馈给客户服务部。

For complaints from customers such as photovoltaic distributed power stations and rooftop projects, the customer service department arranged the engineer to visit the site as soon as possible. Before engineer enters the power station, and prepare labor insurance measures. After entering the power station, staff should be professional in operating power Tester, EI Tester, Multimeter and other instruments, and find the cause of the module failure. The engineers should communicate with the owner on the module technical problem, and

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they should report back to the customer service department.

6.5.1.2 现场工程师在离开前，让业主客观填写《服务满意度调查表》，作为衡量工程师的业绩指标。

Before engineer leave, the owner was asked to fill in the “Service Satisfaction Survey Form” as performance indication of the engineer.

### 6.5.2 重大客诉处理 Critical Customer Complaints

重大客户投诉，客户服务部启动重大客户投诉紧急预案。质量总监邀请生产部、质量部、技术部、计划部、客户服务部主管以上人员至少一名参与会议，一起商讨客诉原因，做出应对改善措施。客户服务部做好会议记录，作为申请 OA 流程的重要依据。

**Critical** customer complaints, customer service department launched an emergency plan for **Critical** customer complaints. The quality director invited at least one person from the production department, quality control department, technical department, planning department, and customer service department to attend the meeting to discuss the reasons for the complaint and to respond to improvement measures. The customer service department keeps a record of the meeting as an important basis for applying for the OA process.

### 6.5.3 重要客诉处理 Major Customer Complaints

6.5.3.1 客诉通过 OA 流程进行处理，流程上必须写明反馈日期、反馈人、公司名称、组件条码、规格、型号、尺寸、生产和安装日期、受损数量、涉及赔偿金额、《客户投诉信息反馈表》、必要的照片、条码信息、原因分析以及改善措施。

Customer complaints are processed through the OA process. The feedback date, feedback person, company name, module barcode, specification, model, size, production and installation date, quantity of damages, amount of compensation involved, and customer complaint sheet, necessary photos, bar code information, cause analysis, and improvement measures.

#### 6.5.3.2 OA 审批流程图 OA flowchart:

流程新建（客服人员）→ 质量部 → 客户服务部经理 → 质量总监 → 总裁办  
→ 集团总经理（重大） → 绩效委领导（重大） → 归档（流程结束）

New process (CS staff) → Quality Department → CS manager → Quality Director → President Office → General manager of the Group (Major)  
→ Performance leadership (Major) → Filed (process close)

6.5.3.3 在 OA 流程审批过程中，各部门领导会将审批处理意见附在流程上。OA 流程一般情况周期为 7 天。

In the OA approval process, the heads of various departments will attach the approval

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opinions to the process. The OA process general condition cycle is 7 days.

6.5.3.4 重要客诉案件，最终到达总裁办审阅提交给客户服务部。

Major customer complaint case finally arrives at the president's office for review and submission to the customer service department.

6.5.3.5 重大客诉案件，涉及金额超过 10 万，总裁办需将流程提交给集团总经理和绩效委领导审阅，审阅通过再提交给客户服务部。

Critical customer complaints, the amount of money involved over RMB100,000. The President Office will need to submit the process to the group general manager and the performance leadership for review. After approved the process will return to the customer service department.

## 6.6 客户投诉的处理实施 Customer complaint handling action plan

6.6.1 客户要求一比一更换组件，OA 流程审批结束后，将流程转发计划部，计划部下领料单从仓库把组件领出，并且安排物流部及时发货。业务员、客服人员协助跟单员保障组件顺利到达客户手中。

After the customer requests the same size replacement of the module, after the OA process approval is completed, the process will be forwarded to planning department, and will use stock requisition to pick up module from the warehouse, and arrange logistics department to deliver on time. The sales and customer service personnel assist the merchandiser to ensure that the module successfully arrive to customer.

6.6.2 客户要求赔付的组件型号如已停产并且仓库没有库存的情况下，业务员、客服人员跟业主沟通好，用其他型号组件替代时，客服人员跟现场技术人员做好沟通，保障赔付组件顺利安装。

If the model of the module that the customer claims is not in production and the warehouse has no stock, the sales and customer service staff communicate well with the owner. When replacing with other types of module, the customer service staff communicates with the technical personnel to ensure the smooth installation of module for payment.

6.6.3 海外客户要求赔付组件时，如果海外仓库有库存，客服人员协调相关部门，走内部联络单安排海外仓库直接补货。

When an overseas customer asks for module for payment, if an overseas warehouse has stock, the customer service staff coordinates the relevant departments and takes the internal contact sheet to arrange for an overseas warehouse to make a direct replenishment.

6.6.4 海外客户如果后续还有订单，走内部联络单，将赔付组件从下个订单中直接发给客户。

If overseas customers still have orders, use the internal contact sheet and send the payment module directly to the customer inside the next order.



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6.6.5 海外客户要求赔付现金时，由业务员与客户商务商讨，可以考虑从尾款中抵扣赔偿金额或者是其他方式。

When an overseas customer asks for cash compensation, the sales make the business negotiation with the customer's, and may consider expense deductible from the final payment or other ways.

6.6.6 针对客诉的其它处理措施或者方案由客服部负责主导组织实施，其它部门配合。

The customer service department is responsible for organizing other handling measures or plans for customer complaints, and other departments cooperate.

## 6.7 客户投诉的改进 Improvement of customer complaints

6.7.1 客诉案件待原因分析后，质量部应该出具改善措施，具体落实到相应工序工位。如果是系统性的疏漏，质量部可以组织培训操作工品质意识，宣导“产品质量是制造出来的，不是检验出来的”品质意识理念，全员管理品质，全员提高品质；质量巡检岗位工作内容增加点检项目，编写文件受控标准化执行。

After the analysis of the customer complaint case, the quality control department should issue improvement measures and turn them into action to each process station. If it is a systemic omission, the quality control department can organize the training to improve operators' quality consciousness. The quality inspectors add the inspection item, writes the document controlled by company's system document.

6.7.2 对于重大客诉或典型投诉，质量部要出具 8D 报告并组织实施改善。

For major customer complaints or typical complaints, the quality control department should provide 8D reports and organize improvements.

6.7.3 客服服务部不定期进生产车间，查看客户投诉不符合项是否做相应改善，检查相关作业人员是否已经改善违规操作，并且拍照做好相关记录。

The customer service department will enter the workshop from time to time to check if the improvements of the customer's complaint has improved accordingly. Check whether the relevant operator has improved the non-compliance operation and take pictures to make records.

6.7.4 客服人员在例行周会/月会上汇报客户投诉情况和改善措施落实情况，如果不符合，需再进行改善直至达到改善要求为止。

Customer service staff report customer complaints' now condition of improvement measures at regular weekly/monthly meetings. If they do not meet the requirements, they will need to make improvements until they meet the improvement requirements.

## 6.8 服务满意度评价 Service satisfaction

6.8.1 针对每次客户投诉的处理，由客户服务部组织进行回访，了解投诉处理的情况以及客户

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对处理结果的服务满意程度并记录收集整理。

For each customer complaint handling, the Customer Service Department organizes a feedback to understand the status of the complaints processing and customer satisfaction, and collect and record the result.

6.8.2 服务满意度评价主要分为：非常满意、一般和不满意 3 个类型，如果客户对本次投诉处理服务满意度为不满意时，客服人员应及时上报该情况，必要时进行改善以确保持续维护客户良好的合作关系。

The evaluation of service satisfaction is mainly divided into three types: very satisfied, general and dissatisfied. If the customer is not satisfied with the complaint processing service satisfaction, the customer service personnel shall report the situation in time and make improvements to ensure maintenance good customer relationship.

## 7. 相关记录表单 RELEVANT RECORDING SHEETS 客

户投诉信息反馈表 Customer Complaint Sheet 服务满

意度调查表 Service Satisfaction Research Form

8D 纠正预防改善报告 8D Corrective and Preventive Improvement Report

客户投诉台账 Customer Complaints Accounts

质量警示单 Quality Alert Sheet

附件 1：客户投诉处理流程图 Attachment 1: Flow of Customer Complaint Processing

## 8. 附则 SUPPLEMENTARY PROVISIONS

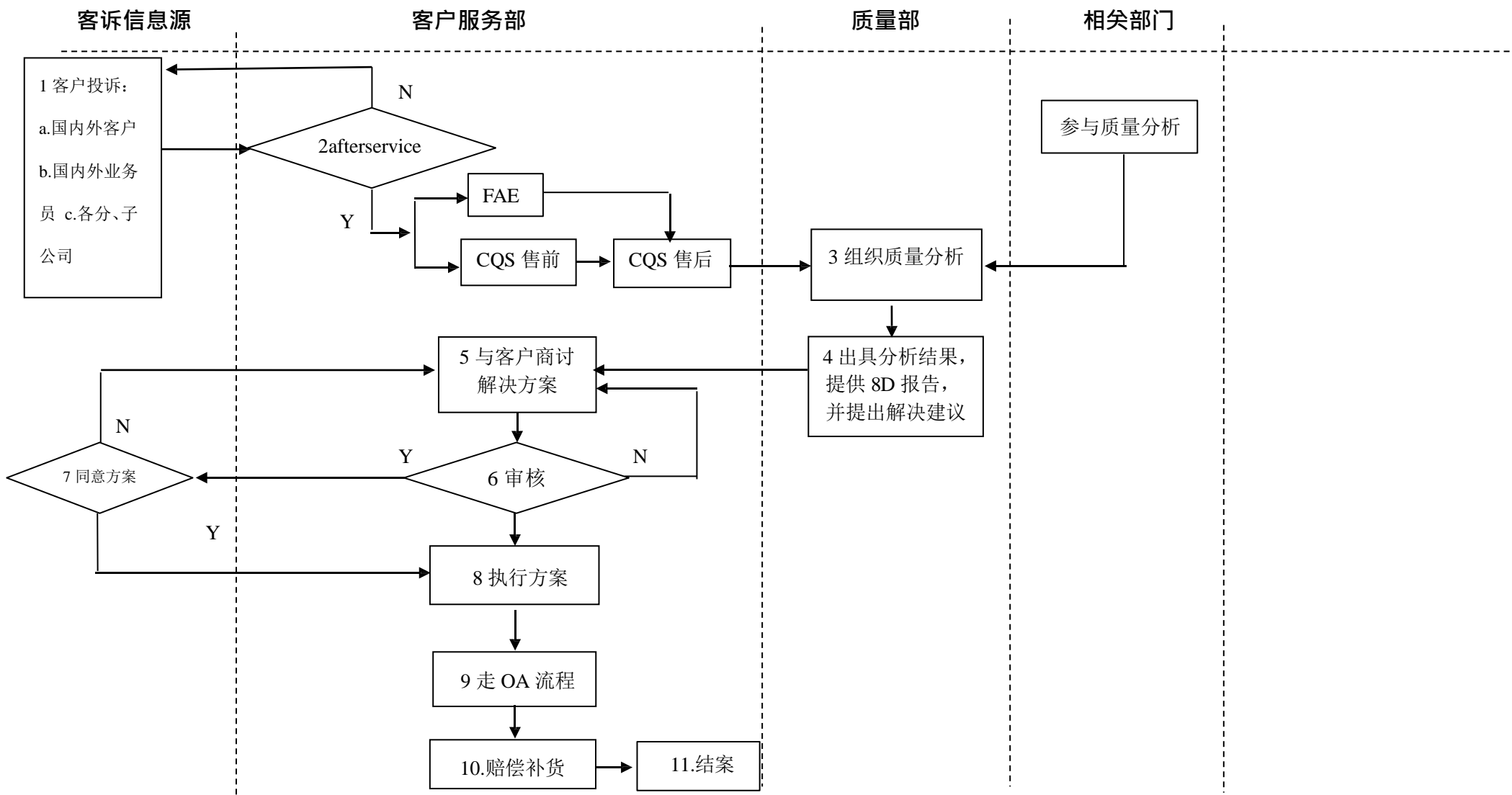
本文件最终解释由客户服务部负责，文件无受控章或缺损无效。禁止任何部门或个人发生私自打印、复印、复制等侵害文件受控管理的行为。文件是从中文翻译至英文，因翻译导致的偏差最终以中文内容为准。

The Customer Service Department reserves all right of the final explanation; no controlled seal is considered invalid. It is prohibited for any department or individual to violate the management of documents by printing, copying, etc. Please reference to the Chinese version of the document if there is any discrepancies caused by translating.

流程名称 Process name : 客户投诉处理流程图

流程编号 Process NO. :

流程所有者 Process owner :



流程名称 Process name: 客户投诉处理流程图 Customer complain handling flow chart

