



Handling complaints or appeals within our inspection, testing and approval work.

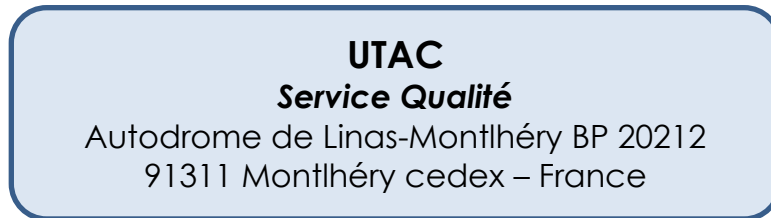
UTAC

Autodrome de Linas-Monlhéry • BP 20212 • 91311 MONTLHERY Cedex • France
Tel.: [00 33] 1 69 80 17 00 • Fax: [00 33] 1 69 80 17 17 • contact@utacceram.com

Simplified joint-stock company with a capital of €7,800,000 • VAT No FR 89 438 725 723 • French Company and Trade Register (Registre du Commerce et des Sociétés – RCS) of Evry: B 438 725 723 • APE code: 7120 B

www.utac.com

In the event that you, as a client or other interested party, are unsatisfied with our testing, approval or inspection service, or if you wish to appeal against an inspection decision, you may get in touch with us by writing to the following address:

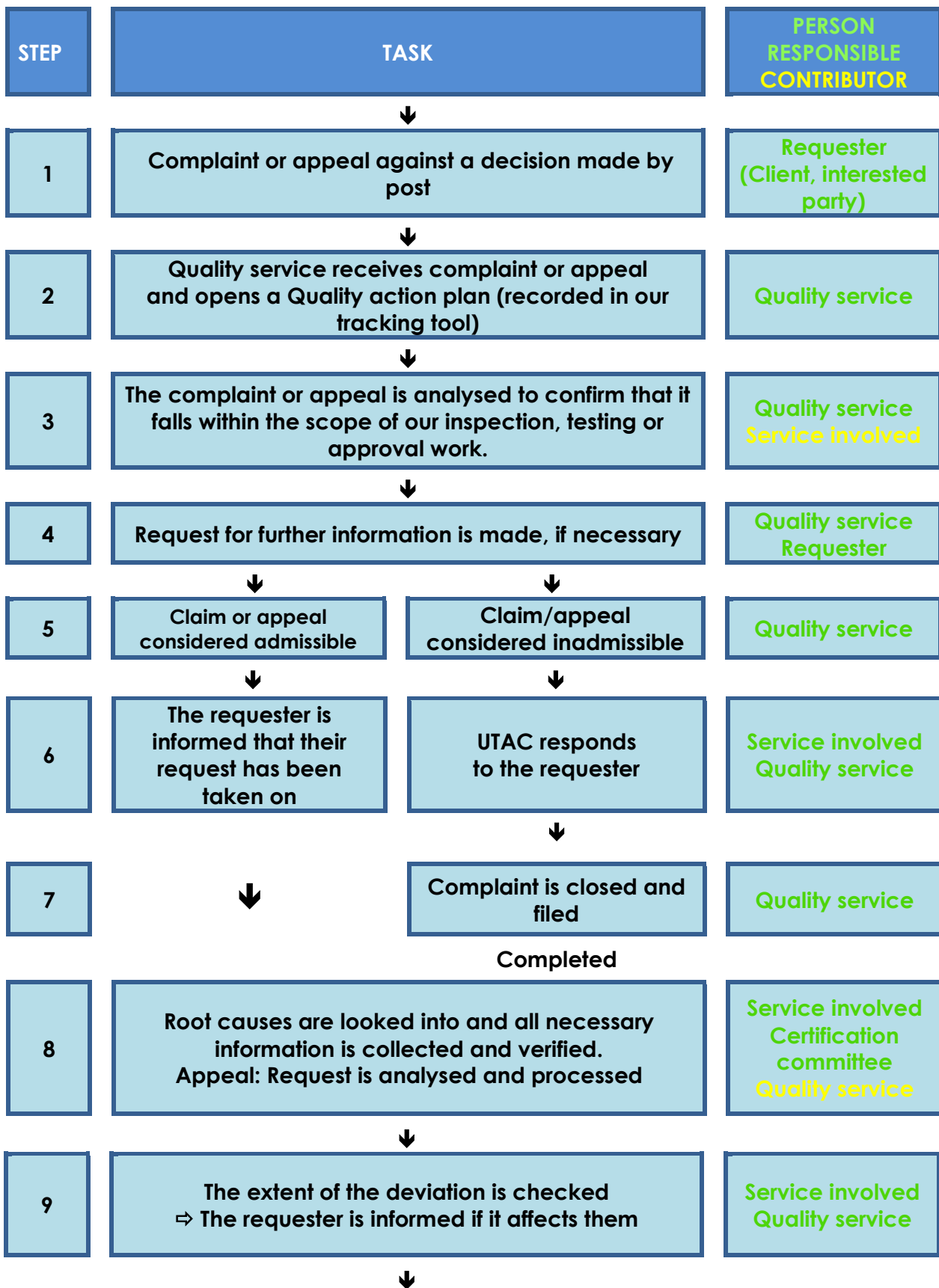


To help us process your request, please be as specific as possible (attach any supporting evidence for your request, indicate which UTAC service is involved, dates of the event, report number, etc.) and include your details so that we can keep you updated at each stage of processing your complaint or appeal.

Note (1): Appealing against a decision made by UTAC (i.e. appealing a decision under ISO 17020) does not trigger a suspension.

Note (2): Financial claims are not admissible when the terms of the contract have been met.

COMPLAINTS AND APPEALS HANDLING PROCESS



COMPLAINTS AND APPEALS HANDLING PROCESS (CONTINUED)

STEP	TASK	PERSON RESPONSIBLE CONTRIBUTOR
	↓	
10	If applicable, immediate remedial actions are made ⇒ The requester is informed	Service involved Quality service
	↓	
11	Corrective and preventive actions are set out ⇒ The requester is informed, with the formalized action plan sent by email or by post.	Service involved Quality service
	↓	
12	Action plan is implemented	Service involved Quality service
	↓	
13	Efficacy analysis is carried out	Quality service
	↓	
14	Complaint/appeal is closed ⇒ The requester is informed	Quality service Service involved
	↓	
15	Update of risk analysis and improvement opportunities, for the purpose of continuous improvement	Quality service