

GUANGZHOU OCEANVIEW SCI-TECH CO., LTD	SN	ZHXL-BS-01	Security Classification
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Note:

The responsible department of this process/system is the after-sales department, which is responsible for the operation, inspection, training and guidance of the maintenance process/system;

Document revision/Change record

Version	Revise/change the description of content	Revision/change of date	Revise/change the person
A/0	Issue	2021/06/23	Zhihui Liang

Document countersign record

Department or post	Signed	Department or post	Signed
General Manager		Research and Development Department (R&D)	
Vice-general Manager		Engineering Department	
Sales Department Group 1		Purchasing Department	
Sales Department Group 2		PD (product department)	
Sales Department Group 3		Human resource and administration Department (HR & Admin Dept)	
PMC Department		material department	
Quality Department			

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Purpose:

Implement the company's customer-centric policy, standardize the after-sales work process, and clarify the responsibilities of relevant departments.

1. Process and responsibilities

1. After the company's products are sold, customer feedback on after-sales requirements can be divided into three categories:

A. Normal after-sale replenishment, or information sharing:

It refers to the situation where the customer needs to replace the item, or share the after-sales market information to pay attention to the supply in the future, without complaining about the poor quality of the item due to the error, failure or insufficiency of the item;

B. Quality Complaints:

Customers complain about the poor quality of the company's products, and feedback to the company in written form (email, wechat, etc.), asking for treatment, and provide analysis and improvement measures;

C. Batch bad complaints

The definition of batch: the same location of the same type of the same fault more than three, the fault refers to functional problems, affect normal use, including electrical performance, structural problems, that is, batch quality problems; The customer complains that the company's products have bad batch problems, and feedbacks to the company in written form (email, wechat, etc.), asking for timely and effective treatment, and needs to analyze and provide improvement of the wrong application;

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2. Processing process:

After receiving the after-sales requirements conveyed by customers and sales, the after-sales department will distinguish different cases and follow up the corresponding processing according to the following procedures:

A. Normal after-sale replenishment, or information sharing

Processing flow	Key action	Feedback mode	Responsible department	Ageing
1. After sale request received	1. After receiving the request from the customer and the business, the after-sales service will classify the request	Email/Wechat	Customers And Sales	24 hours
2. Respond to requests; And internal feedback of information to relevant departments;	2. Respond to guest requests in writing; Information internal feedback related department;	Email/Wechat	After-sales department	
3. For normal after-sale replenishment, the after-sale department is responsible for preparing materials;	3. If it is confirmed by the sales and after-sales supervisor that it is reasonable, the after-sales department will prepare the materials and send them to the business for issuance, and can get the inventory, or arrange the purchase, and follow up the purchase progress.	System purchase form, paper purchase form	After-sales department	According to different materials corresponding procurement time, in principle, not more than 10 days.
4. After-sales product release, the process is completed	4. Take out the purchased or stock replenishment materials according to the process, hand it over to the business and complete the replenishment	Warehouse release/material requisition	After-sales department	Delivery 24 hours after receiving the replenishment material

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B. It is a quality complaint

Processing flow	Key action	Feedback mode	Responsible department	Ageing
1. Receive after-sales requirements	1. After receiving the request from the customer and the business, the after-sales service will classify the request	Email/Wechat	Customers And Sales	24 hours
2. Respond to requests; And internal feedback of information to relevant departments;	2. Respond to guest requests; Information internal feedback related department;	Email/Wechat	After-sales department	
3. Quality complaints, information feedback to the quality department; Quality department organized analysis reply	3. Information feedback Quality Department; The quality department determines the bad matters, organizes the relevant technical, production and procurement analysis, and sends 8D reports to the relevant units to fill in;	8D report, Email/Wechat	Quality department	Adverse confirmation within 24 hours;
4. Analyze the causes, divide responsibilities, and provide countermeasures	4. Divide the responsible units leading to customer complaints, analyze the causes, participate in the analysis of quality, formulate countermeasures, and report back to sales or after-sales;	8D report, Email/Wechat	Quality department	8D report within 3 days (if samples need to be sent back, the time will be counted)
5. Verify	5. Verify the scheme validity	8D report, Email/Wechat	Quality department	8D reporting date, not more than 5 days;
6. Reply improvement report and follow up feedback;	6. Will improve the response to customers, and communicate with customers, follow up their feedback;	Improvement report, Email/Wechat	After-sales department	Normal 2 hours after receiving the 8D report

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C.It is a batch of bad complaints

Processing flow	Key action	Feedback mode	Responsible department	Ageing
1. Receive after-sales requirements	1. After receiving the request from the customer and the business, the after-sales service will classify the request	Email/Wechat	Customers And Sales	24 hours
2. Respond to requests; And internal feedback of information to relevant departments;	2. Respond to guest requests; Information internal feedback related department;	Email/Wechat	After-sales department	
3. Give a judgment on the feedback and reply to sales or after-sales;	3. Give a judgment on the feedback according to the quality standard, and reply to sales or after-sales in writing for the first time;	Email/Wechat	品质部	24 hours
4. Analyze the causes, divide responsibilities, and provide countermeasures	4. Divide the responsible units leading to customer complaints, analyze the causes, participate in the analysis of quality, formulate countermeasures, and report back to sales or after-sales;	8D report, Email/Wechat	Quality department	8D report within 3 days (if samples need to be sent back, the time will be counted)
5. Analyze the causes, divide responsibilities, and provide countermeasures	5. Divide the responsible units leading to customer complaints, analyze the causes, participate in the analysis of quality, formulate countermeasures, and report back to sales or after-sales;	8D report, Email/Wechat	Quality department	8D report within 3 days (if samples need to be sent back, the time will be counted)
6. Verify	6. Verify the scheme validity	8D report, Email/Wechat	Quality department	8D reporting date, not more than 5 days;

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7. Discuss the solution of batch failure and submit it	7. The after-sales department organizes the departments of technology, purchasing, quality, PMC, etc., to discuss the solution of batch failure and submit it to the vice president of production	Email/Wechat	After-sales organization	Normal 1 day after receiving the 8D report
8. Follow up implementation	8. Follow up all departments to implement batch processing plan	Email/Wechat	After-sales and related departments	According to the time of discussion, in principle, within two weeks
9. Follow up customer feedback	9. Follow up with customer feedback after implementation of treatment plan.	Email/Wechat	Email/Wechat	Countermeasure measures after 2 weeks.

3. If a batch return is required and the amount involved is large, the general manager shall give instructions and follow the instructions;

In the process, involving import and export customs declaration, the Commerce Department is responsible for contacting customs affairs and handling import and export customs clearance matters.

Fourth, request to return batch rework/return to new processing, after business confirmation, according to the results of the discussion, PMC is responsible for organizing implementation, phase

Cooperate with the department to execute as scheduled; The after-sales department follows up the completion progress;

5. If the customer reflects that the product defect rate (annual repair rate) is within 3%, refer to the normal after-sale replenishment process.

6. Relevant forms

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1. Company's Contact Letter

2. Quality improvement report form (can be 8D report format, submitted by quality department).