

ANNEX VIII: GUIDE FOR PROCESS DOCUMENTATION (PC WEIGHT - 25%)



REPUBLIC OF KENYA



Institution/Organization Name: Kenya Pipeline Company Limited

Affiliations; Ministry / Department/ County/Parent Company: The National Treasury

Economic Sector Alignment:

Big 4 Alignment:

Accounting Officer:

Report Period: FY2021/22

PROCESS DOCUMENTATION

Service Name	Customer Feedback
Brief Description Document Purpose/Service	Handling Customer Complaints, Enquiries, Compliments & Feedback
Document Control: Change Record/Version Number	2/0
Process Owner: Name and Position	Grace Njoroge – Marketing & Business Development Manager
Process Writer (s); Name and Position	1. Caroline Chepkemei – Customer Relations Officer 2.
Process Reviewer (s); Name and Position	1. Jane Tuitoek – Ag. Chief Customer Relations & Marketing Officer 2. Frida Kirui- Senior Customer Relations Officer

STEPS/FLOW/SEQUENCE

Step	Event/Activity/Action	Time/No. Of Days	Actor
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1.	<p>The procedure ensures that customers' needs are closed out in a systematic manner.</p> <p>Complaints shall be lodged and acknowledged where possible.</p> <p>The team ensures that complaint is validated, clearly understood, and documented</p> <p>The decision made by the team shall be conveyed to the complainant where possible and the complaint closed</p>	Turnaround for closure of customer complaints as per policy.	The Head of Department (Marketing and Business Development) has the principal responsibility for ensuring that this procedure remains adequate for its intended purpose and is being implemented within the department
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EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Trigger 1: e.g., Customer provides wrong ID number	1.	E.g. the system displays message that the ID the customer provided is not correct	-	-
	2.	The User Account remains inactive	-	-
(If any other, add rows)				

Process Maps/Visuals

Business process flowcharts/swim lanes/screen shots

**MARKETING AND BUSINESS DEVELOPMENT
DEPARTMENT**

**Handling Customer Complaints, Enquiries,
Compliments, Feedback Procedure**

ISO 9001:2015 Quality Management System