

1st (Mon) to 4th (Thu) May, 2017
 Crowne Plaza Dubai, UAE

4 DAYS INTENSIVE SESSION

ISO 10002:2014 CERTIFICATION

CUSTOMER COMPLAINT MANAGEMENT

Error-proofing your current complaint processes and systems with ISO9001:2015 to gain certification.

Did you know that now that the International Standard on Complaints-handling has been formalised, your company **MUST** integrate the practice of complaints-handling into their ISO 9001 strategies and manuals? Accreditation assessors for your business **WILL** want to see evidence of your strategies and practice of the ISO 10002:2014 guidelines on Complaints-handling

Moderated by Jillian Mercer

- Moderated workshops for FIK International since 2003 in Dubai, Kuwait, Singapore, Kuala Lumpur, Shanghai, Bangkok, Manila, Jakarta, Mumbai and Brunei
- Highly energetic and sought after facilitator
- Subject Matter Expert on Customer Service, ISO10002 and ISO 9001
- Trained over 1000 managers in the past 14 years across 10 cities for FIK International
- Received excellent ratings both in content and presentation for moderating workshops for Corporate, Public sector, Healthcare and Higher Learning Institutions



Organised by



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