

| | | | |
|--------------|----------------------------------------------------------------------------------------------------|----------------|-----------|
| Title | Analyse customers' complaints and take corrective actions in a wood manufacturing operation | | |
| Level | 4 | Credits | 10 |

| | |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purpose | <p>This unit standard is for people involved in the production of wood products, who are required to respond to customer complaints as part of their role.</p> <p>People credited with this unit standard are able to, for a wood manufacturing operation: receive and analyse customers' complaints; meet with customers to determine corrective actions to resolve the complaint; and take corrective actions on customers' complaints in a wood manufacturing operation and complete documentation.</p> |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| | |
|-----------------------|-----------------------------------------------------------------------|
| Classification | Wood Manufacturing - Generic Skills > Wood Manufacturing Coordination |
|-----------------------|-----------------------------------------------------------------------|

| | |
|------------------------|----------|
| Available grade | Achieved |
|------------------------|----------|

Guidance Information

- 1 Legislation
 - Health and Safety at Work Act 2015.
 - Resource Management Act 1991.
 - Consumer Guarantees Act 1993.
 - Fair Trading Act 1986.
 - Privacy Act 1993.
 - Contract and Commercial Law Act 2017.

- 2 Definitions
 - Accepted industry practice* refers to approved codes of practice and standardised procedures accepted by the wider wood manufacturing industry as examples of best practice.
 - Wood manufacturing* refers to solid wood, pulp and paper, wood panels, or wood product manufacturing.
 - Workplace procedures* refer to documented policies and procedures set by the organisation carrying out the work, and to documented or other directions provided to staff, and applicable to the tasks being carried out. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the industry sector.

- 3 Range
Evidence is required of the handling of at least five customer complaints.
- 4 Assessment information
All activities and evidence must meet workplace procedures and accepted industry practice.

Outcomes and performance criteria

Outcome 1

Receive and analyse customers' complaints in a wood manufacturing operation.

Performance criteria

- 1.1 Wood manufacturing customer complaint documentation is received and logged.
- 1.2 Relevant wood manufacturing production records are located and analysed to identify potential sources of the problems identified by the customer.
- 1.3 Samples from the same wood manufacturing production run are sourced and analysed to verify product quality and product performance against product specifications.
- 1.4 The cause of the problems identified in the complaint is determined from the complaint documentation and the data analysis, and recommendations for improvement and complaint resolution are made.
- 1.5 Relevant wood manufacturing company representatives are informed of the outcomes of the analysis and recommendations for improvement and complaint resolution.
- 1.6 Wood manufacturing customer background including previous order history and complaint history is determined from company records.
- 1.7 Customer approach techniques are determined in consultation with relevant wood manufacturing company representatives.

Outcome 2

Meet with customers to determine corrective actions to resolve the complaint.

Performance criteria

- 2.1 Meeting arrangements and the agenda are confirmed with the customer.
- 2.2 Customer complaint is heard without interruption.
- 2.3 Complaint is clarified, customer product samples are inspected, and outcomes are agreed with the customer.

- 2.4 Results of the workplace complaints analysis are tabled and discussed as they relate to the complaint.
- 2.5 Corrective actions that would meet the customer needs are identified.

Outcome 3

Take corrective actions on customers' complaints in a wood manufacturing operation and complete documentation.

Range corrective actions – replace, repair, refund, as determined with customer.

Performance criteria

- 3.1 Organisational policy for corrective action is explained.
- 3.2 Corrective action and timeframe for resolution of complaint are agreed with customer and are recorded.
- 3.3 Authorisation is sought and obtained from management for the corrective action recommended.
- 3.4 Further action is taken if customer is not satisfied with suggested corrective action.
- 3.5 Information on rights to recourse and further advice is provided for customers who are not satisfied with the response to their complaint.
- 3.6 Documentation to record the resolution of the complaint, and suggested improvements to the wood manufacturing process to eliminate any repeat complaint, is completed.
- 3.7 The complaint resolution and the suggested improvements are reported to relevant wood manufacturing company representatives for further action.

| | |
|----------------------------|------------------|
| Planned review date | 31 December 2024 |
|----------------------------|------------------|

Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|------------------|--------------------------|
| Registration | 1 | 18 December 2006 | N/A |
| Review | 2 | 28 May 2020 | N/A |

| | |
|------------------------------------------------------------|------|
| Consent and Moderation Requirements (CMR) reference | 0013 |
|------------------------------------------------------------|------|

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Competenz qualifications@competenz.org.nz if you wish to suggest changes to the content of this unit standard.