

SOP: Post-Delivery Feedback Collection and Order Closure

This SOP details the process for **post-delivery feedback collection and order closure**, encompassing the steps for gathering customer feedback after product delivery, assessing customer satisfaction, addressing any reported issues, and formally closing the order in the system. The goal is to ensure continuous improvement in service quality and maintain accurate records for completed transactions.

1. Purpose

To outline the steps required for effectively collecting customer feedback after delivery, managing customer concerns, and ensuring accurate closure of orders in the system.

2. Scope

This SOP applies to all delivered orders where feedback is to be obtained from customers and order records are to be finalized.

3. Responsibility

- Customer Service Team: Soliciting feedback, addressing issues, and closing orders.
- Order Management Team: Ensuring system updates and record maintenance.
- Quality Assurance: Monitoring feedback trends for continuous improvement.

4. Procedure

- 1. Initiate Feedback Collection**
 - Within 1 business day after delivery, contact the customer via preferred channel (email, phone, in-app notification).
 - Request feedback using a standard template or survey link.
- 2. Record Feedback**
 - Log customer responses in the Customer Relationship Management (CRM) or feedback tracking system.
 - Categorize feedback (e.g., Positive, Negative, Suggestion).
- 3. Assess Customer Satisfaction**
 - Review feedback for potential issues or dissatisfaction.
 - If issues are reported, proceed to step 4. If not, skip to step 5.
- 4. Address Reported Issues**
 - Acknowledge receipt of issue to the customer within 1 business day.
 - Coordinate with relevant departments to resolve the issue.
 - Update the customer on resolution progress and obtain confirmation of satisfaction.
- 5. Order Closure**
 - Once feedback is collected and all issues (if any) are resolved, update the order status to "Closed" in the order management system.
 - Archive order records as per company policy.
- 6. Continuous Improvement**
 - Periodically review collected feedback for trends or recurring issues.
 - Share findings with management and relevant teams for corrective action.

5. Documentation

Document	Location	Retention Period
Customer Feedback Records	CRM/Feedback System	2 years
Order Closure Confirmation	Order Management System	2 years
Issue Resolution Logs	Customer Service Platform	2 years

6. References

- Customer Feedback Collection Policy

- Order Management Guidelines
- Quality Assurance Protocols

7. Revision History

Version	Date	Description of Change	Author
1.0	2024-06-10	Initial version	SOP Team