ESCALATION MATRIX

Customer service and quality issues

Applies to	Support hours	Effective from	Version, approved by

Priority and target times (working hours)

Priority	Definition	Example	First response (h)	Resolution (h)	To level 2 after (h)	To level 3 after (h)

Who to escalate to

Level	Name and designation	Phone and email	Reach for	Available	Replies within (h)	Backup

How to use it

Raise every issue at level 1 first and quote the ticket number at each level. Escalate when the time in the last two columns of the first table has passed without a response or a plan. Times are in working hours, counted from the first report. A P1 is reported by phone as well as email.

Issued by (customer support)

Approved by (plant head)

Acknowledged by (customer)