



**CHCS™**  
Certified Handling  
Complaint Specialist

Batch-1 (December 13<sup>th</sup> & 14<sup>th</sup> 2022)

PT Prosma Consulting Indonesia  
SK MENKUMHAM RI : AHU-028556.AH.01.30.2022

# Certificate Of Achievement

No. : 0001/PI-OLCHCS1/1314122022



Presented To

***Ahmad Juhaidi***

Has successfully completed studies, satisfactorily demonstrated  
competence and henceforth recognized as a

**Certified Handling Complaint Specialist (CHCS)**

**Bogor, December 24<sup>th</sup> 2022**



Herry Santoso, S.Psi., MT. BNSP., CSES, CHCS, CPCT  
**Director & Master Trainer**



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# **CHCS Training Batch-1**

## **Training Materials:**

1. Customer Psychology In 5.0 Era
2. Beyond Complaint
3. Beyond Handling Complaint
4. Root Cause Analysis (Fishbone Technique, 5 Whys Analysis, Correction, Corrective Action, & Preventive Action)
5. Managing Emotion Effectively
6. Effective Technique To Handle Customer Complaint

**Learning Hours : 5 Hours**

Training has been held via ZOOM on December 13<sup>th</sup> & 14<sup>th</sup> 2022

**Trainer : Herry Santoso, S.Psi., MT. BNSP., CSES, CHCS, CPCT**