

# QUALITY WORK INSTRUCTIONS (QWI) CUSTOMER COMPLAINT MANUAL

Document #: QWI-9

Revision #: 1

Effective Date: 12/2/09

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## 1.0 PURPOSE

To outline the minimum steps to take in handling a customer complaint. Common sense should prevail, and all actions required to satisfy the customer should be implemented immediately to resolve the problem. Our goals are:

- (1) to satisfy the customer and insure that we minimize any disruption in his operation,
- (2) to document any problem in manufacture, packaging, or delivery that has eluded quality control in order to allow prompt corrective action,
- (3) and to notify all responsible personnel of any problem dealing with quality and customer satisfaction.

## 2.0 SCOPE

This procedure covers all situations involving customer complaints.

## 3.0 REFERENCES

Form 12

## 4.0 DEFINITIONS

None

## 5.0 RESPONSIBILITY

Customer Service Representative

## 6.0 PROCEDURE

Below are the steps in dealing with a customer complaint.

### 6.1 RECEIVING THE COMPLAINT

It is recognized that most complaint notification will be received by the Customer Service Representative, however, any employee that answers the phone should be prepared to take the initial information and direct that information to the following for action:

**Customer Service Representative** - Primary function as focal point or information clearing house, to insure that all relevant data is obtained and actions are taken to obtain a timely and fair resolution of the problem.

**Sales Manager/Product Manager** - First line back-up to Customer Service Representative for gathering data and instituting first response. Primary function is to assess all data and formulate a fair and equitable settlement of the problem.

**Plant Manager** - Second line back-up to Customer Service Representative for response. Primary function is to lead the investigation of the complaint to identify the problem in manufacturing, packaging, or shipping, and to identify corrective action.

**All Other Employees** - should be prepared to back-up the above personnel in receiving the initial customer contact and immediately funneling that information to them.

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## 6.2 NONCONFORMANCE/CORRECTIVE ACTION (Form 12)

Information is taken from the customer and recorded on the Nonconformance/Corrective Action (Form 12)

**Date**  
**Customer Name**  
**Location**  
**Lot Number**  
**Description of Nonconformance**

The following information may not be immediately available to the customer and can be gathered from our records:

Invoice Number  
Delivery Date  
Product  
Customer Order Number  
Complaint Number  
Response/Action required by \_\_\_\_\_.

Consecutive. i.e. 96-1, 96-2, etc.  
Indicate whom the problem is passed to so that a chain of responsibility is maintained.  
Give a timetable for action.

Continuation of this form is to report ongoing action such as investigation into the causes of a problem, discussion of actions taken to remedy the problem, and reporting of steps taken to satisfy the customer. Each response should direct the action to the next responsible party giving a timetable if possible.

Completion of this form is used to formally close a complaint after recording the apparent costs involved and assessing the customer's satisfaction with the results.

## 7.0 RECORDS

The Customer Service Representative will keep the complaint book.