

Complaints Handling Flow

Step	Work Involved	Responsibility	Reference Documents
<p>1</p>	<p>Key in details & info from customer. Quality Complaints, Product Safety, Product Liability Issue</p>	<p>Sales Team</p>	<p>Customer Complaint System "Create New Case" Tab</p>
<p>2</p>	<p>Validate the issue with valid Roll ID, defect samples and DO details. Incomplete information, reject back to sales person to follow up Invalid case i.e: Invalid Roll ID, wrong DO details - reject as Invalid case</p>	<p>QC Team</p>	<p>Customer Complaint System "Verification Information" Tab</p>
<p>3</p>	<p>Divert issues to relevant department for investigation & action plan Production - defect due to natural of process, control of process and etc. Warehouse - defect due to transportation, storage, and logistic issues.</p>	<p>QC Team Prod. Team Warehouse Team</p>	<p>Customer Complaint System "Investigation & Action Plan" Tab</p>
<p>4</p>	<p>by section head or immediate superior to the person who reply the action plan</p>	<p>Relevant department Section Head</p>	<p>Customer Complaint System "Acknowledgement by Production" Tab</p>
<p>5</p>	<p>by QC HOD. To acknowledge the action reply.</p>	<p>QC HOD</p>	<p>Customer Complaint System "Acknowledgement by QC" Tab</p>
<p>6</p>	<p>by HOD or GM</p>	<p>HOD & GM</p>	<p>Customer Complaint System "Approval" Tab</p>
<p>7</p>	<p>Auto-email from system to person who register the case. Reply will generated as pdf file and attached in email. Sales person shall reply to customer on the reply.</p>	<p>Sales Team</p>	<p>Customer Complaint System "Follow Up" Tab</p>
<p>8</p>	<p>Claim report with NCR reply must submit to HSE department Manager if claim amount more than RM100k. HSE department to report the relevant case to OJI regional office and then to OJI HQ</p>	<p>Sales Team</p>	<p>Claim Report Printout NCR from Customer Complaint System "Follow Up" Tab</p>
<p>9</p>	<p>Follow up in the system After 2 months if no feedback by customer to reject NCR reply, case submit to closed After 2 months if feedback by customer to reject NCR reply, case submit to outstanding</p>	<p>Sales Team</p>	<p>Customer Complaint System "Follow Up" Tab</p>
<p>Outstanding Case</p>	<p>Upon verify, if customer still having the same issues then QC flow it back to further investigate by determine the needs of register as a new case</p>	<p>QC Team</p>	<p>Customer Complaint System "Outstanding Case" Tab</p>