Customer Concerns/Complaints Procedure

GITCHIA
INSTITUTE OF GLOBAL CERTIFICATION

1.0 PURPOSE AND SCOPE

1.1 Purpose

1.1.1 To define the methods for documenting and resolving Customer complaints/concerns at our Company.

1.2 Scope

The scope of this procedure is applicable to all customer orders.

2.0 APPLICABLE DOCUMENTS

The following documents of the latest issue are applicable to the extent specified herein:

Commercial/Industrial/Government Documents

ISO 9001	Quality Management System Requirements

Internal

Document(s)	
G-PM-1004	Quality Records
G- PM -1005	Nonconforming Material System
G- PM -1006	Corrective Action(s) System
G- PM -1008	Internal Audits
G- PM -1009	Management Review
Form(s)	
FORM D-1	Customer Complaint/Concern Record
FORM D-2	Customer Complaint/Concern Log

3.0 RESPONSIBILITIES/DEFINITIONS

3.1 General

3.1.1 **Quality Assurance** - shall be responsible for preparing and maintaining this procedure. In addition, Quality Assurance shall support this process as defined herein.

3.1.2 **Business Operations** - shall be responsible complying with the procedure defined in this book.

3.1.3 **Other Functional personnel** - shall support the process as defined in this procedure.

3.2 Definitions

3.2.1 **Customer** – is defined as the organization or its employee(s), regardless of the person's title, who issued the order to our Company. This is also the organization that makes payments to our Company for services/products delivered.

4.0 GENERAL REQUIREMENTS

4.1 General

4.1.1 The Business Operations and/or Quality Assurance Department personnel shall be responsible for documenting, tracking and resolving Customer concerns/complaints or corrective action requests.

4.1.2 When a concern/complaint or corrective action is verbally or in writing communicated by the Customer, the Business Operations/Quality Assurance person records and/or attaches the submitted information to the Customer Complaint/Concern Record form and makes an entry into the Customer Complaint/Concern Log. See the forms listed below:

FORM 1057	Customer Complaint/Concern Record
FORM 1058	Customer Complaint/Concern Log

4.1.2.1 Each Customer concern/complaint is assigned a unique number (i.e. Year-XX or 06-01, 06-02, etc.)

4.1.3 When a Customer Complaint/Concern is received, the originator who prepared the Customer Complaint/Concern Record form shall distribute copies of it to the President, Business Operations, Quality Assurance and others as deem necessary to resolve the issue. The original is retained in the Customer Complaint/Concern Logbook.

4.2 Addressing Concerns/Complaints

4.2.1 Business Operations/Quality Assurance and Other Functional Departments are responsible addressing concerns/complaints. The goal is to have all issues addressed and closed by Business Operations/Quality Assurance personnel in less than 7 working days.

4.2.2 When Business Operations/Quality Assurance and other Functional Department personnel can not resolve the concern/complaint within 7 working days, the issue is elevated to the President for resolution. This is accomplished via written memo or email.

4.2.3 When deemed necessary by the President or Quality Assurance, a Corrective Action Request (CAR) may be issued to document, investigate, identify root cause and obtain corrective action per G-PM-1006, Corrective Action(s) System.

4.3 Concerns/Complaints Closure

4.3.1 Business Operations/Quality Assurance and Support Functions shall ensure Customer's concerns/complaints are closed.

4.3.2 Business Operations/Quality Assurance management shall summarize and present Customer Concerns/Complaints data for review by the Quality Council in accordance with G-PM-1009, Management Review. The data is summarized and presented to the Quality Council twice per year (typically every six months) minimum.

4.4 Quality Records

4.4.1 Customer concerns/complaints are considered quality records and shall be retained per G-PM-1004, Quality Records.

5.0 QUALITY ASSURANCE

5.1 General

5.1.1 Quality Assurance shall ensure this process is audited as scheduled per G-PM-1008, Internal Audits.