



# Customer Complaint Procedure

Prepared By: L. Lockwood  
Issue Date: 10/2006  
Document Number: QP-05

Approved By: M. Vljaj  
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Revision Number: 3

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### **Scope:**

This procedure defines the process for receiving, reviewing, documenting and taking action on all forms of customer complaints. A customer complaint is defined as any written or verbal communication from the customer expressing dissatisfaction with the service provided by AWW in which further investigation and possible corrective action is required.

### **Job Responsibilities:**

1. Management Representative has the responsibility to review each customer complaint according to this procedure and ensure that the appropriate action is taken on the complaint.
2. All employees have the responsibility to understand and follow this procedure if a customer has an issue with AWW services.
3. Operations Managers are responsible to ensure that all employees are properly trained in this procedure.

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### Customer Complaint Process

1. Any employee of AWW can receive a customer complaint and therefore needs to understand this procedure for acting on these complaints.
2. Complaints will be defined as any communication from the customer expressing dissatisfaction regarding the services offered by AWW. Complaints include but are not limited to the following issues:
  - a. Mis-Ships. Shipping the wrong product, the wrong quantity, or shipping to the wrong customer.
  - b. Insurance Claims against AWW. These claims could be due to damaged goods or thefts.
  - c. Not Shipping on Time.
  - d. Not Following Work Instructions or Specific Directions. Leads to complications (scrapping of product in error, customer dissatisfaction, etc.).
3. Complaints can be received by telephone, fax, electronic mail, written letters or verbal messages.
4. The person receiving the complaint will document this complaint on Form F-04 ensuring that all the applicable information has been gathered and entered on the form. The name and email address of the person issuing the complaint is entered on the form.
5. The completed form will be given to the Management Representative for review, prioritization of the complaint and, if necessary, assignment of the complaint for action.
  - a. If the review finds that additional information is needed, the Management Representative must acquire this additional information.
  - b. If the specific name is not listed on the complaint, the Management Representative must attempt to get this specific information.

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- c. The Management Representative or delegate will list the customer complaint on the Customer Complaint Log.
6. The prioritization of the complaint and the appropriate action taken will be documented according to the following criteria.
  - a. High Priority - This is a complaint that involves severe failure of the service to meet its specifications or a significant customer dissatisfaction issue that has proven to be caused by AWW. This type of complaint results in significant revenue loss to the customer and will immediately trigger a CAR.
    - i. Example – International coil shipments are always in high demand and the result of these orders missing a shipment could result in GE revenue losses of over a million dollars.
  - b. Medium Priority - This is a complaint that is judged to be the cause of AWW. This type of complaint will get a CAR if it occurs at least three (3) times in one month for the same type of reason.
  - c. Low Priority - This is a complaint judged not to be caused by AWW. It is random in nature and is not part of the High or Medium complaints. This type of complaint will not require a CAR.
7. If the complaint meets the criteria for action to be taken, the CAR issued will follow the procedure defined for corrective and preventive action in QP-06.
8. The results of customer complaints will be communicated to the customer indicating what action was taken and when the action will be implemented.
9. The records of customer complaints will be retained per the Quality Records procedure QP-02 including all CAR activity, if applicable.
10. The status of customer complaints will be reviewed as part of the Management Review process as defined in the Quality Manual.

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**Revision History**

<b>Rev</b>	<b>Date</b>	<b>Author</b>	<b>Approver</b>	<b>Reason for Change</b>
0	10/2006	R. Samant	C. Givens	Original Issue
1	05/2007	R. Samant	C. Harvin	Removed Manager GE Operations and telephone number from point 5.
2	11/2007	R. Samant	C. Harvin	Modified definition of a high priority complaint, clarified scope, and omitted the use of the word “product” where it was inapplicable throughout document.
3	06/2009	L. Lockwood	M. Vlaj	Noted that high priority customer complaints will immediately trigger a CAR; removed “and for same modality” criteria.

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