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I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for processing customer complaints.

II APPLICATION

This procedure applies to all customer complaints.

This procedure directly concerns Contracts, Materials Control, and Quality Assurance.

III PROCEDURE

1. Receiving Customer Complaints

1.1 Customer complaints are processed by Contracts. Complaints received by phone are documented in a memo established during, or immediately following the conversation with the complaining customer. All customer complaints are recorded in the Customer Complaints Log. The record includes the name of the customer, reference to and/or description of the concerned order, brief description of the nature of the complaint, and processing history of the complaint.

2. Processing Complaints

2.1 Contracts evaluates and classifies each complaint and communicates the complaint to the concerned function. Complaints are classified into categories to allow for better tracking of trends and evaluating improvement in specific areas. The following categories are used:

- Nonconforming or otherwise unsatisfactory product shipped.

| | |
|--------------|----------------------|
| Written by: | Original Issue Date: |
| Approved by: | Date: |
| Approved by: | Date: |

CUSTOMER COMPLAINTS

Operational Procedure: MOP-14-02

Revision: A

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- Inadequate packaging and/or product damaged during transportation.
 - Late delivery to customer.
 - Insufficient or inadequate quality records.
 - Problems with design, part revision level, or part approval.
 - Lapsing quality system registration, outstanding corrective actions.
 - Complaints regarding productivity, materials utilization, and cost.
 - Problems with communication and responsiveness.
 - Incorrect (or contested) invoicing.
 - Complaints regarding business practices, publicity, labor issues, etc.
- 2.2 Contracts and the function responsible decide how to respond to the customer and, when appropriate, what actions should be requested internally to improve customer satisfaction. QA may also initiate and request formal corrective actions in accordance with Procedure QOP-14-01 Corrective and Preventive Action.
- 2.3 When customer complaint involves returned products, the products are evaluated and tested in accordance with Procedure QOP-13-01 Control of Nonconforming Product, and Procedure QOP-14-01 Corrective and Preventive Action.
- 2.4 Processing history of customer complaints and the actions taken are recorded in the Customer Complaints Log.

IV ASSOCIATED DOCUMENTS

- Corrective and Preventive Actions — Oper. Proc. QOP-14-01
- Control of Nonconforming Product — Oper. Proc. QOP-13-01