

HEXATECH	QUALITY SYSTEM ADMINISTRATION	Issue No.: 1	Document Effective Date: 01 Mar 2017	Page 1 of 2
	<b>Customer Complaints Procedure</b>	Revision No.: 0		Document Ref: QSA-PRO-03

Purpose:	To outline the process by which complaints from Customers are handled and resolved.
Scope:	This procedure shall apply to verbal or written complaints received from Customers or their representatives for matters relating to the products and services rendered by the Company.
ISO Reference:	MS ISO 9001:2015 Clause No. 8.2.1, 9.1.2

Step	Activity	Responsibility	Reference
1	<p><b>Customer Complaints Form (CCF):</b> Complaints received from the Customer can be communicated to PM/MM or an authorized Company personnel either verbally or in any written format or phone sms or smart phone applications. Such complaints are to be recorded in the Customer Complaints Report (CCF) by PM/MM or an authorized Company personnel being the originator of the CCF.</p> <p>The originator of the CCF shall first obtain the CCF running allocation number from ISO Manager (IM). IM is responsible to maintain the CCF Monitoring Log and control the use of each CCF running allocation number.</p>	PM/MM	Customer Complaints Form (CCF)  CCF Monitoring Log
2	<p><b>Part 1 CCF:</b> The originator of the CCF shall request the Customer or their representative to provide written statement of complaint (if possible) or record the verbal complaint on Part 1 CCF. If Customer gives written complaint, it shall be used as an attachment to the CCF.</p> <p>The Originator of CCF shall discuss with the Department Manager regarding the Customer complaint and both are to validate the nature and source of the complaint. Upon completion of Part 1 CCF, the originator shall hand over the CCF to the respective Department Managers.</p>	CCF Originator	Part 1 CCF
3	<p><b>Part 2 CCF:</b> The Department Manager shall carry out investigation and take immediate disposition actions by adopting corrective action to eliminate the non-conformance in order to resolve the complaint. Upon completion of action taken, the Department Manager is to fill up Part 2 CCF accordingly and hand over the CCF to the originator for verification of action taken.</p>	Department Manager	Part 2 CCF

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4	<b>Part 3 CCF:</b> The originator of CCF shall carry out re-inspection on the corrective action taken by the Department Manager such as repair or reworks performed. If necessary, use relevant inspection checklists to verify the action taken and complete Part 3 CCF accordingly.	CCF Originator	Part 3 CCF
5	<b>Part 4 CCF:</b> PM/MM shall then request the Customer or their representative to acknowledge in Part 4 CCF on the actions taken to resolve their complaint. This is done provided that the Customer or their representative insists to acknowledge the action taken to resolve their complaint in record. Part 4 may be left blank if there is no requirement for such acknowledgement.  Upon completion of Part 4 CCF, SME shall submit to IM for closing action in Part 5 CCF.	PM/MM	Part 4 CCF  Part 5 CCF
6	<b>Part 5 CCF:</b> In Part 5 CCF, IM shall determine as to whether there is a need for referral action. If referral is required, the CCF shall be recorded accordingly and to follow up for closure.  IM shall inform Managing Director (MD) regarding the complaint and action taken to resolve the complaint for final closure.  Upon completion of Part 5 CCF, IM shall compile the CCF for data or statistical analysis and file the CCF as per Company Filing Index (CFI). Prior to the Management Review meeting, IM is to summarize all Customer complaints and actions taken for further review.	IM	Part 5 CCF  Analysis of Data & Process Improvement Action Procedure, Management Meetings Procedure, CFI

End