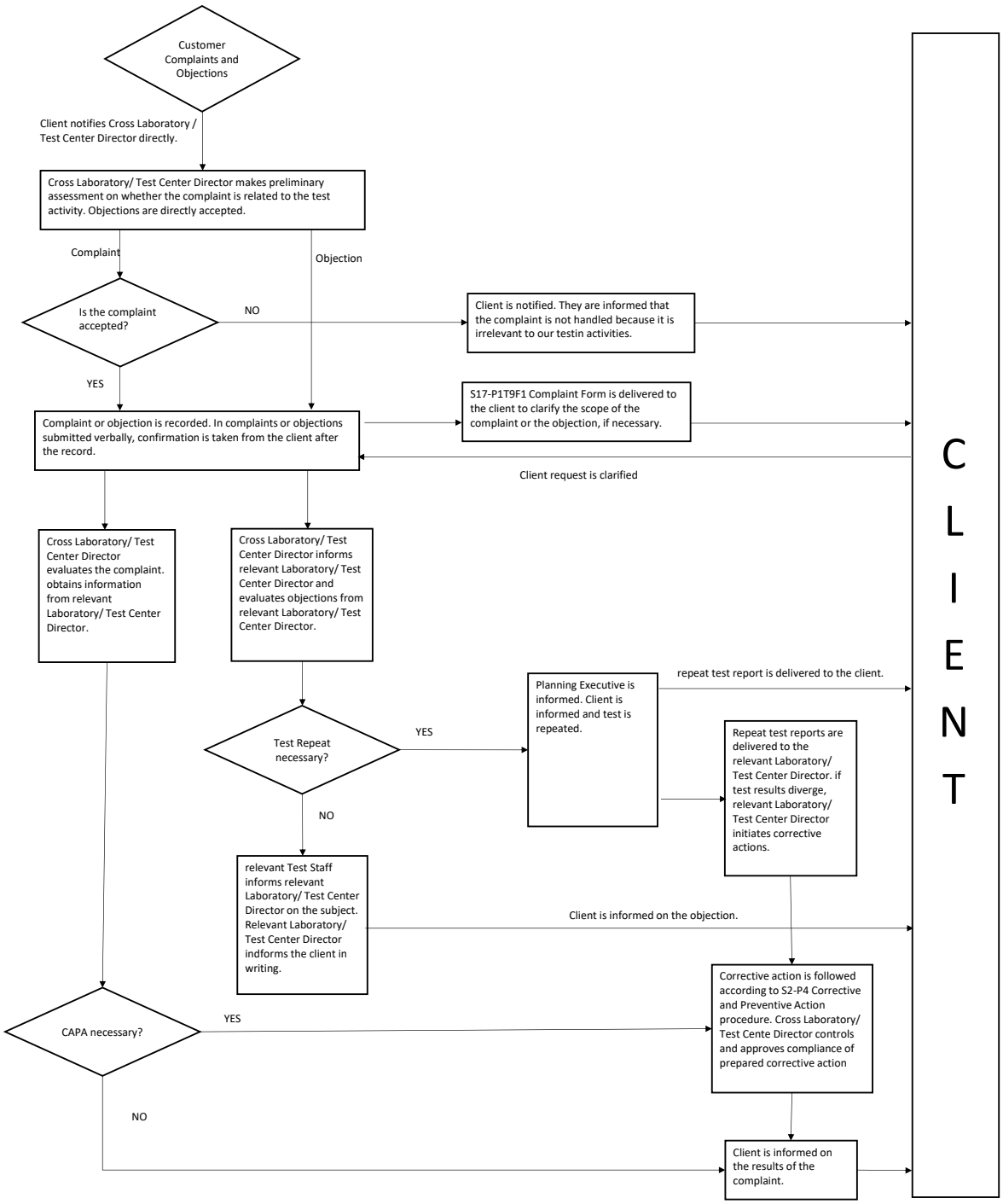
Customer Complaints and Objections
Client notifies Cross Laboratory / Test Center Director directly.
Cross Laboratory/ Test Center Director makes preliminary assessment on whether the complaint is related to the test activity. Objections are directly accepted.
Complaint
Objection
Is the complaint accepted?
NO
Client is notified. They are informed that the complaint is not handled because it is irrelevant to our testin activities.
YES
S17-P1T9F1 Complaint Form is delivered to the client to clarify the scope of the complaint or the objection, if necessary.
Complaint or objection is recorded. In complaints or objections submitted verbally, confirmation is taken from the client after the record.
Client request is clarified
Cross Laboratory/ Test Center Director evaluates the complaint. obtains information from relevant Laboratory/ Test Center Director.
Cross Laboratory/ Test Center Director informs relevant Laboratory/ Test Center Director and evaluates objections from relevant Laboratory/ Test Center Director.
repeat test report is delivered to the client.
Planning Executive is informed. Client is informed and test is repeated.
Test Repeat necessary?
YES
Repeat test reports are delivered to the relevant Laboratory/ Test Center Director. if test results diverge, relevant Laboratory/ Test Center Director initiates corrective actions.
NO
relevant Test Staff informs relevant Laboratory/ Test Center Director on the subject. Relevant Laboratory/ Test Center Director indforms the client in writing.
Client is informed on the objection.
Corrective action is followed according to S2-P4 Corrective and Preventive Action procedure. Cross Laboratory/ Test Cente Director controls and approves compliance of prepared corrective action
CAPA necessary?
YES
NO
Client is informed on the results of the complaint.
CLIENT