
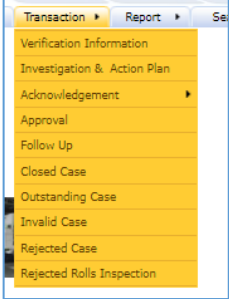
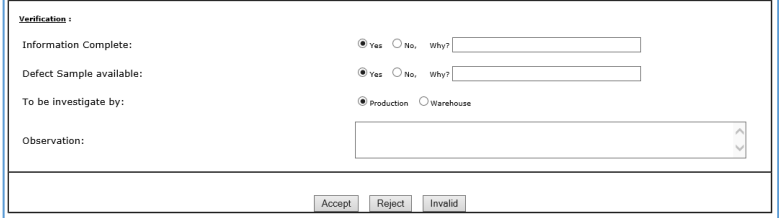
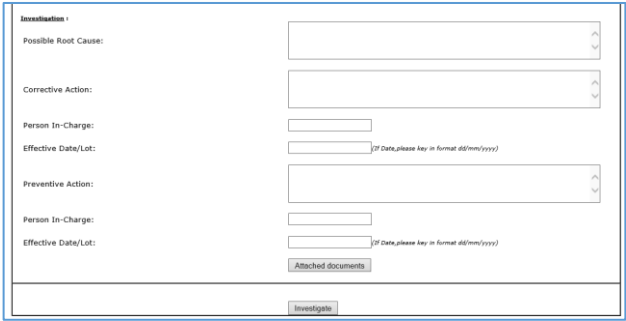


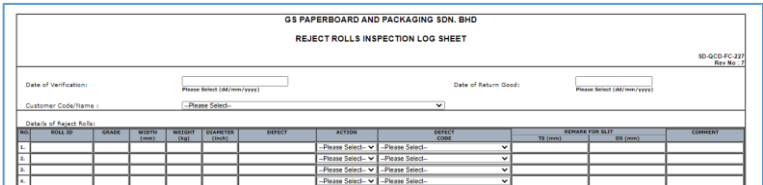
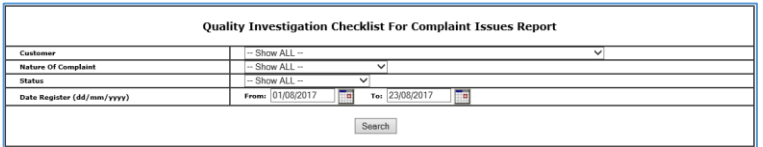


User Manual for Customer Complaint System

Step	PIC / Main User	Additional References / Details
<p><u>User login</u></p> <p>Paper Mill Staff Default setting Username: employee ID Passwords: IC number</p> <p>Packaging Plant Staff Default setting Username: Customer Code Passwords: Password@123</p>	<p>Admin</p>	<p>Paper Mill Staff **Same user login information with Paper Mill E-claim system.</p> <p>Packaging Plant Staff Customer code – code assigned by GSPP for all the sales and purchase business with customer.</p>
<p><u>Entry ----New Case</u></p> <p>Key in information on the complaint cases</p> <p>Username & Register date are auto capture base on login information</p> <p>Quantity of defect is mandatory field before proceed to submit the new case.</p> <p>New function added—“draft” You able to save draft and retrieve the necessary information before proceed to submit the new case.</p> <p>“Draft” will only save in the system and only able edit by the same userID.</p> <p>Once “Submit” then only the new case will proceed for further investigation</p>	<p>Sales Person/ Customer</p>	

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<p>Transaction</p> <p>Transaction lay out the investigation flow by each responsible section</p> <ol style="list-style-type: none"> 1. Verification Information <ul style="list-style-type: none"> - To check information register vs defect samples received are tally, confirm the required information are in place for further investigation. 2. Investigation & Action Plan <ul style="list-style-type: none"> - Action / checking by relevant section person-in-charge 3. Approval <ul style="list-style-type: none"> - Approval by GM 4. Follow Up <ul style="list-style-type: none"> - 2 months after reply date. Customer are free to raise up their feedback after our reply. 5. Closed Case <ul style="list-style-type: none"> - After 2 months of reply date, no further feedback received = case closed. - System will auto direct to closed case once reach the set time frame. 6. Outstanding Case <ul style="list-style-type: none"> - After 2 months of reply date, feedback received from customer = case outstanding & need follow up 	<p>TQD</p> <p>Feedback by Production, Warehouse or any relevant section, update by TQD</p> <p>TQD HOD</p> <p>Sales Person</p> <p>Auto (by system setting)</p> <p>Sales Person/ TQD</p>	 <p>Transaction Report Se</p> <ul style="list-style-type: none"> Verification Information Investigation & Action Plan Acknowledgement Approval Follow Up Closed Case Outstanding Case Invalid Case Rejected Case Rejected Rolls Inspection  <p>Verification :</p> <p>Information Complete: <input checked="" type="radio"/> Yes <input type="radio"/> No, Why? <input type="text"/></p> <p>Defect Sample available: <input checked="" type="radio"/> Yes <input type="radio"/> No, Why? <input type="text"/></p> <p>To be investigate by: <input checked="" type="radio"/> Production <input type="radio"/> Warehouse</p> <p>Observation: <input type="text"/></p> <p>Accept Reject Invalid</p>  <p>Investigation :</p> <p>Possible Root Cause: <input type="text"/></p> <p>Corrective Action: <input type="text"/></p> <p>Person In-Charge: <input type="text"/></p> <p>Effective Date/Lot: <input type="text"/> <small>(If Date, please key in format dd/mm/yyyy)</small></p> <p>Preventive Action: <input type="text"/></p> <p>Person In-Charge: <input type="text"/></p> <p>Effective Date/Lot: <input type="text"/> <small>(If Date, please key in format dd/mm/yyyy)</small></p> <p>Attached documents</p> <p>Investigate</p>  <p>Approval</p> <p>Name: <input type="text"/></p> <p>Date: <input type="text"/></p>  <p>Follow up (within 2 months from Approved Date)</p> <p>NCR reply to customer: <input checked="" type="radio"/> Accept <input type="radio"/> Reject <input type="text"/></p> <p>Do you need QC to follow up?: <input checked="" type="radio"/> Yes <input type="radio"/> No</p>

Step	PIC / Main User	Additional References / Details
<p>7. Invalid Case</p> <ul style="list-style-type: none"> - Roll ID not valid & no further information given on the correct Roll ID - Information registered not tally with the defect samples received. No further information able to provide after requested. <p>8. Rejected Case</p> <ul style="list-style-type: none"> - Information such as Roll ID & defects are wrongly key in into system. <p>After confirm the defects & Roll ID, adjust back the information and re-submit</p> <p>9. Rejected Rolls Inspection</p> <ul style="list-style-type: none"> - To register the rejected and returned rolls. - To record the defect and action taken of returned roll (Eg. Re-pulp, Re-slit, Downgrade and others) 	<p>TQD</p> <p>TQD/ Sales Person</p> <p>TQD</p>	
<p>Report</p> <ul style="list-style-type: none"> - Search function to facilitate summary of complaint case - Use by TQD 	<p>TQD</p>	
<p>Search</p> <ul style="list-style-type: none"> - Search function to facilitate customer to trace the progress on complaint case raised. - Use by customer 	<p>Customer</p>	