User Manual for Customer Complaint System

Step	PIC / Main User	Additional References / Details
<u>User login</u> Paper Mill Staff Default setting Username: employee ID Passwords: IC number	Admin	Paper Mill Staff **Same user login information with Paper Mill E-claim system.
Packaging Plant Staff Default setting Username: Customer Code Passwords: Password@123		Packaging Plant Staff Customer code – code assigned by GSPP for all the sales and purchase business with customer.
EntryNew Case		
Key in information on the complaint cases Username & Register date are auto	Sales Person/ Customer	Loged On: MORI WAILENC Home Admin , Master , Entry , Transaction , Report , Logad
capture base on login information		Quality Investigation Checklist for Customer Complaint SD-QCD-FC-187 Rev No : 3
Quantity of defect is mandatory field before proceed to submit the new case.		Username: NGOH WAN LING Complaint Date/ Occurance Date: Plass Silect (dd/mm/yyy) Register Date: 31/07/2017 Visit Date: Plass Silect (dd/mm/yyy) Sales Person: Plesse Select- Previous Complaint No: Customer Code/Name : Plesse Select- Nature of Complaint Rolls:
New function added—"draft" You able to save draft and retrieve the necessary information before proceed to submit the new case. "Draft" will only save in the system	au able to save draft and retrieve e necessary information before beced to submit the new case. raft" will only save in the system d only able edit by the same erID.	DO Number
Once "Submit" then only the new case will proceed for further investigation		Packasing Plant Process Flow + Handling: Storage: Issues: Datt Submit Reset Copride& 2017 br 06 Papehand & Packaging Ede. Md.

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Transaction Transaction lay out the investigation flow by each responsible section		Transaction Report Se Verification Information Investigation & Action Plan Acknowledgement > Approval > Follow Up Closed Case Outstanding Case > Investid Case Rejected Case Rejected Rolls Inspection >
 Verification Information To check information register vs defect samples received are tally, confirm the required information are in place for further investigation. 	TQD	Yerification : Information Complete: Defect Sample available: Image: Sample availabl
 Investigation & Action Plan Action / checking by relevant section person-in- charge 	Feedback by Production, Warehouse or any relevant section, update by TQD	Jamesikation / Possible Root Cause: Corrective Action: Corrective Action: Person In-Charge: Effective Date(lot: Preventive Action: Preventive Action: Preventive Action: Effective Date(lot: Description Effective Date(lot: Description Iffective Date(lot: Description Iffective Date(lot: Description Immediation Immediation
3. Approval - Approval by GM	TQD HOD	Arectand Name: DNe:
 Follow Up 2 months after reply date. Customer are free to raise up their feedback after our reply. 	Sales Person	Enflow us_Lotthin 2 meeting from Asperved Bote1 NCR reply to customer:
 5. Closed Case 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. 	Auto (by system setting)	
 Outstanding Case After 2 months of reply date, feedback received from customer = case outstanding & need follow up 	Sales Person/ TQD	

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 7. Invalid Case 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. 	TQD	
 8. Rejected Case Information such as Roll ID & defects are wrongly key in into system. After confirm the defects & Roll ID, adjust back the information and re- submit 	TQD/ Sales Person	
 9. Rejected Rolls Inspection 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) 	TQD	OS PAPEREDARD AND PACKAGING SON. BHD REJECT ROLLS INSPECTION LOG SHEET Source of the state
Report - Search function to facilitate summary of complaint case - Use by TQD	TQD	Quality Investigation Checklist For Complaint Issues Report Castemar Show AlL V Nature Of Complaint Show AlL V States Show AlL V Date Register (dd/mm/yyyr) Frees: 01(08/2017) Test
Search-Search function to facilitate customer to trace the progress on complaint case raisedUse by customer	Customer	Rature of Compliant: Show All - V Bate V Bate (dd/nm/yrry): Fem: 0(0)(2)) Te: [2](0)(0)(1) Fem: [2](0)(0)(1)