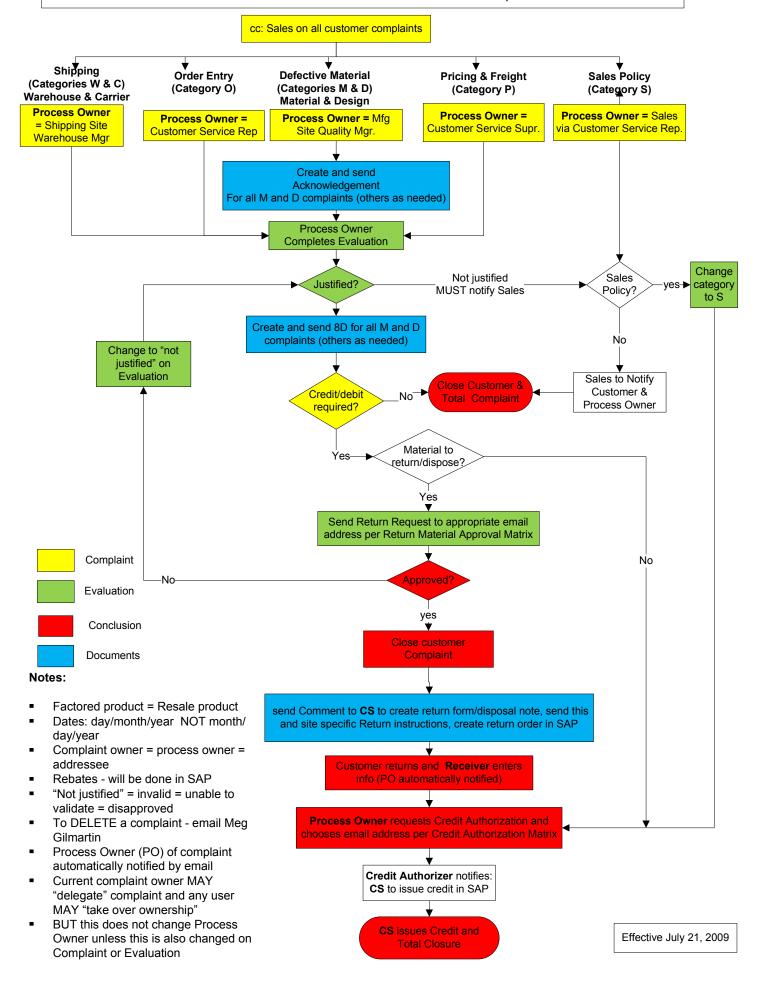
## **NA Customer Complaint Process Flow**

Individual who "discovers" nonconformance initiates Customer Complaint and "submits"



## Supplier Complaint Process Flow Rev Date: 11/17/2008

