

GUIDELINE TO FILL UP CCAR (COMPLAINT CORRECTIVE ACTION REPORT)

RESPECTIVE FACTORY QA - SECTION I & II

- QA to *fill up CCAR SECTION I & II* after *received complaint from marketer* .
- To *cc to QTC team for monitoring purpose* .

Immediately

DEPARTMENT AT FAULT - SECTION III (Part A)

- DEPARTMENT AT FAULT to fill up CCAR **SECTION III (Part A)** :
To *come out with corrective / preventive action answer together with the evidence ie photo , training material , procedure etc (7 working days)*

7 working days

RESPECTIVE FACTORY QA - SECTION III (Part B)

- Respective factory QA to *verify all corrective actions that declared by department fault after according their estimate completion date (within 7 working days)* .

7 working days

RESPECTIVE FACTORY QA - SECTION IV

- Respective factory QA to *do a final review and overall rating point on finding* for SECTION III (Part B)

1 working day

HOF

- HOF must *comment on the findings whether satisfactory or not with the findings and approve it within 1 working day* .

Disapproved

Approved

RESPECTIVE FACTORY QA

- Send hard copy for QA HQ for acknowledgement purpose* .
- Also *send copy of complaint report (CCAR) to QTC and keep original copy for filing purpose.*

15 working days

QA / QTC

- Update the CCAR at record for monitoring purpose* .