
	GILES CHEMICAL ~ PREMIER MAGNESIA		
	Company Procedure		
	Title: Slurry Complaint and CAPA	Number: Q14-PR-200-026	
	Owner: Deborah Durbin	Revision: 0	
	Effective Date: 02/10/14	Page: 1 of 2	

Complaint and Corrective/Preventive Action Report

To be completed by Quality:

Date:	Report #:	Assigned to:
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To be completed by Sender:

Initiated by:	Customer Name:
Location:	Feed Unit#:
Regional Mgr Name:	Product Name:
Production Plant:	Slurry Lot #:
BOL#:	Delivery Date:

Nature of Complaint (please be specific):

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Submission Instructions:

☐ **Digital Pictures/Video of:**

1. Minimum of (3) digital pictures capturing the QA/QC problem; for example, of any foreign materials/debris found, plugged hoses/pumps/tanks due to high viscosity, etc.
2. Digital camera or cell phone video (10 seconds maximum) of slurry taken through the top of the Feed Unit access hatch of the top level of slurry with several drops of red food coloring dye to indicate mixing action/contrast OR video of QA/QC area of concern.

Send above picture/video and completed form to the following:

- pjones@gileschemical.com ; 828-452-4784 x-44
- mshand@premiermagnesia.com ; x-41
- ddurbin@gileschemical.com ; x-33
- mhaynes@gileschemical.com ; x-48

☐ **Samples:**

1. (1) quart (plastic wide-mouth screw top jar/tight & taped) of slurry in question. This could be from the bottom of the Feed Unit, pump hose, or suction line.
2. A second (1) quart (plastic wide-mouth screw top jar/tight & taped) of slurry taken (through the top of the Feed Unit access hatch) from the top level of the Feed Unit.
3. Clearly label samples with appropriate information.

Send above samples and a copy of the completed form to the following:

Giles Chemical/Premier Magnesia, LLC
 102 Commerce Street
 Waynesville, N.C. 28786
 ATTN: QA Lab

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Name	Title	Signature	Date
	Manufacturing Engineer		
	Director of Quality		
	Director Operations		
	Director of Research		

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