

**GILES CHEMICAL ~ PREMIER MAGNESIA****Company Form**Title: **Training Log – New Hire – CSR - Quiz**Number: **P17-FM-100-061**Owner: **Gina Kelley**Revision: **0**Effective Date: **09/20/17**Page: **1 of 1**

Employee: \_\_\_\_\_ Position: \_\_\_\_\_ Area: \_\_\_\_\_ Hire Date: \_\_\_\_\_

- 1)\_\_\_\_ T/F The first document that should be completed when a customer complaint is received is Complaint In-Take Information and Initiation form.
- 2)\_\_\_\_ T/F CSR should not include any special instructions or communication restrictions needed.
- 3)\_\_\_\_ T/F The CSR will fill out the top portion of the Returned Products Report.
- 4)\_\_\_\_ T/F CSR will communicate with the customer to arrange freight for the Returned Product.
- 5)\_\_\_\_ T/F The CSR does not have to notify Quality of Returned Product.
- 6)\_\_\_\_ T/F CAPA is a fundamental management tool that is an essential element of the Giles Quality System.
- 7)\_\_\_\_ T/F SCR stands for Special Customer Requests.
- 8)\_\_\_\_ T/F The SCR sheets are found on the Giles Website.
- 9)\_\_\_\_ T/F A copy of the SCR sheet should be included with the pick list and the manufacturing order.
- 10)\_\_\_\_ T/F Quality should not be notified of products that need to be tested or need special auditing.
- 11)\_\_\_\_ T/F Quality will initial and date each load on the COL after the daily SCR Audit.
- 12)\_\_\_\_ T/F The COL should include the item count and SCR number for each customer.
- 13)\_\_\_\_ T/F Data Safety Sheets can be found on the Giles Website.
- 14)\_\_\_\_ T/F Technical Specification are not found on the Giles Website.
- 15)\_\_\_\_ T/F Blanket COA's can be found on the Document System and can be edited by the CSR.
- 16)\_\_\_\_ T/F Questions and Surveys should only be completed by the CSR.
- 17) Pick one: Shipping a sample to a customer should include:
  - A) COA
  - B) Data Safety Sheet
  - C) Technical Specifications
  - D) All of the Above
- 18)\_\_\_\_ T/F All customer questions should be routed to the Quality Department.

Quality Associate: \_\_\_\_\_ Date: \_\_\_\_\_

**Controlled Document**

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