


	PREMIER MAGNESIA - GILES CHEMICAL			
	COMPANY PROCEDURE / FORM			
	Reporting Customer Complaint	Page : 1 of 5	Revision : 04 Date : 9/23/11	
	Author: Deborah Durbin	Plant: Waynesville, Greendale	Area: Quality	

Safety: None

Purpose: The purpose of this procedure is to ensure Giles Chemical is handling and responding to customer complaints in a timely and efficient manner.


Procedure:


- 1) When a customer calls in with a complaint, he or she should be referred directly to the Customer Service Representative (CSR) that handles his or her account.
- 2) The CSR will fill out a *Customer Complaint Initiation Form* asking the customer's name, title, and phone number.
- 3) The CSR will ask if the complaint coincides with a Bill of Lading (BOL) and record the date on the BOL if applicable.
- 4) The CSR will ask the customer what the problem is with the load and write down as much and as detailed information as possible.
- 5) The CSR will always obtain Marketing authorization for further customer contact; preferably the signature of the National Sales Manager. If unavailable, obtain signature from the President or Director of Manufacturing.
- 6) The CSR will send scanned copies of the *Customer Complaint Initiation Form* to the appropriate people including the Director of Quality. The original copy will be placed in the Director of Quality's mailbox who will coordinate the investigation.
- 7) Upon receipt of the *Customer Complaint Initiation Form* , the Director of Quality will contact customer, if necessary, and may request samples or pictures from customer. The complaint may be voided if customer cannot provide samples or pictures substantiating the complaint.
- 8) After reviewing complaint, Director of Quality will assign investigation to appropriate department. Director of Quality will only aid in, not perform, investigation if incident if a production or mechanical issue. Production Manager, Process Engineer, and/or Maintenance Manager will perform these types of investigations.
- 9) The investigation team will meet to determine corrective actions.
- 10) When investigation is complete, Director of Quality or Sales Rep will contact customer to make them aware of the corrective actions and send a copy of the investigation report, if appropriate.
- 11) The Director of Quality will notify the originating CSR and National Sales Rep (who will notify sales rep) when the investigation has been closed.

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- 12) The *Customer Complaint Initiation Form* and all supporting documentation will be filed in the Quality Department.

- 13) Any customers requesting credit or return of non-conformance product should be directed to the Sales Representative. Any credit or return of non-conformance product must have final approval from National Sales Rep or the President.

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CUSTOMER COMPLAINT INITIATION FORM

COMPANY: _____

NAME/TITLE: _____

PHONE/EMAIL: _____

SUPPLIER/LOCATION: _____

TRAILER/RAILCAR #: _____

COMPLAINT: _____

BILL OF LADING: _____

DATE OF SHIPMENT: _____

MARKETING AUTHORIZATION TO CONTACT CUSTOMER:

(Date)

CSR: _____ (Date)



GILES SALES PERSON: _____

AMOUNT TO CREDIT CUSTOMER (if applicable): _____

COST OF CLAIM TO GILES: _____

DATE INVESTIGATION COMPLETED: _____

DATE CSR, MARKETING, SALES NOTIFIED OF COMPLETION: _____

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TRAINING DOCUMENTATION

	EMPLOYEE	TITLE	SIGNATURE	DATE
1				
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Revision Number	Revision Date	Revision Author	Revision Description
00	01/29/2007	SL/TM	New Document
01	09/16/2008	SL	Remove word Corporation from Document. Place document on new form and fix header. Added to step #7 Quality Manager will request pictures and samples from customer. Quality Manager has right to void complaint if customer does not provide sample or pictures.
02	05/04/2010	SL/PT	Added 13) Any customers requesting credit or return of non-conformance product should be directed to the Sales Representative. Any credit or return of non-conformance product must have final approval from President or Business Manager (In this case would be Dan Dougherty)
03	09/07/2010	SL	1) -Added 6) The CSR will obtain authorization in case of swap sales from Marketing. In the event that CSR can not retrieve information the Quality Manager will obtain the authorization.
04	09/08/11	DD	Revised whole procedure