

GILES CHEMICAL		
COMPANY PROCEDURE		
Standard Operating Procedure	Page : 1 of 2	Revision : Date :05/08/08
Author: Mike Wyatt	Title: RETURNED CRYSTAL PRODUCT	

Purpose or Objective: The purpose of this is procedure is to ensure employees know how to handle returned crystal product.

Procedure:

1. When a customer determines that they have a problem with an order of crystal, they contact the appropriate Customer Service Representative (CSR).
2. The CSR fills out the Customer Complaint Incident Investigation Initiation form and submits it to the Quality/Safety Manager.
3. The Quality/Safety Manager then contacts the customer for the details of the problem.
4. Depending on what conclusions are reached at this time, the complaint can be dismissed or forwarded back to the CSR for further action.
5. The CSR then contacts the customer to determine if a credit is to be issued or the product needs to be replaced.
6. If the product needs to be replaced, the CSR then arranges for a carrier to pick up the product from the customer and return it to the plant.
7. The CSR then contacts the Plant Manager or the Production Manager and informs them that a return has been approved and will be coming to the plant.
8. Once the product is returned, the Warehouse Attendant or the Giles employee unloading the truck will sign for the return; retain a copy of the Bill of Lading plus any other freight related paperwork involved.
9. The returned product is then examined by the Production Team and a determination is made as to why the problem occurred.
10. If the product is determined to be unusable, it will then be taken to the re-melting pot for recycling.
11. The Bill of Lading and other freight paperwork is then given to the Production Manager who in turn will pass it on to the CSR involved.
12. The CSR will then complete any remaining accounting related paperwork.

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TRAINING DOCUMENTATION

	EMPLOYEE	TITLE	SIGNATURE	DATE
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