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:

1. COA
2. Data Safety Sheet
3. Technical Specifications
4. All of the Above

18)\_\_\_\_T/F All customer questions should be routed to the Quality Department.

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