1. TRUE
2. FALSE – CSR should include any special instructions.
3. TRUE
4. TRUE
5. FALSE – The CSR must contact Quality to notify of returned product.
6. TRUE
7. TRUE
8. TRUE
9. TRUE
10. FALSE - Quality should be notified of products that need to be tested or need special auditing.
11. TRUE
12. TRUE
13. TRUE
14. FALSE - Technical Specification are found on the Giles Website.
15. TRUE
16. FALSE - Questions and Surveys should be completed by each department responsible for the questions.
17. Pick One: Shipping a sample to a customer should include:
18. COA
19. Data Safety Sheet
20. Technical Specifications
21. **All of the Above**
22. FALSE – CSR should handle customer questions and should use the Quality Department as a resource.