

## **Step 1: Receive Customer Complaint**

Customer reports issue via email/call/portal.

Quality department logs those details.

## **Step 2: Create Customer Complaint Notification**

**Execute Transaction Code → QM01**

Notification Type → **Q1**

**Fill the following:**

- |               |                                      |
|---------------|--------------------------------------|
| • Customer:   | CUST1001                             |
| • Material:   | FP1001                               |
| • Batch:      | BATCH-2401                           |
| • Reference:  | Delivery 80004567                    |
| • Short Text: | “Customer reported dents in product” |
| • Long Text:  | Add more details                     |

**Enter Defects:**

- Catalog: Defect Types
- Code: V001 (Visual Defect)

## **Step 3: Record Causes**

**Go to Cause Tab → Add Root Cause**

**Example:**

- Cause: MFG02 – Improper handling during production

## **Step 4: Assign Tasks**

Go to **Tasks Tab**

Example Tasks:

<b>Task</b>	<b>Assigned To</b>	<b>Due Date</b>	<b>Description</b>
10	Production Supervisor	+2 days	Inspect returned goods
20	QM Engineer	+3 days	Perform RCA & update CAPA

## **Step 5: Execute Tasks**

Each user processes their assigned task via:

**Transaction → QM02 / QM03**

After completing the task:

- Mark task as “Completed”
- Enter completion text

## **Step 6: Implement Corrective Actions**

Example corrective actions:

- ✓ Replace the damaged product
- ✓ Rework defective unit
- ✓ Modify packaging instructions
- ✓ Provide customer credit if required

Actions are recorded under the **Activities Tab**.

## **Step 7: Close Complaint Notification**

After all tasks and activities are completed:

T-code → **QM02**  
Status → **Complete (NOCO)**

Complaint is closed.