

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:

Task	Assigned To	Due Date	Description
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.