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| <h1>SRI</h1> | | ISO 9001: 2015 Quality Management System Quality Procedure Manual | |
| Document No: SRI-QPM -13 |  | Revision No :02 | |
| Date Issued: 03/04/2017 Revision date: 20/09/2023 | | Page No : 1 of 3 | |
| Title : Procedure for Nonconformity & Corrective Action | | | |

13.0 **PROCEDURE FOR NON CONFORMITY & CORRECTIVE ACTION**

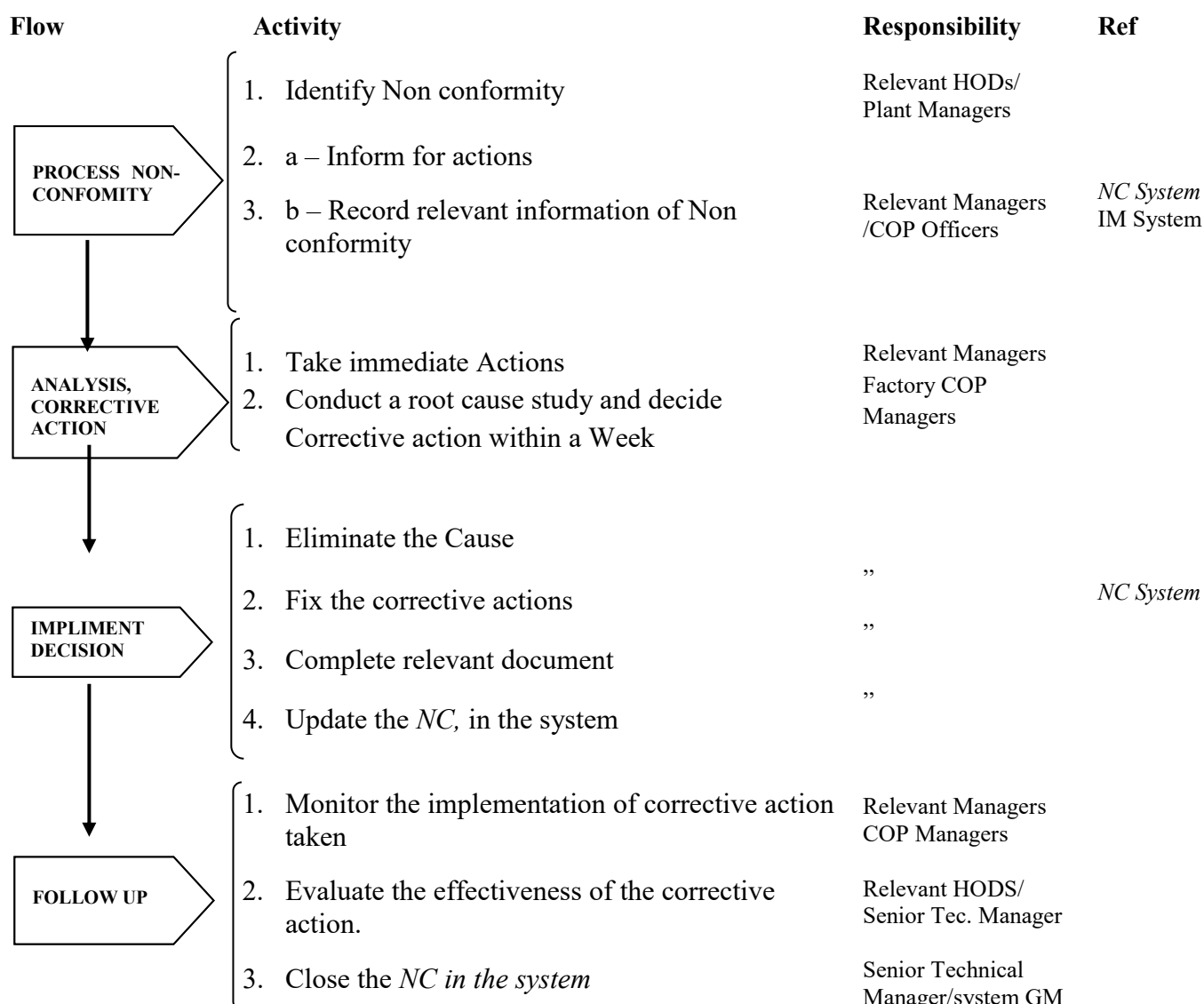
13.1 **SCOPE**

This procedure describes the identification of Non Conformities (NC) and customer complaints, root cause finding, taking corrective action and reviewing the effectiveness of the corrective action

13.2 **RESPONSIBILITY**

The Mangers of the relevant Department

13.3 **PROCEDURE IN-PROCESS NON-CONFIRMITY HANDLING**

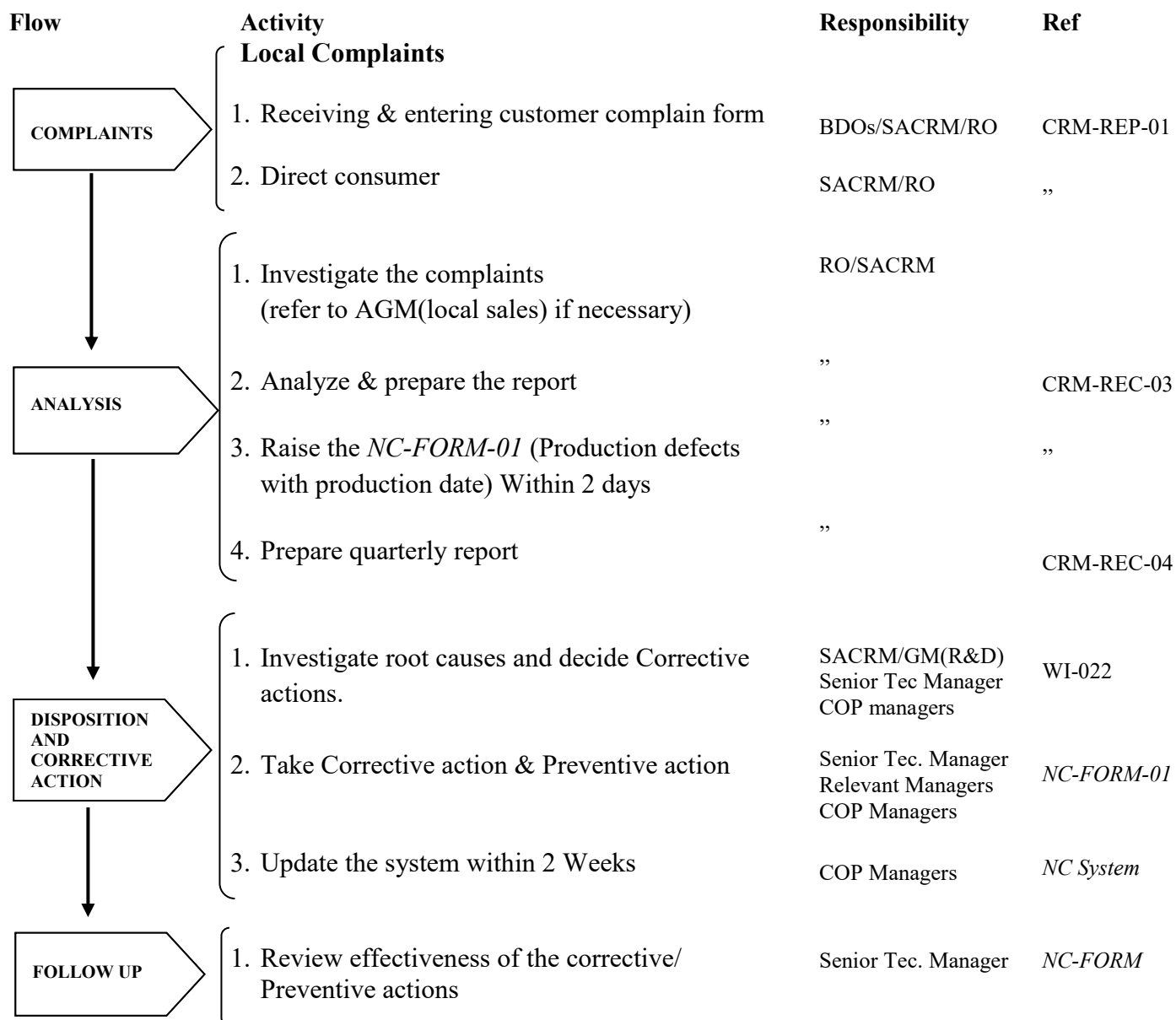


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| | Date | |

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| Document No: SRI-QPM -13 | |  | Revision No :02 |
| Date Issued: 03/04/2017 Revision date: 20/09/2023 | | | Page No : 2 of 3 |
| Title : Procedure for Nonconformity & Corrective Action | | | |

13.4 *PROCEDURE FOR COUSTOMER COMPLAINTS HANDLING*

13.4.1 *PROCEDURE FOR CUSTOMER COMPLAINT (LOCAL)*



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| Document No: SRI-QPM -13 | |  | Revision No :02 |
| Date Issued: 03/04/2017 Revision date: 20/09/2023 | | | Page No : 3 of 3 |
| Title : Procedure for Nonconformity & Corrective Action | | | |

13.4.2 *PROCEDURE FOR CUSTOMER COMPLAINTS HANDLING (Overseas)*

| Flow | Activity Overseas Complaints | Responsibility | Ref |
|--|--|--|---|
| <div>COMPLAINTS</div> | 1. Receiving & Entering customer complaints | Account Manager IM | E-mail / CR-REP-11 |
| | 2. Raise <i>NC-FORM-01</i> attached Fax/E-mail massaging to Senior TM within 2 days | ” | E-Mail |
| | 3. If request 8D root cause report form the customer | ” | <i>NC-REPORT-02</i> |
| <div>INQUARY ANALYSE & CORRECTIVE ACTION</div> | 1. Inquire the complain | | |
| | 2. Analyze and take the corrective action with the help of relevant parties | Senior Tec. Managers | <i>NC System</i> |
| | 3. Update the <i>NC system</i> within 2 Weeks | | |
| | 4. Implement the corrective action | Relevant Manager Relevant COP Managers | E-mail <i>NC-FORM-01</i> |
| <div>FOLLOW UP</div> | 1. Review the effectiveness of Corrective /Preventive actions | Senior Tec. Managers | <i>NC System</i> <i>NC-REPORT-02</i> |

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