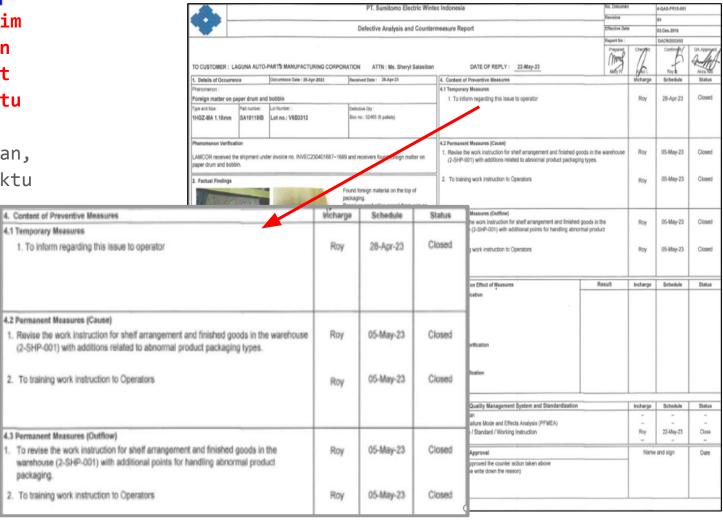
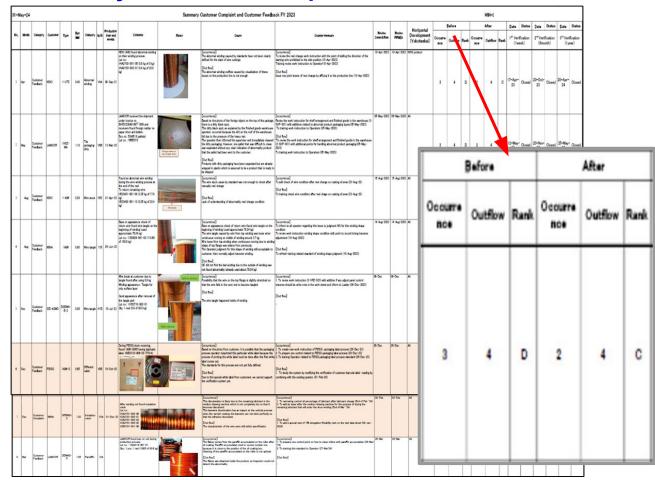
1. Tidak ada klaim dengan penanganan sementara/darurat dalam jangka waktu lama. Penanganan permanen dilakukan, PIC dan batas waktu

penanganan juga jelas. Progres ditelusuri sebagaimana mestinya.



2. Penanganan klaim dievaluasi level jaminan kualitasnya (degree of QA) dan efektivitas penanganannya dicek. Hasil pengecekannya dipahami oleh produksi.

Kemudian, bila level jaminan kualitasnya D dan E, kami menyadari perlu improvement berkelanjutan. **Summary Customer Complaint & Feedback FY 2023**



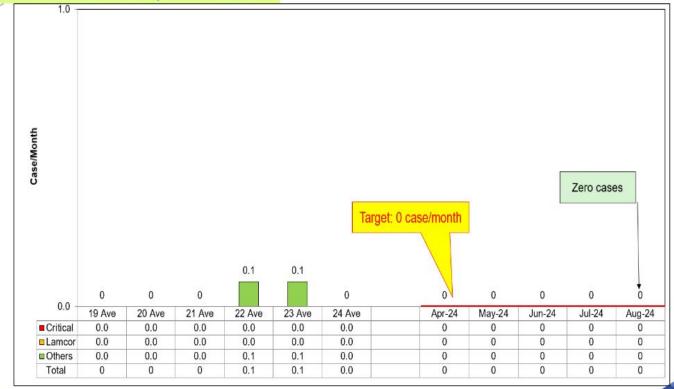
3. Masalah kualitas sebelumnya dan penanganannya secara rutin dikomunikasikan kepada pekerja dilapangan.



4. Kondisi kepatuhan penanganan klaim

31-Ma	31-May-24 Summary Customer Complaint and Customer Feedback FY 2023 WBH-1														7													
No.	W=0.	Centry	Customer	Type	*	Cotago	y M/1	Production Year and month	Contamo	Pate	cu+	Could menus	Broke Omtrid Film	FINEA.	Horizontal Development (Yokotenkai)		Bafore t Occurre nos Outs		Rank		After		Date Sta 1 ^{et} Verificati (Iweek)	ion 2 rd	Infication (month)	Date State 3 rd Verification (Tyear)		
1 3	ar S	Outoner Nedlack	100	Futz	0.40	Recent	ve	A 00-5ap-2	NOTE (AND trund showns which on their winding process. Let not: "WALTER COT DIS kg of S kg! VALCHOOL OCH DIS kg of S kg! VALCHOOL OCH DIS kg of S kg! kg!	A CREAT STATE	Constructs of the description of the section of the section of the description of the section of	Somewhat I was the first of the part of adding the direction of the part of adding the direction of the country and provided to the adding country and provided to the adding country and adding the direction of the country and adding the country and add	10-Apr-2023	10-Apr-202	NDKI product		3	4	D	2	4	c ¹	7-9 Co	sed 20-0 23	Oct- Closed	20-Apr- Close 24	ы	
2)	day of	Customer Tendleck	LAWCOR	11622 MA	1.00	Top packagin dirty	e ve	8 13-War 21	UNICOR received the eliginant under invoice no. Section 162 162 162 and no. Colonia for the first and no. Colonia for the first period on the first no. 162 and first period period (section 162 period period). Let no. 14853333	Regionalis is in the control of the	there is a dirty black spot. This firty black spot, as explained by the finished goods warehouse specietic, occurred because the dist on the roof of the wavehouse field due to the pressure of the heavy size. The seconds than informatike supervisor and immediately cleaned.	Streamens, Make the American Streamens and Stream Streamens, Makes the American Streamens and Streamens Streamen	H		Status erification (week)			+	Date 2 nd Verif						Date 3			
3	Au S	Letimer redack	NOKI	1-436	0.29	No de	a Ht	2 01-Apr-21	Found on dincernal wire winding during the wire winding process at the end of the real To return enrasining wire: 15(2)461-961-961-961-961-961-961-961-961-961-9		[coursecus] The sits status was by standard was not arough to check after amountly set friend; [Out time] Lack of understanding of absormably neal charge condition.	Section 2019. The distribution of the read change on coating of terms (27 Aug 23) (Soci Bas). The section of the read change on coating of terms (27 Aug 23) To tenting think with condition of the read change on coating of terms (27 Aug 23).																
	Aug Ç	Outoner Tes ž eck	MOUA	1ASW	030	Min tay	p. 115	5 26-Je-2	Same on appearance shock of instances in Studies and happing of the shape such happing of the shape such approximate 70,24 kg/l Lut Act. 110,000 000 -02 (110,55 of 193,3 kg)		Excensive) See a speaker other of return view hand wis targle on the beginning of whitely lead approximate. This fig. The see a speaker of the see and the see of the see and the see and the see of the seepar as the setting when continues natural global to which we will be seen of the seepar as seed to the speaker of the seepar as seed to the speaker of the seepar as seed to the seed of the seepar as the seepar as the seed of the seepar as th	Constraints. The first the side question appelling this hase to Julgment MS for this wholling draps and discount of the American coulding draps condition with point to income Grining transverse and another than the 2002 American Contract Contract Contract Contract Contract Contract The contract Contract Contract Contract Contract To order to sociony mixed of contract of a winding phage judgment (10 Aug 2002) To order to sociony mixed of contract of a winding phage judgment (10 Aug 2002)	17-	23		Closed		b	20-00				Closed			-Apr- 24	Close	
5 1	No. 3	Customer ne Besk	50 ASK	Dodawa B-2	0.21	Win Goy	ga HIS	B 10-32-23	offer have a continuer due to waight found that more only 20 by Minding agreement. Transfer for only surface layer. Good agreement after memoral of the targit part. Land no. 110,757-0-000-01 Op., 1 mail (52 of \$2.0 kg)	After street	Concernment of the side on the top finings a slightly desirbed as fine the side of the side on the top finings as slightly desirbed as finite fine and the little send med to become simpled (Conc. the si). The side taught beganned inside of windring	Conservoir U. To make with indexion (2 mTz 402 all tables if asy aging a sent until transversibal the write table in the work should self of the 2000) (Out flow)	12	-Ma	1				20-Nov-						25-	May-		
	See S	lutorur redack	PESS	SANC	Gas	Offices Label	var	8 10-Oct-27	During FEGG store motiving found 1AM-0005 having deficient and VSDOIO-000-02-174-14		Excensive) Mode of the policy from continues. It is possible that the passingle present present reception this passing which had because the policy of the	Constraints 2. To make two such induction of 7000s purchaging label process (26 fbor 25) 2. To pulse two such induction 2000s pulsely label process (26 fbor 25) 2. To pulse two survival inducts 2000s pulsely label process process process (26 fbor 25) 2. To being flower than 1000s pulsely label process proceeded (20 fbor 25) (20 fbor 25) (2		23		Close		d	23				Closed			4	Closed	
7	Dec	Customer Complete	NOVA.	organi C	25 135	Indires costs	an vo	5A 07-0w-0	After winding cell fluend insulation oracle. Let me: V2A2700-000-00 V2A2701-000-00 V2A2701-000-00 V2A2701-000-00 V2A2701-000-00	Maria de la composição de	[primarion2]. This disciously has to the mentions likefunct in the medium density machine which is not completely by the life through the medium density of the life through through the life through through through the life through through the life through through through the life through through through the life through t	Disconnected 1. To remaining control of personalized of administration between the last of find. "It is remaining control of personalized of find." If the remaining control of find the remaining find of find "SO" for purpose remaining find of find." (If the remaining find of find "SO" for the remaining find of find. "SO" for finding the remaining find of find. The remaining find of find the remaining finding fi	29-Aug-		0- 4						20	20-Feb-						
	Mr.	Customer Fee t lack	LAWCOM	2000	128	Paradi	. 13	24	URBOOR front was on self-surp production process Cut ea: 1243014-001-01 Stp: 1 pos. 1 real (1805 of 90 6 k		(common) The files once from the parellel somewhated on the roller offset of the roller of the rolle	10-10-1		23	Closed		b	24			Closed		d					

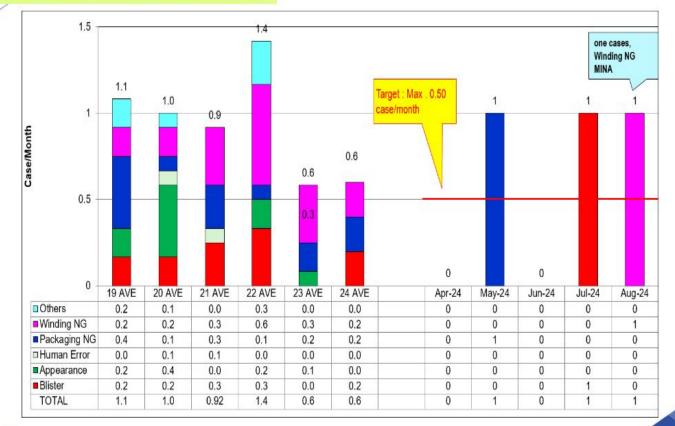
2. Customer Complaint WIN-I







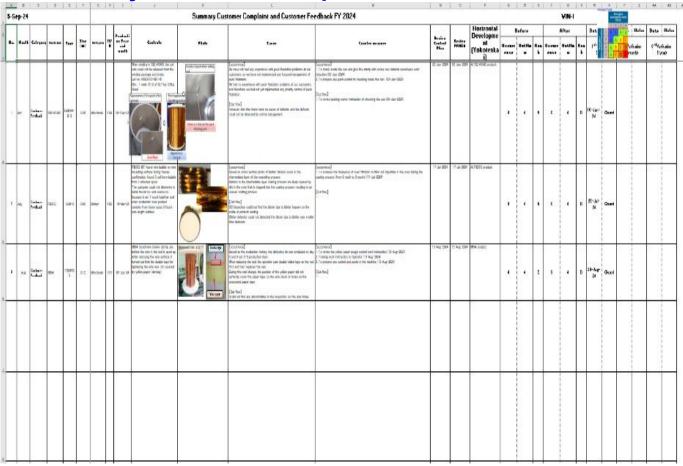
3. Customer Feedback WIN-I







Summary Customer Complaint & Feedback FY 2024



QA will verify Customer
Complaint & Feedback for
past 6 Month and Past 1 year

6. QA - Quality Improvement Activity Plan

Theme	Policy	Activity	PIC		Apr	May	Jun	Jul	Aug	Sep	Remar k
		To conduct 123 patrol	Koko	Р	1	1	1	1	1	1	Follow safety sched ule
0.6.6.0	Zero Accident	(Times)		Α	2	2	2	2	2		
Safety & Environ		To conduct safety speech (Times)	Koko	Р	1					1	
mental				Α	1						
100000000000000000000000000000000000000		To conduct Bell patrol (Times)	Koko	Р	1			1		1	
				Α	1			1			
		To verify past 6 month customer complaint & check effectiveness No. of verification (times)	Wahab	Р	0 (Oct'23)	0 (Nov'23)	1 (Dec'23)	0 (Jan'24)	0 (Feb'24)		
				Α	0	0	1	0	0		1
		To verify past 12 month customer complaint & check effectiveness No. of verification (times)	Wahab	Р	0 (Apr'23)	0 (May'23)	0 (Jun'23)	0 (Jul'23)	0 (Aug'23)		
	Zero			Α	0	0	0	0	0		1
Quality	Complaint & Reducing	To verify past 6 month customer feed back & check effectiveness No. of verification (times)	Wahab	Р	0 (Oct'23)	0 (Nov'23)	1 (Dec'23)	0 (Jan'24)	0 (Feb'24)		
	Feedback			Α	0	0	1	0	0		1
ner		To verify past 12 month customer feed back & check effectiveness	Wahab	Р	1 (Apr'23)	1 (May'23)	0 (Jun'23)	0 (Jul'23)	2 (Aug'23)		
		No. of verification (times)		Α	1	1	0	0	2		1
k fo	r	To strengthen weekly quality patrol	Gatot	Р	4	4	4	4	4	4	-
s t 1 v		(times)		Α	4	4	4	4	4		

Note: ○ = Plan; ● = Actual; →= Postponed



