

QNP	Customer Complaints: WI-87-01
Customer Complaints	<p>Effective Date: 12-6-17 Owner Approval by Andrew Adams, QA Manager on 12-6-17 Management Approval by Craig O. Garneau, President on 12-6-17</p> <p><i>Printed copies of this document are for information purposes only and are uncontrolled. Printed copies are not valid after the date of printing.</i></p>

1. PURPOSE

To establish a consistent process for resolving customer complaints at QNP.

2. RESPONSIBILITY

The table below identifies QNP personnel and their responsibility relating to this procedure:

Person	Responsibility
Customer Service Personnel	<p>Initial point of contact for customers regarding product quality and service issues.</p> <p>Initiate an Escape Form, FM-87-01, in response to a customer complaint.</p> <p>Forward correspondences and information regarding customer complaints to the quality assurance team</p>
Quality Assurance Personnel	<p>Issue Return Material Authorizations (RMA's) to customers.</p> <p>Resolve and follow up on logged complaints to the customer's satisfaction.</p>
Quality Assurance Manager	<p>Ensure customer complaints are processed in an efficient and timely manner.</p>
Production Review Board (PRB)	<p>Generates corrective action requests, evaluates risk, and schedules audits based on reviews of customer complaint data.</p>

3. APPLICABLE FORMS OR REFERENCES

The table below identifies the code number and title of documents and references applicable to this procedure;

Form/Reference Number	Title
AS9100	Quality Management Systems - Requirements for Aviation, Space and Defense Organizations
OP-87-01	Control of Nonconforming Outputs
FM-87-01	Escape Form

4. General

4.1 - Customer service personnel and members of the quality assurance team are authorized to take immediate action to resolve customer complaints.

4.2 - Escape Form, FM-87-01 is the document used to record customer complaints and track follow up activities.

4.3 - Nonconforming product is controlled per OP-87-01 Control of Nonconforming Outputs.

4.4 - Customers must be notified immediately (not to exceed 24 hours) of any suspected nonconforming product that have been shipped regardless of destination.

4.5 - Trends in customer complaints shall be reviewed during Management Review Meetings, and used as a measure of customer satisfaction. Action shall be taken in response to trends in repeating nonconformances.

5 Processing a Customer Complaint

Use numbered lists and tables to outline the policies and procedures for this operating procedure

Step	Action	Person(s) Responsible
1.	Customer contacts QNP regarding a product quality or service concern.	Customer
2.	Gather information and evidence during the initial customer contact. Provide initial feedback to the customer as appropriate.	Customer Service or Quality Assurance Personnel

3.	<p>Record information regarding the customer complaint on Escape Form, FM-87-01. Including;</p> <ul style="list-style-type: none"> • The relevant Shop Order or Purchase Order Number • Part Number • Customer Name • Contact Name & Information • Description of the suspected problem/non-conformance 	Customer Service or Quality Assurance Personnel
4.	Forward the Escape Form, FM-87-01 and any relevant information to a member of the Quality Assurance Team.	Customer Service or Quality Assurance Personnel
5.	<p>Ask: Does the customer need to be contacted for additional information and/or samples?</p> <ul style="list-style-type: none"> • If "Yes", go to Step 6. • If "No", go to Step 8. 	Quality Assurance Personnel
6.	Contact the customer and obtain information. Issue a Return Authorization Number if necessary.	Quality Assurance Personnel
7.	<p>Evaluate samples when they are returned.</p> <p>Control and dispose of samples as appropriate per OP-87-01, Control of Nonconforming Outputs</p>	Quality Assurance Personnel
8.	<p>Provide customer with feedback regarding the handling of the complaint as appropriate.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Parts are to be remade or reworked. • Contract is to be amended • Blueprint specifications are to be revised. • Customer CAR to be completed and returned 	Quality Assurance Personnel
9.	Process the Escape Form, FM-87-01 to maintain a record of the action taken and follow up requirements. Ensure the complaint has been resolved to the customer's satisfaction.	Quality Assurance Personnel

6. RECORDS/OBJECTIVE EVIDENCE

The retention duration for records referenced in this procedure are available on-line in the FM-75-01 Master Document List with Revision History.

Records are maintained in accordance with OP-75-01 Control of Documented Information.

7. REVISION HISTORY

Revision, approved date, effective date, and a document change summary for this document is located on-line in the FM-75-01 Master Document List with Revision History.