

Procedure

Customer Complaints and RGAs for Corrective & Preventive Action P8.5.2/3-4

Rev. C

Approved By: Mike Orsini, Quality Manager
Date: 10/29/2002
Purpose: To document procedure for customer complaints.
Scope: All corrective and preventive action for customer problems.
Authority: The Quality Manager has the authority to change or modify this procedure.

Reference Documents and Records

- Policy Element 8.5.2 Corrective action and 8.5.3 Preventive action
- Customer Returned Product - Non-Conforming Product Procedure P8.3-3
- Corrective and Preventive Action P8.5.2/3-1
- Quality Records Procedure P4.2.4

Change History

Date	Change	Rev	By
03/19/97	Initial release	A	MO
12/03/98	Revised Para.3 changed name of database. Revised remaining paragraphs and added reference to Proc. 14.4-1.	B	MO
10/29/2002	Updated to the ISO 9001:2000 requirements and flowcharted.	C	MO

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