

# Procedure Customer Complaints Corrective & Preventive Action P8.5.2-3-4 Rev. E

**Approved By:** Michael Orsini, Quality Manager

**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

<b>Date</b>	<b>Change</b>	<b>Rev</b>	<b>By</b>
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
3/30/04	Updated procedure to reflect computer program now used to track complaints.	D	MO
9/27/08	Update to reflect use of Nonconformance / CAPA software to also track complaints.	E	CW

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

