CUSTOMER COMPLAINTS FLOWCHART
FROM CUSTOMER INITIATION TO TASK COMPLETION

imls INC.
Incalsys Metrology & Laboratory Service Inc.

CUSTOMER

STEP 1

COMPLAINT/S RECEIVED THRU EMAIL OR CALL OR FAX
EMAIL: calabsales@ics-metrology.com
Fax No. +632 8697 2475
Note: If via call, the receiving employee must send an email stating the complaint

STEP 2

Complaint recipient to acknowledge the complaint/s. Advising the complainant that a response will be made within 3 to 5 working days

STEP 3

Complaint to be forwarded to the Technical Manager for evaluation if valid or not.

STEP 4

UNDER REVIEW

Technical Manager will start to investigate and evaluate the complaint if valid or not.

STEP 5

RESULTS

After review, the customer will be notified thru email the result of investigation

VALID - FOR FURTHER INVESTIGATION AND CORRECTIVE ACTION

NOT VALID - AN EXPLANATION WILL BE FORWARDED TO CUSTOMER

STEP 6

Recording of Valid complaints to file folder EIR-018-01

STEP 7

Launch an investigation regarding the complaint

STEP 8

CAPA
Acknowledged
Investigated
Implemented
Validated
Closed
Identified

Implement a Corrective and Preventive Action regarding the complaint. Inform the customer.