COMPLAINT MANAGEMENT PROCESS

Entered as „Service Delivery Complaint" → C

C → 5.6 Complaint valid?

5.6 Complaint valid? → Clarification questions to inquirer if needed

5.6 Complaint valid? → Information to KAM for KA

5.6 Complaint valid? → Valid?

Valid? —No→ 5.7a Ensure answer is given

Answer

Valid? —Yes→ 5.7b Immediate action to solve issue

5.7b Immediate action to solve issue → 5.8 Ensure answer is given

Answer

5.8 Ensure answer is given → Close case

5.7a Ensure answer is given → Close case

5.8 Ensure answer is given → Level 2 / 3?

Level 2 / 3? —No→ Close case

Level 2 / 3? —Yes→ 5.9 Root cause analysis, corrective and preventive actions, effectiveness check

5.9 Root cause analysis, corrective and preventive actions, effectiveness check → CAPA process closed?

CAPA process closed? —No→ 5.9 Root cause analysis, corrective and preventive actions, effectiveness check

CAPA process closed? —Yes→ 5.10 Ensure final answer is given where applicable

Answer

5.10 Ensure final answer is given where applicable → Close follow up action