

CUSTOMER COMPLAIN

FLOWCHART



CUSTOMER

SALES & MKT

DIRECTOR

MR (QMS)

ALL DEPARTMENTS

START

COMPLAIN FROM CUSTOMER

COMPLAIN RECEIVED

FILLING OUT CCR

FILLING OUT GOOGLE FORM

1X24 HOURS

REVIEW CCR

CATEGORIZING COMPLAINT TYPES

DETERMINE THE DEPARTMENT PIC

FEEDBACK & SOLUTION

ANALYSIS & HYPOTHESIS PROBLEM

REVIEW THE ROOT CAUSE HYPOTHESIS

VERIFIKASI ROOT CAUSE

Yes

RESOLVE COMPLAIN (CORRECTION)

No

FURTHER INVESTIGATION?

INVESTIGATION RESULTS

JUSTIFICATION OF COMPLAIN

No

Yes

VALID WITHOUT COMPEN SATION

VALID & NEED COMPEN SATION

APPROVAL BU HEAD

APPROVAL DIRECTOR

SATISFIED

CORRECTIVE ACTION

CLOSED

MONITORING

EVALUATION

MANAGEMENT REVIEW & Z FORUM

INITIAL ROOT CAUSE
(3 WORKING DAYS COMPLETION)

CONTINUAL IMPROVEMENT ACTION

CUSTOMER VERIFICATION
(30 CALENDAR DAYS COMPLETION)

