

Max Speciality Films <i>Ltd.</i>	Title : Customer Complaint handling	Page : 1 of 1
	Code : SOP-FS-11	Issue : 1
		Rev. : 05

**Purpose** : To resolve customer complaints with efficiency and effectiveness.

**Scope** : BOPP & MOPP products

**Reference** : Complaint handling policy

**Definition** : Operational definitions of technical and commercial closures are attached herewith:

**Responsibility** : DH/SH- Quality Assurance

Procedure :

**Technical closure of complaints:**


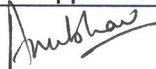
1. Complaints shall be received directly from customer at **Email ID: customerhelpline@maxmsp.com.**
2. Receipt of each complaint shall be acknowledged to the complainant immediately with unique identifier code for future references.
3. After receipt, each complaint shall be initially assessed in term of criteria such as severity and complexity for immediate action.
4. After receiving all information, QA shall sent mail to concerned department for Investigation.
5. Root cause shall be analysed by using 7 Quality tools such as Why-Why analysis, Pareto analysis, Cause & Effect diagram etc. If the complaints are repeated in nature, Maximizer/Lean Six Sigma projects are undertaken.
6. All CAPA's shall be closed in either of three ways i.e.
  - a) Amendment in SOP,
  - b) Check-list
  - c) Training
7. Final CAPA in Format no. QA-F-20 shall be sent directly to customer & CC: to marketing through mail indicating root cause & action plan.

**Commercial closure of complaints:**

9. Marketing shall close the complaint commercially with the proposed action plan for commercial agreement between Marketing & Customer on revert mail to customer & CC to customerhelpline@maxmsp.com.

Enclosures: -

1. Complaint handling policy
2. Complaint handling process flow diagram
3. Operational definitions of technical and commercial closure
4. Criteria for severity and complexity

Prepared by	Date	Approved by	Date
 Section Head	27.02.2015	 Department Head	27.02.2015