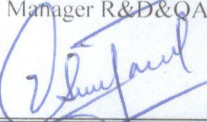
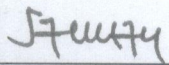


PACKAGES CONVERTORS LIMITED	Document type Quality System Procedure
	Title Customer complaint handling Procedure

Written By Asad Javed Manager R&D&QA 	Approved By Salman Fazul -ur Rehman BUMFC 	PAGE 1(2)	REV 0	DATE 01.07.2024	DOC NO. WIQA/BU-FC/8.2.4/29
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Approved on (Date): Approved by:	Approved on (Date): Approved by:	Approved on (Date): Approved by:	Approved on (Date): Approved by:

1. Purpose:

To ensure complaints and claims are handled properly and on time

2. Responsibility:

Sales, production and Quality Assurance department

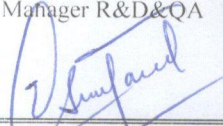
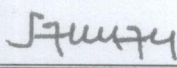
3. Instructions:

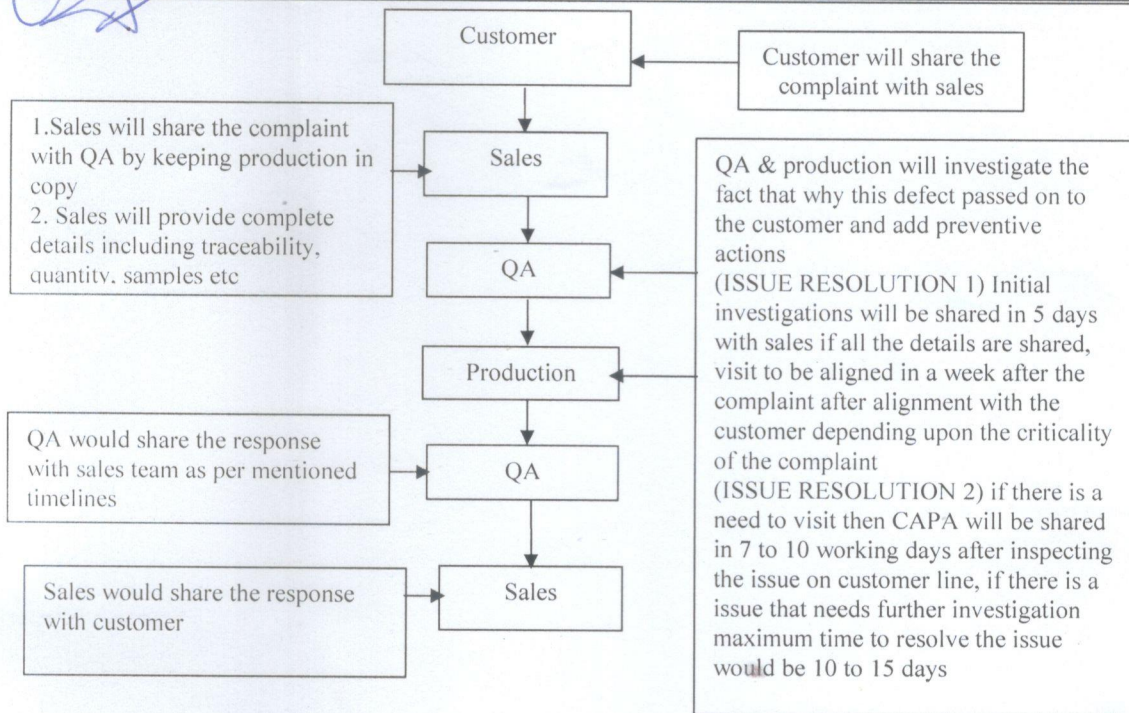
Customer complaints would be shared by sales with QA by keeping production in copy. The flowchart to be followed is as below:

- 1) complaint formats recommended by customer or presentations of corrective action plans, in such cases its not necessary to include these complaints on intranet system also.

4. PROCESS FLOW OF COMPLAINT HANDLING:

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