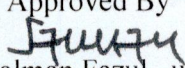


PACKAGES CONVERTORS LIMITED BUSINESS UNIT FOLDING CARTON		Document type WORK INSTRUCTIONS			
		Title WORK INSTRUCTIONS FOR HANDLING CUSTOMER COMPLAINTS			
Prepared By Asad Javed Manager R&D&QA	Approved By  Salman Fazul –u- Rehman BUMFC	Page 1/ 2	Rev 5	Date 01.07.2024	Doc. No. WIBUFC/5.2/01

Reviewed on (Date): Reviewed by:	Reviewed on (Date): Reviewed by:	Reviewed on (Date): Reviewed by:	Reviewed on (Date): Reviewed by:
Approved on (Date): Approved by:	Approved on (Date): Approved by:	Approved on (Date): Approved by:	Approved on (Date): Approved by:

1.0 PURPOSE:

To ensure effective handling of Customer Complaints.

2.0 SCOPE:

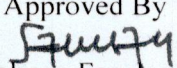
This procedure is applicable to the external Customer Complaints.

3.0 RESPONSIBILITY:

Overall responsibility lies with Business Unit Manager Folding Cartons (BUM-FC).

4.0 PROCEDURE:

SR. NO.	ACTIVITIES	RESPONSIBILITY
4.1	Sales Officer/Customer QA will inform QA BUFC about a complain officially via an email which must include Full Traceability of the cartons (Dispatch Note Number, PO Number, Case Number) along with the defective samples – Responsibility Sales Officer	Sales Officer
4.2	QA BUFC to log the complaint in the Quality System.	AM QA & EHS
4.3	QA BUFC is responsible for taking up complaint with relevant section In-charge.	AM QA & EHS
4.4	Using Traceability, Section In-charge to investigate and complete the RCA & Corrective Action Preventive Action (CAPA)	In-charge Offset Printing / Cutting Creasing / Folding Gluing / Roto
4.5	RCA & CAPA provided by Section In charge is shared with PM-BUFC	In-charge Offset Printing / Cutting Creasing / Folding Gluing / Roto
4.6	After approval from PM-BUFC, RCA&CAPA is shared with QA	In-charge Offset

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	Manager-BUFC	Printing / Cutting Creasing / Folding Gluing / Roto
4.7	Time period for this activity is 3-5 Working Days maximum	In-charge Offset Printing / Cutting Creasing / Folding Gluing / Roto
4.8	Final RCA & CAPA is approved by BUM-FC and shared with Sale Officer/Customer	QA Manger-BUFC

