



Interaction	Control/Activities	Records
<p>Start</p> <p>1. Receive feedback/complaint</p> <p>2. Record in feedback form</p> <p>3. Forwarded to HOD & QMR</p> <p>4. Decide corrective action</p> <p>Solve within 48 hours?</p> <p>Y</p> <p>N</p> <p>4. Issue CAR/ICAR</p> <p>Need top mgmt resolution</p> <p>5. Notify client</p> <p>6. QMR check & verify</p> <p>7. Submit form to CEO for acknowledgement & approval</p> <p>8 Filing</p> <p>End</p>	<p>1. Receive feedback/complaint from client either verbally (i.e:phone calls) or in writing (i.e:fax/e-mail/letter). Escalate the complaint to DC/QMR.</p> <p>2. Document Controller (DC) will record it in the Feedback Form.</p> <p>3. HOD to decide on the appropriate corrective action to resolve the issue.</p> <p>4. If the issue can be resolved within 48 hours, no Corrective Action Request (CAR) will be issued, if it is otherwise CAR/ICAR will be issued by QMR (refer to System Procedure-Corrective Action).</p> <p>5. Process Owner/HOD to inform the client on the status of corrective action being taken in writing (fax/letter/e-mail) within 48 hours. If problem cannot be resolved within 48 hours, problem will be escalated to top management for decision. HOD to inform client on the status.</p> <p>6. QMR will check and verify the action taken has been carried out and HOD to acknowledge the completed Feedback Form.</p> <p>7. The completed Feedback Form to be submitted to CEO for acknowledgment and approval.</p> <p>8. After approval from CEO, DC will file the Feedback Form.</p>	<ul style="list-style-type: none"> Fax/E-mail Feedback Form Feedback Form

<p>Master Copy</p> <p>MASTER COPY</p> <p>Not valid without original Red Stamp</p>	<p>Distribution Copy</p> <p>Not valid without original Red Stamp</p>	Prepared By: 
		Verified/Checked By: 
		Approved By: 