Complaint: Customer Communication

Table of content

Overview

In this section, you will find information about all the comunication which can be sent to the customer:

- Acknoledgement
- Final communication
- Ad-hoc email
- 8D report

Concerned profiles:

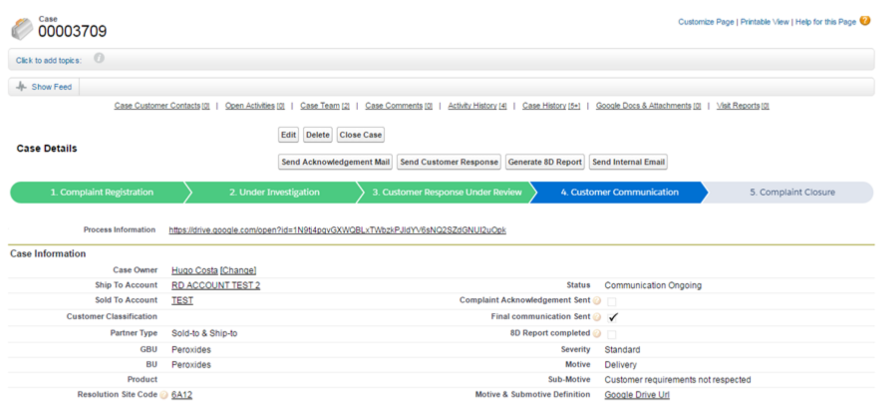
ALL

Step By Step

Final Communication to the Customer

- As Laurie updated the **Status** to **Communication Ongoing** and since Laurie's GBU request to be herself to send the Communication to the Client, she will remain the owner of the Complaint and need to perform the Communication Actions

- Laurie will be able to first generate the 8D report if it's requested by the Client and then to prepare and send the Communication emails to the Client.

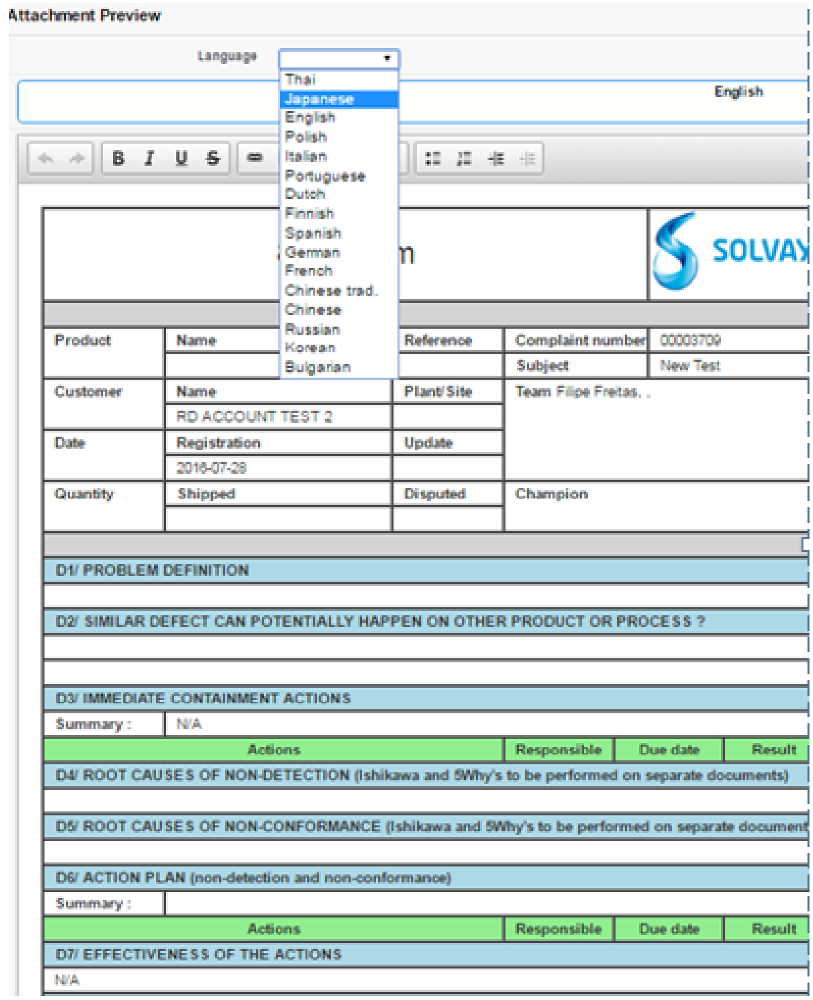


8D Report

•Laurie can generate an **8D Report** if this is needed by the Customer by clicking on the **Generate 8D Report** button on the top of the Complaint page. Users are able to change the Language of the template of the 8D Report.

•The 8D Report is filled with all the relevant data that have been registered during the Investigation by John. It remains editable and Laurie can change the data or add new data before she generates the Report.

•The 8D Report is saved as a Word Document as an attachment of the Complaint.



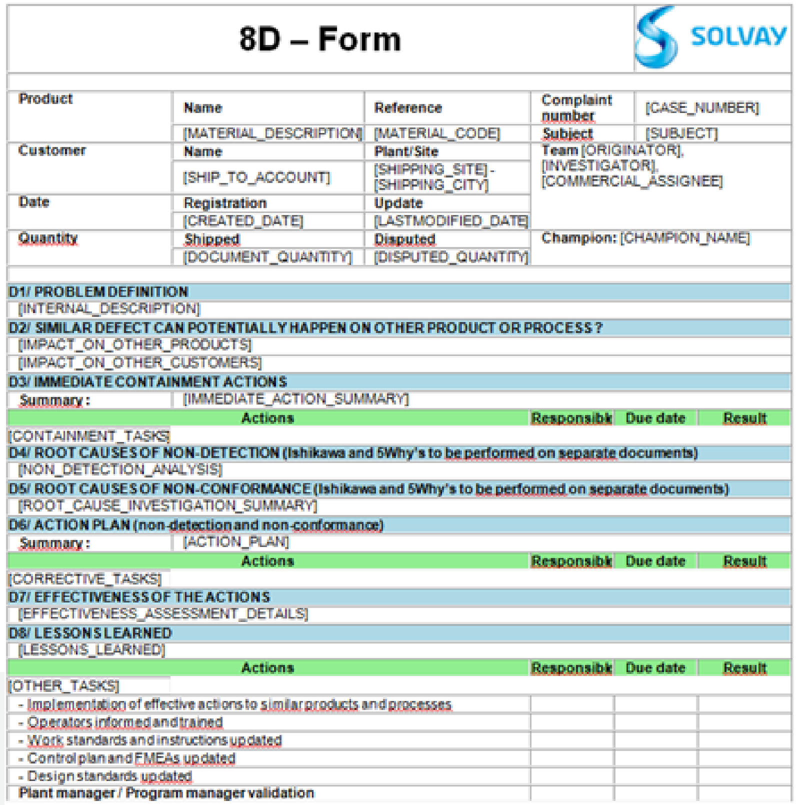
•All the relevant data that has been registered during the Investigation by John is mapped to the 8D Report.

•For a more detailed view of the mapping, please double click on the Word Document.

Actions on 8D Report are now linked with the Actions on the Complaint.

The Containment task appears on section D3 /Immediate Containment Actions, the Corrective Action task appears on D6/ Action Plan, and the other task appears at the bottom of the 8D Report

=> New Winter 17' Release



8D – Form

SOLVAY

Product	**Name**	**Reference**	**Complaint number**	[CASE_NUMBER]
	[MATERIAL_DESCRIPTION]	[MATERIAL_CODE]	**Subject**	[SUBJECT]
Customer	**Name**	**Plant/Site**	**Team** [ORIGINATOR], [INVESTIGATOR], [COMMERCIAL_ASSIGNEE]	
	[SHIP_TO_ACCOUNT]	[SHIPPING_SITE] - [SHIPPING_CITY]		
Date	**Registration**	**Update**		
	[CREATED_DATE]	[LASTMODIFIED_DATE]		
Quantity	**Shipped**	**Disputed**	**Champion:** [CHAMPION_NAME]	
	[DOCUMENT_QUANTITY]	[DISPUTED_QUANTITY]		

D1/ PROBLEM DEFINITION			
[INTERNAL_DESCRIPTION]			
D2/ SIMILAR DEFECT CAN POTENTIALLY HAPPEN ON OTHER PRODUCT OR PROCESS ?			
[IMPACT_ON_OTHER_PRODUCTS]			
[IMPACT_ON_OTHER_CUSTOMERS]			
D3/ IMMEDIATE CONTAINMENT ACTIONS			
Summary: [IMMEDIATE_ACTION_SUMMARY]			
Actions	**Responsible**	**Due date**	**Result**
[CONTAINMENT_TASKS]			
D4/ ROOT CAUSES OF NON-DETECTION (Ishikawa and 5Why's to be performed on separate documents)			
[NON_DETECTION_ANALYSIS]			
D5/ ROOT CAUSES OF NON-CONFORMANCE (Ishikawa and 5Why's to be performed on separate documents)			
[ROOT_CAUSE_INVESTIGATION_SUMMARY]			
D6/ ACTION PLAN (non-detection and non-conformance)			
Summary: [ACTION_PLAN]			
Actions	**Responsible**	**Due date**	**Result**
[CORRECTIVE_TASKS]			
D7/ EFFECTIVENESS OF THE ACTIONS			
[EFFECTIVENESS_ASSESSMENT_DETAILS]			
D8/ LESSONS LEARNED			
[LESSONS_LEARNED]			
Actions	**Responsible**	**Due date**	**Result**
[OTHER_TASKS]			
- Implementation of effective actions to similar products and processes			
- Operators informed and trained			
- Work standards and instructions updated			
- Control plan and FMEAs updated			
- Design standards updated			
Plant manager / Program manager validation			

Waiting for Final Investigation

<table>
<tr>
<td>•The Complaint has been reviewed but Laurie is waiting for more details from the Investigation Team (for example waiting information from the Plant). Nevertheless, Laurie needs to send a Communication to the Customer.
•Before sending the Communication to the Client, Laurie should flag this Complaint has Waiting for Final Investigation. Laurie can also provide an expected date for the Final Investigation on the field Waiting for Final Validation Date.</td>
<td>
</td>
</tr>
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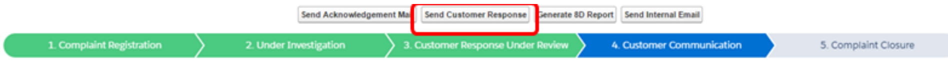
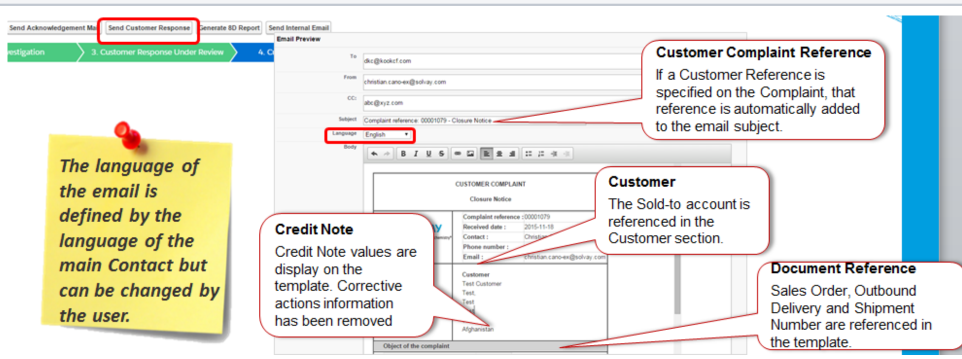
• Laurie can send the email by clicking on the **Send Customer Response** button. After the email is sent, and since Laurie has flag the Complaint as Waiting for Final Investigation, the Status is automatically changed to Waiting for Final Investigation and the field First Customer Informed Date is filled in with the date of the action.



Final Communication to the Customer

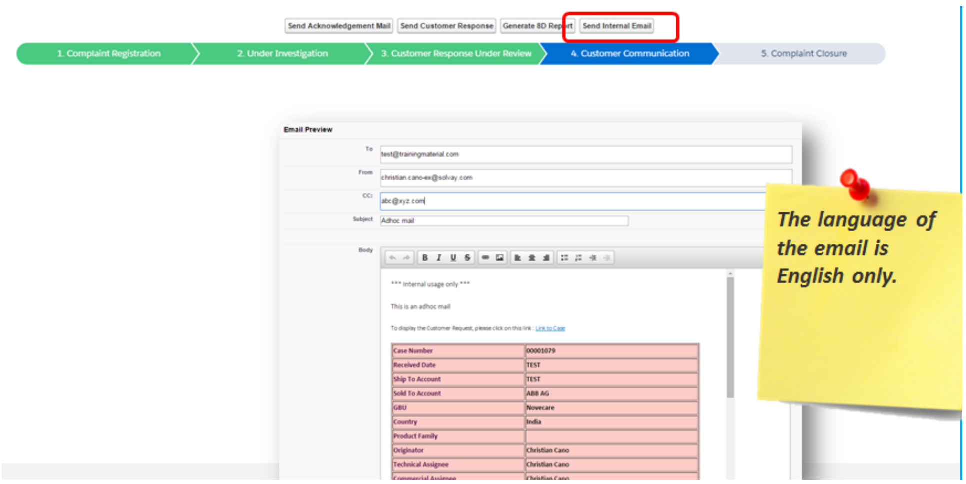
• Once the Complaint has been completed reviewed



and the final Investigation is also completed, it is time for Laurie to send the **Final Communication to the Customer**.

•Laurie should u

n check the flag **Waiting for Final Investigation**, meaning that the next email sent to the Customer will be the Final Communication. •L aurie can then send the email by clicking on the **Send Customer Response** button. In addition to the predefined Contact, Laurie

can also input any valid email address as CC.	
• At anytime during the Complaint lifecycle, Laurie can send an **Internal Email**	

prepopulated with Complaint Information to be used only for Internal purpose. Laurie can send the email by clicking on the **Send In**

ternal Email button. In addition to the predefined Contacts, Laurie can also input any valid email address as CC.	

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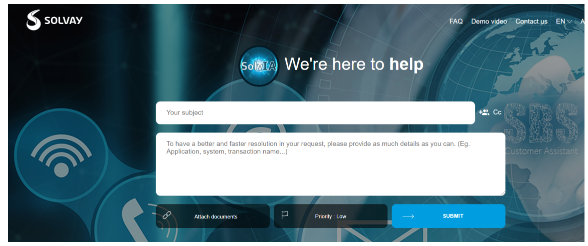
Related articles

- Complaint: Create a complaint
- Complaint: Sending the Acknowledgement Email
- Complaint: Internal Investigation
- Complaint: Commercial Response
- Complaint: Close a complaint
- Complaint: Related Lists

Need help?

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : https://solvia.solvay.com/

- Complaint: Reporting on Complaints



you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example