FD - P6. Complaint Management

Version Control

Version	Date	Description	Author
v.1	30.03.2017	Creation	Jeremie Seabra
v.1	01.03.2021	Update	Gonçalo Silva
v.2	13.04.2021	Update	Anne Gilles
v.3	17.10.2022	▪ CCME-5419 : review the lead time management ▪ CCME_5914 : add stakes follow up with warnings and alert emails.	Sébastien Rouxel

Reference Documents

folder 03. Business Rules & Queues

GBU	Business Rules and Queue Members
Aroma Performance	
Novecare	
Technology Solutions	
Oil & Gas	

1. Functional Process

Process Overview

The Complaint Management module allows to capture, log, track, investigate and resolve complaints. This module also enables communication with the customer on progress and resolution.

The scope of this workstream is a Complaint Management flow managed end-to-end in Salesforce which is used to:

- Capture and log the complaint
- Communicate with the customer
- Define investigation and corrective action plan
- Create, validate and send an official response to the customer
- Request customer feedback
- Close the complaint

A pull interface allows bringing automatically order information from SAP to Salesforce (SAP documentation)

- CRM SAP Interfaces

Definition & use cases

Definition

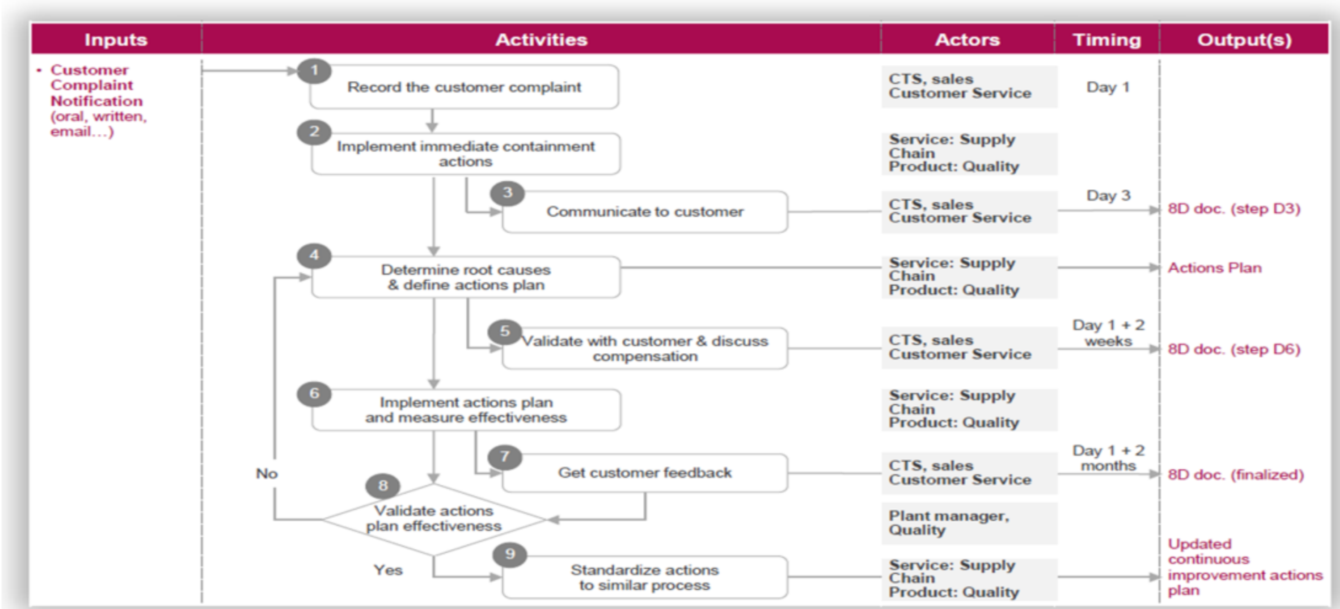
The Complaint Management process is divided into multiple process steps and phases, each one related to a different status. This allows not only capturing, log and tracking complaints but also to be able to assign and notify the right actors that should be involved in each step of the Complaint Management Process. Additionally, investigations and corrective actions are also logged in the system. Furthermore, this process enables communication with the customer on the progress and resolution of the Complaint.

Complaint Management has 5 main steps which are as follows:

8.2 Manage customers complaints

Process flow

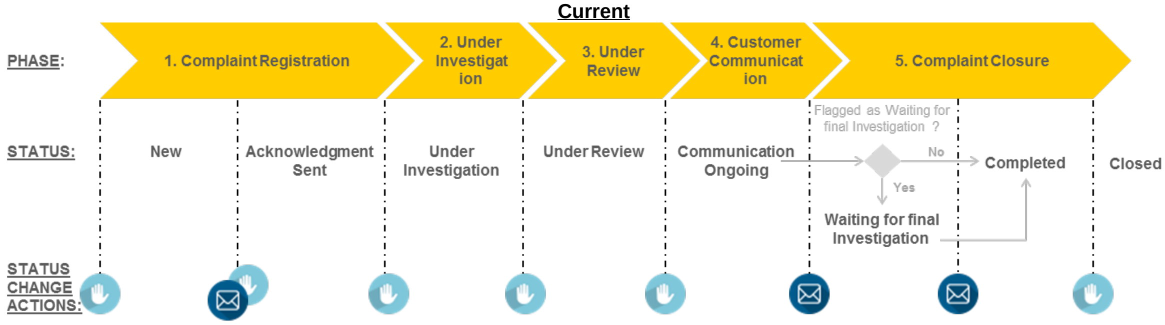
Owner: **Global Quality Manager** | Representatives: **Quality and Supply chain, CTS, Sales, KAM** | Arbitration: **Region Director**



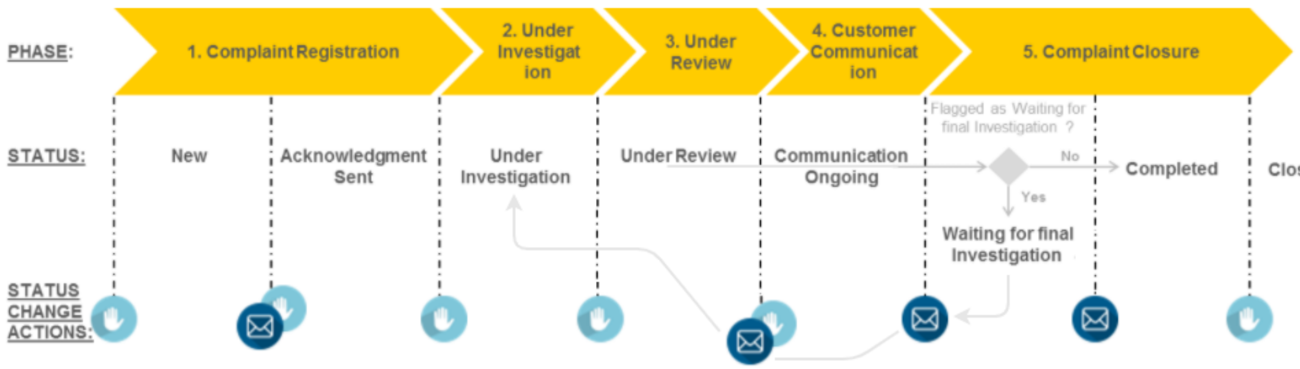
Complaint Registration	Log Complaint after the reception with the upload of pictures and attachments. Log immediate Actions tasks (if applicable) . Send Complaint Acknowledgement to the customer (this step may be bypassed for Anomalies and internal complaints).
Internal investigation **Under investigation**	Investigate Complaint, evaluate Estimates Costs, Log Root causes and define Corrective action plan .Typically done by quality or supply chain. At this step, verification should be done that it is a valid Customer Complaint. This step can include the 8D approach. When done, change status to Under review.
Commercial Response **Under review**	Review the investigation answer and formulate a commercial answer including the decision about financial compensation (typically done by an Account manager) . Change status to Communication ongoing if must ask the CSR to send email to customer.
Customer Communication **Communication ongoing**	Provide a commercial answer to the customer and arrange financial compensation (status changes automatically to Completed when email template sent) .
Complaint Closure	Collect customer feedback and execute all Closure activities. or wait for additional feedback if "Waiting for final Investigation is ticked.

The Complaint Management process is divided into 5 different **Phases** and 8 different **Status**.

Current



Under Consideration



The 8 different Statuses are defined as described in the following table. The statuses from New to Completed are associated with the '**Open Complaint**' Record Type, which allows users to access the Complaint Layout in a Read/Write mode (if the user has permission to edit the Complaint). For Complaints with Status Closed, the Record Type linked is the '**Close ReadOnly Complaint**' that will only allow Users to access the layout in reading mode (exceptionally some Quality Managers can change some fields in closed complaints).

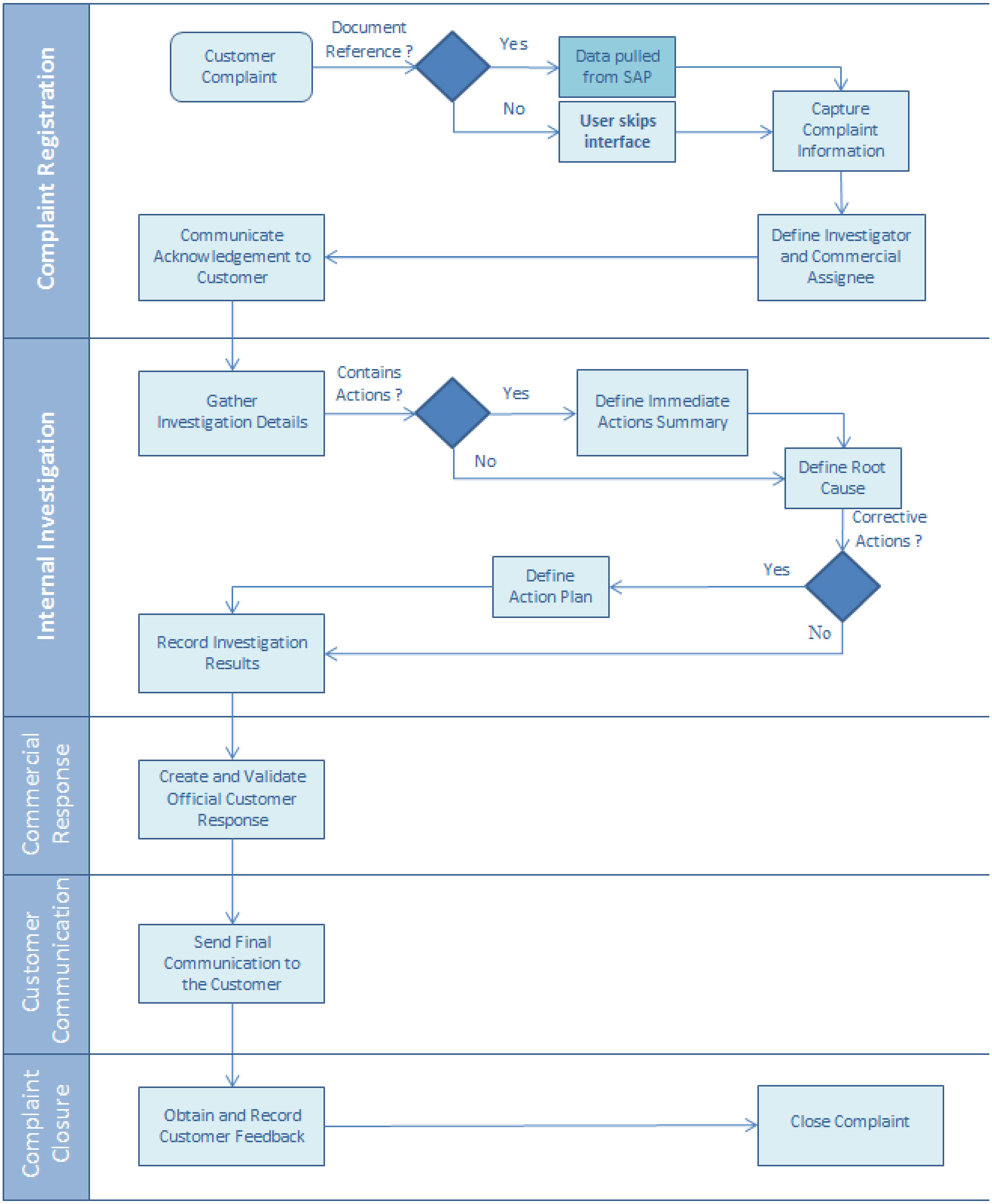
Phase	Status	Definition	Record Type
Complaint Registration	New	As soon as the Complaint is created and registered in the System	Open Complaint
	Acknowledgement Sent	When the acknowledgment email has been sent to the main contact of the Complaint	
Under Investigation	Under Investigation	When all the Complaint information is gathered and Investigation can begin.	
Under Review	Under Review	When the Investigation has been completed and the Review and the Commercial Response Proposal can be built	
Customer Communication	Communication Ongoing	When the Final Communication to the Customer is ready to be sent	
Complaint Closure	Waiting for Final Investigation	When a Communication is sent to the Customer but the agent is still waiting for more feedback	
	Completed	When the Final Communication has been sent to the Customer	
	Closed	When all the closure activities and tasks and the Complaint is closed	Close ReadOnly

Use Cases

- Registering Complaints from Customers
- Managing all the communication between Solvay Agents and Customers regarding Complaints
- Managing all Complaint process phases like Investigation and Review

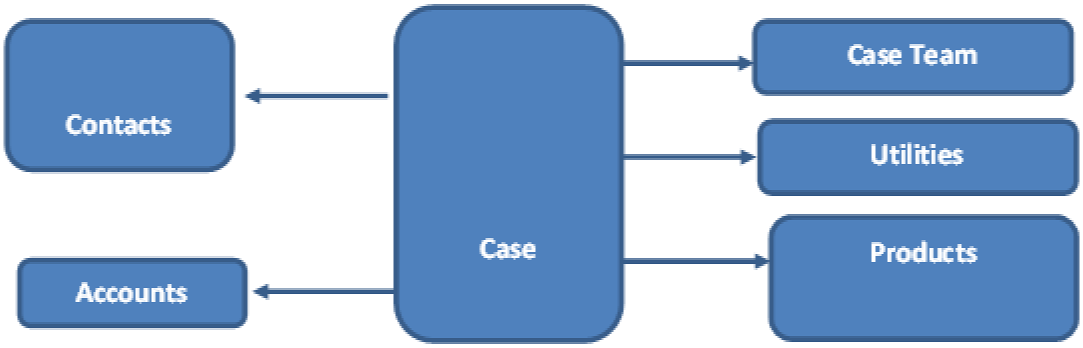
Flow

The following Flow details the General Complaint Management Process activities for each Step that should be managed by different Actors, according to each GBU rule. These rules are based on each GBU own Business Process that should be detailed and aligned with the General Complaint Management Process below:



2. Data Model & security

Main objects



1. **Case**: Standard Salesforce Object to store and manage all general information regarding a Complaint
2. **Accounts**: Standard Salesforce Object to manage the information about the Ship-to and Sold-to related with the Complaint
3. **Contacts**: Standard Salesforce Object to manage the contact person from the Ship-to or Sold-to
4. **Case Team**: Standard Salesforce Object to manage all the actors related to the Complaint Process and to manage the accessibility to the Case
5. **Utilities**: Custom Object to manage the Plants related to the Complaint
6. **Products**: Standard Salesforce Object to manage the Product Level 3 that is related to the Complaint

Complaint Security Model

Who can create?	Due to differences within GBUs, roles and responsibilities are to be executed by different entities. Each GBU is responsible to determine internally who should log the complaints.
Who can see?	Any user can see all the complaints, except the complaints flagged as “confidential”.
Who can update?	Only users in Case Team or above role hierarchy of a user in the Case Team.
Who can delete it?	A Complaint cannot be deleted. Only the System Administrator (SBS) can delete a Complaint.

3. Complaint Custom Buttons & Features

Custom Buttons

"Send Acknowledge Mail" Button

On the Complaint Registration phase, the Originator must send an Acknowledge mail to the Customer. The user can send the email by clicking on the “Send Acknowledgement Mail” button. In addition to the predefined Contact, the user can also input any valid email address as CC, select the Language of the Template, and select the Attachments the User wants to send to the Client. For internal complaints there is sending customer emails is not mandatory.

"Send Customer Response" Button

On the Under Review or Communication phase, the User responsible should send a Communication Email to the Client with the Proposed Customer Response detailed on the Review phase or with a different response. The user can send the email by clicking on the “Send Customer Response” button. In addition to the predefined Contact, the user can also input any valid email address as CC, select the Language of the Template, and select the Attachments the User wants to send to the Client. For internal complaints there is sending customer emails is not mandatory.

(v3) This button is also the only way to send back the Complaint to "under Investigation" status if the check box " Waiting for Final investigation is ticked".

"Generate 8D Report" Button

At any phase of the Complaint Process, Users are able to generate an 8D Report, based on the information detailed on the Complaint. The user can generate the 8D Report by clicking on the “Generate 8D Report” button, select the Language of the Template and check and change the information available. In the end, the User should click on the "Save Attachment" button and an MS Word document is saved with the information detailed.

"Send Internal Communication" Button

At any phase of the Complaint process, Users are able to send internal communications to their colleagues.

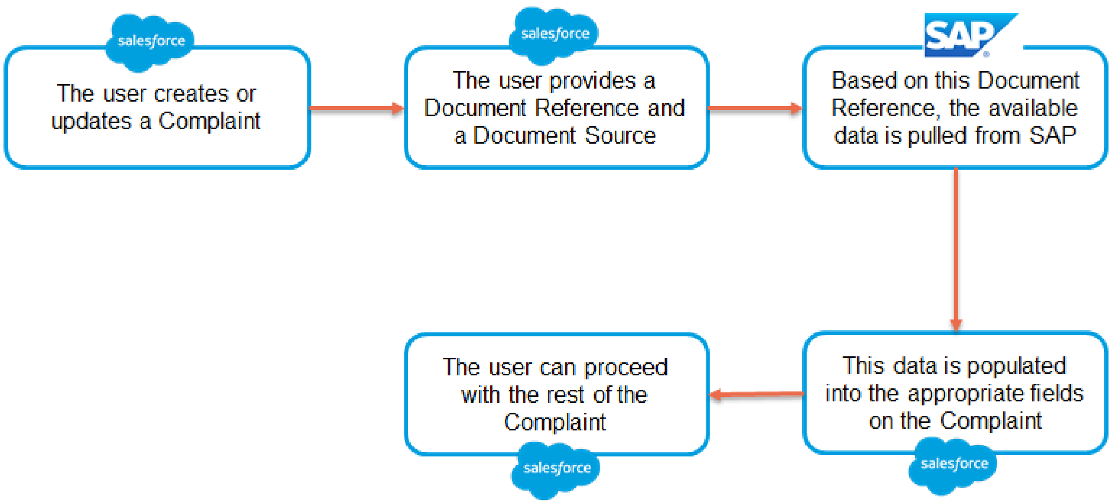
"Send Email" Button

At any phase of the Complaint process, Users are able to send external communications to the customer without triggering any status change.

Features

Complaint SAP Interface

An interface exists between SAP and Salesforce to gather transactional data from Sales Order, Outbound Delivery, or Shipment Numbers (Document Reference) from SAP to Salesforce. The frequency of the pull is on-demand as the pull happens when a user creates or updates a Complaint with a Document Reference.



Complaint Assignments

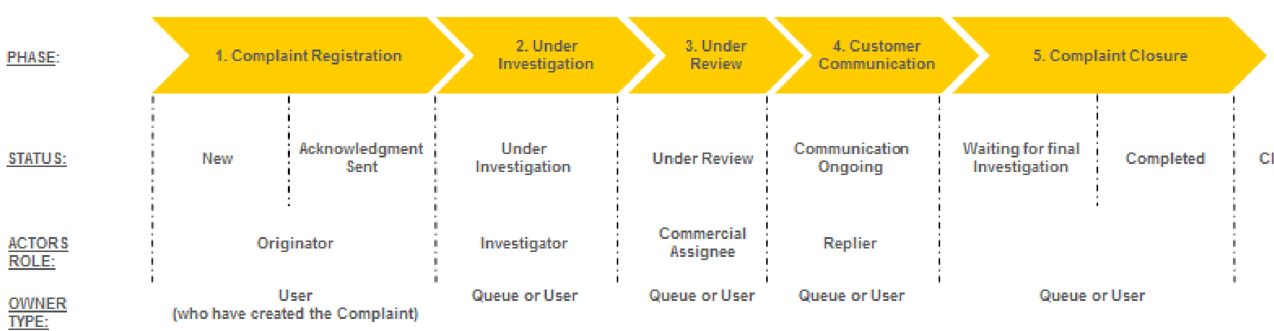
Assigning a Complaint to a User or a Group of User is to pass the responsibility to act on the Complaint on a particular phase of the process. On Salesforce, the Complaint Assignment is based on the field **Case Owner**.

A Case Owner can be a **User** (Solvay employee with a Salesforce license) or a **Queue** (a group of Users that should be part of a team to handle Complaints with the same criteria).

Based on each GBU own process and rules, the Complaint Assignment can be performed by:

- **Manually changing the Owner** – at any time, a User with Access to a Complaint can click the button **Change** next to the current owner and select a new User/Queue to be the new Owner
- **Manually choosing the actors** – on the creation (from the fields Originator, Investigator* and Commercial Assignee*) or at any time (from the Case Team section) Users are able to select the future actors. The Owner will be changed then automatically based the change of the Status
- **Automatically selecting the actors** – the GBU has provided the rules, based on Complaint criteria, to allow the system to automatically change the Ownership of a Complaint to a specific User or a Queue when the Status changes

The Complaint Actors are managed on the Case Team section on the Complaint Layout page. The Users are added to the Case Team i) manually by a User or ii) automatically by the System when they are the new Owners of a Complaint. When the Users are added automatically to the Case Team, they are added with the correct Role based on the current Complaint Management Phase



Example: For a Complaint for the GBU Novecare and the Complaint Region EMEA, a rule has been implemented to assign the Complaint to the User John Doe when the Status is changed to Under Review. When the Status is changed, John Doe is automatically the new Owner and also added to the Case Team with the Role Investigator.

Complaint Notifications (v3)

On each step of the Complaint Management Process, a set of Solvay personalities (Salesforce or not Salesforce Users) needs to be notified that a new Complaint has now moved to a specific Status in order to act (Complaint Owners) or to be informed.

On each Status change, an email is sent from Salesforce to a group of users, based on System Rules and GBU Rules that should be stored and displayed in the Activity History Section of a Complaint. There are four types of Addressees on the Complaint Notification Email when the Status is changed:

- The new Owner – if your GBU has implemented assignment rules and the owner is changed automatically to a specific User or to a Queue, the new Owners will receive the Notification Email.
- The previous owner (if not a Queue) – normally the previous owner is the User that changed the Status and triggered the notification. He/she will be also notified to ensure that the correct Owner has been assigned
- The Case Team – all Case Team Members, independent of their Role will receive the Notification Email
- Solvay Contacts on Notification Rules – group of contacts (not necessary Salesforce Users) that are selected to be notified when the Status is changed based on each GBU Rules.

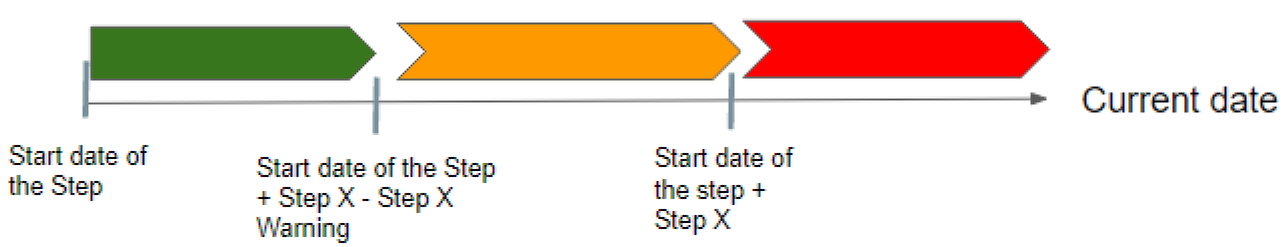
Note: Here is the list of complaint notifications that Novecare is affected by.

The **Reminder emails** are setup in the following way, for example for Aroma on the 5th day on the status under review **the case owner and the Manager get a reminder** to move ahead with it:

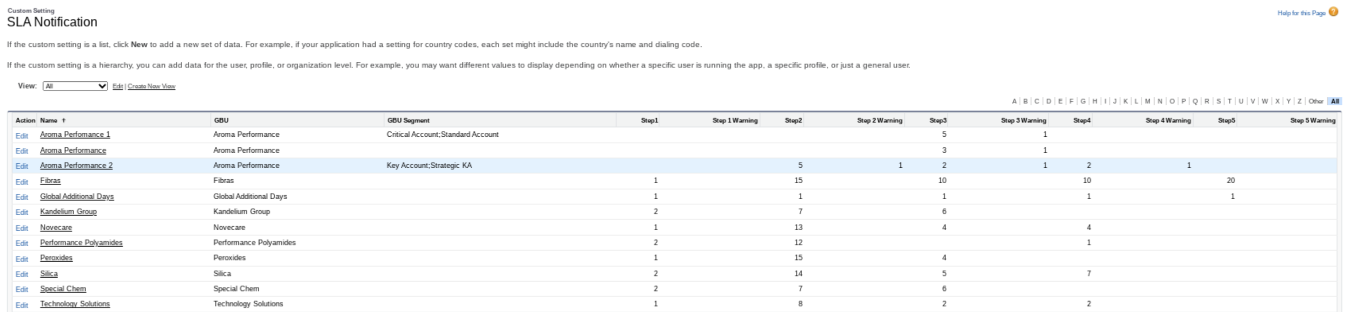
	Step 1	Step 2	Step 3	Step 4	Step 5
GBU	**New**	**Under Investigation**	**Under Review**	**Communication Ongoing**	**Completed**
Aroma	No Reminder	No Reminder	*4	No Reminder	No Reminder
Fibras	2	16	11	11	21
Novecare	2	14	5	5	No Reminder
Peroxides	2	16	5	No Reminder	No Reminder
Silica	3	15	6	8	No Reminder
Special Ch/Kandelium	3	8	7	No Reminder	No Reminder
Technology Sol.	2	9	3	3	No Reminder

(updated in V3 see below)

For each step the user can define the Delay and the warning Delay by GBU and Customer Segmentation . the different SLA date are calculated by the system using the following custom setting in the method SLV8_CaseManagement_Complaint.updateSLANotificationDates



(see custom setting SLA Notification)



Custom Setting

SLA Notification

Help for this Page

If the custom setting is a list, click **New** to add a new set of data. For example, if your application had a setting for country codes, each set might include the country's name and dialing code.

If the custom setting is a hierarchy, you can add data for the user, profile, or organization level. For example, you may want different values to display depending on whether a specific user is running the app, a specific profile, or just a general user.

View: All Edit | Create New View

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

Action	Name ↑	GBU	GBU Segment	Step1	Step 1 Warning	Step2	Step 2 Warning	Step3	Step 3 Warning	Step4	Step 4 Warning	Step5	Step 5 Warning
Edit	Aroma Perfomance 1	Aroma Performance	Critical Account;Standard Account					5	1				
Edit	Aroma Performance	Aroma Performance						3	1				
Edit	Aroma Performance 2	Aroma Performance	Key Account;Strategic KA			5	1	2	1	2	1		
Edit	Fibras	Fibras		1		15		10		10		20	
Edit	Global Additional Days	Global Additional Days		1		1		1		1		1	
Edit	Kandelium Group	Kandelium Group		2		7		6					
Edit	Novecare	Novecare		1		13		4		4			
Edit	Performance Polyamides	Performance Polyamides		2		12				1			
Edit	Peroxides	Peroxides		1		15		4					
Edit	Silica	Silica		2		14		5		7			
Edit	Special Chem	Special Chem		2		7		6					
Edit	Technology Solutions	Technology Solutions		1		8		2		2			

Column	Description
Name	Unique name of the configuration
GBU	name for the GBU
GBU segment	**label name of the GBU customer segment** (the one displayed on the GBU segment field of the complaint - SLV29_GBU_Account_Type_Segmentation__c). the user can specify several GBU segment separated by **;** for instance : Key Account ; Standard Account
Step	SLA in number of days of the STEP . it means that *SLA Date of* $STEP_N$ *= Start date of* $STEP_N$ *+* $STEP_N$ *value* +*GlobalAdditionalDays(*$STEP_N$*)* (API name : SLV13_CAS_SLA_Step_Notification_Date__c) a notification email is sent at this date
Step 1 Warning	Number of days before the SLA date to display a warning and send a notification it means that Warning date for $STEP_N$ = *SLA Date of* $STEP_N$ *- Warning* $STEP_N$ (API name : SLV47_Warning_Date__c) a warning email is sent at this date

ⓘ If there is no GBU segment defined,

- the line will be applied for all GBU customer segment
- ⚠️ the warning step are not used.

The user can defined separate line for different GBU customer segmentation

- the name must be different
- the GBU is the same
- GBU segment is equal to the GBU segment desired
- ⚠️ keep the line without GBU segments.

- if the step is let blank : no SLA, no warning
- if the Step is defined but not the Step x warning : the SLA is defined with a notification, but a warning is not displayed.

Each GBU can define their configuration in a new tab **Complaint SLA Notification** in their dedicated google sheet :

The warning and notification emails are sent trough the Flow Notification when Status Exceeded using the two fields.

- SLV47_Warning_Date__c
- SLV13_CAS_SLA_Step_Notification_Date__c

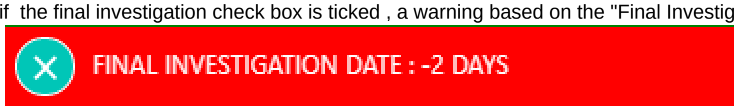
ⓘ **Global Additional Day**

Note that a line Global additional days , adds systematically for all GBU on the $STEP_N$ a number of days to the SLA.

The system will display the SLA and the status of the SLA for each Step on which a warning is defined (with the color coding). (using the SLV8_Case_Complaint_Warnings Lightning component))

	Definition	information
	The Step is achieved in the respect of the SLA	achievement date the number of won days ACKNOWLEDGEMENT SENT END DATE: FRI OCT 14 2022 -3 DAYS
	The step is in progress the color depend of the current date	the remaining days before the SLA of the number of days after the SLA REVIEW DATE REMAINING DAYS : 2 DAYS
	ass soon as the SLA is broken when the Step is achieved and the SLA is broken	achievement date the number of lost days

- The achieved steps before a first communication to the customer are not updated after the first communication
- if the final investigation check box is ticked , a warning based on the "Final Investigation Expected Date" is displayed :

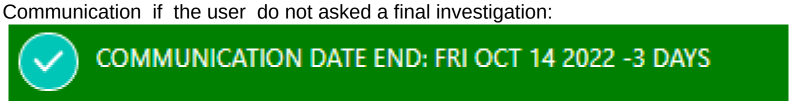


. This warning disappear as soon as the Final investigation Check box is unticked.

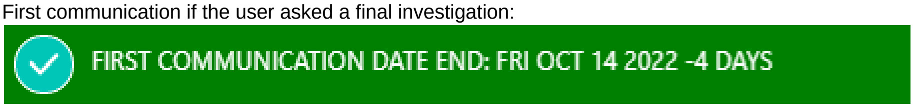
Focus on the Communication Step

The label of this Step has two values

- Communication if the user do not asked a final investigation:

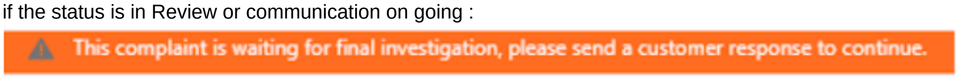


- First communication if the user asked a final investigation:



if a Final investigation is asked a warning message is display

- if the status is in Review or communication on going :

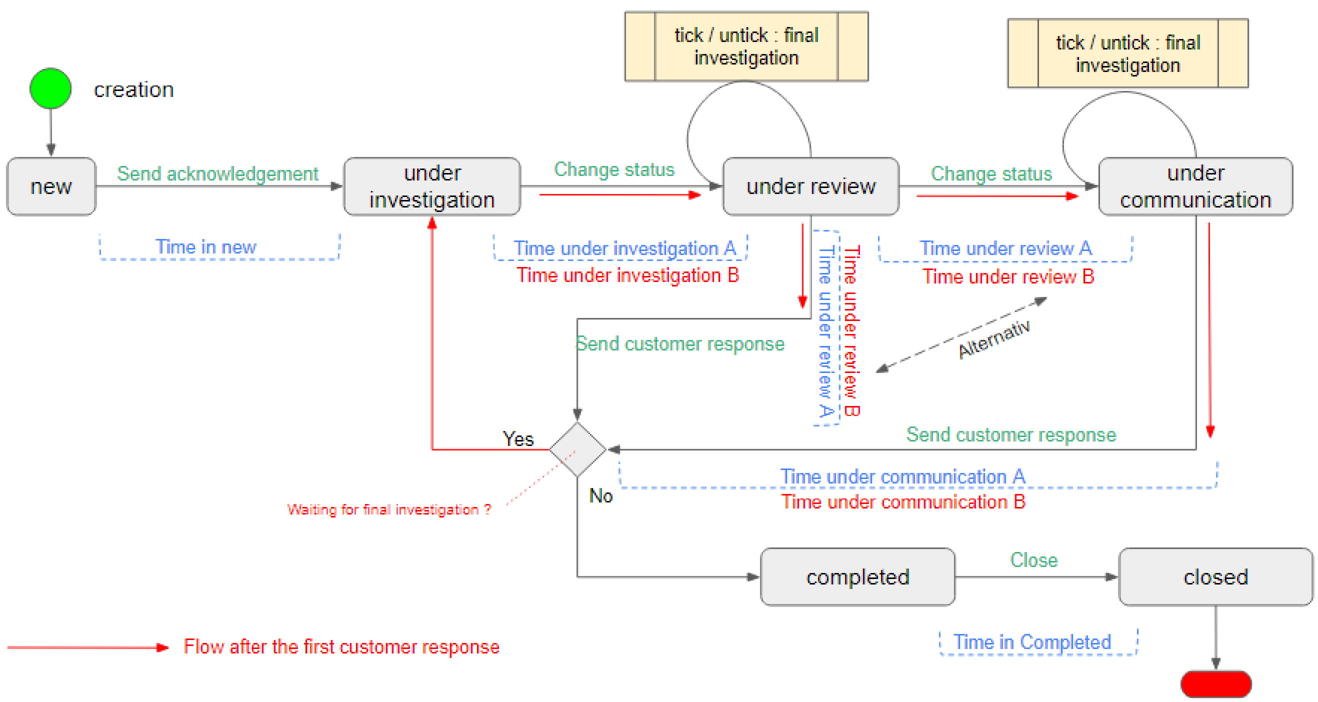


- if the status is under investigation : 

Lead time management [V.3]

During the Complaint process the time spent in the different status are saved.

Lead time	Start	End	Spent time field	Definition
L1	status = New	status = under investigations (Acknowledgement sent)	SLV13_CAS_Time_In_New__c	Time spent from the status new until the status Acknowledgement sent
L2a	status = Under investigation	status = Under review	SLV13_CAS_Time_In_Under_Investigation__c	time spent from the status under investigation until the status under review before the first communication
L2b	(status = Under investigation)	Under review (final investigation) and first communication is filled	CAS_Time_In_B_Under_Investigation__c	time spent from the status under investigation until the status under review after the first communication
L3a	Status = Under review	Status = Communication on going **OR the** First Response is sent	SLV13_CAS_Time_In_Under_Review__c	Time spent from the status under review until the status Communication ongoing, before the first communication
L3b	Under review (final investigation)	status = Communication on going and first communication is filled	CAS_Time_In_B_Under_Review__c	Time spent from tje status under review until the status Communication ongoing, after the the first communication
L4a	Communication ongoing	Completed **OR** the First Response is sent	SLV13_CAS_Time_In_Communication_Ongoing__c	time spent in the status communication on going until the first communication
L4	Communication ongoing	Customer informed	CAS_Time_In_B_Communication_Ongoing__c	time spent in the status communication on going after the first communication
L5	Completed	Closed	SLV13_CAS_Time_In_Completed__c	Time spent in the status completed.
			Current_Status_Spent__c	Time spent on the ongoing status. it is a formula field so this field is updated each time the complaint is displayed or retrieved.



4. Specific Rules & Automation

Complaint Registration

When creating a new Complaint, the user needs to input transactional reference numbers in order to pull a set of data from SAP ECC

These fields are :

Document Source: choice between the 2 SAP systems

- WP1
- PF1

Document Type

    - Sales Order Number
    - Shipment Number
    - Outbound Delivery Number
- Document Reference
- Item Number

In the case that the Sales Order is linked to a single Delivery, the Delivery number is pulled from SAP along with the data of the Delivery.

The user can enter the Shipment number as document reference to pull Delivery information in case of a relationship 1:1 between Shipment number and Delivery number.

For Internal complaints, the user will need to use the Outbound Delivery Number as Document Reference. The Purchase Order Number cannot be used as a Document Reference.

In the case that the user does not have any reference number, a “Skip” button allows him to create the complaint without pulling any data from SAP. Nevertheless, the user will still be able to update the document reference fields at a later stage and the data will be pulled from SAP if he does so.

All fields populated by SAP are read-only and not editable in Salesforce by the users with the exception of the Disputed Quantity, Ship to and GBU. If no SAP transaction is maintained on the Complaint, the fields should stay editable.

Once the transactional data is pulled from SAP or that the user skipped this step, he has the ability to read and/or record the following information:

Case Information

Field	Definition
Case Owner	User or a Group of User that is responsible to act on the Complaint on a particular phase of the process
(8D) Ship To Account	The Ship To Account related to the Complaint
Sold To Account	The Sold To Account related to the Complaint
GBU [1]	GBU related to the Complaint.
BU	BU related to the Complaint
Product	Represents product Level 3,4,or 5 related to the Complaint (Not the same product level filter is applied depending on the selected GBU)
Resolution Site Code [1]	Resolution Site Code
(8D) Originator	Solvay Agent that has initiate the Complaint Note: this fields is only available on the creation of a Complaint. After this point, if the User needs to identify this actor, it needs to be managed on the Case Team.
(8D) Investigator	Solvay Agent that is responsible for the Complaint investigation Note: this fields is only available on the creation of a Complaint. After this point, if the User needs to identify this actor, it needs to be managed on the Case Team.
(8D) Commercial Assignee	Solvay Agent that is responsible for reviewing the Complaint investigation and for building the Commercial Response Proposal Note: this fields is only available on the creation of a Complaint. After this point, if the User needs to identify this actor, it needs to be managed on the Case Team.
8D	Flag that indicates that this Customer requires a 8D Report
Requested Sample	Indicates if a Sample has been requested to the Customer.
Status	Indicates in which status the Complaint currently is. See details here
Severity	Critical - Totally unacceptable situation Major - Complaint with a big impact Standard - Complaint with a low impact. This is the value by default Anomaly - Complaint with very low impact closed directly after registration If the Severity is defined as "Anomaly", then the complaint should only be registered and not investigated. Mandatory fields will only be required for the registration step. No prerequisite is required for closure Note: The 'real' name of this field is Priority, but it is renamed to Severity on all Complaint Visualforce pages. For this reason, it will still display as 'Priority' on standard pages, such as list Views.

Motive	Complaint Motive
Sub-Motive	Complaint Sub-Motive
Motive & Sub-motive Definition	Url to file containing Motive and Sub-motive definitions to help originator select the most accurate options
Confidential	If the Complaint is flagged as being confidential, only the Case Team members and users hierarchically above will be able to see it
Solvay Company	Indicates if the Complaint is received from an internal customer (Solvay Company). This flag is only informative
Case Currency	Currency that is used for all monetary information related to the Complaint
Case Origin	Channel from which the Complaint was received
Case Record Type	Case Record Type.
Picture taken	Identify if pictures of the items related to the Complaint have been taken
Inspected by an agent	Indication if the Complaint has been inspected by an agent
Internal Complaint	Indicates that the Complaint should be treated as an Internal Complaint. By flagging the Complaint with this option, some steps, such as acknowledgment email, customer communication, complaint survey on completion, can be skipped

[1] This field may be auto-populated if this information is available from SAP

Complaint Timeline Stream

Field	Definition
Received Date	Effective date when the Case has been received by Solvay
Waiting for final Investigation	Indicates if the Complaint is still waiting for Final Investigation
Waiting for Final Investigation Date	Date when the Final Investigation is expected

Complaint Description

In this section, the initial description of the Complaint is captured

Field	Definition
Subject	Details the high-level subject of the Complaint
Initial Description	Customer Description of the Complaint
Impact on Customer	Detail the impacts that the Complaint has on the Customer complaining

Customer Contact Information

Multiple contacts can be maintained on the Complaint. There is a primary Contact on the Complaint page layout, in the Customer Contact information section, and the additional Contacts are maintained in the Contacts related list.
When choosing a Contact, any Contact can be selected but the Recently Viewed Contacts related to the Ship-to will be the ones displayed by default.
If searching for a Contact that is not related to the Ship-to, the user needs to first search for the Contact and then click on “Show all results” to reveal the Contact.

The main Contact on the Complaint is by default the recipient of communications when the acknowledgment email or the final communication to the customer is sent. This can nevertheless be changed by the user.

Field	Definition
Contact Name	Name of the Customer Contact
Customer's Reference	Complaint Customer Reference

Order Information

Under this section, there is all the information in regards to the orders.
If applicable and in reference to the Sales Order Number and its Item, to the Outbound Delivery Number and its Item, or to the Shipment Number, some fields will auto-populate with data pulled out of SAP ECC. These fields are read-only if data is pulled from SAP.

Field	Definition
Document Source	SAP Document Source (PF 1 or WV 1)
Sales Order Number	Sales Order Number
Sales Order Item	Sales Order Item
Outbound Delivery Number	Outbound Delivery Number
Outbound Delivery Item	Outbound Delivery Item
Shipment Number	Shipment Number
Customer Purchase Order Number [1]	Customer Purchase Order Number
Preceding Document [1]	Preceding Document
Preceding Item [1]	Preceding Item
Subsequent Document [1]	Subsequent Document
Subsequent Item [1]	Subsequent Item
(8D) Material Code [1]	(8D) Material Code
(8D) Material Description [1]	(8D) Material Description
Packaging Type [1]	Packaging Type (BULK or PACK)
Shipping Site Code [1]	Shipping Site Code
(8D) Shipping Site [1]	(8D) Shipping Site
Goods Issued Date [1]	Goods Issued Date
Requested Delivery Date [1]	Date the client would like to receive the delivery of the goods.
Actual Delivery Date [1]	Date when the Order related to the Complaint was actually delivered
Carrier Partner Name [1]	Carrier Partner Name
Carrier SAP Reference [1]	Carrier SAP Reference
Equipment [1]	SAP information of the Equipment related to the Order
Rail Car/Truck Number [1]	Rail Car/Truck Number
Account Manager [1]	Account Manager in SAP

[1] This field may be auto-populated if this information is available from SAP

Containment/Immediate Actions

This section captures the immediate actions that can/should be taken to deal with the Complaint.

Field	Definition
Immediate Action Required	Indication if the Immediate Actions are required
(8D) Immediate Actions Summary	Summary of the Immediate Actions
Completed Date	Immediate Actions Completed Date

Communicate Complaint Acknowledgement to Customer

Once the complaint is logged into the system, it is time to communicate a complaint acknowledgment to the customer. The objective of the communication is to acknowledge to the customer that the complaint has been logged correctly and that it is taken into consideration.

The user can send the email by clicking on the “Send Acknowledgement Mail” button. In addition to the main Contact (by default), the user can also input any valid email address as CC. The Account manager and the CSR, in the Case Team, are automatically put in CC. Additional users may be included in CC if the GBU provided complimentary email rules.

Additionally, the user can select any attachments from the Complaint to be sent as attachments with the email.

Under Investigation

Once the Complaint is logged and that we have sent the acknowledgment email to the customer, the investigation process can start. In this stage, the complaint can be flagged as justified or non-justified. A justified Complaint means that the Complaint has been accepted as valid. By default, the justified field is on “yes”.

the Investigator can be automatically assigned and notified by the System, based on each GBU Rules.

Investigation

Basic information that can be needed for the investigation process can be found in this section.

Field	Definition
Justified	Indicates if the Complaint is justified
Recurring cause	Indicates if this Complaint has a recurring Cause
HSE	Indicates if Complaint has HSE impact (Health, Security, Environment)
Compliance	Indicates if Complaint has Compliance impacts
Insurance	Indicates if Insurance has been informed
Summary of Internal Investigation	Indicates
(8D) Internal Description	Details the Summary of Internal Investigation
Sample Requested Date	Date when the Sample has been requested to the Client
Sample Received Date	Date when the requested Sample has been received from the Client
Customer Sample Reference	Customer Sample Reference
Sample Source	Sample Source
Estimated Costs	Indicates the amount of the Estimated Costs when the Complaint is on the Investigation phase
(8D) Non-Detection Analysis	Summary of why the problem was not detected.
(8D) Impact on Other Customers	Detail the impacts that the Complaint has on other Customers
(8D) Impact on Other Products	Detail the impacts that the Complaint has on other Products

Root Cause

This section groups all the fields related to the Root Cause Analysis.

Field	Definition
Root Cause Investigation Required	Indicates if a Root Cause Investigation is required
(8D) Root Cause Investigation Summary	Details the Root Cause Investigation Summary
Detailed Root Cause Analysis Attached	Indicates a Detailed Root Cause Analysis was attached
Department	Department that is investigated
Internal Comment	Internal Comments related to the Root Cause Investigation
5 WHY	Indicates that the 5 WHY process will be used. By flagging the Complaint with this option, 5 additional fields are made available.

Corrective Action Plan Development and Implementation

This section groups all the fields related to the Corrective Action Plan and its implementation.

Field	Definition
Due Date	Corrective Action Due Date
Corrective Actions Required	Indicates if the Corrective Actions are Required
(8D) Action Plan	Summary of the Action Plan that should be implemented. Specific Actions assigned to Users should be detailed on the Activity History Related list

(8D) Lessons Learned	Details the Lessons Learned after the Corrective Action Plan has been implemented
Supplier Claim Number	Represents the number of the claim Solvay will reference in SAP QM (quality management) to a supplier in case of customer raw material, transportation, or carrier issue.
Completed Date	Corrective Actions Completed Date
Corrective Actions Implemented	Indicates if the Corrective Actions were implemented
Reason Not Implemented	Detail the Reason that the Corrective Action Plan was not implemented
Incurred Costs	Cost that Solvay has become liable for

Recurrence Prevention & Effectiveness Verification

This Section is where we can maintain the effectiveness of the Corrective Actions as well as how they can prevent Complaint recurrence, if applicable.

Field	Definition
Due Date	Effectiveness Verification Due Date
Corrective Action Effective	Indicates if the Corrective Actions were effective
(8D) Effectiveness Assessment Details	Description of the Effectiveness Assessment Details
Effectiveness Responsible	Indicates User that is responsible for the effectiveness verification
Completed Date	Effectiveness Assessment Completed Date

Under Review

Once the investigation has been completed, or when a response needs to be sent to the Client even if the Investigation is still pending (see 6.2.4.1), the Investigator should manually change the Status to 'Under Review' to trigger the Review Phase normally by the Commercial Assignee. The Commercial Assignee can be automatically assigned and notified by the System, based on each GBU Rules.

The main activity of this phase is to build a proposal for the Response that should be sent to the Customer by filling the field Commercial Response and Customer Communication.

Proposal Customer Response

Field	Definition
Commercial Response Proposal	Response proposal that should be sent to the customer
Credit Note	Description of the Complaint from a Solvay's agent
Credit Note Reference	Reference of the Credit Note to be given to the Customer
Credit Note Amount	Reference of the Credit Note to be given to the Customer
Compensation Required	Indication if a Compensation is Required
Compensation	Description of the Compensation to be given to the Customer
Compensation Amount	Amount of the Compensation to be given to the Customer
Other Costs	Other Costs besides Credit Note Amount and Compensation Amount
Supply Chain Costs	Supply Chain Costs
Lab Analysis Costs	Lab Analysis Costs
Product Destruction Costs	Product Destruction Costs
Overall Costs	Sum of all the Costs related to the Complaint plus Credit Note Amount and Compensation Amount

Customer Communication

Once the Commercial Assignee has built the Commercial Response Proposal, the communication is ready to be sent to the Customer. The user responsible for the Customer Communication (Replier) can be automatically assigned and notified by the System, based on each GBU Rules.

In order to send the final communication to the customer, there is a button "Send Customer Response" that will open the template of the final communication email which can be previewed and is editable.

The email of the main Contact assigned to the Complaint will automatically be populated as the recipient, and the Account manager and the CSR in the Case Team are automatically put in CC.

The 3 communication templates (acknowledgment email, final communication email and the 8D Report) are available in the following 16 languages (including simplified Chinese and traditional Chinese) :

- English
- German
- French
- Spanish
- Portuguese
- Chinese (simplified)
- Japanese
- Korean
- Italian
- Dutch
- Bulgarian
- Finnish
- Polish
- Russian
- Thaï
- Chinese (traditional)

The language of the main Contact is used to determine the language in which the acknowledgment email, final communication email and the 8D Report templates will be generated. In case no language is assigned to the main Contact, the default language of the communication is set to English.

Even though the language of the communication is the one of the main Contact, the user has the possibility to select another language from a drop-down list

The “Acknowledgement Sent” and “Final Communication Sent” checkbox will only be checked if one of the recipients of the Acknowledgement Email or the Final Communication to the Customer is the main Contact on the Complaint

Once the Communication Email is sent from Salesforce, the Complaint Status is automatically changed to **Completed** or to **Waiting for Final Investigation** (see statuses)

When the Complaint is **Completed**, the section Order Information is blocked and cannot be edited.

Complaint Closure

The Closer actor can be automatically assigned and notified by the System, based on each GBU Rules.

Once the Complaint has been Completed, the agent responsible for the closure should check that all related tasks have also been Completed:

Confirm execution of financial compensation if decided

Confirm execution of all Corrective and Prevention Actions

If a complaint has the status Completed for more than 15 days and the Credit note is set to YES but no amount has been populated in Credit Note Amount, a reminder is sent to the same users as when the complaint is set to Completed. This rule is set up for GBUs Technology Solutions, and Peroxides.

However, there are mandatory steps that need to be completed in order to allow the closure of the complaint, except if the 'Severity' is defined as 'Anomaly' (no prerequisites are required for closure of Anomalies).

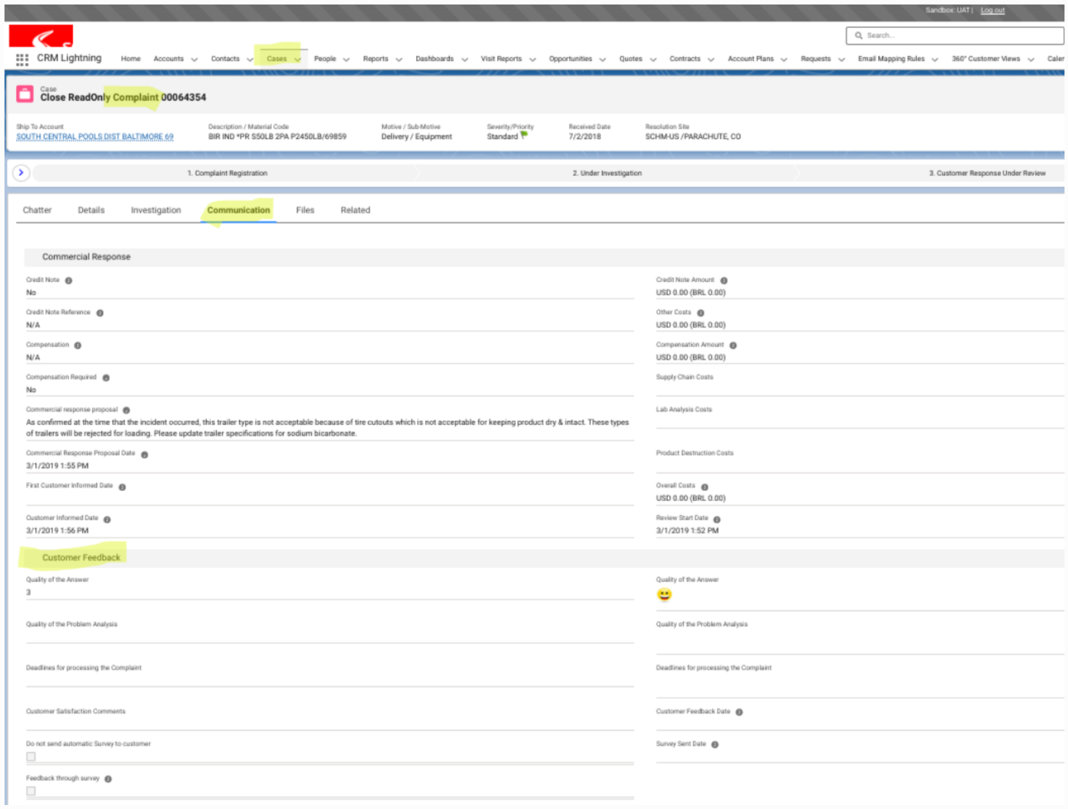
If the field '8D Report' is checked then the Complaint can only be closed once the 8D report is sent.

The field 'Justified', in the Investigation section, must be filled.

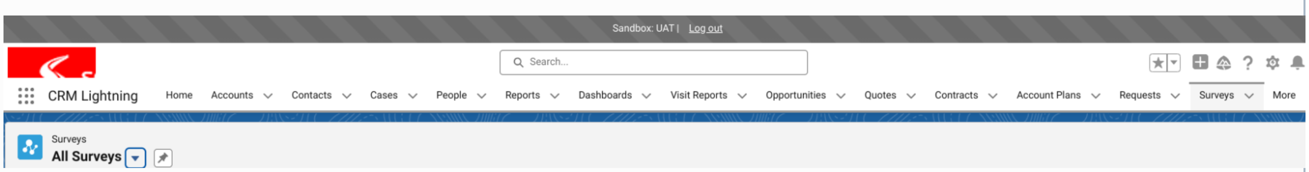
Customer Feedback must be have been captured on the Closure section (Customer satisfaction is mandatory to be maintained but can be set as N/A in case no feedback is received from the client.)

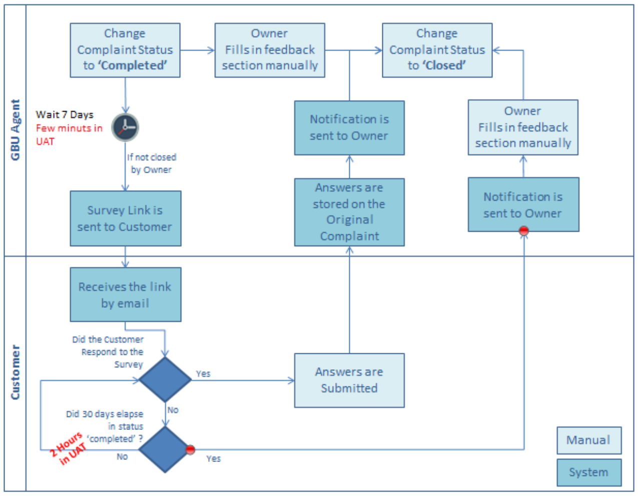
The Qualtrics Automatic Survey (Customer feedback) was migrated to **Salesforce Feedback Management** through an update of a big flow .

- 7 days after a complaint is closed, an email template containing a link to the "Customer Feedback" form will be sent to the customer (image 1)
- Once the customer completes the feedback form, the "Customer Feedback" section in the "Communication" tab is automatically updated (image2)
- In Survey Tab you can see all surveys
- The case owner will receive the information about the Customer Feedback was sent in the 7th day of closure and 30 days after (38 days) he will receive another information id customer did not answer.
- Setup > Lightning Email Templates > Case Feedback folder > Complaint_Feedback



blocked URL





Note: The Final Communication Sent checkbox is not mandatory to close a Complaint. The reason for this is that some Complaints are closed by a phone call or without any structured communication

Once the Complaint is Closed, it is considered archived and only a System Administrator will be able to edit or reopen the closed Case. In order to make it clear that the Complaint cannot be edited once it is close, the following text appears under the flowchart when the status is Closed :

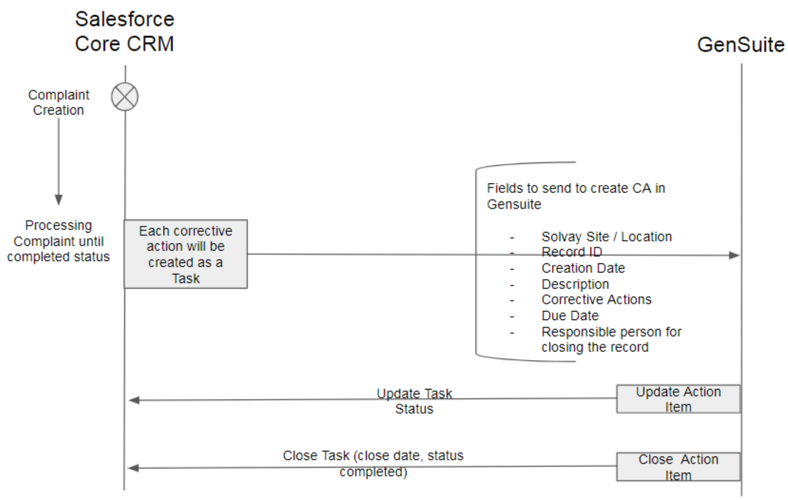
"This is a closed Case and cannot be edited. Only a System Administrator can edit a closed Case. If any changes are needed, please use the Need Help functionality to contact the Support Team."

Feedback fields:

Field	Definition
Quality of the Answer	Customer Quality of the Answer satisfaction. Values: 0, 1, 2, 3 and N/A
Deadlines for processing the Complaint	Customer Deadline Satisfaction. Values: 0, 1, 2, 3 and N/A
Customer Satisfaction Comments	Customer Satisfaction Comments
Quality of the Problem Analysis	Customer Quality of the Problem Analysis. Values: 0, 1, 2, 3 and N/A
Customer Feedback Date	Customer Feedback Date
Survey Sent Date	Date when survey was sent
Do not send automatic Survey to customer	Survey will not be sent
Feedback through survey	when survey was filled by the customer

Integration with Gensuite

For Technology Solutions, we integrated the Gensuite (corrective actions tracking system) with the core CRM (Salesforce) for automated transfer for corrective action between two systems.



Rules detail

Number of rules	Details
R_01	• The corrective actions to be sent to Gensuite should be created as a task through the related list “open activities” under the complaint record
R_02	Prerequisites to send a corrective action to Gensuite: • Complaint must be in status “Completed” • Complaint GBU: Technology Solutions • Task to be created should be under process “Corrective Action” • Task status: not started
R_03	• No restriction on the creation of tasks under complaint, all TS users can create tasks if they have access to the complaint record
R_04	• Fields to be sent to Gensuite to create corrective action and mapping with salesforce fields core CRM: (refer to the table in the slide fields to be sent to Gensuite).
R_05	• Once the corrective action has been created in Gensuite, no modification of the task in Salesforce, except the update of status closure comment from Gensuite.
R_06	• Once the task is in status completed, a notification email will be sent to the originator user of the complaint. NB: the Originator user is the user who creates the complaint initially, but it could be changed while the complaint is processing.
R_07	• In core CRM, there is no link between root causes and corrective actions
R_08	• Related list on task record “Files” is not included in the integration for Gensuite
R_09	• All tasks meet the requirement to be sent to Gensuite for all complaints for Technology Solutions will be sent to Gensuite

Fields to be sent to Gensuite

GenSuite	Core CRM	Remarks
• SFDC ID (technical field)	• Task ID	

• Description	• Description/ Email Sent	
• Created Date	• Task created date	
• Corrective actions	• Action	
• Due Date	• Due Date	
• Responsible person for closing record	• Salesforce user	• No automatic assignment rules • Once the corrective action has been created in Gensuite, if the user is changed in Gensuite, it will not update the assigned user in Salesforce it's not required to be linked or aligned with the owner of the action in Gensuite (no business impact)
• Solvay site / Location	• Resolution site	
• Status	• Status	At the creation of the corrective action in Gensuite the status will be "Not Started"

Update task: Fields to be updated in salesforce

GenSuite	Core CRM	Remarks
• St atus	• St atus	Once the corrective action has been created in Gensuite, the status of the task in salesforce will be "In Progress" means that the task has been created correctly in Gensuite

Closing task: fields to be updated in salesforce

GenSuite	Core CRM	Remarks
• Status	• Status	Once the corrective is completed in Gensuite, the status in salesforce will be updated to "Completed"
• Closed date	• Closed date	

List of fields on task record

Fields	Type and details	Remarks
Assigned to	Lookup user	(by default, salesforce assigned to the user who create a task)
Related to	Lookup case	Is linked to the complaint record
contact	Lookup contact	Is linked to the main contact selected in complaint record
Subject	Picklist (mandatory field)	This field is not included in the integration with GENSUITE
Due date	Date field	

Process	Picklist	Investigation Containment Root cause Corrective action = Only this value will be used by TS users to create task (if they select any other value the task will not be created in Gensuite) Effectiveness and recurrence prevention Other
Closed date	date	This field will be updated by the integration once the status is in completed
Assigned process	Picklist	
Progress statement	Text field	
Action	Text field	This field is integrated with Gensuite
Result	Text field	
Status	picklist	Not started: managed in the integration flow In progress: managed in the integration flow Completed: managed in the integration flow Waiting on someone else: not managed in the integration flow Deffered: not managed
Description	Text field	This field is integrated with Gensuite
Type	Read only	
Task record type	Read only	
Created by and modified by		System field filled automatically

User	Last Update
Jeremie Seabra-ex	3285 days ago
GILLES, Anne	368 days ago
Sebastien Rouxel	1290 days ago
Silva, Gonçalo	1859 days ago
Filipe Freitas-ex	3286 days ago
MARTINS, Sandra Regina	393 days ago
MARKUS, Evita	1018 days ago
Julien Andreoli-ext	2762 days ago
PEYTRAUD, Josiane	2150 days ago
BRAHIM, Walid	
KANJA-ext, Zakaria	
NWANGWU, Daniel	