

# Complaint: Internal Investigation

## Overview

In this section, you will find information about:

- How to find a complaint assign to you
- The investigation information to input
- The root cause analysis (8D, 5 WHY)
- The corrective actions
- The Assignee notification

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Concerned profiles:

ALL

## Step By Step

### Next process step

• A S D a v i d u p d a t e t h e S t a t u s t o U n d e r i n v e s t i g a t i o n , t h e n e w O w n

Case Details

[Edit](#) [Delete](#) [Close Case](#)

[Send Acknowledgement Mail](#) [Send Customer Response](#) [Generate 8D Report](#) [Send Internal Email](#)

1. Complaint Registration → 2. Under Investigation → 3. Customer Response U... → 4. Customer Communica... → 5. Complaint Closure → 6. Closed

Process Information <https://drive.google.com/open?id=1ovR3saYvP710pA09b45PGs5v6z98PzzFZgE8td1ts>

Case Information	
Case Number	00019469
Case Owner	<a href="#">Filipe De Souza Santos [Change]</a>
(8D) Ship To Account	<a href="#">A I B BEATA DOBOSIEWICZ</a>
(8D) Customer Classification	
Sold To Account	<a href="#">A I B BEATA DOBOSIEWICZ</a>
Partner Type	Sold-to & Ship-to
GBU	Special Chem
BU	Catalysis
Product	
Resolution Site Code	POS
Resolution Site	SLV-PT /PO/OA (SU)
Country	Poland
(8D) Originator	<a href="#">Julien Gasqueton</a>
Status	Under Investigation
Severity	Standard
Motive	Delivery
Sub-Motive	Driver behaviour
Motive & Submotive Definition	<a href="http://drive.google.com/open?id=0B7gPzsf2by70VY...">http://drive.google.com/open?id=0B7gPzsf2by70VY...</a>
Confidential	<input type="checkbox"/>
Solvay Company	<input type="checkbox"/>
Case Currency	EUR
Case Origin	
Case Record Type	Open Complaint
Picture taken	<input type="checkbox"/>
Inspected by an agent	<input type="checkbox"/>
Internal Complaint	<input type="checkbox"/>
8D	<input type="checkbox"/>
Requested Sample	<input type="checkbox"/>

er (aspects of User, aspects of Queue or the designated Investigator from the Case Team) is notified by email with

•Let's follow John, working in Supply Chain and member of a Investigation Queue for his GBU, while he completes the Investigation part of the Complain

## Investigator notification

- In order to get to the Complaint page, Nicole can either *find* the Complaint on the **Case** object using the view with the Name of his Queue or simply *click* on the Complaint link in the **notification email**.



\*\*\* Internal usage only \*\*\*

An acknowledgement email for the Complaint 00001126 registered in Salesforce by David Rampel has been sent and the investigation can begin.

Please update the Complaint with the investigation information and update the status to "Under Review" when completed.

To display the complaint, please click on this link: <https://solvaytestcom-Dev1.cs80.my.salesforce.com/500215000000c5Bf>

Case Number	00001126
Received Date	1/07/2015
Ship To Account	BASF SCHWARZHEIDE GMBH
Sold To Account	BASF SCHWARZHEIDE GMBH
GBU	Novecare
Country	Germany
Product Family	
Originator	David Rampel

Action	Case Number	Contact Name	Subject
10 Edit   Del	00001126	Test_Tes	Test_Persona
10 Edit   Del	00001126	Test	New Test

- The following views are available:
- All Open Complaints
  - My Cases
  - My Complaints
  - My Open Cases
  - Recently Viewed Cases

The view "My Complaints" shows the Complaints where the user is in the Case Team.

## Investigation

1

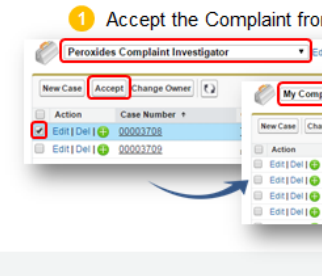
Since John is part of a Queue that is the new Owner on the Investigation phase he should 'pick up' the Complaint for himself (meaning that he should be the new Owner of the Complaint) in order to:

Allow the other members of the Queue to know that John is working on the Complaint and remove the Complaint from the Queue scope  
Be added automatically to the Case Team as the Investigator

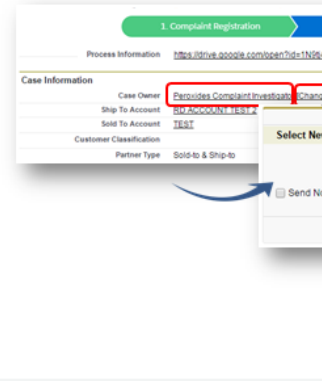
John have two ways of transfer the ownership from his Queue to himself:

Accept the Complaint from the Queue List View

Or, open the Complaint record page and manually change the Owner to himself by clicking the 'Change' button next to the Owner Name

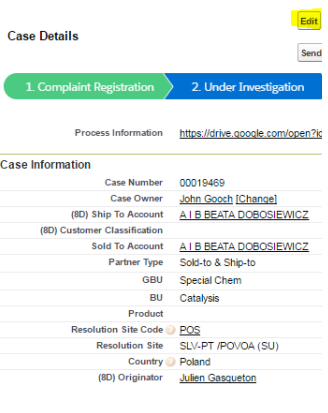


2 Open the Complaint record page and manually change the Owner to himself by clicking the 'Change' button next to the Owner Name



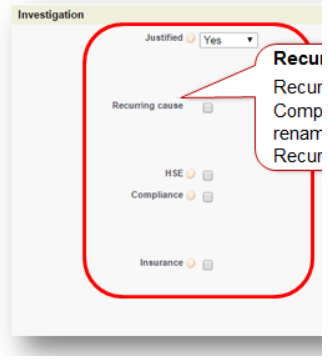
2

•Once John is the new Owner, he can open the Complaint, click on Edit and scroll down to the Investigation section to start filling the Investigation information.



3

- Under the Investigation section, John can flag basic information on the Complaint:
  - Justified:** Is the Complaint Justified?
  - Recurring Cause:** Is it a Recurring Complaint?
  - HSE:** Identify that a Complaint has HSE-aspect (i.e. leak of product).
  - Compliance:** Flag if guidelines have been breached.
  - Insurance:** Indicate that the insurance has been informed about the case.
  - Inspected by an agent:** Was the issue physically inspected by an agent?



4

- Still under the Investigation section, John can *mention* some information as free text:
  - **Internal Description:** Internal description of the problem.
  - **Summary of Internal Investigation:** General output of the investigation.
  - **Estimated Costs:** Estimation of the total costs of the Complaint.
  - **Non-Detection Analysis:** Why was the issue not detected?
  - **Impact on Other Customers:** Does this Complaint impact other customers?
  - **Impact on Other Products:** Does this Complaint impact other products?

Investigation

Justified  Yes  No

Recurring cause

HSE

Compliance

Insurance

• Under the Investigation section, John can also flag if a Sample was Requested. In that case, additional fields appear:

- Sample Requested Date
- Sample Received Date
- Customer Sample Reference
- Sample Source

Investigation

Justified  Yes  No

Recurring cause

HSE

Compliance

Insurance

## Root Cause Analysis

• The next section is the Root Cause Analysis

Root Cause

Root Cause Investigation Required  Yes  No

Department

Root Cause Investigation Summary

Internal Comment

Detailed Root Cause Analysis Attached

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Internal Comment 

5 WHY 

- None--
- Customer Service
- Sales
- Technical Marketing
- Corp - Logistics
- Plant - Logistics
- Plant - Production
- Plant - Technical & Process Service
- Research & Innovation
- SBS
- Supplier - Carrier

## Corrective Actions

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**Corrective Action Plan Development and Implementation**

Due Date  Completed Date

Corrective Actions Required  Corrective Actions Implemented

Action Plan

Reason Not Implemented

Lessons Learned

Incurring Costs

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Investigation,  
John  
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Effectiveness Verification

Recurrence Prevention & Effectiveness Verification

Due Date [24/08/2015]

Completed Date [24/08/2015]

Corrective Actions Effective -None-

Effectiveness Assessment Details

• A t t h e e n d o f t h e i n v e s t i g a t i o n , J o h n n e e d s t o d e f i n e w h e t h e r t h e C o r r e c t i v e A c t i o n s w e

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**Case Information**

Case Owner: Sophie Millet

(8D) Ship To Account: L'OREAL

Sold To Account: L'OREAL

GSJ: Novacare

BU: Home & Personal Care

Product: LINEAR ALCOHOL ETHOX

(8D) Material Code:

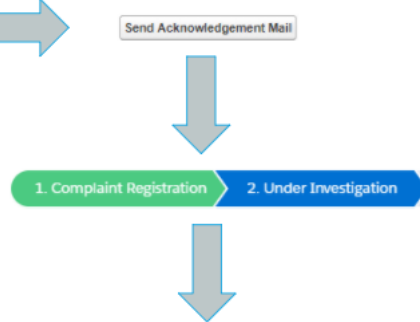
(8D) Material Description:

Resolution Site Code: 8167

(8D) Originator: User | Sophie Millet

(8D) Investigator: User | Jeremie Seabra

(8D) Commercial Assignee: User | Anne Gilles



**Case Information**

Case Number: 00050750

Case Owner: Jeremie Seabra [Change]

(8D) Ship To Account: L'OREAL


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Case Team <span style="float: right;">Update Case Team Members</span>			
Action	Team Member	Member Role	Case Access
<a href="#">Remove</a>	<a href="#">User: Yiting YEQ</a>	Originator	Read/Write
<a href="#">Remove</a>	<a href="#">User: tran n</a>	Account Manager (SAP)	Read/Write
<a href="#">Remove</a>	<a href="#">User: CAMILLE JOURDE</a>	Commercial Assignee	Read/Write

<b>CUSTOMER COMPLAINT</b>	
Answer Notice	
	Complaint reference : 00047254
	Received date :
	Contact : CAMILLE JOURDE
	Phone number : + 33 1 49 37 68 17
	Email : camille.jourde=solvay.com@example.com

## Assignee Notification

- John's GBU has implemented a rule that the new Owner should be a specific User as the Commercial Assignee for this Complaint criteria.
- Once John has completed the Investigation part, he can update the Status to Under Review.
- The User or Queue in charge is notified by an email. A notification flow sends an email to the appropriate assignee to inform him that the status was changed and that further action is needed.
- The Case Team Members and the Solvay Contacts that are selected to be notified when the Status is changed to Under Review are also notified.
- Additionally, if John would like to manually assign the Complaint to a particular Colleague or to one of the Queues available on the System, she should click the Change button next to her name and select a value on the screen.

- These notifications are meant for users who need to take action on the Complaint. Other users can always consult the Complaint or the Reports if they want additional visibility.
- Well Done David!** The Complaint is created and a notification has been sent to the Investigator to inform him that he can begin the Investigation.
- \* Make sure you select the flag 'Send Notification Email' in order for the new Owner to receive the notification

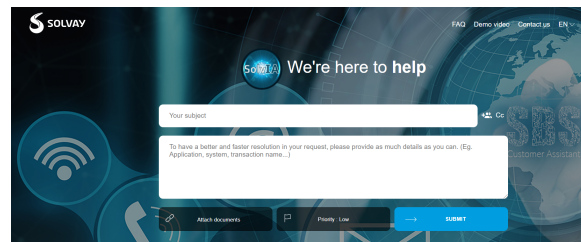
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## Related articles

- [Complaint: Create a complaint](#)
- [Complaint: Sending the Acknowledgement Email](#)
- [Complaint: Commercial Response](#)
- [Complaint: Customer Communication](#)
- [Complaint: Close a complaint](#)
- [Complaint: Related Lists](#)
- [Complaint: Reporting on Complaints](#)

## 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/>



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