This procedure has been completely reviewed. Therefore no individual paragraphs have been starred (*) to indicate changes.

1. AIM

To define the actions, authority and responsibility within the company necessary to ensure Customer Cases are dealt with efficiently and courteously; corrective and preventive action is taken when needed.

2. SCOPE

All Plastica products and services.

3. RESPONSIBILITY

Managing Director: To manage the Case Process and to prepare monthly report on findings.
Senior Team: To implement actions to resolve and where reasonably practical reduce cases within their area of responsibility.
All Plastica Personnel: To interact with customers in a courteous and professional manner.
Case Co-ordinator: to allocate cases to relevant department and monitor progress and close off when resolved.

4. QUALITY RECORDS

Electronic Database – AX
Operations Meeting
Analysis

5. METHOD

Handling of Cases

All customer cases relating to products and/or services are entered onto AX, the next consecutive number is automatically generated.

The cases are passed to the relevant department for action.

Customers are kept informed of the investigation if appropriate when resolved. All cases are closed off by the Case Co-ordinator.

Detailed W.I.'s in the form of screen prints and text are appended to this W.I.

Analysis

Detailed analysis reports are in place by ICT in conjunction with QA Consultant.

Cross References

Control of Non-Conformances – QP13
Corrective and Preventive Action – QP14

<u>Case Process</u>