

Complaint Flow Chart

Responsible

Quality Manager/
Quality Department
Quality Coordinator

Department Manager/
Unit Manager

Quality Manager/
Quality Department
Quality Coordinator

Department Manager/
Unit Manager

Department Manager/
Unit Manager

SZUTEST Technical
Expert Pool

Complaints and
Appeals
Committee

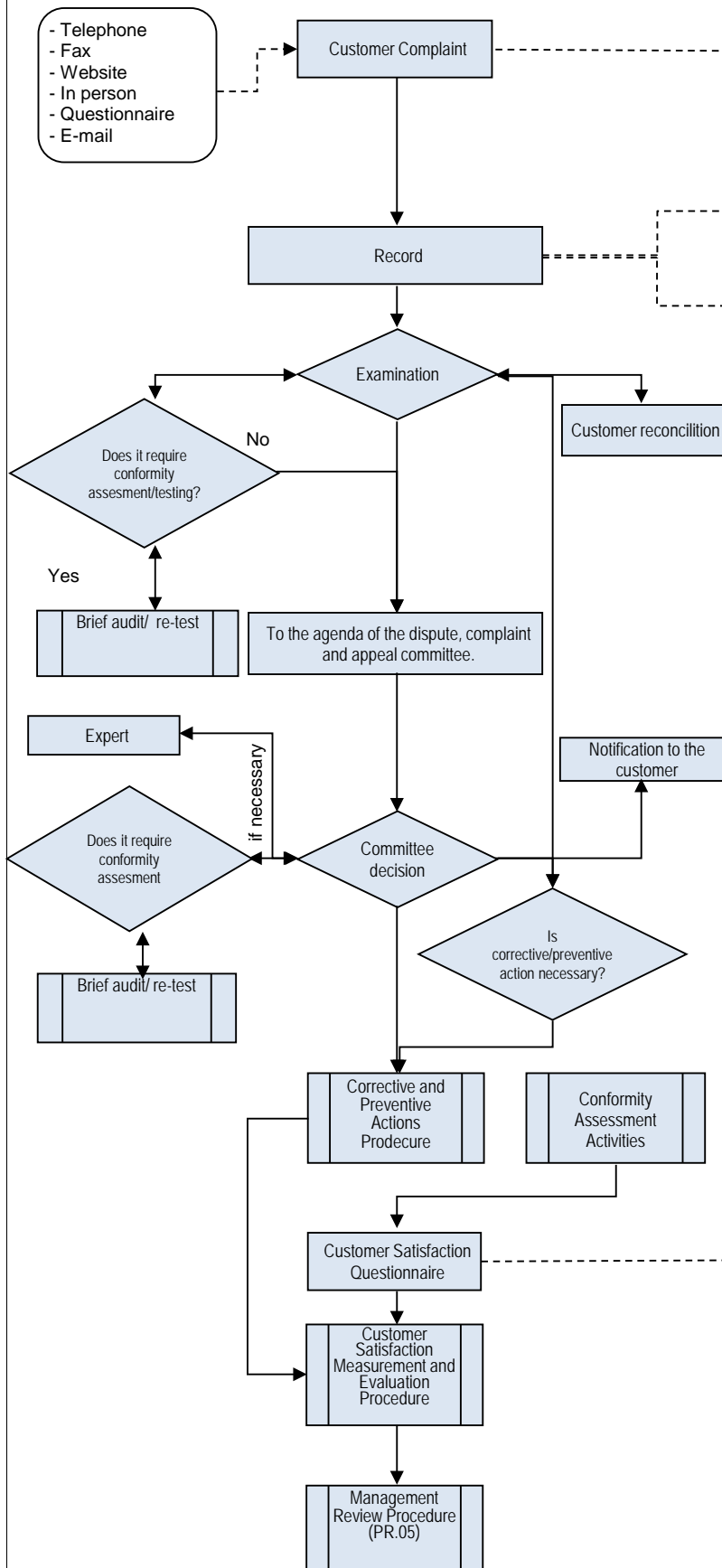
Department Manager/
Unit Manager

Department Manager/
Unit Manager

Quality Manager/
Quality Department
Quality Coordinator

Quality Manager/
Quality Department
Quality Coordinator

Workflow



Document

FR.02 Feedback (Complaint Appeal Suggestion Information Request) Form

FR.02 Feedback (Complaint Appeal Suggestion Information)

FR.223 Feedback Tracking Form

Letterhead and/or e-mail

Customer Satisfaction Questionnaire (APP)