



QMS: Customer Complaints

SOLUTION FACTSHEET

The Customer Complaints capability allows for the capturing, management and effective resolution of customer complaints. It enables the business to easily review and escalate critical product defects and service issues to prevent their reoccurrence, and is a requirement for all businesses wanting to achieve a formal quality accreditation. This improves customer-centric behavior, driving customer retention.

Customer Complaints integrates easily into SYSPRO, and all customer complaints are kept together in one system.

The Benefits of Customer Complaints

- **Increases Customer Retention**
Customer Complaints provides visibility of customer grievances to ensure these are addressed in order to retain customers. It allows for maintenance of customer relations and provides insight into their dissatisfaction.
- **Helps Improve Product Quality**
Customer Complaints provides visibility into product defects, which may be non-compliant. It also highlights any areas requiring swift intervention and also pinpoints the cost of quality measures.
- **Drives Continuous Improvement**
Insight into customer dissatisfaction with products can provide valuable feedback to enact changes in production plans, Bill of Materials, raw material allocations, tool allocation, changes in product specifications and development efforts. It may also lead to product withdrawals and highlight machine and maintenance issues.
- **Provides Insight into Supply Chain Shortcomings**
Provides visibility into possible defects in the supply chain enabling intervention, preventative actions, process or procedure changes, and equipment redesigns.

Product Version:

SYSPRO 8 (2019 R2)

Related Modules:

- Contact Management

Sectors:

Manufacturing and Distribution

Industries:

- Automotive Parts and Accessories
- Electronics
- Fabricated Metals
- Food and Beverage
- Industrial Equipment and Machinery
- Packaging
- Plastics and Rubber

Technical Requirements:

In order to use Customer Complaints, the following module must be installed according to the terms of your software license agreement:

- Contact Management System

Customer Complaints Solution Capabilities:

- **Add and Manage Users**
Provides the ability to add users, assign specific roles and permissions to users, and allocate incidents to users according to those assigned roles.
- **Record the Complaint**
Any person receiving a complaint (whether verbal, phone calls, e-mails, etc.) can capture the complaint in the system. These complaints are then recorded in the Customer Complaint System as an incoming complaint. The captured complaint will include:
 - **Reports**
 - Complainant name and contact details
 - Addressee name and email
 - Date of complaint (calendar)
 - Date of quality incident (calendar)
 - Nature of complaint (text box)
 - Unique customer complaint number
- **Complaint Allocation, Analysis and Resolution**
Complaints are allocated to appropriate staff, who receive an email notifying them of the allocated complaint, and the required investigation of the complaint. The system requires information like scope of defect, root cause analysis, corrective and preventative action and estimated resolution time to be captured.
- **Communication with Customer**
Emails are automatically triggered from the Customer Complaints system to customers, acknowledging receipt of their complaint, providing resolution lead time and further information.

Audit Trail

An audit trail is available which shows when an incident was logged, to whom it was assigned, and if it was escalated, when it was escalated and the reason for escalation. This will help improve the rate of response to complaints and improve customer relations.



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