



TEMPLATE

Complaint report

Author: _____	Date: _____
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Defective product / service: Product name: _____ Product-No./Serial-No.: _____ Description: _____ Complaint Amount: _____	<input type="checkbox"/> Supplier / <input type="checkbox"/> External (HCP) / <input type="checkbox"/> Customer / <input type="checkbox"/> internal: _____ Deliv.-Nr: _____ Deliv.-Date: _____ Amount (total): _____ Cost per part: _____
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Detailed description: _____ _____ _____	Caused When? _____ Whom? <input type="checkbox"/> Suppl. / HCP / Customer <input type="checkbox"/> Transport <input type="checkbox"/> internally <input type="checkbox"/> Technology / Development
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Possible errors / suggestions for improvement:

	Content [AI]	amount	done	
			Date	Initials
<input type="checkbox"/>	Back to sender + return delivery note + original defect notification + copy to QMB			
<input type="checkbox"/>	Destroy			
<input type="checkbox"/>	Special release			
<input type="checkbox"/>	Internal repair + add. Check			
<input type="checkbox"/>	SOP/ Test instructions revised			
..	Shipping			

Additional actions by QMB :

Correction measurement done: _____ Date/signature QMB	Case document: _____ Date/signature Technical Lead	Corrective action checked: <input type="checkbox"/> measurement effective <input type="checkbox"/> measurement NOT effective → touted to new Complaint report _____ Date/signature QMB/Technical Lead
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Distribution: MT → Copy, QMB → original after Finalization to Complain notice