PITC Pharma, Inc.

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DEPT.: amsc
GDC NO.: 1

CUSTOMER COMPLAINT PROCEDURES

Document Control No. SSAD-PGP-CC-2	Effectivity Date: December 23, 2015	
Prepared by:	**Recommending Approval:**	**Approved by:**
Lourdes S. Mendoza Manager, Sales Support & Administration Department	**Jose A. Cortez** Vice President, Sales and Distribution Group	**Jose A. Capistrano, Jr.** President and CEO

I. PURPOSE

To establish a documented complaint handling procedure and ensure that all complaints within the operation are formally received, handled and processed effectively.

II. SCOPE

This Procedure shall cover the handling and processing of customer complaint.

III. DEFINITIONS

The following terms as used in this Procedure shall mean:

Customer Complaint	-	An expression of dissatisfaction with a product or service, either orally or in writing, from an internal or external customer.
Customer Complaint Form	-	An internal document generated by Sales Support and Administration Department (SSAD) to document the customer complaint.
Account Officers	-	Responsible for the execution of productive and effective sales program of PPI which includes closing deals, generating sales and collecting payments.
Field Operation Manager	-	Primary responsible for the planning, controlling and directing of the sales and marketing functions.
Records Officer		Responsible for the receipt, collection and identification of externally received documents.
Sales Order Processor (SOP)	-	Is the staff of SSAD, whose function includes maintaining customer records and files, preparing Sales Order Form, encoding information into the database system, and processing orders received via phone, fax or e-mail.

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Sales Support and Administration Department (SSAD)	-	The central support unit of PPI Sales Group.

IV. RESPONSIBILITIES

A. Management Representatives has the responsibility to maintain the copies of each customer complaint.
B. The Head of Departments are responsible to review each customer complaint according to this procedure and ensure that the appropriate action is taken out on the complaint.
C. The Sales Group have the responsibility to understand and follow this procedure if a customer has an issue with the company's products and services.
D. All customer complaints, verbal or written received by the Field Operation Managers, Accounts Officer and Sales Support & Administration shall follow the procedure in the Control of Documents and Control of Records Procedure.

V. PROCEDURE

Responsible Person	Action/s
FOM / AO / SSAD Processor	1. Receive customer's complain in any form (written and verbal). 2. Acknowledge the customer. 3. Log complaint in customer complaint form and attach the received complaint. 4. Record the complaint in customer complaint log book and assign number. 5. Analyze the complaint if valid or not valid. 6. If valid, take immediate response / action to customer to close the complaint. 7. If not valid, disregard the complaint. 8. For complaint that cannot be resolved immediately, elevate to SSAD Supervisor for further investigation and verification.
SSAD Supervisor	9. Investigate the complaint. 10. Depending on the nature of the complaint, if it require Legal action, refer to Legal Affairs Department for proper disposition. 11. If the nature of the complaint require Regulatory action, refer to Procurement Department for proper disposition. 12. Records the results of investigation of the complaint on the customer complaint

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Responsible Person	Action/s
	form. 13. Forward to SSAD Manager for recommendation.
SSAD Manager	14. Proposed recommendation and solution. 15. Forward to VP Sales for approval.
VP-Sales	16. If recommendation and proposal is acceptable, sign on the approved by portion.
SSAD Processor	17. Communicate to the customer the recommendation and action on his/her complaint. 18. Closed the complaint if the recommendation is accepted by the customer. 19. Forward a copy of the closed customer complain to the QMR.
QMR	20. Review action taken. 21. Propose corrective action and raise nonconformity report if required.
SSAD Manager	22. Review proposed corrective action. 23. Implement corrective action.
QMR	24. Verify effectiveness of corrective action. 25. Close nonconformity report.
	END

VI. MEASUREMENT AND ANALYSIS

Data	Source
No. of complaints recieved vs closed complaints	Customer Complaint Form

VII. REFERENCES

A. Control of Documents Procedure
B. Control of Records Procedure
C. ISO 9001:2008 7.2.3 Customer Communication

ON

PPI-F-RDRA-1
Effectivity: 8 December 2015

PITC Pharma, Inc.	REQUEST FOR DOCUMENT REVIEW AND APPROVAL	RDRA No.

Document Title:	Customer Complaint Procedure QM		
Document Type:	☐Manual ☑Procedure/Policy/Guideline ☐Work Instruction ☐Other (specify)_____		
Revision No:	1	Document Code:	SSAD - PGP - CC - 2
Requested By: L. Mendoza Lourdes S. Mendoza Signature over Printed Name	Jose A. Cortez VP-Sales & Distribution	Date: Dec. 23, 2015	
Reason for Request:	☐New ☑Revision ☐Other (specify)_____		

Details:

Inclusion of process for Legal Affairs Dept. and Regulatory and its linkage to Control of Non Conformity procedure requiring issuance of CPAR.

Affected Document that may need revision

Endorsed By: (Quality Mgt. Representative)	Date:	Comments:
ELIZABETH V. TRILLANA Signature over Printed Name	12/23/15	
Approved By: (President and CEO/BoD)	**Date:**	**Comments:**
JOSE A. CAPISTRANO, JR. Signature over Printed Name	12/23/15	
Approval to Release of Document: (QMR)	**Date**	**Comments:**
ELIZABETH V. TRILLANA Signature over Printed Name	12/23/15	pls retrieve amended copies & re-issue revised CCP

PPI-F-DRH-1
Effectivity: 8 December 2015

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Document Revision History

Document Title: Customer Complaint Procedures
Document No.: SSAD-PGP-CC-2

Release No.	Revision No.	Page No.	Description of Revision	Originator/ Process Owner	Date of Approval
	1	1	delete the word detailed process	SSAD	Dec. 23, 2015
	1	2	delete Records Officer	SSAD	Dec. 23, 2015
	1	2	includes in V. Procedure step no. 10 and 11 to include process for Legal Affairs Dept and Regulatory.	SSAD	Dec. 23, 2015
	1	3	Change the word relieved to received.	SSAD	Dec. 23, 2015