

Flowchart	Process	P.I.C.
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>1. SCOPE OF CONTROL</p> </div> <div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>2. COMPLAINTS RECEIPT</p> </div> <div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>3. INVESTIGATION & REMEDY ACTION</p> </div> <div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>4. REPLY TO THE CUSTOMER</p> </div> <div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px;"> <p>5. CHANGES, IMPROVEMENT & RECORDS</p> </div>	<p>1.1 Apply to all complaints received from internal & external customers & laboratory personnel via:</p> <p>1.1.1 Letter or fax;</p> <p>1.1.2 E-mail or even SMS;</p> <p>1.1.3 Telephone; &</p> <p>1.1.4 Verbal communication.</p> <p>2.1 All complaints shall be recorded in the complaint log book(1).</p> <p>2.2 Complaints that may affect the quality system shall be recorded as a nonconformance (NC) in the form(2).</p> <p>2.3 The Chief Chemist shall response to the customer at the earliest possible even before an investigation is carried out.</p> <p>3.1 Conduct investigation to find out the root cause(s).</p> <p>3.2 Institute a remedy action according to procedure(3).</p> <p>3.3 Select the most suitable remedy action and implement it.</p> <p>3.4 For complaints that are minor or general in nature, it shall be resolved at the point of complaint received or when the Chief Chemist response to the customer. The complaint shall be closed out. No investigation in this case may be necessary.</p> <p>3.5 When complaint has lead to an NC, detail investigation shall be carried out, root cause identified and corrective action taken to rectify the NC.</p> <p>3.6 Review the corrective action for effectiveness.</p> <p>4.1 Reply to the customer may include but not restricted to the following:</p> <p>4.1.1 A verbal reply and/or</p> <p>4.1.2 the investigation report and/or</p> <p>4.1.3 the remedy action taken and/or</p> <p>4.1.4 the effectiveness of the remedy action and/or</p> <p>4.1.5 the resultant change arising from the complaint (e.g. procedure).</p> <p>4.2 Reply may be through communication by:</p> <p>4.2.1 telephone,</p> <p>4.2.2 in person,</p> <p>4.2.3 in writing,</p> <p>4.2.4 e-mail, sms, &</p> <p>4.2.5 facsimile.</p> <p>5.1 Any necessary change resulting from the complaint or NC shall be effected accordingly(4) (e.g. change in procedures or instructions).</p> <p>5.2 Any resultant improvement to the management system shall be planned and implemented accordingly(5).</p> <p>5.3 To maintain and control all relevant records.</p>	<p>All lab personnel</p> <p>As in process 1</p> <p>Chief Chemist/ Chemist</p> <p>As in process 3</p> <p>As in process 4</p>

- (1) NCA 10 Non-conformance and Corrective Actions Report
- (2) LQP 080 Corrective & Preventive Action Procedure
- (3) LQP 100 Internal Audits Procedure
- (4) LQP 010 Document Control Procedure
- (5) **LQP 210 Improvement Procedure**

<p>Approved by:</p> <p style="text-align: right;"><i>Managing Director</i></p>	<p>Management Representative:</p> <p style="text-align: center;"><i>This document is the property of ABC Laboratory Sdn. Bhd.</i></p>	<p>Prepared by:</p> <p style="text-align: right;"><i>Laboratory Manager</i></p>
--	---	---