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|---|--|---------------------------|------------|
|  | <b>Customer Complaint Procedure</b>  | Document                  | PPR-QS7-02 |
|   |  | Revision                  | 05         |
|   |  | Rev. Date                 | 03.15.17   |
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#### 1.0 **Purpose:**

The purpose of this procedure is to ensure that we have a defined method to identify, record and monitor customer complaints in a timely fashion.

#### 2.0 **Scope:**

This procedure is to be followed for all customer complaints received by PVF.

#### 3.0 **Responsibilities:**

3.1 The Operations Manager is the owner of this process.

3.2 Any associate who receives and records the complaint is responsible to review and resolve it. If the associate does not have the authority to resolve the complaint, it will be forwarded to the Operations Manager or Quality Manager for resolution.

3.3 In cases where the complaint may trigger a Product Incident Report (the form is available through CAP), the Distributor Principal will be notified immediately for further instruction on how to handle.

3.4 All PVF Associates will read Swagelok document SF-07-127 (Product Incident Report). A signature of their understanding of this document will be on file in our training records.

#### 4.0 **Definitions:**

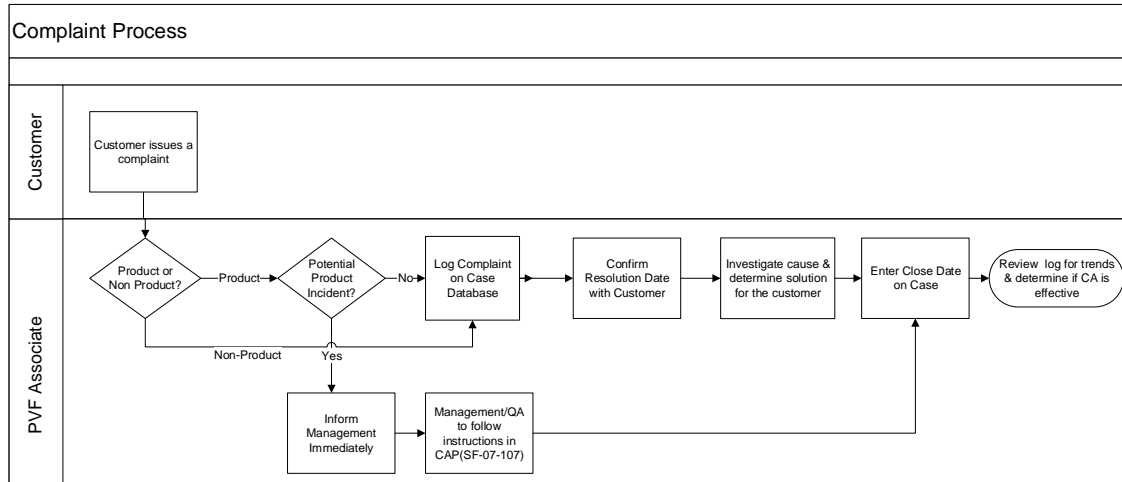
**CAP** – Customer Action Process (located within Swagelok Intranet Website) allows for electronic data entry, tracking and control between Distributorships and Swagelok Company, specifically capturing details of service and product related issues.

**PRODUCT INCIDENT**— A customer complaint which may involve Injury, Economic Loss, Damage, Accidents, Recurrence or Unusual Questions about our products. Recalls originated by a 3<sup>rd</sup> Party (Outsourced) Product Supplier and a discovery of a defect in workmanship on an integrated services assembly, which may result in risk to the customer, are also considered to be product incidents.

**COMPLAINT** – Any issue the customer may have with a product or service provided by PVF. This will include comments on how our processes may be changed to improve customer satisfaction.

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## 5.0 Process Flow



## 6.0 Procedure:

6.1 All Complaints are logged on the Complaint form in the CRM database (Cases).

6.2 If the complaint is a potential product incident, as defined in Document # SF-07-127 found in CAP, it must also be brought to the immediate attention of Management.

6.3 The Operations Manager, Quality Manager and/or Distributor Principal will review all complaints quarterly for trends or initiation of preventive action.

6.4 The owner of the complaint is responsible for updating the database through resolution.

## 7.0 Reference Documents:

SQS

Customer Satisfaction Procedure PPR-QS7-05

Contract Review (Distribution) Procedure PPR-QS6-02

Customer Returns for Credit Procedure PPR-QS7-04

## 8.0 Records:

Case Database

Transaction Records are held electronically in the DMS.

CAP records are held electronically within the Swagelok intranet.

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## 9.0 Revision History:

| DATE     | REV# | NATURE OF CHANGE  | APPROVAL |
|----------|------|---|----------|
| 04.26.10 | 00   | Initial Issuance/Approvals  | SG       |
| 01.03.11 | 01   | Revised responsibilities, process flow to include investigation, and include database                   | SG       |
| 12.14.12 | 02   | 3.3 – Change “Management” to “Distributor Principal”.<br><br>6.1 – Change “Customer Complaint” to “CRM” | JK       |
| 03.28.14 | 03   | Update reference to cases   | JK       |
| 01.04.16 | 04   | 3.2 & 6.3– added Quality Manager  | JK       |
| 03.15.17 | 05   | 7.0 – Updated this section  | JK       |