

CUSTOMER COMPLAINT ANALYSIS REPORT



Document No. :

Format No.:

Initial Issue No. & Date:

Rev. No. & Date:

Date of Analysis :

From	To	Material Description	Customer / Supplier	Billing Information	Single Contact
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Nature of complaint	Part / Lot / Batch No.	Effected Qty	Delivery Date	Customer initial Defect type
	Quality control – inspected by	Inspection Date	Type of Defect Identified	
	Report No. & Date	Report Conclusion		

Customer Quality Control Reviewed

Internal Quality Control Reviewed

Description of Problem (What, Why, When, How & How many)

Inventory Condition – identification, segregation

<u>Total Job order Qty</u>	<u>Schedule Date</u>	<u>Qty</u>	<u>In-process transit Process</u>	<u>Qty</u>	Customer End	Immediate Actions
Delivered						
in transit						

Root Cause Analysis	Corrective / Preventive actions	Close Problem on Date: _____ by _____	
		Quality Control – Sign.	Customer Sign.
		Responsibility	Target.dtd.