Complaint management flowchart

WHO	WHAT	HOW
Project Manager	Reception of complains	Email, Mailing, satisfaction question nar, Phone or after a phone call analysis
Director Quality Manager	Improvement sheet opening (FA)	AC-IMP-016 (according § Malfunction handling)
Director Quality Manager Project Manager	Collection and verification of the information	
Quality manager	Cause Analysis, correction and AC definition	
Director Quality Manager	Implementation of correction and AC	See § corrective actons
Director Project Manager	Reply to the issuer of the demand, within one month	Save data to the Quality base