شركة وثيق للتحقق والمطابقة
WATHEEQ COMPANY FOR CONFORMITY

Complaints and Appeals

Revision Table

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00		First Edition		

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1 Purpose

This procedure describes the guidelines regarding improvement activities to carry by WCC organization management according with internal Management System, as Client Complaints, Non-Conformities, Corrective Actions, Preventive Actions and Continuous Improvement Plans contents.

2 Scope of Application

This procedure applies to every level of WCC.

3 Terms and Definitions

Non-conformity – NC

Deviation or absence of one or more characteristics of the processes, or of elements of the quality system , in comparison to the specified requirements; as:

- one (1) (process-) element as a whole is not described in the required scale and/ or is not implemented
- products/ services with failures are likely to be delivered
- a partial or complete failure of the designated application of the service is possible
- a failure of the management system is possible
- the ability of quality assurance in controlling the processes and service is restricted
- several audit findings at one (process-) element, which call the effectiveness of the complete (process-) element into question
- hazard potential for employees is existing
- an audit finding that neither leads to a failure of the management system nor restricts the ability of the management system to assure quality of the products and processes.
- an insufficiency in a part of the documentation of the management system
- a weakness in evidence of compliance of a single (process-) element requirement

Corrective Action – CA

Action effected subsequently to a failure management system through one or not conformity with the purpose to resolve the problem with actions of system.

Preventive Action – PA

Action effected to prevent a failure management system with the purpose to resolve the problem with actions of system.

Continuous Improvement – CI

Recurrent activity aimed to increase the capability to satisfy the requirements.

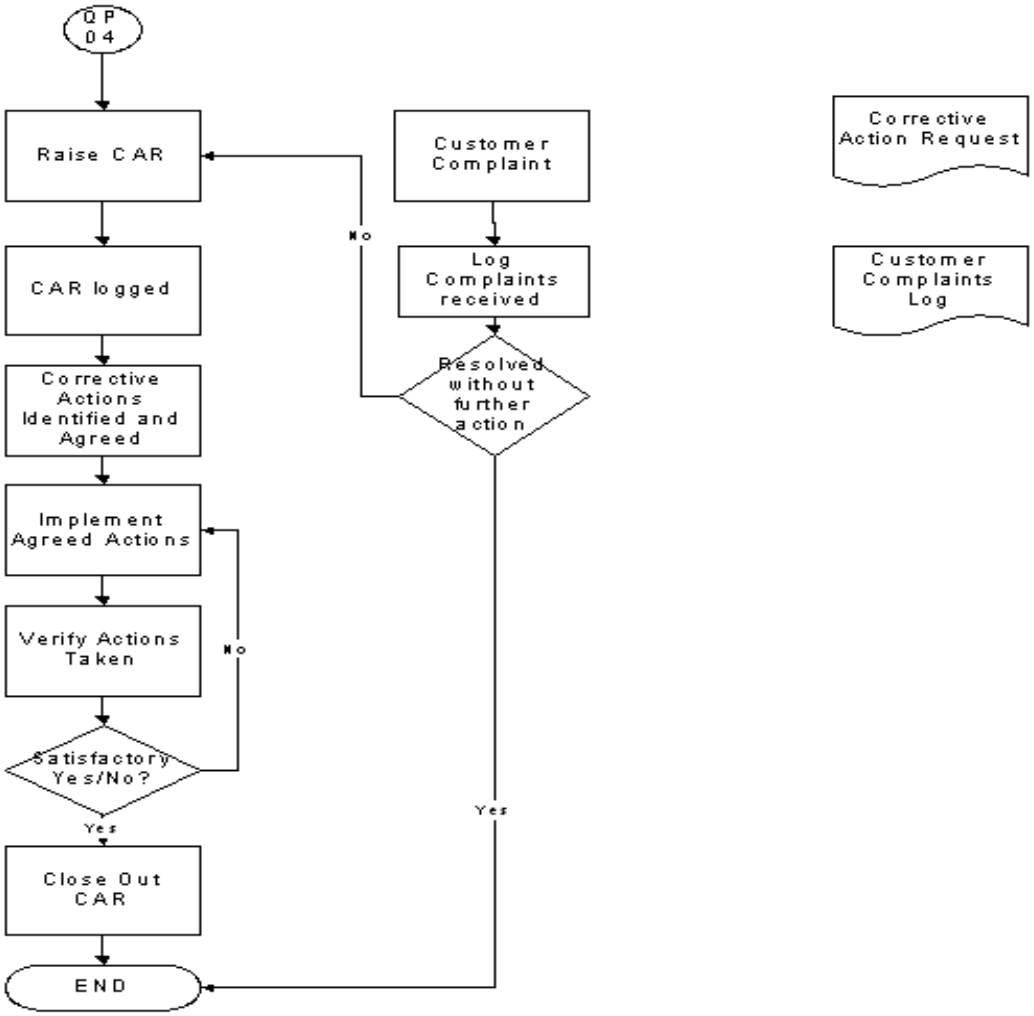
4 Requirements and Responsibilities

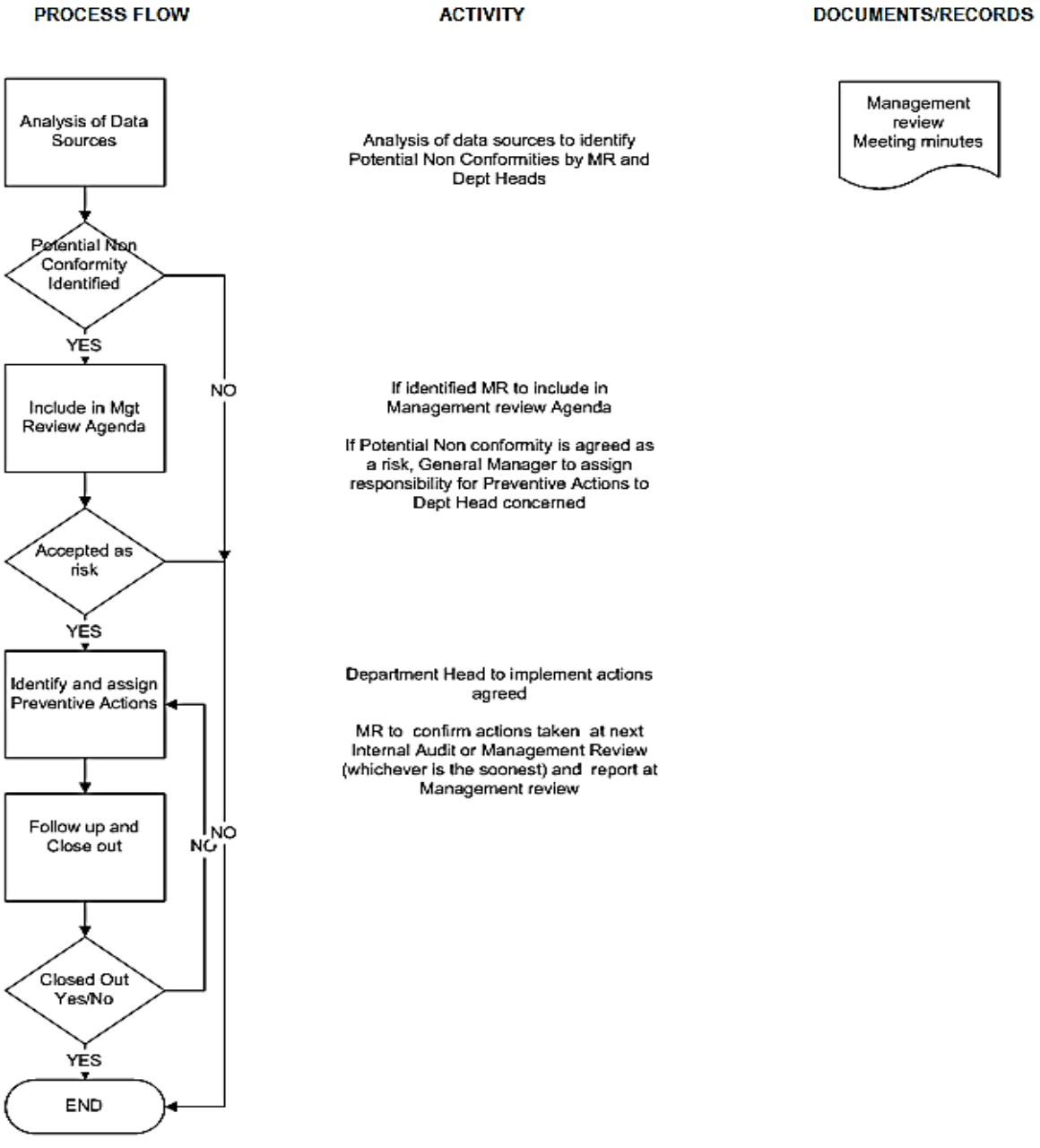
4.1 The need of corrective action may arise from the following

a) customer complaints
b) Internal audits
c) Client audits
d) Customer surveys
e) Certificates error
f) External audits

4.2 Where non-conformities are identified during the internal audit, the auditor will send the summary of findings to the auditee office with the internal audit report as per documented auditing procedure. The auditee will be performing the root cause analysis and submit the proposal on corrective action.

4.2 The process flow will be as below





5 Complaints and Appeals

5.1 Customer Complaints / Appeals

A customer complaint can be received by whoever belongs to or operates on behalf of the Certification Body and in different forms, directly, by phone call, by fax, by E-mail. The person that receives the complaint must record it on the **WCC-F-MS-25-en Complain and Appeal Report**. Subsequently this person informs the Quality Manager that will handle the solution of the complaint.

The Quality Manager, work necessary audit the person that received the complaint, the Marketing & Sales Manager and the interested corporate bodies, analyses the problem, may contact the customer if necessary, and identifies the causes and responsibilities; in very serious cases the QM involves the President and the HCO. The QM without delay defines the corrective actions that must be adopted so that the customer may perceive the attention devoted to his problem positively.

The decisions and the actions to be adopted are recorded on the information system or on the **WCC-F-MS-25-en Complain and Appeal Report** with indication of schedule and persons responsible. In case the complaint is not motivated the person responsible for the interested corporate body must clarify the misunderstanding with the customer.

The unit responsible for the solution of the problem implements anything that has been decided, if necessary asking for the Quality Manager's collaboration. At the end of the corrective actions the unit registers the conclusion on the **WCC-F-MS-25-en Complain and Appeal Report**.

The Quality Manager appraises the necessity of a corrective action, based on the causes of the customer dissatisfaction and the possibility that the problem could reoccur, in this case he initiates a Corrective action in line with the prescriptions found in the paragraph 5.3 Corrective actions.

After the administration of complaints/appeals, QM records the completion of the action and the result of the effectiveness of any complaints/appeals on **WCC-PR-MS-Annex-23-en List of Non-conformity, Corrective Action & Preventive Action.**

5.2 Corrective Actions

The preceding paragraphs have shown how, at the end of the handling of every non-conformity, both of those emerging from personnel observation or detected during the internal audits, the management review, service provision or due to customer complaints, the Quality Manager determines the possibility of initiating Corrective Actions when the NC may easily be repeated or entails serious burdens or influences the customer satisfaction.

The cause of the evidenced Nonconformity is re-examined by the Quality Manager with the collaboration of the interested units and, if the necessity of a corrective action is confirmed, the Team defines the actions to undertake to avoid the reoccurrence of the problem, the executive persons responsible, the schedule, the operational procedures and the costs estimates, besides planning the appraisals of the undertaken actions' effectiveness. In case of onerous actions, the approval of the President and of the HCO is necessary. The assessments and the decisions are recorded in the **WCC-F-MS-24-en Non-conformity Report**.

The person responsible for the corrective action implements everything that has been decided aspiring to the attended results and respecting the schedule; while carrying out the activities the responsible person reports to the Quality Manager on the implementation of the corrective action and on the possible operational problems and at the end of the activities records the conclusion of the activities on the **WCC-F-MS-24-en Non-conformity Report**.

The Quality Manager appraises the corrective action's effectiveness, verifying that what has been undertaken has really contributed to the improvement of the pre-existing situation reducing the probabilities that the non-conformity might reoccur.

Such annotations are recorded on the **WCC-F-MS-24-en Non-conformity Report.**

The Quality Manager systematically monitors the effects related to the corrective actions through the periodic elaboration of the performance indicators presented during the management review; the analysis of the performance indicators, besides demonstrating the true effectiveness of the corrective actions, prompts possible improvement actions.

6 Reference Documents

Document Name	Code	Notes
Non-Conformity Report	WCC-F-MS-24-en	
List of non-conformities	WCC-PR-MS-Annex-23-en	
List of Corrective Action	WCC-PR-MS-Annex-23-en	
List of Preventive Action	WCC-PR-MS-Annex-23-en	
Complain and Appeal Report.	WCC-F-MS-25-en	