

# CUSTOMER COMPLAINT ANALYSIS REPORT



Document No. : \_\_\_\_\_  
Date of Analysis : \_\_\_\_\_

Format No.: \_\_\_\_\_ Initial Issue No. & Date: \_\_\_\_\_ Rev. No. & Date: \_\_\_\_\_

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**

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

Root Cause Analysis	Corrective / Preventive actions	Close Problem on Date: _____ by _____		
		<table border="1"> <tr> <td>Quality Control – Sign.</td> <td>Customer Sign.</td> </tr> <tr> <td>Responsibility</td> <td>Target.dtd.</td> </tr> </table>	Quality Control – Sign.	Customer Sign.
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