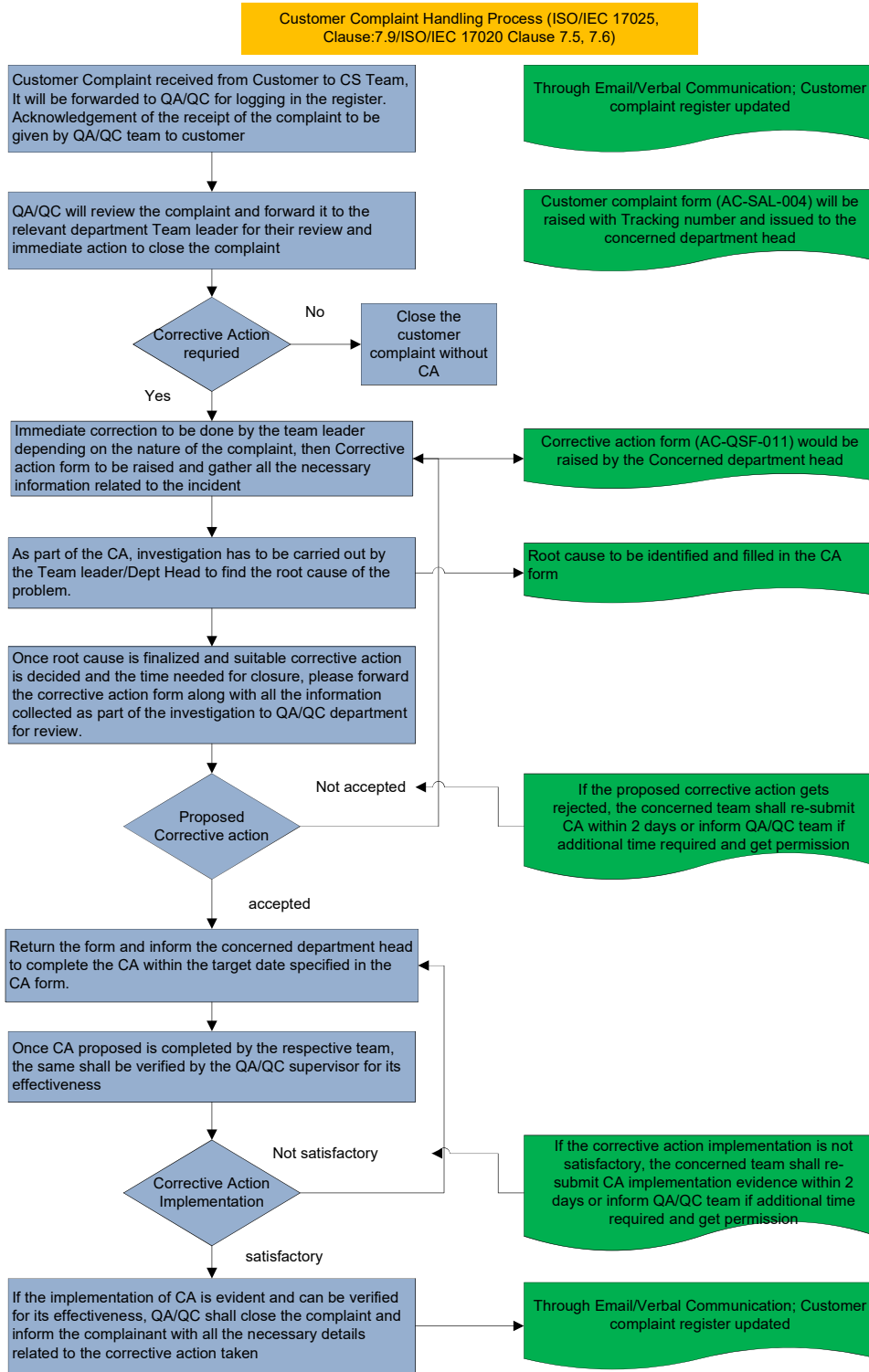


Complaint Handling Process

Annexure 1, AC-QSP-020



Note: Acronym used
 CA-Corrective Action, PA-Preventative Action,
 RCA-Root cause analysis, CS- Customer
 Support Team

Responsible for Implementation:
 CS team, Department heads, QA/
 QC Team
 This workflow diagram is part of
 Arabcal Procedure-AC-QSP-020,
 SECTION:4.5