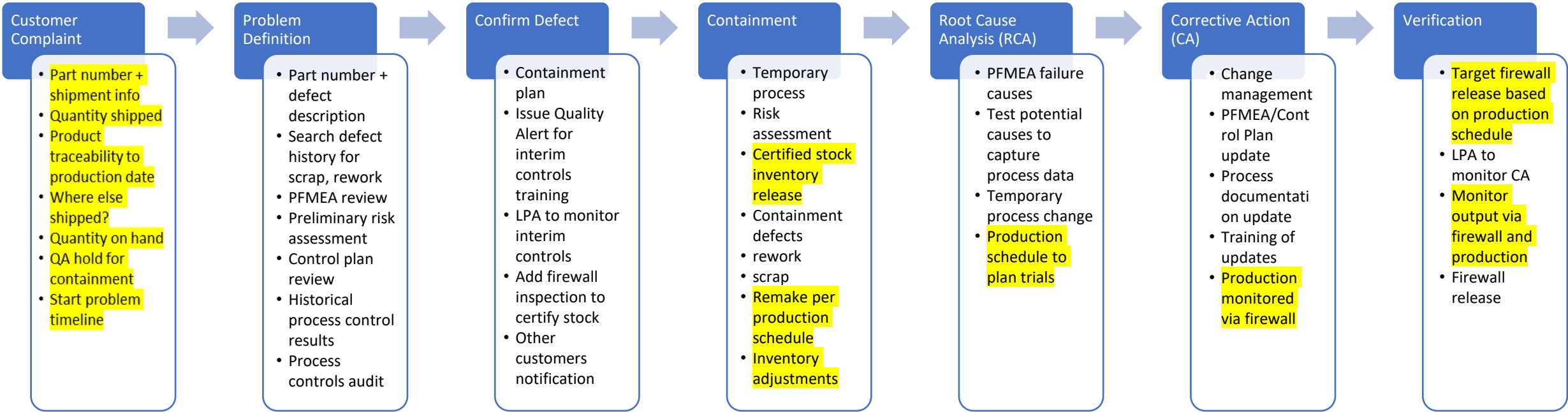




Customer Complaint Quality/SC Integration

➔ **Inputs:** Customer name, part number, defect description, ship date/shipment info

ERP actions



- If supplier issue:
- Supplier notification
 - Supplier material QA hold
 - Supplied suspect material where used
 - Supplied material disruption costs
 - Flag supplier certified stock
 - Supplier corrective action

Outputs: Effective containment of problem, no supply disruption to the customer, ensure defect recurrence prevention ➔