



# **CUSTOMER COMPLAINT FLOW (CCF) MODULE**

**User Manual**

## Overview:

This manual introduces you to the functionalities involved in tracking and approval of customer complaints through online, tracking & timely closure of complaints with compensation & RCA.

## Definitions:

- **CCF** - Customer Complaint Flow
- **Submit** - This allows you to route the completed form to the next level.
- **Reset** - This allows you to reset the form before saving and return to complete the fresh request form.
- **Cancel** - This allows you to delete the form and return to fill the form again.

## Getting Started

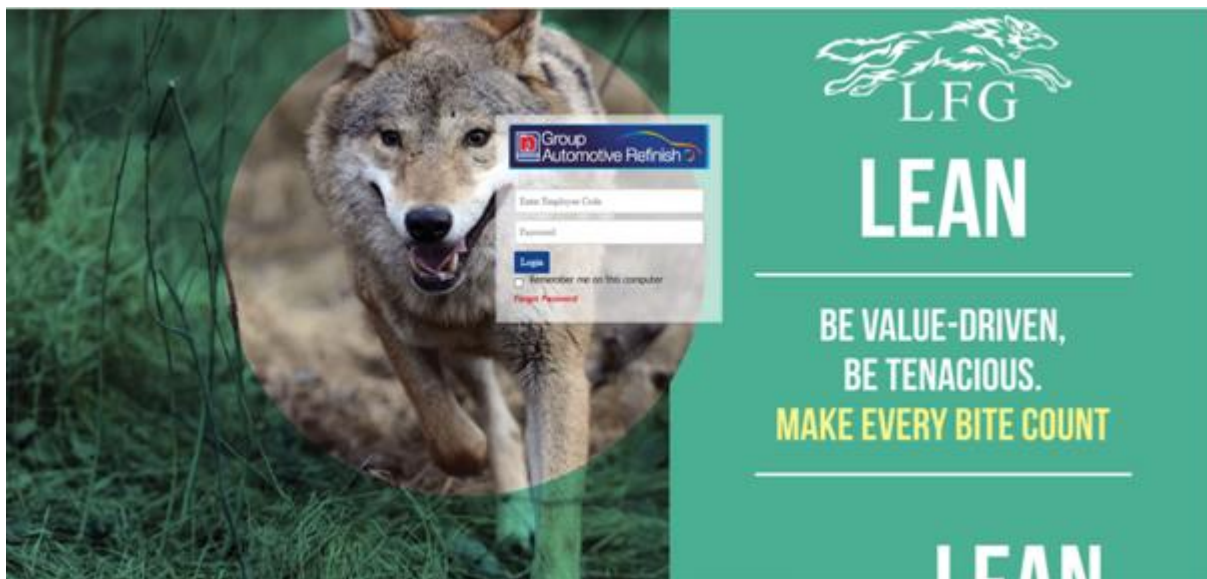
To access the AMS Module the employee is required to use the below URL

<http://lfg.nipponpaint-groupar.com/>

## Login Credentials

- Login ID: Employee Code
- Password: Same password which are using for RMS & PMS

The Login credentials have to be used in the below screen to access the system.



## Forgot Password:

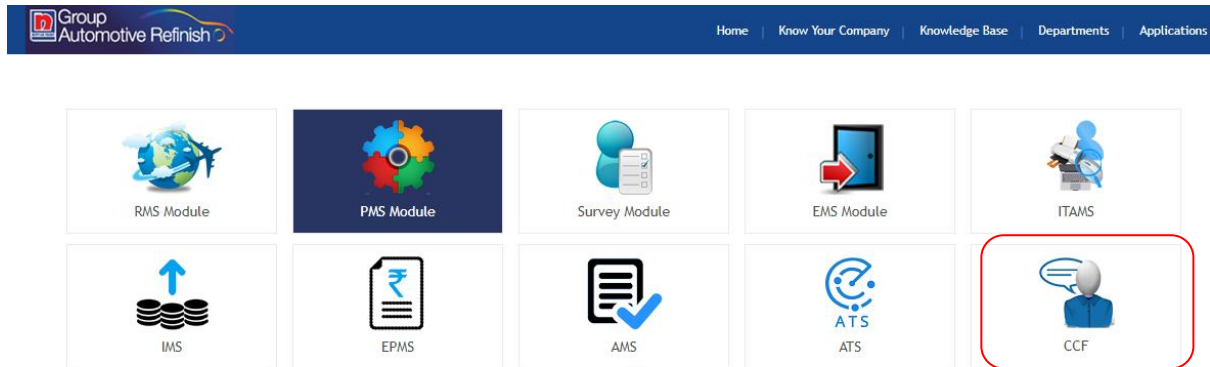
In case forgetting the password, click **forgot password** after putting the employee code then you have received the password on mail.

## Change Password:

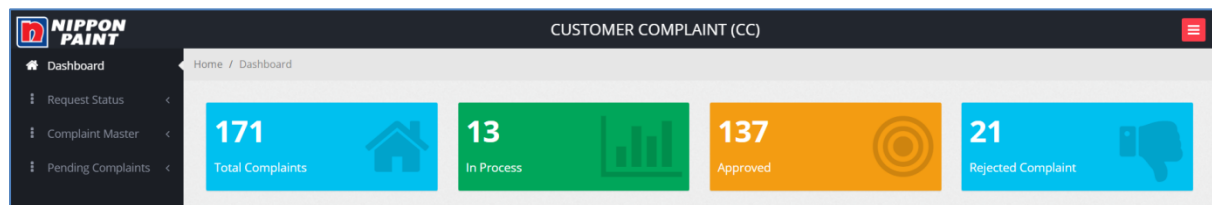
Employee can change the password from the TAB “CHANGE PASSWORD” on TOP RIGHT HAND SIDE.

## HOME PAGE

After login, the employee will be directed to the Home page:



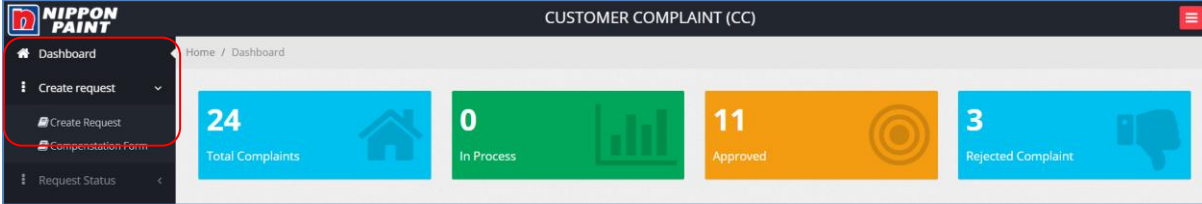
As an Employee, you have to click on the “CCF Module” tab on the Home page. The below home page will appear on the screen:



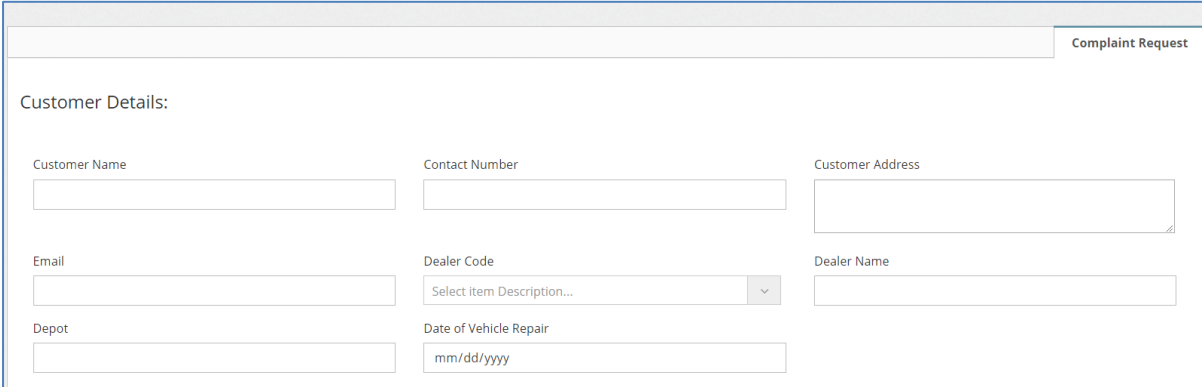
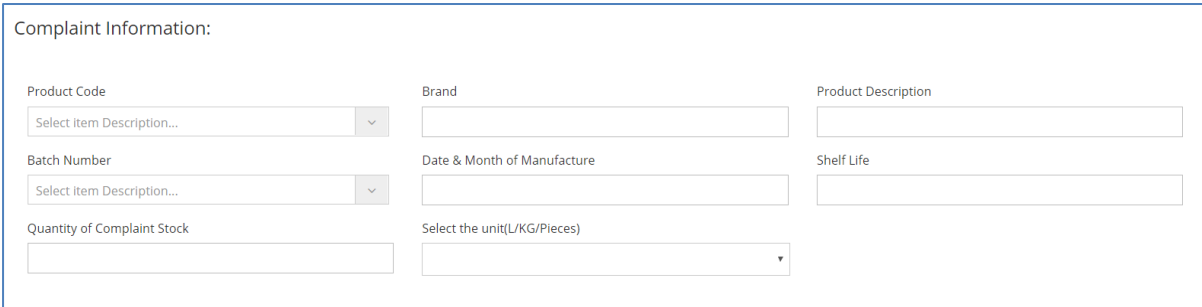
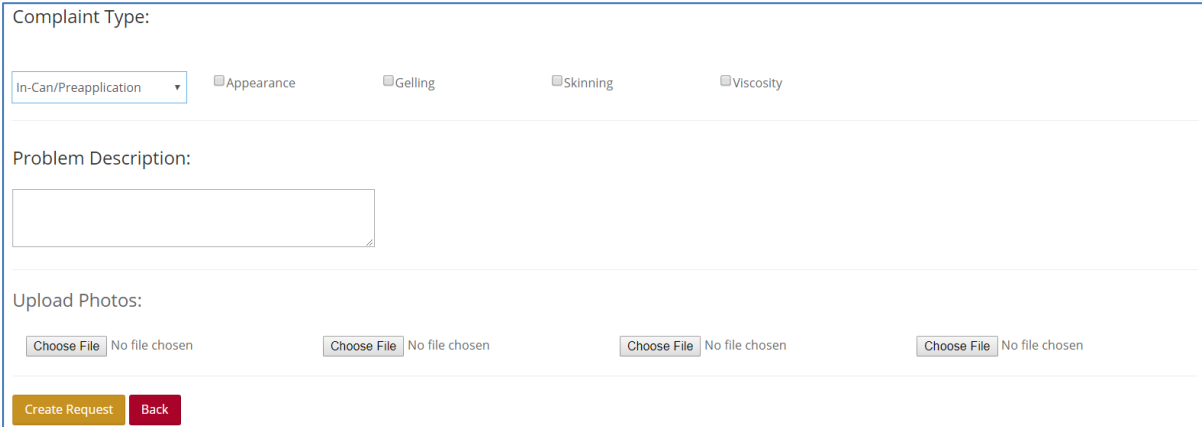
In Dashboard, Employee will be able to see the status of his requests where it is

- **Total Complaint:** Total complaints are raised.
- **Approved:** Here user will be able to see the number of complaints which approved in total complaints.
- **Rejected Complaint:** Here user can see the complaints which have rejected.
- **In Process:** User will be able to see that how many complaints are at pending for approval.

## CREATE REQUEST



Once the user will click on **Create Request**, Complaint form will open

After **Submission**: Complaint would flow to **Complaint Handler** for further process:

- Customer Name: Customer Name
- Contact Number: Customer contact number
- Customer Address: Customer's address
- Email: Customer email address for future communication
- Dealer Code: Searchable drop down where user can search for Dealer based Dealer Code/Name
- Dealer Name: This field will be auto populated based on Dealer Code
- Depot: This field will be auto populated based on Dealer Code
- Date of Vehicle Repair: Date needs to capture on which Paint was applied.
- Product Code: Searchable drop down where user can search for Product based Product Code/Name
- Brand: This field will be auto populated based on Product Code
- Product Description: This field will be auto populated based on Product Code
- Batch Number: This drop down will be auto populated based on Product Code
- Date & Month of Manufacture: This field will be auto populated based on Batch Number
- Shelf Life: This field will be auto populated based on Batch Number
- Quantity of Complaint Stock: Stock quantity for which complaint is raised
- Select the unit(L/KG/Pieces): Unit for stock
- Complaint Type: Type of complaint user is raising
  - ✓ In-Can/Reapplication
  - ✓ Packaging
  - ✓ Other Product Related
  - ✓ System Related
    - Once user selects any of these type further options open to define complaint in detail.
  - ✓ Problem Description: Free text to provide details on the problem.
  - ✓ Upload Photos: Upload photos to provide more information on the issue. User can upload up to 4 photos.

When user Clicks on **Compensation Form**, user will be able to see all the approved complaint for which compensation form can be created with status as “Pending Compensation”

Home / Generate Compensation Form

Compensation Form								
Complaint Number	Complaint Date	Customer Name	Product Name	Batch Number	Manufacture Date	Status	Created BY	Action
1061	07/21/2017	lkjklj987987	RYO Pylac Premium White 1L	201307	06/15/2013	Pending - Compensation	NP10627:YADAV ASHISH ASHOK	<a href="#">View</a>
1077	08/16/2017	arsalan 005	ST 012 # Met. Base Fine	80887	06/15/2013	Pending - Compensation	NP10627:YADAV ASHISH ASHOK	<a href="#">View</a>
1079	08/16/2017	arsalan 007	ST 012 # Met. Base Fine	201401	06/15/2013	Pending - Compensation	NP10627:YADAV ASHISH ASHOK	<a href="#">View</a>
1087	08/16/2017	Tarun-0099	Nax Pro Dynamic Dust Free Hand Board Lar	201301	06/15/2013	Pending - Compensation	NP10627:YADAV ASHISH ASHOK	<a href="#">View</a>
1092	08/17/2017	arsalan 015	ST 012 # Met. Base Fine	201401	06/15/2013	Pending - Compensation	NP10627:YADAV ASHISH ASHOK	<a href="#">View</a>
1094	08/21/2017	arsalan 017	ST 012 # Met. Base Fine	80887	06/15/2013	Pending - Compensation	NP10627:YADAV ASHISH ASHOK	<a href="#">View</a>
1095	08/21/2017	arsalan 018	ST 012 # Met. Base Fine	80887	06/15/2013	Pending - Compensation	NP10627:YADAV ASHISH ASHOK	<a href="#">View</a>

When user will click on View a pre-filled form will be displayed.

### Compensation Form

Complaint Number	Complainant Designation
1095	SENIOR AREA SALES MANAGER
Complainant Name	Date of Logging the Complaint
YADAV ASHISH ASHOK	08/21/2017
Date of Complaint closure	Dealer Code
	4003521
Dealer Name	Depot
MARUTI SUZUKI INDIA LTD	AR - Dharuhera - LOCL DEPOT
Phone no	
7742968409	
Email Id	Address
arsalankhan568@gmail.com	Shekhawati Enclave flat no 404 lajpat marg C35 C scheme Jaipur

Product Code	Brand	
<input type="text" value="RSPS301226"/>	<input type="text" value="05 Superio Topcoats"/>	
Product Description	Batch Number	
<input type="text" value="ST 012 # Met. Base Fine"/>	<input type="text" value="80887"/>	
Date & Month of Manufacture	Qty of Complaint stock	Unit(L/KG/Pieces)
<input type="text" value="06/15/2013"/>	<input type="text" value="1"/>	<input type="text" value="L"/>
Shelf Life		
<input type="text" value="06/15/2015"/>		
Compensation Details		
Compensation Type	<input type="radio"/> Product	
	<input type="radio"/> Damage to surface applied	
	<input type="radio"/> Customer Goodwill	
Settlement mode	<input type="radio"/> Credit Note	
	<input type="radio"/> FOC Material	
	<input type="radio"/> Replacement of Material	
<input type="button" value="Create Compensation"/> <input type="button" value="Back"/>		

Once user clicks on “Create Compensation”, request will be assigned to Business Manager for approval.



### Flow Chart Info (Request Status Info)

- ✚ **Pending Complaint Handler** - When the complaint is pending on the complaint handler interface.
- ✚ **Pending TSE** - When the complaint has been sent to the complaint handler and he transfer the complaint to the TSE for further technical analysis
- ✚ **Pending Complaint Manager**- When the complaint is sent to the complaint manager by the complaint handler.
- ✚ **Pending for CH approval**- When the TSE reverts to the complaint handler after his analysis and awaits his remarks / comments.
- ✚ **Pending for TSE Approval-CM** --After the TSE reverts the complaint handler with his analysis the CH directs this complaint to the complaint manager. This box is displayed when we await the CM's decision of the complaint manager after it has been through the TSE
- ✚ **Reject by TSE-CM** - When the Complaint manager rejects the complaint after it has been through the TSE
- ✚ **Pending RCA Plant** - When the complaint is directed by the CM to the plant to initiate the RCA
- ✚ **Pending RCA R&D** - When the RCA is not found by the plant and is sent to the R&D.
- ✚ **Reject BM**- When the RCA has been done by the plant/R&D but is rejected by the business manager for reprocessing
- ✚ **Pending for Quarantine- CM**- When the Quarantine is suggested by the R&D and the complaint is transferred to the Complaint Manager to fill the form with the details containing the stock, expected cost of quarantine etc. This form is further sent to the BM for his approval
- ✚ **Disposal Complete- Plant**- After the approval of Quarantine by the BM, the stock when received by the plant and the disposal is completed this box is displayed for the flowchart.
- ✚ **Pending Business Manager** - When decisions are pending with the Business Manager, be it Approval of reprocessing sent by plant or R&D or approval of Quarantine or any other approval.
- ✚ **Pending Receipt- Plant** - When the stock has been directed to the plant, either for reprocessing or for Disposal(Quarantine).
- ✚ **Pending R&D- BM** - When the R&D has found the root cause and has wants reprocessing and approval is awaited by the Business Manager.
- ✚ **Pending Receipt R&D- Plant** - When the R&D sends the BM the complaint for reprocessing and it is approved and it is directed to the plant to receive the stock.

- ✚ **Stock Receipt- Plant-** When the stock has been received by the plant either for reprocessing or Quarantine disposal.

## Complaint Handling Flow

- Complaint is first registered by the complainant through the Complaint portal. The complaint can be registered by the Sales team members or the catalyst.
- The complaint registered goes to the Complaint Handler for verification and validation of the Complaint.
- If the complaint is found conclusive by the CH he sends the complaint to the Complaint Manager for approval or rejection which is under his discretion.
- If the Complaint Handler is not able to provide any result on the complaint on his behalf or he is not able to replicate the process by which the complaint has occurred or if he is not able to replicate the conditions under which the complaint has been registered, he may contact the TSE which will help him technically and will be able to provide some answers.
- The information provided by the TSE will further guide the CH to assess the complaint for verification and validation and direct it to the Complaint Manager for approval or rejection
- The Complaint Manager then assesses the complaint by analyzing the whole process which the complaint has been through and guides the complaint to where the RCA needs to be done (Local Plant OR Group AR Plant) for that specific complaint so that it doesn't occur again, on the other hand the CM approves the complaint on the customer end which is then further communicated to the customer for his compensation process to be initiated. That means if the RCA has been initiated by the Complaint Manager the Complaint has been Approved and is ready for the compensation form to be filled by the Customer.
- If the Complaint Manager decides to Reject the complaint, the complaint goes to the Rejected Complaints section which is under the Request Status drop down.
- At the customer end the customer can now have access to compensation form under the section create compensation which has to be filled mentioning the type of compensation been asked for which goes to the Business Manager for approval or rejection.
- The Business Manager Then Approves or Rejects the compensation and the decision made by the BM is communicated accordingly to the customer under the sections in process Compensation, Approved Comp. & Rejected Comp., If the compensation demanded is of a very high value (more than 1 Lakh₹ subject to change\*) then, the decision of approval or rejection is assigned to the Business Head and the decision made by him is communicated accordingly as aforementioned.
- As per the analysis of the complaint, the CM assigns the specific plant to conduct the RCA, (Local or Group AR) if the root cause is found and the problem is rectifiable and if the reprocessing is possible then it has been implemented and the specific stock needs to be mentioned to recall, provided the expected cost of reprocessing and other important details. This analysis goes to the Business Manager for approval.
- If the Business Manager rejects the reprocessing, this complaint is rejected and put under the section rejected complaints section.

- If approved by the Business Manager for reprocessing then a pending receipt communication is present with the plant, which means that the Business Manager has approved for the reprocessing but the communication from the plant is pending regarding if the defected batch numbers have been received or not.
- The plant then confirms if the stock has been received and communicates for the same with Yes or No which is all present in the form
- Stock is received, reprocessed and given new batch numbers. In the closed complaint section, the specific complaint number now reads Stock Receipt plant which means that the defective stock has been received, reprocessed and now given new batch numbers.
- If reprocessing is not possible (No solution) by the plant, the complaint is sent to R&D for further analysis of the complaint to find the root cause
- If the root cause is not found by R&D (No solution) i.e. the problem found is not rectifiable and not reprocess able, the Quarantine process is initiated.
- In the Quarantine process, the complaint is directed to the complaint manager where the CM fills in the necessary details required for the Quarantine process like stock from SAP in system, value in system, affected batch numbers, expected cost of quarantine etc. and then sends these details to the Business Manager for approval.
- If the Quarantine is approved by the Business Manager, a Quarantine receipt is initiated and that receipt is send to the plant. This is viewed by the Plant interface by the name of Pending Disposal- Plant.
- This just confirms if the batch to be Quarantined has been received by the Plant or not & also confirms if the disposal of the defective batch is done or not.
- If the Batch has been received and the disposal has been completed, the complaint is closed and can be seen in the closed complaint section by the name Disposal Complete - Plant.
- In some cases, if reprocessing is not feasible or it is expensive for the batch to recall the existing faulty stock has to be sold but at a lower price\*
- If the root cause is found with the help of R&D it is communicated to the plant to further initiate the reprocessing if possible, provided that the rectification is added to the BOM (Bill of Material) by the President's approval.
- The plant then initiates the process for recall and reprocessing if feasible and approved by the Business Manager.
- Then stock is then recalled and reprocessed and given new batch numbers. The Same process is followed just like the RCA process by the plant.