

Customer complaint Report Form



Complaint data – to be filled by the customer :

Fromto Salesperson	
Customer name	
Address	
Postal code	
Country	
Contact name at Customer	
Material / Grade	
Tonnage rejects/complains	
Transport reference	
Complaint description	

Date:

Signature

Name

Customer complaint Report Form



To be filled by Fromto :

Labo test values at shipping date :

Test date	
Moister content in %	
Water content in ppm	
Visual aspects	
MFI	
Re-granulate dimension	
Fisheyes	
Film blow capacity	
other	

Block faulty material from leaving the factory: (Containment)

Containment plan	
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Problem solving process

Root Cause analysis	
Corrective actions	
Reoccurrence prevention plan	

Date:

Signature

Name