

Standard Operating Procedure Complaint Procedure	SOP No. 3.001
---	------------------

DCR No.: 12007
Revision No.: 0

Effective: 02-25-13
Supersedes: N/A
Revision Date: 02-25-13
Page No.: 1 of 3

1 Purpose

- 1.1 To provide a method to receive, evaluate, and take the necessary action to resolve customer complaints. For the purpose of this procedure, a "customer" is defined as both internal and external. An external customer is one that the company provides products/services to or for. An internal customer is one that exists inside the company (department to department).

2 Scope

- 2.1 The scope of this procedure includes complaints received at Therma regarding all production quality issues from internal and external customers.

3 Responsibility

- 3.1 The QA/QC Manager is responsible for managing the complaint process.

4 Procedures

- 4.1 Recipient of the complaint shall record the details of the complaint in Section 1 of the Customer Feedback or Complaint Form (FN 3.001.1).
- 4.2 Recipient of the complaint shall then deliver the form to the QC Manager.
- 4.3 Upon receipt of the Form FN 3.001.1 with Section 1 completed, the QCM shall record the complaint on the CFC log and assign the complaint the next available CFC Log number.
- 4.4 The QCM shall then review the complaint on the form with the appropriate department manager and ensure the appropriate Immediate Response is initiated.
- 4.5 The QA /QC Team shall then review the complaint.
- 4.6 The QA /QC Team shall then perform Root Cause analysis to identify the cause(s).
- 4.7 Corrective action(s) shall be identified and assigned to responsible department manager.

THIS DOCUMENT CONTAINS PROPRIETARY INFORMATION OF THERMA CORPORATION. ALL INFORMATION SHALL (A) BE RETAINED IN CONFIDENCE; (B) NOT BE REPRODUCED IN WHOLE OR IN PART; AND (C) NOT BE USED OR INCORPORATED IN ANY PRODUCT EXCEPT UNDER EXPRESSED WRITTEN AGREEMENT WITH THERMA CORPORATION.

Revision No.	SOP No.	Page
0	3.001	2 of 3

- 4.8 Corrective action(s) shall be monitored by the QA /QC Team to ensure proper follow-through.
- 4.9 The QA /QC Team shall determine if preventative actions are required to avoid recurrence.
- 4.10 The QA /QC Team shall assign preventative actions to the appropriate party and ensure implementation.
- 4.11 The person(s) initiating the complaint shall be contacted by the QA/QC Team and advised of the action(s) taken.

5 Review and Approval

- 5.1 This procedure shall be reviewed and approved by the following department managers:
 - 5.1.1 Piping Operations
 - 5.1.2 Engineering
 - 5.1.3 Operations
 - 5.1.4 Service
 - 5.1.5 Process Systems
 - 5.1.6 Quality Assurance

Revision No.	SOP No.	Page
0	3.001	3 of 3

Document Approval



 Piping Operations Manager

2-25-13
 Date



 Engineering Manager

2-25-13
 Date



 Operations Manager

2/25/13
 Date



 Process Systems Manager

2/25/13
 Date



 Service Manager

2/25/13
 Date



 Quality Assurance Manager

02/25/13
 Date

THIS DOCUMENT CONTAINS PROPRIETARY INFORMATION OF THERMA CORPORATION. ALL INFORMATION SHALL (A) BE RETAINED IN CONFIDENCE; (B) NOT BE REPRODUCED IN WHOLE OR IN PART; AND (C) NOT BE USED OR INCORPORATED IN ANY PRODUCT EXCEPT UNDER EXPRESSED WRITTEN AGREEMENT WITH THERMA CORPORATION.