Process Complaint Description

This workflow is a part of the "Order to Shipment" workflow. What you see in the "Process Complaint" is the process flow on how various customer master data is changed in SAP and involved stakeholders.

The following Business Areas are involved in the "Process Complaint" workflow:

- Business Operation
- Supply Operations
- Quality

In the "Process Complaint" workflow, there are the following Functional Groups:

- Industry Group
- Supply Chain Operation
- QCC
- Global Quality

The "Process Complaint" have the following Functions involved in their workflow:

- Sales Management
- CSL EMA
- SCO Bagsværd
- Product Quality Management
- Global Quality

If you have any questions, comments, changes or need to interact with the accountable of the "Process Complaint", these are the responsible (Novozymes contact acronyms are applied):

- Account Management
- CBXJ
- AFC
- Complaint Coordinator
- NNB

The Resources/Roles involved in the "Process Complaint" workflow are:

- AccM
- CSR
- Transport Manager
- Quality Coordinator
- Complaint Secretary

The combined information of the "Process Complaint" is the following:

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Process complaint	Business Operation	Industry Group	Sales Management	Account Management	AccM
Process complaint	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Process complaint	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Process complaint	Supply Operations	Supply Chain Operation	SCO Bagsværd	AFC	Transport Manager
Process complaint	Quality	QCC	Product Quality Management	Complaint Coordinator	Quality Coordinator
Process complaint	Quality	Global Quality	Global Quality	NNB	Complaint Secretary

Complaint secretary (DOBH) Complaint registrant	Complaint coordinator	QCC	Transport	Front office CSR	AccM	Customer
Complaint registered in CRM	MLRU: EDC-DK-01-013 PEHA: EDC-DK-MED-042		responsible			
Monitor and evaluate complaints More Provide additional information in complaint	Assign complaint Product quality complaint	Determine need for product sample No need for sample	Need for	Handle complaint according to severity Determine customer contact of for sample	Support complaint in handling according to severity	>
	O -		Arrange pickup Sample received			
	Conduct root cause analysis Weekly complaint meeting			Provide input to		
	Evaluate root-cause analysis Further analysis required					
	Agreement Complaint justified Complaint not justified Preventive action identified Resolution can be implemented implemented long-term Create CISAR Take appropriate action					
	Link to Prioritize MyMS document New CISAR item created No action taken				Notify customer of outcome of complaint investigation	