

## 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

