

SOP – Customer complaint

Purpose: Implementation of a standardized procedure regarding any kind of complaint. This document is supposed to be sent directly to our distributors. It contains handling information for our customers.

Required information:

Company information (name, address):	
Name of the reporter:	
Date of report:	
Taiyo product:	
Batch Number(s):	
Order Number:	
Delivery date:	
Claim classification:	<input type="checkbox"/> Appearance / properties <input type="checkbox"/> Foreign matter <input type="checkbox"/> Physicochemical <input type="checkbox"/> Microorganism <input type="checkbox"/> Packaging material <input type="checkbox"/> Product label <input type="checkbox"/> Other:
Claim description:	
Delivered quantity:	
Affected quantity:	
Location of the problem (work, lab etc.):	
Date + time of the problem:	
Does the problem spread to other customer's goods?	<input type="checkbox"/> Yes (if so, please also describe this case in the field "claim description") <input type="checkbox"/> No
Customer request / comment:	

Handling information

- 1) In case of any kind of abnormality / complaint the complete batch of the affected product is blocked until the final clarification of the facts.
- 2) In case of processing any affected product, Taiyo GmbH and Taiyo Kagaku as parent company as well as any other Taiyo subsidiary cannot be held liable for this case or any case resulting from it.
- 3) One closed carton / bag of the affected lot and the resealed affected carton / bag has to be returned to Taiyo GmbH for an independent laboratory analysis.
- 4) In case of refusing of the customer, Taiyo GmbH and Taiyo Kagaku as parent company as well as any other Taiyo subsidiary cannot be held liable for this case or any case resulting from it. When foreign objects are found in our product, do not dispose of them but send them immediately to Taiyo GmbH.
- 5) The point 3 and 4 are highly depending on the kind of complaint. In any case, it is always a decision of Taiyo GmbH.
- 6) If it comes to an analysis of an independent, certified laboratory on behalf of Taiyo GmbH there are several different possible scenarios, which have to be considered:
 - a) The opened and resealed carton / bag is NOT contaminated in any way → Case closed and goods can be used for production.
 - b) The opened and resealed carton / bag is contaminated in any way → same test with the closed returned carton / bag
 - c) The closed returned carton / bag is NOT contaminated in any way → Case closed and goods can be used for production.
 - d) The closed returned carton / bag is contaminated in any way → Problem for Taiyo. We have to find a solution within the Taiyo group and together with the customer.

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