

Eurofins Food, Feed, Water Benelux' procedure for the handling of complaints

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1) INTRODUCTION

All sites of Eurofins use a local procedure for the handling of complaints, and all sites use SEQ for registration according to the divisional procedure PD5959. Therefore, a divisional procedure for the handling of complaints is a logical next step.

1.1) Scope

This procedure is a "shared procedure". This procedure is valid for all sites of the Eurofins Food, Feed, Water Benelux division where complaints are registered. Validity is confirmed by approval of the local document by the local Managing Director.

1.2) Principle

Complaints are a chance to improve the quality of all our work, the quality system and to increase satisfaction from our customers. The registration of complaints will be executed in a digital system (SEQ, D4, Synergy). The receiver of the complaint is responsible for the communication with our customers during the handling of the complaint.

1.3) Availability on request

This procedure is available to any interested party on request. In this case, the procedure is placed (in PDF format) on the [website of Eurofins food, Feed, Water Benelux](#).

2) DEFINITIONS

Complaint

A complaint is defined as an expression of dissatisfaction by any person or organisation to the laboratory, relating to the activities or result of that laboratory, where a response is expected.

Major complaint

A complaint about analytical results are always registered as MAJOR. This is predefined in SEQ.

Minor complaint

All other complaints are registered as minor complaints. This is predefined in SEQ.

Corrective action

A corrective action is an elimination of a cause and preventing their recurrence.

Example:

complaint: forgot test

cause: order form not clear

corrective action: change order form

correction: perform forgotten test

Correction

A correction is a change that rectifies an error or inaccuracy.

SEQ

Systeme d'enregistrement de la Qualité; an Application in eLIMS that is used to register complaints, Non-Confirmaties, anomalies and derogations.

3) PROCESS

Every complaint will be registered in a digital system. After registration of the complaint a root cause analysis will be done and corrective actions will be planned. A correction is most of the time sufficient for the customer.

3.1) Receipt

The departments Customer Service, Finance and Sales are in contact with customers and shall receive most of the complaints. The receiver of the complaint will register the complaint in SEQ according to G5859 or any other digital system. The receiver is responsible for gathering and verifying all necessary information to validate the complaint.

After registration, the receiver shall acknowledge receipt of the complaint. This can be done in SEQ using e-mail.

In case another digital system is used, see local procedure for the registration and acknowledgement. If the system cannot sent an acknowledgement, the receiver of the complaint can use a standardized e-mail instead.

3.2) Evaluation

The receiver will select a service in SEQ that will be responsible for the handling of the Root Cause Analysis and will register the needed actions. This can be both corrective actions as corrections.

The predefined representative of the service that is selected is responsible for the evaluation of the complaint.

When re-analysis is part of the correction, see Px947. When the result of the re-analysis matches the original result, the severity of the complaint will be set to non-justified. In any other case this should be minor or major. Major will only be used when the complaint is about the quality of the result.

During every step a new acknowledgement can be sent from SEQ to the customer. The receiver of the complaint is responsible of providing progress reports to the customer when desired.

3.3) Verification

The outcomes of the Root Cause Analysis and its corrections and corrective actions will be reviewed by the QA department. This will be registered in SEQ.

After every change of status the receiver can receive an e-mail when he has set this in SEQ. The receiver will sent an acknowledgement when the complaint is closed. This can be after closing the correction (in most of the cases) or after closing the corrective actions and verification (on special request from the customer).

4) REFERENCES

1. PD5959; Procedure for the handling of Complaints, Non Conformities and Derogations using SEQ
2. G5859; User manual eLI