

QUALITY ASSURANCE

Related Product Video:

https://www.youtube.com/watch?v=8F7JKZFKz6o

REGISTRATION OF THE COMPLAINT

1. Click *Quality Assurance* module that appears in the left-bottom side of the screen.

		Q Ara & Berk Se
auditrunner	•	
kinlik Akışı	Berk Senoglu	
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Önemli		<u></u>
Tüm Bekleyenler		
Takip Edilenler		
Tamamlananlar		
- Tümü		
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_Database		
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Action Follow-up & Remediation		
Asset Inventory		
Business Continuity		
Compliance		
Data Protection Compliance		
Document Editor		
Document Manager		
Ethical Breach Reporting		
Internal Audit		
Internal Controls		
Quality Assurance		
Risk Management	>	

2. Select the *Registration of the Complaint* activity.

	🕇 New Folder 🖋 Edit 🖉 Processes 🔍 I	Permissions		Q	Search	🛔 Berk Senoglu 🌲	0
auditrunner	Quality Assurance						
Activity Stream	Corrective Preventive Action O.	Corrective Preventive Action R.	Customer Complaint	s Options	Meeting A	Report Templates	0
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	New Meeting Agenda	Registration of the Complaint					
	Initiate a new meeting agenda	Please use this form to record custo					_
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	> XML 🚯 Copy						
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3. In the *Customer/Product Info* section, fill in the *Customer, Product, Person in Charge, E-Mail, and Tel* fields.

	Registration of the Complaint		2280 a few seconds ago
Customer / Product Info			
Customer	Product	Reference Code	
Workrunner (WR)	✓ Auditrunner (AR)	✔ @	
Person in Charge	E-Mail	Tel	
Özgür Hamurcu	✓ ⊠ ozgur@workrunner.io	<i>s</i> +1234567890	
Complaint Details	Complaint Code	Complaint Reasons	
m 3/11/2021 3:33 PM	1	•	
Complaint Details	₩ % ₩ ψ		

4. In the Complaint Details section, fill in *Complaint Date* and *Complaint Reasons* fields. Then, explain details in *Complaint Details* field. Add any relative department under the *Departments* headline by clicking +Add New Department.

Complaint Date	Complaint Code	Complaint Reasons	
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Complaint Details			
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Departments			
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5. If any, add *Comments* by clicking +Add New.

m 03/11/2021 3:30 pm	1	School Sc	
Complaint Details			
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"Sed ut perspiciatis unde omnis iste natus erro	or sit voluptatem accusantium doloremque laudantium,	totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beata	e vitae
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			11.
+ Add New			
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6. Click *Submit* to complete this action.

est Mode work item working in test mode, all nex	d 🗸 🗸	es 🗙 Cancel		
		Registration of the Complaint	2283 7 minutes aj	go
Customer / Product Info)			-
Customer		Product	Reference Code	
Workrunner (WR)	~	Auditrunner (AR)	1	
Person in Charge		E-Mail	Tel	
Özgür Hamurcu	*	⊡ ozgur@workrunner.io	<i>∎</i> +1234567890	
Complaint Details		Complaint Code	Complaint Reasons	_
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Complaint Details				
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7. After completing the *Registration of the Complaint* form, go to *Inbox* and select *Investigation of the Complaint* task.

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auditrunner		Task Name	¢	Deadline	÷	Folder 🔶	#;	p 1
Activity Stream	0	Preliminary Work for Investigation Activity Please complete the preliminary work for Investigation activity.			Internal	Audit	2042 @	2
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Uality Assurance	0	Opening Meeting Minutes Please click for Audit Opening Meeting Report.			Internal	Audit	2250 @	3
Market	0	Opening Meeting Minutes Please click for Audit Opening Meeting Report.			Internal	Audit	2247 @	3
Auministration	0	Closing Meeting Reports Please click for Audit Closing Meeting Report.			Internal	Audit	2256 @	3
	0	Closing Meeting Reports Please click for Audit Closing Meeting Report.			Internal	Audit	2254 🖸	3
	0	Investigation of the Complaint Please investigate the customer complaint and suggest a solution to resolve.			Quality A	Assurance	2281 🖸) 6

INVESTIGATION OF THE COMPLAINT

1. In the *Root Cause Analysis/Investigation Details* section, fill in *Root Cause, Investigation Details,* and *Solution* fields.

rking in test mode, all	I next work items will be redirected to you for easier testing.								
		Investigation of the Complaint 2281							
	Customer / Product Info		u noun u						
	Customer	Product	Reference Code						
	Workrunner (WR)	Auditrunner (AR)	(Empty)						
	Person in Charge	E-Mail	Tel						
	Özgür Hamurcu	ozgur@workrunner.io	+1234567890						
	Complaint Details								
	Complaint Date	Complaint Code	Complaint Reasons						
	3/11/2021 3:30 PM	CMP210311-010	Label						
			Product Quality						
	Complaint Details								
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	Departments								
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	Root Cause Analysis / Investigation Details								
	Root Cause	Investigation Details	Solution						
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	Choose to start a corrective preventive action form for the deg Use Exist CPA Comments	partment							
	+ Add New								



2. In the *Comments* section, if any, add comments by clicking +Add New.

Mode rk item working in test mode, all next wo	Are you sure you want to select the action Submit ?			
		Investigation of the Complaint	2281 6 hours ag	0
	Customer / Product Info			
	Customer	Product	Reference Code	
	Workrunner (WR)	Auditrunner (AR)	(Empty)	
	Person in Charge	E-Mail	Tel	
	Özgür Hamurcu	ozgur@workrunner.io	+1234567890	
	Complaint Details			_
	Complaint Date	Complaint Code	Complaint Reasons	
	3/11/2021 3:30 PM	CMP210311-010	Label Product Quality	
	Complaint Details			
	"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do e	eiusmod tempor incididunt ut labore et dolore magna aliqua."		
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	Root Cause Analysis / Investigation Details			_
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	Choose to start a corrective preventive action form for the dep Use Exist CPA	lartment		
	Comments			
	+ Add New			

3. Click *Submit* to complete *Investigation of the Complaint part.*

	Investigation of the Complaint	2281	
Customer / Product Info		b hours ag	go
Customer	Product	Reference Code	_
Workrunner (WR)	Auditrunner (AR)	(Empty)	
Person in Charge	E-Mail	Tel	
Özgür Hamurcu	ozgur@workrunner.io	+1234567890	
Complaint Details			
Complaint Date	Complaint Code	Complaint Reasons	
3/11/2021 3:30 PM	CMP210311-010	Label	
Complaint Dataile		Product Quality	
Complaint Details			
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Choose to start a corrective preventive action form for the dep Use Exist CPA	artment		
Comments			
+ Add New			



RESPONDING TO CUSTOMER COMPLAINT

1. After completing the *Investigation of the Complaint* task, go to *Inbox* and select *Responding to Customer Complaint* task.

	C R	fresh		Q	Search	🌡 Berk Senoglu	1 🛝 1 📀	=
auditrunner		Task Name 🗢	÷	Deadline	÷	Folder 💠	# \$	1.4
* Activity Stream • Inbox	0	Preliminary Work for Investigation Activity Please complete the preliminary work for Investigation activity.			Internal A	udit	2042 🧿	2
▲ Important ▼ All Waiting	0	Preliminary Work for Investigation Activity Please complete the preliminary work for Investigation activity.			Internal A	udit	2206 O	3
Followed Completed All	0	Preliminary Work for Process Audit Activity Please complete the preliminary work for Process Audit activity.			Internal A	udit	2213 Ø	3
My Calendar All Folders >	0	Preliminary Work for Process Audit Activity Please complete the preliminary work for Process Audit activity.			Internal A	udit	2242 Ø	3
Quality Assurance	0	Opening Meeting Minutes Please click for Audit Opening Meeting Report.			Internal A	udit	2250 Ø	3
R Market	0	Opening Meeting Minutes Please click for Audit Opening Meeting Report.			Internal A	udit	2247 Ø	3
F Administration	0	Closing Meeting Reports Please click for Audit Closing Meeting Report.			Internal A	udit	2256 Ø	3
	0	Closing Meeting Reports Please click for Audit Closing Meeting Report.			Internal A	udit	2254 @	3
	0	Responding to Customer Complaint Please return to the customer regarding the complaint.			Quality As	ssurance	2280 Ø	6

2. In the *Complaint Details* section, either *Approve* or *Reject* the complaint.

3/11/2021 3:30 PM	CMP210311-010	Label Product Quality	
Complaint Details			
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Complaint Investigations			
♥ Operations Management by I	Berk Senoglu at Thursday, March 11, 2021	✓ Choos Appro	se an action
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Investigation Details			
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Solution			
"ltaque earum rerum hic tenetur a sa	piente delectus, ut aut reiciendis voluptatibus maiores alias consequatur	aut perferendis doloribus asperiores repellat."	
Comments			
"Sed ut perspiciatis unde omnis iste	natus error sit voluptatem accusantium doloremque laudantium, totam ro	em aperiam, eaque ipsa quae ab illo inventore veritatis et quasi archite	ecto beatae vitae dicta



3. In case of approving, in the *Report Preparation* task, create the report in English by clicking *Create report in this language*. In case of need, allow editing by clicking the box saying *Allow edit before creating report*.

Solution		
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Report Preparation		
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Create report in this language	Create report in this language	
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sunt explicabo." Berk Senoglu - 3/11/2021 4:33 PM	+ 🐸 Internal Audit Manager	
Seply Reply	+ 👻 Internal Control	
+ Add New	+ 🖀 Regulatory Compliance	
	Standards Compliance	
	+ WorkRunner	
	× Close	

4. Click *Submit* to complete *Responding to Customer Complaint* part.

Test M s work	item working in test mode, all next	e you want to select the action Submit 2 ✓ Yes ★ Cancel				
		Responding to Customer Co	mplaint	2280 8 hours ago		
	Customer / Product Info					
	Customer	Product	Reference Code			
	Workrunner (WR)	Auditrunner (AR)	(Empty)			
	Person in Charge	E-Mail	Tel			
	Özgür Hamurcu	ozgur@workrunner.io	+1234567890			
	Complaint Details					
	Complaint Date	Complaint Code	Complaint Reasons			
	3/11/2021 3:30 PM	CMP210311-010	Label Product Quality			
	Complaint Details					
	"Lorem ipsum dolor sit amet, consectetur ad	ipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magi	a aliqua."			
	Complaint Investigations					
	✤ Operations Management by Berk	Approve \$				
	S Corrective preventive action form will not be started after submitting for this department.					
	De la Cauca					



5. After submitting the *Responding to Customer Complaint* part, go to *Inbox* and select *Edit Report*.

	C R	sfresh		Q	Search	🌡 Berk Senoglu	A 3 0	≡
auditrunner		Task Name	¢	Deadline	\$	Folder 🗢	# \$	1. \$
 Activity Stream Inbox 	0	Preliminary Work for Investigation Activity Please complete the preliminary work for Investigation activity.			Internal A	udit	2042 🧿	2
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 My Calendar _Database 	0	Preliminary Work for Process Audit Activity Please complete the preliminary work for Process Audit activity.			Internal A	ıdit	2242 ()	3
 Parameters Action Follow-up & Remediation 	0	Opening Meeting Minutes Please click for Audit Opening Meeting Report.			Internal A	ıdit	2247 O	3
Asset InventoryBusiness Continuity	0	Closing Meeting Reports Please click for Audit Closing Meeting Report.			Internal A	ıdit	2254 O	3
 Compliance Data Protection Compliance 	0	Closing Meeting Reports Please click for Audit Closing Meeting Report.			Internal Ai	ıdit	2256 🕗	3
Document Editor Document Manager	0	Opening Meeting Minutes Please click for Audit Opening Meeting Report.			Internal A	ıdit	2250 Ø	3
 Ethical Breach Reporting Internal Audit Internal Controls 	0	Edit Report Please edit fields to create complaint report in English.			Quality As	surance	2285 Ø	5
Quality Assurance Risk Management				_				

6. After editing the report *Submit* the edit.

t Mode ork item working in test mode, all next work items will b	✓ Yes ★ Cancel		
	Edit R	eport	2285 11 hours ago
Customer / Product Info			
Customer Workrunner (WR)	Product Auditrunner (AR)	Reference Code (Empty)	
Person in Charge Özgür Hamurcu	E-Mail ozgur@workrunner.io	Tel +1234567890	
Complaint Details			
Complaint Date	Complaint Code	Complaint Reasons	
3/11/2021 3:30 PM	CMP210311-010	Label Product Quality	
Complaint Details			
¶ B / U S 🖋 🗮 🖼	🛤 🗞 🎟 🗞 🗮 📣		
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Complaint Investigations			