

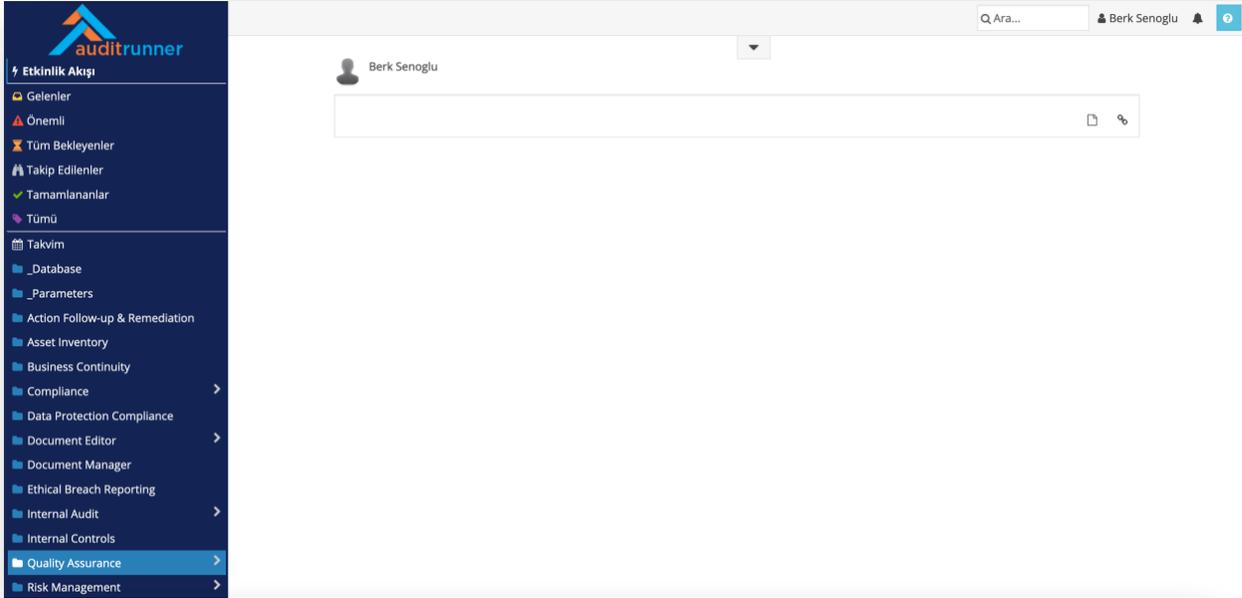
QUALITY ASSURANCE

Related Product Video:

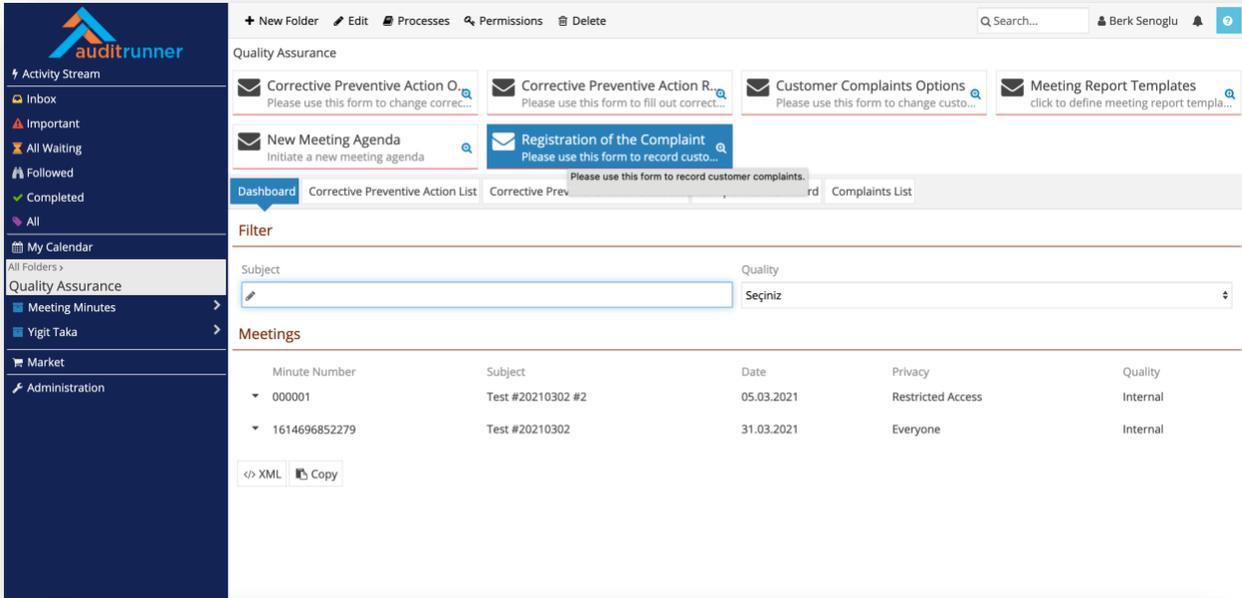
<https://www.youtube.com/watch?v=8F7JKZFKz6o>

REGISTRATION OF THE COMPLAINT

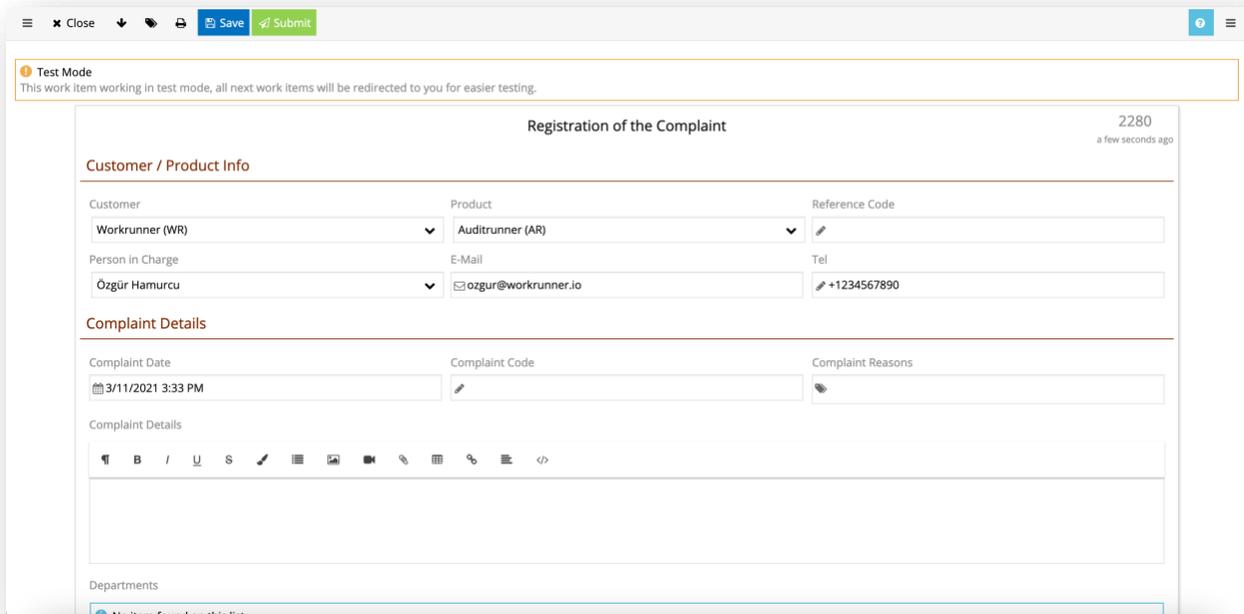
1. Click *Quality Assurance* module that appears in the left-bottom side of the screen.



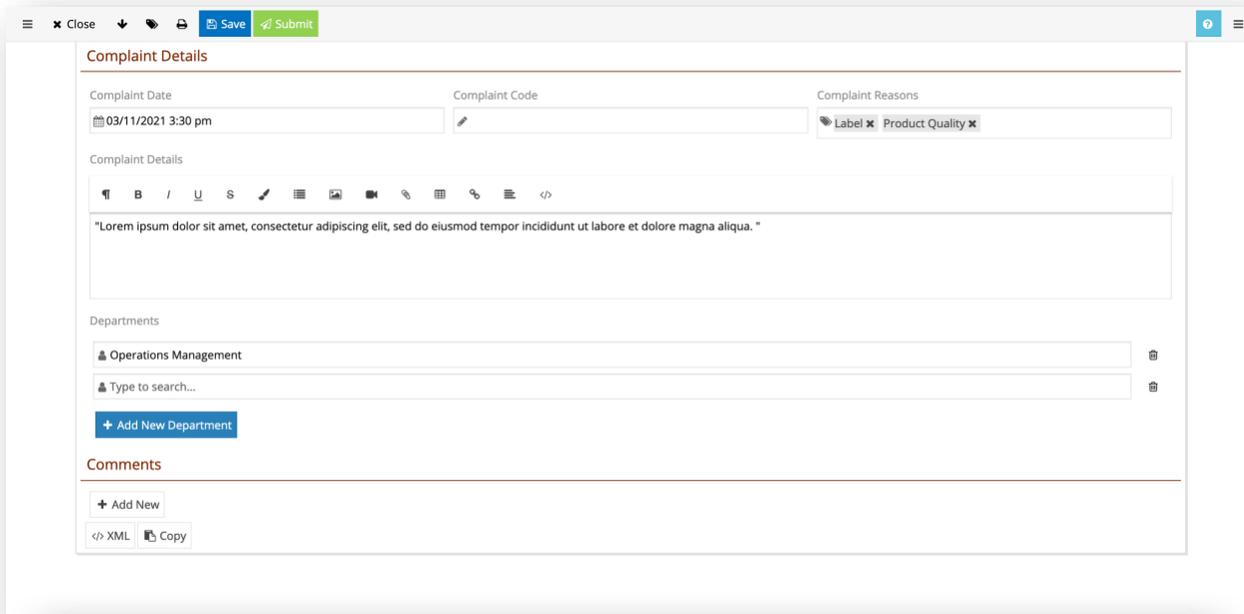
2. Select the *Registration of the Complaint* activity.



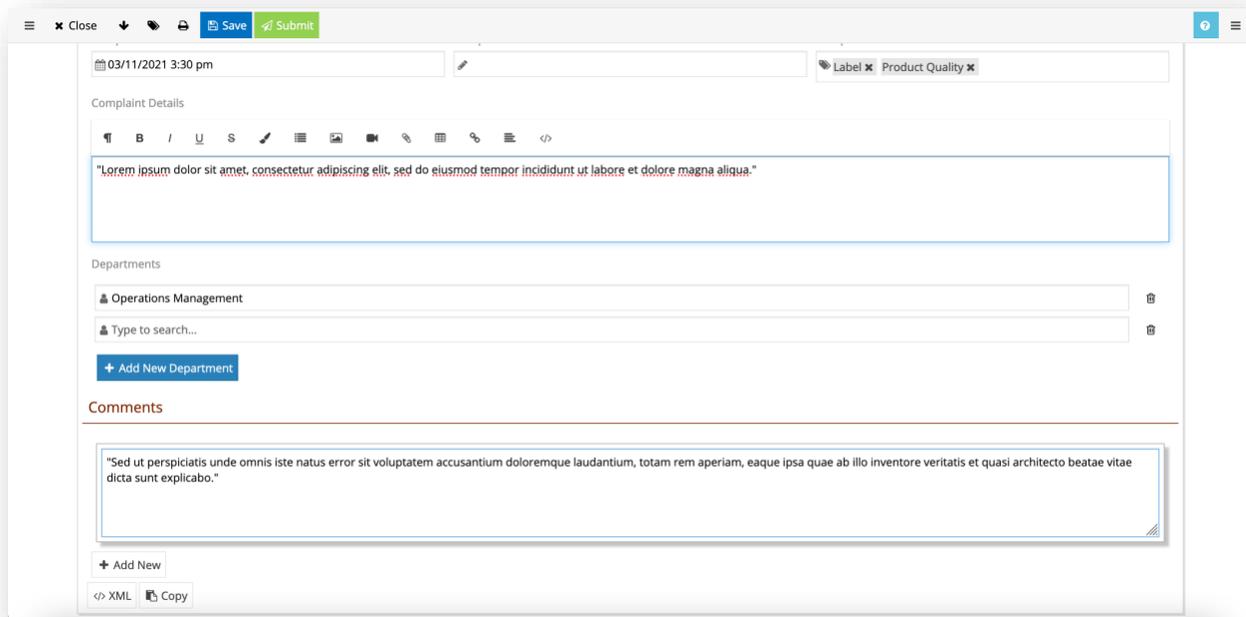
3. In the *Customer/Product Info* section, fill in the *Customer, Product, Person in Charge, E-Mail, and Tel* fields.



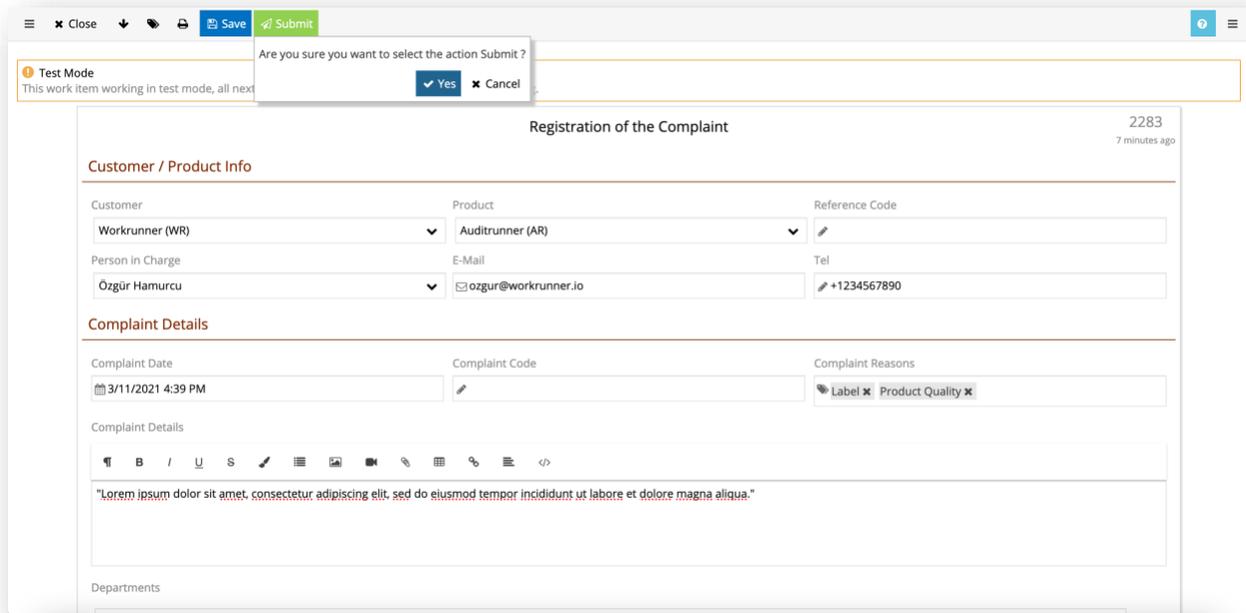
4. In the *Complaint Details* section, fill in *Complaint Date* and *Complaint Reasons* fields. Then, explain details in *Complaint Details* field. Add any relative department under the *Departments* headline by clicking *+Add New Department*.



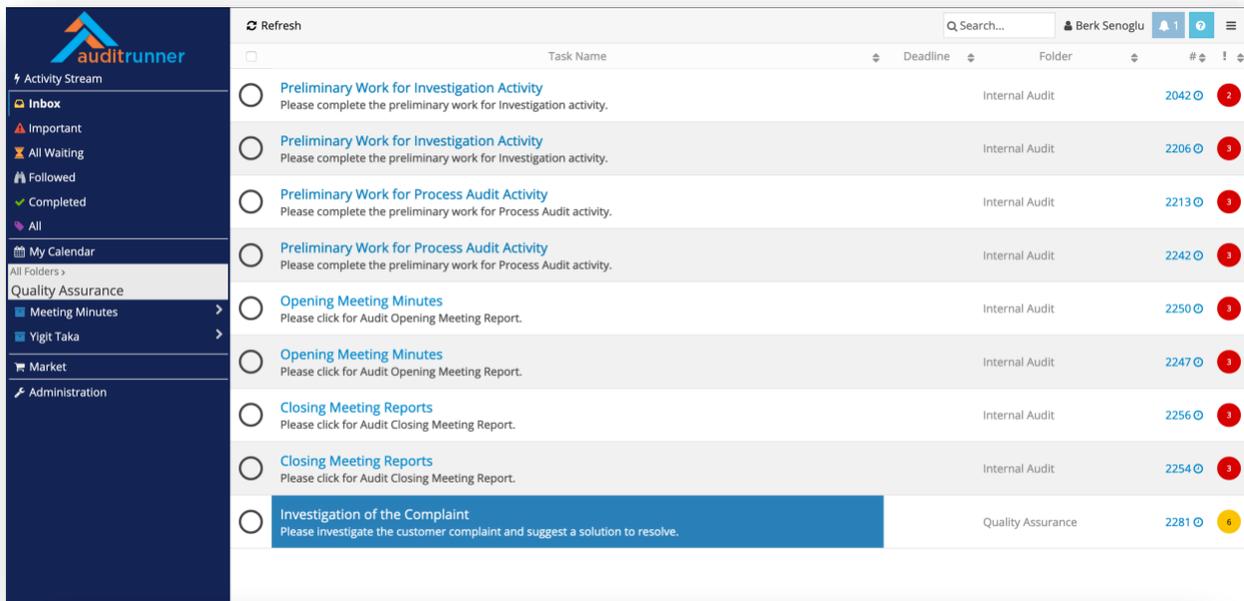
5. If any, add *Comments* by clicking *+Add New*.



6. Click *Submit* to complete this action.



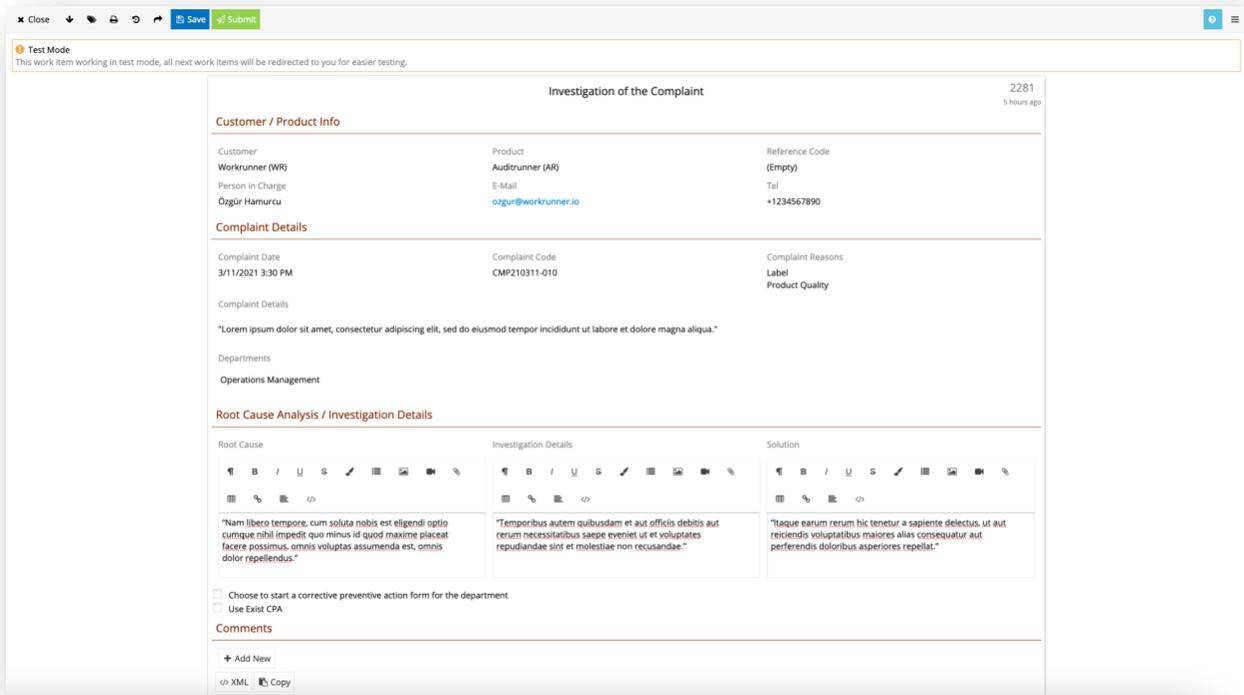
- After completing the *Registration of the Complaint* form, go to *Inbox* and select *Investigation of the Complaint* task.



Task Name	Deadline	Folder	#
Preliminary Work for Investigation Activity Please complete the preliminary work for Investigation activity.		Internal Audit	2042 2
Preliminary Work for Investigation Activity Please complete the preliminary work for Investigation activity.		Internal Audit	2206 3
Preliminary Work for Process Audit Activity Please complete the preliminary work for Process Audit activity.		Internal Audit	2213 3
Preliminary Work for Process Audit Activity Please complete the preliminary work for Process Audit activity.		Internal Audit	2242 3
Opening Meeting Minutes Please click for Audit Opening Meeting Report.		Internal Audit	2250 3
Opening Meeting Minutes Please click for Audit Opening Meeting Report.		Internal Audit	2247 3
Closing Meeting Reports Please click for Audit Closing Meeting Report.		Internal Audit	2256 3
Closing Meeting Reports Please click for Audit Closing Meeting Report.		Internal Audit	2254 3
Investigation of the Complaint Please investigate the customer complaint and suggest a solution to resolve.		Quality Assurance	2281 5

INVESTIGATION OF THE COMPLAINT

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



Investigation of the Complaint 2281
5 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 3/11/2021 3:30 PM	Complaint Code CMP210311-010	Complaint Reasons Label Product Quality
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Complaint Details
"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua."

Departments
Operations Management

Root Cause Analysis / Investigation Details

<p>Root Cause</p> <p>"Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus."</p>	<p>Investigation Details</p> <p>"Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae."</p>	<p>Solution</p> <p>"Itaque earum rerum hic tenetur a sapiente delectus, ut aut recusandae voluptas maiores alias consequatur aut perferendis doloribus asperiores repellat."</p>
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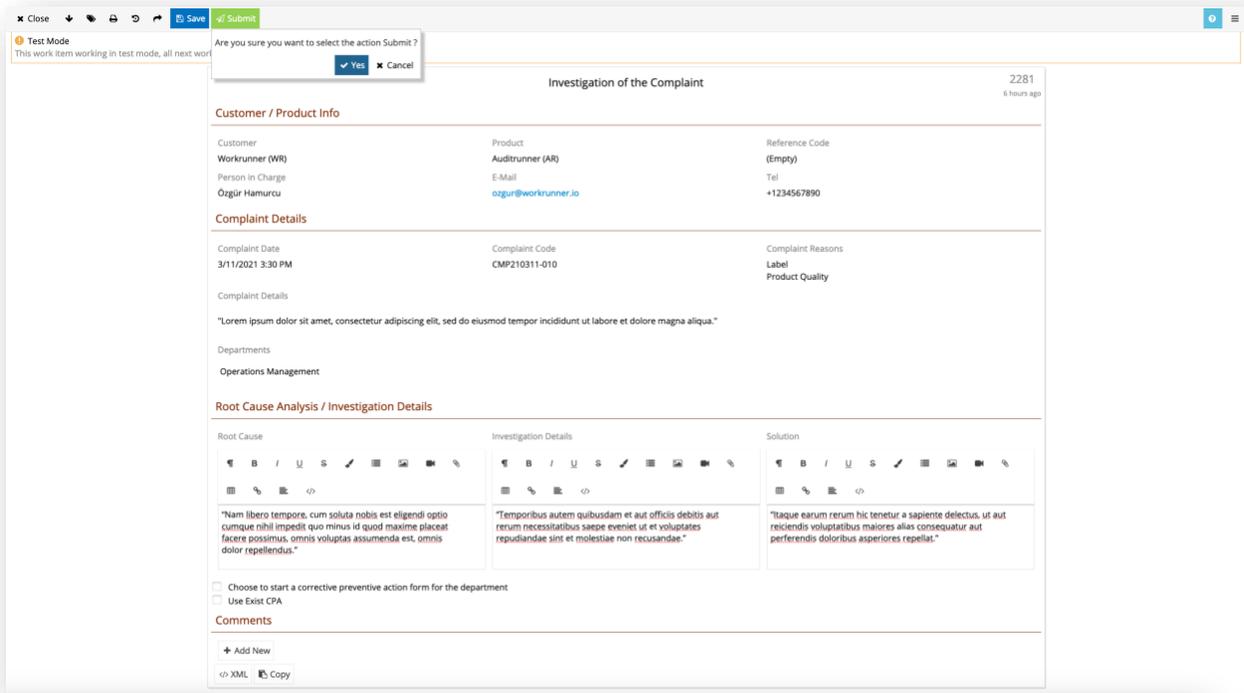
Choose to start a corrective preventive action form for the department
 Use Exist CPA

Comments

+ Add New

XML Copy

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



Close Save Submit

Test Mode
This work item working in test mode, all next work

Are you sure you want to select the action Submit?
Yes Cancel

Investigation of the Complaint

2281
6 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 3/11/2021 3:30 PM	Complaint Code CMP210311-010	Complaint Reasons Label Product Quality
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Complaint Details
"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua."

Departments
Operations Management

Root Cause Analysis / Investigation Details

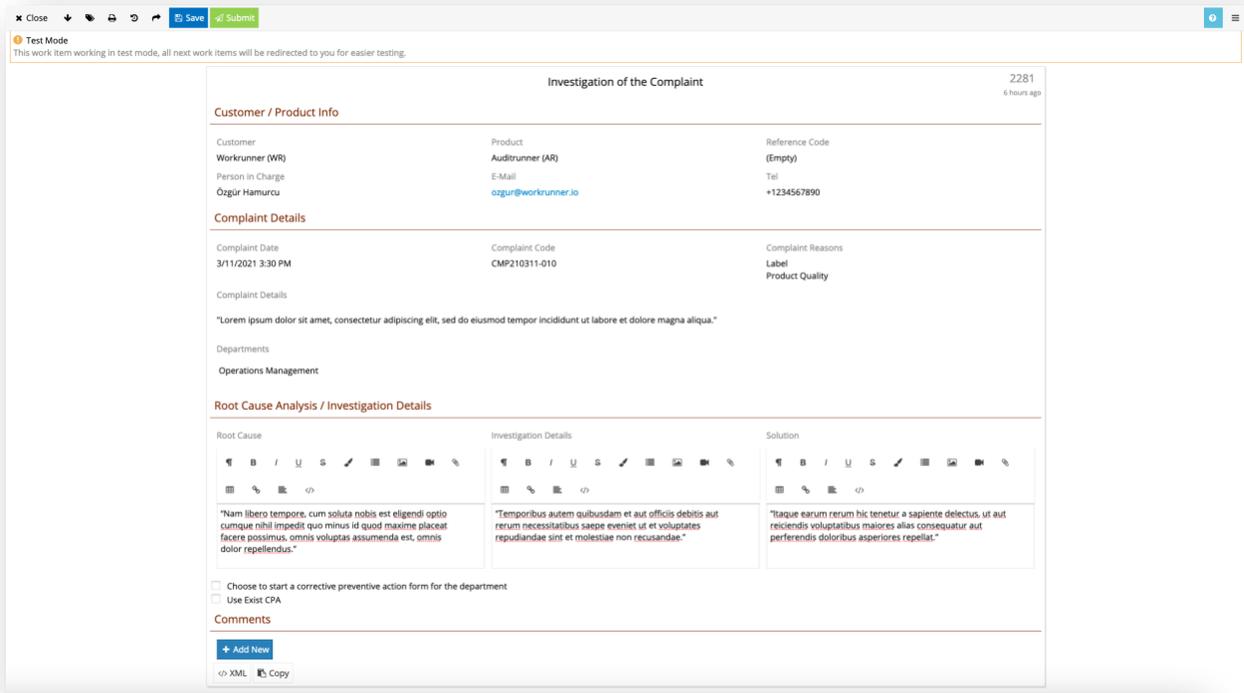
<p>Root Cause</p> <p>"Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil inpedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus."</p>	<p>Investigation Details</p> <p>"Temporibus autem quibusdam et aut officis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae."</p>	<p>Solution</p> <p>"Itaque earum rerum hic tenetur a sapiente delectus, ut aut recusandis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat."</p>
--	---	--

Choose to start a corrective preventive action form for the department
 Use Exist CPA

Comments

+ Add New
XML Copy

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



Close Save Submit

Test Mode
This work item working in test mode, all next work items will be redirected to you for easier testing.

Investigation of the Complaint

2281
6 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 3/11/2021 3:30 PM	Complaint Code CMP210311-010	Complaint Reasons Label Product Quality
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Complaint Details
"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua."

Departments
Operations Management

Root Cause Analysis / Investigation Details

<p>Root Cause</p> <p>"Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil inpedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus."</p>	<p>Investigation Details</p> <p>"Temporibus autem quibusdam et aut officis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae."</p>	<p>Solution</p> <p>"Itaque earum rerum hic tenetur a sapiente delectus, ut aut recusandis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat."</p>
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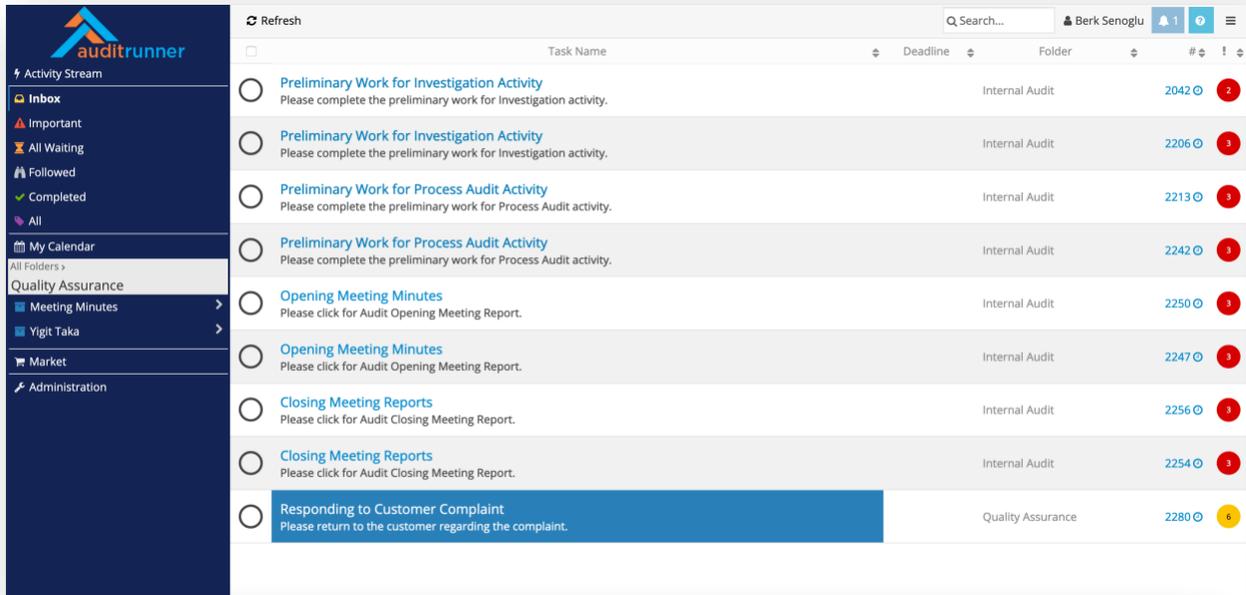
Choose to start a corrective preventive action form for the department
 Use Exist CPA

Comments

+ Add New
XML Copy

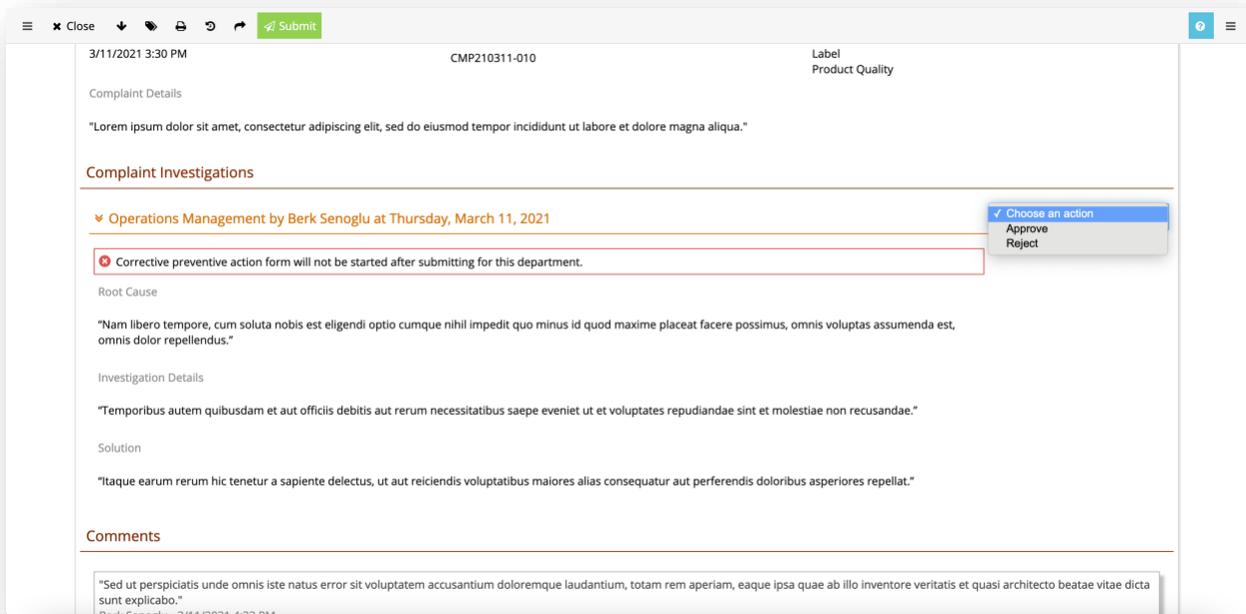
RESPONDING TO CUSTOMER COMPLAINT

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



Task Name	Deadline	Folder	#
Preliminary Work for Investigation Activity Please complete the preliminary work for Investigation activity.		Internal Audit	2042
Preliminary Work for Investigation Activity Please complete the preliminary work for Investigation activity.		Internal Audit	2206
Preliminary Work for Process Audit Activity Please complete the preliminary work for Process Audit activity.		Internal Audit	2213
Preliminary Work for Process Audit Activity Please complete the preliminary work for Process Audit activity.		Internal Audit	2242
Opening Meeting Minutes Please click for Audit Opening Meeting Report.		Internal Audit	2250
Opening Meeting Minutes Please click for Audit Opening Meeting Report.		Internal Audit	2247
Closing Meeting Reports Please click for Audit Closing Meeting Report.		Internal Audit	2256
Closing Meeting Reports Please click for Audit Closing Meeting Report.		Internal Audit	2254
Responding to Customer Complaint Please return to the customer regarding the complaint.		Quality Assurance	2280

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

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua."

Complaint Investigations

Operations Management by Berk Senoglu at Thursday, March 11, 2021

Corrective preventive action form will not be started after submitting for this department.

Root Cause

"Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus."

Investigation Details

"Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae."

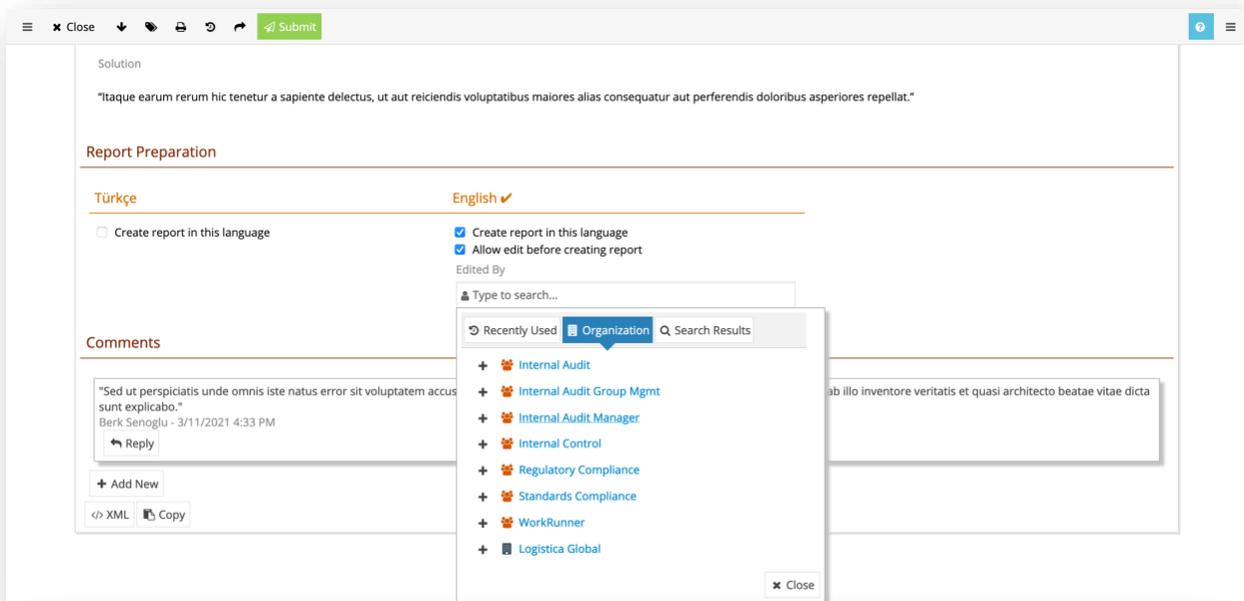
Solution

"Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat."

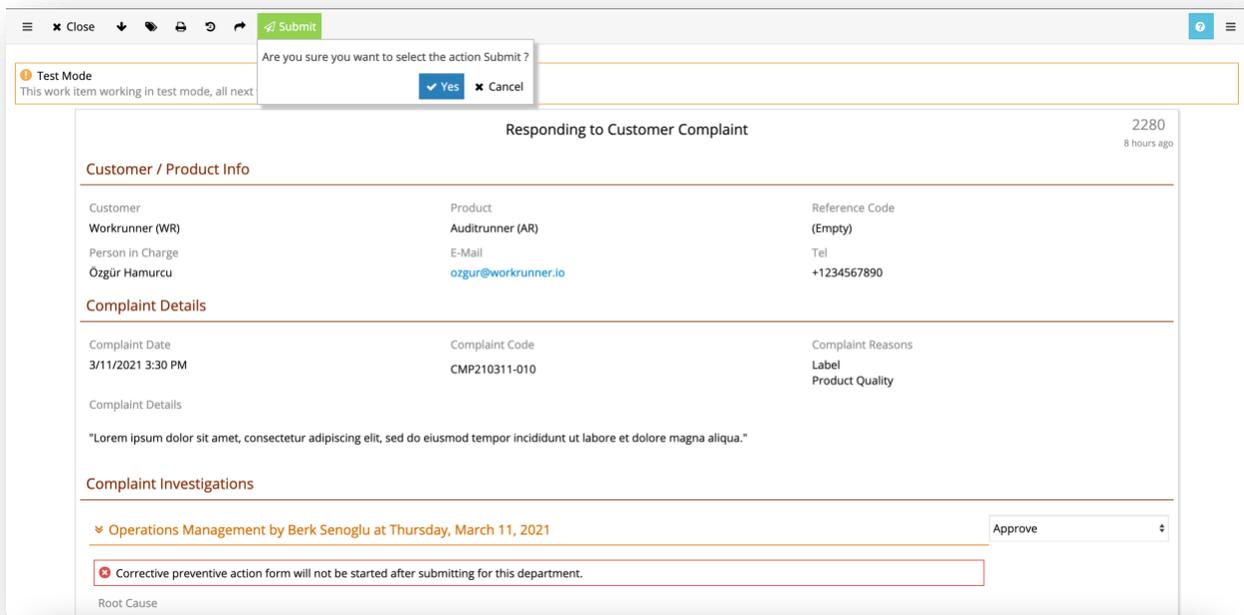
Comments

"Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo."
Berk Senoglu - 3/11/2021 4:33 PM

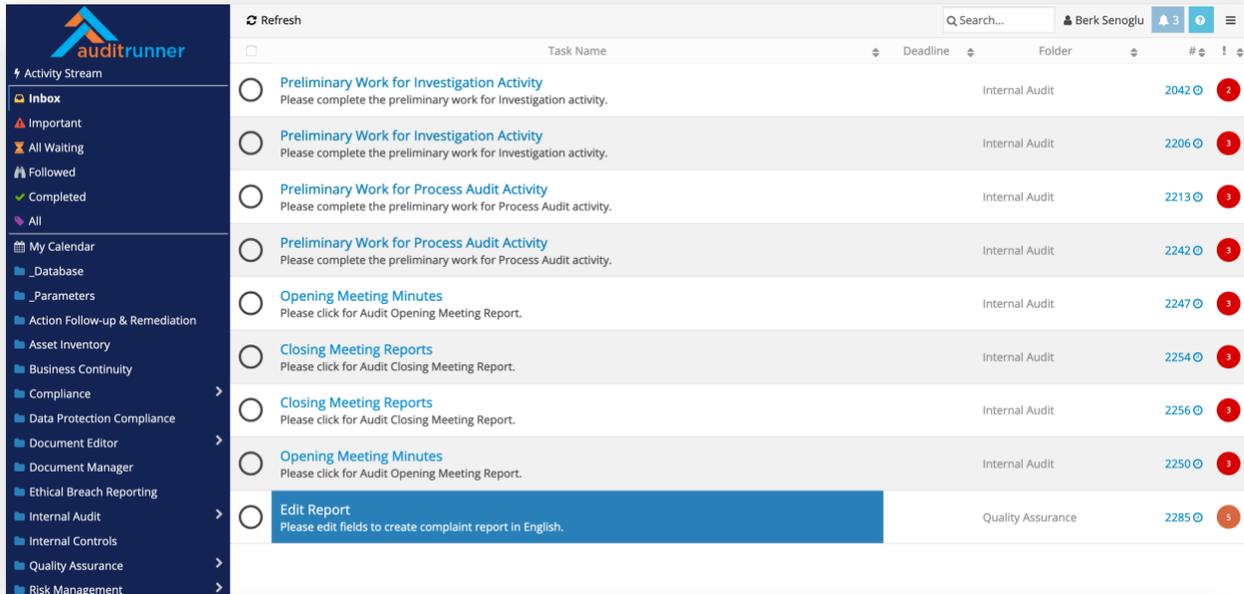
- In case of approving, in the *Report Preparation* task, create the report in English by clicking *Create report in this language*. In case of need, allow editing by clicking the box saying *Allow edit before creating report*.



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

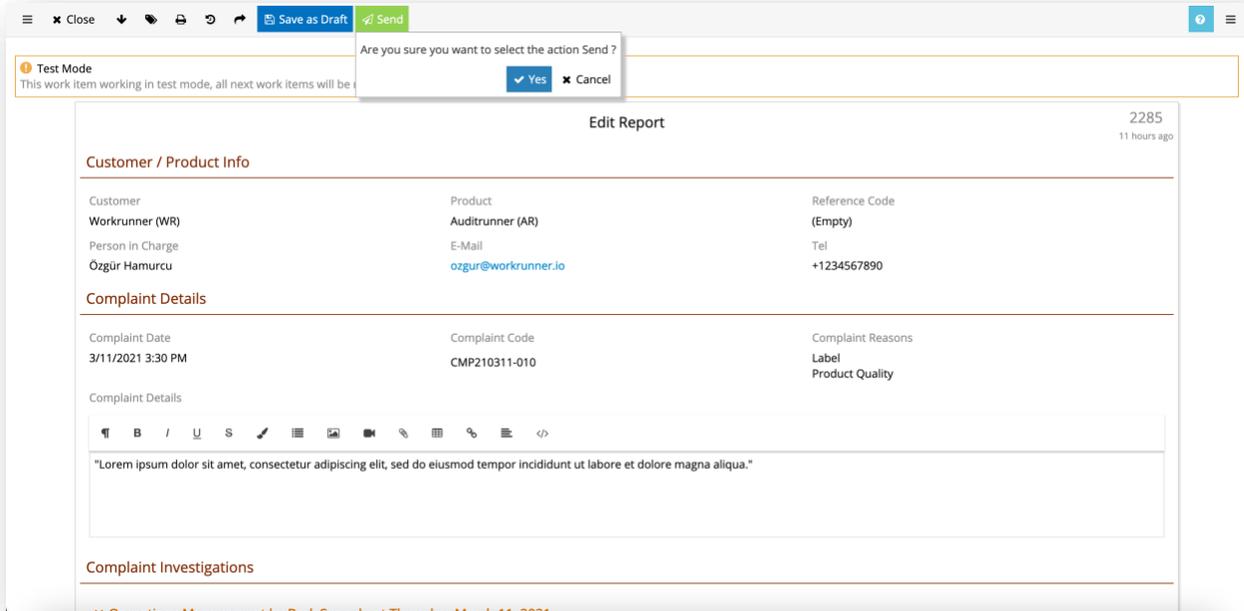


5. After submitting the *Responding to Customer Complaint* part, go to *Inbox* and select *Edit Report*.



Task Name	Deadline	Folder	#
Preliminary Work for Investigation Activity Please complete the preliminary work for Investigation activity.		Internal Audit	2042
Preliminary Work for Investigation Activity Please complete the preliminary work for Investigation activity.		Internal Audit	2206
Preliminary Work for Process Audit Activity Please complete the preliminary work for Process Audit activity.		Internal Audit	2213
Preliminary Work for Process Audit Activity Please complete the preliminary work for Process Audit activity.		Internal Audit	2242
Opening Meeting Minutes Please click for Audit Opening Meeting Report.		Internal Audit	2247
Closing Meeting Reports Please click for Audit Closing Meeting Report.		Internal Audit	2254
Closing Meeting Reports Please click for Audit Closing Meeting Report.		Internal Audit	2256
Opening Meeting Minutes Please click for Audit Opening Meeting Report.		Internal Audit	2250
Edit Report Please edit fields to create complaint report in English.		Quality Assurance	2285

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



Are you sure you want to select the action Send?

Test Mode
This work item working in test mode, all next work items will be

Save as Draft Send

Edit Report 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 3/11/2021 3:30 PM	Complaint Code CMP210311-010	Complaint Reasons Label Product Quality
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Complaint Details

B I U S

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua."

Complaint Investigations

Operations Management by Berk Senoglu at Thursday, March 11, 2021