

	<b>PT MUTUAGUNG LESTARI</b>	
	<b>MALQ-12</b>	<b>COMPLAINTS</b>
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## COMPLAINTS

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APPROVED BY

PREPARED BY

GENERAL MANAGER

OPERATIONS MANAGER

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### REVISION SHEET

Section No.	Revision Description	Issue No.	Revision No.	Date of Revision	Sign
1	Newly created	1	0	01 JUL., 2002	
2	General update	1	0	01 JUL., 2005	
3	Reexamine for renewal application	1	0	01 JUL., 2009	
4	12.5 Added note	1	1	01 AUG., 2012	
5	Change logo	1	1	01 AUG., 2012	
6	6.1.2, 6.2.2, 6.3.2, 6.4.2 Added information of complain acceptance	1	1	01 AUG., 2012	
7	Added 6.1.4 Special Audit	1	1	01 AUG., 2012	
8	Added 6.1.5 comparison of result submitted by certified manufacturer and special audit result	1	1	01 AUG., 2012	
9	6.1.10, 6.2.10, 6.3.5, added information of final result regarding complainant	1	1	01 AUG., 2012	
10	12-7 Addition of recurrence preventive action	1	1	01 AUG., 2012	

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## 12-1 PURPOSE

The purpose of this procedure is to ensure that complaints, either received by manufacturers from their customers or ROCB MAL, received by ROCB MAL from the manufacturers and interested party in quality of JAS product are recorded, investigated and action.

## 12-2 SCOPE

The scope of this procedure covers:

- 2.1 Complaints from ROCB MAL to certified manufacturers related to quality of JAS products or quality control system.
- 2.2 Complaints received by JAS certified manufacturers from their customers.
- 2.3 Complaints received by ROCB MAL from certified manufacturers.
- 2.4 Complaints received by ROCB MAL from interested party in JAS product quality of certified manufacturers.

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### 12-3 DEFINITIONS

The definition of a complaint is in line with ISO/IEC 17065:2012, Pedoman BSN 401 – 2000, ISO 9000 ; 2005

### 12-4 REFERENCES

- 4.1. MALQ-00, Product Certification Manual
- 4.2. ISO/IEC 17065:2012, Conformity Assessment - Requirements for Bodies Certifying Products, processes, and Services.
- 4.3. Pedoman BSN 401 – 2000, Persyaratan Umum Lembaga Sertifikasi Produk
- 4.4. ISO 9001 : 2008

### 12-5 RESPONSIBILITIES

- 5.1 The manufacturer's nominated Quality Control Manager & Responsible Person in Quality Management shall have the overall responsibility for maintaining records relating to customer complaints and action taken.
- 5.2 MAL's Operations Director and General Manager shall have overall responsibility for maintaining records relating to complaints received from manufacturers and any other parties may be concern with product quality of the JAS certified manufacturer and action taken.
- 5.3 MAL's Operations Director and General Manager shall have responsibility for giving information such as audit result,
- 5.4 Factory Observation Result or complaint to manufacturer  
 Note: General and Operational Manager is involved the conflict of interest, representative Directors who are not involved in certification is responsibility to assign a person without conflict of interest which does not perform as a consultant within two years.

### 12-6 PROCEDURE

#### 6.1 Complaint from JAS Certified Manufacturer to MAL

- 6.1.1 If manufacturer have complain regarding the conduct of ROCB MAL employees or related contractors, the complaint should be made in document and submit to operation director of ROCB. If the letter of complaint regarding certification, judgment, auditor chief, complaint shall be submitted addressed to general manager. Verbal complaints shall be delivered using MALQ-042 and appropriate measure shall be done.
- 6.1.2 When receive complaint document, general manager shall confirm whether concern to certification activities that ROCB has responsibility.
- 6.1.3 MAL shall inform to complainant that complain has been received.

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- 6.1.4 Operation manager shall determine cause of complaint appropriately, check all important information and record to confirm validity of the complaint and interview and examine concerned person. After that, operation manager shall prepare document summarized solution for the complaint and submit to General Manager.
- 6.1.5 General Manager shall review final report of the complaint, operation manager shall determine solve of complaint. However, if after consulting offer or end of employment relationship to requester who conduct complaint or formal objection by General Manager or Operation Director not more than 2 years, original appointment of president director, deciding one person conduct review, solution of complaint shall be determined by president director.
- 6.1.6 All record related to process and results of complaint investigation shall be filed and stored minimum 5 years and make it traceable of past data by administration.
- 6.1.7 Shall inform final result and close of complaint
- 6.1.8 JAS operation director, general manager shall assure, confirm and approve, and consent respect to certified manufacturer information of document, complaint letter and investigation result, etc. will always be maintained.
- 6.2 Complaints from Customer to ROCB MAL**
- 6.2.1 All complaints received from interested parties in JAS product quality of JAS certified manufacturers to ROCB MAL should be formally recorded and action accordingly.
- 6.2.2 The Operations Manager of Audit, Operations Manager of Certification or General Manager shall undertake an investigation of the complaint by reviewing the relevant records of the complaint.
- 6.2.3 MAL shall inform to complainant when received complaint.
- 6.2.4 In order to diagnose the cause of complaint properly, manager shall check all important information and record related to the complaint. After that, manager shall prepare summarized document of solution for the complaint and submit to general manager. If necessary, audit coordinator also can summarize point of view of neutral third party properly.
- 6.2.5 General Manager shall review final report of the complaint, operation manager shall determine solve of complaint. However, if after consulting offer or end of employment relationship to requester who conduct complaint or formal objection by General Manager or Operation Director not more than 2 years, original appointment of president director, deciding one person conduct review, solution of complaint shall be determined by president director.
- 6.2.6 All record related to process and results of complaint investigation shall be filed and stored minimum 5 years and make it traceable of past data by administration.
- 6.2.7 Shall inform final result and close of complaint
- 6.2.8 If there are party couldn't receive to ROCB's decision, they has the right to lodge an appeal referred to procedure of appeal (MALQ-09).

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#### 12-7 MEASURES TO PREVENT RECURRENCE

MAL will take necessary measures action and as well as respond appropriately to complaint furthermore to prevent recurrence for the filing of an objection to all

#### 12-8 DOCUMENTATION

This procedure is documented in the form of hard file and/ or soft file in Indonesian or other languages where all have the same status and legality.

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