COMPLAINT HANDLING PROCESS

Sales Support Resp.

| Explanation of the cause(s) of the complaint to the customer | Receipt of the Customer Complaint | Telephone/Fax/ Email |

CUSTOMER

SIGMA

Sales Support Resp.

Preliminary assessment and identification of the source of the complaint.

Sales Support Resp.

| Recording the complaint | Complaint Form |

Sales Support Resp.

| Evaluation and recording of the situation that is the subject of the complaint. | Complaint Form |

Sales Support Resp.

The complaint will be forwarded to the relevant department, and corrective actions will be determined to address the root cause of the complaint.

Implementation of corrective action(s) **P.06 Corrective and Preventive Actions Procedure**

Sales Support Resp.

Implementation of corrective action(s)

Sales Support Resp.

| Monitoring corrective actions and recording the results. | Complaint Form |

Quality Management Representative Customer

Monitoring and verifying the effectiveness of operations and customer satisfaction

No

Are the actions taken sufficient to resolve the complaint and prevent its recurrence?

Yes

Sales Support Resp.

| Termination of the activity and its recording. | Complaint Form |

Continuous improvement