Flow Chart of Customer's Complaint Handling

```
┌─────────────────────────────┐
│ Received Customer complaint │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Marketing Department collects│
│ all the details             │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Engineer investigates the   │
│ issue, and judge the        │
│ complaint after allocation  │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐   Reject   ┌─────────────────────────────┐
│ Classification of the       │ ─────────► │ Do feedback to Sales        │
│ complaint                   │            │ department or the customer. │
└─────────────────────────────┘            └─────────────────────────────┘
              │ Accept                                   │
              ▼                                          ▼
┌─────────────────────────────┐            ┌─────────────────────────────┐
│ Prepare Corrective Action   │            │ Close the complaint file.   │
│ Report                      │            └─────────────────────────────┘
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐    No     ┌─────────────────────────────┐
│ Needs to hold meeting or not│ ────────► │ Send formal CAR to the      │
└─────────────────────────────┘           │ responsible department to   │
              │ YES                        │ response on corrective      │
              ▼                            │ action and preventive       │
┌─────────────────────────────┐           │ actions.                    │
│ Quality Meeting: Responsible│           └─────────────────────────────┘
│ procedure / Department,     │                         │
│ handling methods,           │                         ▼
│ responsible person,         │           ┌─────────────────────────────┐
│ planning, improvement       │           │ Do feedback to Sales        │
│ measures                    │           │ department or the customer  │
└─────────────────────────────┘           │ directly.                   │
              │                            └─────────────────────────────┘
              ▼                                          │
┌─────────────────────────────┐ ◄──────────────────────┘
│ Closes the complaint file   │
└─────────────────────────────┘
```