

SupplyOn Problem Solver

Processing customer complaints in a structured and effective manner

Handling customer complaints is an extremely critical process that has a direct impact on the success of your company. Problems solved in an untimely manner or not effectively can result in high costs, loss of repeat business, or image problems.

The so-called 8D method has been established as a structured process for solving and avoiding problems. Yet the method cannot by itself ensure that the 8D reports are consistently completed and that the defined measures are actually implemented.

This is where the SupplyOn Problem Solver comes into play: Your customer communicates a complaint from his internal quality management system to SupplyOn – with all the information required to address the problem, such as whether or not an 8D report is requested, when the information needs to be provided, and so on. The Problem Solver sends an e-mail informing you of new or modified complaints from the customer. You can process the complaints online, upload all the necessary documents, and send a response – such as an 8D report – in multiple stages to your customer, who can eventually confirm the case.

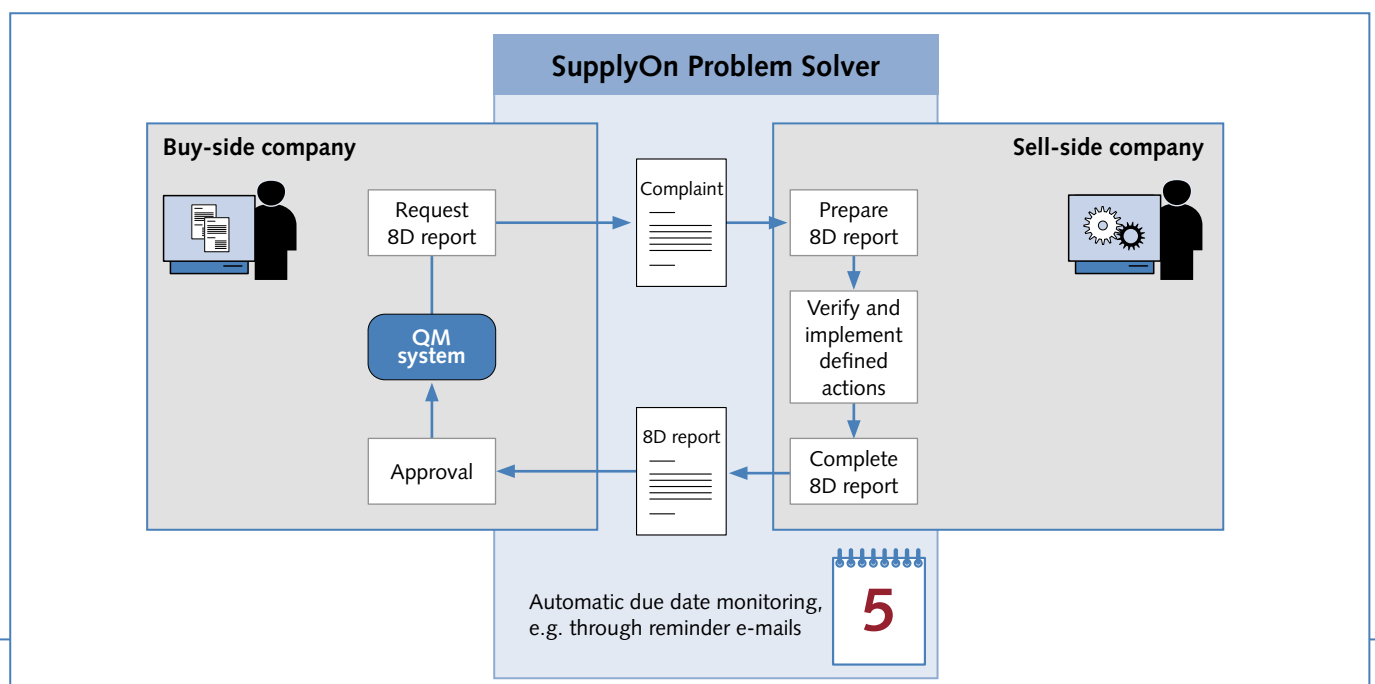
Throughout the process, you and your customer always have the same view of the information and the current processing status. The exchange of information is structured,

documented, and transparent for all participants. Tools like a task calendar and reminder e-mails help you to create the 8D report and implement the measures on time.

The SupplyOn Problem Solver supports you solving problems efficiently and permanently. This helps to reduce recurring errors, lower quality costs, and significantly improve customers' satisfaction.

Your benefits at a glance:

- The process of handling customer complaints becomes organized and more transparent.
- The system supports the efficient and timely processing of 8D reports.
- You can use a single system to process complaints from several of your customers in a uniform manner (based on the standard 8D form).
- You improve your quality level by avoiding recurring errors and increase your customers satisfaction.



If you have any further questions about **SupplyOn Problem Solver**, then please give us a call, or write to us. We would be pleased to provide you with more information.