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Webinar on

Best Practice For Complaint Handling To Assure Customer Retention

Learning Objectives

- *FDA and ISO requirements for complaint handling*
- *Establishment of complaint handling program*
- *What constitutes a complaint, Complaint trending and reporting*
- *How to Handle "non-complaints"*
- *The roles of investigation and corrective action in complaint handling*
- *Application of risk management to complaint handling program*
- *Benefits/Detriments of a Reply to the Customer*

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This webinar will include defining, documenting, and implementing a complaint-handling system, the requirements for complaint review, investigation, and corrective action, as well as ISO-specific implications.

PRESENTED BY:

Jeff Kasoff, RAC, CMQ/OE, LBB, has more than 30 years in Quality and Regulatory management. Over that time, Jeff has implemented and overseen quality system operations and assured compliance, at all sizes of company, from startup to more than $100 million in revenue. This multi-faceted experience makes Jeff uniquely qualified to address compliance issues across the entire range of company sizes.

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On-Demand Webinar

Duration : 60 Minutes

Price: $200

Webinar Description

Complaint handling is likely one of the more cross-functional parts of your quality system: Customer Service may receive your customer complaints, Sales and Marketing may need to reach out to the customer for additional information, Regulatory Affairs may determine whether the complaint is reportable, QA may perform the root cause investigation, R&D or Manufacturing Engineering may need to be involved in the corrective action, and Quality Engineering may need to trend the complaints! This session will include the requirements for all of the above responsibilities, which will include defining, documenting, and implementing a complaint-handling system, the requirements for complaint review, investigation, and corrective action, as well as ISO-specific implications. Also covered will be a discussion of what constitutes a complaint, and recommended practice on how to handle "non-complaint" feedback. Also covered will be the application of risk management to a complaint handling system, and a specific risk management system explained.

Who Should Attend ?

Customer Service (your “complaint taker”)

Regulatory personnel

Quality Engineering personnel

Sales and Marketing personnel

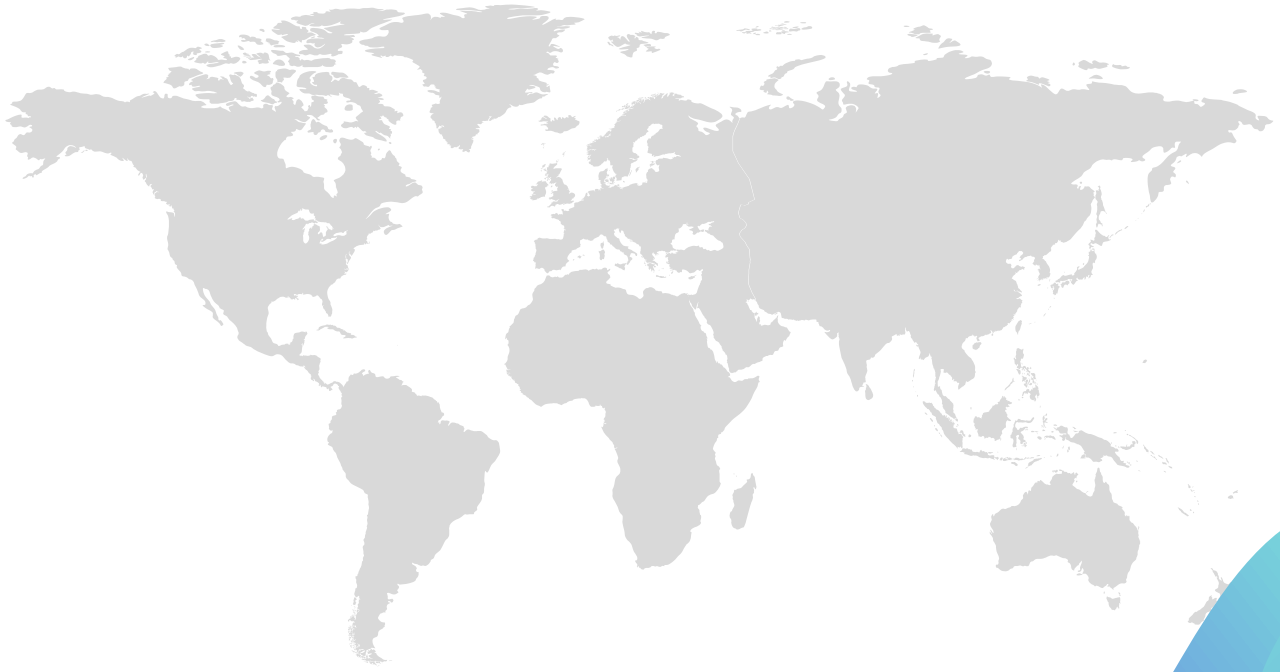
Customer Service personnel

R&D personnel

Manufacturing Engineering

Executive Management, Consultants

Quality system auditors



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