

Webinar on

Complaint Management: Best Practices To Assure Compliance And Customer Retention

Learning Objectives

- FDA and ISO requirements for complaint handling*
- Establishment of complaint handling program*
- What constitutes a complaint, 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, Complaint trending and reporting*



This webinar covered the application of risk management to a complaint handling system, and a specific risk management system explained.

PRESENTED BY:

Jeff Kasoff, RAC, CMQ/OE, LBB, is the Principal at Lean to Quality, LLC. He has more than 30 years in Quality and Regulatory management. Jeff has also been the primary liaison with FDA inspectors and notified body auditors. Jeff has the following certifications: Manager of Quality and Organizational Excellence certification from ASQ, Regulatory Affairs Certification from RAPS, and Lean Black Belt from IIE.

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

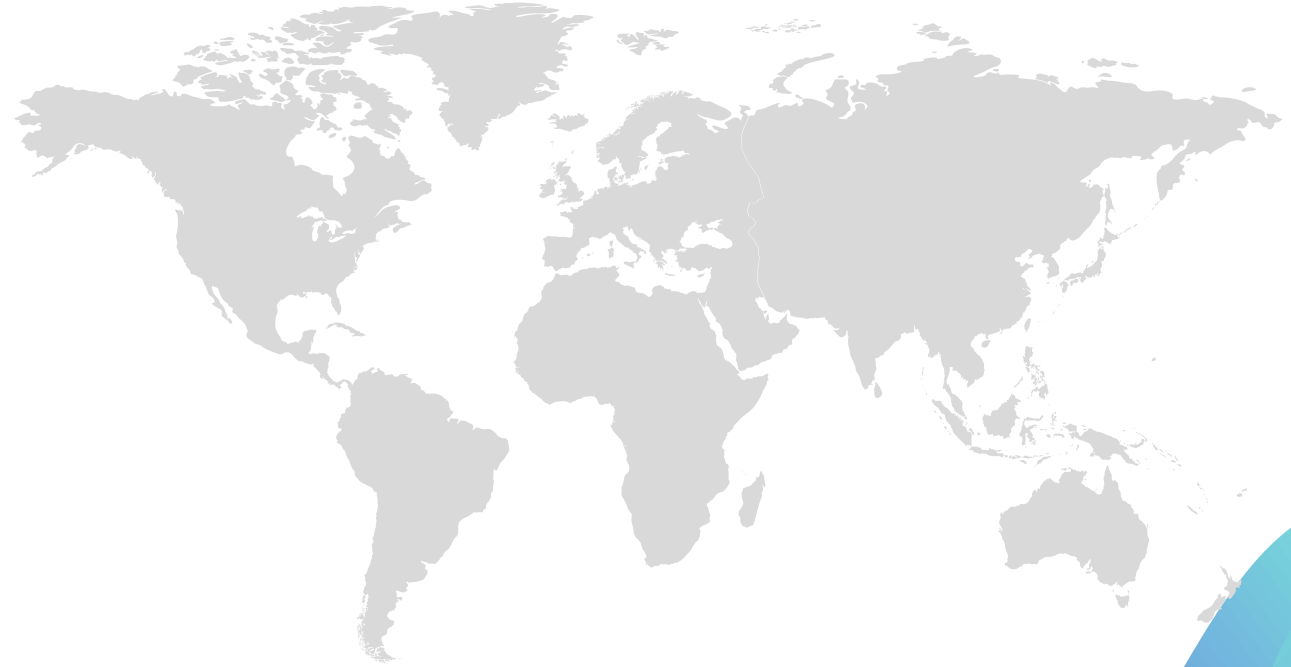
Customer Service personnel

R&D personnel, Consultants

Manufacturing Engineering

Executive Management

Quality system auditors



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