

AMS^{Complaint}

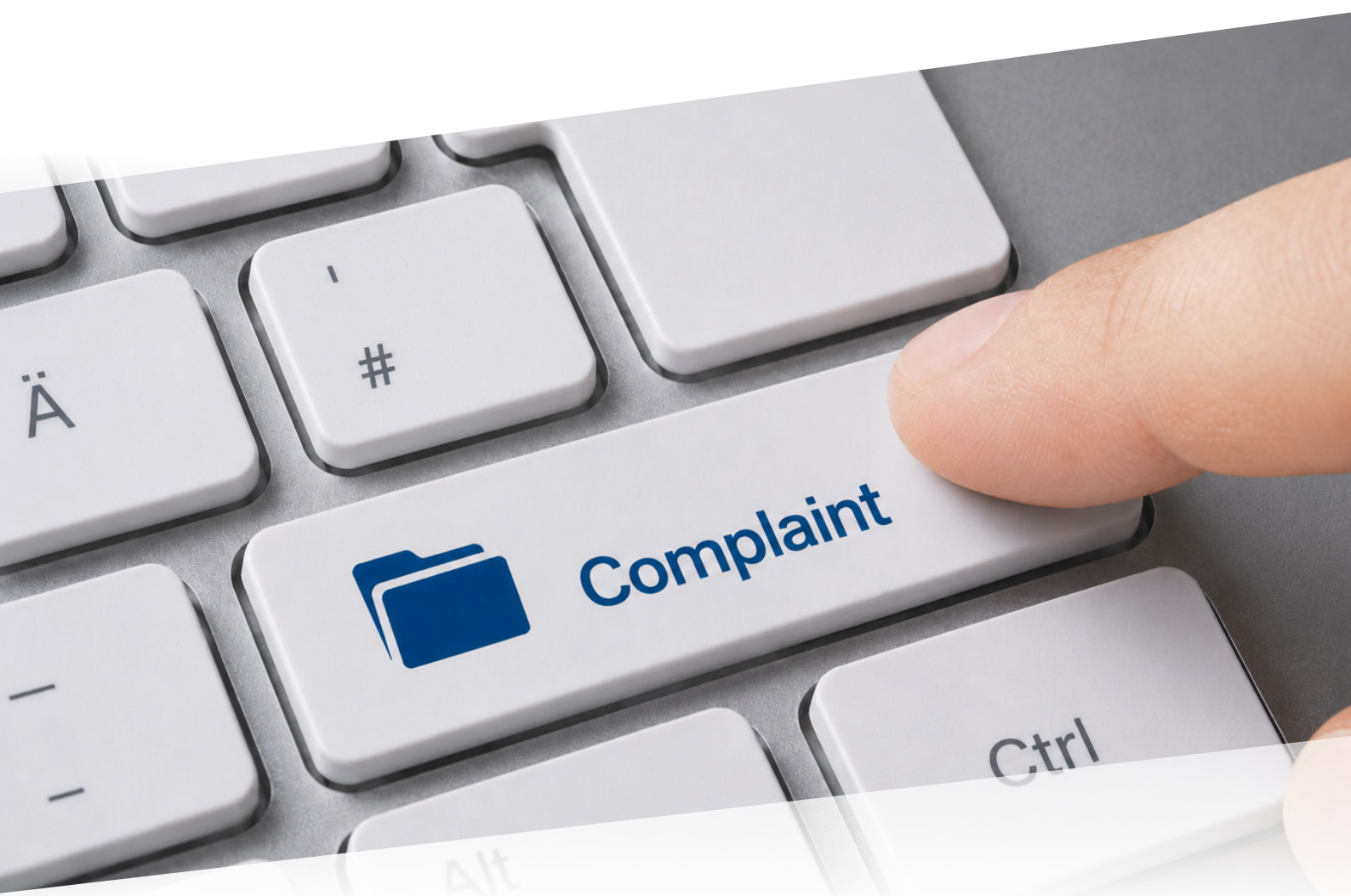
Professionally Record, Control, and Sustainably Resolve Complaints

Efficient complaint management creates transparency and significantly contributes to customer satisfaction as well as continuous quality improvement.

With the module AMS^{Complaint}, you document and manage customer and supplier complaints centrally in one area. Complaints are directly assigned to the corresponding job items or production jobs. Causes can be quickly analyzed and appropriate measures

immediately initiated. The current processing status can be tracked at any time – from recording to completion or rejection.

Through the optional connection to the AMS messaging system, all parties involved are automatically informed about assigned cases and the entire complaint process is efficiently supported.



Your Benefits

Central Complaint Management

Record, process and document customer and supplier complaints comprehensively

Efficient Action Control

Analyze causes, create 8D reports and automatically inform employees responsible

Full transparency and Traceability

Link complaints with job items and search and evaluate them specifically at any time

Optimized Customer Service

Fast complaint processes increase customer satisfaction

Overview of the Functions of the AMS Module Complaint

General Functions

- Manage/process and document complaints from job items and production jobs
- Complaint of individual loads from a production job also possible
- Analyze causes and assign quality-improving measures
- Creation of 8D reports for quality management
- Evaluation and marking of complaints as completed or rejected (cancelled)
- Inform responsible employees

Customer and Supplier Complaints

In the AMS module Complaint, both customer complaints and complaints against suppliers (e.g. in the context of subcontracting, i.e., outsourced jobs) can be efficiently processed and comprehensively documented.

Sending information to Employees

When using the optional AMS^{MSG} messaging system, responsible employees can be automatically informed about the status of complaints as well as about pending tasks.

Search and List Functions

The module allows searching for specific complaints and displaying them in a list. In the case of one or more rejected loads, the individual load numbers are displayed.

Tabular Display of the Complaint

The job items/production jobs assigned to a complaint are displayed in a table with the following information:

- Job item number/production job number
- Customer name/number
- Part description/part number
- Material
- Quantity/weight

Detailed 8D Report Can be Created

8D reports can be created as reports for each complaint. These include:

- Error description
- Cause of error
- Action group (responsible employees)
- Corrective action and Success control
- Remarks

Required Licenses:

AMS^{Complaint}

Other Recommended AMS Extensions:

AMS^{MSG} Messaging System

AMS^{OS} Ordering



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