	VISTA PROCESSED FOODS PVT.LTD.	V / APEX / SOP /6.1.01	
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Scope: This protocol provides a frame work for collaboration to handling customer complaints with effective communication as investigation, report writing, electronic data base updates and trend analysis.

Objective: The purpose of this procedure is to handle, categorize and identify complaints within vista's all facilities of various levels of seriousness for continuous improvement and to avoid complaints of similar nature from reoccurring. It also outlines the requirements to ensure that procedures are in place for customer focus and to maintain customer focus.

Responsibility:

1. Customer Service Officer (Centralized)
2. Quality Head (Centralized)
3. Production Dept (Individual Facility)
4. Maintenance Department (Individual Facility)
5. On Line QA (Individual Facility)
6. Sales

Roles & Responsibilities:


1. Technical department for Customer Complaint Handling (Customer Service Officer)

1. To ensure that the customer complaints received are investigated and completed within the time frames allocated.
2. To investigate and communicate within all facilities and its departments to ensure that corrective actions are completed and verified
3. Schedule meeting/ Conference calls (If required) for investigation in case of received complaints.

2. Quality Manager / Quality Head

- To be the initial contact for the customer in the event of a complaint.
- Upon receiving the complaint the quality manager is to thoroughly review the complaint details and determine the severity of the incident(s).
- If the complaint suggests serious harm or potential for serious harm to a customer, the quality manager shall inform the plant, sales and production manager and they will together determine if a product recall is necessary.

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- In the event that a recall is required, the recall process shall be followed.
 - Ensure monthly analysis data is discussed by senior management. (Customer focus and satisfactory)
- 3. Other Facilities & It's Departments (Individually - Production, Maintenance, On Line QA, Sales)**
- To ensure that the relevant staff has attended the meetings as requested.
 - Assist in the implementation of any corrective procedures with Coordinators ensuring that all staff members are aware of changes to the process e.g.: team briefs

Definitions & Classification of complaints:

All the complaints raised from market will be categorised as –

1. Foreign Object complaints
2. Quality related complaints

1. Foreign object complaints/Food Safety :- The presence of any type of extraneous (Foreign) matter of a part of the raw material or from any other source which is not intended to be present in the finished product. This would be broadly include items like Glass, metal, stone, hair, plastic, thread, rubber and other foreign matter which could be incorporated through the raw materials or through the process equipment's. Foreign object complaints are categorized under below sub-categorise.

- a) Foreign Object Complaints (Food Safety) – A Class
- b) Foreign Object Complaints – B Class
- c) Foreign object Complaints – C Class


A. Foreign Object Complaints (FOOD SAFETY) – A Class :- Any of Foreign object contaminated with food which can cause adverse health effect after its consumption are categorised in this type of complaints.

Examples – Glass, Metal, Hard & sharp Bones, Food Born illnesses & Food Poisoning

B. Foreign Object Complaints – B Class :- Presence of any type of extraneous matter (Foreign object- more than size of 1.5 mm) of a part of the raw material or from any other source which is not intended to be present in the finished product are categorised in this type of complaints.

Examples – Stone, Plastic, Bone (cartilage), Thread etc

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C. Foreign Object Complaints – C Class :- Presence of any type of extraneous matter (Foreign object- less than size of 1.5 mm) of a part of the raw material or from any other source which is not intended to be present in the finished product are categorised in this type of complaints.

Examples – Stone, Plastic, Thread, Hair, Paper etc.

2. Quality related Complaints: - Quality related Complaints are defined as deviation of the products Quality and related with packaging of the final product. This type of defects in the product would not meet customer’s expectations in sensory attributes & other attributes as per specification. Although the product is safe from a food safety aspect; the food may not necessarily be palatable. These complaints are classified as below-

- a. Quality Complaints related with Product
- b. Quality Complaints related with Packaging

a. Quality Complaints related with Product – Issues where the product is not matching the customer’s expectation in terms of colour, appearance, texture, flavour in the raw stated as well as after cooking are categorized under this.

Examples - Extra Vegetarians matter (EVM), Watery lettuce, crumbling (loose binding) product, Wrong or off flavour, dark colour etc...

b. Quality Complaints related with Packaging – Some of the issue related with product packaging, stamping, packaging material etc...Primary and secondary packaging materials. This would include issues pertaining to non conformity in the D.O.M/BBD/Batch Numbering of the product. Poor performance of the packaging material throughout the supply chain or packing material not being able to protect the food material stored within due to problems faced in supply chain and multiple store deliveries.

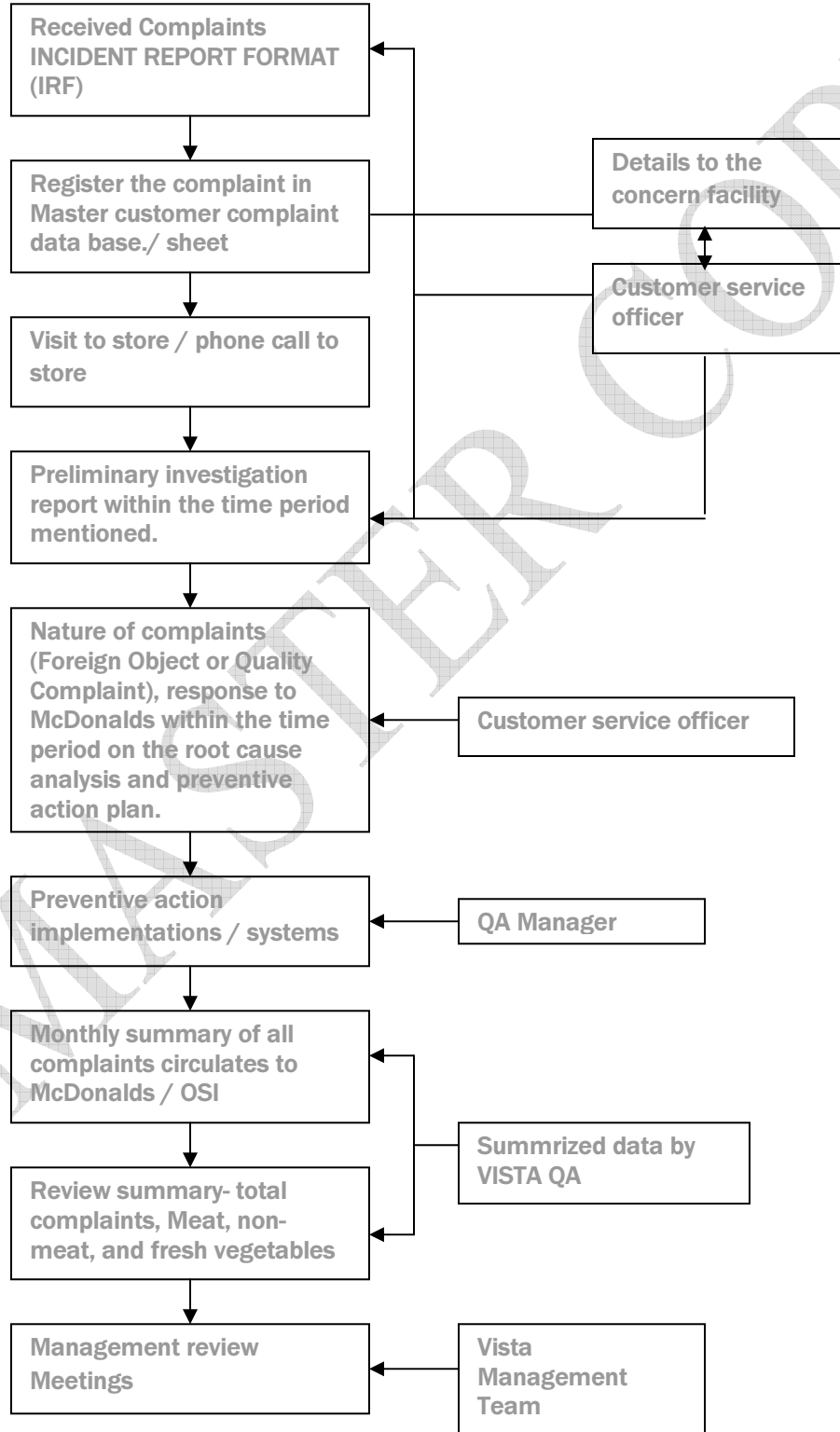
Examples: - Miss packaging, wrong printing etc...

Outstation stores would be visited once a year to conduct an evaluation of the products at the store end, so that the crew members at the outlets get a better understanding of Vista products. This would aid in customer satisfaction by providing the crew members an overview of the IQF products, nature of the products and the technical details regarding all Vista products sold across India.


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Process Flow



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Complaint Handling Procedure:

General

As Vista –West is a Centre point for all the customer complaints, Customer service officer of vista facility is responsible for collecting feedback from customers timely, communicating within company, follow up progress and quality of handling customer feedbacks, manage the data base of customer feedbacks, and communicate to confirm the database with customer periodically.

Procedure:

Key Process: QA Manager

1. Customer complaint will be received by the quality manager.
2. Complaint will be assessed for severity or potential severity
3. Normal complaints will be delegated to technical department for investigation (Customer Service officer)
4. Each & Every Complaints deemed to be a threat or potential threat to the consumers health will be investigated

Secondary Process: Customer Service Officer


1. Received Complaint will be registered in Master Complaint data sheet
2. This registered complaint will be forwarded to respective plant/ concern department from which product manufactured for investigation.
3. Respective plant will carry out thoroughly investigation & submit an investigation finding in draft to centralized customer service representative/ officer.

Centre point customer Service mail id – (customerservice@vista-osi-group.com)

As per the exceptions from customers,

- a) In case of any food safety concern/ any major complaint which involves physical injury to customer either due to physical, microbiological hazards in product, which consists of physical contamination such as glass, metal sharp pieces, sharp bones, vista will review the situation internally to assess, and finalise whether the hazard is present in entire batch or the incident is singular. And basis the same Vista will share what action to be taken on the said batch stock to McD or customer within 24 hours.
- b) In case of any death or serious illness of any customer, vista will review the situation within 8 hours and will revert to McD or other customers.

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c) Vista will respond within 7 days of the date on the McDonalds's IRF Section 'A' or in request letter.

d) All communication will be in soft copies or in writing as possible
Master Complaint Data Sheet - Soft Copy

Master data sheet will be maintained by including following information which is useful to make monthly summary of entire complaints.


1. Sr. No
2. Month No
3. Name of the Month that complaint received
4. Date of Incident
5. Date of reported
6. Reported Time
7. Date of RC / PR send
8. Name of Plant(Complaint occurred)
9. Product details – Name of product, category (Veg / Non Veg), Sub category,
10. Batch details :
11. Name & region of the store (complaint received from)
12. Type of IRF – (Quality /Foreign objects- Food Safety & Others)
13. Nature / Type of complaint- Metal, Thread glass etc.
14. Received Date of complaint (Physically)
15. Root cause
16. source of contaminant
17. Status of complaint (Whether open / closed)
18. Remark on the complaint – (Accepted / Not Accepted)

Vista central QA has to be investigate & collect the details as above & hence all facilities has to be provide all the information regarding the particular complaint in time given. This should be sent to central QA (Customer Service Officer) in soft copy / mail communication

e) Customer Service Officer will make PIR on particular complaint (There should be Only 1 complaint response on a page)

f) Response will be addressed to McD QA / other customer and Product owner.

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1) Foreign object source: Vista response protocol:-

- a) Vista will confirm the description of the object & source of the object. The description of how the incident occurred whereby the object entered in the system.
- b) All corrective actions that vista is taking are to eliminate the re-occurrence of such an incidents.
- c) Vista will not pass the comment or pass judgement on the case when under investigation.
- d) Vista will do the Fax or e-mail response within 7 days and return object with the original report via Express Post envelope for traceability (if asked by the customer)
- e) If foreign object is to undergo destructive testing and/or further testing by an independent company by approval of McD QA.

2) Foreign object source: Unknown response protocol

If the object does not originate from the Vista process chain, premises or other facilities the response will include:


- a) Confirmation level will demonstrate the investigation conducted of the premises through IRF
- b) Given explanation as to how and why the object could not have entered the process.
- c) No comment or judgement on the cases when under investigation.
- d) Do not implicate other suppliers in your response.
- e) Fax or e-mail your response and return object with the original document in the mail within 7 working days' time.

If the foreign object is to undergo destructive testing and/or testing by an independent company, approval, an approval from McD QA.

Quality Tools like trend analysis and comparison of complaints are incorporated into the system, so that the data can be reviewed appropriately by the Food Safety Team Members.

All Root Cause Analysis Records would be stored for a period of 2 years

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01	01/01/2005	Process Improvement.
02	01/01/2008	Document reviewed.
03	10/07/2010	Document reviewed.
04	01/08/2011	Updated
05	04/02/2012	Verified and updated
06	10/07/2014	Updated

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