

solabsTM · quality@heart



Complaints



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Choose the
SOLABS QM
electronic
quality
management
system.

One system for
the complete
complaint
process assuring
unity between
customer service,
investigation
and quality
assurance
departments.

Increase compliance and customer satisfaction

- ⊕ Initiate complaints from external resources such as customer emails.
- ⊕ Integrate complaints with other quality processes such as your CAPA process and obtain automatic feedback on the complaint process.
- ⊕ Attach supporting information to the complaint such as letters, emails, investigations, reports or pictures.
- ⊕ Save time by distributing tasks via a parallel circuit; to different individuals and departments at the same time.
- ⊕ Work with a complaint workflow based on your enterprise culture.
- ⊕ Maintain control on activities.
- ⊕ Quickly obtain real-time reporting and trending on critical complaint data.

Resulting in easy and real-time trending to maintain customer satisfaction