

There is a well-established and documented procedure for handling complaints and nonconformities within Romer Labs. With the use of a database all complaints are documented (deriving both from internal and external sources), the responsibilities for root cause analyses and taking corrective or preventive measures are defined and the communication process to the customer is established very well. Among other things, the complaint procedure – in the context of our risk&chances management – serves as a starting point for the continual improvement of our products, processes and service.

Flowchart procedure for handling complaints at the Reference Material Production, Tulln, AT

