

Quality Complaint Processing Flow

1 **Complaint/
process
abnormality
occurrence**

2 **Enter complaint
information/process
abnormality information**
**Staff member
in charge**

Database
Q (Quality)
information
P (Production)
information

Server

**QPIT22
website**

**Flash
news**

**Emails
containing
serious
matters**

3 **Information sharing**
**Staff member in
relevant department**

4 **Business department**

- Investigation
- Emergency measure
- Analysis
- Prevention measures
- Measures for preventing recurrences
- Reporting

5 **Enter finalization
processing**
**Staff member in
relevant department**

When a complaint or process abnormality occurs, an employee enters the information into the QPIT22 system. This information is sent to all staff members in charge, and the relevant business units investigate the complaint or process abnormality, and provide an emergency response, carry out analysis, implement measures to prevent recurrences and other similar occurrences, report back to customers, etc.