

SAV

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STATUS FORM

Version	Date	Track Changes
00	19/05/2016	Creation
01		
02		
03		
04		
05		

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1 - AIM

The aim of this procedure is to define which actions must be established and mentions who is responsible in case of customer complaint.

2 – STANDARD OF WORK

Each customer complaint imply a pre-diagnostic (SAV technician) in order to get a registration of material return report (MQSE).

A RMA report is completed and adressed to customer. This action authorizes the return of the faulty product.

The product is analysed by the SAV technician who fills the diagnostic part in the RMA report. Then actions are taken and written on the RMA report.

In the following step, the warranty conditions are verified by the commercial service. If the product is under warranty, we start the repair or we do a standard exchange.

In the other case, the commercial service delivers to the customer a financial proposal for repairs as expected in the repairs contract. Following the customer decision, we repair or not the product.

In the case where the customer does not accept the financial proposal the product is sent back to the customer without repairs.

When the repair is done, the product goes back in the metrology service and goes through different tests driven by the technician

The RMA reports are validated and classified by the MQSE and/or the metrology's technician when the time is come to deliver the product.

3 – TERMINOLOGY

SAV : Service Après Vente (After Sales Service)

RMA : Return Material Authorization.

MQSE : Manager Quality Security Environnement.

MOP : Mode OPérateur (procedure)

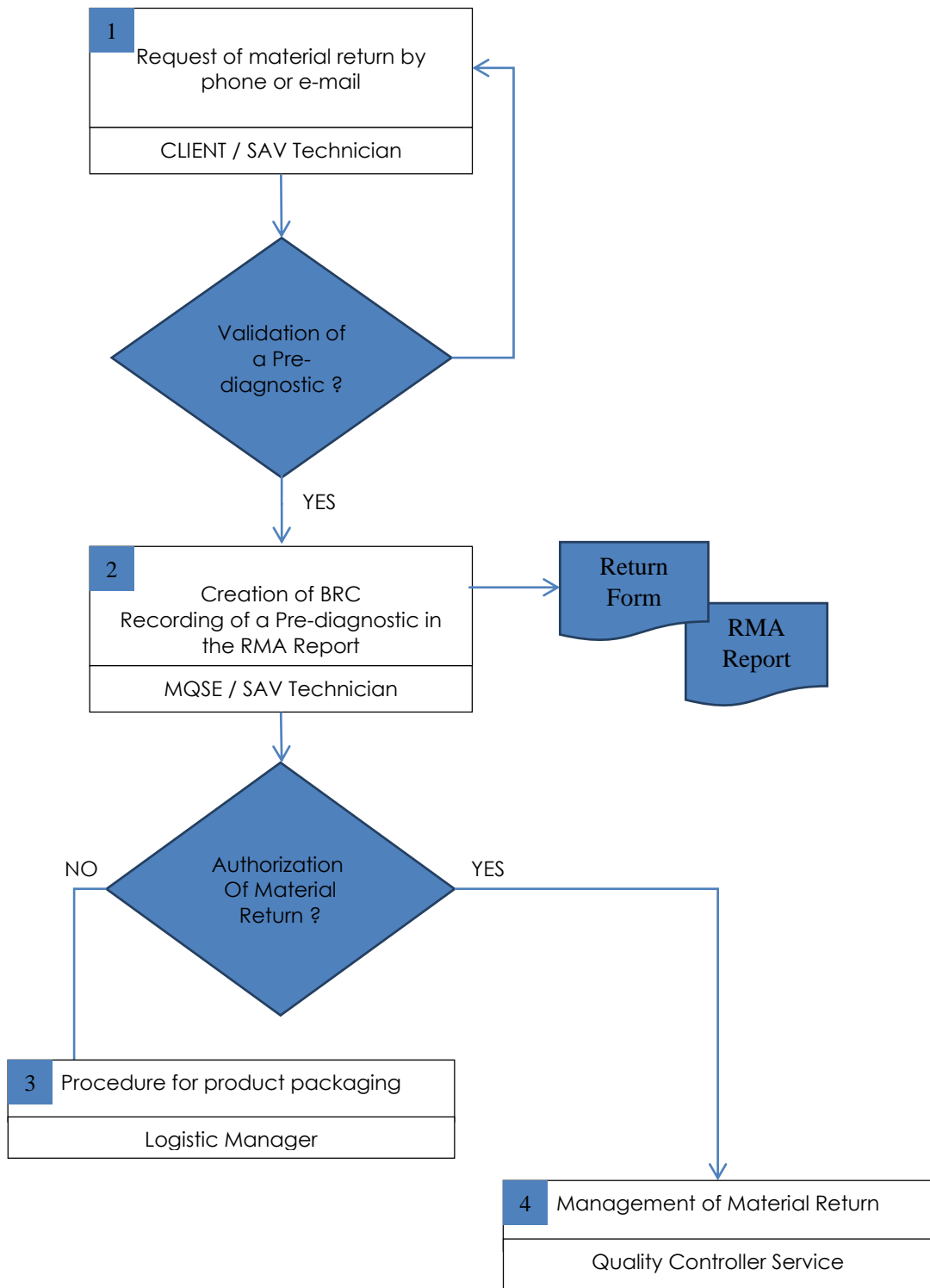
BRC : Bon de Retour Client (Internal number)

4 – ASSOCIATED DOCUMENTS

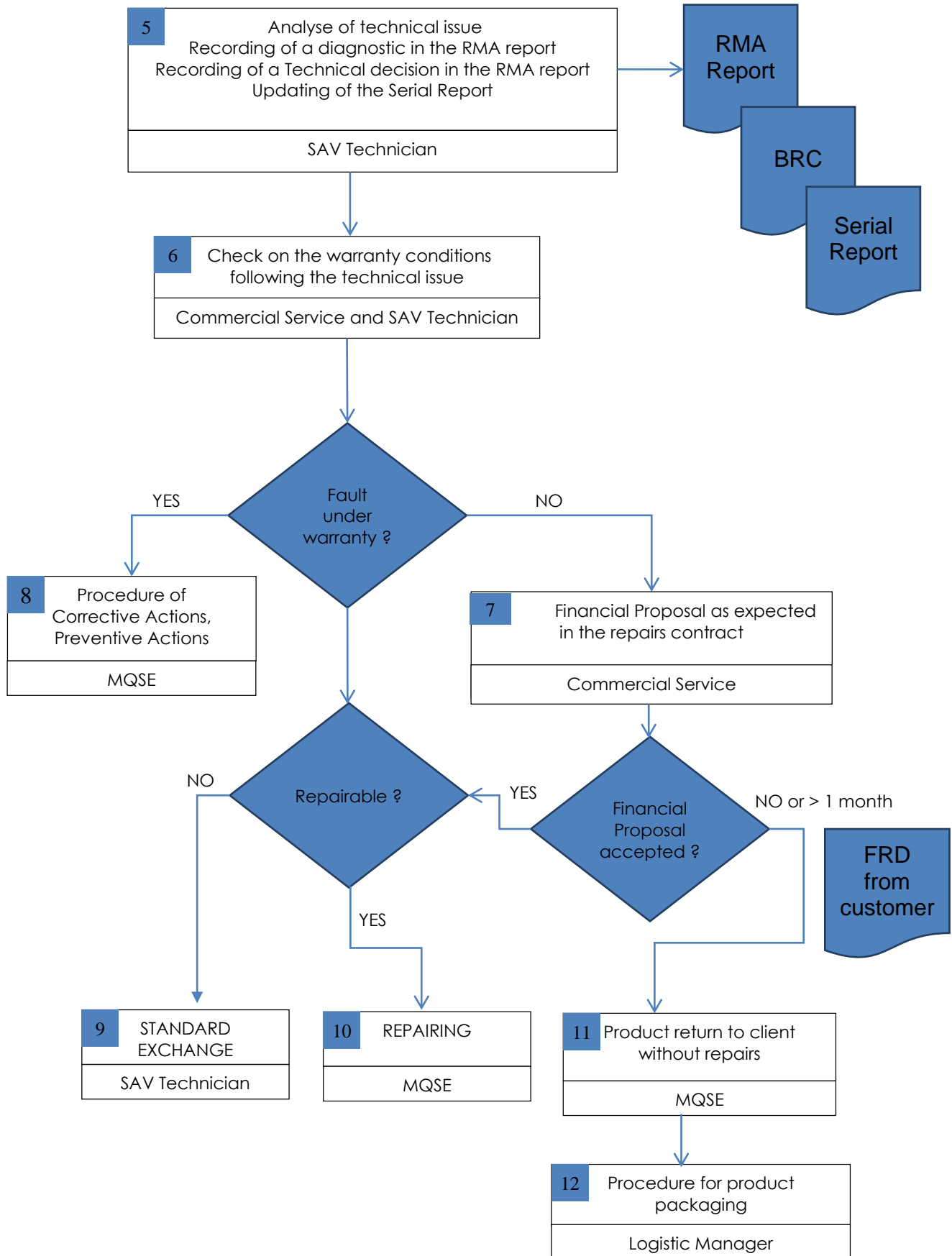
- PRC SMQ 05 : Procedure of correctives and preventives actions

5 – METHODOLOGY

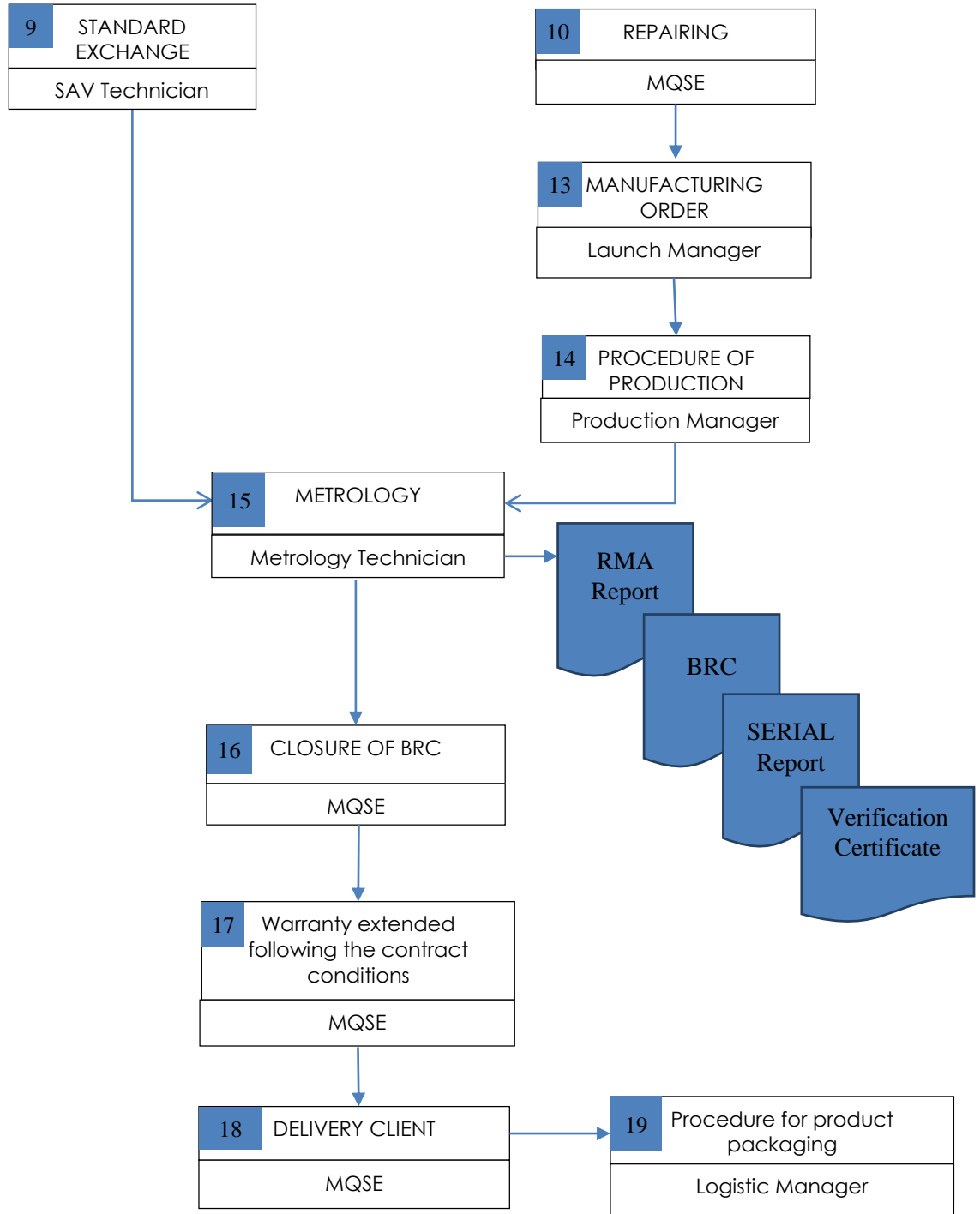
Step 1 : Pre-diagnostic



Step 2 : Diagnostic



Step 3 : Repairs



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6 – REFERENCE’S DOCUMENTS IN FORCE

- RMA Report
- Client Return Form