

# CUMBERLAND PACKAGING LTD

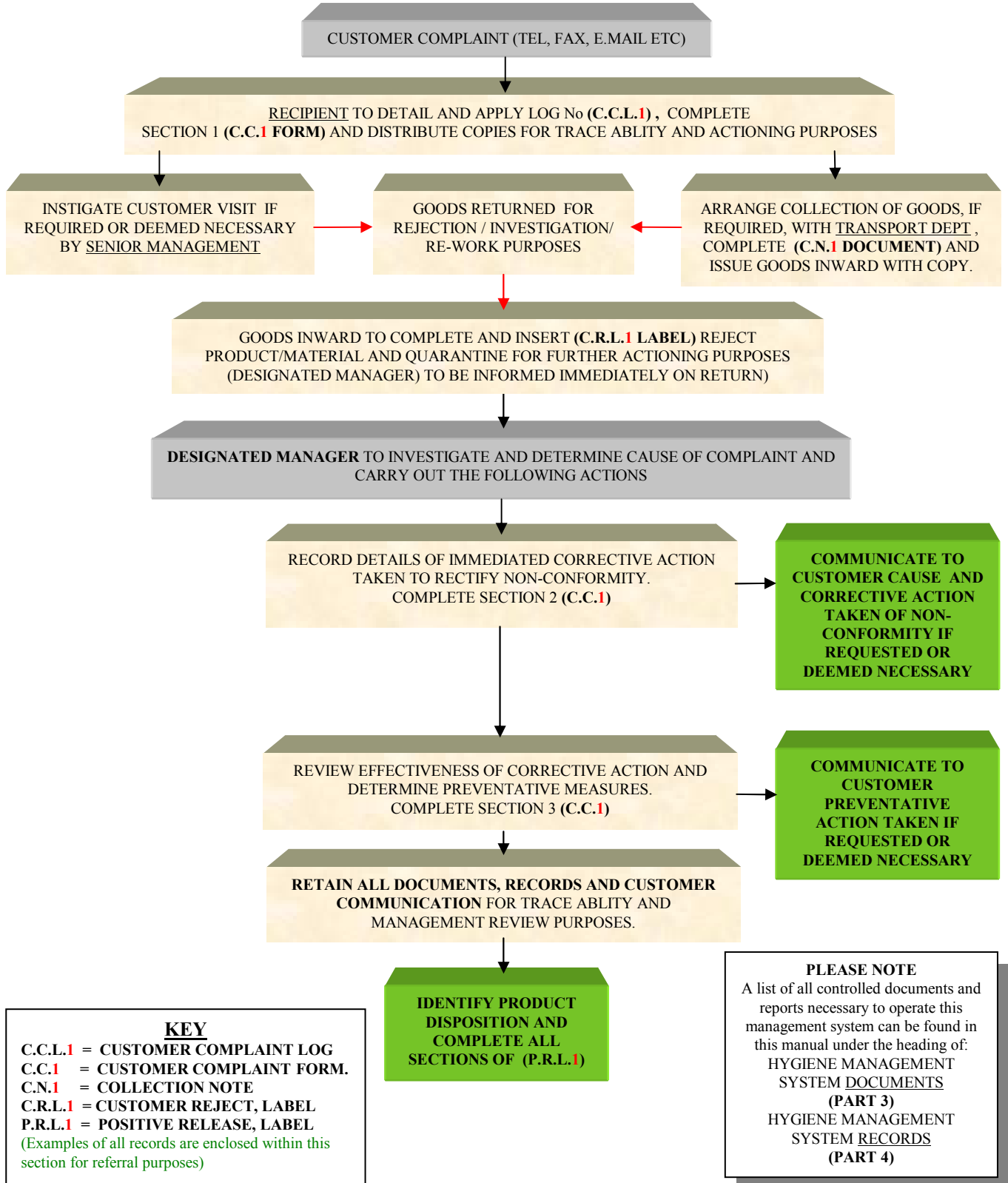
## QUALITY & HYGIENE MANAGEMENT SYSTEMS (PROCEDURE)

PROCEDURE No  
(3.11.1) TITLE:-

CUSTOMER COMPLAINTS  
(PROCESS MAP)

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### PROCESS FLOW CHART



#### KEY

C.C.L.1 = CUSTOMER COMPLAINT LOG  
C.C.1 = CUSTOMER COMPLAINT FORM.  
C.N.1 = COLLECTION NOTE  
C.R.L.1 = CUSTOMER REJECT, LABEL  
P.R.L.1 = POSITIVE RELEASE, LABEL  
(Examples of all records are enclosed within this section for referral purposes)

#### PLEASE NOTE

A list of all controlled documents and reports necessary to operate this management system can be found in this manual under the heading of:  
HYGIENE MANAGEMENT SYSTEM DOCUMENTS (PART 3)  
HYGIENE MANAGEMENT SYSTEM RECORDS (PART 4)

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