



GENERAL SUPPORT CENTER - EUROPE

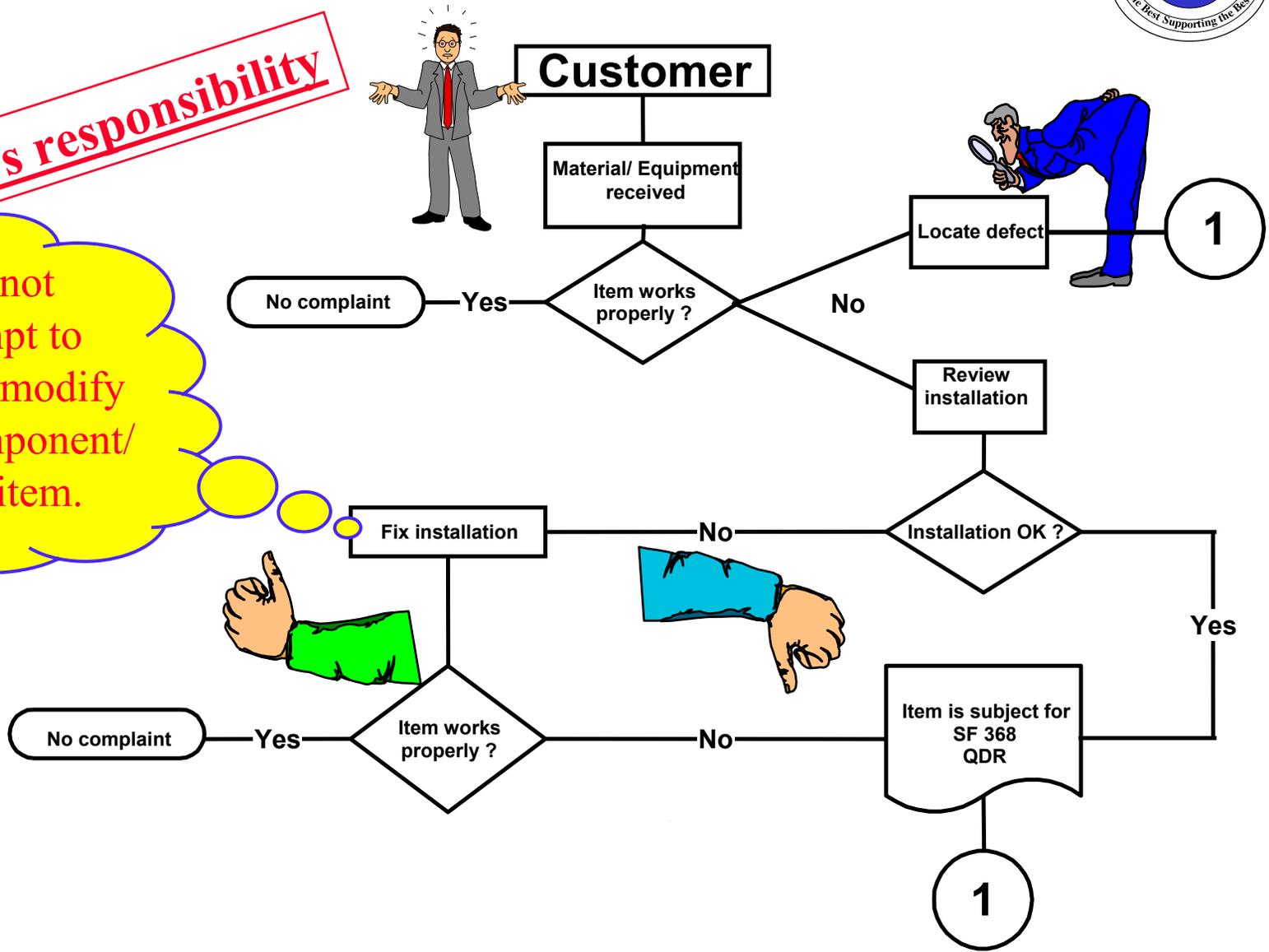
Customer Complaint Team



Process

Customer's responsibility

Do not attempt to repair/ modify the component/ end-item.





GENERAL SUPPORT CENTER - EUROPE

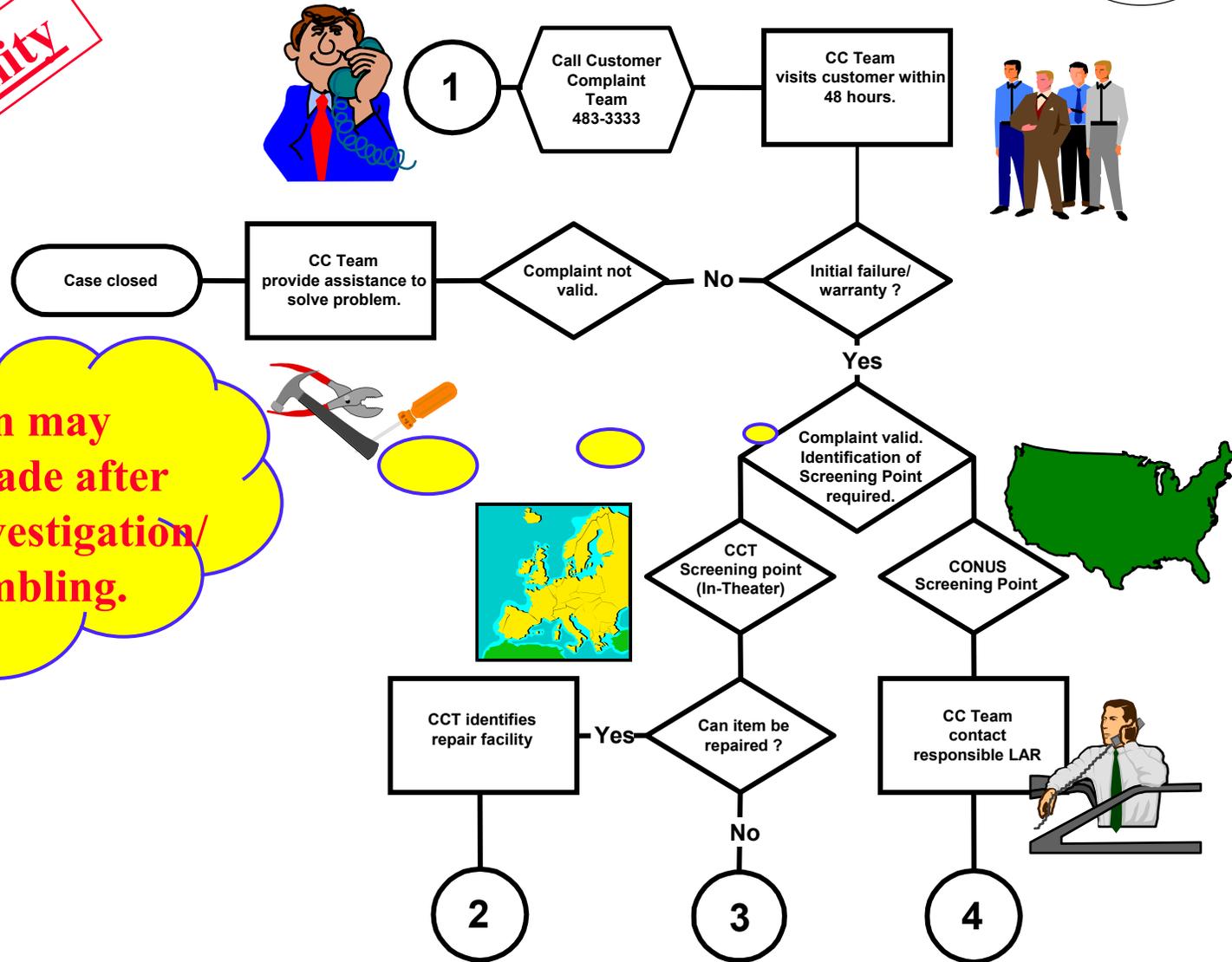
Customer Complaint Team



Process

CCT responsibility

Decision may only be made after thorough investigation/ disassembling.





GENERAL SUPPORT CENTER - EUROPE

Customer Complaint Team



Process

2

LoCMO responsibility

Rep. Fac. responsibility

Contractor repaired

CCT generate SF 368 and forward it to maint. POC.

GSC-E repaired

Responsible COR respond within 2 workdays

Plant POC provide plan of action within 2 workdays



**DATA FLOW
REAL TIME
UPDATE**

**DATA FLOW
REAL TIME
UPDATE**

COR coordinate corrective action

Maintenance facility performs corrective action

All data related to the failure analysis, like manhours, cost, credit
**CCT Database/
Feedbackdata**

Preventive action, Continuous Improvement



Internal process at Maintenance facility

Responsible POC/ COR provide detailed final response

Case closed





GENERAL SUPPORT CENTER - EUROPE

Customer Complaint Team



Process

CCT responsibility

3

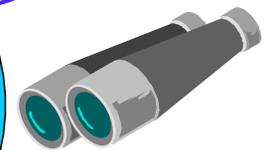
CC Team will generate SF 368

For expeditious exchange, customer has to provide a requisition number.
If Complaint is valid, customer will receive Disposition Instructions to receive 100 % Credit.



CC Team will arrange exchange of defective material.

All data related to the failure analysis, like manhours, cost, credit.
CCT Database



200th MMC
Balance Accounts

If material cannot be exchanged due to exhausted stock, CCT will initiate reimbursement through 200th MMC.

Case closed

Monitor progress of SF 368.

Initiate required follow-ups.

Provide Feedback to Customer

Provide INFO to related Maintenance Facility.

Dataflow

Dataflow



GENERAL SUPPORT CENTER - EUROPE

Customer Complaint Team



Process

