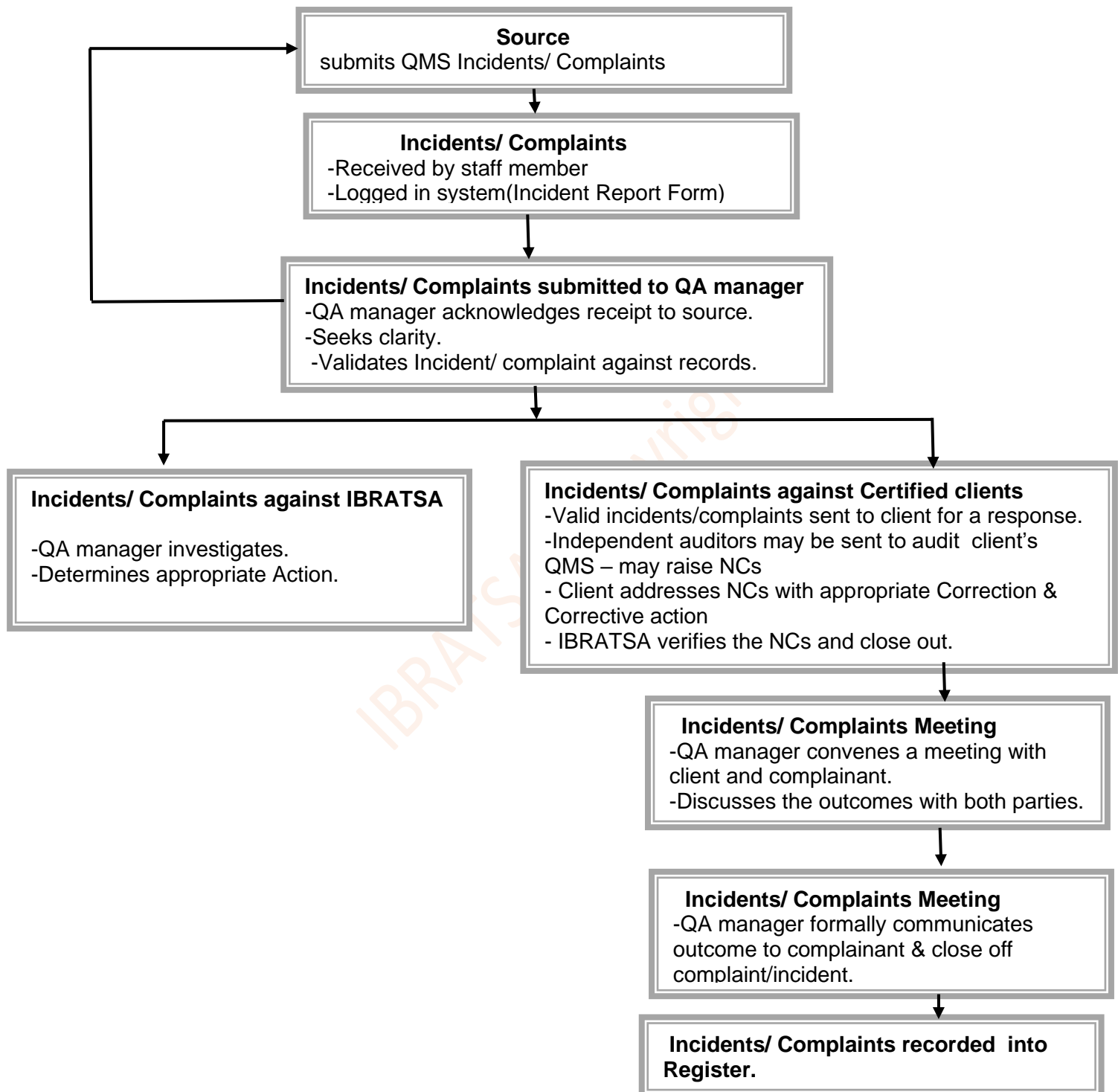
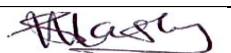





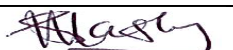

Flowchart for Handling QMS Incidents/ Complaints



Reviewed by	Operations Director		Review Date	27/05/2024
Approved by	Managing Director		Approval Date	31/05/2024
Date of Implementation	10/06/2024		Revision No/Issue No.	1 / 1

History of Document Changes

Rev No./ Issue No.	Date dd/mm/yy	Description of Changes	State (Approved / Not Approved)	Change Initiator (Initials)	New Rev No./ Issue No.
0/1	01/09/20	Initial Release	Approved	FM	0/1
0/1	10/06/2024	New Rev/Issue as part of the Re-coding and re-structuring of QMS documents. Revision of relevant in-text.	Approved	FM	1/1

Reviewed by	Operations Director		Review Date	27/05/2024
Approved by	Managing Director		Approval Date	31/05/2024
Date of Implementation	10/06/2024		Revision No/Issue No.	1 / 1