



Conquering Complaints

It's a daunting task. Dealing with complaints and their ugly step sisters - warranty claims, recalls and lawsuits. It eats up a lot of time. You receive them. You log them in. You try to determine whether they are 100% legitimate, partially true or clearly unjustified. Your management of complaints impacts customer satisfaction, company image, resource utilization and profits.

ASI DATAMYTE's [Complaint Management Solution](#) injects structure and discipline into the process to ensure that complaints get worked, analyzed and managed to resolution. The QDA software at the heart of the solution creates a [Complaint Management Workflow](#) that turns simple complaint logging into an automated proactive process.

- > **ISO Compliance.** QDA is a powerful tool that helps you meet ISO requirements decisively and confidently.
- > **More bang for your buck.** Once accurate data relative to a complaint is collected and analyzed, it becomes available to apply in a number of useful ways, for root cause analysis, continuous improvement and more.
- > **QDA is Cost Effective.** The solution fits well within most budgets, and will generate a return that keeps on paying.

Escalation and Notification

Complaints may be set to automatically trigger corrective actions, define responsible parties and deadlines to complete the action. Based on user-defined parameters, a complaint can be automatically routed for investigation, response, and reporting. Notifications are sent to relevant departments and personnel. As an option, an escalation procedure can be triggered when a severity and priority threshold is breached.

Notifications and other communiqués can be dispatched automatically from email and through web portals or Internet supported devices such as a laptop or PDA. The QDA software supports web-based complaint entry and allows users to check status via the internet or intranet portal.

These are just a few of the ways ASI DATAMYTE's Complaint Management Solution can put you in control. [Contacts us](#) today to find out more.