

BLISS CB LLC	COMPLAINT AND IMPROVEMENT ACTION PROCEDURE	Page 1 of 2
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1.0 Scope

This procedure addresses complaint and corrective action process applicable to the ISO 9001 and ISO 14001 certification services provided by BLISS CB LLC.

2.0 Procedure

2.1 Initiation

- 2.1.1 Corrective action may be initiated as a result of Management or Staff Observation, Client Request OR Concern/Complaint, Analysis of Data, internal or accreditation body Audit Finding; Accreditation Body concern or complaint, Impartiality Committee concern or recommendation.

2.2 Recording and Notification

- 2.2.1 Every concern, complaint, observation, or recommendation regardless of the initially perceived fairness, validity, or value will be recorded in the Complaint and Improvement Action Log.
- 2.2.2 The issue can be entered by any member of staff, including President, Certification Manager, Sales Manager, Technical Advisor, Technical Reviewer, or Customer Service Representative, within 24 hours of receiving the complaint. The recorder of the complaint will issue an email to cc all staff members of the issue, with a proposed time for a conference call to discuss the concern and actions required.

2.3 Actions taken

- 2.3.1 Actions taken to address concerns, complaints, etc. are categorized within the Complaint and Improvement Action Log as either CI = Continual Improvement Action; RM = Risk Mitigation; CA = Corrective Action. Records of the actions taken, results, timing, etc. are entered into the Complaint Record and Improvement Log.
 - 2.3.1.1 If a Corrective action is required, management will follow the 8D corrective action format, including the use of 'Why-Occurred' and Why-Not Identified(Detected)' 5-Why problem-solving technique.
 - 2.3.1.2 However, alternative Problem Solving methodologies may also be used:
 - 2.3.1.2.1 3-Legged 5-Why
 - 2.3.1.2.2 Single or Double Leg 5 Why
 - 2.3.1.2.3 Fishbone analysis
 - 2.3.1.2.4 4M Technique

2.4 Long term Trend Analysis

- 2.4.1 Trend analysis is performed quarterly during Performance Dashboard review of key process metrics, and on an annual basis during full system management review, during which a 12-month performance history for specific metrics are reviewed in whole.
- 2.4.2 A single internal or external complaint, or a single month of underperforming performance metric, does not constitute a trend.

- 2.4.3 The trend should represent a negative business consequence or will contribute overall improvement to client satisfaction, certification services, ISO 17021 conformity, Accrediting body conformity, or quality or business system improvement.
- 2.4.4 Actions taken to address negative trend issues may be recorded in various formats, including Complaint Record and Improvement Log, CA 8D Report, Improvement Action Log within the Operations Meeting minutes or Action Log within the Management Review meeting minutes.

3.0 Relevant Documents

- 3.1 Complaint Record and Improvement Log
- 3.2 CA 8D report
- 3.3 Operations Meeting minutes
- 3.4 Management Review meeting minutes

4.0 Revision History

Revision No.	Date	Approved by	Comments
Initial release	Jan 1, 2024	TI	