Gordon Food Service®
U.S. Quality Complaint Process
Agenda

• Complaint Process
• Repeat Complaints
• Withdrawals
Purpose & Benefit of Complaint Process

Purpose of Complaint Process

• Provide opportunity to interact with the customer
• Heighten awareness of product which fails to meet customer expectations
• Reinforce importance of product storage, handling & lot code information
• Increase customer confidence through complete & prompt issue resolution

Benefits of Complaint Process

• Attention to investigate product non-conformance to isolate, when necessary, remaining warehouse inventory & notify GFS of open P.O’s shipped
• Identify potential production areas for improvement on quality and/or consistency of both product & packaging
• Combine GFS data with your other customer concerns to centralize & drive continuous improvement
Product Complaint Process

1. Customer alerts GFS Associate of product quality concern

2. Associate fills out electronic complaint form to submit to QA

3. QA processes complaint within 1 business day, includes submitter on communication

4. Vendor contacts customer within 2 business days, replies back to QA and submitter

Customer

Vendor

Submitter (GFS Associate)

GFS QA
Complaint Classifications

Product Quality
• Out of Specification
• Fails to meet customer expectation
• Taste, smell, texture or appearance unacceptable
• Contains foreign material (FM)
  • Advise customer to hold FM to handle directly with vendor

Packaging Quality
• Mislabeled or Mispacked
• Open or Compromised
Complaint Classifications (Continued)

**Liability**

- Cause injury to consumer
- Cause illness to consumer
- Cause loss to consumer
  - Advise customer to hold samples and work directly with supplier to handle insurance claims

**Preference**

- Customer opinion or comparison
- Packaging-hard to open, font size too small
If upon classifying the complaint we determine the Product “unfit for sale” from a food quality or safety standpoint we will:

• Notify Distribution Centers to pull lot code 14 171, if bulging found, will place remaining inventory in Return to Vendor status

• Logistics buyers notified to issue Purchase Order to replenish inventory

• Vendor will receive “Return to Vendor Notice”
Dear Supplier:

GFS currently holds some of your Product in our Miami FL Distribution Center that needs to be returned for reasons given below. In such cases we consider it the vendor’s responsibility to make arrangements for the return of this product, or authorize disposal. GFS will deduct future payment for product returned or disposed of on your behalf.

We will hold these cases for two weeks (10 working days). To pick up, your carrier must contact Inventory Control at 336-686-5861 ext 2845. 7am - 1pm 48 hours in advance to schedule an appointment. A return shipping address and/or BOL paperwork must be provided to ensure product is released. Please reference the GFS item number in all communications. Carrier should hold a copy of this letter to properly identify product and quantity.

The address for product pick up is:
Gordon Food Service
3301 N. W. 125th Street
Miami, FL 33187

If you prefer for GFS to donate or dispose of your product, please sign below and fax this document to (316)717-7682.

Authorization to dispose or donate: ________________________________

<table>
<thead>
<tr>
<th>PO Number</th>
<th>12345678</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Date</td>
<td>08-02-2013</td>
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<tr>
<td>Item Code</td>
<td>117061</td>
</tr>
<tr>
<td>Vendor Item Code</td>
<td>10425</td>
</tr>
<tr>
<td>Item Description</td>
<td>10-20.17Z POTATO FRLS EXCEL SWF 10425</td>
</tr>
<tr>
<td>Quantity</td>
<td>24</td>
</tr>
<tr>
<td>Return Reason</td>
<td>Pest activity detected.</td>
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Total Cases: 24  |  Total Weight: 336.24
Example of Complaint Notice: Sent to email address(s) designated by vendor

GFS Complaint# 10000

On Thu, Jun 5, 2014 at 4:36 PM, <quality_assurance@gfs.com> wrote:

To: Beth Wyn, John Vendor (will include all GFS parties and any vendor email addresses assigned to receive formal complaints)

ATTENTION: (VENDOR NAME)

Gordon Food Service Quality Assurance Department requests that you complete the first 2 steps (within 2 business days) for action on the below complaint received involving an item which your company supplied/manufactured.

1. CONTACT the customer via “Customer Preferred Contact Method.” Acknowledge receipt of their complaint, request additional info from them if needed, and advise them of your next action steps.
2. RESPOND (Reply-All) to this original complaint notice, provide details which confirm that the customer was contacted, and what your action steps are.
3. INVESTIGATE further if situation requires additional attention. When complete, Reply-All to the original complaint notice to provide final follow up & corrective action

Our goal is 100% customer satisfaction. Thank you in advance for your prompt response to this matter.

Complaint Submitted By: beth.wyn@gfs.com
GFS Reorder #: 123456
Product Description: SAUSAGE KIELBASA CKD 4/# 2-5# GFS
Vendor: (Vendor Name) & (111111) Vendor Number
Vendor Item Code: 47AAA
Lot: n/a
Complaint: Kielbasa was smaller and split when cooked. He did not have the box

If additional information is needed, please contact the customer.

Cases:
Distribution Center: GO DC

Customer Name: Gordon Food Service Store
Customer Number: n/a
Customer Contact Name: John Doe
Customer Preferred Contact Method: 616.717.4253
Customer Address:
Customer Address 2:

Third Party Name:
Third Party Preferred Contact Method:

Submitter’s Supervisor:
3 STEPS on each Complaint

**Complete first 2 Steps within 2 Business Days!**

1. **CONTACT** the customer via “Customer Preferred Contact Method.” Acknowledge receipt of their complaint, request additional info from them if needed, and advise them of your next action steps.

2. **RESPOND** (Reply-All) to this original complaint notice, provide details which **confirm that the customer was contacted**, and what your action steps are.
   - Subject Line has assigned complaint#-**do NOT change**
   - **Do NOT** include credit approval

3. **INVESTIGATE** further if situation requires additional attention. When complete, Reply-All to the original complaint notice to provide final follow up & corrective action
1. CONTACT the customer via “Customer Preferred Contact Method” on form:
Customer Contact Name: John Doe
Customer Preferred Contact Method: 616.717.4253

- First, review the details provided for the concern
  GFS Reorder #: 123456
  Product Description: SAUSAGE KIELBASA CKD 4/# 2-5# GFS
  Vendor Item Code: 47AAA
  Lot: n/a
Complaint: Kielbasa was smaller and split when cooked. He did not have the box
- Have you already received similar complaints on same product?
- Could the concern be caused by product handling or preparation?
- What additional questions do you need to ask the customer?
2. RESPOND (Reply-All) to this original complaint notice, provide details which confirm that the customer was contacted, and what your action steps are.

On Fri, Jun 6, 2014 at 5:10 PM, John Vendor <John.Vendor@ABC.com> wrote:

Thank you for your concern regarding item # 123456 SAUSAGE KIELBASA CKD 4/#. I have contacted the customer (John Doe) via telephone in order to investigate this issue.

This does not appear to be a quality concern issue. The size differences the customer described are normal for the variability seen in a large natural casing product such as Kielbasa. These products can vary in length from link-to-link and what the customer described fell within normal product specs. After discussion, I was also able to help the customer understand that the splitting he is seeing is due to holding the product at a high temperature longer than the 3hr recommended holding period.
Step 2: RESPOND (Continued Sausage Kielbasa)

2. RESPOND (Reply All): To confirm leaving a voice message for customer:

On Fri, Jun 6, 2014 at 5:10 PM, John Vendor <John.Vendor@ABC.com> wrote:

Thank you for your concern regarding item # 232726 SAUSAGE KIELBASA CKD 4/#. I have left a voice message for the customer (John Doe), with my call back phone# 616.999.9999

This does not appear to be a quality concern issue. The size differences are normal for the variability seen in a large natural casing product such as Kielbasa. These products can vary in length from link-to-link and as described are within normal product specs. The splitting will occur if you are holding the product at a high temperature longer than the 3hr recommended holding period.
3. INVESTIGATE further if situation requires additional attention. When complete, Reply-All to the original complaint notice to provide final follow up & corrective action.

*On the Sausage Kielbasa there would be no need to “investigate”. However on the next several slides we will show additional example which would include the need to complete Step 3.*
1. CONTACT the customer via “Customer Preferred Contact Method” on form:
   
   Customer Contact Name: Jane Doe
   
   **Customer Preferred Contact Method:** Jane.Doe@ABC.com

   - First, review the details provided for the concern

   GFS Reorder #: 999999
   Product Description: BREAD RYE MARB SWRL SLCD 16-1#
   Vendor Item Code: 672000000
   Lot: N/A

   Complaint: Bread had big holes in the middle and was unusable. Picture will also be submitted

   - *You are aware other customers have issued complaints*
   - *You would like to obtain the lot code information*
2. RESPOND (Reply All) to the original complaint notice, provide details which confirm the customer was contacted, and what action steps are:

On Fri, Jun 6, 2014 at 5:10 PM, John Vendor <John.Vendor@ABC.com> REPLIED ALL and added the customer email (provided as Customer preferred contact) in the To: Jane.Doe@ABC.com:

Jane,

Please note, to date we have received similar concerns on our marble swirl bread which we are trying to identify the cause. Your picture clearly shows this is not the desired product finish and we apologize for this issue. The lot code would help us investigate our records and can be found on the case label, beneath the product description, example “Baked on 5/14/14 L3 20:13”.

On Mon, Jun 8, 2014 at 8:30 AM, Jane Doe replied back she was able to find the lot code: Baked on 5/10/14 L3 10:20
Step 3 INVESTIGATE (Rye Bread):

3. INVESTIGATE further if situation requires additional attention. When complete, Reply-All to the original complaint notice to provide final follow up & corrective action

On Fri, Jun 13, 2014 at 5:10 PM, John Vendor <John.Vendor@ABC.com> REPLIED ALL, including Jane.Dow@ABC.com:

Jane,

Thank you for providing the lot code which allowed us to check our production records. In so doing we found the line had a temporary shut down when they experienced the speed setting on the bread slicer was set too high at the start of the run. This causes the crust to be pulled which creates holes in the bread. The records stated all product impacted was pulled from the line, however the time stamp on the lot code you received was during the noted time. We updated our start up to include verification on speed setting for the slicer. The line supervisors have reviewed with their team the required procedures to ensure following a “shut down” how to confirm out of spec product is removed. Again we apologize for the error.
Example of **REMINDER-RESPONSE OVERDUE**

If you fail to reply back to confirm customer was contacted by the 3rd business day you will receive this notice:

On Fri, May 2, 2014 at 2:02 PM, <quality_assurance@gfs.com> wrote:

Re: **REMINDER#1: GFS COMPLAINT# 19999 RESPONSE OVERDUE**

To: James Stankus, John Vendor (will include all GFS parties and any vendor email addresses assigned to receive formal complaints)

ATTENTION: (Vendor Name) 111111 (Vendor Number)

This notice is an urgent reminder that GFS Quality Assurance has not received confirmation from you regarding your follow-up on a recent Gordon Food Service customer complaint.

As we stated in our initial communication to you on this matter, it is our expectation that you will contact the customer and confirm this activity to GFS QA **within 2 business days** of receiving the initial complaint notification. This time period has passed, so it is imperative that you initiate this contact without further delay.

Below are the follow-up instructions and complaint information that were originally sent to you for your reference.

1. **CONTACT** the customer via “Customer Preferred Contact Method.” Acknowledge receipt of their complaint, request additional info from them if needed, and advise them of your next action steps.
2. **RESPOND** (Reply-All) to this complaint notice, provide details which confirm that the customer was contacted, and what your action steps are.
3. **INVESTIGATE** further if situation requires additional attention. When complete, Reply-All to the original complaint notice to provide final follow up & corrective action

Our goal is 100% customer satisfaction. Thank you in advance for your prompt response to this matter.

This complaint was initially processed on: 4/29/2014
Key Notes on Complaint Process

• Within 2 Business days: Make direct contact to customer & then Reply ALL to confirm
  • Direct all questions to the Customer
  • Do not remove Complaint# from subject line
  • Avoid attachments-use body of email

• Investigate-if needed

• Notify Quality_Assurance@gfs.com if vendor email updates are needed-provide your vendor name & vendor #
  • Out of office –coverage required for vendor designated
Repeat Complaints

What is a Repeat Complaint?

- 4+ Complaints of *similar concern* in a rolling 30 day period

<table>
<thead>
<tr>
<th>Incidence Date</th>
<th>Product Description</th>
<th>Complaint</th>
<th>Category</th>
<th>DC</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/13/13</td>
<td>PRETZEL SFT PREBKD 5Z 3-20CT GFS</td>
<td>Customer has brought back 2x now with more than 50% of the pretzels in pieces</td>
<td>Product Quality</td>
<td>GO DC</td>
</tr>
<tr>
<td>7/17/13</td>
<td>PRETZEL SFT PREBKD 5Z 3-20CT GFS</td>
<td>The pretzels in the box after thawed have cracked. The customer had returned three boxes of all cracked pretzels.</td>
<td>Product Quality</td>
<td>GO DC</td>
</tr>
<tr>
<td>7/19/13</td>
<td>PRETZEL SFT PREBKD 5Z 3-20CT GFS</td>
<td>Three boxes of pretzels were broken inside of the box. The unusual thing is that I opened a box of frozen pretzels and did see that some were cracked (at a frozen level and not only a thawed stage) Only pretzels in the middle are cracked. Not the ones on the ends.</td>
<td>Product Quality</td>
<td>GO DC</td>
</tr>
</tbody>
</table>
### Repeat Complaints

**What is NOT Repeat Complaint?**

- 4+ Complaints of *mixed concern* in a rolling 30 day period

<table>
<thead>
<tr>
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<th>Product Description</th>
<th>Complaint</th>
<th>Category</th>
<th>DC</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/21/13</td>
<td>BACON L/O 18-22CT FZ 15# GFS</td>
<td>the bacon had a funny taste and odor to it</td>
<td>Packaging Quality</td>
<td>GO DC</td>
</tr>
<tr>
<td>4/19/13</td>
<td>BACON L/O 18-22CT FZ 15# GFS</td>
<td>Bone shavings found in the bacon</td>
<td>Product Quality</td>
<td>Shepherds ville</td>
</tr>
<tr>
<td>5/13/13</td>
<td>BACON L/O 18-22CT FZ 15# GFS</td>
<td>customer says the bacon had only fat on it. There was no meat.</td>
<td>Product Quality</td>
<td>Plant City</td>
</tr>
</tbody>
</table>
Repeat Complaints

So what’s next?

• QA Product Specialist is looped in to determine next steps
• Generally repeat concerns are NOT food safety issues, they are product quality and performance concerns
**Repeat Complaint Process**

- **Complaint Database**
  - Flags when there are 4 complaints on a single item
  - QA Data Analyst determines if complaints are similar & notifies QA Specialist

- **QA Specialist Review**
  - Supplier Responses reviewed for investigative feedback
  - Repeat Complaint History Reviewed for any previous repeat concerns & corrective actions
  - Determine if additional follow-up with supplier is needed
Repeat Complaint Process

- **Supplier Contact Not Needed**
  - Initial complaint follow-up indicates investigation complete

- **Supplier Contact Needed**
  - QA Specialist will reach out to original Complaint Respondent & QA Contact (if known)
  - Additional information will be requested and due within 2 business days
Repeat Complaint Action

Actions

- If necessary, QA Specialist may request root cause/corrective actions.
- 5-WHY Form may be sent to help dig deeper into the cause
- If necessary Notification Form for Withdrawal may be sent for supplier to consider pulling inventory*

Corrective Action Reviewed

- Acceptable responses (covered later) are noted with implementation date.
- Unacceptable responses need additional follow-up with supplier
Repeat Complaint Action

- Continue to monitor for future concerns
- Complaints prior to implementation date are considered collateral
- Complaints post implementation date - process starts over

Before initiating a product withdrawal we make every effort to avoid out-of-stocks.
Unacceptable Follow-up Vendor Response

“After investigations we found that additional training was needed on this shift. We have instructed the Supervisors of this event. We also have included this issue in our quarterly training session. All employees will be held responsible for all procedures and will be subject to disciplinary action if necessary.”

What’s Missing??

• Where was the specific failure?
• Additional training needed for what? What is included in the training to prevent this from happening again?
• What additional steps are being taken? Additional verification step?
“Root cause determined to be seal bar failure on the packaging line. Short term corrective action was to replace the seal bar. This was done on 6/8. Long term action added additional monthly maintenance PM to the seal bar as well as replacement at the first sign of failure.”

Key Points of a Good Response:

• Validates the concern
• Outlines the process and deviations
• Provides cause and action steps taken
• Includes implementation date
When will this form be used?

- Withdrawals
- Recalls
- If supplier response on repeat complaints requires additional information
  - ie. Vague responses-lacking details
5-WHY

- Failure Mode and Effects Analysis
  - Consider the interfaces of the process that the error is made in
  - Keep asking WHY...

Bags not sealed

- Seal bar not sealing bags
  - Seal bar was not functioning and needed replacement
  - Not on Monthly PM schedule
5-WHY: If required will provide you “link”

Non-Conformance - 5 WHY Form

Suppliers - This form is utilized to assist in identifying the root cause of the below quality concern. Upon determining the Root Cause, please identify what actions steps have been/will be taken to prevent this situation from happening again.

* Required

Pre-Filled Form

- Date Notified
- Response Due
- Supplier Name
- GFS QA Specialist
- GFS Item# & Description
- Vendor Item#
- Product Category
- Incident Type
- Incident Description
Supplier Completes the following:
• Production Facility Location
• How the Incident Occurred
• What was the Specific Failure
• WHY 1 - 5
• Additional WHYs
• Cause of Failure
• Action(s) taken to prevent reoccurrence
• Action Implementation Date
• Additional Comments
**Withdrawal** – a **STOP SHIPMENT** from our DCs due to QUALITY issues; does NOT require customer notifications

*Ex: Salad Dressing that is too thin*

*QA Specialist will determine if the *GFS Notification Form for Recalls, Withdrawals, and Holds* should be sent along with the supplier communication on repeat quality concerns*
**Product Withdrawal**

**If Necessary** - GFS QA will make the decision to pull product without vendor approval.

Ex. 3 complaints of mold received on cheese. GFS QA initiates slot check at the DC. Moldy product found in slot and placed in *Return to Vendor*

**NOTE:** In both situations, GFS QA will first confirm that the withdrawal will not put us out of stock to our customers. If it will put us out of stock, the supplier needs to confirm how quickly they can replenish with acceptable inventory.
**You are required to complete an individual form for EACH affected item**

1. GFS Reorder Number (GFS Item Code) - 6 digits:
2. Supplier Item Code (optional):
3. Product Description including Label/Brand and pack size:
4. Reason for product notification:
5. Lot Number(s) affected:
6. Location of lot code on packaging:
GFS Notification form for Recalls, Withdrawals & Holds

Classification of this situation (see options below):

- **Withdrawal/Hold**

**Recall** [a potential *Food Safety* issue that requires: 1) quarantine of affected inventory at GFS and 2) GFS customer notification]. REQUIRED:

Provide the FDA Reportable Food Registry file number (not applicable to USDA-regulated products) below:

**RFR Number (for Recall only):**

**Withdrawal** or **Hold** [a *quality* issue (not food safety) that you wish to have us stop shipment from our distribution centers]. Checking this box means that GFS will quarantine product even if it will result in shorting customer orders.

**Inventory check** [a potential *quality* issue (not food safety) that you MAY wish to have us stop shipment from our distribution centers depending on the potential impact on filling customer orders.] If GFS has only this lot or if quarantining this lot will impact filling customer orders, then no cases will be placed on Hold.
8. Your company contact to be used by GFS QA for any questions or to provide status updates:
   - Name: 
   - Title: 
   - Phone: 
   - Email: 

9. GFS Distribution Center(s) cross-referenced to: GFS Purchase Order #(s), shipment quantities and lot code #(s):

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<thead>
<tr>
<th>GFS Distribution Center</th>
<th>GFS PO Number - 8 digits</th>
<th>Quantity</th>
<th>Lot Code</th>
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<tbody>
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* please insert additional rows as needed
GFS Notification form for Recalls, Withdrawals & Holds

**NOTIFICATION FORM SUMMARY**

- Primary Contact: GFS QA  [Quality_Assurance@gfs.com](mailto:Quality_Assurance@gfs.com)
- Form needs to be completed for EACH item affected
- Contact person from your company must be named
- Must include DC, GFS Purchase Order #, Case Qty & Lot Code
- **LIVE CONTACT MUST BE MADE** in the event of a Recall
Dear Supplier,

GFS currently holds some of your product in our Miami FL Distribution Center that needs to be returned for reasons given below. In such cases we consider it the vendor’s responsibility to make arrangements for the return of this product, or authorize disposal. GFS will deduct from a future payment for product returned or disposed of on your behalf.

We will hold these cases for two weeks (10 working days). To pick up, your carrier must contact Inventory Control at 336-685-5861 ext 2846. 7am - 1pm 48 hours in advance to schedule an appointment. A return shipping address and/or BOL paperwork must be provided to insure product is released. Please reference the GFS item number in all communications. Carrier should hold a copy of this letter to properly identify product and quantity.

The address for product pick up is:
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If you prefer for GFS to donate or dispose of your product, please sign below and fax this document to (316)717-7682.

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<td>16426</td>
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<tr>
<td>Item Description</td>
<td>10-20.172 POTATO FRLS EXCEL SWFT 16426</td>
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Total Cases: 24  Total Weight: 336.24
Frequently Asked Questions

Q: How do we make sure the appropriate people are sent the formal email about complaint, and how do we add another contact?

A: Send email to Quality_Assurance@gfs.com. Include your Vendor Name & Vendor # (found on Purchase Orders, or on any past complaint we have sent you). Request who is showing as current contacts, upon your review reply back with any additions or deletions needed. Please note coverage during any out of office is the supplier’s responsibility. We do not forward complaints when we receive out of office responses.

Q: There have been times when our Customer Service Rep has tried but not been able to contact the end user within 2 days. Do we just need to send a message to the QA address so that you know we're trying to contact the end user?

A: If the customer’s preferred contact method is a phone# and you are not able to make live contact, you are allowed to leave a message. Your voice message should include response details which also provide a call back # if the customer has additional questions. After you have left the voice message you reply-all to the original complaint & in the body of the email clearly state the voice message was left for the customer with details you provided. If the phone# is not accurate or the form does not clearly provide a customer direct contact reply-all to the complaint with your response and state the customer could not be contacted for the stated reason.
Q: If for some reason we miss the 2 day return time on the original notice - do we respond to the original email or to the reminder?

A: You can respond to either the original or the reminder notice.

Q: Are the forms e-mailed to us as the situation arises?

A: Yes - The QA mailbox (Quality_Assurance@gfs.com) processes all complaints on a daily basis, which generates email notice to the vendor contact(s) on record that are responsible to complete the formal complaint process. Repeat Complaints are generated by the QA Specialist and their email would provide direction & include attaching any forms.
Q: Is the expectation that we copy the customer on our complaint response follow-up, when describing our corrective actions and root cause, even if a customer email was not provided? Are we required to inform the customer of our corrective actions and root cause, or is GFS QA sufficient?

A: On your initial reply-all to a complaint notice sent from our QA mailbox you are confirming making direct contact to the customer, and stating what your next steps are. The 3rd step is to INVESTIGATE further if situation requires. When complete, reply-all to the original complaint notice to provide final follow up & corrective actions. Regardless of customer contact method (phone or email) circling back with the customer is a courtesy that falls in line with our Customer is King Cornerstone Value.

On Repeat Complaints, if the current follow up is not sufficient you will receive direct email which states the information needed. This email will come from the QA Specialist, and will not include any customer contact info. For these, your responses are directed back to the QA Specialist.
Q: Each month, we receive significant bill-backs for quality, which are not all accounted for in the registered complaints that we receive. We would like a more in-depth explanation as to why and how these bill-backs occur without proper documentation.

A: Currently the complaint process is NOT tied to customer credits. As discussed, your reply-all to our complaint process should NOT include any authorization to provide credit or replacement. When the customer notifies the sales person they are not satisfied with product, they will determine if a credit should be issued. Again, as we recognize the Customer is King, most often to maintain 100% customer satisfaction they are going to punch a credit. These credits are what the vendor then receives a monthly bill-back on. As you know, the monthly bill-back has very limited details. It is for this reason we continue to stress to our sales team the importance of taking the extra step to submit the formal complaint.

If you have additional questions on the monthly bill back for credits you need to contact the Category Manager for your account.
Q: What is the specific difference between the recall and the withdraw?

A: A Withdrawal is a *stop shipment* from our DCs due to *QUALITY* issues; does *NOT* require customer notifications. Example: Salad dressing that is too thin.

A Recall is a potential *FOOD SAFETY* issue that *DOES REQUIRE* customer notification. Example: *E.coli* in ground beef. If a Recall is issued we would notify DCs to pull any remaining inventory.

Return to Vendor notices would be issued to show the quantity of cases pulled from DCs for both actions (Withdrawal or Recall).
Q: How many days should we expect for getting a reply back on product being either returned or destroyed depending on the type?

A: If QA, or you the vendor, make the decision to Withdraw remaining product in our Distribution Centers a Return to Vendor Notice will be emailed to the vendor approx. 3 business days after the Withdrawal is issued. The Return to Vendor Notice includes the case quantity which will be held for 2 weeks (10 day working days), with the contact # for you to schedule a pickup appointment. Or, the document states you can sign & fax back to GFS your authorization to dispose or donate.
QUESTIONS