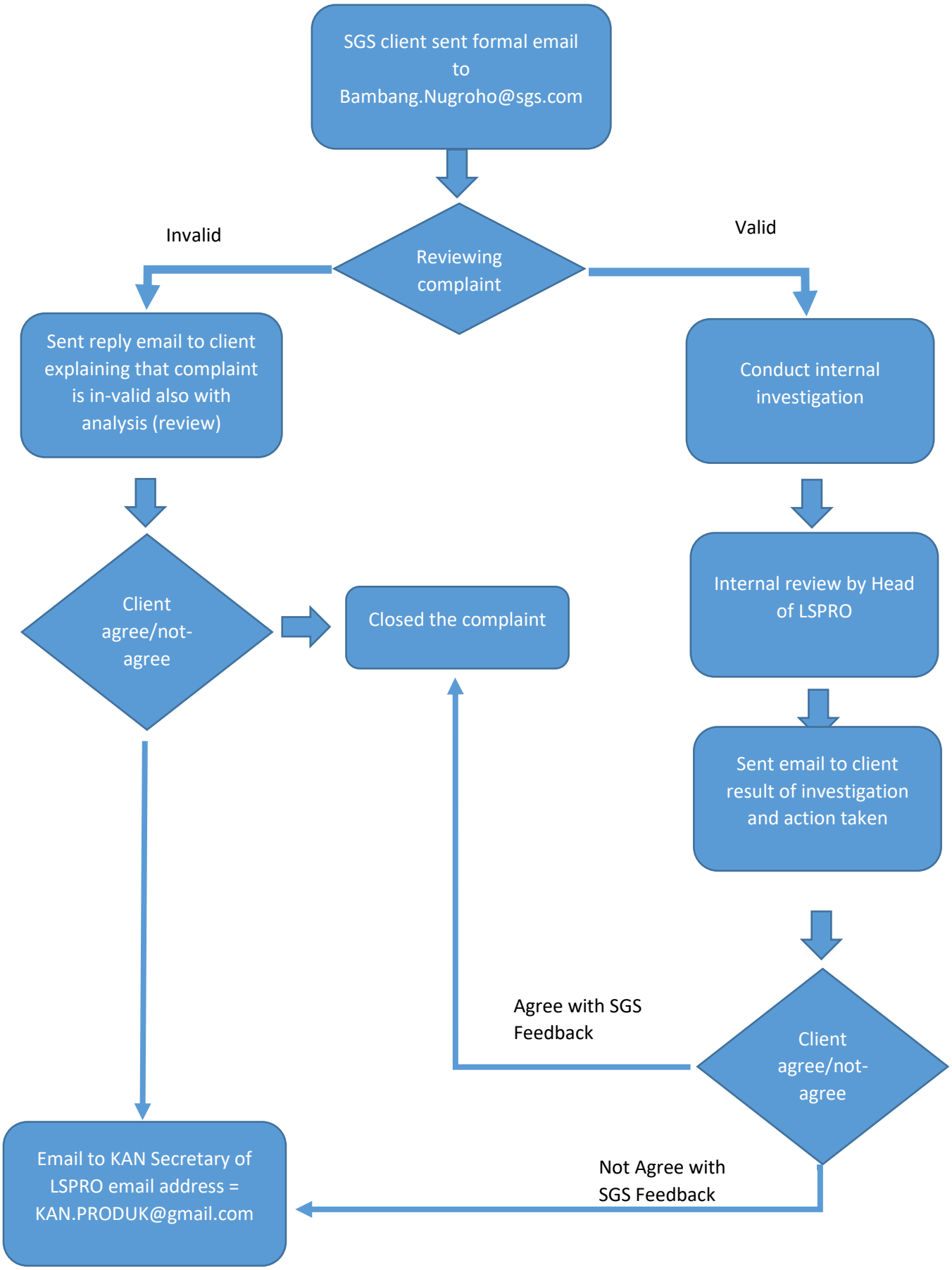
SGS client sent formal email to Bambang.Nugroho@sgs.com
Reviewing complaint
Invalid
Valid
Sent reply email to client explaining that complaint is in-valid also with analysis (review)
Conduct internal investigation
Client agree/not-agree
Closed the complaint
Internal review by Head of LSPRO
Sent email to client result of investigation and action taken
Agree with SGS Feedback
Client agree/not-agree
Not Agree with SGS Feedback
Email to KAN Secretary of LSPRO email address = KAN.PRODUK@gmail.com