 X-ray Diffraction Laboratory: Department of Chemistry Texas A & M University	Doc. No:	SOPUSERFD
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Standard Operating Procedure		
Title: User feedback, complaints, nonconformity, corrective actions.		

SOP: SOPUSERFD

Last date revised: 10/22/2009

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User Feedback, Complaints, Nonconformity and Corrective Actions

PURPOSE:

This Standard Operating Procedure (SOP) states the responsibilities and describes the procedures, and documentation used to interact with users concerning feedback, complaints, nonconformity and corrective actions.

POLICY:

All user feedback, complaints and suggestions are recorded and documented with a user suggestion form that can be accessed by the X-ray diffraction webpage.


RESPONSIBILITY:

The X-ray Diffraction Laboratory is responsible for recording and filing user feedback and to act upon the complaints and suggestions in a timely manner.

MATERIALS:

- Computer Database
- Web interface

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PROCEDURE:

1. Users submit feedback in person, email or by access the suggestions link on the X-ray Diffraction Laboratory Webpage.
2. The feedback is recorded and the suggestion and/or complaint is filed.
3. The Laboratory Manager is made aware of the complaint or suggestion and action is taken within a timely manner.
4. Safety complaints are dealt with immediately. All other feedback is dealt with in a timely manner.

Documentation

- Records that are readily regenerated from user feedback are to be placed in labeled folders and stored in a locked file cabinet.
- Records are maintained on a secure password protected database.

Document control

- The goal of the laboratory document control program is to assure that all documents for a specified project will be accounted for when the project is completed.
- Accountable documents used shall include, but not be limited to, logbooks, chain-of-custody records, sample work sheets, bench sheets, and other documents relating to the sample or sample analyses.

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