

 Verum et Accuratus True & Accurate	<b>QUALITY SYSTEM PROCEDURES</b>		
	<b>QSP 8.1</b>	Customer Satisfaction, Complaints and Appeals	
	<b>Effective date:</b> 13/03/2022		
<b>Authorised by:</b> Panagiotis Tsatsios	<b>Revision No.:</b> 00	<b>Revision Date:</b> 13/03/2022	<b>Page:</b> 8 of 8

## 7. CUSTOMER SATISFACTION PROCEDURE (FLOWCHART)

