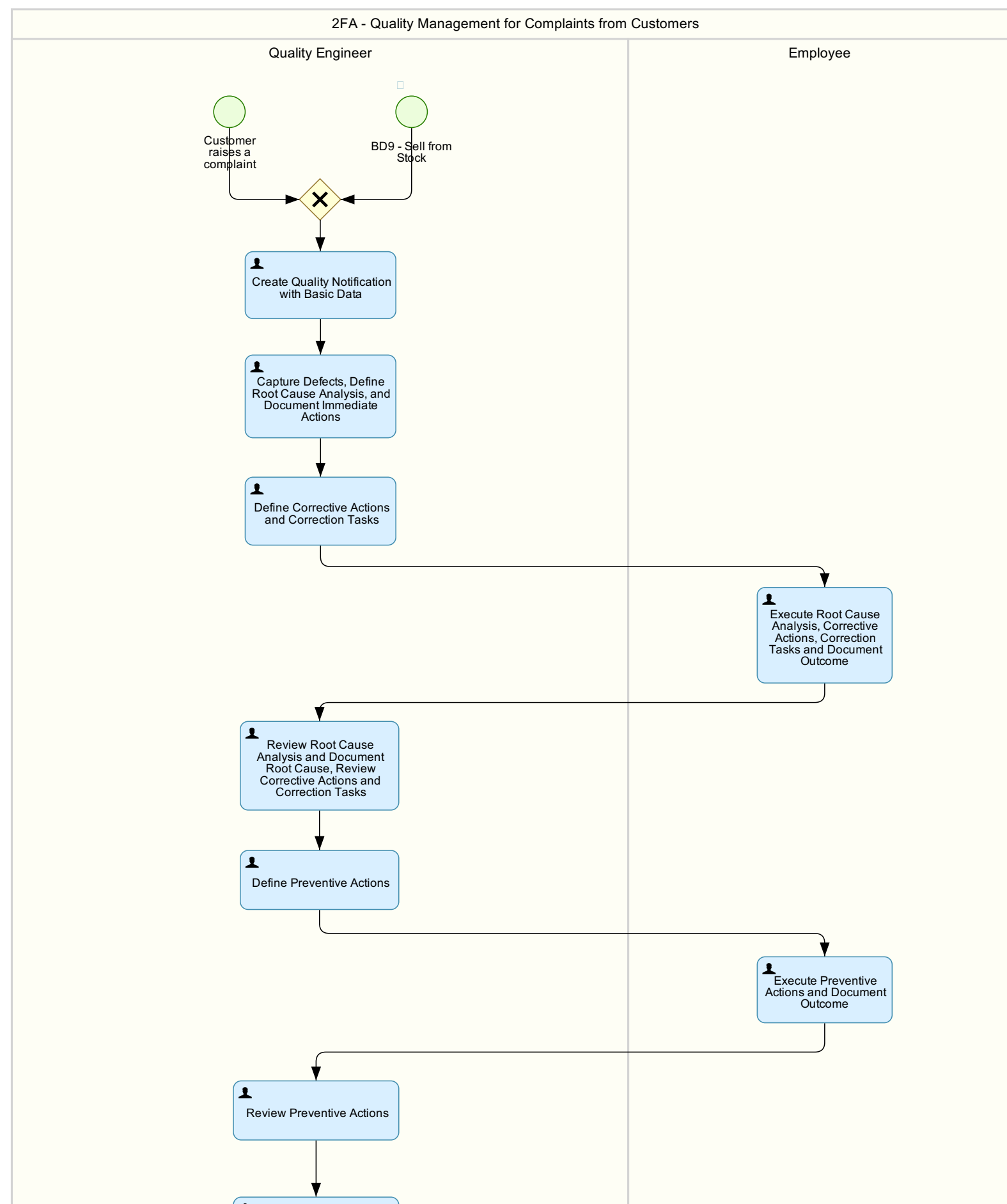# Quality Management for Complaints from Customers (2FA)

This scope item supports the following processes:

Quality Management for Complaints from Customers

2FA - Quality Management for Complaints from Customers

Quality Engineer	Employee

Customer raises a complaint

BD9 - Sell from Stock

Create Quality Notification with Basic Data

Capture Defects, Define Root Cause Analysis, and Document Immediate Actions

Define Corrective Actions and Correction Tasks

Execute Root Cause Analysis, Corrective Actions, Correction Tasks and Document Outcome

Review Root Cause Analysis and Document Root Cause, Review Corrective Actions and Correction Tasks

Define Preventive Actions

Execute Preventive Actions and Document Outcome

Review Preventive Actions

Complete Notification

Display a List of Quality Notifications (optional)

Display a List of Quality Notification Tasks (optional)

End Event