



**THE EFFECTIVENESS OF IMPLEMENTATION CAPA ON
MANAGING COMPLAINTS IN GEORGE KENT (MALAYSIA)
BERHAD**

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LETTER OF TRANSMITTAL

28 JUNE 2018

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Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the research report title "The Effectiveness of Implementation CAPA on Managing Complaints in George Kent (Malaysia) Berhad ." to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you,

Yours sincerely,



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DECLARATION OF ORIGINAL WORK



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"DECLARATION OF ORIGINAL WORK"

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Hereby, declare that:

1. This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
2. This project paper is the result of my independent work and investigation, except where otherwise stated.
3. All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____



Date: 28/6/2018

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ABSTRACT/ EXECUTIVE SUMMARY

The purpose of this paper is to understand the customer complaint process/flow; to study the CAPA is the successful tool to develop the quality of the product; and the effectiveness of CAPA on managing complaints in George Kent Malaysia (GKM). Data are collected by doing interview with three GKMs staff who is capable of contributing to the subject matter which is the Quality Engineering Team from metering divisions and by review document received from GKMs Document Controller. There are eight step in managing customer complaint in GKM. GKM has more detailed process on customer complaint. The step involved the QE team and Sales Department. CAPA procedure is a part of the Quality Management Systems (QMS). Quality Tools is a tool that can identify problem related with the quality of the product or process. CAPA Procedure investigate the root cause analysis of any problem or deviation. CAPA is an important path towards improvement and effectiveness of Quality Management System (QMS) because it plays an important role lead to the quality of the product or system which has continuous improvement. The effectiveness of CAPA can be measure when there is no repeated cases happened within three months, and the number of CAPA issued decreasing. The number of CAPA issued are decreased significantly from 2016 until 2018. The result in this paper is insufficient to be effective enough since the limited number of workers been interviewed. It is difficult to get the cooperation from the respondent to making a time for the interview session.

Keywords: *Managing Complaint, Corrective action, Preventive action, Quality Management System (QMS)*