問合せ・クレーム対応記録

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 氏名 | |  | | 提出日 | | 年　　月　　日 | |
| 受付内容 | |  | | | | | |
|  |  | | | | | |  |
|  | 受付日時 | | | | 受付者 | |  |
|  | 年　　月　　日　　時　　分頃 | | | |  | |  |
|  | 相手先(名前、担当者) | | | | 連絡先(携帯・電話・FAX) | |  |
|  |  | | | |  | |  |
|  | 対象商品 | | | | ロット番号、出荷日など | |  |
|  |  | | | |  | |  |
|  | 内容・状況(品質・残留農薬・GAP違反・その他) | | | | | |  |
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| 対応内容 | |  | | | | | |
|  |  | |  | | | |  |
|  | 事実確認・影響範囲 | |  | | | |  |
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|  | 処置 | |  | | | |  |
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|  | 原因究明 | |  | | | |  |
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|  | 是正・改善 | |  | | | |  |
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|  | 是正結果・再発防止策 | |  | | | |  |
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