

10/9/2023

Complaint Initiator: STEVE NIXON
Company Name: VIAMED
Contact Email: viamedinbox@gmail.com

Dear Customer,

This letter is to outline the investigation and actions taken by Maxtec, LLC designated personnel in response to the complaint references below.

Complaint Response

Maxtec Part #: R300P01-008	Maxtec Complaint #: COM-4990
Serial/Lot #: 051398-1	Customer Complaint #:
PO/Invoice #: 323288	Maxtec RMA #: N/A

Complaint Statement:

A customer is reporting an overage of 6 Eyemax2 packs (R300P01-008) for PO # PVM2977 (SO # 323288). Additionally, the shipments have been arriving squashed, damaged or ripped open, leaving loose Eyemax packs exposed.

Complaint Investigation Summary:

Our processes require that all products undergo 100% functional and visual inspection prior to product release. A review of production records was conducted, and no indications of failures were documented. A review of the applicable procedure was conducted along with a walk through of the process. During the review it was noted that the quantity of the finished product pulled was not independently verified prior to packing for shipment. Photos of damaged shipping packages were provided.


Root Cause:

A review of the issues was completed. It was noted during this review that there has been a recent increase in complaints associated with the following shipping issues: 1) Incorrect quantity of product shipped (over ship or short ship), 2) Incorrect product shipped, 3) Shipped to the wrong address. A formal corrective and preventive action project, CAPA-0085, has been opened to further evaluate the issue, determine probable root causes, and identify effective corrective actions.

Corrective and Preventive Actions:

Based on the investigation conducted, it was determined the error was likely caused during the shipping process. The product pulled for shipment was not independently verified prior to packaging in the shipping carton. A review of complaint data was conducted and CAPA-0085 was launched on June 29th, 2023 due to a trend of complaints related to shipping errors.

Quality@maxtec.com



Maxtec, LLC has added the details of this complaint into our formal complaint system in which complaint trends are closely monitored. We will continue to monitor this defect trend and the effectiveness of our corrective actions.

We would like to thank you again for providing feedback that is critical to our commitment to Continual Improvement and Customer Satisfaction and apologize for any inconvenience this issue may have caused. If you have any questions or concerns regarding this response, please feel free to reference the complaint number provided and contact us.

Best Regards,