



Complaint Process

DATE: April 26, 2019

RE: Cannon Instrument Company Complaint Process Overview

Cannon Instrument Company accepts complaints and handles them according to the requirements of ISO 9001, ISO/IEC 17025 and ISO 17034.

- Complaints are recorded and archived within our Customer Relationship Management system.
- The complaints are analyzed by process owners or quality system personnel.
- Corrective actions are opened and processed as determined to be necessary.
- A risk analysis is performed.
- All complaints and corrective actions are reviewed by an independent person.
- Upon completion of the corrective action the complainant is formally notified when possible.

Cannon cares about our customers and we encourage your feedback.

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