

IT Service Complaint Tracking Log

Company Information

Log Number: IT-2023-005	Department: Customer Service
Date Logged: September 14, 2023	Contact Email: john.d@itcorp.com
Logged By: Richard Smith	Contact Phone: 555 555 5555

Complainant Information

Name: John Doe	Company: Tech Solutions
Contact Email: johnd@techsolutions.com	Contact Phone: 555 555 5555

Complaint Details

Date of Complaint: September 05, 2023	Type of Service: System Degr.
Description: Customer reported slow response time when accessing the online platform.	

Actions Taken

1. Contacted the customer to gather additional details.
2. Reviewed server logs to identify any performance issues.
3. Escalated the technical team to investigate the issue.

IT SERVICE COMPLAINT TRACKING LOG TEMPLATE

Capture and organize customer grievances, track resolution progress, and enhance service quality.

INCLUDES 2 PAGES



Samsung Service Complaint Tracking

Ian Pickup



Samsung Service Complaint Tracking:

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Samsung Electronics Jack Boepple,2017 Samsung Electronics had experienced a series of quality related problems including the recall of one of its LCD TV models Unfortunately for quality director Kevin Sarni there was no single root cause behind these problems Samsung s supply chain management product design and testing quality assurance functions all played a role Sarni regularly worked with quantitative data from Samsung s customer complaint database but recently he had been shown comments about Samsung products posted on the website ConsumerAffairs com The number and emotional tone of the website postings concerned him he worried these kinds of complaints might touch off a social media fueled public relations firestorm that would make his job more difficult He wanted to analyze this feedback but had no experience with

qualitative data An internal Six Sigma Black Belt consultant suggested he start by creating an affinity diagram and use that to create a Pareto chart to determine which issues to address first Once Sarni completed the unfamiliar diagrams he had still another task ahead of him examining the results to see if they justified taking short term action to address the quality problems raised in the complaints After analyzing the case students should be able to Organize and analyze qualitative data using affinity diagrams Identify priorities using Pareto charts The case reinforces the importance of approaching problem solving in a methodical and data driven manner and demonstrates the power of visual vs table driven tools **Mastering**

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