1.8 EHQMS Data Points Process Map

<table>
<thead>
<tr>
<th>Service &amp; Product</th>
<th>Manufacturing/Engineering</th>
<th>Management System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports and complaints</td>
<td>Nonconformities and defects</td>
<td>Nonconformities and complaints</td>
</tr>
</tbody>
</table>

**Diagram:**
- **Valid complaint?**
  - YES: Complaint entered onto complaint handling system
  - NO: Purchased Part N/C
- **Purchased Part N/C**
  - YES: Internal, External & Supplier Audits
  - NO: Production N/C
- **Production N/C**
  - YES: Data Analysis & Trending
  - NO: Valid complaint?
- **Valid complaint?**
  - YES: Known Problem?
  - NO: Risk & Opportunity Process
- **Known Problem?**
  - YES: Data Analysis & Trending
  - NO: Action required?
- **Action required?**
  - YES: Initiate Corrective Action
  - NO: Continue to monitor
- **Action required?**
  - YES: Action required?
  - NO: Continue to monitor

**Actions:**
- Product changes
- Process changes
- Supplier changes
- Field upgrades
- Input for new products
- Input to Management Review