

Datasweep cleans up customer complaint handling

A new initiative has been launched at Tecan to revolutionize the handling of customer complaints and help us to respond more quickly to our customers' questions and suggestions. The traditional paper-based procedures are being completely transformed into an electronic format based on Datasweep, a recently implemented software system. The new system gives worldwide access to all customer complaints and is helping to build up active dialogue between Tecan and our customers, providing a platform by which we can more easily exchange product and application related issues.

The new complaint handling system has been configured with an interface between Datasweep and Tecan's initial call management system, where Tecan help desks around the world record information of all customer calls. Where applicable, that information is automatically transferred into Datasweep for the Quality, Customer Service and Regulatory Affairs departments to use when carrying out further investigations. Importantly, Datasweep allows us to

look at the bigger picture, at customer feedback at product or business unit level, or even at the whole company level, allowing us to isolate any common trends and implement preventive actions as a result.

Christie Richárd, Global Compliance Director and Tecan US Quality Manager, was responsible for the implementation and validation of Datasweep, which went live in May 2006: "Datasweep provides

truly efficient information management, as it allows all records relating to every investigation to be stored electronically. Once the information comes in to Datasweep, our complaint unit carries out a full investigation which requires a great deal of liaison between our production team, manufacturers and application specialists. Datasweep allows all authorized staff to access the records, wherever they are in the world, so we can all work together much more easily now and resolve each complaint more quickly and efficiently."

"As well as being customer friendly, our new system is much more environmentally friendly!" Christie added. "The previous method required hard copies of every document relating to each investigation to be manually stored for an indefinite period of time and all this paper is no longer required. Datasweep has so many benefits that it has been well worth all our hard work!"

Christie Richárd and Hailey Hamalainen study the Datasweep system

