

# ISO 9001:2015 Complaint Handling Form - Industry Vetted

1 Aug 2025 / Clark McKent

Complete

Score	2 / 2 (100%)	Flagged items	0	Actions	0
Complaint reference number	000099				
Site affected	Unanswered				
Date received	01.08.2025 08:30 PST				
Received by	Clark McKent				
Location	1550 E Golf Rd, Schaumburg, IL 60173, USA (42.0510309, -88.0401677)				
Order Number	3				

## Customer Information

## Customer name

Hayley Quitzon

## Company name

American Service Washing  
Machines LLC

## Email

hayley.quitzon11324@gmail.com

## Phone number

(847) 413-9200

## Address

E Higgins Rd, Schaumburg, IL  
60173, USA

## Complaint Details

## Product/Service involved

Product/Service 1

Washing Machine Tub and Drum parts

## Date of original order

26.07.2025 19:00 PST

## Date of occurrence

31.07.2025

## Description of complaint

The customer asked for tub and drum that are 18 inches in diameter, but we gave 22 inches. They can't start manufacturing without the correct measurements.

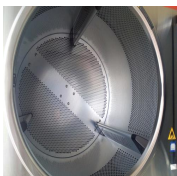


Photo 1

## Impact to the customer

American service is asking for an exchange for the right sizes. They may not want to work with us anymore if this happens again.

## Category of complaint

Product/Service quality

## Initial Response &amp; Investigation

2 / 2 (100%)

## Response given to customer

Dear Ms. Quitzon,

Thank you for bringing this matter to our attention.

We sincerely apologize for the inconvenience caused by the incorrect tub and drum dimensions you

received. We understand how critical precise measurements are to your manufacturing process, and we regret the impact this has had on your operations.

Upon reviewing your order and internal records, it appears there was a discrepancy in the specifications processed during fulfillment. We acknowledge that you requested components with an 18-inch diameter, and we accept responsibility for supplying units that measure 22 inches.

To resolve this as quickly as possible, we are currently preparing a replacement set of tubs and drums with the correct 18-inch diameter. We will prioritize your order and ship the corrected parts at no additional cost. A confirmation and estimated delivery timeline will be provided within the next 24 hours.

We value your business and appreciate your patience and understanding as we work to correct this issue. Please do not hesitate to reach out directly should you need further assistance or clarification.

Sincerely,  
Clark McKent  
Customer Support Team

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**Resolution category****Exchange**

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**Root cause of complaint (perform 5 why and create corrective and prevent actions with the Customer Complaint label)**

Why did the customer receive the wrong tub and drum size?

→ Because the order was fulfilled using the incorrect specifications (22 inches instead of 18 inches).

Why were the incorrect specifications used to fulfill the order?

→ Because the production team referenced an outdated or incorrect internal document during assembly.

Why did the production team reference an outdated or incorrect document?

→ Because the latest customer order specifications were not communicated clearly to the production team.

Why were the customer specifications not communicated clearly?

→ Because there is no standardized handoff or verification process between the sales/order team and the production team.

Why is there no standardized handoff or verification process?

→ Because our current internal workflow lacks a formal documentation and cross-checking protocol between departments for custom orders.

ROOT CAUSE: Lack of a formal cross-department verification process for custom product specifications before production.

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**Select when the customer is satisfied with the resolution****Complaint Resolved**

## Media summary



Photo 1