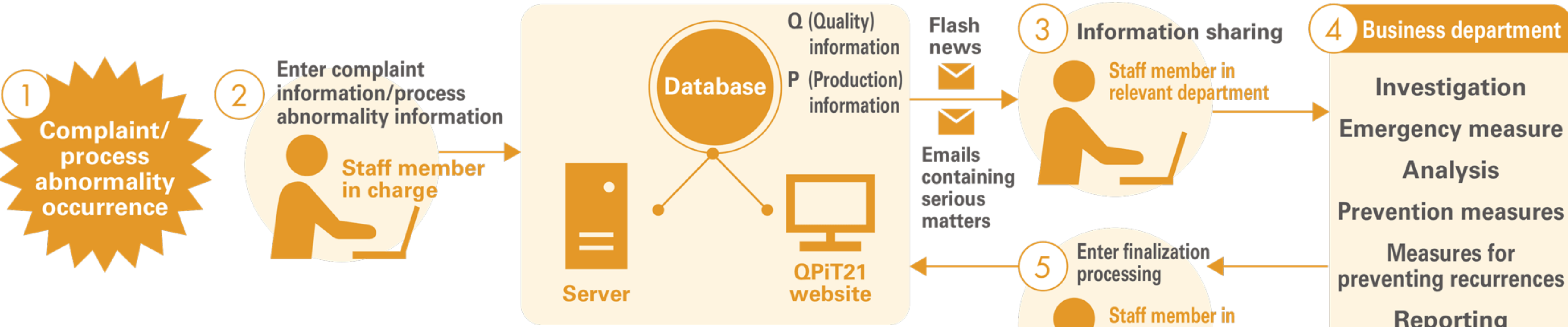


Quality Complaint Processing Flow



When a complaint or process abnormality occurs, an employee enters the information into the QPiT21 system. This information is sent to all staff members in charge, and the relevant business units investigate the complaint or process abnormality, and provide an emergency response, carry out analysis, implement measures to prevent recurrences and other similar occurrences, report back to customers, etc.