



# Complaints Export

Kaizen iComplaints

All complaints | From Date: Dec 03, 25 - To Date: Apr 10, 26

S.#	Ticket No.	Date	Complaint	Customer	Business	Justification	Category	Sub-Categories	Product	Batch No.	Complaint Detail	Root Cause	Corrective Action	Initiator	Status
1	2020	Apr 10, 26	External	IMTIAZ PAINT HOUSE (	Decorative	N/A	N/A	N/A	A311-2207-3.64L-GW / Gls. Enml. Biege	PBO-0059 227-0924	Material in Gel Form	N/A	N/A	Muhammad Shoab Riaz	Submitted
2	2019	Apr 10, 26	External	SILK PAINT HOUSE (LH	Decorative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Muhammad Shoab Riaz	QA Review
3	2018	Mar 06, 26	External	WAQAR SHAFIQUE & COM	Decorative	Justified	Product	Bits/Dust	A957-0066-20K-D / Premium Wall Putty	PBO-0052 169-0624	There is Trash in These Drum.	Problem was shared with sales team about bits development in putty on storage in old batches, Issue has been resolved. QA of last 12 months retain sample conducted, all were found OK.	Problem was shared with sales team about bits development in putty on storage in old batches, Issue has been resolved. QA of last 12 months retain sample conducted, all were found OK.	Muhammad Ashfaq	User Feedback
4	2017	Feb 26, 26	External	COLOUR PLUS PAINT (L	Decorative	Justified	Product	Shade Variation	N/A	N/A	N/A	N/A	N/A	Muhammad Shoab Riaz	Closed
5	2016	Feb 18, 26	External	MASTER MOTORS LIMITED	OEM	Justified	Product	Separation   Settling	A744-5494-20K-D / White Primer Surfacer	PBO-0096 451	Separation & Settlement, when open the packaging. After agitation, settlement not 100% mixable. Clogging the filters after dilution.	The analysis strongly indicates wrong material contamination in the complaint batch.	Detail in Department comments	Anwar Yar Khan	Line Manager Resolution
6	2015	Feb 18, 26	External	ABDUL RAUF PAINT AND	Decorative	Justified	Packaging	Container Quality	N314-TB64-0.91L-QD / Neo Matt Enamel Base 4	PBO-00abc	Pack material issue. Sometime Quarters damaged during shaking in (Shakers) K-Spectrum.	Can Weight issue	Increase the can weight	Latif Khan	Line Manager Resolution
7	2014	Feb 18, 26	External	BARKI PAINT AGENCY (	Decorative	N/A	N/A	N/A	N841-4454-3.64L-GW / Neo Wood Finish Thinner	PBO-0097 215--0126	Leakage problem	N/A	N/A	Latif Khan	QA Rejected
8	2013	Feb 18, 26	External	BARKI PAINT AGENCY (	Decorative	N/A	N/A	N/A	N841-4454-3.64L-GW / Neo Wood Finish Thinner	PBO-0097 215--0126	Leakage problem	N/A	N/A	Latif Khan	QA Rejected
9	2012	Feb 18, 26	External	BARKI PAINT AGENCY (	Decorative	Justified	Packaging	Leakage	N841-4454-3.64L-GW / Neo Wood Finish Thinner	PBO-0097 215--0126	Leakage problem	Can issue	now every can checked by vendor	Latif Khan	Line Manager Resolution
10	2011	Feb 16, 26	External	LAYALPUR TRADERS (BH	Decorative	Unjustified	Product	Bits/Dust	N/A	N/A	N/A	N/A	N/A	Muhammad Ashfaq	User Feedback
11	2010	Feb 03, 26	Internal	Internal	N/A	N/A	Manufacturing	Stickers quality	N/A	N/A	N/A	N/A	N/A	Tariq Saeed	Department Review
12	2009	Jan 29, 26	External	SHAHZADA PAINTS (LAH	Decorative	Unjustified	Distribution	Wrinkling	N/A	N/A	N/A	N/A	N/A	Muhammad Shoab Riaz	Auto Closed



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13	2008	Jan 29, 26	External	ITTEHAD PAINT STORE	Decorative	Justified	Manufacturing	Wrong Sticker	N/A	N/A	N/A	N/A	N/A	Muhammad Shoab Riaz	Auto Closed
14	2007	Dec 26, 25	External	ALLAH HOO CHEMICALS	Decorative	Justified	Product	Gelation	N/A	N/A	N/A	N/A	N/A	Muhammad Ashfaq	User Feedback
15	2006	Dec 26, 25	External	FAROOQ PAINTS	Decorative	Unjustified	Product	Gelation	N/A	N/A	N/A	N/A	N/A	Muhammad Ashfaq	User Feedback
16	2005	Dec 15, 25	External	BARKI PAINT AGENCY (	Decorative	Justified	Product	Bits/Dust	N/A	N/A	N/A	N/A	N/A	Muhammad Toufail	User Feedback
17	2004	Dec 10, 25	External	KHAN BROTHERS PAINT	Decorative	Unjustified	Product	Color Streaks	N912-1503-24K-WDW / ZEN Smooth Eml. Ash White	PBO-0088 291-0925	Covering issue and white spots in wall after applying	Problem observed was due to improper surface preparation which resulted in Poor appearance.	Painter was advised & trained by sales team representative.	Bilal Umair	User Feedback
18	2003	Dec 10, 25	External	COLOR PLUS PAINT (LA	Decorative	Justified	Distribution	Settling	TE-1 / Brown Oxide Chromaflo Tinter	PBO-0081 0-1572	Half tinter quarter freeze.	Improper communication about material expiry; Inadequate SOPs of expired material handling	Customer will be given replacement against this NG material. Technical will inform Distribution about material expiry through email; Distribution will transfer expired material in Damaged Warehouse with Finance Approval	Muhammad Shoab Riaz	Auto Closed
19	2001	Dec 03, 25	External	AL-MADINA PAINT STOR	Decorative	Justified	Product	Bits/Dust	A955-0060-20K-WDW / Smooth Wall Putty	PBO-0059 403-0924	There areHere areThere are grains/particles appearing in the paint wall putty.	Complaint batch is already justified against complaint ID 1617	Complaint batch is already justified against complaint ID 1617	Shahzad Hassan	Auto Closed