



COMPLAINT ASSESSMENT FORM

Supplier Name	Heidelberg Indonesia	Complaint No. :
Address	Mulia Business Park, Building E Jl. MT. Haryono Kav.58-60, Jakarta Selatan 12780	07/CAF/PCH/III/GAP/2025
	Jakarta	CIF No.: 001/CSG/III/2025
Phone	021-27536800	
PIC	Agus Budiyo/Yohanes Bangkit	Invoice No. :
PO	PO/24/2392	
Quality Order	100 KG	Product : TINTA PROSES SHEET
Quality Complaint	12,5 KG	Specification : INKS SHAPIRA UN SPEED 450 MAGENTA @2,5 KG

Problem :

TINTA TERLALU LENGKET/KERAS

Category of Complaint

- | | |
|---|-----------------------------------|
| ☒ Quality | ☐ Handling |
| ☐ Packaging | ☐ Quantity |
| ☐ Delivery | |
| ☐ Ect | |

Claim value (IDR/USD/SGD/EUR) :

In Words

(.....)

Data :

- | | |
|--|--|
| ☒ Original sample / before process | ☐ Copy of DN |
| ☐ Sample after process | ☐ Photo |
| ☐ Comparison sample | ☐ Packaging |
| ☐ Inspection Card | ☐ Pull Tape (for Picking / Dusting problem) |
| ☐ Ream Label | |
| ☐ Ect | |

Notes :

NO. PO PO/24/2392 NO.DO 1765765569 HEIDELBERG INDONESIA, PT PRN/25/0723

Jakarta, 12 Maret 2025

Prepared by,
12-03-2025Checked by,
12-03-2025

Approved by,

(.....)

(Gita Siti)
(Staff Pembelian)(Maurina Gurning)
(Ka. Bag. Pembelian)

(Supplier)