



SIEMENS

Quality in Everything We Do

# Healthcare QT Campus

Certificate of Successful Participation

**Dharmesh Chari**

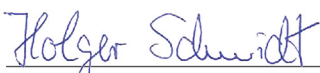
has successfully passed the assessment

**Complaint Handling at Siemens Healthineers and product related improvement idea handling**  
QCWCOMPHGI

on June 24, 2017

## Content

- What the term "complaint" means at Siemens Healthineers
- Which types of complaints are defined
- How to observe the submission timeline of a complaint
- How a complaint is processed in general
- What a product-related improvement idea is
- How a product-related improvement idea is processed in general



Holger Schmidt  
Senior Vice President  
Quality and Technology

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