

Muzamal Industries <small>Manufacturer / Supplier of Medical Devices</small> DOCUMENT NO MUZ-FM-STR-032	INTERNAL REQUEST FORM	REVISION NO: 02
		EFFECTIVE DATE 19/01/2021

DEPARTMENT :	Admin / HR (A)	CR & R (B)	Finance & Acct. (C)	Inj. Prod. (D)	Inj. Mntc. (E)	Mould Mntc. (F)	I.T. (G)	Procurement (I)	IQA/OQA (H)
	QC (J)	Store/Sterilizer (K)	Suture Prod. (L)	Suture Mntc. (M)	2nd. Prod. (N)	2nd. Mntc. (O)	General Mntc. (P)	Others (Q)	

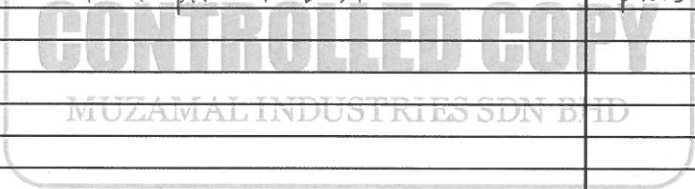
REF NO : MISB / IRF PLSB 0511/2023
(DEPT/MONTH/YEARS/CYCLE NO)

REQUESTOR		SUPERIOR	
NAME	Hadi	VERIFIED BY	Nurul
DATE	23/8/23	DATE	23/08
SIGNATURE	<i>[Signature]</i>	SIGNATURE	<i>[Signature]</i>



WAREHOUSE AND LOGISTIC	
RECEIVED BY	SYAPU
DATE	23/8/23
SIGNATURE	<i>[Signature]</i>

NO	ITEM	QUANTITY	REMARKS
1	Syringe 20ml LL - Replacement for complaint PLSB 0511	11 packs	



Notification on Product Complaint received for DISPOSABLE LUER LOCK SYRINGE 20 ML; MUZAMAL INDUSTRIES S

"Pharmaniaga" <complaint@pharmaniaga.com>

External images are not displayed. [Display Images](#)
Always display images sent from pharmaniaga.com or azni.azizan@pharmaniaga.com

Dear Mr Hadi,

We would like to notify that PLSB have arranged **collection and replacement** to customer due to complaint received. The defected items are available Warehouse for collection and replacement activities.

You shall replace the products concerned with new stocks or new similar stocks (subject to our consent) having different batch number within seven (7) days from this notification to you at no cost to us as specified in clauses 3.6.1; 3.9.4 and 17.

Please confirm on collection and/or replacement date for us to perform Product Replacement Process. For process details, kindly refer to the link <http://bit.ly/438S04I>.

Collection & Replacement details as below:-

Product Name/Code	: DISPOSABLE LUER LOCK SYRINGE.20 ML
Product Packaging	: PACK OF 100 PIECES
Actual Quantity Return	: 10 Packs 65 Loose
Replacement Quantity to Customer	: 11 Packs
Replacement Date	: 10 Aug 2023
Customer Return Form (CRF) No	: 105942 105943

Please note the following for your IMMEDIATE action.

Quantity Returned to be Collected	: 10 Packs 65 Loose
Quantity to be Replaced to PLSB	: 11 Packs

Nooriza Azni Bt Azizan

Complaint and Recall Executive

Customer Affair & Relationship Excellence(CARE)

Pharmaniaga Logistics Sdn Bhd

GI: 603-3002 0000 Fax: 603-33445628 EXT 605

GOODS DELIVERY CHECKING LIST

MUZAMAL INDUSTRIES SDN BHD (137315-X)

LOT 21, JALAN 3A,
 KAWASAN PERINDUSTRIAN CHERAS JAYA,
 43200 CHERAS,
 SELANGOR DARUL EHSAN.
 TEL:03-90763080/03-90763090
 FAX:03-9076 3005

DATE: 23/8/2023
 DO NO: SH23-08/0293

PALLET NO	BARCODE/ POSTER INSPECTION	BATCH NO	SIZE	TOTAL CTNS	VISUAL INSPECTION CARTON	VISUAL INSPECTION PALLET	REMARKS BY CUSTOMER <small>(please remarks if any damage)</small>
	<small>(remarks by store)</small>				<small>(remarks by initial OQA)</small>	<small>(remarks by initial OQA)</small>	
1	11 PACK	CWL2023H14	20ML	6	/	/	
			TOTAL	6			

AS AGREED BY BOTH PARTIES:

1. THE RECIPIENT AGREED THAT ITEMS ABOVE ARE RECEIVED IN GOOD CONDITION. (OUTER APPEARANCE OF CARTON)
2. ANY DAMAGE OR NON CONFORMANCE MUST BE REPORTED WITHIN 72 HOURS OF RECEIVING

PREPARE BY STORE

NAME: *M. Nur Fahmi*
 POSITION:
 DATE: 23/8/2023

CHECK BY OQA

NAME: *Sampina*
 POSITION: *IP QA*
 DATE: 23/8/2023

RECEIVE BY CUSTOMER

"STOCK DISCREPANCY WILL ONLY BE REPORTED UPON DETAIL CHECKING AFTER STOCK RECEIVED"

NAME: *[Signature]*
 POSITION: *[Signature]*
 RECEIVED...
 DATE: 23/8/2023

PHARMANIA COMPANY STAMP
 PHARMANIA INDUSTRIES SDN. BHD. (2011010123456789)

MUZAMAL INDUSTRIES SDN. BHD. (137315-X)
LOT 21, JALAN 3A, KAWASAN PERINDUSTRIAN CHERAS,
43200 CHERAS, SELANGOR D.E.
Tel: 03-9076 3080, Fax: 03-9076 3005
GST ID No : 000252231680

DELIVERY ORDER

PHARMANIAGA LOGISTICS SDN BHD
LOT 49, NO 11 JLN RAGUM 15/17
SHAH ALAM
REPLACEMENT CWL20

No. : **SI23-08/0293**
Ref. No. : MISB/IRF/PLSB/23
STOCK ISSUE- REPLACEMENT
PHARMANIAGA
Date : 23/08/2023
Page : 1 of 1

Item	Item Code	Description	Qty	UOM
1	CWL20	20ML CIRINGE LL W/O NEEDLE Batch No: CWL2023H14 Mfg Date: 14/08/2023 Exp Date: 14/09/2026	11	PACK

23-08-023
3.15 PM
Lok Bahadur
[Signature]

Note :

WAREHOUSE AND LOGISTIC
MUZAMAL INDUSTRIES SDN BHD
(137315-X)
LOT 4, JALAN CJ 1/4,
KAWASAN PERUSAHAAN CHERAS JAYA,
43200, CHERAS, MALAYSIA.
TEL: 03-90763080/3090
FAX: 03-90763005
www.muzamalindustries.com

"STOCK DISCREPANCIES WILL ONLY
BE REPORTED UPON DETAIL CHECKING
AFTER STOCK RECEIPT"
RECEIVED.....
DATE.....
PHARMANIAGA LOGISTICS SDN. BHD. (260790-T)

Authorised By

Received By