

Your Logo Here	CONTRACT REVIEW FOR STANDARD PRODUCTS		
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This is an ISO 9000 procedure that does not fully comply with QS-9000. However, it is included because it may be useful for distributors and subcontractors supplying commodity-type standard products. To fully comply with QS-9000, the first-tier suppliers should use the next procedure, Contract Review for Custom Products.

I PURPOSE

The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for review of customer orders for standard catalog products in order to ensure that the customer requirements are well understood and that the company can satisfy these requirements and deliver on time.

II APPLICATION

This procedure applies to all customer orders for standard catalog products (see definition below).

This procedure directly concerns Sales and Production.

III DEFINITION

Standard catalog products: Products manufactured from a company's own standard specifications and sold from stock without any modifications or customizing.

IV PROCEDURE

1. Receiving Orders

1.1 All mailed and faxed orders are delivered to the Order Entry Desk in the Sales

Written by:	Original Issue Date:
Approved by:	Date:
Approved by:	Date:

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department. Phone calls regarding orders are also routed to the Order Entry Desk. Orders for standard catalog products are stamped CATALOG and orders for custom products are stamped CUSTOM. Further processing of orders for custom products follows Procedure MOP-03-02, Contract Review for Custom Products.

- 1.2 Orders received by phone are documented using the Order Entry form enclosed in this procedure. When receiving phone orders, all information entered in the Order Entry form is repeated back to the customer to confirm the content of the order, shipping and billing address, etc.

2. Order Review

- 2.1 Sales personnel designated by the Sales Manager are responsible for order review. Each order received by mail, fax, or phone is reviewed to verify that:

- Catalog numbers (if used) are valid and match description of products;
- Description of products (catalog numbers not used) is complete and there can be no doubt which type, style, or grade of products is being ordered;
- The shipping and billing address are complete and correct; and
- The mode and terms of payment, as well as credit status, are acceptable.

The whole order is also carefully reviewed to note any special requirements such as specific delivery dates, customized packaging, requests for certificates, requests for catalogs or promotional material, etc. Billing instructions are also reviewed and noted.

- 2.2 If additional information is required or there are any discrepancies or ambiguities, the customer is contacted for clarification. All corrections and additions made in the order are initialed by the person who makes the changes. If there is any possibility that the corrections, or the order itself, may be difficult to understand (illegible writing, important information buried in obscure locations, or "small print", etc.), the whole order is transcribed onto the Order Entry form that is stapled to, and kept together with, the original order.

3. Verification of Capacity to Deliver

- 3.1 Before accepting an order, the salesperson checks that the ordered products are in stock and can be delivered on the specified date (if indicated). If the products are not available, the salesperson contacts the Production department, inquiring when the products will be finished and ready for shipping.
- 3.2 If the specified delivery date cannot be met, the customer is contacted and a new date is proposed.
- 3.3 When delivery date is not indicated, it is assumed that the requested delivery date is

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seven working days from the date the order is received.

4. Order Changes and Amendments

- 4.1 Order changes and amendments received from customers are routed to the Order Entry Desk. When a change order is received,
- The corresponding original order is retrieved;
 - The change order is reviewed for completeness and clarity, and the customer is contacted if more information is needed;
 - The status of the original order processing (accepted, entered, packed, or shipped) is determined;
 - The feasibility of the requested change and the impact on cost and delivery date is determined;
 - The Change Order Entry form is filled out (a model of the form is enclosed in this procedure); and
 - Copies of the Change Order Entry form are distributed to concerned functions (such as accounting, packaging, shipping, etc.) as appropriate.

5. Order Review Records

- 5.1 When the order review (per Section 2) and the verification of the capacity to deliver (per Section 3) are completed satisfactorily, the reviewing salesperson dates, initials, and stamps the order ACCEPTED. A stamped copy of the order constitutes a record of its review. Storage location and retention period for the contract review records are specified in Procedure QOP-16-01 Quality Records.
- 5.2 Review and verification of change orders, and the feasibility of their implementation, are also recorded by dating, initialing, and stamping the change order ACCEPTED. Change orders are kept together with the corresponding original orders.

IV ASSOCIATED DOCUMENTS

- Contract Review for Custom Products — Oper. Proc. MOP-03-02
- Quality Records — Oper. Proc. QOP-16-01