

Quality Procédre

Contract & Order Review

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7. Ensure all required documentation (drawings, specs, notes) are stored in the Job Folder on the server;
8. Create Work Order from Router and release to Production;
9. Notify customer of any delays for delivers based on machine capacity;
10. Review and approve or decline any changes requested by the customer.

1.4.2 Customer Communication

[Your organization](#) determines and implements effective arrangements for communicating with customers in relation to product information, enquiries, contracts or order handling, including amendments, and customer feedback, including customer complaints.

This process ensures adequate understanding of the needs and expectations of interested parties, and for translation into organizational requirements. This process includes the identification and review of relevant information to actively involve customers and other interested parties. Examples of relevant process information include but are not limited to:

1. Requirements of the customer or other interested parties;
2. Market research, including sector and end-user data;
3. Contract requirements.

1.4.3 Determination of Requirements

The [Sales Manager](#) is responsible for obtaining the necessary information and requirements from customers. The following minimum information is recorded on the quote and/or purchase order:

1. Date;
2. Ordered by;
3. Customer number;
4. Quantity;
5. Part number;
6. Delivery date;
7. Purchase order.

The [Sales Manager](#) is responsible for evaluating and adding applicable product specifications or statutory or regulatory requirements for the product(s) that the customer may have failed to communicate and verifying that [your organization](#) has the technical ability and production capability to meet the contract or order requirements.

1.4.4 Review of Requirements

The [Operations Manager](#) or his designee is responsible for reviewing the [Requirements Review Checklist](#) related to the product during the quoting process. Any risks identified are assessed to determine how to mitigate or accept them.

The [Operations Manager](#) or his designee verify that customer requirements are clearly documented and ensure any differences between the contract or order requirements are resolved with the customer in advance.

Customer job enquiries are logged in a quotation file with date and Customer's name. A quote is generated to specify costs, conditions, and delivery time of product. All quote information is filed in a complete quote file.

Where any conflict exists, the customer is immediately notified. [Your organization](#) ensures that when amendments to a contract or order are made, the changes are documented and agreed and authorized by the Customer and correctly transferred to the internal functions concerned.

1.4.5 Order Entry & Work Order

Customer job enquiries are logged in a quotation file with date and Customer's name [<amend as appropriate>](#). A quote is generated to specify costs, conditions, and delivery time of product. All quote information is filed in a complete quote file.

The customer accepts the quotation (agreeing to the terms of our contract) and issues a purchase order to [your organization](#). Once the customer issues their purchase order, the [Operations Manager](#) will generate a Work Order. When a Work Order is created, it indicates that the review and acceptance of the Customer's order is complete. This closes out Contract Review aspect.

A Work Order/Job Traveller is issued which consists of a Work Order, engineering prints, special instructions, a dimensional worksheet and purchase orders. The schedule is reviewed and/or revised to establish a delivery date. The Work Order/Job Traveller is completed showing all process instructions, hold and check points and delivery dates.

If raw material is needed, a Purchase Order is issued. When material is ordered, the Work Order is held in the Waiting on Material Bin. All ordered material and customer supplied material are held in the Waiting on Material Bins until the material is delivered and approved.

1.4.6 Changes or Amendments

Changes and/or amendments to a contract/order are made by management. Customers are required to submit any change to a contract/order in writing, verbally, via fax, or mail with an authorized signature before any changes can be made to an existing or planned order.

Signatures or initials and date by changes made to the contract/order, purchase order and/or work order will serve as approval and verification by [your organization](#) and Customer representatives. The [Quality Manager](#), [Operations Manager](#), [Sales Manager](#) are responsible for noting changes and date of changes on all applicable documents.

[Your organization](#) ensures that relevant documented information is amended, and that relevant personnel are made aware of the changed requirements when the requirements for products and services have changed.

1.4.7 Operational Planning

The [Operations Manager](#) undertakes operational planning as referenced in the various sections of the QMS in order ensure the availability of:

1. Resources;
2. Review of Customer, statutory or regulatory requirements;
3. Risk assessment and contingency planning;
4. Inspection and testing criteria and documents;
5. Management of change;
6. Process controls and related documents;
7. Work instructions and programmes;