



QADP 1A - CUSTOMER RELATED PROCESSES

PURPOSE:

To ensure that customer's needs are understood and can be met, and that customer satisfaction is monitored.

SCOPE:

All customer related processes that require the resources of the quality system.

DEFINITIONS:

None

RESPONSIBILITIES:

The General Manager has the overall responsibility for overseeing order review activities and for ensuring that customer requirements are understood and met.

The Buyers are responsible for ensuring that Order Review activities are performed as required.

REFERENCES:

Price Lists
Work Sheet
Sales Order Form
Warehouse Work Sheet



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PROCEDURE:

1.1 Process Links

Process Inputs	Process Activities	Process Outputs
Inquiries	Prepare Quotations	<i>Purchasing Process</i>
Quotation Requests	Accept Orders	<i>Improvement Process</i>
Customer Orders	Process Feedback	<i>Measurement and Analysis of Performance Process</i>
Customer Feedback		Customer Satisfaction

1.2 Inquiries

- 1.2.1 Any employee may accept an inquiry and handle that inquiry directly whenever it is within their capability. Price and availability inquiries are directed to the buyers.
- 1.2.3 When a written inquiry is received, the appropriate information is faxed or phoned to the person or organization making the inquiry.
- 1.2.4 No record is kept of inquiries unless follow up action is required. Records are kept of written correspondence that arises out of an inquiry.

1.3 Price Lists

- 1.3.1 There are no published price lists for hardware items.
- 1.3.2 A new Price List for provisions is published at the beginning of every week. It is the responsibility of each salesperson to ensure that prices are quoted only from the current week's Price List.
- 1.3.3 A new Price List for bonded goods is published when required. The General Manager ensures that each salesperson has a copy of the new Price List prior to the effective date.
- 1.3.4 Price Lists are reviewed and approved by the General Manager prior to issue.



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1.3.5 Prices obtained from previous supplier quotations are maintained in the computer system but are for information only. All prices in the computer system not on a Price List are reviewed prior to being submitted to a customer as a quotation.

1.3.6 Customer mark ups and payment discounts pertaining to previous orders are stored in the computer system for information only.

1.4 Quotations

1.4.1 A salesman accepts a request for quotation by phone or in person. The salesman then phones, faxes or hand delivers the request for quotation to the buyers.

1.4.2 A buyer accepts a request for quotation from a salesman or from a customer by fax or phone or any other electronic form.

1.4.3 Upon receipt of a quotation request from a ship, a tag identification number is assigned. This number is used on all documentation relating to a ship during one visit. Requests for quotation are controlled by the tag number.

1.4.4 The buyers review the quotation request to ensure that the requirements are clear. If clarification is needed, the customer is contacted by fax or phone by the buyer, or directly by a salesman. Should it not be possible to contact the customer for clarification, the item is identified with question marks on the quotation.

1.4.5 When the quotation request has been clarified, the quotation information is entered into the computer system and a Work Sheet listing the products for quotation is printed. The Work Sheet information includes the appropriate catalog number, a description and the quantity required. When available, the Work Sheet indicates the most recent supplier and price quoted by the supplier, or, if an Arya stock item, its cost. The Work Sheet also states the customer price markup and payment discounts from the most recent previous order.

1.4.6 A buyer edits the Work Sheet adding suppliers where no source is shown and changing suppliers where deemed appropriate. One or more suppliers are asked to quote on each non-stock item unless the price is in the computer system.

1.4.7 The request for supplier quotation is faxed to each supplier and the response is received by fax or phone. If necessary, the buyer will phone the supplier.



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- 1.4.8 The Work Sheet is marked up by the buyer to indicate the chosen supplier and the price. The General Manager reviews and, when necessary, adjusts the markup and payment discount. The revised information is entered into the computer system and the customer quotation printed. The General Manager or Buyer initials the costed worksheet as evidence of review prior to a quotation being submitted to a customer.
- 1.4.9 The customer quotation is reviewed by the buyer or the General Manager prior to submission to ensure that the quotation is clear and the commitments can be met. Should it not have been possible to obtain clarification on any unclear items, the item is identified with a notation on the quotation.
- 1.4.10 The reviewed quotation is faxed to the customer. Whenever possible, the quotation is provided to the customer on the same day that it is received. When this is not possible, a fax is sent to the customer acknowledging receipt of the request and advising the customer when to expect the quotation.
- 1.4.11 Salespersons are authorized to quote prices and discounts directly to customers. Prices quoted are those on previously reviewed Price Lists. Discounts quoted are within general guidelines previously determined by the General Manager. For confidentiality reasons, these guidelines are not documented.
- 1.5 Order Review and Acceptance**
- 1.5.1 Orders are received by fax, e-mail or phone in the office and given to the appropriate buyer. The salesman can accept verbal orders from a duly authorized representative of a ship and pass on the information to the appropriate buyer by phone, but confirms the order within 24 hours by submitting a completed Sales Order Form.
- 1.5.2 All orders are reviewed to ensure that the requirements are clear and can be met. Orders received as a result of a quotation are reviewed against the quotation to identify any changes. If there are any changes, the requirements are if necessary clarified with the customer, recorded and entered into the computer system.
- 1.5.3 After successful review, the order is accepted and indicated through either by written order confirmation of verbal orders, or, confirmation to the salesman/customer service representative attending the ship. If it is not possible to obtain clarification on any unclear items within the available time constraints, order processing is not delayed and the salesman responsible communicates with the ship upon arrival to obtain clarification.



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1.5.4 Order processing commences with the computer output of four copies of supplier purchase orders and three copies of the Warehouse Work Sheet as per QADP 6A (Order Filling Process).

1.6 Order Changes

1.6.1 The buyers receive change orders by fax or phone either directly from the customer or through a salesman. If processing has started, the changes are entered into the computer system and identified.

1.6.2 Additional product requirements are processed through the quotation stage as above.

1.6.3 When the change order requirements have been reviewed and accepted, confirmation is either faxed to the customer or by verbal order confirmation to the customer service representative attending the ship. Any further changes identified in the review process are entered into the computer system and the supplier purchase orders and Warehouse Work Sheets are printed.

1.6.4 The Shipper/Receiver is alerted to the revised customer order and makes the necessary changes to the original Warehouse Work Sheet. Occasionally it becomes necessary to issue a new Warehouse Work Sheet and cancel the original if the number of changes warrant it.

1.7 Rush Orders

1.7.1 From time to time, rush orders are received for which time constraints do not permit the written quotation and confirmation procedures to be followed. The order can be placed by the Customer Service Representative by telephone and confirmed after the fact by completing the sales order form which is put on the ship's file.

1.7.2 Under these rush conditions, orders may be accepted verbally with no quotation process.

1.7.3 Rush orders are still reviewed to ensure that the requirements are clear and can be met. Successful review is indicated by the buyer signing the Sales Order Form.

1.8 Customer Feedback



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- 1.8.1 All employees are responsible for ensuring that all customer feedback, positive and negative is recorded as per QACP 17 (Measurement and Analysis of Performance Process)
- 1.8.2 It is the responsibility of the person receiving a customer complaint to ensure that any immediate customer needs are addressed.
- 1.8.3 It is the responsibility of the General Manager to ensure that customer complaints are resolved. Where appropriate, Corrective Action is initiated as per QACP 11 (Improvement Process).