



QADP 6A - ORDER FILLING PROCESS

PURPOSE:

To ensure that processes that directly affect quality are planned and carried out in a controlled manner.

SCOPE:

All processes within the operations of Arya Marine that directly affect quality.

DEFINITIONS:

None

RESPONSIBILITIES:

The General Manager is responsible for planning and performing processing and for ensuring that the work performed reflects customer requirements.

The Manager, Maintenance, Triton Marine Group is responsible for the operation of the preventive maintenance program.

REFERENCES:

Warehouse Work Sheet
Supplier Purchase Order
Red "HOLD" tag
Equipment Maintenance Schedule



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PROCEDURE:

6.1 Process Links

Process Inputs	Process Activities	Process Outputs
<i>Customer Related Processes</i> <i>Purchasing Process</i> <i>Inspection and Testing Process</i>	Order Filling	<i>Inspection and Testing Process</i> <i>Improvement Process</i>

6.2 Order Processing - Acquisition

- 6.2.1 When a customer purchase order has been accepted as per QADP 1A (Customer Related Processes), order processing commences with the print out by the buyer of three copies of the Warehouse Work Sheet and four copies of supplier purchase orders for items not in stock required to complete the customer order.
- 6.2.2 The four copies of the supplier purchase order are distributed as follows:
Buyer copy goes into the buyer's files,
(a) Supplier copy goes to the Shipper/Receiver,
(b) Audit copy is filed,
(c) Invoice copy goes to Accounting.
- 6.2.3 The three copies of the Warehouse Work Sheet are distributed as follows:
(a) One copy to the Warehouse,
(b) One copy to the Shipper/Receiver
(c) One copy to the buyer.
- 6.2.4 For hardware items, a label is printed for each customer order item on the Warehouse Work Sheet. The labels are sent to the Order Filler in the hardware warehouse.



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- 6.2.5 When required by the supplier purchase order, the Shipper/Receiver arranges for product to be picked up by an Arya truck. The truck driver is given the supplier copy of the purchase order but is not required to check the pickup against the order.
- 6.2.5.1 Pickup scheduling is performed by the Shipper/Receiver and is based on the scheduled arrival and departure dates of ships and any pickup scheduling information on the supplier purchase order. The Shipper/Receiver schedules Arya trucks or an approved public carrier as appropriate.
- 6.2.6 When product is received, it is unloaded on the dock and undergoes receiving inspection as per QADP 7A (Inspection and Testing Process).
- 6.2.6.1 In the event that all or part of the shipment be rejected, the rejected product is identified with a red "HOLD" tag and segregated to ensure that it cannot be inadvertently used. The Shipper/Receiver contacts the buyer who purchased the product to establish the disposition of the nonconforming or suspect product.
- 6.2.7 When product has been verified, it is moved into the appropriate storage area.

6.3 Order Processing - Assembly and Shipping

- 6.3.1 At a time appropriate to the scheduled shipping date, the Shipper/Receiver initiates the order assembly. Items are assembled for each order in five warehouse areas - hardware, food, freezer, cooler and in-bond.
- 6.3.2 As each item is added in the assembly areas, final inspection takes place as per QADP 7A (Inspection and Testing Process). Final Inspection comprises ensuring that all other inspections have taken place, e.g. the item is in its designated storage location. Where the item has a limited shelf life, it is inspected to ensure that the shelf life has not expired.
- 6.3.3 As each item passes through Final Inspection, the line item on the warehouse copy of the Warehouse Work Sheet is checked for accuracy and amended as necessary. The Warehouse Work Sheet for each item or group of items that is crossed out or highlighted is initialed by the employee performing the Final Inspection.
- 6.3.4 For each hardware line item, a preprinted label is attached to the item identifying it in the same manner as the Warehouse Work Sheet.



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- 6.3.5 As the assembly of each order in the five areas proceeds, the order is packaged in boxes, or on skids, or as appropriate using Packaging Instructions when necessary. The completed package, skid or skids are secured to ensure they do not become damaged in transit.
- 6.3.6 A list of the contents of each package or skid, a pallet tag, is attached to the outside of each package and skid with the exception of the hardware items, which involve identifying them on the pallets with pre printed labels.
- 6.3.7 The required delivery time is confirmed with the Shipper/Receiver by the Salesman assigned to the ship.
- 6.3.8 When preparation of the shipment in each warehouse area is complete, the Order Filler performing Final Inspection signs the Warehouse Work Sheet to indicate that Final Inspection is complete and satisfactory.
- 6.3.9 The Shipper/Receiver ensures that way bills are prepared as necessary and that all papers to accompany the shipment, i.e. the way bill, the delivery slip, and documents associated with any in-bond goods, are correct and reflect the actual contents of the shipment.
- 6.3.10 The Shipper/Receiver arranges for the pickup of the order from the appropriate warehouses either using an Arya truck, the customer's truck or an approved public carrier.
- 6.3.11 When required by a customer, Arya uses preprinted forms (e.g. Packing Slips) supplied by the customer to accompany a shipment. The methods used for order assembly, inspection and shipping do not change.
- 6.4 Preventive Maintenance**
- 6.4.1 Equipment, whose operation is required to ensure continuous process capability, is regularly serviced in accordance with the Equipment Maintenance Schedule using qualified technicians or approved service providers.
- 6.4.2 The Equipment Maintenance Schedule is maintained by the Manager, Maintenance of Triton Marine. The schedule lists all processing equipment, the type of maintenance required, and the scheduled maintenance dates. A record is kept indicating that the maintenance has been performed.



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6.5 Special Processes

- 6.5.1 Special controls are maintained for the environmental operation of the freezer and cooler warehouses. Operating conditions are documented and checks on those conditions are recorded.
- 6.5.2 If other special processes are identified, Work Instructions will be created to address and control the activity specifically.

6.6 Process Planning

- 6.6.1 The General Manager is responsible for planning and developing the processes necessary for product realization.
- 6.6.2 When a new process, or a significant change to an existing process, is to be introduced the planning includes, as appropriate:
 - (a) quality objectives and requirements for the activities performed,
 - (b) the methods to be used, work instructions required and the resources needed,
 - (c) performance requirements and means of verification,
 - (d) records required.
- 6.6.3 The amount of planning is dependent on the significance of the change.

6.7 Records

- 6.7.1 Records are maintained to demonstrate control of process checks and verifications as per QACP 13 (Control of Quality Records).