



QADP 1MC - CUSTOMER RELATED SERVICES (CHARTS AND PUBLICATIONS)

PURPOSE:

To ensure a thorough understanding of the customer's needs at the quotation and ordering stages, and to ensure the capability of meeting the order requirements.

SCOPE:

All customer orders placed with the Charts and Publications Department of Maritime Services that require the resources of the quality system.

DEFINITIONS:

None

RESPONSIBILITIES:

The Manager of the Charts and Publications Department of Maritime Services is responsible for order review activities, including those of inquiry, quotation and order receipt, review and acceptance.

REFERENCES:

Order Log Book
Price Lists
Customer Discount List
Sales Order Form
Quotation File



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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>Data Analysis Process</i>
Customer Feedback		Customer Satisfaction

1.2 Customer Inquiries

1.2.1 Inquiries are answered by any employee qualified to do so. When the employee receiving the inquiry is not qualified, it is referred to an employee who is qualified.

1.2.3 The Order Log Book is used to record all phone inquiries that may lead to an order.

1.2.4 Responses to inquiries are made by fax, mail or phone as appropriate. When the response to an inquiry includes reference to pricing, it is handled as per 'Quotations' below.

1.3 Price Lists and Customer Discount Schedule

1.3.1 Suppliers of products to Maritime Services, Charts and Publications produce Price Lists and Trade Discount Schedules. The price list from the supplier is merely a suggested selling price. This strictly excludes Canadian Hydrographic Products where selling prices are determined by the supplier.

1.3.2 Maritime Services, Charts and Publications produce Price Lists for products that they sell. These are entered into the computer which is password controlled. These Price Lists are for use within their offices. The Manager is the sole authority to revise and approves these Price Lists and is personally responsible for ensuring that the data entered is correct.



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- 1.3.3 Maritime Services, Charts and Publications produce a Customer Discount Schedule. This Customer Discount Schedule is a controlled document and is entered into an alphabetical indexed file. The Manager reviews and approves the Customer Discount Schedule and any revisions for clarity prior to issue and every entry is initialed by the Manager.

- 1.4 Quotations
 - 1.4.1 Customer Relations Representatives may give customers quotations that reflect the full list price that has been approved by the Manager and with any customer discount previously approved by the Manager. Quotations may be verbal or in writing. When the quotation is verbal and reflects the price list and discount schedule, no record need be kept.
 - 1.4.2 All verbal quotations to customers not on the discount schedule that may lead to an order are recorded in the Order Log Book.
 - 1.4.3 Any quotation that reflects a special price, a special discount or is in the form of a contract is reviewed by the Manager before submission to the customer to ensure that the quotation is clear.

- 1.5 Order Review and Acceptance
 - 1.5.1 Any qualified person can receive and accept an order. Verbal order information is recorded in the Order Log book by the person receiving the order. Written orders are filed separately. All orders are reviewed prior to acceptance to ensure that the requirements are clear and can be met. No order is accepted until any differences between a quotation and the order have been resolved.
 - 1.5.2 Verbal order information is recorded in the Order Log book by the person receiving the order. Particular care is taken with phone orders to ensure that the order requirements are agreed before acceptance.
 - 1.5.3 Upon successful completion of the order review, the order is accepted. For verbal orders the Order Log Book is signed and dated to indicate acceptance. Written orders are signed on the original documentation to indicate acceptance. Processing commences as per QADP 6MC (Order Filling Process - Charts and Publications).



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1.6 Order Changes

1.6.1 Changes to an order may be received by the Manager or any Customer Relations representative. Upon receipt, the change is reviewed to see if the new requirements can be met before the order change is accepted. If the change is accepted, all printed copies of the order that have been issued are recovered and destroyed, the computer entry is updated and new copies of the order are printed reflecting the change.

1.7 Customer Feedback

1.7.1 All employees are responsible for ensuring that all customer feedback, positive and negative is recorded as per QACP 17 (Analysis of Performance)

1.7.2 It is the responsibility of the person receiving a customer complaint to ensure that any immediate customer needs are addressed.

1.7.3 It is the responsibility of the Manager, Charts and Publications to ensure that customer complaints are resolved. Where appropriate, Corrective Action is initiated as per QACP 11 (Improvement).