



QADP 1ME - CUSTOMER RELATED SERVICES (ELECTRONICS)

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 Electronics Department of Maritime Services that require the resources of the quality system.

DEFINITIONS:

None

RESPONSIBILITIES:

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

REFERENCES:

Personal Log Book
Price Lists
Quotation Log Book
Sales Order Form



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PROCEDURE:

1.1 Process Links

Process Inputs	Process Activities	Process Outputs
Inquiries Quotation Requests Customer Orders Customer Feedback	Prepare Quotations Accept Orders Process Feedback	<i>Purchasing Process</i> <i>Order Filling and</i> <i>Product Repair Process</i> <i>Improvement Process</i> <i>Data Analysis Process</i> 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.
- 1.2.2 Personal log books are used to record all phone inquiries that may lead to an order.
- 1.2.3 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

- 1.3.1 Suppliers of product to Maritime Services, Electronics, produce Price Lists that may identify suggested selling prices. These Price Lists, when produced by a supplier, are not controlled.
- 1.3.2 Maritime Services, Electronics, produce Price Lists for products that they sell. These may be original creations or photocopies of a supplier Price List and are for internal use. These Price Lists within Maritime Services' offices are controlled. The Manager reviews and approves these Price Lists and any revisions prior to issue to ensure that the Price List is clear.



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1.3.3 Copies of Price Lists are distributed to dealers and agencies, as appropriate, but these are not controlled.

1.4 Quotations

1.4.1 Sales Representatives give customers quotations that reflect the full list price or a normal selling price previously reviewed and 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 quotations that may lead to an order are recorded in each salesman's Quotation Log Book. When the quotation is at full list price and primarily for information purposes, no record is kept.

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 and the commitments can be met.

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 personal log book of the person receiving the order.

1.5.2 Written and verbal 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 the quotation and the order have been resolved. Particular care is taken with phone orders to ensure that the order requirements are agreed before acceptance.

1.5.3 Upon acceptance, the sales order information is transferred to the four-part Sales Order form. The Sales Order form is initialed to indicate successful order review and order acceptance and processing commences as per QADP 6ME (Order Filling and Product Repair Process).

1.5.4 Orders for repair are accepted initially for evaluation of the potential repair. When the product for repair is received, it is inspected as per QADP 7M (Inspection and Testing) and an evaluation of the repair requirements is made. Work on the repair does not commence until the repair requirements are agreed with the customer and the order acceptance completed. Upon acceptance, repair processing commences as per QADP 6ME (Order Filling and Product Repair Process).



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1.5.5 Should there be any discrepancies or queries while processing an order, the customer is contacted immediately either by telephone or in writing to resolve the differences. All adjustments and agreements are recorded on the order document, and initialed and dated.

1.6 Order Changes

1.6.1 Changes to an order may be received by the Manager or any salesperson. Upon receipt, the change is reviewed to see if the new requirements can be met and the customer is informed of the impact of the change. Should the customer wish to proceed with the change, the original sales order slip or the Service Report is retrieved and either amended or canceled and reissued.

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 (Measurement and Analysis of Performance Process)

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, Electronics to ensure that customer complaints are resolved. Where appropriate, Corrective Action is initiated as per QACP 11 (Improvement Process).