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**QADP 1ML - CUSTOMER RELATED SERVICES (LIFERAFT AND SAFETY)**

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**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 Liferaft and Safety Department of Maritime Services that require the resources of the quality system.

**DEFINITIONS:**

None

**RESPONSIBILITIES:**

The Manager of the Liferaft and Safety 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  
Tariff of Sales and Service  
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>Improvement Process</i> <i>Measurement and Analysis of Performance Process</i> Customer Satisfaction

**1.2 Customer Inquiries**

- 1.2.1 All customer inquiries are referred to the Manager, Liferaft and Safety.
- 1.2.2 A personal log book is 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 Maritime Services, Liferaft and Safety publish a Tariff for Sales and Service. Copies of the Tariff within their offices are controlled. The Manager, Liferaft and Safety reviews and approves them and all revisions prior to issue to ensure that the Tariff is clear.
- 1.3.2 Copies of the Tariff are distributed to ship's agencies on an "as required" basis but these are not controlled.

**1.4 Quotations**

- 1.4.1 A request for a quotation for liferaft sales or service may be received by fax, phone or in person.



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- 1.4.2 Prior to responding to the request, the Manager, Liferaft and Safety reviews the request to ensure that the requirements are clear. He responds to the request by fax, phone or in person, as appropriate.
- 1.4.3 All quotations that may lead to an order are recorded in a personal Log Book. When the quotation is at full list price and primarily for information purposes, no record is kept.
- 1.4.4 Any quotation that reflects a special price is submitted to or confirmed with the customer in writing. The Manager, Liferaft and Safety reviews the quotation prior to submission to ensure that the requirements are clear.
- 1.5 Order Review and Acceptance**
- 1.5.1 An order for liferaft sales or service may be received either by fax from a ship, by fax or phone from a ship's agent or owner, or by fax, phone or in person from another organization.
- 1.5.2 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 of an order for sales or service, the order information is transferred to Liferaft Servicing and Order Book. An entry in the book indicates acceptance of the order.
- 1.5.4 For orders for service, the Manager maintains a close liaison with the customer to coordinate pick up of the liferaft from the ship and expedite the start of servicing as per QADP 6ML (Order Filling Process).

## **1.6 Order Changes**

- 1.6.1 Changes to an order may be received by the Manager. Upon receipt, the change is reviewed to see if the new requirements are clear and can be met. The customer is informed of the impact of the change. Should the customer wish to proceed with the change, any documentation issued is retrieved and either amended or canceled and reissued.



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