



QADP 6M - ORDER FILLING PROCESS - CHARTS AND PUBLICATIONS

PURPOSE:

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

SCOPE:

All processes within the Charts and Publications Department of Maritime Services that directly affect quality.

DEFINITIONS:

None

RESPONSIBILITIES:

The Manager of the Charts and Publications Department of Maritime Services is responsible for planning and performing processing and for ensuring that the work performed reflects customer requirements.

REFERENCES:

Order Log Book
Red "HOLD" tag
Sales Order
Preventive 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 Product Repair	<i>Handling, Shipping Packaging Process</i> <i>Product Realization</i> <i>Improvement Process</i>

6.1 Order Processing

- 6.1.1 When a customer purchase order has been accepted as per QADP 1MC (Order Review), order processing commences using a copy of the order from the Order Log Book or, in the case of written orders, the written purchase order. Any qualified employee may process an order.
- 6.1.2 The method of processing orders is dependent on whether or not part or all of the order is available from stock.
- 6.1.3 If all of the products required to fill an order are in stock and have been verified as ready for sale, the products are assembled using a copy of the order entry in the Order Log Book or the written purchase order.
 - 6.1.3.1 When the complete order has been assembled, it is packaged as per QACP 12 (Handling, Storage, Packaging, Preservation and Delivery) and a delivery slip number is assigned. The delivery slip number is entered into the Order Log Book and the Order Log Book signed.
 - 6.1.3.2 Signing the Order Log Book indicates that Final Inspection has been performed as per QADP 7M (Inspection and Testing) and that the products are ready for shipment. The order information is entered into the computer system and five copies of the Sales Order are printed.



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- 6.1.4 If none of the products required to fill an order are in stock, the required products are purchased as per QADP 3M (Purchasing). As the products are received, they are inspected and any processing required is performed. When the products have been verified as ready for sale, the order is assembled using a copy of the order entry in the Order Log Book or the written purchase order.
 - 6.1.4.1 When the complete order has been assembled, it is packaged as per QACP 12 (Handling, Storage, Packaging, Preservation and Delivery) and a delivery slip number is assigned. The delivery slip number is entered into the Order Log Book and the Order Log Book signed.
 - 6.1.4.2 Signing the Order Log Book indicates that Final Inspection has been performed as per QADP 7M (Inspection and Testing) and that the products are ready for shipment. The order information is entered into the computer system and five copies of the Sales Order are printed.
- 6.1.5 When only some of the products necessary to fill an order are in stock, the customer indicated at the time of placing the order and prior to order acceptance, the delivery requirements.
 - 6.1.5.1 If the products are required to be shipped as soon as they are available, the products that are in stock are assembled using a copy of the order entry in the Order Log Book or the written purchase order.
 - 6.1.5.2 The available products are packaged as per QACP 12 (Handling, Storage, Packaging, Preservation and Delivery) and a delivery slip number is assigned. The delivery slip number is entered into the Order Log Book and the Order Log Book signed. The outstanding portion of the order is reentered into the Order Log Book as a new order
 - 6.1.5.3 Signing the Order Log Book indicates that Final Inspection has been performed as per QADP 7M (Inspection and Testing) and that the products for that part of the order are ready for shipment. The order information is entered into the computer system showing those products that are being shipped and those products that are back ordered. Five copies of the Sales Order are printed. .
 - 6.1.5.3 The balance of the order is handled in the same manner as above as it is received according to the wishes of the customer.
- 6.1.6 If product in stock is found not to have been verified or to be nonconforming, the employee finding the nonconformance places a red "HOLD" tag on the product to



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indicate that it is suspect or nonconforming and segregates it to ensure that it cannot be inadvertently used. The nonconforming product is processed as per QACP 10 (Control of Nonconforming Product).

- 6.1.7 Ensuring that the product has been verified constitutes final inspection. The Order Log Book is signed when the order is ready for shipment to demonstrate successful completion of final inspection.
- 6.1.8 When packaging of the product is complete, the package is forwarded to a shipping area with the four copies of the Sales Order.
- 6.1.9 If the product is to be picked up by the customer, it is held in the shipping area. If the product is to be shipped and the method of shipment is not specified by the customer, the employee processing the order determines the best method and selects a carrier from the list of approved suppliers as per QADP 3M (Purchasing).
- 6.1.10 If the product is picked up, the customer signs the Invoicing copies of the Sales Order and retains the Customer copy. The File copy is filed and the two Invoicing copies are forwarded to Accounting for invoicing.
- 6.1.11 If the product is to be shipped, a waybill is made up and the Sales Order reference number recorded on it. Upon shipment, the waybill is signed by the shipper and the carrier representative. The customer copy of the Sales Order is attached to the shipment and the two Invoicing copies with the signed waybill are forwarded to Accounting for invoicing.

6.2 Updating Charts

- 6.2.1 All charts are subject to revision as required by revisions notices from the supplier.
- 6.2.2 When a revision notice is received from the supplier, all charts affected by the revision notice are removed from stock and placed in the "Charts for Updating" area.
- 6.2.3 When the charts have been updated, they are stamped indicating the revision level to which the chart has been updated.
- 6.2.4 The updated charts are then returned to stock.

6.3 Process Planning



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- 6.3.1 The Manager of the Department is responsible for planning the order processing and product control and ensuring that the work required is performed under controlled conditions.
- 6.3.2 The controlled conditions that are addressed include:
- (a) the provision of Work Instructions, as required, to define the method of performing the work required and the quality of workmanship, in order to ensure control of the process,
 - (b) monitoring and control of the process,
 - (c) provision of adequate resources to process the work required,
 - (d) the amount and quality of product inspection and testing,
 - (e) compliance with applicable Standards and Codes,
 - (f) use of equipment required to perform the work and a suitable working environment,
 - (g) suitable maintenance of operational and testing equipment.
- 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 maintenance required, and the scheduled maintenance dates. A record is kept indicating that the maintenance has been performed.
- 6.5 Special Processes**
- 6.5.1 There are no special processes. If special processes are identified, Work Instructions will be created to address and control the activity specifically.
- 6.6 Records**
- 6.6.3 Records are maintained to demonstrate control of process checks and verifications as per QACP 13 (Control of Quality Records).