



QADP 6ME - ORDER FILLING AND PRODUCT REPAIR PROCESS - ELECTRONICS

PURPOSE:

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

SCOPE:

All order processing carried out by the Electronics Department of Maritime Services that requires controlled conditions.

DEFINITIONS:

None

RESPONSIBILITIES:

The Manager of the Electronics Department of Maritime Services is responsible for processing product and ensuring that the work performed reflects customer requirements.

REFERENCES:

Sales Order
Service Report
Red "HOLD" tag
Yellow "CUSTOMER PRODUCT" tag
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>

6.2 Order Processing - Electronic Product

- 6.2.1 After the customer purchase order has been reviewed and accepted as per QADP 1ME (Order Review), and the four part Sales Order has been created, the customer purchase order is filed in the Customer P.O. File and any quotation is filed in the Quote Files, and when appropriate, the serial numbers of the products are recorded.
- 6.2.2 The office copy of the Sales Order is signed and is filed in the MSL and used for reference purposes. The sales representative uses the other three copies (customer, office and billing) to commence processing.
- 6.2.3 If there is insufficient stock to fill the order, the sales representative orders the required product from an approved supplier as per QADP 3M (Purchasing).
- 6.2.3.1 If none of the order can be filled, or if the customer wants all the complete order shipped at one time, the three copies of the Sales Order form are placed in the Order Pending file with any quotation and/or order documentation until all of the product has been received.
- 6.2.3.2 When the product has been received, it is processed as per QADP 7M (Inspection and Testing). The order documentation is removed from the Order Pending file and processing continues, and a four part invoice is then generated. The customer/file/CN copy is signed and is filed in the MSL file for reference purposes.



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- 6.2.4 When there is sufficient product in stock to fill all or part of the order, the sales representative removes the product from stock ensuring that the product has been verified. Verified stock is either in a package with the original factory seal or is identified with a green sticker as per QADP 7M (Inspection and Testing).
- 6.2.4.1 Should there be insufficient stock to fill the complete order, the amount of product back ordered is entered on the three copies of the Sales Order.
- 6.2.4.2 If the product has not been verified, the sales representative places a "HOLD" tag on the product to 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).
- 6.2.4.3 Ensuring that the product has been verified constitutes final inspection. The three copies of the Sales Order and the three copies of the Invoice are signed to indicate that final inspection has taken place.
- 6.2.5 Whenever possible the product is packaged as it was received from the supplier. If this is not possible, and the product is to be shipped, the product is packaged so that it meets or exceeds the original packaging standards. If the product is picked up by the customer, the method of packaging is determined in discussion with the customer.
- 6.2.6 The product is forwarded to the shipping areas with the three copies of the Sales Order and three copies of the invoice.
- 6.2.7 If the product is to be picked up, 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 sales representative determines the best method and selects a carrier from the list of approved suppliers as per QADP 3M (Purchasing).
- 6.2.8 If the product is picked up, the customer signs the audit copy of the Sales Order form and retains the customer copy. The audit and billing copies of the sales order along with three copies of the Invoice are forwarded to the Accounting Department.
- 6.2.9 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 audit and billing copies of the sales order along with the tree copies of the invoice are forwarded to the accounting department. The way bill is retained for filing.



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- 6.2.10 From the office copy of the Sales Order, the Sales Department enters details of the product shipped into the computer system. The office copy is stamped, dated, and signed as an indication of inventory being adjusted. This entry automatically adjusts the stock.
- 6.2.11 Should some of the product on the order be back-ordered, a new Sales Order is created for the product back-ordered that references the original order. The new Sales Order is filed in the Order Pending File.
- 6.3 Order Processing - Electronic Repairs in the Service Department**
- 6.3.1 Upon receipt of a product for repair and after the product has inspected for shipping damage, the Technical Sales Manager or a Technician creates a yellow “CUSTOMER PRODUCT” tag. The information on the tag includes the customer name, the name of the product with, when possible, a serial number, and a brief description of the problem. The tag is kept with the product until the product is ready for shipment back to the customer.
- 6.3.2 Should the work required be unclear, the customer is contacted for clarification. The order is reviewed to ensure that the requirements are clear and that Maritime Services have the capability of performing the repair. Initialing the yellow “CUSTOMER PRODUCT” tag indicates acceptance of the repair order.
- 6.3.3 The Technical Sales Manager determines if the repair is to be done by Maritime Services or if the work is to be subcontracted to an approved service organization.
- 6.3.4 If the work is to be subcontracted, the Technical Sales Manager issues a purchase order for the repair as per QADP 3M (Purchasing). When a product is shipped to a subcontractor, the yellow “CUSTOMER PRODUCT” tag is kept in the Maritime Services repair area and the name of the subcontractor recorded in the Instructions/Notes section.
- 6.3.5 If the work is to be performed internally, the Technical Sales Manager or the Senior Technical Engineer assigns the work to a qualified technician. The technician creates a Service Report and the Service Report number is recorded on the yellow “CUSTOMER PRODUCT” tag.
- 6.3.6 The assigned technician reviews the yellow “CUSTOMER PRODUCT” tag and other available information to ensure that the instructions are clear and that any supporting technical documentation required is available, and proceeds with the repair.



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- 6.3.7 Should the technician need to discuss any details of the repair with the customer, it is done so directly and recorded on the Service Report.
- 6.3.8 At the completion of the repair, the product is verified to ensure that the work performed meets the customer's requirements. The technician performing the work enters the details of the repair on the Service report. The technician performing the verification signs the Service Report if the verification is satisfactory.
- 6.3.9 Leaving the pink copy in the Service Report book, the white, blue and yellow copies are removed and, together with the yellow "CUSTOMER PRODUCT" tag, stays with the product until it is shipped.
- 6.3.10 At completion of repair, the product is packaged to ensure that there is no potential for damage. If the product is to be shipped, the product is packaged so that it meets or exceeds the original packaging standards. If the product is picked up by the customer, the method of packaging is determined in discussion with the customer.
- 6.3.11 If the repaired product is shipped, a carrier waybill is created and the service report number is recorded on it. The yellow copy of the report is shipped with the repaired product.
- 6.3.12 If the repaired product is picked up, the customer signs the three copies of the Service Report and retains the yellow copy.
- 6.3.13 The yellow "CUSTOMER PRODUCT" tag is signed by the person shipping to indicate that the product has been shipped and the tag filed in the Maritime Services repair area.
- 6.3.14 The white and blue copies of the Service report are put in the Service Report basket. Details of any stock materials used in the repair are entered into the inventory control programme. After the information is entered, the copies are placed in the Completed Service Report basket.
- 6.3.15 The Technical Sales Manager reviews Service Reports to complete billing information and to identify where corrective action could improve the service and, where possible, eliminate the need for repair. The Service Reports are initialed to indicate completion of the review. Corrective action required is processed as per QACP 11 (Corrective and Preventive Action). Results of any corrective action taken are reported at Management Review meetings.



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6.3.16 The white and blue copies of the Service Report are used to generate a service invoice. The Service Invoice along with the Service report is forwarded to accounting for their processing.

6.4 Order Processing - Electronic Repairs at Location

- 6.4.1 Upon receipt of an order for product to be repaired at the customer's location, the Technical Sales Manager determines if the repair is to be done by Maritime Services or if the work is to be subcontracted to an approved service organization.
- 6.4.2 If the work is to be subcontracted, the Technical Sales Manager issues a purchase order for the repair as per QADP 3M (Purchasing).
- 6.4.3 If the work is to be performed by Maritime Services, the Technical Sales Manager or the Senior Technical Engineer determines with the customer a suitable time to perform the work and assigns the work to a qualified technician.
- 6.4.4 The technician creates a Service Report and proceeds to the required location at the scheduled time.
- 6.4.5 The assigned technician ensures that the instructions are clear and that any supporting technical documentation required is available before proceeding with the repair.
- 6.4.6 Should the technician need to discuss any details of the repair with the customer, it is done so directly and documented on the Service Report.
- 6.4.7 At the completion of the repair, the product is verified to ensure that the work performed meets the customer's requirements. The technician performing the work enters the details of the repair on the Service report. The technician performing the verification signs the Service Report if the verification is satisfactory.
- 6.4.8 The customer signs and/or stamps the Service Report indicating acceptance of the repair.
- 6.4.9 Leaving the pink copy in the Service Report book, the white, blue and yellow copies are removed and the yellow copy given to the customer.
- 6.4.10 The white and blue copies of the Service report are put in the Service Report basket in the Maritime Services repair department. Details of any stock materials used in the



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repair are entered into the inventory control programme. After the information is entered, the copies are placed in the Completed Service Report basket.

- 6.4.11 The Technical Sales Manager reviews Service Reports to complete billing information and to identify where corrective action could improve the service and, where possible, eliminate the need for repair. The Service Reports are initialed to indicate completion of the review. Corrective action required is processed as per QACP 11 (Corrective and Preventive Action). Results of any corrective action taken are reported at Management Review meetings.
- 6.4.12 The white and blue copies of the Service Report are used to generate a service invoice. The Service Invoice along with the Service Report is forwarded to accounting for their processing.

6.5 Process Planning

- 6.5.1 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.
- 6.5.2 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.

6.6 Preventive Maintenance

- 6.6.1 Electronic test equipment is maintained as per QACP 8 (Control of Inspection, Measuring and Test Equipment).



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- 6.6.2 Other 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.
- 6.6.4 There is no mechanical equipment which requires preventive maintenance. Should some be acquired the appropriate procedures would be developed.
- 6.7 Special Processes**
- 6.7.1 There are no special processes. If special processes are identified, Work Instructions will be created to address and control the activity specifically.
- 6.8 Records**
- 6.8.1 Records are maintained to demonstrate control of process checks and verifications as per QACP 13 (Control of Quality Records).