



QADP 6P - ORDER FILLING AND PRODUCT REPAIR PROCESS

PURPOSE:

To ensure that work performed reflects customer requirements, product verification is documented and controlled, and all process requirements are adhered to.

SCOPE:

All order processing that requires controlled conditions.

DEFINITIONS:

None

RESPONSIBILITIES:

The General Manager has overall responsibility for processing product and ensuring that the work performed reflects customer requirements.

The Manager, Material Control is responsible for ensuring that product order processing requirements and schedules are met, and that product verification is documented and controlled.

The Manager, Technical Service is responsible for managing the repair programme.

REFERENCES:

Picking Packing Slip
Open Order File
Closed Order File
Equipment Maintenance Schedule



QADP 6P - ORDER FILLING AND PRODUCT REPAIR PROCESS

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 Preparation - Product

- 6.2.1 After the sales order has been reviewed and accepted, the Sales Department initiates order processing by creating and printing out a Picking Packing Slip.
- 6.2.2 If there is sufficient stock to fill all or part of the order from stock, two copies of the Picking Packing Slip are forwarded to Shipping for processing. The purchase order confirmation and any quotation are placed in the Open Order File.
- 6.2.3 If the sales order is fully back-ordered, the purchase order confirmation and any quotation are placed in the Open Order File until stock is received.

6.3 Order Processing - Product

- 6.3.1 Upon receipt of the two copies of the Picking Packing Slip, the Shipper/Receiver takes the required product from stock and ensures that the product has been verified. Verified stock is either in a package with the original factory seal or is identified as per QACP 9 (Inspection and Test Status).
- 6.3.2 Final inspection is performed as per QADP 7P (Inspection and Testing). The Shipper/ Receiver signs both copies of the Picking Packing Slip to record that final inspection has taken place and, when applicable, records the serial number of the product. All back-orders are recorded on both copies of the Picking Packing Slip.



QADP 6P - ORDER FILLING AND PRODUCT REPAIR PROCESS

- 6.3.3 The product is packaged for shipment as per QACP 12 (Handling, Storage, Packaging, Preservation and Delivery).
- 6.3.4 A waybill is prepared for the appropriate carrier and the sales reference number recorded on it.
- 6.3.5 Upon shipment, the waybill is signed by the Shipper/Receiver and the carrier representative to indicate that the product has been accepted for shipment.
- 6.3.6 The signed copy of the waybill is filed in the Shipping Department.
- 6.3.7 The waybill number is recorded on both copies of the Picking Packing Slip. One copy of the Picking Packing Slip is attached to the shipment. The other copy is forwarded to Accounting.
- 6.3.8 Accounting enters information relative to the shipment, including the quantity shipped and, when appropriate, the serial numbers into the computer system. This entry automatically adjusts the stock inventory.
- 6.3.9 Accounting create an invoice that is sent to the customer. A copy of the invoice with the Picking Packing Slip is returned to the Sales Department. If the order is complete, the copies, together with the dealer purchase order confirmation and any quotation, are placed in the Closed Order File.
- 6.3.10 If product on the order is backordered, the copies are placed in the Open Order File.
- 6.3.11 When back ordered product is available for shipment, a Picking Packing Slip is printed and the sales order processed as above.
- 6.3.12 When the order is complete, all order information is moved from the Open Order File to the Closed Order File.

6.4 Order Preparation - Repairs

- 6.4.1 The Manager, Technical Service initiates the repair order processing by creating a Work Order that references the ICS (Internal Control System) number.
- 6.4.2 Should the work required be unclear, the customer is contacted for clarification before work on the repair starts.



QADP 6P - ORDER FILLING AND PRODUCT REPAIR PROCESS

6.4.3 The Manager, Technical Service determines if the repair is to be done by Pharos or if the repair is to be subcontracted.

6.5 Order Processing - Repairs

6.5.1 The Manager, Technical Service ensures that repair work is assigned to a competent technician, that instructions are provided and that the work is performed to specifications.

6.5.2 If the repair is performed in-house, the assigned technician reviews the Work Order and ensures that the required instructions are provided.

6.5.3 If the work is subcontracted, the Manager, Technical Service creates a purchase order for the work as per QADP 3P (Purchasing).

6.5.4 At the completion of the repair, a technician verifies the product ensuring that the work performed meets the customer's requirements. The technician signs the Work Order that details the repair work to record that the product has been verified.

6.5.5 The Manager, Technical Service reviews Work Orders to identify areas where corrective action could reduce the need for the repair. Action required is processed as per QACP 11 (Improvement). Results of reviews and any corrective action taken are presented to the Management Review meeting.

6.6 Process Planning

6.6.1 The General Manager is responsible for ensuring that there are competent employees and suitable equipment available to perform the work required.

6.6.2 The Manager, Material Control is responsible for ensuring that product required to fill an order, as indicated by sales forecasts, is available at the time of processing the order.

6.6.3 The Manager, Technical Service is responsible for ensuring that repair work is scheduled to meet the customer requirements.

6.7 Process Planning - New Product



QADP 6P - ORDER FILLING AND PRODUCT REPAIR PROCESS

6.7.1 When Pharos commits to sell and/or repair a new product, The General Manager plans the sales and servicing processes to ensure that work required is performed under controlled conditions.

6.7.2 The controlled conditions include:

- (a) the equipment required to perform the work and a suitable working environment,
- (b) adequate resources to process the product,
- (c) compliance with applicable Standards and Codes,
- (d) the provision of Work Instructions, as required, to define the method of performing work required,
- (e) the amount and quality of product inspection and testing,
- (f) suitable maintenance of operational and testing equipment.

6.8 Preventive Maintenance

6.8.1 Electronic test equipment is maintained by the Manager, Technical Service as per QACP 8 (Control of Inspection, Measuring and Test Equipment).

6.8.2 Other equipment required to ensure continuous process capability is regularly serviced in accordance with the Equipment Maintenance Schedule using qualified technicians or approved service providers.

6.8.3 The Equipment Maintenance Schedule is maintained by the Manager, Maintenance of the Triton Marine Group. The schedule lists all processing equipment, the maintenance required, and the scheduled maintenance dates. A maintenance record is kept indicating the work performed.

6.9 Special Processes

6.9.1 There are no special processes. If special processes are identified, Work Instructions will be created to address and control the activity.

6.10 Records



QADP 6P - ORDER FILLING AND PRODUCT REPAIR PROCESS

- 6.10.1 Records are maintained to demonstrate control of process checks and verifications as per QACP 13 (Control of Quality Records).