



QACP 4 - CONTROL OF CUSTOMER PROPERTY PROCESS

PURPOSE:

To ensure that property provided by a customer is maintained appropriately.

SCOPE:

Property provided by the customer as a sample, or for repair or servicing.

DEFINITIONS:

None

RESPONSIBILITIES:

The General Managers and Department Managers are responsible for ensuring property provided by a customer is maintained appropriately.

REFERENCES:

Service Report
Work Order
Yellow "CUSTOMER PRODUCT" tag



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PROCEDURE:**4.1 Process Links**

Inputs	Process Activities	Outputs
<i>Customer Related Processes</i> <i>Inspection and Testing Process</i> Customer Product	Identification Reporting	<i>Order Filling Process</i> Customer Product

4.2 General

- 4.2.1 Customer supplied property is verified in accordance with QADP 7A, or QADP 7M, or QADP 7P (Inspection and Testing Process), as appropriate. It is identified as per QACP 5 (Product Identification and Traceability), and stored and maintained in accordance with QACP 12 (Handling, Storage, Packaging, Preservation and Delivery).
- 4.2.2 The customer is notified by phone, fax or e-mail whenever their property has been lost or damaged. The notification and the reason is recorded on the sales order documentation or work order/service report.

4.3 Customer Samples

- 4.3.1 When customer property is submitted as a sample, the employee accepting the sample from the customer completes and attaches a yellow "CUSTOMER PRODUCT" tag.
- 4.3.2 A record of receipt of the sample is kept in Receiving Department.
- 4.3.3 When the customer sample is no longer required, the sample is returned to the employee who accepted it and that employee is responsible for ensuring its return to the customer.



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4.3.4 Each Division has its own design of "CUSTOMER PRODUCT" tag, but all the tags are yellow.

4.4 Customer Property Repair

4.4.1 When customer property is submitted for repair, the serial number is, when practical, identified on the packing slip or other appropriate receiving documentation and the property is labeled with a yellow "CUSTOMER PRODUCT" tag. The serial number is recorded on the yellow tag.

4.4.2 When work commences on the repair, the Service Technician assigns a Service Report or Work Order number. The Service Report or Work Order number is recorded on the yellow "CUSTOMER PRODUCT" tag.

4.4.3 The customer is notified by phone, fax or e-mail if the property is unsuitable for repair. The condition is recorded on the yellow "CUSTOMER PRODUCT" tag and on the Service Report or Work Order.