

Process Name:

COP #1 Sales (Quotation / Contract Review)

Rev: - Original

Date: 11/2/2018

Process Owner:

J.R. Merritt, Head of Sales

J.R. Merritt, Head of Sales

Approved by :

Date: 11/2/2018

WITH WHAT?

Equipment & Materials

Phone/Fax
Computers/Software
e-mail

Objectives:

Review and fulfill customer requirements for Production to ensure customer satisfaction

WITH WHOM?

Training, Knowledge, Staff

Territory Manager - Outside Sales
SCRR - Inside Sales
Analyst
Material Manager
Purchasing
Quality
Operations, as needed

Activities

- ☐ Set-up customer account
- ☐ Credit verification (as required)
- ☐ Review capacity/capability
- ☐ Review revision level, as required
- ☐ Acknowledgments
- ☐ Order material(s) vs Existing Inventory
- ☐ Create Sales Order
- ☐ Schedule Production & Shipping
- ☐ Create documents
- ☐ Track and confirm deliveries and received weights
- ☐ Prepare invoices

INPUT

(What Should We Be Bringing/Receiving?)

Information related to:

- Customer RFQ
- Customer Purchase order
- Customer requirements
- Material availability
- Existing Inventory
- Legal requirements
- Customer Specifications/Prints

REQUIREMENTS

OUTPUTS

What we should Deliver?

Customer RFQ records
Customer P.O.'s records
Part Specifications
Purchasing records
Sales order & Job Work Order
Invoices

REQUIREMENTS

HOW MANY? HOW MUCH?

Performance Indicators (Metrics)

Major high levels and breakdown of sublevels:

- Internal & External DPPMs
- Customer complaints
- Internal Audits
- On-Time Delivery
- Mill scorecard performance

HOW?

Instructions, Procedures, Methods, Documents

QMP 6.3 Planning of Changes
QMP 7.5 Documented Information
QMP 8.1 Award Review
QMP 8.7 Control of Nonconforming Outputs
QMP 9.2 Internal Audits
QMP 10.2 NC and Corrective Action
SOP #1 Training
MOP #1 Management Review
Quality Policy and Mission Statement
Production Quality Risk Assessment Matrix