

**QUALITY MANUAL**

**QM 5-2**

**CUSTOMER FOCUS**

Ref: - P 5-2

The Company recognises the need for and the importance of focusing on the customers' requirements. To aid this process, we have always carried out contract reviews at various stages and have always applied the process to the preparation of quotations.

A procedure is documented and implemented to control the activities for the formulation of a quotation. This includes the procedure for addressing any anomalies that arise.

The process of order receipt and documentation includes the function of contract review in the same manner and with the same controls as in the previous paragraph. Also included are the steps taken to address any changes that may occur.

Within our procedures we also detail how the workforce are included in our customer focus activities.

Details of who, what, how and responsibility are defined in the company's written procedures.

QM 5-2

APPROVED

ORIGINATOR

DATE

ISSUE **C1**