

**QUALITY MANUAL**

**QM 7-2**

**CUSTOMER-RELATED PROCESSES**

Ref: - P 7-2-1 to P 7-2-3

The company recognises the need for and the importance of reviewing the customers' requirements at various stages. This review takes into account the final application of the requirement where this is known. These reviews are commonly called Contract Reviews.

A documented procedure is maintained and implemented to control the activities for the formulation of a quotation including a contract review.

The process of order receipt and documentation includes the function of contract review. Also included are the steps taken to address any changes that may occur and the companies' ability to meet the order requirement.

The procedures include the methods of communication between our company and the customer and the records maintained. Within the procedure is our method of establishing customer feedback.

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

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APPROVED

ORIGINATOR

DATE

ISSUE **C1**