

1.0 PURPOSE

- To ensure all inquiries for products are processed efficiently within Industrial Welding & Engineering (IWE) and MTC Engineering (MTC).
- To ensure the requirements of each contract including amendments to a contract are defined and documented in accordance with the QAM.
- To maintain contract review records, provide contract authorization, and document the review of contract activities.
- To establish procedures for examining and reviewing contract requirements, including customer-specific requirements, to ensure that they are adequately defined.
- To define the procedures for order entry.
- To ensure that requirements for purchase specifications, part numbers, catalog numbers, and terms and conditions are adequately defined.
- To provide for customer confirmation, and to ensure company capability in terms of schedule, manufacturing equipment, materials, and personnel.

2.0 SCOPE

This procedure applies to products manufactured or sold by IWE and/or MTC. These are products in the technical sales literature. Special requests, not addressed in the sales literature, are defined by customer specifications or drawings and reviewed by Marketing and Engineering. Amendments to a contract or purchase order are reviewed and approved using the same process as the original contract or purchase order.

This procedure applies principally to the Project Managers and Sales Department or designee, but may involve additional department support within the company.

3.0 RESPONSIBILITIES

- The Project Manager or Designee generates the quote and sends the approved quote to the customer.
- The QA/Engineering Manager, Project Manager or Designee with the support of manufacturing and quality, reviews and approves quotes, authorizes changes to product pricing, approves procedures and updates, and provides training for new employees.
- The Project Manager or Designee reviews and approves quotes, ensures changes to price lists are made upon approval, forecasts the market, and communicates the customer's needs.
- The Project Manager, Sales, Accounting or Designee sets up new accounts and generates sales orders.
- Accounting, the QA/Engineering manager, the Project Manager or Designee reviews contract information to track deviations to standard contracts and assigns quote numbers to approved quotes.
- QA/Engineering Manager provides technical advice to customers on the most appropriate product range for their needs.
- Accounting, Sales, the Project Manager or designee takes orders from customers by telephone, mail, electronic media or facsimile (fax) and maintains an up-to-date list of customers purchase

orders/contracts on the Master Job Schedule Log on line then reviews the inventory when an order is placed and commits stock to the order.

4.0 PROCEDURE

4.1 General

The Project Manager or Designee shall set up each PO/contract as defined in Work Instructions (WI) WI-1.0 Master Job Folder Setup.

The Project Manager, Sales or Designee generate and prepare formal quotes for the following business elements:

- All manufactured product, components, assemblies
- All professional services including consulting and engineering consultation

Products and services offered by IWE or MTC are priced on a project-by-project basis and can include a combination of product and services.

The QA/Engineering Manager, Project Manager or Designee reviews contracts and/or purchase orders prior to acceptance of a contract or purchase order to ensure that all requirements can be met.

The QA/Engineering Manager, Project Manager or Designee reviews contracts and/or purchase order modifications prior to acceptance of a contract or purchase order modification to ensure that all requirements can be met and to maintain an on-going feedback loop to the customer and suppliers.

4.2 Marketing Requirements

Each Project Manager, Salesperson or Designee projects the market using benchmarking techniques as defined in the Business Plan. Customer input is reviewed by The Project Manager, Sales team or Designee and identifies features to put into future products or open market elements

4.3 Generating Quotes

The Project Manager or Designee reviews requests for quotes to determine whether to bid on the quotes.

The Project Manager or Designee prepares the quote using the customers RFQ form or via email response. The Project Manager or Designee with support from manufacturing and quality, estimates material and labor costs and enters the quote information onto the customers specified quote response format. The Project Manager or Designee approves the quote.

The Project Manager or Designee contacts the customer with an approved quote and sends the formal quote as requested by the customer

4.4 Order Entry

Accounting initially enters all purchase orders or contracts in to the online accounting system, then The Project Manager or Designee shall set up each PO/contract as defined in Work Instructions (WI) WI-1.0 Master Job Folder Setup.

Per WI-1.0 Master Job Folder Setup, upon receipt of a customer order, the Project Manager or Designee shall set up each PO/contract by creating a Master Job Folder for maintenance of all permanent records.

Accounting assesses if the customer has ordered previously.

Accounting verifies that the customer has established credit terms, sets the delivery schedule and records any additional accounting required information.

The Project Manager or Designee is responsible for keeping track of customers and maintains the customer information in conjunction with accounting in the online accounting system and Master Job Schedule Log.

Accounting and/or the Project Manager or Designee prepares the sales order master job folder and is responsible for communicating sales order activity to the customer. The Project Manager or Designee acknowledges the sales order.

Acknowledgments are maintained in the Master Job Folder online.

Ship dates are provided with the sales order. The Project Manager or Designee is responsible for estimating the ship date.

Accounting, the Project Manager or Designee receive the sales order.

If any changes are made to the sales order, the Project Manager or Designee contacts the relevant staff and updates the sales order.

4.5 Production Control

The QA/Engineering Manager, the Project Manager or Designee shall develop the complete quality manufacturing package in the Master Job Folder as defined in the WI-1.0 Master Job Folder Setup.

Production follows an operating environment as illustrated in the QAM section 4.10. Production levels are determined based on machine availability and if required, components and/or assemblies may be off-loaded or out sourced as defined in the QAM.

The QA/Engineering Manager, Project Manager or Designee releases the work order as defined per QAM, QAP and WI.

Using the online accounting system, the Accounting Manager, Project Manager or Designee generates the material requirements and a schedule that lists the raw materials required to manufacture the subassembly or assembly.

5.0 REFERENCE DOCUMENTS

QAM
Document and Data Control
Handling, Storing, Packaging, Preservation, and Delivery
Quality Records
Control Plan
Production Planning
Work Instruction
QAP 3.0 – Contract Review
WI-1.0 Master Job Folder Setup