### Appendix 1 – Customer Requirement Review Checklist

<table>
<thead>
<tr>
<th>Customers Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Contact person, phone, email</td>
<td></td>
</tr>
</tbody>
</table>

**Specified request of customer:**

**Project ID:**

Can organization meet customer’s requests? □ Yes □ No

**Changes in specified requests of customer:**

**Date of change:**

*Can organization meet customer’s changed request?* □ Yes □ No

Requests that are implied, but customer hasn’t stated them:

Legal requirements regarding product:

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**According to Customer’s request analysis, the following activities are suggested:**

**a) Purchasing of the following products and services:**

<table>
<thead>
<tr>
<th>Name of product/service</th>
<th>Measuring unit</th>
<th>Quantity</th>
<th>Suggested by</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**b) Other activities:**

Approved by: ____________________________ [Name]

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*Customer’s requests can’t be met because of the following reasons:

[Job title]  

[name]

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**Comments:**

- [Comment 9A1]: Delete if requests are listed in Project Plan or similar document.
- [Comment 9A2]: Write in the identification number of project delivered customer. This number is used for coordination with production; delete if unnecessary.
- [Comment 9A3]: Usually Sales Manager together with Production Manager will check the required products/services and will try in order to meet customer’s request.
- [Comment 9A4]: Write in the names of other activities, which are not required according to customer requests.
- [Comment 9A5]: Name and job title.
- [Comment 9A6]: List the reasons why company can’t or won’t meet customer’s requests. E.g.:
  - Lack of skills of employees of organization

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