SALES PROCEDURE

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Change history

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1. Purpose, scope and users

The purpose of this procedure is to describe all activities related to the sales process, from recording the customer’s requests to delivery of product and service.

2. Reference documents

- ISO 9001:2008, clause 7.2
- Procedure for Production and Service Provision
- Procedure for Measuring Customer’s Satisfaction
3. Sales process

3.1. Process flow

Sending offers and communicating with customers

Customer request review

Document review

Formulating Contract

Customer complaints?

End

3.2. Sending offers and communication with customers
3.3. Receiving and recording customer’s requests

[Job title] receives the customer’s requests and evaluates completeness and definition of requests. If [job title] doesn’t state, but they are implied by intended use and legal requirements, [Job title] defines necessary activities after shipment of product.

If the customer changes requests after signing a contract, [job title] must change requests or... new requests and notifies [job title].

3.4. Customer’s requests review

3.4.1. Customer’s request review for product and services from regular assortment

[Job title] consults [job title] regarding whether requested quantity of product or service can be provided from the regular assortment. If the quantity can be provided, the [job title] will provide ordered quantity of product.

[Job title] confirms the customer’s request by signing the document received by the customer in which the requests are stated.

3.4.2. Customer’s request review for non-standard product and services and individual production

[Job title] checks with the organization regarding size, package, ingredients, weights, etc.

Individual production means that the organization produces one single product for one single customer according to the project provided by the customer.

If the customer’s request cannot be met, [job title] informs the customer about inability to meet the request.

If the organization is able to meet the customer’s request, [job title] communicates the customer about potential an offer. In the case of individual production, the customer delivers the project with all specified requests to [job title].

[Job title] communicates with customer related to accepting the offer. [Job title] decides whether the additional requirements of the customer will be met.

3.5. Formulating the contract
After reviewing the customer’s requests and accepting an offer, [job title] creates the contract for delivering product. The contract must contain all customer requests, solutions after delivering product and way of solving customer’s complaints.

If the contract or customer’s order contains requests that differ from those previously stated, [job title] undertakes them to [job title]. If delivery includes exporting to another country, [job title] makes necessary documents and necessary guarantees for importing and managing the management of the organization.

3.6. Creating delivery documents

[Job title] creates appropriate delivery documents and deliver them to [job title]. If delivery includes exporting to another country, [job title] makes necessary documents and necessary guarantees for importing and managing the management of the organization.

3.7. Product delivery and service realization

According to delivery documents, [job title] organizes loading of product. Delivery is made by transporting it and delivering it, as well as by other services. [Job title] provides for delivery by every carrier in order to prevent spoiling or damaging of product or package.

After signing a contract, the organization starts with realization of service according to the contract.

3.8. Customer complaints

[Job title] records all customer complaints in the Registry of Customer Complaints, which is later used as an example about product quality, shipment time, transport, package, quantity, price and communication with employees of the organization.

After receiving complaints, [job title] assesses whether the complaint is reasonable and then suggests ways of solving the complaint. [Job title] also approves it and decides whether the complaint is a corrective action according to Procedure for Control of Non-Conforming Product is needed.

4. Managing records kept on the basis of this document

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5. Appendices

- Appendix 1 – Customer Requirement Review Checklist
- Appendix 2 – Registry of Customer Complaints