PROCEDURE FOR PRODUCTION AND SERVICE PROVISION

Code:

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Change history

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1. Purpose, scope and users

The purpose of this procedure is to describe the process of production according to demanded quantity and deadlines, in line with the request for product quality, and the service provision process according to customer request.

The procedure is applied in realization of the production and service process.

Users of this document are persons responsible for the process of production and service provision in [organization name].

2. Reference documents

- ISO 9001:2008 standard clauses 7.1, 7.5.1, 7.5.2
- Procedure for Document and Record Control
- Procedure for Human Resources
- Procedure for Purchasing and Evaluation of Suppliers
- Procedure for Design and Development
- Warehousing Procedure
- Procedure for Control of Non-Conforming Product
- Procedure for Corrective and Preventive Actions
- Procedure for Equipment Maintenance and Measuring Equipment
- [Working instruction manuals]
3. **Product and service realization**

3.1. **Process flow**

3.2. **Product and service realization planning**

3.2.1. **Defining resources for production and service provision**
According to [document name], [job title] makes an internal purchasing order that specifies the materials and equipment necessary for the realization of production phase, defined in the Project Plan, and delivers it to [job title]. [Job title] defines which working instructions will be applied during production realization. Quality objectives, requests for product and criteria for completing the product are stated in the Product Specification made by [job title].

[Job title] creates the Quality Plan, which defines necessary activities of verification, monitoring, measuring, controlling and testing the product.

### 3.2.2. Validation of production and service provision

[Job title] must conduct validation of all processes of production and service provision where:

- It is not possible to confirm by measurement that a product or service satisfies customer request
- It is not possible to conduct measurement, where product or service is being determined in the process

Where appropriate, as part of validation, [job title] must determine:

- Criteria for review and approval of process
- Requirements for personnel qualifications needed for process execution
- Special working instructions
- Records needed to provide evidence of working parameters
- Need for revalidation

[Job title] creates records needed to provide evidence that realization processes and resulting products meet predefined requests.

[Job title] enters data about validation in the Quality Plan, which demonstrates the capability of the process to accomplish planned results.

### 3.2.3. Identification and traceability

[Job title] must identify the product through the entire production process and define methods of identification and enter them in the Record of Traceability.

### 3.3. Production and service provision realization

Production is executed in controlled working conditions, which implies compliance with all technical and technological requirements defined in documents necessary for the production process. If violation of working conditions occurs, [job title] is obliged to stop the production process and implementation of proper working conditions.

#### 3.3.1. Availability of information that defines product or service characteristics

In cyclic production, [job title] gathers information about product characteristics from the following sources: [name the sources].
For prompt-based production and output of products according to customer requests, information about product characteristics is defined in [document name].

### 3.3.2. Availability of working instructions

[Job title] is responsible for creation of working instructions for the following process activities: [list the names of working instruction for each activity].

### 3.3.3. Usage of adequate equipment

[Job title] is responsible to ensure that all equipment is in operational condition and, on [job title]'s request, documentation of execution and inspection of equipment, the Plan for Preventive Equipment Maintenance and Records of calibration and repair of measuring equipment.

If requirements for equipment maintenance and working environment are specified by the customer or legal and regulatory requirements, [job title] is responsible for complying with such requirements.

### 3.3.4. Customer property

[Job title] is responsible for identification, verification, and protection of customer property which is given for use or implementation in product or service. If customer property is lost, damaged or in some other way unfit for use, [job title] notifies the property owner using Notification to Customer About Changes on His Property.

### 3.3.5. Conducting measuring and monitoring

[Job title] must define the method of the monitoring process and product and methods of sampling and measuring and enter them into the Quality Plan.

### 3.3.6. Product acceptance, delivery and activities after delivery

[Job title] is responsible for determining by which degree the product requirements are met regarding product specifications and customer requirements. If requirements are not fulfilled, [job title] notifies fulfillment of requirements to engaging party of document and performing assessment.

Products that don’t meet the requirements are handled according to the Procedure for Control of Non-Conforming Product and Procedure for Corrective and Preventive Actions.

[Job title] defines the following aspects regarding activities after product delivery:

- Planning servicing activities
- Need for competence of employees and training needs
- Preparing working instructions
- Records about servicing activities

During servicing activities, [job title] is designated to ensure correction of non-conformity using the Procedure for Control of Non-Conforming Product for every non-conformity of product or service. If repair is executed within the warranty period, it is treated as non-conformity and dealt with as such.

### 3.4. Product preservation

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[Job title] is responsible for preservation of product during production and internal transport of product and/or assembly parts.

During storage, [Job title] is responsible for preservation and providing storage conditions for product and/or assembly parts before delivery to a customer according to Warehousing Procedures.

[Job title] is responsible for preservation of product during transport.

3.5. Production and Service Provision Process Flow

[Describe all activities of process flow]

[Service provision organization example:]

3.5. Transport service process flow

After signing the contract, and defining type, volume, weight and destination of goods and maintaining vehicles, the transport process begins.

3.5.1 Loading of goods

According to the Transport order, the Logistic Manager decides how many vehicles and which drivers will execute the Transport order and the date of loading of goods.

Vehicles arrive at the place of loading at a predefined time and drivers wait until loading is performed.

After loading the goods, the Logistics Manager inspects quantity and other parameters defined in the Transport order and Delivery Note. If everything is correct, the Logistics Manager approves shipment; otherwise, he contacts the customer to resolve ambiguities.

3.5.2 Transport

Drivers follow the Transport route defined by the customer and the Logistics Manager.

In case of vehicle breakdown, the driver must act according to the Procedure for Maintaining Vehicles and contact the Maintenance department.

3.5.3 Arrival at destination

Upon arrival at the destination, the driver delivers Shipment documents to the warehouse operator and supervises the unloading.

The driver and warehouse operator inspect unloaded goods and, if everything is in order, the warehouse manager signs the Delivery Note and takes one copy, the other copy stays with the driver.

In cases when there is a difference between quantity of goods in the Delivery Note and unloaded goods, the warehouse manager makes their record of descent, which must be confirmed by the driver by signature and delivered to the Logistics Manager.

The Logistics Manager then acts according to the Procedure for Non-Conforming Service.
The driver is responsible for the quantity and condition of goods during transport.

### 3.5.4 Returning to the organization

The driver, on the way back home, contacts the Logistics Manager, who can send him to another loading destination or send him back to the organization.

Upon arrival, the driver delivers the Delivery note to the Logistics Manager and drives the vehicle to its parking place.

### 3.6. Resolving non-conformities

If a non-conformity of process or product occurs, the person who discovered the non-conformity notifies [job title], who acts according to the Procedure for Control of Non-Conforming Product.

If the non-conformity can be resolved, the process is resumed; otherwise, [job title] stops the production process and acts according to the Procedure for Control of Non-Conforming Product and Procedure for Corrective and Preventive Actions, but can’t change technological parameters.

### 4. Managing records kept on the basis of this document

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<th>Record name</th>
<th>Code</th>
<th>Storage</th>
<th>Responsibility</th>
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<tr>
<td>Product specification</td>
<td>PR.08.1</td>
<td>2 years</td>
<td>Records are stored in file cabinet [describe name/location]</td>
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<tr>
<td>Record of product/service conformance</td>
<td>PR.08.2</td>
<td>2 years</td>
<td>Records are stored in file cabinet [describe name/location]</td>
</tr>
<tr>
<td>Quality Plan</td>
<td>PR.08.3</td>
<td>2 years</td>
<td>Records are stored in file cabinet [describe name/location]</td>
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<td>Notification to a Customer about Changes on his Property</td>
<td>PR.08.4</td>
<td>2 years</td>
<td>Records are stored in file cabinet [describe name/location]</td>
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5. Appendices

- Appendix 1 – Product specification
- Appendix 2 – Record of product/service conformance
- Appendix 3 – Quality Plan
- Appendix 4 – Notification to a Customer about Changes on his Property
- Appendix 5 – Record of Traceability