PROCEDURE FOR PRODUCTION AND SERVICE PROVISION

Code: 
Version: 0.1
Created by: 
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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 9001:2015 standard clauses 8.5; 8.6
- ISO 14001:2015 standard clause 8.1
- Procedure for Document and Record Control
- Procedure for Competence, Training and Awareness
- Procedure for Purchasing and Evaluation of Suppliers
- Procedure for Design and Development
- Warehousing Procedure
- Procedure for Management of Nonconformities and Corrective Actions
- Procedure for Equipment Maintenance and Measuring Equipment
- [Working instruction manuals]
3. Product and service realization

3.1. Process flow

- Product and service realization planning
  - Loading of goods
    - Problems with loading goods? [Yes/No]
      - Yes: Proceed with loading
      - No: Proceed with transport

- Transport
  - With transportation
    - Yes: Proceed with arrival at destination
    - No: Proceed with vehicle maintenance

- Arrival at destination
  - Are non-conformities reported upon arrival? [Yes/No]
    - Yes: Proceed with resolving non-conformities
    - No: Proceed with returning to organization

- Resolving non-conformities

- End

3.2. Product and service realization planning

3.2.1. Defining resources for production and service provision

Commented [9A16]: Delete if organization only deals with service provision.
Commented [9A17]: Delete if organization doesn't provide services.
Commented [9A18]: This is only an example of a process flow for a transport service – you should create your own process flow that is specific for your product or service provision.
According to [document name], [job title] makes an internal purchasing order that specifies 

product are stated in the Product Specification made by [job title].

[Job title] creates the Quality Plan, which defines necessary activities of verification, monitoring, 

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
- Responsibility to conduct measurement, test product or service, or being determined in the process

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

- Criteria for review and approval of process
- Equipment and personnel qualification needed for process execution
- Responsibility to conduct measurement, test product or service, or being determined in the process
- Need for revalidation

[Job title] creates records needed to provide evidence that realization processes and resulting product or service satisfies customer request.

Job execution is specified in the Quality Plan, which demonstrates the capability of the process to accomplish planned results.

3.2.3. Identification and traceability

Job execution is specified in the Quality Plan, which demonstrates the capability of the process to accomplish planned results.

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 requirements. The required capabilities are demonstrated and documented, which implies to stop the production process and reestablishment 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].

Commented [9A19]: E.g. Production Plan, Customer Request, Project, etc.
Commented [9A20]:
Commented [9A21]: Delete if clause 8.3 of ISO 9001:2015 is excluded.
Commented [9A22]:
Commented [9A23]: E.g. Production Manager
Commented [9A24]: E.g. Production Manager
Commented [9A25]:
Commented [9A26]: Delete if there are no processes that require validation; see Integrated Management System Manual.

Commented [9A27]: For example lacquer thickness of lacquered wire.
Commented [9A28]: E.g. Welding – techniques for testing

Commented [9A29]: This is entered in Quality Plan.
Commented [9A30]: This is entered in Quality Plan.
Commented [9A31]: This is done when previous validation didn’t gives expected results.
Commented [9A32]: Adapt to organization.

Commented [9A33]: accounting documentation, etc.

Commented [9A34]: This refers to law and legal requirements.
Commented [9A35]: E.g. Product Specification, law and regulatory requirements, instructions, catalogues, etc.
Commented [9A36]: Delete if there is no cyclic production.
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

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 or external property according to the requirements for the use of such property. The [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 ensure availability for monitoring and measuring resources and define the method of the Quality Plan.

3.3.6. Control of changes

[Job title] reviews and controls changes for production and service provision in order to ensure Review Record.

3.3.7. Product release, delivery and activities after delivery

[Job title] is responsible for determining, at appropriate stages, by which degree the product

[Job title] ensures that the release of products and services to the customer will not proceed until

[Job title] defines the extent of post-delivery activities that are required, considering:
3.4. **Product preservation**

**[Job title]** is responsible for preservation of product during production and service provision 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 Procedure.

**[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:]

3.5.1 **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 the purchase order. If everything is correct, the logistics manager approves dispatch. Otherwise, the contact is made to resolve inconsistencies.

3.5.2 **Transport**

Drivers follow the Transport route defined by the customer and the Logistics Manager.
In the 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 where there is a difference between quantity of goods in the Delivery Note and unloaded goods, the warehouse manager makes the report of Shortage, which is to be confirmed by the driver.

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 delivery 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 must report it. If the person reporting it is not the person responsible for solving the non-conformity, the non-conformity is reported to the person responsible for solving it.

If the non-conformity can be resolved, the process is restored; otherwise, the corrective action plan is defined. The corrective action plan is to be performed according to the Procedure for Corrective and Preventive Actions, but can’t change technological parameters.

3.7. Environmental operational controls

Environmental operational controls are defined in the Process Aspect Chart for this process by applying the following guidelines:

- Guideline for Waste Management
- Guideline for Wastewater & Sewage Management
- Guideline for Hazardous Substances Management
- Guideline for Waste Tires Management
- Guideline for Energy & Water Management
- Guideline for Waste Vehicles Management
- Guideline for Used Batteries and Accumulators Management
- Guideline for Oil Waste Management
- Guideline for Electronic Waste Management
4. Managing records kept on the basis of this document

<table>
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<th>Code</th>
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<th>Responsibility</th>
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<td>Product Specification</td>
<td>PR.12.3.1</td>
<td>2 years [office of Production Manager]</td>
<td>Records are stored in file cabinet [describe name/location] [job title]</td>
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<tr>
<td>Record of Product/Service Conformance</td>
<td>PR.12.3.2</td>
<td>2 years [office of Production Manager]</td>
<td>Records are stored in file cabinet [describe name/location] [job title]</td>
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<tr>
<td>Quality Plan</td>
<td>PR.12.3.3</td>
<td>2 years [office of Production Manager]</td>
<td>Records are stored in file cabinet [describe name/location] [job title]</td>
</tr>
<tr>
<td>Notification to a Customer about Changes on his Property</td>
<td>PR.12.3.4</td>
<td>2 years [office of Production Manager]</td>
<td>Records are stored in file cabinet [describe name/location] [job title]</td>
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<tr>
<td>Record of Traceability</td>
<td>PR.12.3.5</td>
<td>2 years [office of Production Manager]</td>
<td>Records are stored in file cabinet [describe name/location] [job title]</td>
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<tr>
<td>Production/Service Change Review Record</td>
<td>PR.12.3.6</td>
<td>2 years [office of Production Manager]</td>
<td>Records are stored in file cabinet [describe name/location] [job title]</td>
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<tr>
<td>Production Plan</td>
<td>PR.12.3.7</td>
<td>2 years [office of Production Manager]</td>
<td>Records are stored in file cabinet [describe name/location] [job title]</td>
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Commented [9A53]: Adapt to organisation’s needs.
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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
- Appendix 6 – Production/Service Change Review Record
- Appendix 7 – Production Plan
- Appendix 8 – Production Registry

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