[Organization logo]

[Organization name]

PROCEDURE FOR PRODUCTION AND SERVICE PROVISION

Code:

Version: 0.1

Created by:

Approved by:

Date of version:

Signature:

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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. It also describes the environmental and OH&GS operational controls (set of applied technical solutions and/or procedures, working instructions, and working criteria) needed for control of an activity, product, or service that generates significant environmental aspects and hazards.

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
- ISO 45001:2018 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**

![Process Flow Diagram](image)

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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 technical and functional characteristics of the product, which is used as a basis for 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,
and validation of the production of 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:
- Process that produces the product when the purchased material or services have been
  incorporated into the product;
- Process that produces the product when the purchased material or services are not being
  incorporated into the product;

Where appropriate, as part of validation, [job title] must determine:
- Criteria for review and approval of process
- For the process to which the product is manufactured;
- For the process to which the product is manufactured;
- For the process to which the product is manufactured;

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

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
requirements stated in the Quality Plan, which demonstrates the capability of the
reestablishment of proper working conditions.

3.3.1. Availability of information that defines product or service characteristics

In case of product, it is necessary to provide information about manufacturing and service
characteristics to all the parties concerned and to ensure the usability of the product;
3.3.2. Availability of working instructions

[Job title] is responsible for ensuring that a working instruction is in the following process activities:

- Teamwork of working instructions for work processes

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, deliver evidence of execution of the Plan for Preventive Equipment Maintenance and

3.4. Customer property

[Job title] is responsible for identification, verification, and protection of customer or external property owner using Notification to Customer about Changes on His Property.

3.5. Conducting measuring and monitoring

[Job title] must ensure availability of monitoring and measuring resources and define the method of

3.6. Control of changes

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

3.4. Product release, delivery and activities after delivery

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

Other records can be defined as addition to Quality Plan, e.g. records for monitoring temperature, pressure, humidity, etc.
• Statutory and regulatory requirements
• Relevant standards and guidelines associated with the product and services
• Environmental requirements
• Health and safety requirements
• Quality requirements
• Manufacturing quality requirements
• Maintenance quality requirements
• Preparing servicing instructions
• Records about servicing activities

During servicing activities, [job title] is obligated to initiate correction of non-conformance using the

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.

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 Logistics Manager selects two trucks with which delivery
will be executed. Transport order and the date of loading imports.

Loading goods in the place of loading or production site and then over towards loading.

After loading the goods, the Logistics Manager Inspects quantity and other parameters defined in the

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

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 and repackage the Shipment if required. The warehouse operator signs the Shipment documents and returns the copy to the driver, who signs it also. The driver then picks up the Shipment in a different transport vehicle or special equipment in the warehouse. The signed Shipment documents are then handed over, confirmed by signature and delivered to the Logistics Manager.

The Logistics Manager then acts according to the Procedure for Non-Conforming Service.

3.5.4 Returning to the organization

The driver, on the way back home, contacts the Logistics Manager, who can send him to another task in case of a delay or an event.

Upon arrival, the driver delivers the Shipment to the Logistics Manager and drives the vehicle to the depot.

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. The non-conformities can be corrected by using the measures described above. In case of a major non-conformity, the necessity of an independent verification may arise. A non-conformity that is not resolved can lead to the discontinuation of the process or product. The Procedure for Corrective and Preventive Actions, but can’t change technological parameters.

3.7. Environmental operational controls

[Job title] is responsible for continual monitoring and control of significant environmental aspects defined in the Process Aspect Chart for this process by applying the following guidelines:

- Guideline for Used Batteries and Accumulators Management
3.8. OH&S Operational controls

According to the Procedure for Hazards Identification and Addressing OH&S Risks and Opportunities, OH&S Policy and OH&S Objectives.

4. Managing records kept on the basis of this document

<table>
<thead>
<tr>
<th>Record name</th>
<th>Code</th>
<th>Storage Retention time</th>
<th>Location</th>
<th>Protection</th>
<th>Responsibility</th>
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<td>Product Specification</td>
<td>PR.13.3.1</td>
<td>2 years</td>
<td>[office of Production Manager]</td>
<td>Records are stored in file cabinet [describe name/location]</td>
<td>[job title]</td>
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<td>Record of Product/Service Conformance</td>
<td>PR.13.3.2</td>
<td>2 years</td>
<td>[office of Production Manager]</td>
<td>Records are stored in file cabinet [describe name/location]</td>
<td>[job title]</td>
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<td>Quality Plan</td>
<td>PR.13.3.3</td>
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<td>[office of Production Manager]</td>
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<td>[office of Production Manager]</td>
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<td>[job title]</td>
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<td>Record of Traceability</td>
<td>PR.13.3.5</td>
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<td>[office of Production Manager]</td>
<td>Records are stored in file cabinet [describe name/location]</td>
<td>[job title]</td>
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Production/Service Change Review Record

PR.13.3.6 2 years 

[office of Production Manager] 

Records are stored in file cabinet [describe name/location]

[job title]

Commented [9A65]: If the record is in electronic form, write the name of the folder on Production Manager computer.

Production Plan

PR.13.3.7 2 years

[office of Production Manager] 

Records are stored in file cabinet [describe name/location]

[job title]

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Production Registry

PR.13.3.8 2 years

[office of Production Manager] 

Records are stored in file cabinet [describe name/location]

[job title]

Commented [9A67]: If the record is in electronic form, write the name of the folder on Production Manager computer.

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