1.0 GENERAL

1.1 The Sales Contract Review procedure (QP-0300) defines Sales’ responsibilities for quoting, accepting, arranging and maintaining customer agreements and contracts.

1.2 The Service Contract Review procedure (QP-0310) defines Services’ responsibilities for quoting, accepting, arranging and maintaining customer service agreements and contracts.

1.3 The goal of contract review is to ensure customer satisfaction with goods or services purchased through effective communication.

1.4 Prior to the creation of a contract, product requirements are determined based on customer requirements, necessary requirements based on use, statutory or regulatory requirements, and any additional requirements determined by the Sales or Service department.

2.0 CONTRACT REVIEW

2.1 Contracts and Purchase Orders between The Company and our customers, regardless of method of conveyance, are reviewed to ensure that:

2.1.1 The customer’s product requirements are adequately understood and defined in writing and/or agreed upon prior to the conclusion of a verbal arrangement.

2.1.2 The capability and capacity of meeting customer-specified requirements is determined before contract acceptance.

2.1.3 Any differences or discrepancies between the contract or order requirements as agreed to or offered and those in the tender are resolved.

3.0 CONTRACT/ORDER AMENDMENTS

3.1 Any changes made to the contract are communicated to the customer and throughout our organization through established communication practices and specified interfaces as defined in the 300 series procedures or the 900 series procedures.
4.0 RECORDS

4.1 Records of contract review activities are identified in the 300 series procedures and are retained as defined in QM Section 16.