

This procedure has been completely reviewed. Therefore no individual paragraphs have been starred (*) to indicate changes.

1. AIM

The aim of this procedure is to ensure that specific to a particular product, Plastica has a clear understanding of customer and any applicable statutory requirements, that we can meet these expectations, that we check all orders before proceeding and that we react appropriately if contract or order requirements are changing.

2. SCOPE

This procedure applies to all customer inquiries for our products or services, quotations, tenders, orders, contract negotiations and regular communication with customers.

3. REFERENCES

ISO 9001: 2015

Quality Manual – Product Realisation

Contract Review via AX

Quotations Electronic Log

- W.I.
- 3.1 Customer Enquiries
 - 3.2 Sales Order Processing
 - 3.3 Order Picking & Despatch of Goods
 - 3.4 Customer Returns

4. RESPONSIBILITY

Customer Services Personnel :

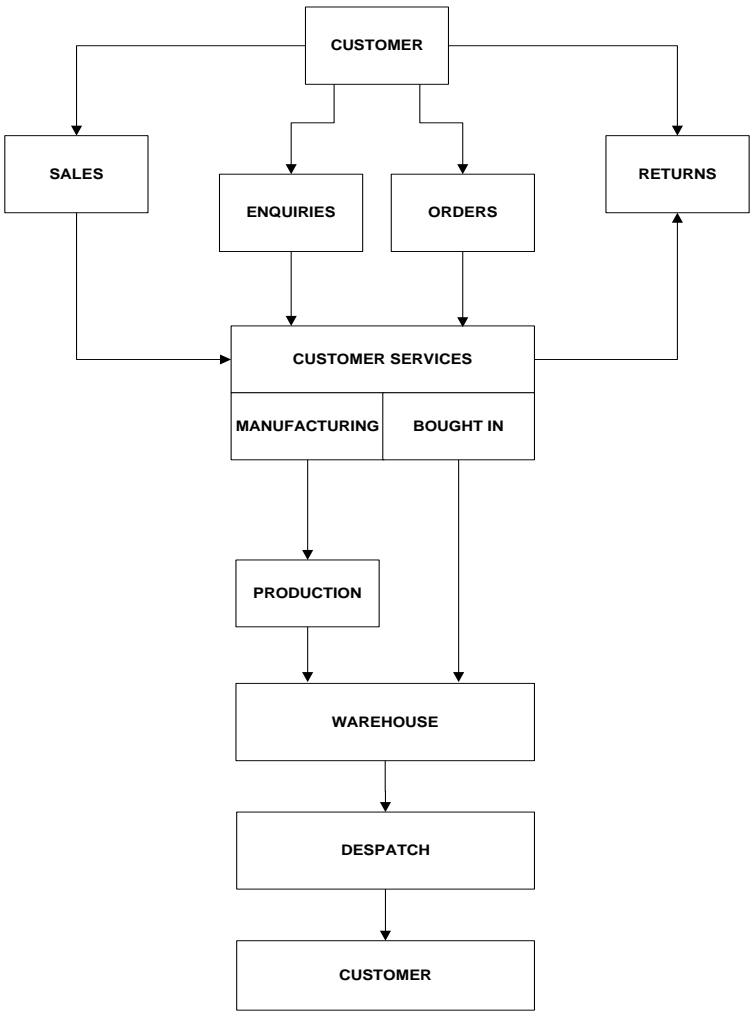
- i) For ensuring information is clear enough to provide an accurate quotation and that the Company can fulfil any obligations made including any statutory requirements.
- ii) For ensuring all order details are clearly defined (matching those in a quote where appropriate) and the obligations undertaken can be achieved with existing or available resources.

Technical Manager/Production Personnel for providing technical advice and support relating to enquiries.

Production/Buyers: for provision of accurate information relating to delivery lead times for manufactured items and Bought in Goods respectively.

5. METHOD : Enquiries/ Sales Order Processing/ Contracts

The flowchart is a basic overview of the Customer Related Process:



All Customer enquiries are dealt with in accordance with WI 3.1.

All Sales Orders are processed in accordance with WI 3.2

All order picking and despatch of products are processed in accordance with WI 3.3

All returned products are processed in accordance with WI 3.4

Contracts

If a tender is successful or we are offered a contract Plastica will review the tender/contract to ensure that the terms of the contract are agreeable before proceeding. This will ensure:

- the customer's specifications haven't changed from the tender or can still be met;
- we can deliver within the time-frame given;
- contractual terms are within acceptable corporate guidelines;
- payment terms are acceptable.

If the above items are acceptable, Customer Services will confirm with the customer that the contract is accepted and an order placed on AX, subject to the limits of authority requirements for Plastica. The contract will then be passed on to Service Department for the contract to be executed.

If any of the above items are unacceptable, Plastica will negotiate the necessary changes within their authority limits.

Contract Review Process

The contract review process may be conducted:

- when the customer's requirements are not clearly understood;
- prior to acceptance of an order for non-standard product;
- prior to submission of a tender;
- prior to signing a contract.
- The Sales Order will be completed and confirmed with the Customer, via AX.
- Are there any special requirements eg. standards to be met, design required, special materials, special processes, acceptance criteria, customer inspection, delivery schedules, servicing requirements, safety or environmental considerations?
- Can we meet all these special requirements?
- Do we have sufficient resources (financial, people and materials) to complete the contract?
- Can we complete the contract in the time available?
- At the beginning of the year, customers are sent their Discount letters, the 1st order is acknowledgement and acceptance of the Discount details and Plastica's Terms and Conditions.

On agreement, a copy of the customer's requirements (via the order or contract) will be allocated a job number and a file created and passed to the Servicing Department who will carry out the work.

Contract Changes

If a customer advises Plastica of changes to the contract after agreement, it may be necessary to conduct another review.

The amendments can be accepted depending on the magnitude of the changes and their authority limits. If the contract amendment is accepted the Service Department will be given a copy of the new requirements for implementation.

PLASTICA LIMITED

CUSTOMER RELATED PROCESS

Issue: 5

Date: 01/01/2020

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Procedure: QP 3

EN ISO 9001 2015

Authorised:

Records

- Electronic Quotations log
- Tender submissions
- Customer orders and/or amendments
- Critical Feature List
- Order Confirmation
- Dimension Order Forms