

Control of Customer Property**EN ISO 9001 2015****Authorised:**

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 any product/information deemed to belong to customer to be included in the product supplied to this customer is handled and protected in such a way that it is not lost, damaged or deemed unsuitable for use due to our actions.

2. SCOPE

This procedure relates to any product or information that is supplied by our customers for incorporation into our processes e.g. Cover repairs/alterations, pool cleaners, moulds.

3. REFERENCES

ISO 9001: 2015

Quality Manual

QP 15: Handling, Storage, Packaging, Preservation and Delivery

QP 10: Inspection and Testing

4. RESPONSIBILITY

Returns/Warehouse People:

Identification and inspections on receipt of goods and correct handling and storage. Communication with customer of any damage lost items, etc.

Manufacturing People:

Correct handling during production

5. METHOD

Handling

On arrival at our factory any product supplied/returned by our customers will be identified with a label. The name of the customers and the product will be stored in a designated area of the factory according to QP 15: "Preservation and Handling of the Product". Goods In/Returns people will check the goods on receipt according to QP 8 "Receipt of Goods" to ensure that the delivery matches the description of the goods, that quantities are correct and that the condition of the goods when received is noted.

Customer supplied product will maintain its identifying label until it is incorporated into our production process. "Job Sheets" will record when customer supplied product has been used.

6. RECORDS

In the factory we will retain Returns Records and or delivery receipt and Job Sheets as a quality record.