	Q.P.002.02		
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Contents:

1.0 – Customer Requirements

1.1 - Introduction

This procedure ensures that our customer's needs are fully understood and agreed upon, that we are in a position to fulfil their requirements in an effective manner, and that continuous communication is maintained throughout the process of satisfying our customer's requirements.

Before accepting any customer order, we shall ensure that any customer requirements and applicable regulatory conditions are complied with.

1.2 – Overview

The scope of this procedure includes:

1. Identification and documentation of Customer requirements and applicable regulatory requirements,

2. Review of Customer requirements and applicable regulatory requirements,

3. Review of our capability to meet those requirements,

4. Methods of communication with the Customer,

5. Receipt of the customer request and confirmation/ acceptance,

6. Outline planning scope of work.

NOTE: This method shall apply to both UKAS accredited and non-accredited tests performed by the laboratory.

1.3 – Procedure

For any enquiry/ request, customers can contact Evolution Testing and Analytical Services department of Evolution Fasteners (U.K.) Ltd on:

Telephone: + 44 (0) 141 647 7100
Facsimile: + 44 (0) 141 647 5100
E-mail: testing@evolutionfasteners.co.uk

We will pass your inquiry/ request to the laboratory staff to deal with it. Customers can also write to us about any inquiries/ requests at:

Evolution Testing and Analytical Services
c/o Evolution Fasteners (U.K.) Ltd
Units 2A & 2B, Clyde Gateway Trade Park

Dalmarnock Road, Rutherglen
Glasgow
G73 1AN

Customer requirements are then dealt with systematically:

1. **Receipt and review of customer's requirements.** As soon as we receive your service request in the form of our (controlled document) **F.001** (Enquiry Form) we will register it and give it a unique reference number. We will use this number in all future correspondence.

2. **Assessment.** F.001 will be passed to a member of the laboratory team who will assess and ensure that the customer requirements and applicable regulatory conditions are met and complied with respectively. If not, he/ she will refer matters arising to the Technical Manager (Quality Manager) who will then take it up and/ or use his/ her discretion. Any issues/ resolutions will be communicated to the customer by phone, e-mail, letter or fax.

3. **Documentation.** At this stage it is imperative to mention that the nature of the job/ request will determine how service will be delivered. In all cases, and with all due care, an Action Plan, Method Statement and Risk Assessment will have to be prepared by all parties involved if applicable.

4. **Testing.** We will carry out the tests with utmost care using our state of the art laboratory equipment. If the tests are expected to take longer than 3 days we will write to you by e mail, letter or fax within 24 hours to inform you of the proceedings and also when we will expect the tests to be completed.

5. **Results.** You can expect to receive a full answer to your request either by phone or by e-mail or letter. We will send a copy of results under cover of a report on our letterhead. We will keep a copy of the results on our computer system and/ or in hard copy for future reference. We will complete the customer service register to show the action taken and date results were posted.

6. **Complaint(s) about standard of service**. If you are unhappy with the way we deal with your request or with the results of the tests, you can register a complaint with confidence through our complaints procedure.

1.4 – <u>Document Changes</u>

Occasionally, customer documentation will be inaccurate, incomplete, or have conflicts.

Additionally, there may be opportunities for cost savings via small specification changes. For such changes, customer approval is required. Such approvals shall be in writing confirmed by email, letter or fax. Approvals shall be retained. The preferred method is to keep a copy of an e-mail approval, or other such record in the appropriate folder.

2.0 – <u>Contract Review</u>

2.1 – <u>Scope</u>

To provide a process for reviewing new or amended contracts before agreeing to them and accepting their obligations. Contract reviews must ascertain that there is adequate understanding of the customer's specifications and requirements and that Evolution is capable to comply with the requirements before acceptance of the purchase order.

2.1 – <u>Responsibility</u>

It is the responsibility of the laboratory technician to ensure that the appropriate contract review is performed and maintained. It is the responsibility of the Sales Manager to ensure that this procedure is adhered to.

2.2 – <u>Procedure</u>

1. Person receiving enquiry to log relevant information into **Q.R.002** (Enquiry Register) and assign Enquiry Number,

2. Using **F.001** (Enquiry Form), record all information provided by the customer and pass to appropriate person for review (Snr. Lab. Technician, Quality/Technical/Sales Manager or Associate/ Managing Director) and quotation,

3. Appropriate person as detailed in 2, shall review the customer requirements and complete **F.002** (Enquiry Feasibility Form) which shall identify:
   - If the laboratory can provide the service requested by the customer, if not then the customer shall be informed,
   - If there is sufficient information in the enquiry to ascertain if the service can be provided, if not then the customer shall be asked for more information,
   - If the two aforementioned conditions are met, a quotation shall be calculated.

4. If a quotation is drawn as per 3, then it shall be transferred from **F.002** to **F.003** (Quotation Form) by an appropriate person (Snr. Lab. Technician, Quality/Technical/Sales Manager or Associate/ Managing Director) and sent to the customer for acceptance/ rejection,

5. An enquiry file shall be made by the aforementioned person in 4, and copies of the aforementioned forms shall be kept as records for future reference and analysis,

6. If the customer accepts the quotation as per 4 and provides a purchase order, then **F.004** (Work Instruction Form) shall be prepared by an appropriate person (Snr. Lab. Technician, Quality/Technical/Sales Manager or Associate/ Managing Director) and handed to a competent Laboratory Technician/ Assistant to start work and the customer shall be notified that work has commenced and is expected to be finished by XX.XX.XXXX date,

7. Once work instruction is complete, a job file shall be created by the appropriate person as per 6, and shall contain a reference to the enquiry file and a copy of the work instruction,

8. Once work has been completed, results should be prepared into a report by a competent person. Once a report is generated this shall be sent to the customer,

9. Once the report has been sent to the customer, an invoice shall be generated and sent to the customer and subsequent payment matters dealt with by the Financial Controller,

10. If at any time an amendment to services is made by the customer, work should stop until **F.005** (Amendment Form) has been completed, likewise if an amendment is required by the laboratory, then work shall stop until the customer agrees,

11. If the work is part of a frame work agreement, steps 1 – 6 are not required (unless deemed appropriate by the laboratory or customer).

3.0 – <u>Customer Complaints Procedure</u>

3.1 – <u>General</u>

Purpose: To set forth the procedures for handling complaints about Evolution received directly or indirectly, and to derive maximum benefit from any such complaint by instituting or requiring corrective action and quality improvement where necessary.

Scope: Applies to all complaints about Evolution, its representative, including but not limited to internal customers, external customers or any entity which has a complaint regarding Evolution.

3.2 – <u>Responsibilities</u>

The Quality/ Technical Manager or Associate/ Managing Director is responsible for handling complaints made about Evolution.

3.3 – <u>Complaints about Evolution</u>

1. In the case of a complaint about Evolution, the Quality/ Technical Manager or Associate/ Managing Director evaluates the complaint to determine its taking all appropriate measures to ascertain the substance and validity of the complaint, the Quality/ Technical Manager or Associate/ Managing Director decides upon a course of action, notifying the complainant of his/ her decision,

2. The Quality/ Technical Manager or Associate/ Managing Director uses **F.006** (Complaint Investigation Form) to determine validity of the complaint,

3. If the Quality/ Technical Manager or Associate/ Managing Director decides that the complaint is either without merit or warrants no further action, the complainant is advised of their right to appeal.

4. If the Quality/ Technical Manager or Associate/ Managing Director decides that the complaint is valid in whole, or in part, he/ she shall institute and/ or supervise all appropriate measures necessary to implement corrective action in accordance with **Q.P.003** (Corrective Action Procedure),

5. Whether the Quality/ Technical Manager or Associate/ Managing Director finds as per 3 or 4, the complaint is logged in **Q.P.003** (Complaints Register),

6. After corrective action has been implemented, the effectiveness of the actions taken shall be evaluated. Upon the determination that the actions are satisfactory, the Quality/ Technical Manager or Associate/ Managing Director will notify the complainant of the corrective action and solicit further comments.

4.0 – <u>Revision History</u>

Revision	Date	Changes Made
01	11th December 2013	First Issue. Repeals LAB-SACS-001-01, LAB-CRP-001-02 and LAB-CCP-001-02.
02	27th June 2018	Added note clarifying that procedure shall now be enforced over both accredited and non-accredited tests.

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