CUSTOMER ENQUIRY

AND

CONTRACT REVIEW PROCEDURE

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1. **PURPOSE**

This procedure ensures that the customer requirements are determined and met with the aim of enhancing customer satisfaction.

2. **SCOPE**

This procedure defines the controls required,

a) To determine the requirements specified by the customer, including requirements for delivery and post-delivery activities where appropriate,

b) To determine the requirements not stated by the customer but necessary for the specified or intended use, where known,

c) To identify any statutory and regulatory requirements related to the product

d) To ensure that the Company has the ability to meet the defined requirements

e) To identify any potential problems that would limit the Company’s ability to delivery conforming product.

f) To identify any changes in contract or order requirements as compared with previous communications.

g) To ensure that effective arrangement for communicating with the customer are established.

3. **DEFINITIONS**

Flow Chart. Visual aid to route of documents from inquiry to completion

4. **REFERENCES**

4.1 Flow Chart. TK-QF-027
4.2 Procedure for the Purchase of Material TK-QP-003
4.3 Procedure for Monitoring and Measurement of Product. TK-QP-004
4.4 Procedure for Design Control TK-QP-002
4.5 Procedure for Handling, Storage & Dispatch. TK-QP-007.

5. **ASSOCIATED DOCUMENTS**

5.1 Quality Manual TK-QM.
5.3 Quotation Sheet. TK-QF-007.
5.4 Order Book. TK-QF-OB
5.5 Job Record Sheet. TK-QF-005
5.6 Customer Order.
5.7 Risk assessment form TK-QF-100
6. PROCEDURE

6.1 RECEIPT OF ENQUIRY

This defines the actions taken during the pre-order stages.

6.1.1 On receipt of a written/faxed or electronic inquiry the General Office shall date stamp "Received" and pass inquiry, together with any relevant documents to the Sales Department at Billingshurst or Lincoln. In the case of telephoned/verbal inquiries form TK-QF-035 will be used and passed to the Sales Department at Billingshurst or Lincoln.

On receipt of a sales inquiry (written, verbal, electronic or faxed) at the remote Sales office in Lincoln. A quote is prepared by the Sales director and given a rolling number then faxed, posted or e-mailed to the customer. To ensure the factory can retrieve the quote a copy of every quote is then faxed to the TK office for storing on the system.

In the case of electronic inquiries to TK at Billingshurst,

a) to the Sales office at Thomas Keating Limited, print and date stamp received.
b) to Operations Director, print and date stamp received, either pass to Sales or quote the work. In the case of Operations Director quoting, pass completed estimate to office with associated documents for formal quotation.
c) to the general office, print and date stamp "received" then pass to Sales with all relevant documents.

Should the inquiry be considered unsuitable for manufacture for reasons of size, delivery or feasibility then the decision should be made to excuse the company from quoting.

6.1.2 If any strip layouts or other design/drawing work were required for quotation purposes then all relevant documents to be forwarded to the Drawing Office by the Sales Department.

6.1.3 At this stage any potential risks associated with the customer requirements that could result in problems that would affect the conformity of the product are identified and noted. Where possible steps are taken at this stage to reduce the risks by,

a) Clarification of requirements
b) Negotiation of contract conditions
c) Identification of special production methods
d) Other approaches.

6.1.4 The Sales Department will prepare an estimate of cost and an estimated delivery date using computerized form TK-QF-039 from Component Drawings and issue a reference number, which will be referred to on the customer quotation, furthermore the same sequential numbering system will be used for repeat (not estimated) orders. The completed estimate will then be forwarded to the General Office. The Sales Department, using the reference numbering system, keeps a record of estimated jobs. (Occasionally budget prices are issued but are not given a reference number until the project is officially estimated and quoted).
6.1.5 Should complete tool drawings be available with the inquiry then the Sales Department will prepare a full estimate of manufacturing hours on Estimate Sheet TK-QF-006 when only an "On the road" manual method is practical or using TK-QF-038 computerized in house method, detailing out by machining area if possible. If no tool drawings are available then the Sales Department shall do the estimate of machining hours at a later stage.

6.1.6 On receipt of the estimate of cost and delivery the General Office shall prepare a quotation together with two copies. (An additional copy is retained on the computer in the General Office)

   a) Original to Customer.
   b) 1st copy to General Office.
   c) 2nd copy to Sales Department originator for filing with original inquiry and drawings.

   NOTE. Faxed quotations must also have three copies for distribution as above.

6.1.7 Sales Department to follow up inquiry when necessary.

6.2 RECEIPT OF ORDER

6.2.1 Should the inquiry and quotation result in an order then on receipt of order the General Office shall check that the details on the order comply with that on the quotation and date stamp “received” and “checked” and take two copies. If they do not comply then the order is referred via the Sales Department back to the customer for clarification if necessary. The original customer order shall be filed in the General Office; one copy held awaiting the Estimate Sheet, the second copy given to the Sales Department originator.

6.2.2 The Sales Department will provide the Estimate Sheet TK-QF-006 or TK-QF-038 (estimate of manufacturing hours), and the latest issue of drawings. Customers that hold master drawings must provide a new print of the drawing with every new order, to ensure that the correct issue is being used; this is the responsibility of the Sales Department. The Sales Department will ensure that the drawings are correct for manufacture and those items; tools etc mentioned on the Customer Order correspond with those on the copy of quotation previously sent to the customer.

6.2.3 The General Office shall then give the order a Job Number running in numerical order, and enter details on a computerized list of current orders.

6.2.4 At this stage the details of the order are reassessed with a view to determining any potential risks associated with the specified and unspecified customer requirements that could result in problems that would affect the conformity of the product. If any risk is identified that is considered to be unacceptable then appropriate preventive actions will be identified and implemented. The results of this analysis and any proposed actions will be recorded on form TK-QF-100 and passed to the General Office for inclusion into the Job Envelope.
6.2.5 The Job Record Sheet TK-QF-005 shall then be raised completing section one and the Estimated Hours section (information obtained from the estimate sheet, where possible); all documentation then placed into the Plastic Envelope. All other details will be entered into the computer via the Sage Job Costing System.

6.2.6 If tool drawings are not in existence the plastic envelope together with copy of customers order and component drawing and any other relevant information shall be forwarded to the Design Office via the Works Office for entering on the computerized jobs being designed list. After design and customer approval, (see KP-QP-002), the finished tool drawings will be evaluated by the Sales Department and the manufacturing hours will be estimated. The Sales Department will then forward the tool drawings, estimate of hours and plastic envelope to the Works Office for entering the hours on the Job Record Sheet TK-QF-005 and issuing to the shop floor by the Operations Director. The Operations Director shall enter any specific manufacturing, inspection or try out requirements in section 2 of Job Record Sheet. Copies of any component drawings used for tool design shall where practicable be placed in the plastic envelope and Issue Numbers or letters of any such component drawings shall be entered on TK-QF-005. Any subsequent modification or changes to drawing requested by the customer after,

a) approval of design  
b) Issue of drawings

Must be done through the Design Office and notified to the Sales and Works Office without delay. When drawings are updated showing these modifications or changes they will be passed to the Works Office for issue to the Operations Director and previous issues will be destroyed. See TK-QP-002. The Operations Director will make notes of these re-issues on the Job Record Sheet TK-QF-005.

6.3 ISSUE OF MODIFICATION CARDS

6.3.1 When orders are received for modifications to tooling previously manufactured by Thomas Keating then the normal procedure for the issue of a new job will be followed as in paragraphs 6.2.1 to 6.2.3 with the additional requirement that the Job Record Sheet TK-QF-005 must have reference to the Job Number used for the original manufacture of the tooling.

6.3.2 Should subsequent orders for modifications to tooling be received then the Job Record Sheet TK-QF-005 must show the original Job Number used for its manufacture and also any Job Numbers used for previous modifications.

6.3.3 To complete the required cross-reference the Job Record Sheet TK-QF-005 of the original manufacturing Job Number must be obtained from the record file and have the modification Job Numbers entered on it.

6.4 ASSESSMENT ON COMPLETION OF THE JOB

6.4.1 On completion the job will be reviewed to enable problem areas to be identified.
6.4.2 Comparisons will be made against the predicted effort and cost estimates as detailed in the Procedure for Manufacturing Control TK-QP-105.

6.4.3 At this stage the effectiveness of any preventive actions identified will be assessed and recorded on TK-QF-100 (section 4.)

7. REVIEW PROCEDURE

Any suggested improvements or modifications to this procedure are to be passed on to the Quality Assurance Manager for discussion at the next Quality Review Committee meeting.