



EMCO ELECTRONICS	Appr. By :	
	Page No.	1 of 7
DOC. TITLE : Procedure for Contract Review	Doc No.	MK00-201
	Issue No.	9
	Issue Dt.	01-04-10

1.0 PURPOSE

To ensure that the customers requirements are well defined and documented, differences if any are resolved, and capability exists to meet the customer's requirements.

2.0 SCOPE

Applicable to all inquiries, quotations , orders and amendments, received directly by H.O.or from respective Regional Offices for EMCO ELECTRONICS products and their accessories.

3.0 REFERENCES

MK00 - 401	Format	- "Verbal Communication Form"
MK00 - 402	Format	- "Quotation Register"
MK00 - 406	Format	- "Order Acknowledgement"
MK00 - 407	Format	- "Proforma Invoice"
MK00 - 409	Format	- "OA Register"
MKXX - 701	Catalogue	- "Product Catalogue"
HS00 - 403	Format	- "Packing Slip / Challan"
HS00 - 409	Format	- "Invoice (Excise)"
HS00 - 411	Format	- "Sr. No. Register"
MK00 - 403	Format	- "Customer Satisfaction Survey Form"
MK00 - 411	Format	- "Summary of On-Time Delivery"
MK00 - 412	Format	- "Summary of Sales per Annum"
MK00 - 413	Format	- "Summary of Quotation Response"
MK00 - 414	Format	- "Summary of Orders Acknowledged / Ammended"

4.0 ANNEXURES :

Annexure A - Process Maps & Flow-Charts
Annexure B - Records Table
Annexure C - Guidelines



EMCO ELECTRONICS	Appr. By :	
	Page No.	2 of 7
DOC. TITLE : Procedure for Contract Review	Doc No.	MK00-201
	Issue No.	9
	Issue Dt.	01-04-10

Annexure A - PROCESS MAPS & FLOW-CHARTS

Process Owner : <ul style="list-style-type: none"> • Head Production 	Process Controls : Guidelines (Annexure 'C')	Process Goals (Targets) : <ul style="list-style-type: none"> • 95% on time delivery as per comitted delivery • 20% increase in Sales/annum • 10 new customers/annum
---	--	--

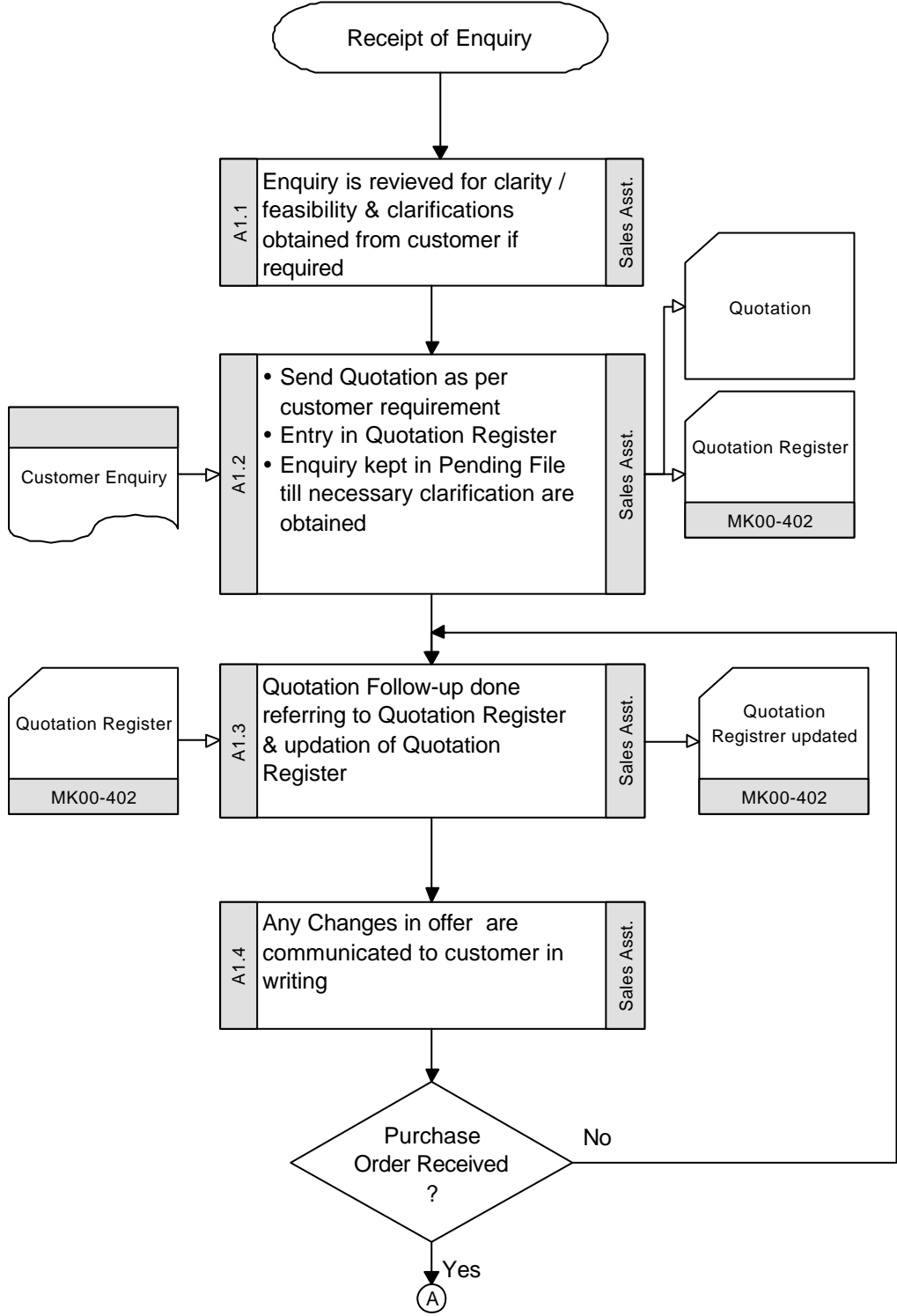
Process Inputs : <ul style="list-style-type: none"> • Customer Enquiry • Purchase Order & Purchase Order Ammendment 	Process Name : <u>Contract Review</u>	Process Outputs : <ul style="list-style-type: none"> • Quotation • Order acceptance • Order ammendment acceptance
---	--	--

Process Verification : <ul style="list-style-type: none"> • Through Auditing and Process Performance Measures 	Process Resources (Means): <ul style="list-style-type: none"> • Software for data generation 	Process Measures (Metrics) : <ul style="list-style-type: none"> • No. of units delivered on time with respect to comitted deliveries (MK00-411) • No. of units despatched/mth (MK00-412) • No. of new customers
--	---	--



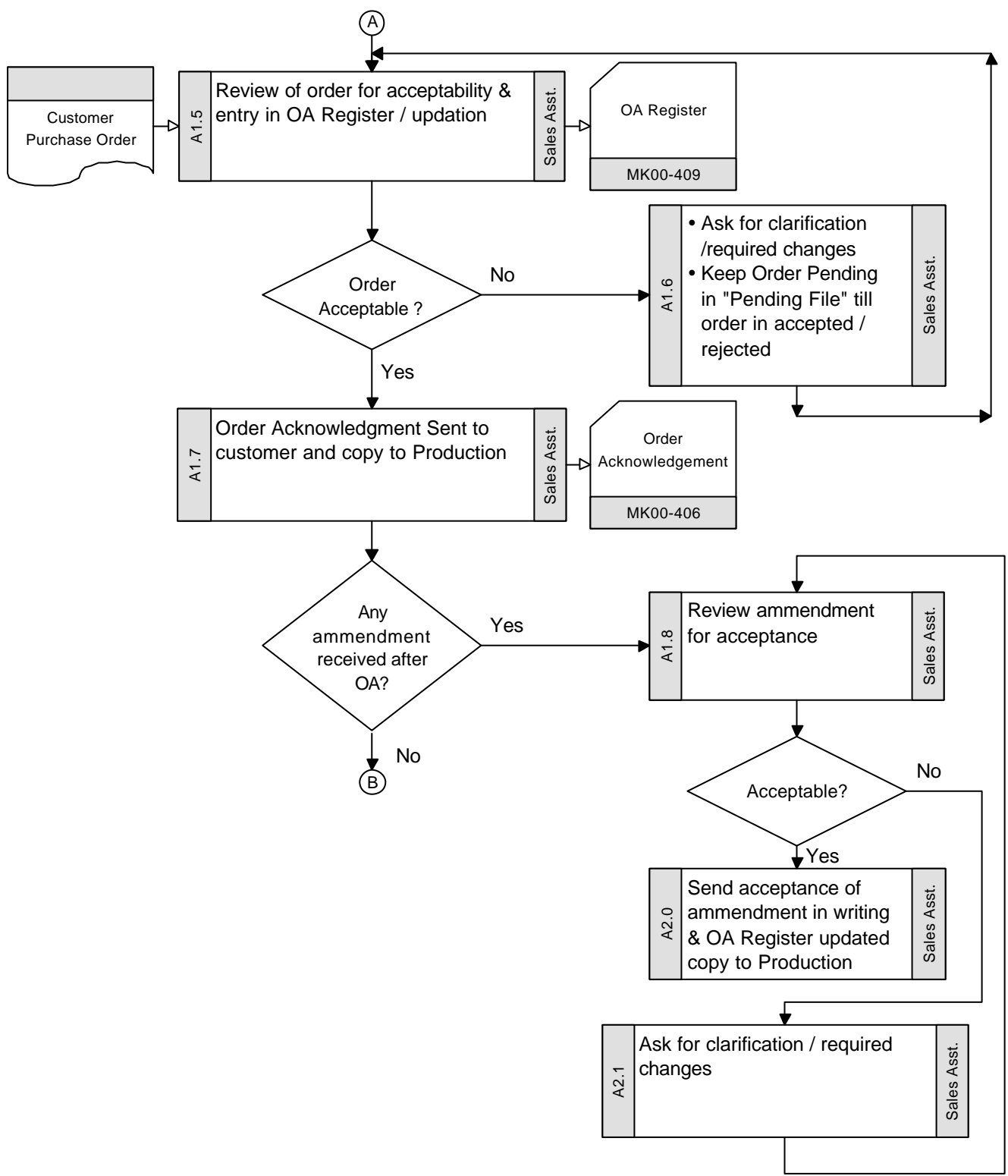
EMCO ELECTRONICS	Appr. By :	
	Page No.	3 of 7
DOC. TITLE : Procedure for Contract Review		Doc No. MK00-201 Issue No. 9 Issue Dt. 01-04-10

Enquiry & Order Processing



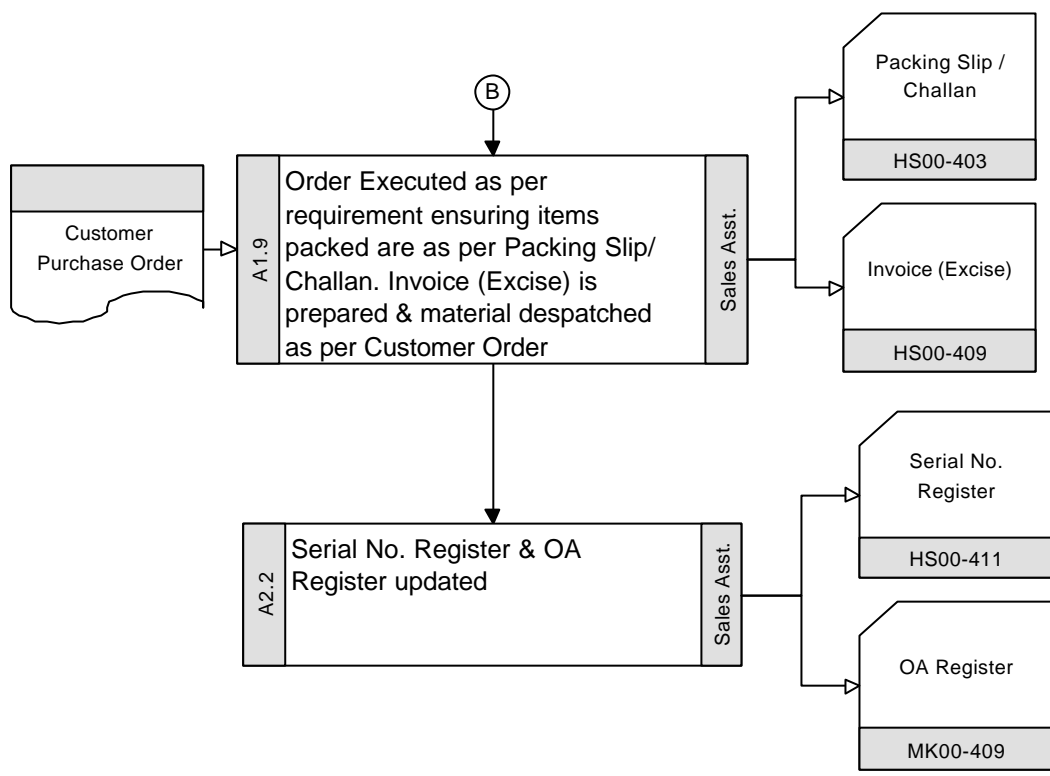


EMCO ELECTRONICS		Appr. By :	
		Page No.	4 of 7
DOC. TITLE : Procedure for Contract Review		Doc No.	MK00-201
		Issue No.	9
		Issue Dt.	01-04-10





EMCO ELECTRONICS	Appr. By :	
	Page No.	5 of 7
DOC. TITLE : Procedure for Contract Review	Doc No.	MK00-201
	Issue No.	9
	Issue Dt.	01-04-10






EMCO ELECTRONICS		Appr. By :	
		Page No.	6 of 7
DOC. TITLE : Procedure for Contract Review		Doc No.	MK00-201
		Issue No.	9
		Issue Dt.	01-04-10

Annexure B - RECORDS TABLE

Sr. No.	RECORD REFERENCE	RECORD DESCRIPTION	RECORD LOCATION	MAINTAINED BY	RETENTION PERIOD
1.	MK00-801	"Quotation" File : - Verbal Communication Form (Enquiry related) (MK00-401) - Quotation other related correspondance.	Sales Dept	Sales Assistant	1Year (except for Enquiries converted into orders which have been accepted are transfered into the "OA File" along-with related papers)
2.	MK00-802	"OA" File : - Order Acknowledgment (MK00-406) - Proforma Invoice (MK00-407) - Invoice Excise (HS00-410) - Verbal Communication Form (order related) (MK00-401) - Packing Slip (HS00-403) Other Related Correspondence	Sales Dept	Sales Assistant	3 Years
3.	MK00-803	"Pending File" : - Pending Enquires (from H.O. &) - Pending Orders (Branch offices) {Till clarifications are received resulting into Quotation or order.}	Sales Dept	Sales Assistant	1 Year
4.	MK00-901	"Quotation" Register :	Sales Dept	Sales Assistant	1 Year
5.	MK00-902	"OA" Register	Sales Dept	Sales Assistant	3 Year
6.	HS00-903	"Serial Number Register" (HS00-411)	Sales Dept	Sales Assistant	Continuous

	EMCO ELECTRONICS	Appr. By :	
		Page No.	7 of 7
	DOC. TITLE : Procedure for Contract Review	Doc No.	MK00-201
		Issue No.	9
		Issue Dt.	01-04-10

Annexure C - Guidelines

- 1 Verbal Communication form (MK00-401) filled where any information discussed with customer on phone
- 2 Proforma Invoice (MK00-407) sent to customer where payment terms are against Proforma Invoice.
- 3 Product Catalogs (MKXX-701) are sent along with Quotation.
- 4 When payment is received, Accounts Department is informed through Collection Receipt.
- 5 Customer feedback is obtained in the form of Customer Satisfaction Survey Form (MK00-403)
- 6 OA Delivery date, where not same as P.O. delivery date, is communicated to the customer.