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| SHAH PROMOTERS & DEVELOPERS | | QUALITY SYSTEM PROCEDURE |
| TITLE : Quoting and Orders | | |
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1.0 Purpose :

The purpose of this procedure is to define the methods for capturing customer requirements, and then reviewing those requirements to ensure Shah promoters has the capability to meet those requirements before committing to providing Products or Services

2.0 Scope :

Applicable to capturing and review of customer requirements.

3.0 Responsibility

- Marketing Manger, Project Manager, Project Engineers and MR

4.0 Procedure:

4.1 CAPTURE OF REQUIREMENTS

4.1.1 During the business development process, customer requirements are captured and recorded.

4.1.2 The Marketing Manager will also ensure that Shah promoters has suitable access to all applicable statutory and regulatory requirements which may apply to the work.

4.1.3 The marketing manager will also document any requirements not specified by the customer, but for which Shah Promoters knows will apply to the work.

4.2 REVIEW OF REQUIREMENTS

4.2.1 The Marketing Manager will oversee the review of incoming requirements, to ensure Shah promoters has the capability to meet those requirements. This must occur before any commitment to provide the Products or Services to the customer

4.2.2 The review of requirements may require a formal risk assessment, at the discretion of management. If so, the risk assessment shall define the expected risks associated with the work, as well as a mitigation plan for each identified risk. If useful, risks may be ranked by likelihood of occurrence and severity of the impact of the risk, if it does occur. Management may

elect to accept certain risks as a function of doing business, but if so, this must also be indicated. When a risk assessment is conducted, this will be filed with the appropriate requirements information.

4.2.3 If a formal quotation is to be prepared for the customer, this shall be developed by the Marketing Manager with input from all proper departments and staff, and released to the customer after reviewed and approved by the Managing director

4.2.4 When a contract or purchase agreement is subsequently received, it shall be reviewed by the Marketing Manager to ensure there are no differences between it and any previously submitted quotations. If there are differences, the the Marketing Manager shall resolve these with the customer before the contract is accepted.

4.2.5 Acceptance of a contract or purchase agreement is to be done by the Marketing Manager and recorded.

4.3 CHANGES TO REQUIREMENTS

4.3.1 Where the customer requests changes to active work, the changes must also be captured, reviewed and approved prior to committing to the change.

4.3.2 The change will consider the impact on work already delivered, work underway, and planned work. Problems or concerns over implementing the change will be communicated by the Marketing Manager with the customer. Such changes may require renegotiation of contracts.

4.3.3 If changes are agreed upon, the Marketing Manager will work with the affected departments to implement the change. The disposition of existing work shall be determined by management, along with input from the customer.

4.3.4 Where changes are required by [Short Client Name], these will be negotiated with the customer before implementation, and a record of the customer's acceptance maintained.

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