



DRAWING NUMBER 90-2000-7.2.3	REVISION -	TITLE Customer Communication	PAGE 1 of 1
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1.0 Purpose

The purpose of this procedure is to describe how Product Resources has arranged for communicating with customers.

2.0 Policy

All customer communications are the responsibility of the Sales Department or as stated in this procedure. However, the Sales Department at its discretion may designate other contact people from other Product Resources departments to handle specific issues including but not limited to customer supplied materials or engineering issues.

3.0 Procedure

Sales is responsible for responding to requests for information about the company's products and services.

Responding to requests for quotation as well as order handling is the responsibility of Sales. See procedures 90-2000-7.2.1 and 90-2000-7.2.2.

Though Sales is frequently the recipient of customer feedback including complaints, any employee who receives such feedback is to communicate it to the staff, and customer complaints are to be documented on a Customer Complaint Report, see procedure 90-2000-8.5.2. In addition, customer requests for corrective action are to be forwarded to Quality Assurance by the recipient, and Quality Assurance is responsible for responding to such corrective action requests.