

DOCUMENT NUMBER 91-1003	REVISION C	TITLE Customer Communication, Satisfaction, and Property	REV DATE 03/2019	Page 1 of 4
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1.0 Purpose of Procedure

This document describes the processes by which Product Resources communicates with customers, assesses customer satisfaction, and handles customer property. It establishes procedures and assigns responsibility.

2.0 Scope of Process

The scope includes communication in general, for notification of change and nonconformance, and for the receipt of complaints. The scope also includes the handling of customer supplied property and material.

3.0 Process Owner(s)

- 3.1 Sales
- 3.2 Purchasing
- 3.3 Quality

4.0 Procedure

4.1 Customer Communication

Sales is responsible for responding to requests for information about the company's products and services, including requests for quotations and order confirmations.

Though Sales is frequently the recipient of customer feedback including complaints, any employee who receives such feedback is to communicate it to their manager. Customer complaints are to be documented via QT9, Corrective Action, CAR type = Customer Complaint. When a Customer Complaint is entered the QA Manager should be selected as the initial responsible party, which causes the QA Manager to be aware of a new complaint. The QA Manager will coordinate the CAR including root cause determination, determination of actions, and customer response. In coordinating the CAR, the QA Manager may subsequently assign it to someone else for work on a portion of it or may Task aspects if it to someone else.

See also 91-7002, Corrective Action.

4.1.1 Notification of QMS Change

Certain customers or regulatory bodies may choose to be notified on changes to the Quality system. Some may choose to be notified on all changes, and some may choose to be notified only on major changes. The QA Manager assigns the change classification as described in 43-2627. If there is a customer or regulatory body requiring notification for the given class of change, the QA Manager, who is also the Management Representative, is responsible for addressing the change with that party and for fulfilling any requests or instructions related to the change.

4.1.2 Notification of Nonconformance

Customer Supplied Material

Any customer supplied material (CSM) that is found to be nonconforming is handled in a manner equivalent to nonconforming material received from a supplier (see 91-4002). In

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the case of CSM, however, Sales shall be involved in executing the disposition of the nonconforming CSM and shall consult with the customer before executing the disposition.

See also Customer Property below.

Post-Shipping Notification and Action on Nonconforming Product

If it is determined that nonconforming product has been shipped, the actions that Product Resources takes depends on the both the nature of the product (regulated or not) and whether or not Product Resources is acting as a contract manufacturer of another company's product. The Management Representative is responsible for the customer and/or regulatory body communication.

If Product Resources is acting as a contract manufacturer, Product Resources will, as soon as the nonconformance is identified, notify the customer of the nonconformity and, as required, provide the identity of the affected product by serial number, lot, or date code as is applicable to the specific product. If the product is a regulated product, in this scenario it is the responsibility of the customer to notify the regulatory body. The customer, along with the regulatory body as required, makes the determination of the need for end user or distributor notification or product recall.

If Product Resources is selling product directly to end users or distributors, Product Resources will notify the regulatory body as soon as it is detected of the nonconformance in the case of a regulated product. In this case, the regulatory body will take part in the impact determination. In all cases, Product Resources Quality Assurance and Engineering Departments will review the impact of the nonconformance and, with the regulatory body if required, determine whether end user and distributor notification is required and whether or not a product recall is required.

4.1.3 Notification of Product Change (Product Deviation and Change Request)

For medical devices and for explosive atmospheres product or at Product Resources discretion, product deviations and changes from current manufacturing documentation (from current specification), a Product Deviation and Change Request Form (PD), 80-3205, is completed describing the applicability of the change and the nature of the change. This form is signed by Product Resources Engineering and by QA, and then it is forwarded to the customer for approval to produce and ship product containing the change. The initiator of the PD will indicate in the ERP system that the item must go through a QA outgoing inspection, and QA will indicate the PD associated with the shipment is noted on the shipment's C of C.

PDs are stored on the Quality drive, organized by item number. Each PD has a unique identity established based on the item number and the addition of a sequential per-item number.

4.2 Customer Satisfaction

Periodically, the Sales department will initiate communication with customers to assess their satisfaction with Product Resources. Sales will use the following methods and measurements to assess customer satisfaction:

- Customer Surveys,
- On-Time Delivery,
- Customer Complaint Corrective Actions (CARs),

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- Customer Reports of Product Resources' Performance (incl. Quality and delivery ratings)

The assessment of customer satisfaction takes place at least once a year. The output of the assessment becomes is a component of objectives, measures, and goals, in turn a component of Management Review.

4.3 Customer Property

When necessary or when contractually agreed to, Product Resources may have control of customer owned property. Generally these are materials used to manufacture product or can be test equipment used to test product.

4.3.1 Purchasing Requirements

Any materials to be supplied by the customer are coordinated by the Sales Department. Sales notifies Purchasing when customer supplied material is required and Purchasing can then order and schedule the material via the Planner Workbench (ERP system) and a purchase order to the Customer. Sales will provide Purchasing with a customer contact when Purchasing is to directly communicate with the customer. It is the responsibility of Sales to determine whether the communications with the customer will be through Sales or Purchasing.

Any expediting is the responsibility of the department that is communicating with the customer regarding the customer supplied materials. The Sales Department is ultimately responsible for resolving any conflicts with the customer regarding customer supplied material.

4.3.2 Inspection and Storage

Customer supplied materials are received, inspected, and tested in the same manner as other purchased products. Marking, storage, and handling of customer supplied materials also follow the same procedures applicable to purchased materials.

4.3.3 Special Requirements

When specified in the contract, special instructions for handling customer supplied materials are followed. When requested, the customer's materials may be segregated and labeled to identify them as the customer's property.

4.3.4 Loss, Damage, or Unsuitability

Any occurrence of loss, damage, or unsuitability of customer supplied material is reported in writing by email to the customer by the Sales Department or the Purchasing Department. Copies of these email communications shall be retained in the corresponding sales order confirmation folder.

See also Customer Supplied Material above.

5.0 Control of Records

The storage location and retention period for records referenced above are given in 91-6002, Control of Records.

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