



Procedure: QSP- 4.2.102 Revision D	Page 1 of 2
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Document Control – External Documents

Purpose

This procedure defines a control system for documents originated by customers, suppliers, and other third parties required for quality system operation.

Scope

This procedure governs:

- Customer product design drawings and specifications
- Customer purchase order documents
- Industry standard specifications, test procedures, and other technical reference documents

Definitions

Supplier Certifications

Certification and other supplier-provided quality documents related to shipments scanned into and maintained in an online document imaging system. Photocopies are automatically issued to customers during the shipment process.

Responsibilities

REC - Receiving Clerk

CSR - Customer Service Representative

CSS - Customer Service Supervisor

RCPT – Receptionist

DOC CTRL Document Control Administrator – person(s) charged with scanning/storage/handling of documents.

Procedures

Note: Customer Purchase Orders

Customer Purchase Order documents are sent to us via mail, email, fax and EDI. We also receive Purchase Orders through dedicated websites such as OASIS and Exostar, which are used by some of our large aerospace customers.

The Receptionist:

- Receives and sorts mail
- Sends sales related mail to CSR (usually the Customer Service Supervisor)

The Customer Service Supervisor:

- Sorts Customer Purchase Orders received in the daily mail and determines their status - open, closed or new.
- Writes customer number and sales order number on first page of the Purchase Order document.
- Performs contract review by comparing requirements to the entered orders and stamps and dates the document to indicate review was performed.
- Acknowledges order via appropriate method – mail, fax, email, etc.
- Sends the reviewed documents to the designated person (CSR or Document Control Clerk) for imaging. Note: customer PO's are sometimes received with attached drawings or other specifications. The person scanning the documents may include those specifications in the imaging but it's preferred that they be separated and forwarded to the Quality Manager (see below). Change orders are handled the same.
- New orders are sent to the appropriate Inside Sales Representative for comparison to established quotes (or prior orders, as appropriate) and entry into the system. Once the order has been entered and the salesperson has notated the sales order number and customer number it is checked and sent for imaging as described above. Imaged documents are sent to the Document Control Clerk for archiving.

The Document Control Clerk:

- Files/archives the Customer Purchase Orders sorted by sales order number.

The Receiving Clerk:

- Receives Certification documents including Certificate of Conformance and Test Reports
- Checks the document for legibility and sees that the correct Insulation Supply Company reference number is shown on the document (when applicable).
- Checks the document for legibility and sees that the correct Insulation Supply Company reference number is shown on the document (when applicable)
- Date stamps the document(s).
- Places acceptance stamp on the documents(s)
- Interlaces documents with bar-coded cover sheets. The cover sheets are generated during the receiving process. These are used by the document imaging software to index the documents
- Takes cover sheets and documents to designated person (usually a customer service representative) for document imaging processing.

Customer Drawing and Specifications**The Receptionist:**

- Sorts incoming mail and sends customer drawings directly to the Quality Manager.

The Quality Manager:

- Assures the specification documents are date-stamped listed for reference on the Quality-Web intranet and sends them to the Document Control Clerk for filing or archiving (boxing for storage) as appropriate.

Policy References

QPM-301 Latest Revision

Notes

- Revision D changed the Policy Reference from QPM-301 Rev A5 to QPM-301 Latest Revision.
- Revision C includes references to our recently implemented online document imaging and retrieval system. This procedure has been reformatted from Powerway to Word and then saved to PDF format.