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Quality Planning

Purpose

This procedure identifies the expectations and processes for product quality planning when introducing new equipment, materials or processes needed to bid on a customer RFQ.

Scope

This procedure applies to new product/methods projects undertaken by Insulation Supply Company. Management may, at its choosing, designate existing parts for application of this procedure.

Definitions

RFQ A request for quotation for products or services from our organization.

Responsibilities

ISR Inside Sales Representative

COO Chief Operations Officer

QP TEAM Quality Planning Team

Procedures

ISR Analyze Customer Requirements

Upon receipt of a customer inquiry or RFQ, collects available information on customer requirements for analysis and submits it to the COO.

COO Form Quality Planning Team

Upon initial determination of feasibility, organizes a Quality Planning (QP) Team with input from other members of management.

QP TEAM Determine Project Feasibility

Reviews available information on customer requirements, product design, and processing requirements to determine feasibility.

ISR Issue Final Quotation

Reviews results with QP Team before issuing a final quotation.

COO Launch Product Development

Upon receipt of customer acceptance, assumes responsibility and authority for the development process.

QP TEAM Implement Project Plan

Conducts planned steps of Quality Planning Process.

COO Monitor Key Outputs

Monitors completion of key QP outputs according to Project Plan.

QP TEAM Identify Unresolved Issues

Identifies open issues and concerns resulting from QP and develops counter-measures.

COO Conduct Final Review and Approval

Holds a final review of all QP outputs and ensures appropriate Quality Planning buy-in.

Related Procedures

Contract Review QSP-7.2.101

Records

Traveler Package Contents: Customer PO and Specs (if furnished), Sub-group Form QF-47..

Revision Notes

- Rev D – Removed obsolete Inspection Record CF-49
- Rev C - Removed QF-46 from Records section and added Traveler Package.