



Sales - Star Delta

Purpose & Scope

To describe how sales enquiries are received confirmed as orders and processed at Star Delta

This procedure covers the processing of both new and repeat orders, and how changes to confirmed orders are processed.

This procedure covers customer complaints and customer satisfaction reporting.

Resources

The Sales/ Receptionist is responsible for the implementation of this procedure.

The Managing Director ensures this procedure is implemented and maintained.

Sales/ Reception staff raise sales orders directly in MYOB.

Documents

Inputs

- a. Sales Enquiries
- b. Customer Requirements

Outputs

- a. Quotes and Orders
- b. Feedback

Sequence

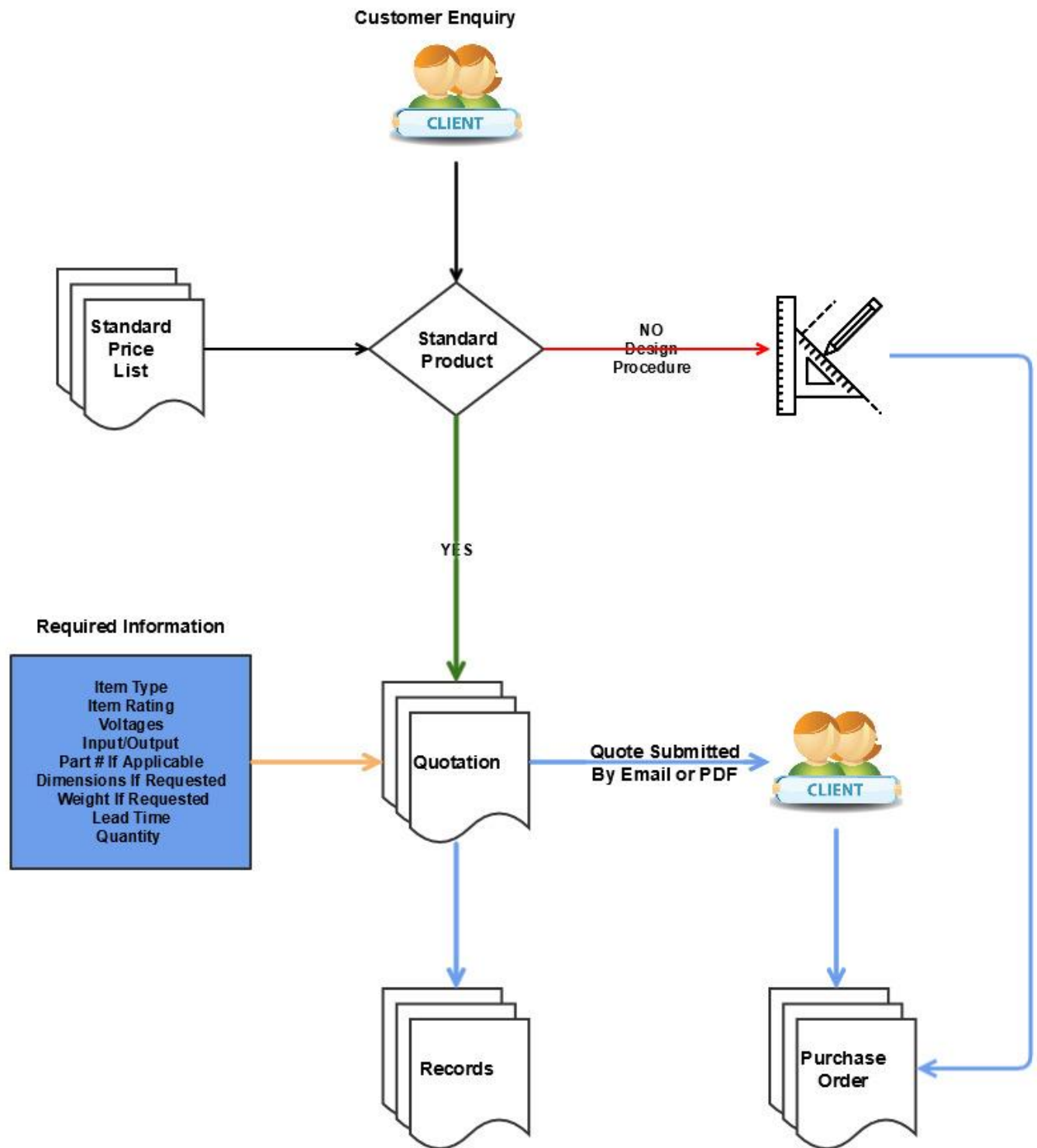
General

This procedure covers the following:

- a. Enquiries
- b. Order processing and changes to orders
- c. Customer satisfaction and complaints

Enquiries

- a. Sales enquiries can be received via phone, email, fax or mail.
- b. Enquiries are split into two types:
 - i. Repeat Orders
 - ii. New or changed Products



Order Preparation - Repeat Orders

- Sales/ Receptionist checks the customers file for details of the previous job in MYOB or the Access Database.
- Sales/ Receptionist then confirms price, terms and delivery with the customer and then records in the job file

Quote Preparation - New or Changed Order Enquiries

- a. New or changed order enquiries must be evaluated by the Managing Director or the Electrical Engineer to ensure that the requirements of the customer can be met and to assess the risk of producing the new item. To determine this the managing Director or Electrical Engineer:
 - i. Checks the application of the transformer with the customer
 - ii. Determines the materials required
 - iii. Identifies or defines any special requirements
 - iv. Obtains expected lead time from the customer
 - v. Obtains any other relevant information as deemed appropriate
- b. If the order requirements are deemed acceptable a Materials List, a design draft and costings are developed.
- c. The quote is then issued to the customer.

Order Processing

- a. Job details entered into MYOB. Order Form raised. **Responsibility** - Sales/Reception
- b. Production Package created comprising the Order form, the Quote, relevant customer information, Production Sheet/ Assembly Schedule, Test Schedule/ Procedure, Bill of Materials and Labels.
- c. Production in accordance with Procedure **Operations**
- d. On completion:
 - i. Delivery Docket is raised and recorded as an Open Invoice
 - ii. Invoice raised using Production Sheet and Test Reports.
 - iii. Originals of Test Certificates kept on file, and a copy is sent to the customer if requested.
 - iv. Delivery. Proof of delivery is retained.
 - v. Final Review of Paperwork
 - vi. Filing by Invoice number.

Customer Feedback

Customer feedback is sought as per the Procedure **Monitoring, Measurement, Analysis & Evaluation**

Negative feedback or customer complaints are handled via the Procedure **Corrective Action & Continual Improvement**

Performance

1. Repeat business
2. Customer satisfaction reports discussed at Management Review