**FQM LIMITED**

**Work Enquiry, Contract Review, Work Order Issue**

1. **RESPONSIBILITY**

All quoted work is logged in the Quote Register, dated and allocated an enquiry number (eg A1234). Details of quote no., description/title, client and value are recorded. Any drawings received are retained in the enquiry folder

Contracts Manager/

General Manager/

Operations Manager/

Project Manager

The work content is then reviewed together with appropriate drawings and any other relevant information submitted by the Client. A tender is prepared with quote details and value being recorded on quote or cost breakdown sheet where applicable. The quotation is reviewed by the relevant Manager before despatch.

Tender unsuccessful; tender is considered to ascertain why not successful then archived.

Unsuccessful

Successful

Revised quote is issued to Client stating the variations in order for Client to accept and issue new/amended PO

For quoted work, the relevant Manager carries out a contract review. On receiving the PO it is then reviewed against the accepted quotation including but not limited to Quantity, Del Date, Del Location, Costs & any special requirements. The PO drawings are reviewed against tender drawings, check rev number is same. Any changes are identified and job is requoted before accepting PO.

Variations between tender & PO

No variations and PO is accepted.

Mark in quote register as reviewed (CR), detail job number(s) and highlight green for accepted.

A production detail card (xx-F-012) is then raised; all known details are inputted in full. In all cases the pink copy is passed to Operations Manager, blue to Quality Representative and where applicable Green to the Workshop Foreman. All work requiring a record or certificate is allocated a QA Level 1,2 or 3. For full details see QA Levels (xx-D-02) and Manual (xx-D-01) section 8.0. For unquoted work at Level 3 or 4, production detail card may be raised by Operations Manager or delegate and actioned.

All production detail cards are produced by the responsible manager based on the contract work-scope and individual jobs, revision is authorised by GM and where required QA. Drawings, specifications and instructions are issued to the Foreman/Charge-hands and thus the Tradesmen. On completion Charge-hands will report completion to Operations Manager. See Quality Manual (xx-D-01) Section 8.9-8.16 for details.

Additional/emergent work where there are cost or time implications are raised on a variation order (xx-F-027) for client authorisation prior to actioning.

**Level 1,2 & 3** work on completion is authorised by Operations Manager and passed to admin for invoicing. The requisite material certs, QA reports NDT certs and inspection release etc. are assembled. See Quality Manual (xx-D-01) Section 8.9 for details. These certificates are compiled into a documentation package under cover of a COC and despatched to the client.

**Level 4** when completed production detail cards signed are passed to admin for invoicing.