

Work Instruction:
Standard Product Sales Order Process

Title:	Work Instruction: Standard Product Sales Order Process
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REVISION HISTORY

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	Signature	Date
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Manager		
Additional approval		

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Work Instruction: Standard Product Sales Order Process

1.0 PURPOSE

To establish the process for processing a Standard Product Sales Order. (For Non-standard Product Sales Order Process Work Instruction, refer to 4.03-W2).

2.0 DEFINITIONS

Quickship or rush order: Sales order where the customer has requested delivery sooner than the standard lead-time.

3.0 PROCEDURE

Step 1: Order Entry receives Sales Order cover sheet from sales.

Step 2: Order Entry enters the order with promise and due dates into the Raditek computer system.

Step 2a: Promise and due dates are to be based upon current standard lead-time. If the order cover sheet has an annotation of quickship or rush on it, the promise and ship dates are inputted as 1-1-2009. (Hereafter referred to as rush orders) At the time of order entry, promise and due dates will be the same.

Step 3: Order Entry creates the SO package and distributes to Manufacturing and Sales Orders {open order file}.

Step3a: Planning sales order package consists of Work Order input sheet (internal PO). For rush orders, status is to be communicated to planning.

Step 3b: Order entry open order file sales order package consists of Sales order cover Sheet, Order Verification, Work Order input sheet (internal PO) and Customer purchase order

Step 4: Planning verifies product status as standard; if not refer to Work instructions for non-standard sales order process. (4.03-W2)

Step 5: For rush orders, manufacturing manager reviews capacity and negotiates accelerated delivery date. Planning is notified as to delivery date.

Step 6: For rush orders, planning inputs the negotiated delivery date into the computer system as the due date.

Step 6a: The promise date remains 1-1-09 as a reminder of the order's rush status. Planning to notify sales of negotiated delivery date, who in turn notifies the customer.

Step 7: Upon delivery date slipping beyond due date in the computer, planning to notify sales of new due date via e-mail or phone call.

Step 8: Planning to update system of any due date changes during manufacturing lead-time.

Step 9: Sales to notify field sales representative with any due date changes beyond promise date to contact customer.