CONTRACT REVIEW

EGC/SOP/SL/001

Revision No: 04

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APPROVAL

	DESIGNATION	SIGNATURE	DATE
Reviewed By:	MR		2nd April 2024
Approved By:	MD		2nd April 2024

REVISION HISTORY

Rev Date	Rev No.	Changes Description	Author
01-Jul-17	00	For details refer to obsolete documents	Suraya
01-Nov-20	01	For details refer to obsolete documents	Suraya
27-Apr-21	02	Adding updated Quality Management System Manuals as references.	Suraya
31-Mar-22	03	• Change reference API Spec Q2 to Second Edition. • Corrective Action and Preventive Action Report (CPAR) change to Corrective Action Report (CAR). • Add Email to Clause 5.2.1. • Add point e.) in 5.2.3 taken from Section 5.1.2 c.) from API Spec Q2 2nd Edition. • Add point f.) in 5.2.3 taken from Clause 8.2.3.1 ISO 9001:2015 Standard.	Suraya
02-Apr-24	04	Change QMS coding system for API Spec Q2 Manual	Adila

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1.0 PURPOSE

This procedure is applicable for review the requirements related to all the services provided by ESSEM to the customer.

2.0 SCOPE

This document provides the guidelines on the procedure of identifying and establishing the customer's needs and requirements and our capability to meet the signing of a contract.

3.0 REFERENCE DOCUMENTS

API Spec Q2, 2nd Edition	Clause 5.1
Control of Records	EGC/SOP/CP/002
ISO 9001:2015	Clause 8.2
Quality Management System Manual (API Spec. Q2)	ECSMR/QM/001
Quality Management System Manual (ISO 9001: 2015)	EGC/QM/002

4.0 DEFINITIONS & ABBREVIATIONS

HOD	Head of Department
LOA	Letter of Award
MR	Management Representative
PO	Purchase Order
PR	Purchase Requisition
QA	Quality Assurance
QMS	Quality Management System
SRP	Service-Related Product

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5.0 PROCEDURE

5.1. GENERAL

5.1.1. The Sales Manager or his designee shall be the overall responsible person for this procedure. The other department HOD's shall be the functional responsible person for this procedure.

5.1.2. The Sales Manager or his designee conduct a preliminary review of enquiries, Order and decide whether to participate or not. They perform costing calculation for pricing of product and ensure the resources required are available.

5.2. ORDER PROCESSING AND SUBMISSION

5.2.1. Customer enquiry or an invitation for new order, in any form, either by fax or phone, mail or Email, either direct or through Sales Agents or through group companies, are accepted.

5.2.2. The accepted orders are to be processed thru SAP system that generate Quotation. In case of successful bid, the SAP system later will generate Purchase requisition (PR) and Purchase Order (PO) to respective sub-suppliers.

5.2.3. The Sales personnel shall review the commercial terms of the enquiry and other feasibility as per below, where applicable:

a) Technical requirements specified by the customer
b) Schedule / completion
c) Resources and facilities
d) Legal and regulatory requirement's
e) Requirements not stated by the customer but considered necessary by the organization for the execution of service and provision of SRP.
f) Contract or order requirements differing from those previously expressed.
g) Risk assessment
h) Contingency planning
i) Management of change

5.2.4. If technical not feasible, Sales Manager shall revert to the customer.

5.2.5. If the enquiry is both technically (including the delivery) and commercially viable then Sales Personnel shall submit the quotation to the customer.

5.2.6. Sales Manager or his designee shall approve before the order submission and further follow up with the customer for order confirmation.

5.2.7. Enquiries and quotations records shall be maintained by the Sales Coordinator.

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5.3. CUSTOMER CONTRACT

5.3.1. Successful bids will be issued with a Purchase Order (PO) or Letter of Award (LOA) by the customer.

5.3.2. If the contract is in line with our quotation, sales authorized person shall sign the contract.

5.3.3. After having confirmed order, a customer wishes to make amendments to the order then the Sales Manager shall be responsible for a review of it. A quote for additional scope of work may be submitted and an amended Purchase Order be requested from the customers.

5.3.4. The Sales Manager shall sign-off the customer revised Purchase Order, as evidence of having reviewed the change.

5.3.5. If the request to make amendments is initiated by ESSEM, then the Sales Personnel shall convey the request to customer.

5.4. CONTRACT HANDOVER

5.4.1. Once contract is received and signed, a separate contract (Job) file is opened and all the corresponding details are compiled in that file.

5.4.2. A Project Kick Off meeting shall be conducted.

5.4.3. Sales Coordinator shall prepare to hand over the contract / project file to the Project Department for the further process.

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