



## QMS PROCEDURE

### 8.5.3. Property Belonging to Customers or External Providers

#### Scope

This procedure applies to all work carried out by Company staff, to ensure that all work carried out is in accordance with the company Quality System.

It is important to note that the overall objective is first time built in Quality.

To achieve this, careful and correct performance of all operations is necessary.

#### 1. Responsibility

The operating and compliance to this quality procedure is the responsibility of personnel having input in the handling and processing of customer property.

Assessment and monitoring compliance to the customer requirement, shall be the responsibility of local supervision.

#### 2. Verification

Customer property shall be verified in accordance with quality procedure "control of non-conformity".

Where verification requirements are outside the scope of the activity, compliance shall be assessed visually and/or by an approved external party.

The quality department shall be responsible for reporting to and where applicable, resolve quality acceptance issues with the customer.

#### 3. Storage

Customer property shall be handled and stored in a manner to prevent inadvertent damage and / or deterioration.

Where practicable, original delivery packaging shall be reused.

Customer property shall be readily identifiable and traceable to the source of manufacturer and / or supply.

#### 4. Processing and Delivery

Customer property shall be readily identifiable and traceable to the customer contract during processing/ installation and quality acceptance.

Adequate precautions shall be taken to protect customer property from inadvertent damage, contamination and deterioration during processing, internal transit, packaging and delivery.

Specific customer instructions shall be documented and followed where changes to customer property are required to complete the agreed contract.

#### 5. Loss or Damage

In the event of property loss, damage or unsuitability, it shall be the responsibility of the quality department to record and report the quality issue to the customer.

Where the requirement exists, the customer shall be given access to proof of property compliance to specification and or afforded the right of an onsite verification of related processes and satisfactory quality control systems.