
	Marketing Contracts & Contracts Review Procedure	<b>Ref:</b> EXQ MP 08 <b>Dept:</b> Marketing Dept
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# Procedure for Marketing, Contracts and Contracts Review EXQ MP-08

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SUMMARY OF CHANGES				
Issue No.	Issue Date	Approved by		
			Name / Position	Signature
Summary of change		1	EXQ GM	
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Issue No.	Issue Date	Approved by		
			Name / Position	Signature
Revision No.	Revision Date			
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## 1.0 Purpose

To describe a process for receiving request for certification services, and for coordinating the activities for review of certification services. It also include contract review and ensuring that the specified requirements are adequately defined, understood and fulfilled as per customer requirements and amendments made with the customer. The purpose of this process is to;

- Define the method for the review of requests and contracts.
- Ensure that the requirements are adequately defined and documented before accepting a contract.
- Resolve any differences from those in the tender before accepting a contract.
- Assess the capability and resources to meet the contractual requirements before accepting a contract.

## 2.0 Scope

This process covers overall contract review activities from enquiry to order receipt as well as related to routine request for the certification services as described below;

- 2.1 This process details the stages of contract review from enquiry through to award, those responsible for carrying-out the review stages and the content of the review stages.
- 2.2 This process commences marketing activity, receipt of application, submission of quotation and finalization of contract for all certification activity done by us.

## 3.0 Responsibility


- 3.1 **Marketing Manager** is responsible for review and approval of Quotation received for certification services. He is responsible for initial review of client application, request and submits quote. He is responsible for all marketing activities, generating new inquiry and all client meets as well as finalization of offer with customer.
- 3.2 **Certification Manager** is responsible for all technical matters relating to contract review and reply to the clients.

## 4.0 Description of Activity

### 4.1 General

- 4.1.1 The objective of pre-engagement activities is to gain an understanding of a client's requirements. This includes understanding the type of organization to be assessed, the appropriate standard to be applied, location of the activity to be assessed, and the markets the client serves.
- Marketing Manager / Marketing Officer gather information about perspective customers.
  - Marketing Manager / Marketing Officer send the application (F25 B) to perspective customer to submit his requirements, and receive it back filled from customer.
  - Based on application, Marketing Manager sends a quotation (F27) to perspective customer and negotiates until deal is finalized.
  - The Technical Manager assesses a prospective client with respect to the risk of supplying services. Technical Manager prepares the contract in consultation with Certification Manager.

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- The contract is required for all registration engagements; a signed copy of the contract is obtained from the client before the engagement begins. Contract (F27 B) to be signed with customer by General Manager.
- When a signed copy of the contract is given by the client, the same is reviewed by Technical Manager using Contract Review (F 028) to ensure that the specified requirements are adequately defined, understood and fulfilled as per customer requirements and amendments made with the customer.
- A separate client file is created for the client, and the records are maintained in the same.

## 4.2 Marketing Activity

4.2.1 Marketing Manager is responsible for this activity. Other members of excellence Qualite support Marketing Manager wherever required. Requests for information about the services of excellence Qualite may be received from many sources (direct contact with client, reference from existing client, reference from the consultant etc.). An application is submitted to the prospect and gets filled from authorized personnel of the applicant organization. A site visit may be carried out if requested or deemed necessary. Marketing Manager is responsible to submit the tender documents and attend pre-qualification meetings as well as do needful.

4.2.2 Wherever time permits, companies that have not responded to information sent to them are contacted by the marketing officer or designated person. They are encouraged to return the application if there is any likelihood that excellence Qualite will obtain a contract from them.

All enquirers or potential users of the services of excellence Qualite shall be provided with an information pack which contains as a minimum the following: -

- excellence Qualite brochure
- Application

A visit to a company may be as a result of:

- company request for advice, or
- follow up to a completed Application or quotation or
- for clarification of the triennial re-audit method.

4.2.3 The salient points of discussions during the visit are recorded, together with any promised further actions to be taken by excellence Qualite staff and information useful for completing a contract review (if not already done).


There are normally no charges or expenses invoiced for initial visits.

4.2.4 If the company does not intend to use the certification services of excellence Qualite the reasons for this are established. If it is possible to make our services more attractive to them, this is auctioned. This may be achieved by a price reduction, offer of a preliminary visit to meet the auditor or an explanation of the audit process. (Auditor days allocated will not be reduced to gain an audit)

Prior to sending a quotation, Certification Manager reviews the filled Application along with any comments attached if a site visit is conducted for the following

- Information about the applicant organization and its management is sufficient for conduct of the audit.

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- Requirements of certification are clearly defined and documented and provided to the applicant organisation. These requirements are submitted along with the quotation.
- Any known difference in understanding between excellence Qualite and the applicant organisation is resolved.
- Competency and ability of excellence Qualite to perform to perform the certification activity.
- Scope of certification, locations, operations, time for completion of an audit and any other points that can influence the certification activity.

### 4.3 Quotation Preparation

4.3.1 When received, applications are passed to the certification manager for processing and preparation of a quotation. All quotations are prepared on the basis of completed applications received from a prospect client and inputs received from Certification Manager. If happens, in some cases completed application forms may be received by excellence Qualite without an initial approach having been made to excellence Qualite. If this occurs then the quotation is processed in the normal manner.

4.3.2 Certification Manager verifies if the audit will be covered by excellence Qualite's scope of accreditation. If the Certification Manager of excellence Qualite decides that the quotation should not be given, a regret letter is sent. The regret letter may be sent for various reasons – the scope is outside the scope of any accreditation, there may be a scope that excellence Qualite does not wish to be involved with etc.

The quotation may be for any of the following –

- Certification to any standard(s) for a new client
- Certification to additional standard by an existing client
- Scope change or additional site for an existing client
- Transfer of certification
- Existing client re-certification audit

4.3.3 A new client may request for a quotation by filling the application. Marketing Manager reviews the client activities along with Certification Manager If the scope is in excellence Qualite. scope of accreditation, other details are reviewed to determine if single or multisite activities. Appropriate man-day tables are followed.

Multisite operations can be quoted on a sample basis if: -


- The documented system is centrally controlled.
- All sites are part of the company's internal audit schedule and management review and controlled from Head Office and have been audited.
- All sites carry out the same operations.

Any variations in site activity, size or environmental risk will be taken into account when determining sites to be sampled.

These criteria will be used at contract review to decide which sites will be audited. (Refer to IAF MD 1 and IAF MD 5 where applicable.). All sites to be audited must be current working sites.

4.3.4 An existing client may request for additional certification to another standard. Marketing Manager along with Certification Manager Check if excellence Qualite provides the certification and the scope of accreditation covers the desired scope. If the quotation can be given, the quotation is made following appropriate man-day table(s).

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A change in scope or additional site may be required for an existing client. The change is reviewed for additional man-days and quotation given. Certification Manager will review the request for auditor qualification to determine the audit team.

- 4.3.5 Request for transfer of certification shall be reviewed by Marketing Manager. The existing contract and certificate are reviewed to determine the pending surveillance. Non accredited transfers shall be considered as new clients. A document review may be carried out either on site or in the office if required. The review shall include copy of the previous certificates and to ensure the availability of the last report from the previous certification body. It is essential that as much information is gained and recorded on the contract review form as possible for management to show competence in the allocation of audit staff for each sector of scope. The contract review is completed by an administrator and reviewed by Administration Manager.

Based on the information about client, it is decided whether or not one visit per year can be recommended for surveillance based on complexity, multisite operation, location and company size. If the staff days decided upon differs substantially from the ISO 17021, then justification will be given on the Contract Review Form.

The excellence Qualité guidance price structure is followed. The General Manager decides the man-day rates and provides guidelines for permitted deviations. Any deviation beyond the authorized range shall require MD's approval prior to submitting quotation.

The fees are charged on the basis of estimated time to be spent on-site plus time required off-site in preparing reports. The details are explained in Work Instruction for Man-day estimation (WI03)

Audit time is allocated based on:

- The requirements of the accreditation body using ISO 17021
- Knowledge of the sector,
- Knowledge of the company i.e., complexity of operation, risk factors for ISO 14001.
- Whether design is included
- Single or multi-site operations.

- 4.3.6 Copies of quotations and completed contract review forms are placed in the quotation file along with the conversation record sheet, any visit report and any other documents relevant to the file e.g., company brochures. The original quotation shall be posted to the client.

If a re-quote is required for any reason, the same process is followed including confirmation of the original contract review, but the contract review is only copied if it is altered.

#### 4.4 Finalization of contract


- 4.4.1 The contract is submitted to the client for his approval and acceptance. The contract document set includes the following –

- Client Agreement
- Standard terms and conditions
- Rules of Certification

- 4.4.2 The service can be planned only after receipt of client signed agreement. Client signature on the agreement indicates his agreement to comply with standard terms and conditions and rules of certification.

- 4.4.3 A client number is given and a client file is maintained. The number shall have the following format:

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xxx	ABJ
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The number is in three digits xxx sequential numbers starting from 001 parts separated by "space". is followed by "ABJ" for ABIDJAN.

#### 4.5 Order review

4.5.1 Based on follow-up with the client we received the client confirmation by any of the documents listed below;

- Purchase order/work order,
- Acceptance on our quotations,
- Acceptance in e mail with reference of our quotation,
- Letter of intent,

4.5.2 Upon receipt of the signed contract (F - 027 B) from the client, the same is reviewed for clarification if any between the services offered v/s. order received. In case of gaps between the offer v/s. orders, the gap is identified and is resolved with the client considering the capability of excellence Qualite, before proceeding the further. Written document is collected from the client for the identified gap, if any.

#### 4.6 Amendment to the certification service request

If any major variations / amendments are required from our side or client, then it is reviewed as described above. After acceptance of such amendment from both sides **excellence Qualite** make necessary amendments in contract / and concerned person is informed. The detail process is followed as below.

4.6.1 On receipt of an order change request, the Administrator notes this down as "Client Order Change Request".

4.6.2 Certification Manager assesses the consequences of the request, the consequences relating to price and the necessary time for execution of the order. The same contract review process shall be carried-out and the records are maintained with reference to the initial request.

4.7 Upon completion of all requirements of client, the order is processed. The client service is planned on his readiness and request for audit. Certification Manager is responsible for planning the audit and identifying the audit team. Certification Manager shall identify the auditor qualifying to carry out the audit and the contract is closed once the audit is completed

#### 5.0 References

5.1 Audit Time Procedures CM 09

#### 6.0 Formats

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Daily Marketing Report F 001  
Client inquiry log F 035  
Quotation Format F 027  
Application F 025  
Brochure & Web site  
Agreement for a Management System Certification F 027 B  
Contract review checklist F 028

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