

HEXATECH	CONTRACTS DEPARTMENT	Page 1 of 2
	Customer Verification Of Purchased Products & Services Procedures	Document Ref: CD-PRO-04

OBJECTIVE

To outline the procedure by which Customer or Customer representatives may verify supplied products at Supplier's premise and Sub-Contractor's service at project site.

SCOPE

This procedure shall apply for appointed Suppliers and Sub-Contractors for M&E projects.

REFERENCES

ISO 9001:2015 Clause 8.4

DEFINITIONS

Product - Refers to materials and equipment.

Sub-Contractor's services - Refer to works awarded to the Sub-Contractor as per letter of Award or Sub-Contract agreement.

Issue No. 1	Rev. No. 1	Effective Date: 01 Jun 2009
----------------	---------------	--------------------------------

Activity	Responsibility	References
<pre> graph TD Start([Start]) --> Step1[Where specified or requested by Customer / Customer representative, arrange a visit to Supplier's premise or Sub-Contractor's project site.] Step1 --> Step2[Inform the Supplier or Sub-Contractor of the intended date, time and location of visit. Issue an official letter to the Supplier or Sub-Contractor.] Step2 --> Step3[Issue letter to confirm date, time and location to Customer/Customer's representative and relevant personnel.] Step3 --> Step4[Visit supplier's premise or Sub-Contractor's project site accordingly as scheduled.] Step4 --> Decision{Are there any problems observed during visit?} Decision -- Yes --> Step5[Take relevant action or adopt non-conformance procedure as appropriate.] Step5 --> Decision Decision -- No --> End([End]) </pre>	<p>PM/CM</p> <p>CM</p> <p>CM</p> <p>PM/CM</p> <p>PM/CM</p>	<p>Letter</p> <p>Letter</p>