

**PROCEDURE
FOR
THE HANDLING
OF
ENQUIRIES**




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Status	Author	Agreed	Approved
For Implementation			

1 PURPOSE

- 1.1 The quality of the company's work in handling enquiries is no less important than any other aspect of the company's work. Although not required to do so by ISO 9001, the company has decided to include a procedure for the handling of enquiries.

2 RESPONSIBILITY FOR IMPLEMENTATION

- 2.1 The responsibility of handling any enquiries, whether internal or external, shall be the responsibility of all employees (especially administrative staff) to whom any enquiry is presented.

3 REFERENCES

Document No.QS-01	Quality manual
Document No.SP-03	Procedure for the Control of Correspondence

4 IMPLEMENTATION

4.1 Internal enquiries

- 4.1.1 In the instance where an enquiry about a subject is placed from within the company, it shall be the responsibility of the employee, or his superior to assist in providing an answer.
- 4.1.2 In the case where the enquiry is related to, or directly deals with any aspect of quality, and therefore will have an impact on the company, the procedures set out in Procedure Document SP-03 (Procedure for the Control of Correspondence) must be followed and the relevant documentation completed.

4.2 External enquiries

- 4.2.1 In the instance that a potential/former client places an external enquiry, the employee should advise the client to consult the company's website or refer them to the company brochure.
- 4.2.2 In the instance where the enquiry is of a more technical nature, the employee should refer the enquiry to a superior which would best provide an answer to the enquiry presented.

4.2.3 In the case where the external enquiry is related to, or directly deals with any aspect of quality, and therefore will have an impact on the company, the procedures set out in Procedure Document SP-03 (Procedure for the Control of Correspondence) must be followed and the relevant documentation completed and externally confirmed.

4.3 Enquiry exceptions

4.3.1 In the instance where an internal or an external enquiry cannot be answered, either due to the unavailability of knowledgeable staff, or incomplete/irrelevant information provided by the company's website and/or brochure,

4.3.2 Once the company has obtained the necessary information, the person/organisation enquiring must be contacted by a company representative and informed of the correct/ relevant information.

5 ATTACHMENTS

Not applicable.