1. **Purpose**

The purpose of proper channel of inter department communication is to run system properly and to avoid mistakes.

1. **Scope**

This SOP is applicable on whole sales team of Bin Rasheed Color & Chemicals (Pvt) Ltd.

1. **Responsibility**

Sales Person of respective product line.

1. **Terms & Definitions**
2. **Procedure**

**Communication with production team**

* Sales person communicate the sales order with sales coordinator through email.
* Sales coordinator add sales order (SO) in SAP which after confirmation from sales manager send to production team
* Production team will start production according to added SO.
* Sales coordinator will then manage deliveries according to the added SO after production of product.

**Communication with Lab team**

* For new product development sales team use Product Development portal in which they add all the required technical information for the particular development of new product or shade. Then assign this development to a lab person.
* For complain from customer, sales person communicate the complaint with lab through Bin Rasheed Complain portal.

1. **List of Associated Documented Information**

* New product development portal.
* Complain Portal.

**Amendment History Record**

| **Rev. #** | **Section** | **Amended Text** |
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