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	COMPANY PROCEDURE		
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	Author: Stacy Lindsey		

Personnel Responsible:


Business Manager, President, Sales, Quality Manager, Director of Manufacturing, Plant Manager, Repack Manager.

Purpose:

The purpose of this procedure is to ensure new customers and new product development is handled appropriately and results in material presentation that meets all required specifications of the customer.

Procedure:

1. The President, Business Manager, or a member of the Sales Team initiates the process for a new product or new customer by contacting the CSR (Customer Service Representative) in charge of the account. CSR will fill out, as much information as known, using the New Product/Customer Form. In the event that customer is an existing account and wants to make adjustments to their product, CSR will contact the customer to retrieve information on the changes and will simply check the box on the New Product/Customer Form that is listed Existing Customer and check appropriate boxes for the changes. The New Product/Customer Form will also be used in R&D (Research and Development) purposes.
2. The CSR will be responsible for submitting the New Product/Customer Form which will contain all information to the appropriate Production Management Team. At this time, Production Management Team will initiate a new SCR (Special Customer Requirement) or in the event that it is an existing customer will update the current SCR to reflect the changes. Giles Chemical's Repackaging Facilities (Repack and Epsom Salt Plus) will initiate a Bill of Materials (BOM). Production Management Team for the Repackaging Facilities will give the BOM to the Quality Manager. Giles Main Plant Production Management Team will give the SCR to the Quality Manager. Quality Manager will start a file for the new customer/product. At this time, immediate approval signature will be given or Production Management Team will proceed to step 3.
3. Manufacturing Team will review the New Product/Customer Form to determine whether required specifications can be met. If so, signature approval will immediately be given. If the team is uncertain or feels the required specifications can not be met, the Manufacturing Team will develop Manufacturing Experiments, complete Capital Projects, or make other necessary process changes to evaluate the potential new product.
4. At this point, the President, at his discretion, upon reviewing the issues/concerns at hand can override the determined need for a manufacturing experiment with his signature approval on the New Product/Customer Form.
5. If Manufacturing Experiment is deemed successful approval will be given. If Manufacturing Experiment is deemed unsuccessful a meeting with sales will be held to determine caveats or modifications required and return to step 1.
6. After ensuring that a viable process exists, the Production Management will issue a final SCR or BOM..
7. The signed final SCR or BOM, New Product/Customer Form (s), Manufacturing Experiment (s), and copies any Capital Projects will be filed together.
8. The Quality Manager or designee will archive the files
9. The SCR or BOM becomes the manufacturing specification for the product. SCR will be submitted to CSR by Production Management for proper documentation on the BOL.

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10. The President, the Business Manager, or a Member of the Sales Team contacts the customer to ensure that the product meets the requirements specified. In the event product does not meet requirements, changes to the New Product/Customer Form may have to be made. It is the responsibility of the President, Business Manager, or member of Sales Team provide feedback to the Mfg Team at this time. Feedback will be given after customer has received first shipment of product.



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TRAINING DOCUMENTATION

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