

Purpose & Scope

This guideline will assist by defining the points of contact by role/function for information required to be shared within BHGE and externally to Customers.

Internal Communication

Internal Communication is considered the sharing of required information for employees to complete tasks when delivering outputs of a service. This is normally controlled through Quality Management System (QMS) processes, Technical specifications, Alerts, Management/Function reviews and Newsletters.

External Communication

External communication is considered the discussion and transfer of information between BHGE and its Customers. This includes (but is not limited too) understanding of work scopes, contracts, variations, risks, product information, product status (including non-conformance), quality and execution planning, feedback and complaints. The transfer of information to Customers is controlled by applicable QMS processes.

Points of Contact

The following points of contact are best placed to provide information described as per applicable QMS processes. Legal counsel advice should be sought before sharing any potentially sensitive information to Customers or where called upon in applicable QMS processes.

Services Management (*Services Leader/Services General Manager*) – Customer Interaction and Relationship management, Business Priorities, Functions Support, Resource Management.

Customer Management (*Operations Delivery Manager/Integrated Service Leader*) – Customer Management, Customer Owned Product Management, Execution Planning.

Sales (*Sales Director/Sales Lead*) – BHGE Capability, BHGE Product and Support Services Information, Costing Management.

Commercial (*Proposals Manager ITO/Customer Service Manager OTR*) – Costings, Quotes, Deliveries, Warranty, Contract Management, Work Scopes.

Field Service (*Resource Manager/FS Coordinator*) – FSE's, Offshore Tool Activity, Offshore issue management, Offshore/Execution Customer Management.

Global Fleet (*Rental Leader*) – Tool Service Schedule, Tool Condition/Status, Maintenance Planning, Intercompany Transactions.

Engineering (*Engineering Leader/Design Engineering Leader*) – Drawings and BOM Management, Technical Specifications, Product Dispositions, Product Deviations, Technical Queries, Technical Support.

Warehouse (*Warehouse Lead*) – Storage of Product, Packing and Preservation of Product, Inventory/Equipment Management.

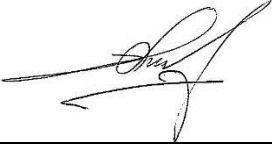
Logistics (*Logistics Lead*) – Transportation Planning/Execution, Quarantine Requirements, Transport requirements.

Sourcing (*Sourcing Leader/Supplier Quality Engineer*) – Vendor Management, Quoting, Purchase Order Management, Vendor Auditing, Vendor Non-Conformance Management, Vendor Intervention (Inspection) Management.

Quality (*Quality Leader/Quality Manager*) – Product Non-Conformance, Non-Productive Time Cases, Customer Complaint Cases, Internal and External Audits, QMS, Quality Metric reports and analysis.

HSE (*HSE Leader*) – Health Safety and Environment Cases, HSE Processes, HSE Metrics, Incident cases and reports.

Document Revision Chart			
The following chart lists the revisions made to this document tracked by version. Use this to describe the changes and additions each time this document is re-published. The description should include as many details of the changes as possible.			
Revision #	Section Modified and Revision Description	Modification Date	Author
1.0	First Issue	12.07.2017	Richard Edwards

Approved By:

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