## Approved By:

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## 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.

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| **#.#** | **Section Modified and Revision Description** | **Date** | **Author** |
| 1.0 | New Document | 15/3/2012 | Clare Rochford |
| 1.1 | Amendment to titles of reference documents and minor formatting changes | 21/03/2012 | Clare Rochford |
| 1.2 | Amendments made to all sections to reflect current practices | 16/08/2012 | Michael Fisher |
| 1.3 | Add Section 3.1 | 1/11/2012 | Bill Slessor |
| 1.4 | Addition of reference QF-PER-049. Document format updated. | 06/06/2013 | Richard Edwards |
| 2.0 | Amendments made to entire document to reflect current practices | 20/01/2014 | Shaleesa Keye |
| 2.1 | Amendments to Section 3.4 COE inwards process | 04/12/14 | Richard Edwards |
| 2.2 | New reference to QF-PER-041 in 3.4. New step for COE packing in 3.5 | 28/10/15 | Richard Edwards |
| 2.3 | Updated use of ‘Goods on Hold’ Tagging Sect 3.3.2.4  Removed Inwards Goods History Sheet sect 3.4.2.1  Replaced with Inwards Goods Stamp Sect 3.3.2.7  Flow charts removed | 23/03/2017 | Richard Edwards |
| 2.4 | Revisions in accordance with Gensuite ATS505  Rev 2.3 cl 3.1.2.4 potential refusal of customer equipment without RMA has been removed.  cl 3.5.2 removed referenced to COE tracker and replaced with ERP (see also 3.3.2.8)  Rev 2.3 cl 3.5.2.2 and 3.5.2.3 related to post Inwards Goods activities (e.g. preservation and work order generation) removed.  Document branded for BHGE and Subsea Services Oilfield Equipment.  Per HSE Safety Concern ID# 444993 EHS-Subs-E-FW016 has been replaced with OGEHSS-HS-16 (cl 3.3.2.2) | 27/07/2017 | Jason Doss |

Table of Contents

[1.0 Purpose 4](#_Toc265139832)

[2.0 Scope / Application 4](#_Toc265139833)

[3.0 Procedure 4](#_Toc265139834)

[4.0 Responsibilities 8](#_Toc265139835)

[5.0 Quality Records 8](#_Toc265139836)

[6.0 Definitions and Acronyms 8](#_Toc265139837)

[7.0 References 10](#_Toc265139838)

[8.0 Compliance Requirements 11](#_Toc265139839)

[9.0 Appendices / Attachments 11](#_Toc265139840)

# Purpose

The purpose of this WI is to define the process steps needed to ensure the control of products arriving through the inwards goods system.

# Scope / Application

This WI describes the responsibilities, individual process steps and systems required to ensure systematic control of all goods supplied to the Subsea Services Oilfield Equipment (SS&OE) workshop, Jandakot facility, Western Australia.

This WI is applicable to all BHGE products and associated parts. It is not applicable to workshop consumables, hand tools, PPE or office supplies.

# Procedure

* 1. **Prior to Goods Being Delivered at the Jandakot SS&OE workshop**
     1. Input: All deliveries to the BHGE Jandakot facility
     2. Process Steps:
        1. All deliveries to the SS&OE workshop should be confirmed, communicated and acknowledged by SS&OE representative prior to arrival at the facility.
        2. The SS&OE representative requires the following delivery information from the customer or supplier as soon as is available, and preferably one (1) week prior to the planned delivery:
        + Date of delivery;
        + Detailed listing of items to be delivered and received at the Jandakot Facility - Part Number - Serial Number - Description - Quantity - Specific comments; and
        + Post-receipt instructions (such as inspection, preservation, storage location).
        1. The SS&OE representative will arrange for the Customer’s delivery to be logged into Oracle, and will provide the Customer with a unique delivery RMA number as confirmation and acceptance of the delivery.
        2. In the instances where the contents of deliveries are not confirmed until time of pick-up, the Customer must confirm the number of containers/boxes to be delivered, and the appointed representative who can validate the delivered items when received at Jandakot SS/DS Workshop.
        3. All items delivered to the BHGE Jandakot facility shall be appropriately and safely packed, loaded and transported; where deliveries do not comply with BHGE and/or good industry practices, including occupational health and safety, BHGE reserves the right to reject deliveries in part or whole.
     3. Output: Delivery documentation contains valid RMA number
  2. **Delivery of Goods at the GE O&G SS/DS workshop** 
     1. Input: All deliveries to the BHGE Jandakot facility
     2. Process Steps:
        1. Upon arrival of any item to the BHGE Jandakot facility, the Security Guard on duty, or designated nominee, shall direct the delivery to the identified Inwards Goods area. Appropriate signage shall be clearly displayed around the facility to help guide the deliverer to the designated area if the Security Guard is not available at the front gate to greet the delivery.
        2. No deliveries shall be signed for or accepted via reception, via the Security Guard or via any employee who does not fall within the SS&OE Warehouse Department.
        3. If approached, employees shall direct all deliveries to the Inwards Goods area.
     3. Output: Deliveries directed to designated delivery location
  3. **Review and Acceptance of Delivery**
     1. Input: All deliveries arriving at the identified Inwards Goods area of SS&OE Warehouse
     2. Process Steps:
        1. Safety – The Warehouse Coordinator or designated nominee will evaluate the safety of the load and will reject any load that is unsafe to offload (refer QW-EHS-PER-001 – Loading Unloading of Equipment From Vehicles).
        2. The Warehouse Coordinator or designated nominee shall review the delivery documentation and establish the correct location for unloading the goods. Where required, the Warehouse Coordinator or designated nominee will ensure the relevant MSDS is received in accordance with site Chemical Management requirements (OGEHSS-HS-16).
        3. The Warehouse Coordinator, or designated nominee, shall perform a visual inspection of items received to ensure items received are not damaged, in good condition and there is no degradation of the packaging.
        4. In the event that documentation is incomplete, incorrect, or the nature of the delivery is unknown, the Warehouse Coordinator or designated nominee shall place the ‘GOODS ON HOLD’ until the correct nature of the delivery is ascertained. Refer to the Identification & Traceability Work Instruction (QW-FAC-PER-005) for marking and tagging requirements.
        5. The Warehouse Coordinator, or designated nominee, shall inform the responsible person/s or group (e.g. Buyer, ISC/ISL, Rentals, CDE) that the delivery has been placed on Hold and the reasons for the quarantine action.
        6. The responsible person/s shall provide the required information and notify the Customer immediately if the item is Customer Owned Equipment.
        7. BHGE PO items shall be stamped with the Inwards Goods stamp on the first page of the PO. This stamp details the actions required to complete proper Quality receipt.
        8. For Customer owned goods the details of the delivery will be captured in the applicable ERP system.
        9. Upon receipt of Inwards Goods, the Warehouse Coordinator, or designated nominee is responsible for categorizing deliveries as follows:
        + Rental Tools – refer to Rental Tool Process WI (QW-FAC-PER-003);
        + Customer Owned Equipment for Storage – refer to Equipment Management OTR WI (QW-FAC-PER-020).
        1. The Warehouse Coordinator shall mark and tag the goods according to the Identification and Tagging Work Instruction, QW-FAC-PER-005.
        2. “First Receipt” of spare parts and repaired equipment returned from vendors with BHGE part numbers will be entered into Oracle.
     3. Output: Deliveries are accepted and unloaded or returned without unloading.
  4. **Quality Inspection**
     1. Input: Received deliveries
     2. Process Steps:
        1. All items received on a BHGE PO will be receipted using the Inwards Goods receipt stamp on the first page of the PO.

For assets returning from Work Order Sub-Con activities the inspection activity will be signed off in the allocated work order.

All QC inspections shall be completed using the ‘Inwards Goods QC Guideline’ QO-PER-041.

* + - 1. Upon completion of inspection, QC shall complete an Oracle transaction to confim inspection. The serial numbers and/or batch/heat number will be captured in the comments field during this entry.
      2. When called for by the customer, the Inwards Non-Inventory and Customer Owned Equipment Inspection Sheet (QF-PER-049) shall be completed by a nominated Quality Inspector. Where damage is identified the allocated ISC/ISL shall be informed. This record will be stored in the respective customer folder allocated by the project.
      3. Where parts are received without the required quality documentation, a ‘GOODS ON HOLD’ (Refer Identification and Traceability WI) tag shall be attached to the part and missing documents requested directly from the applicable Vendor. The part should be adequately stored to prevent full receipt into the system until the appropriate documentation is received and the applicable ODM/ISL/ISC notified.
      4. Where identified, QC shall advise warehouse of any additional packing / preservation requirements.
      5. In the event that a Non-Conforming product is identified, a GRR shall be initiated in accordance with QW-QUA-PER-001 and the applicable ODM/ISL notified.
    1. Output: Completed Inwards Goods Inspection and goods checked into warehouse inventory. Where applicable, complete QF-PER-049.
  1. **Material Tracking** 
     1. Input: All goods received by the warehouse
     2. Process Steps:
        1. Customer-Owned items for repair or storage and GE purchased items for Inventory shall be booked into the ERP system by the Warehouse Coordinator according to QW-FAC-PER-005.
     3. Output: Material transaction in ERP

# Responsibilities

|  |  |
| --- | --- |
| **Key Role** | **Responsibility** |
| Quality Inspector | * Ensuring that all incoming goods are checked for compliance with the stated requirements and all required documentation is correct and complete. |
| Security Guard | * Ensuring compliance to the traffic flow throughout the facility. |
| Warehouse Coordinator & Warehouse Team | * Ensuring that all incoming items are verified prior to acceptance on site, identifying appropriate storage locations, maintaining identification, traceability and preservation requirements. * Categorizing the delivered equipment as per step 3.3.2.6. * Ensuring packing / preservation appropriate for storage conditions |

# Quality Records

The following records produced by this procedure are considered Quality Records and shall be maintained and controlled according to the requirements in OGQ-0102 - Record Control:

* Delivery documentation
* Notifications to customers of non-conforming products
* Oracle inventory records
* Vendor Quality Documentation

# Terms, Definitions and Acronyms

Refer to [Lexicon](http://supportcentral.ge.com/@lexicon) for Terms, Definitions and Acronyms. Acronyms have been repeated here for convenience purposes.

* 1. **Terms & Definitions**

| **Term** | **Definition** |
| --- | --- |
| Customer Property | * Any customer-owned raw, semi-finished, finished goods, dunnage or software in BHGE’s possession for processing or storage. * Any customer-owned tools and equipment used during processing and then returned. * Any customer owned confidential information, supplied by the customer or in BHGE’s possession regardless of how acquired. |
| Discrepancies and Nonconformities | Are detailed extensively within Control of Nonconforming Materials & Products - QW-QUA-PER-001. A set of examples are listed below for ease of reference:   * Shortage against Customer’s Advice Note, Vendor’s Dispatch Note and PO; * Wrong supply against Customer’s Advice Note, Vendor’s Dispatch Note and PO; * Items received in damaged condition; * Items rejected by the QC inspection team; * Unidentified deliveries; * Equipment not accompanied by relevant test certification; * Documentation as requested on PO not received. |
| Inspection | * Conformance evaluation by observation and judgment accompanied as appropriate by measurement, testing or gauging. |
| Product | * The result of a process. Whenever the term “product” occurs, it can also mean “service”, or any deliverable associated with fulfilment of a contract. |
| Record | * Document stating achieved results or providing evidence of performed activities. |
| Requirement | Need or expectation that is stated, generally implied or obligatory. |

* 1. **Acronyms**

| **Acronym** | **Definition** |
| --- | --- |
| BHGE | Baker Hughes a GE Company |
| CDE | Capital Drilling Equipment |
| ERP | Enterprise Resource Planning |
| GRR | Global Rejection Report |
| ISC | Integrated Service Coordinator |
| ISL | Intergrated Service Lead |
| MSDS | Material Safety Data Sheet |
| ODM | Order Delivery Manager |
| PO | Purchase Order |
| PPE | Personal Protective Equipment |
| QC | Quality Control |
| RMA | Returned Material Acknowledgement |
| SS&OE | Subsea Services and Oilfield Equipment |
| WI | Work Instruction |

# References

ISO 9001:2015 Sect 8.5 Production and service provision

OGQ-0102 Record Control

QF-PER-049 Customer Owned Equipment Inspection Sheet

QW-EHS-PER-001 Loading Unloading of Equipment From Vehicles

OGEHSS-HS-16 Chemical Management

QW-FAC-PER-003 Rental Tools Process Work Instruction

QW-FAC-PER-004 Customer Owned Equipment Repair Process Work Instruction

QW-FAC-PER-005 Identification and Traceability Work Instruction

QW-FAC-PER-020 Equipment Management OTR Work Instruction

QW-QUA-PER-001 Control of Non-conforming Materials & Products

# Compliance Requirements

On issue in Documentum

|  | BHGE |
| --- | --- |
| Title: | Inwards Goods |
| Reference: | QW-FAC-PER-001 |
| Revision: | 2.4 |
| Application Date: | 02-08-2017 |
| Expiration Date: | 01-08-2020 |
| Author: | Jason Doss |
| External References: | ISO 9001:2015 |

# Appendix / Attachments

**9.1 Inwards Goods Stamp**

|  |  |
| --- | --- |
| **GE O&G SS Service Jandakot**  **Inwards QC Check** | |
| 1st Piece Qualification | Y / N |
| Quantity As Per Delivery Note | Y / N |
| Part Cleared From Any NC | Y / N |
| Part inspected As Per WI:  QW-FAC-PER-001 | Y / N |
| Part Traceability Verified | Y / N |
| Comments / GRR Details / QC Stamp | |