

<h1>SRI</h1>		ISO 9001: 2015 Quality Management System Quality Procedure Manual	
Document No: SRI-QPM 04			Revision No :02
Date Issued : 03/04/2017 Revision Date:20/09/2023			Page No : 1 of 4
Title : Procedure for Customer Communication			

4.0 **PROCEDURE FOR CUSTOMER COMMUNICATION**

4.1 **SCOPE**

This procedure describes how the orders are developed into a contract by negotiation and review.

Orders and inquiries for tyres and tubes are received from

Overseas purchasers

Whole sellers

Registered dealers

4.2 **RESPONSIBILITY**

4.2.1. The Director (Marketing) is overall responsible for contract review for local market. assisted by GM Sales, Sales/Marketing/Asst. Sales Manager/Area managers.

4.2.2. The Managing Director/The Director (Marketing), The Director (Financial) are responsible for contract review for export market assisted by Snr Manager International Marketing, (MOD) Manager International Marketing (Europe, America, Asia, Middle East & Africa)

If MR signature is absent this will not be a controlled document.	Signature of Management Representative	
	Date	

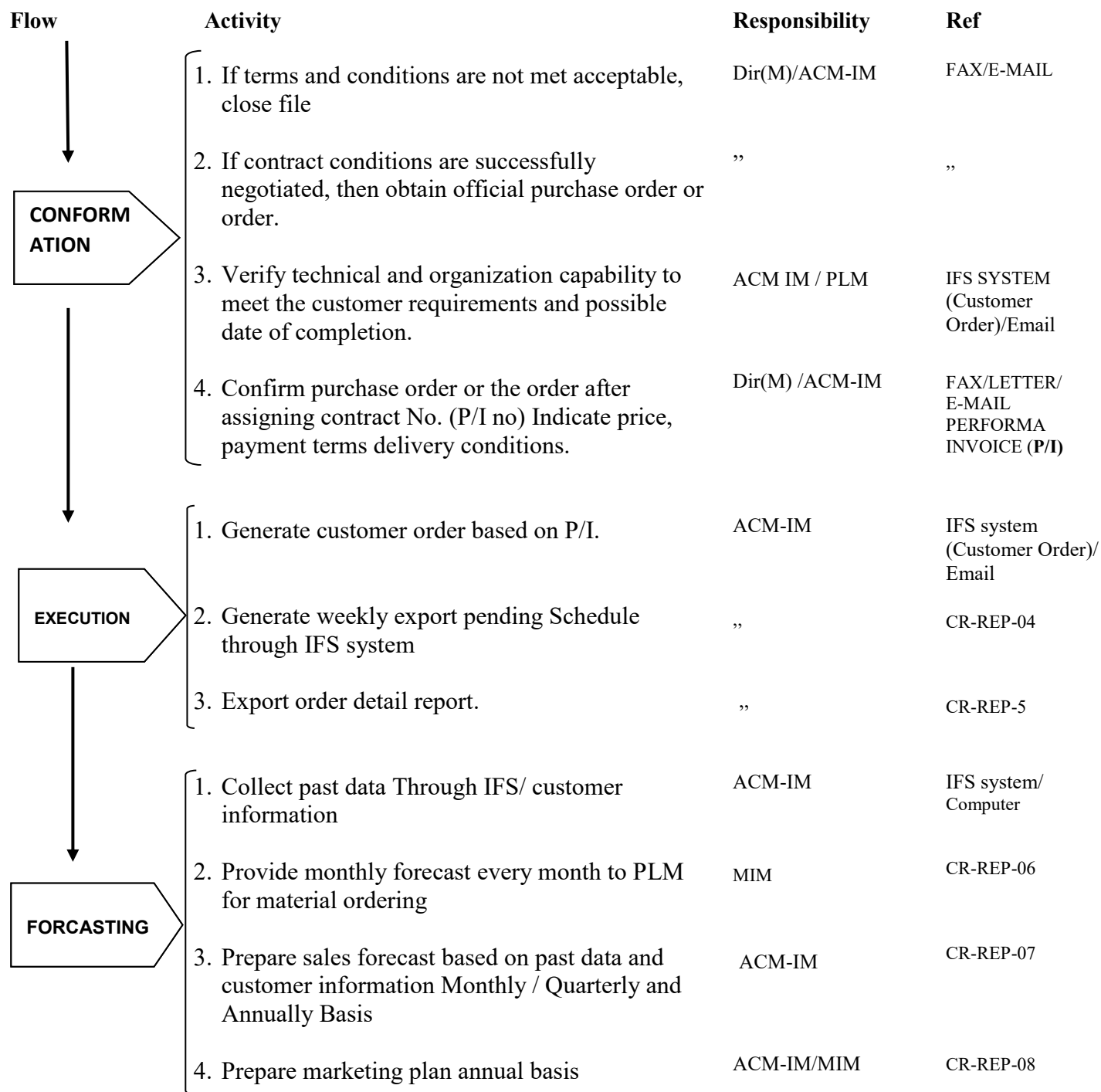
<h1>SRI</h1>		ISO 9001: 2015 Quality Management System Quality Procedure Manual	
Document No: SRI-QPM 04			Revision No :02
Date Issued : 03/04/2017 Revision Date:20/09/2023			Page No : 2 of 4
Title : Procedure for Customer Communication			

4.3 .1 PROCEDURE FOR CONTRACT REVIEW FOR EXPORT MARKET.

Flow	Activity	Responsibility	Ref
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin-bottom: 10px;">CONTRACT REVIEW</div> <div style="border-left: 1px solid black; height: 150px; margin-left: 10px; position: relative;"> <div style="position: absolute; top: 0; left: 0; right: 0; bottom: 0; border-left: 1px solid black; border-right: 1px solid black;"></div> <div style="position: absolute; bottom: 0; left: 0; right: 0; border-left: 1px solid black; border-right: 1px solid black;"></div> </div>	New Product		
	1. Receive inquiry.	MD/Dir(M)/ACM-IM	FAX/E-MAIL CUSTOMER FILE
	2. Open file with fax and follow up report.	”	
	3. Send customer requirement to R&D Department	Dir(M)/ /ACM-IM	FAX/E-MAIL DC-FORM-01
	4. Design product	DDC	DC-FORM-05
	5. Verify technical and organizational capability to meet customer requirement		
	6. Compute the cost based on TSF-02 and pass to MD/Dir(M)/MIM	AC	E-Mail CR-FORM-01
	7. Negotiate price and terms with the customer	MD/Dir(M)/ACM-IM	FAX/CALL/E-MAIL
	8. If not acceptable re-negotiate.		
	9. After negotiating term with the customer a requisition for New mould making is issued to R&D Dept.	MIM	CR-FORM-01
	For Regular Product		
	1. Receive inquiry	MD/Dir(M)/ACM-IM, MIM	FAX/E-MAIL CUSTOMER FILE
	2. Negotiate price and terms with the customer	MD/Dir(M)/ACM-IM	CUSTOMER FILE

If MR signature is absent this will not be a controlled document.	Signature of Management Representative		
	Date		

SRI	ISO 9001: 2015 Quality Management System Quality Procedure Manual	
Document No: SRI-QPM 04	DSI Tyres	Revision No :02
Date Issued : 03/04/2017 Revision Date:20/09/2023		Page No : 3 of 4
Title : Procedure for Customer Communication		



If MR signature is absent this will not be a controlled document.	Signature of Management Representative	
	Date	

<h1 style="margin: 0;">SRI</h1>	ISO 9001: 2015 Quality Management System Quality Procedure Manual	
Document No: SRI-QPM 04 Date Issued : 03/04/2017 Revision Date:20/09/2023		Revision No :02 Page No : 4 of 4
Title : Procedure for Customer Communication		

4.3.2. **PROCEDURE FOR CONTRACT REVIEW FOR LOCAL MARKET**

Flow	Activity	Responsibility	Ref
<div style="border: 1px solid black; padding: 5px; text-align: center; width: fit-content; margin: 10px auto;">FORECASTING</div> <div style="text-align: center; margin-top: 20px;">↓</div>	1. Carryout market surveys.	SC/ARM/ BDO	SALES PROMOTION FILE/ PRICE LIST
	2. Collect past data	MMI	COMPUTER
	3. Provide 3 Month Forecast to PM Quarterly for material ordering.	SC	CR-REF-09
	4. Prepare sales forecast based on above reports on a. Quarterly Basis	MMI	CR-REF-02
	5. Obtain monthly forecast from dealers.	SC	CR-REF-01
	6. Prepare marketing plan annual basis	MKM	CR-REF-10
	7. Prepare Marketing budget monthly	„	E Mail
<div style="border: 1px solid black; padding: 5px; text-align: center; width: fit-content; margin: 10px auto;">SCHEDULING PRODUCTION</div> <div style="text-align: center; margin-top: 20px;">↓</div>	1. Submit sales forecast monthly to PM	SC	CR-REF-03
	2. Verify organizational capability to meet customer requirement.	PM	CR-REF-01
	3. Enter Customer wise order to IFS	SC	COMPUTER
	4. DO the Invoicing through IFS	„	„
	5. If sales targets cannot be met inform dealers/ BDO's	GM SALES /ASM	E-mails
<div style="border: 1px solid black; padding: 5px; text-align: center; width: fit-content; margin: 10px auto;">SCHEDULING SALES</div>	1. Schedule sales to ensure that orders are met as per agreed/contract conditions	Dir (M)	
	2. Credit sales approved depending on their credibility.	„	

4.4 **PROCEDURE FOR AMENDMENT TO CONTRACT**

Flow	Activity	Responsibility	Ref
<div style="border: 1px solid black; padding: 5px; text-align: center; width: fit-content; margin: 10px auto;">AMENDMENT TO CONTRACT</div>	1. Receive change/Amendment.	Dir(M)/MD/MIM	FAX/E-MAIL
	2. Discuss required amendment with concern parties	GM Sales/ PM	
	3. Amend the requirements in consultation with MD/Dir (M)	„	„
	4. Transmit the change amendment to concern parties	„	„

If MR signature is absent this will not be a controlled document.	Signature of Management Representative	
	Date	