

SRI	ISO 9001: 2015 Quality Management System Quality Procedure Manual	
Document No: SRI-QPM 04 Date Issued : 03/04/2017 Revision Date:20/09/2023	DSI Tyres®	Revision No :02 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	

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4.3 .1 PROCEDURE FOR CONTRACT REVIEW FOR EXPORT MARKET.

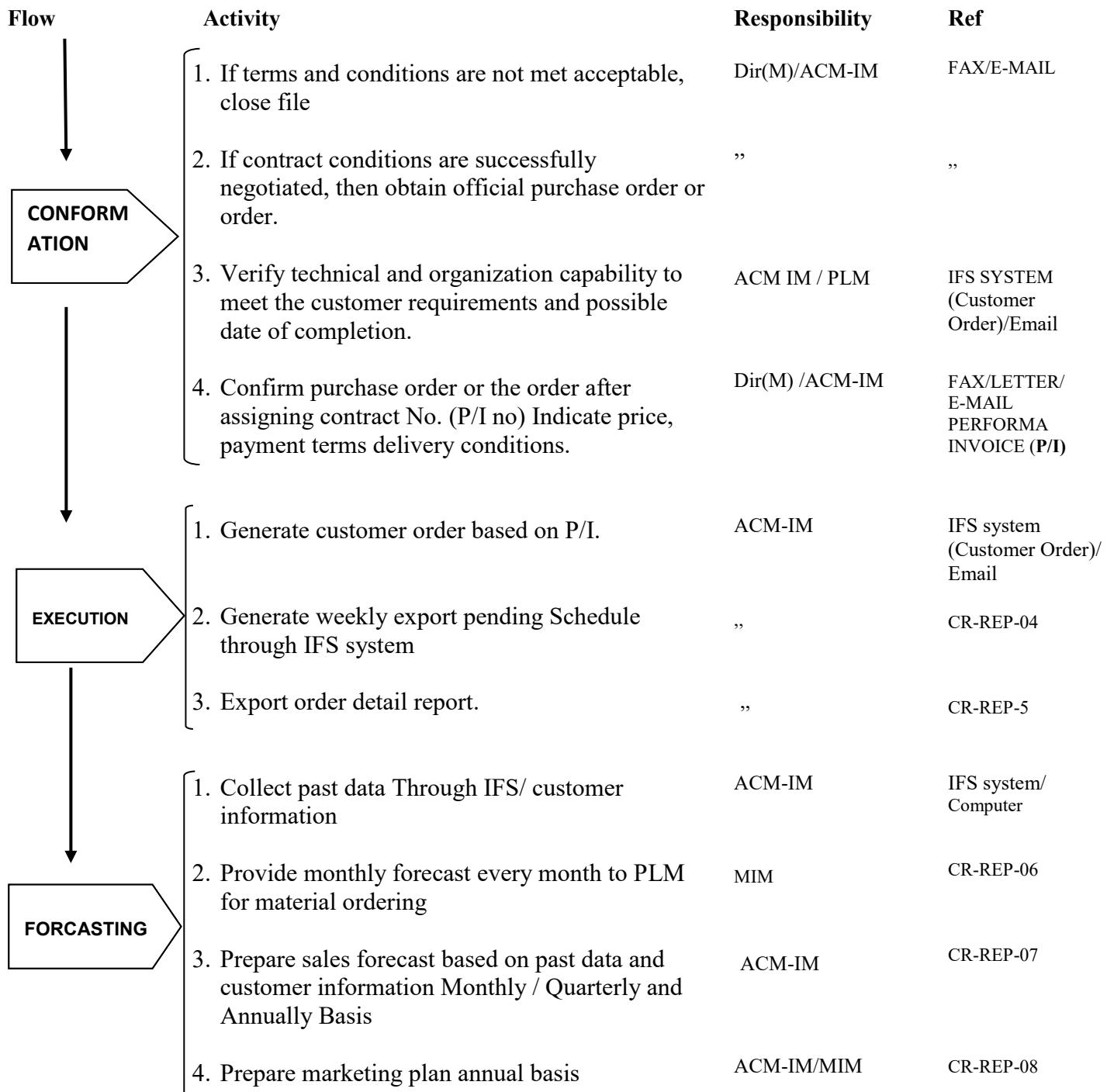
Flow	Activity	Responsibility	Ref
	New Product		
	1. Receive inquiry.	MD/Dir(M)/ACM-IM	FAX/E-MAIL CUSTOMER FILE
	2. Open file with fax and follow up report.	”	
	3. Send customer requirement to R&D Department	Dir(M)/ /ACM-IM	FAX/E-MAIL DC-FORM-01
	4. Design product	DDC	DC-FORM-05
	5. Verify technical and 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

**CONTRACT
REVIEW**



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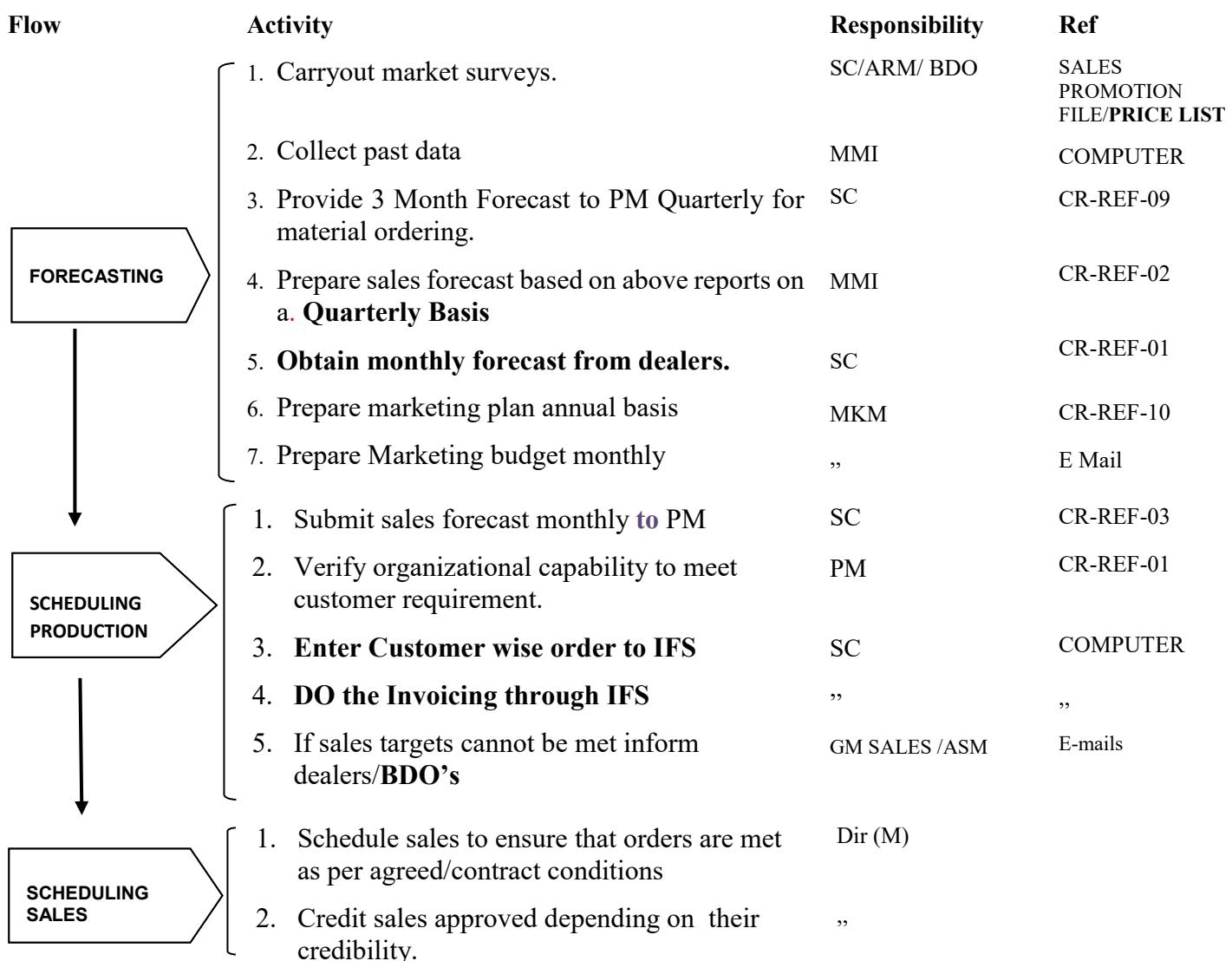
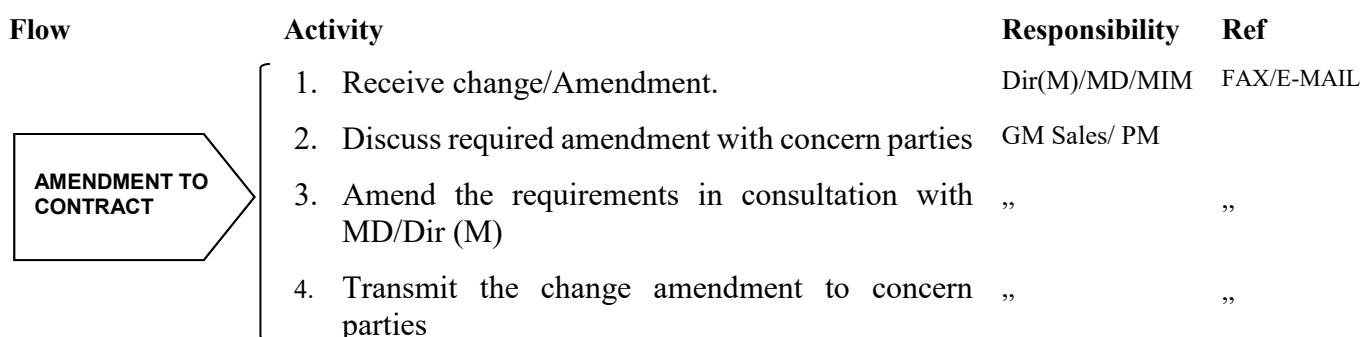


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4.3.2. PROCEDURE FOR CONTRACT REVIEW FOR LOCAL MARKET**4.4 PROCEDURE FOR AMENDMENT TO CONTRACT**

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Signature of Management Representative

Date