

	BOROSIL RENEWABLES LIMITED	DOC. NO: L2/008
	PROCEDURE FOR REVIEW OF REQUIREMENTS RELATED TO PRODUCT	ISSUE NO. / DATE: 02 / 12-02-2020
		REV. NO: 01
		REV. DATE: --01.07.2023

1. Purpose

To Lay down steps for the review of requirements related to the product

2. Scope

All the enquiries, orders and order amendments received

3. Responsibility and Authority

Sales Officer (CMO), Regional Manager and GM (Marketing) have responsibility for the implementation of this procedure. Sales Officer (CMO) reports to GM (Marketing), Regional Sales Manager and GM (Marketing)

4. Details

S.N.	Activity	Responsibility	Reference and Records
A	At Enquiry Stage		
4.1	Make entries in the Enquiry Register upon receipt of an enquiry.	Regional Sales Manager	MKT/L4/001
4.2	Fill in the Enquiry Check List.	Regional Sales Manager	MKT/L4/002
4.3	Communicate the details to GM (Marketing).	Regional Sales Manager	-
4.4	Scrutinize the Enquiry Check List. Send regret letter to customer when applicable.	GM (Marketing)	-
4.5	In case the enquiry fulfils the guidelines for further processing, forward the enquiry to VP (Marketing), for approval.	GM (Marketing)	-
4.6	In case of approval by GM (Marketing), inform Regional Sales Manager to prepare an “offer” in case of existing customer, and “offer and MOU” in case of new customer. Submit offer &/or MOU to customer. Note: Offer may be verbal.	GM (Marketing)	(Folder)

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4.7	In case of disapproval by GM (Marketing), arrange to send a regret letter to customer through concerned Regional Manager. Note: Regret may be communicated verbally.	GM (Marketing)	MKT/L4/003 (Folder)
B	At Order Stage		
4.8	Compare the requirements communicated by customer at the time of order placement with those communicated by customer at the time of sending enquiry.	Sales Officer (CMO)	-
4.9	Make entries in SAP system upon receipt of order, in case the requirements are identical.	Sales Officer (CMO)	-
4.10	In case of difference in requirements, inform the concerned Regional Manager.	Sales Officer (CMO)	-
4.11	Amend the Sales Order in consultation with customer and inform Sales Officer (CMO), or reject the order and inform the customer.	Regional Sales Manager	-
4.12	Update the List of Sales Orders in SAP system within 48 hours.	Sales Officer (CMO)	-
4.13	Ascertain that information about the Sales Orders received by warehouse is up to date, by communicating once in 48 hours.	Sales Officer (CMO)	-
4.14	Follow up with warehouse for indent and dispatch. Ensure receipt of Daily Indent Report from Warehouse.	Sales Officer (CMO)	WH/L4/001
C	Order Amendment		
4.15	Forward the amended order received from customer to Sales Officer (CMO).	Regional Sales Manager	-
4.16	Review the requirements and inform the decision regarding acceptance or rejection to customer.	Sales Officer (CMO), Regional Sales Manager	-
4.17	In case of acceptance, amend the Sales Order and inform warehouse.	Sales Officer (CMO)	-
4.18	Update the List of Sales Orders in SAP system within 48 hours.	Sales Officer (CMO)	-

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S.N.	Activity	Responsibility	Reference and Records
4.19	Ascertain that information about the Sales Orders received by warehouse is up to date, by communicating once in 48 hours.	Sales Officer (CMO)	-
4.20	Follow up with warehouse for indent and dispatch. Ensure receipt of Truck Indent (Daily Indent Report) from Warehouse.	Sales Officer (CMO)	-

5. Abbreviations

Abbreviation	Full Form
CMO	Central Marketing Office
FM	Factory Manager
GM	General Manager
MOU	Memorandum of Understanding

6. Reference and Records

Section	Title
L1/8	Operation
MKT/L4/001	Enquiry Register
MKT/L4/002	Enquiry Check List
MKT/L4/003	Regret Letters (Folder)
WH/L4/001	Truck Indent

Revision No.	Description of Change made	Date	Approved by
01	Footer change	01.07.2023	MR

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