1. All spaceship sales data must include the spaceship model and serial number for inventory and performance tracking.
2. Demand forecasting will be based on the comparison of average monthly sales from year to year. This forecasting will also be reviewed quarterly.
3. Each year’s customer purchase history and financing requests must be archived but remain accessible to allow for long-term business strategy decision making.
4. To be eligible for resale, a spaceship must be no more than 5 years old, must pass a complete mechanical inspection, and have no legal restrictions on ownership.
5. Every newly delivered spaceship must go through a standard intake inspection, documented with a checklist and intake form, and then recorded in the inventory system by its serial number.
6. Any spaceship with damage, missing parts, or suspicious modifications must be reported immediately to a supervisor.
7. Spaceship pricing, financing, and trade-in offers will be based on each ship’s individual make, model, age, condition, and the current galactic market demand for these combined factors.
8. Sales representatives are authorized to offer discounts only up to a predefined percentage of each individual spaceship’s total price.
9. Before any sale is finalized, each spaceship must pass a full mechanical inspection, complete documentation review, and the buyer must pass identity verification, including a background check.
10. Before any sales is finalized, all sales paperwork must be review and signed off by a manager or designated auditor..
11. All spaceship specifications, including any modifications, must be digitally documented in the centralized database, which must be accessible to all Sales, Parts, and service staff, decreasing the time required to research each ship’s information.
12. Customer sales records, service maintenance records, and parts sales records must be consolidated into a centralized database, which is accessible to all Sales. Parts, and Service staff, eliminating the need to search across multiple Excel files or file locations.
13. All customer service and maintenance requests must be consolidated into a centralized database, which is accessible to all Sales. Parts, and Service staff, to prevent duplication, delays, and errors in service fulfillment.
14. Lower-level employees must escalate pricing negotiations above their authorized discount levels to management and cannot approve any exceptions.
15. All employees are required to report hazardous or unsafe working conditions to their supervisor immediately, unless it is unsafe to do so., then they are expected to safely remove themselves from the area, and report the incident as soon as possible.