**Sales & Order Entry Process:**

1. **SUMMARY**
   1. This document defines the Sales & Order Entry process in detail.
   2. The relationship between this process and the other processes within the (Company) management system is illustrated in the process flow map included in the ***Quality Manual.***
2. **REVISION AND APPROVAL**

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| --- | --- | --- | --- |
| **Rev.** | **Date** | **Nature of Changes** | **Approved By** |
| 0 | 3/28/2017 | Original issue. | Katya Weaklim |
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1. **PROCESS DEFINITION**
   1. The purpose of the Sales & Order Entry is to define how customer orders are processed within (Company).
2. **PROCESS OBJECTIVES AND METRICS**
   1. Process objectives for this process are defined in records of management review; see the documented procedure ***Management Review.***
   2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in records of management review.
3. **PROCESS OWNERS AND RESPONSIBLE PARTIES**
   1. The owner of this process is Office Operations Manager.
4. **TYPICAL PROCESS INPUTS**
   1. The typical required inputs for this process are:
      1. Technical information needed:

* Customer specification documentation
* Customer PO
* Order shipping requirements

1. **TYPICAL PROCESS STEPS (describe)**
2. **TYPICAL PROCESS OUTPUTS**
   1. The typical results (outputs) of the process are as follows:
      1. Product produced:

* Per customer PO and spec
  + 1. Documents or technical information produced:
* Quality control documentation with every order
  + 1. Records produced:
* Quality control documentation

1. **RELATED RISKS**
   1. The following risks are identified related to this process.
   2. Management may elect to conduct a formal risk assessment for any of these risks; the preferred method of risk assessment is indicated herein.

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| **Risk** | **Likelihood** | **Severity** | **Assessment Method**  **(if applicable)** | **Mitigation** |
| **Parts produced are out of control** | **Not high** | **high** |  | **Produce another batch** |
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