

1. INTRODUCTION

- 1) This manual has been written to communicate guidelines for procurement of all food and non-food materials to purchasing personnel.
- 2) To ensure that in situations of doubt, an employee of the purchasing team is able to resolve the conflict by referring this manual.
- 3) Accordingly it is recommended that all members of purchasing team should read this manual carefully. New employee should also read through this manual as a mandatory part of induction.
- 4) This manual administered by the Company through CEO/ VP(O)/GM- Materials/Unit Head/Unit Purchase HOD.
- 5) This manual is applicable for all purchase personnel across the organization.

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2. OBJECTIVES

- 1) To ensure uninterrupted flow of materials to support operations.
- 2) To ensure cost, quality & delivery across all purchase functions.
- 3) To provide necessary expertise, advise & information to operation departments.
- 4) To develop and maintain Buyer & Seller relationship – to become preferred buyer in market.
- 5) Develop reliable alternative sources of supply to meet the company requirements.
- 6) Treat all prices and information submitted by suppliers as confidential in order to preserve a good business reputation and obtain competitive prices.
- 7) Resolve complaints on all purchased goods and services
- 8) Provide leadership in the standardization of materials, supplies, equipments, services and procedures.

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3. Guidelines

The policies are derived from Cost, Quality & Delivery objectives.

- 1) Volumes drive prices. It is therefore our policy to focus on Centralized Purchasing.
- 2) Cost and Quality can be optimized by purchasing directly from the manufacturer / producer, wherever possible. In case it is the manufacturing company policy not to sell directly, then in such cases goods can be purchased from authorized distributor.
- 3) It is our policy to avoid advance payments. However, better payment terms can be offered for better price. Cash purchases should be discouraged.
- 4) It is our policy to ensure that we respect the rights of all vendors and do not discriminate between vendors on any grounds other than Cost, Quality & Delivery.
- 5) All food and non-food items shall be purchased from management approved suppliers.
- 6) All items purchased by the unit shall be in accordance with GPHRL specifications and purchasing procedure and policies.

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4. CODE OF CONDUCT

- 1) GPHRL purchasing department will treat all who come in contact with us with respect, dignity and fairness.
- 2) We shall not accept from our vendors, whether current, past or potential any personal favour / gifts whatsoever.
- 3) The only exceptions that we will allow ourselves are;
 - A. Gifts that are meant to promote the supplier's products to the public in general, e.g., calendars & dairies. Wherever possible, such gifts shall be put to use in office only.
 - B. In the case of the purchase personal receiving any gifts apart from the above exceptions, the same needs to be reported to the Unit Head.
 - C. If the purchase department receives any request from employees for assistance in purchase of any items for personal use, such assistance will be restricted to assisting in vendor/ product identification only.

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5.1 JOB DESCRIPTION OF PURCHASE ASSISTANT

Job position title : **PURCHASE ASSISTANT**
 Reports to : Purchase Executive
 Responsible for : Assisting the Purchase Supervisor/Executive in day to day activity

DUTIES AND RESPONSIBILITIES

1. Receiving indent from the department and maintain the record of the same.
2. Checking stores for the availability of stock and updating the same to the Supervisor/Executive.
3. Sending enquiries of offers.
4. Receive quotations from the supplier.
5. Assisting the Purchase Executive for the preparation of comparative statements
6. Placing daily perishable order.
7. Following up with the receiving department for any short supply and arranging the same.
8. Raising the debit note to the suppliers for the short supplied items.
9. Checking of requisition / purchase indents.
10. Maintaining Record of all Purchase Orders/Indent/Quotation/Brochures.

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5.2 JOB DESCRIPTION OF PURCHASE SUPERVISOR

Job position title : **PURCHASE SUPERVISOR**
 Reports to : Purchase Executive/HOD
 Responsible for : Assisting Purchase Executive/Purchase Manager in day to day activity

DUTIES AND RESPONSIBILITIES

1. Preparing purchase order based on the indent received.
2. Releasing and follow up the purchase orders with the suppliers.
3. Coordinating with accounts department for the vendor outstanding payments.
4. Sourcing the alternative vendors as substitute for the procuring things immediately.
5. To ensure deliveries of all material are received within stipulated time and claims due to shortages or any other discrepancies are settled promptly.
6. Review of pending DPO & Indents on weekly basis.
7. Maintain vendor data category wise.
8. Analyzing quotations and preparing comparative statements.
9. Maintaining of cash purchase records
10. Maintaining vendor performance summary.
11. Oversee the Purchase Assistant activity / performance for smooth functioning of the Dept.

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5.3 JOB DESCRIPTION OF PURCHASE EXECUTIVE

Job position title : **PURCHASE EXECUTIVE**
 Reports to : Purchase Manager
 Responsible for : Assisting Purchase manager and holds the responsibility of the department during his absence.

DUTIES AND RESPONSIBILITIES

1. Responsible for the department in the absence of HOD.
2. Coordinating with Purchase /Manager in identifying new vendors with better product quality at the lowest possible rates.
3. ABC analysis of high consumption supplies for contract purpose.
4. Negotiating with the vendors for the quality and the price for the materials.
5. Maintaining all files and records with regards to tenders.
6. Coordinating with the user department, for procuring the requirements on time at regular basis and taking their feedback on supplies.
7. Organizing the vendor meet frequently and building the rapport with them for the interest of the organization.
8. To provide the necessary expertise, advice, information to the user department, with regards to the best quality of the material available in the market, suppliers capability and performance etc.
9. To source, promote alternative source of supply.
10. Issue of Purchase Order /follow up for timely dispatch of goods.
11. Correspondence & dealing with supplier regarding the shortages, rejections etc.
12. To ensure that right quality of material with the quantity and the specification required is bought.
13. To conduct the Purchase Committee meeting on the regular basis.
14. Oversee the Purchase Supervisors activity /performance for smooth functioning of the dept.

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5.4 JOB DESCRIPTION OF PURCHASE MANAGER

Job position title : **PURCHASE MANAGER**
 Reports to : General Manager
 Responsible for : Arranging supply of all material needed in the operation of Hotel in coordination with other departments

DUTIES AND RESPONSIBILITIES

1. Providing timely and accurate prevailing market information by conducting periodical survey.
2. Preparing the MIS report, market study and sending it to management for their information on regular basis.
3. Assisting the concerned department in preparing the annual budget.
4. To maintain uninterrupted flow of materials to support the user departments.
5. To procure the materials economically with consistent quality and service.
6. To maintain reputation and credibility in the market by fair dealing and prompt payment.
7. Information on material i.e. price, source of supply, specification to be provided to user department.
8. To minimize the cash purchases.
9. To ensure that all the purchases are made against properly authorized requisition and valid approval.
10. To keep various departments informed of the progress of their indents in case of delay in obtaining the supplies.
11. Monthly department meeting with their team to analyze the performance & any matters of concern.
12. Yearly appraisals of all the team members & assisting them in career growth.

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6. PURCHASE PROCEDURES

6.1 ANNUAL CONTRACTS PROCESS

- 1) For perishable, provisions and other raw materials of day to day operations which are branded & non branded products the contract will be from 1st April to March 31st.
- 2) In the first week of February all units will compile the data of their spend in respect of perishable, provisions, housekeeping materials consumption and cutlery/crockery for the immediate preceding calendar year and average landed price of the same period.
- 3) Wherever more than one unit is located in a city, the Corporate Office should compile the data for all the units centrally and prepare a broad strategy for negotiations based on consumption and market conditions, market survey, new sources of vendors and past performance of the vendors.
- 4) The Purchase Department at Corporate Office or at Unit should publish the tender / quote request / vendor empanelment in the most appropriate Newspapers, after obtaining prior approval for the release of advertisement.
- 5) The tender form matter specifications, terms and conditions shall be approved by the Corporate Office.
- 6) Prior approval from Corporate Office is required for fixing the cost of the tender forms.
- 7) Procedure for sale of tender forms, receiving, opening of the received tenders etc are to be decided by the Unit Head.
- 8) All the tender quotes are to be received in sealed envelope by the designated authority.
- 9) The Purchase Committee shall open the tenders on pre-determined date and time and every member will initial the quote and will hand over to Purchase Team for comparison and evaluations.
- 10) Before the final round of negotiations are undertaken the Purchase should visit the site of all short listed parties, conduct the audit of the premises and document their observations (Vendor audit report).

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6.2 Regular Purchase Order / Work Order

1. A Purchase Order or Work Order is a commercial document issued by a buyer to a seller, indicating product specifications, quantities, and agreed prices for products or services the seller will provide to the buyer. Sending a purchase order to a supplier constitutes a legal offer to buy products or services. Acceptance of a purchase order by a seller usually forms a sign-off contract between the buyer and seller. So no contract exists until the purchase order is accepted.

General guidelines which feature in most contracts:

1. Clause protecting us from any liability for any accident, loss, injury etc. to the vendor's personnel while performing the work at our premises should be included.
2. A clause ensuring that the vendor shall, at all times keep the company premises where the work is performed free from the accumulation of waste, rubbish etc, should be included.
3. For major services / supplies particularly where our interest could be affected, a bank guarantee, deposit or other suitable guarantee should be explored by the purchase committee.
4. The contract should be vetted by our legal team prior to finalization.
5. The contract must be signed by CEO or any person authorized to do so at the Corporate Office.
6. Necessary clauses are to be incorporated in all contracts; purchase orders/work orders to protect us from any liability, any deviations, and non-compliance of any statutory provisions by the Vendor.

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6.3 PURCHASE ORDER PROCESS

- 1) Purchase Order should be generated keeping in mind the priority, and lead period of particular supplies. Out station supplies should be ordered on priority.
- 2) All Purchase Orders for non contracted items should have minimum three quotations and supplier should be considered after taking all the parameters into consideration like, basic rate, all taxes and duties, freight (i.e., landing costs to us) warranty and lead period etc.
- 3) Purchase Order should have all the required information to help vendor understand our requirement e.g. item name as per quotation, model no, brand name etc.
- 4) If it is not a branded product then the Purchase Order should have the clear specification of the quality required.
- 5) All the Purchase Orders should have proper standard terms and conditions like
 - a. Basic rates.
 - b. Discounts.
 - c. Excise duty and taxes.
 - d. Delivery schedule.
 - e. Freight / Warranty/Guarantee clause
 - f. Insurance
 - g. Payment conditions
 - h. Penalty clause
- 6) Whenever last Purchase Order reference is made as basis for releasing the present Purchase Order, the referred copy of old Purchase Order along with approved Comparative Statement to be attached along with Purchase Order.
- 7) The validity of last rates will be for a period of three months only and after that fresh quotation should be invited and Comparative Statement should be generated.
- 8) All Purchase Order should have reference of indent, quotation details and comparative statement along with quotations/indent copy shall be attached with master file copy in purchase dept.
- 9) Comparative Statement should have all the details as per the annexure 7.4 given.
- 10) Purchase department should make sure that the Purchase Order is generated before the supplies come to the Unit. If any Purchase Order is generated after supplies, then it should be regularized with stamp on it mentioning "MATERIAL RECEIVED AND PURCHASE ORDER ONLY FOR REGULARIZATION".

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- 11) If any Purchase Order is generated on single quotation for value, a note for record should be generated by purchase dept. giving the reason for single vendor sourcing and the same need to be signed by Unit Head and should be filed with Purchase Order copy. However all purchase orders above Rs 10,000/- must have quotations from 2 or 3 vendors.
- 12) Purchase department should have a monthly schedule for market survey in the first week of the month for key perishable & non-perishable items preferably before purchase committee meeting, and the details are to be circulated to user department and to the Unit Head and shall be discussed in the Purchase Committee meeting.
- 13) The Purchase department should have a process to develop new potential vendors for regular quality improvement and better pricing. It also helps in being in the market and updating the knowledge of new products.
- 14) All the product samples should be approved by concerned HOD and Unit Head, before commencing the procurement.
- 15) In case of items with technical specifications based on drawings, the quotation shall be approved by concerned department and shall be attached to the Purchase Order.
- 16) If any requisition is pending because of lack of proper information or product specifications then the same must be escalated to concern department HOD and get resolved at the earliest.
- 17) The Purchase department should have a process to follow up all the pending Purchase Order on Weekly basis, and a pending Purchase Order report should be generated on Monthly basis and sent to the Unit head and Corporate Office.
- 18) Though the payment to supplier is the responsibility of Finance department. It is advised that a report of supplier's ledger about pending payment should be asked from Finance Department on fortnightly basis and a close coordination should be in place between purchase and finance dept for prompt payments to the suppliers and for resolving any pending issues relating to payments.
- 19) The supplier grievances should be recorded and a fortnightly report to be submitted to the Unit Head and to the Corporate Office.
- 20) The Purchase Department needs to maintain separate file department wise for all the catalogues received with details of contact person mentioned on it with date.

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- 21) All samples received which shall be returned or to be recorded in a separate register and Purchase Department to ensure either timely return of the samples or payments.
- 22) The Purchase department should have a monthly Purchase Committee meeting at the second week of the month and shall discuss matters pertaining to pending indents, pending PO's, pending payments and any unresolved matters pertaining procurement and the copy of the minutes should be sent to Corporate Office.
- 23) The HOD should also have an inter department meeting with their staff once in a month and discuss matters relating to department operations and about the individual performances and record the minutes of the meetings, and a copy of the same to be sent Unit Head and Corporate Office.

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6.4 MEETINGS

A. Unit Purchase Committee

Every unit will create a Purchase Committee comprising of the following Head of the Department (HOD):

- 1) Unit Head – (Incharge of the Unit).
- 2) Purchase Head.
- 3) Finance Head.
- 4) Kitchen Stewarding Department Incharge.
- 5) House Keeping Head.
- 6) Engineering Head.
- 7) Executive Chef.
- 8) F&B Manager.

Basic purpose of the Unit Purchase Committee is to:

- 1) Ensure policies procedures and process described in this manual is being followed.
- 2) Conduct monthly reviews based on reports of market prices, supplier's performance, based on internal customer feedback report.

B. Meeting:

A monthly meeting of the purchase committee shall be conducted by unit head before 15th of every month and shall discuss/ review the following:

- 1) To discuss action points of previous minutes.
- 2) Monthly internal customer feedback on key vendors
- 3) To discuss pending indents status
- 4) To discuss pending Purchase Order status
- 5) To discuss pending payment matters

All the points discussed in the meeting shall be minute and a copy of the same shall be sent to Corporate Office.

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6.5 MARKET SURVEY

Market survey is an essential exercise by materials department to understand the supply and demand pattern and to develop potential vendors. Following mentioned steps should be taken while going for a market survey:

- a) **Size of Market:** Identify whether the market is major whole sale market for that particular commodities and what kind of client it serves.
- b) **Pattern of Demand:** Identify major product lists which are traded on daily basis in that particular market to further concentrate on those selected commodities.
- c) **Vendor Identification:** To develop major vendors of the particular commodity and to understand their trading policies.
- d) **Information Data Sheet:** A chart needs to be prepared by the Unit Purchase Department before going for market survey. In this particular chart major commodity names and quality should be mentioned and last market survey rates should be available. Candidate must focus on these selected items only to identify the market trend and new vendors in the market for the commodities.
- e) **Collect data and analyze the information obtained:** All the data should be analyzed on monthly basis and report to be prepared by the Unit Purchase Head and the details should be shared with Unit Head.
- f) **Prepare a report based on data analyzed.**

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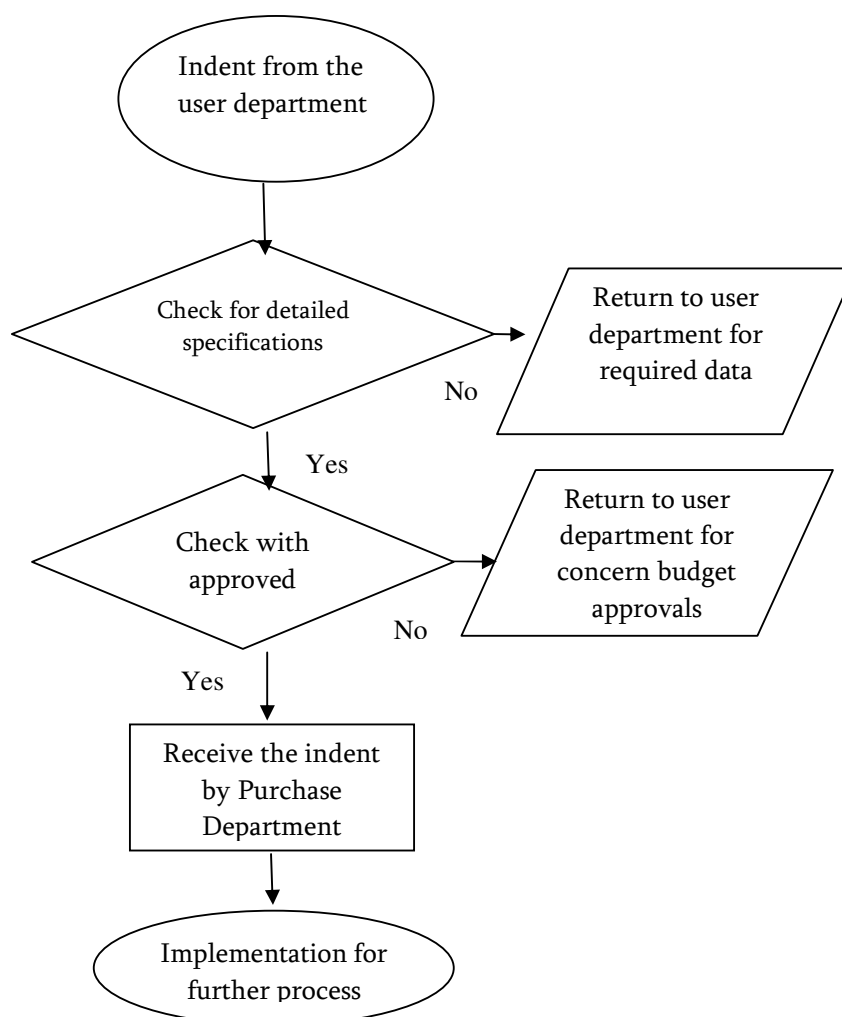
6.6 RECORDS:**1. Purchase order issue register**

P.O No	Date	Issued to	Amount >10000/-	Amount 10001/- to 25000/-	Amount 25000/- to 50000/-	Amount 50001/- & above
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2. Master file of Purchase Order**3. Catalogues / Brochures****4. Un solicited quotation file****5. Pending indent file****6. Pending PO (purchase order) file****7. Policies file****8. Special Approvals file****9. Purchase Committee meeting file****a) Minutes of the Meeting****10. Rate contract details file****11. Correspondence file with parties.****12. Capex file**

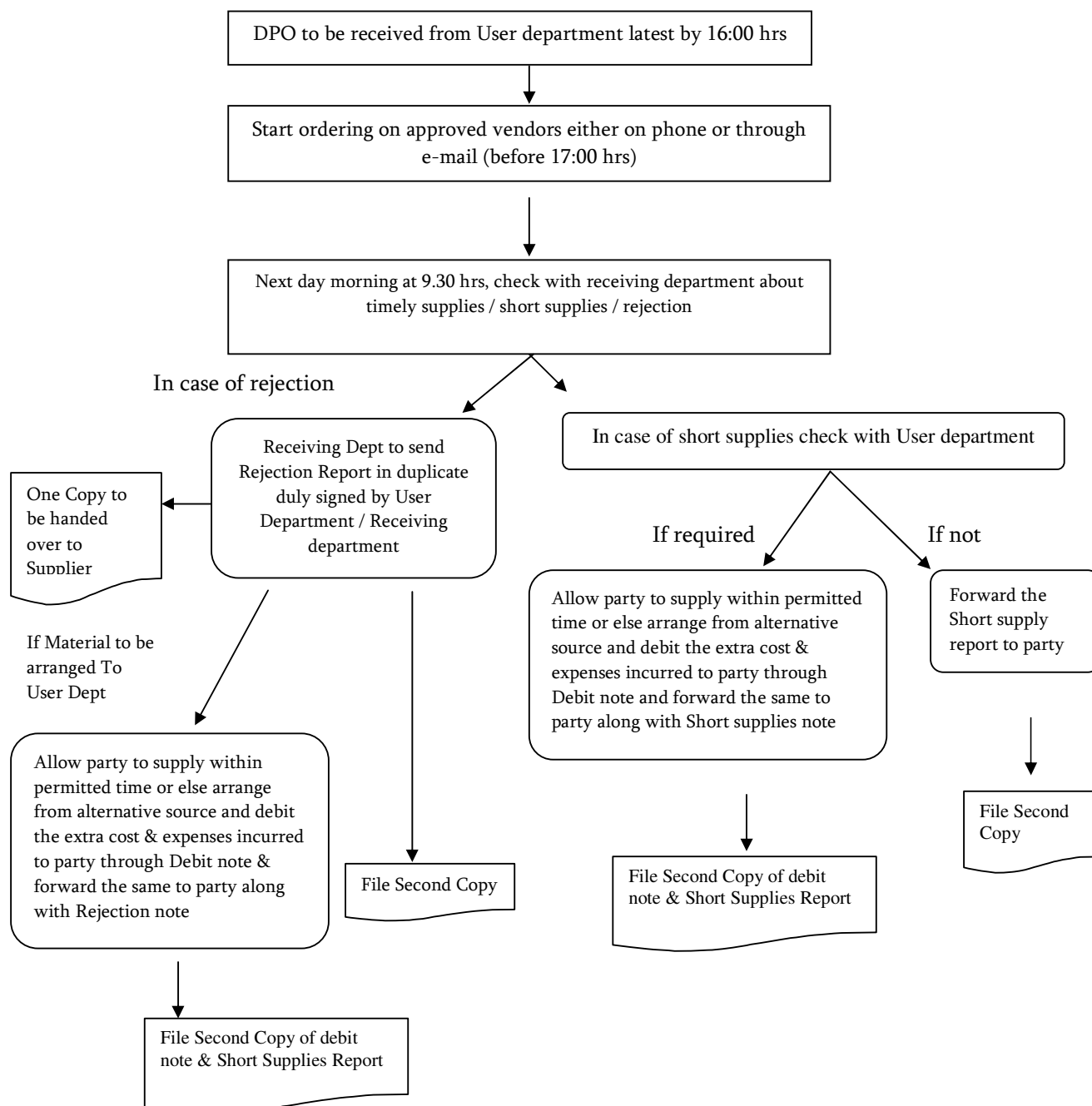
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6.7 INDENT HANDLING PROCEDURE



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6.8 PROCEDURE FOR DPO



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6.9 PROCEDURE FOR CASH PURCHASE

- 1) Cash purchases shall be discouraged. Purchase department to identify alternate suppliers with good business ethics who can supply at reasonable rates with reasonable terms and who can supply on credit to utilize their services in case of emergency requirements / short supplies and also for any purchases in cash.
- 2) If cash purchases are inevitable and the individual item value is in excess of Rs.1000/- and if the total value is above Rs. 3,000/- the same shall be done with the approval of Unit Head only.
- 3) For cash purchase of Rs.5,000/- and above the indenting department representative to accompany the purchase department while making the purchases.
- 4) All purchases made shall be routed through receiving department and proper GRN to be made for the same.
- 5) All cash purchased items brought into premises by the purchase personnel must get the quantities verified against invoice quantities by the Security Guard. No bill is further processed without the verification by the Security.
- 6) Reimbursement claim for all cash purchases shall be made within 3 working days from the date of purchasing with proper documentation and approvals.
- 7) Items directly purchased by other departments shall be routed through Purchase department and the same shall be claimed by the concerned department as per above guidelines.
- 8) It is advisable that purchase department to enlist 3 to 5 vendors for emergency purchases or for cash purchases after carefully evaluating their pricing policies & quality.

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6.10 PROCEDURE FOR PO (PURCHASE ORDER) FOR TECHNICAL RELATED ITEMS

- 1) As the purchase department staff may not be fully knowledgeable about the technical matter, it is the responsibility of user department to provide proper technical information to purchase department either along with indent or with LOI (letter of intent) to float enquiries.
- 2) Purchase department to float enquiries and obtain necessary quotations and prepare comparative statement.
- 3) Purchase department to organize negotiation / discussions with parties involving user department.
- 4) All purchase orders to contain technical specifications / drawing, with specifications duly approved by User department / Engineering department to avoid any misunderstanding at a later date.
- 5) Whenever required a pre-inspection before dispatch clause to be incorporated in the Purchase Order.

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6.11 PAYMENT TERMS

Following are the prescribed payment terms of our company policy:

- 1) Please avoid advance payments unless and other wise, it is warranted in which case the reputation and financial condition of the party to be ascertained and paid.

- 2) Payment terms

Contracted items:

- i. Supplies from 1st to 15th, Payment by 20th of the same month, 16th – 30th/31st payment by 5th of the next month.
 - ii. Payment within 7days from the date of receipt of material
- 3) In case of supplies / erection / commissioning / Labour charges
 - i. 10 to 15% with the order.
 - ii. 35 to 45% on receipt of material on site.
 - iii. 40% for the completed /works in progress.
 - iv. 10% for retention money / on satisfactory completion of works certified by concerned HOD.

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6.12 LOADING / UN LOADING

- 1) All materials are to be arranged & received during working hours of the receiving department.
- 2) Due to traffic restrictions and other reasons material can be received during night.
- 3) Any supplies received during odd hours (late evening or early morning) where as either receiving or user department representatives are not available to receive the goods, the goods should be unloaded in presence of Security Supervisor at designated place (Receiving store or any other covered space to avoid any discrepancies). The goods should be entered in security register and receiving the bills should be given by Security Supervisor mentioning "Material Received, Subject to check the quantity and quality of the material".
- 4) Appointing of unloading agencies for bulk items during odd hours, holidays etc. to be done in advance to avoid inconvenience to all concerned and the detention charges.

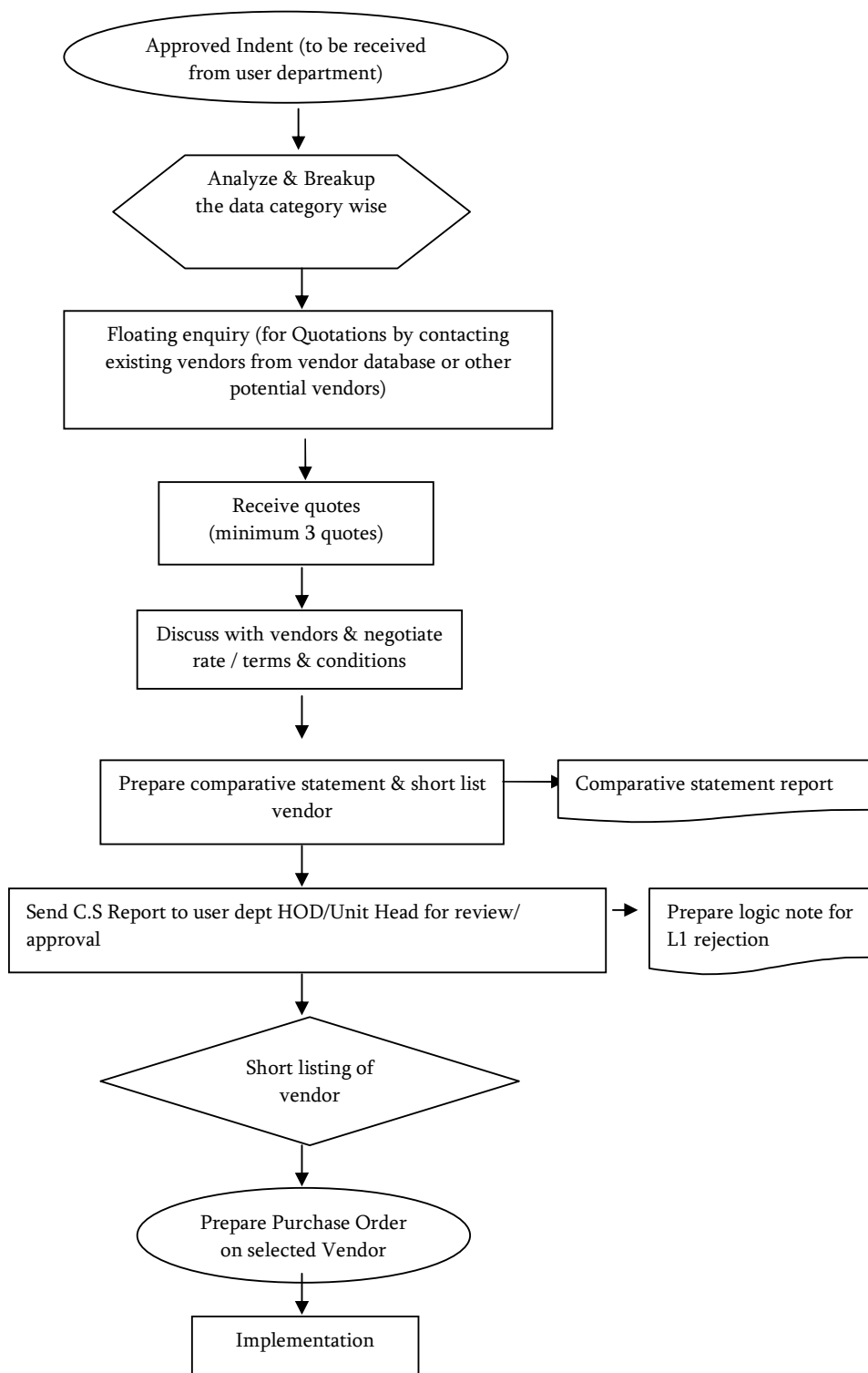
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6.13 PROCEDURE FOR REJECTION OF MATERIAL

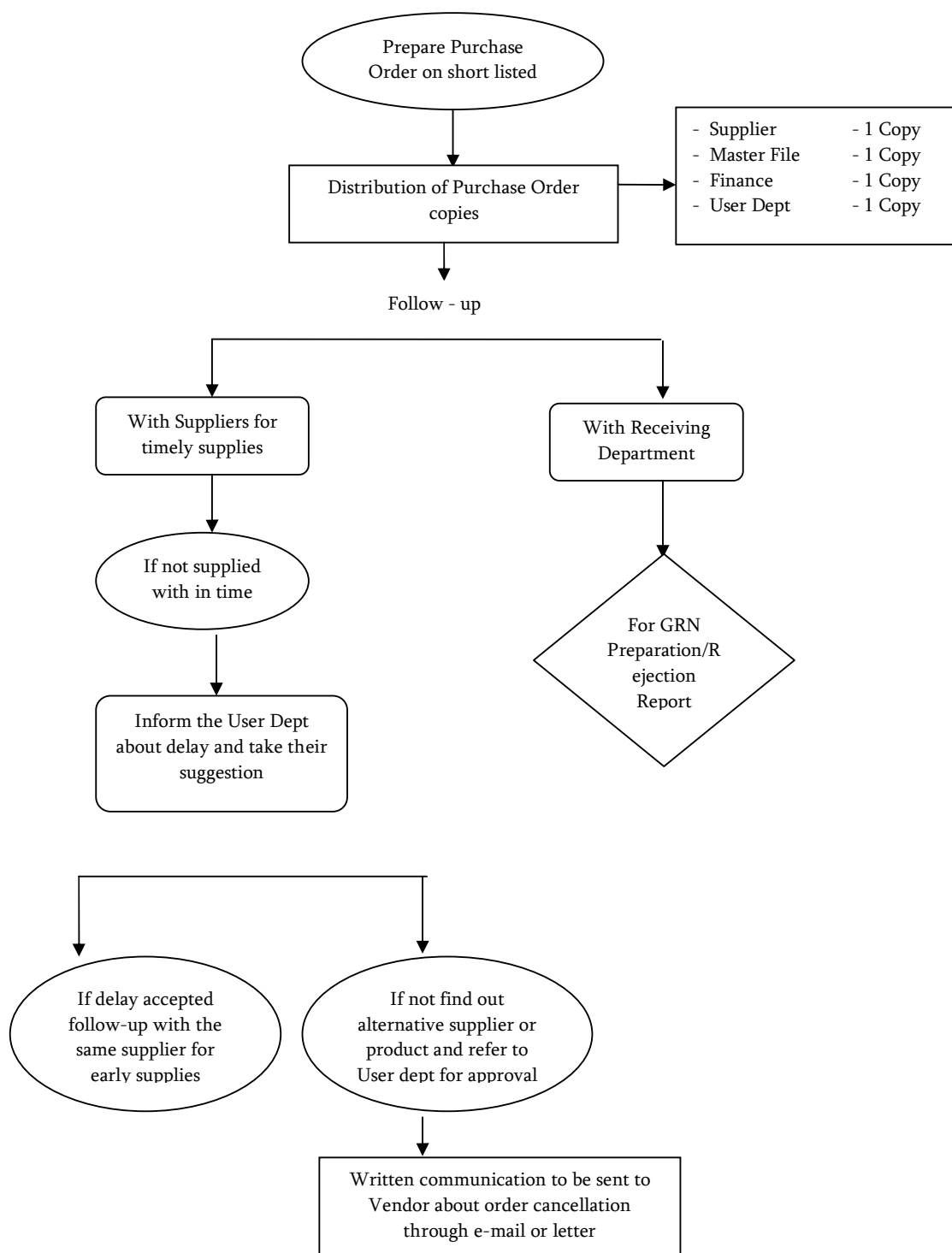
- 1) All items received at our hotel are to be checked and received immediately as soon as they arrive at our receiving department.
- 2) Any item which requires technical inspection by concerned department, accepting / rejecting the same should be done within 3 days from the date of receipt of material failing which it will be considered the material received is accepted and necessary GRN to be prepared.
- 3) If any item is to be rejected the same shall be done through Rejection Report by the concerned department with reason to reject duly signed by HOD of user dept and Unit Head. A copy of the same to be sent to Purchase Department and Receiving Department for necessary records and for taking up the matter with the supplier
- 4) Items rejected shall be arranged at the earliest by Purchase Department.
- 5) Purchase Department to ensure that any expenses / loss incurred by us against the rejection are recovered from the party concerned

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6.14 PURCHASE ORDER FLOW CHART PART A



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6.15 PURCHASE ORDER FLOWCHART PART B (Implementation of Purchase Order)

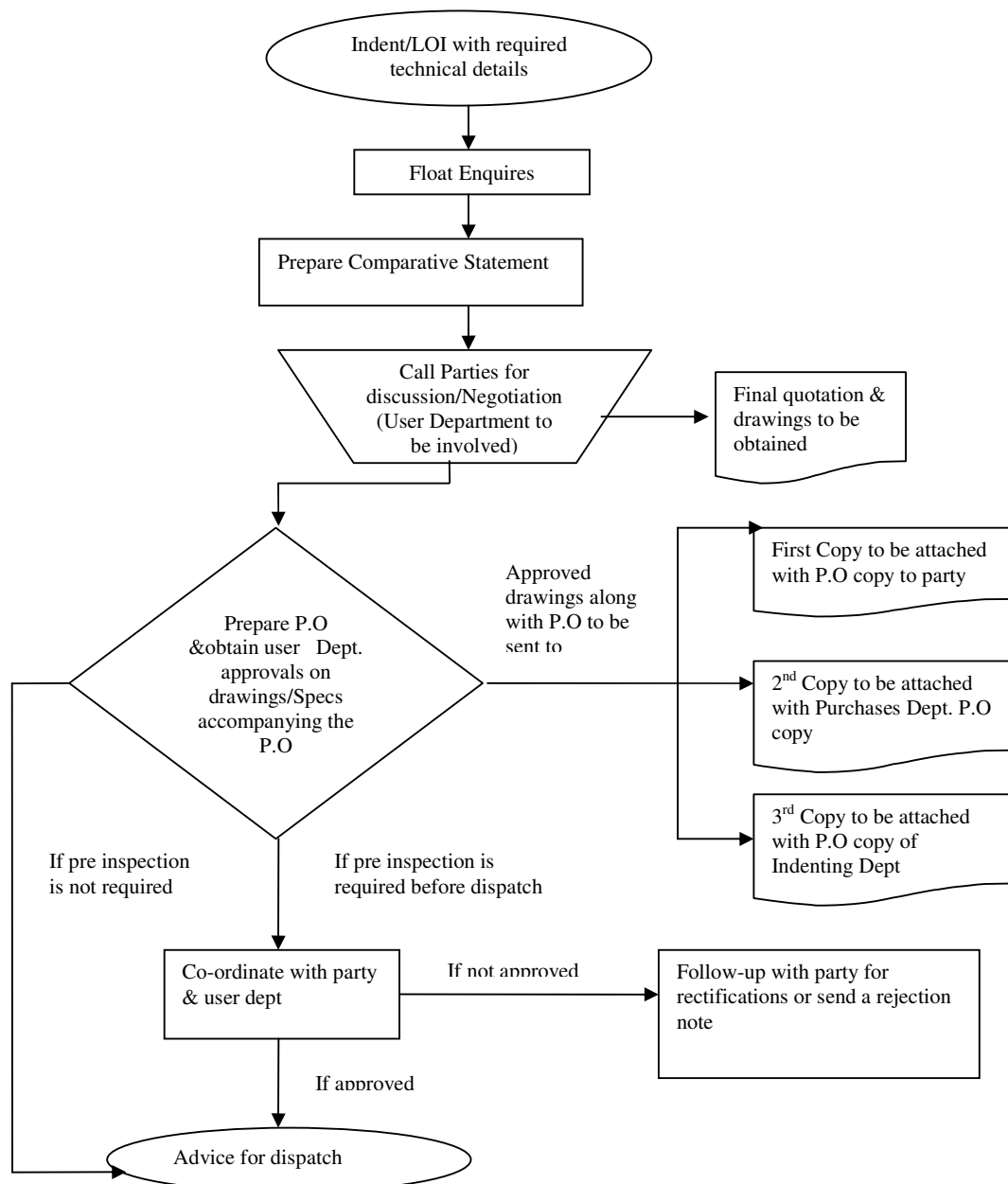
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6.16 INDENT PROCESS FOR ITEMS WITH TECHNICAL DETAILS



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7.1 SUPPLIER SATISFACTION SURVEY FORMAT

GreenPark Hotels & Resorts Ltd.
Green lands, Begumpet
Hyderabad - 500016

SUPPLIER SATISFACTION SURVEY

FOR THE PERIOD OF
QUARTER -

Sl.no	ATTRIBUTES	Excellent	V.Good	Good	Fair	Poor
1	HOW WOULD YOU RATE OUR PURCHASE DEPT. ON THE FOLLOWING ATTRIBUTES:					
a	OUR CONTRACT PROCESS					
b	OUR SPECIFICATIONS					
c	OUR ORDERING PROCESS					
d	OUR RECEIVING PROCESS					
e	OUR PAYMENT PROCESS					
f	FAIRNESS IN OUR DEALINGS					
g	OVERALL EXPERIENCE OF DOING BUSINESS WITH US					
2	HOW WOULD YOU RATE OUR PURCHASE DEPARTMENT'S STAFF ON:					
a	PRODUCT KNOWLEDGE					
b	COURTESY					
c	COMPETENCY					
d	RESPONSIVENESS					
3	HOW MUCH TIME DO YOU SPEND TO BE ATTENDED TO WHENEVER YOU COME TO VISIT US: <div> <input type="checkbox"/> 5 MIN <input type="checkbox"/> 6-15 MIN <input type="checkbox"/> 16-30 MIN <input type="checkbox"/> 31-45 MIN <input type="checkbox"/> 45 MIN – 1 HR </div>					
4	HAVE YOU INTERACTED WITH THE USER DEPT. IF YES, HOW WOULD YOU RATE THE USER DEPT. ON PRODUCT KNOWLEDGE, COURTESY, COMP., RESPONSIVENESS					
5	LIST OF ONE AREA IN WHICH WE COULD IMPROVE					
6	STATE IN ONE SENTENCE WHAT YOU LIKE ABOUT OUR PURCHASE DEPT.					
		NAME OF THE SUPPLIER / SEAL OF THE COMPANY SIGNATURE OF THE AUTHORIZED SIGNATORY				

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7.2 INTERNAL DEPARTMENT FEEDBACK ON PURCHASE DEPARTMENT

INTERNAL DEPARTMENT FEEDBACK ON PURCHASE DEPARTMENT	
Name of the Unit	
User Dept	
Date of this Feedback	
Please score on scale of 5 (1 = Poor, 2 = Fair, 3 = Good, 4 = V. Good, 5 = Excellent)	
Overall, How would you rate the Quality of Materials that we have supplied you	
Overall, Would you say that the prices have been competitive for the material supplied	
Overall, How would you rate the delivery performance of the contracted suppliers	
How would you rate us on our market Knowledge for key products	
How would you rate us on our product Knowledge for key products	
How would you rate us on our efforts at trying to develop new vendors	
How would you rate us on our response to emergencies	
How would you rate our attitude	
How would you rate us overall	
If you have any specific ideas for improvement, please suggest the top one / two that you have:	
HOD	

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7.3 MATERIAL INDENT FORM

Indent No: Department:		ORGANIZATION: MATERIAL INDENT FORM					Date: Required by Date:		Drawings Catalogue Enclosed (Y/N)
S.No	Item	Make	Model	UOM	Qty	Specifications			
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
Prepared By:		HOD (User Department)				Approved By:		Unit Head	

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7.4 COMPARATIVE STATEMENT

Organisation:									
Comparative Statement for :									
Date: MM/DD/YYYY									
Indent No: Indent Da MM/DD/YYYY									
Expected By: MM/DD/YYYY									
Purpose:									
S.No	Item Description	UOM	Qty	Brand/Model/Specs	Quote From :		Brand/Model/Specs	Quote From :	
					Cont No:	Amount (Rs)		Cont No:	Amount (Rs)
					Nett price (Rs)			Nett price (Rs)	
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
Total Amount (Rs)					Total Amount (Rs)				
Terms & Conditions:									
% Discount considered :									
% Taxes added :									
Transportation :									
Delivery Period :									
Warranty :									
Payment Terms :									
Recommendations:									
Approved By:									
Prepared By:	HOD			HOD Purchase			Unit Head		

Issue
Purchase

Latest Revision – January, 2013

Prepared & Controlled by
GPCLD - CO

Approved By
VPO