## I. Purpose:

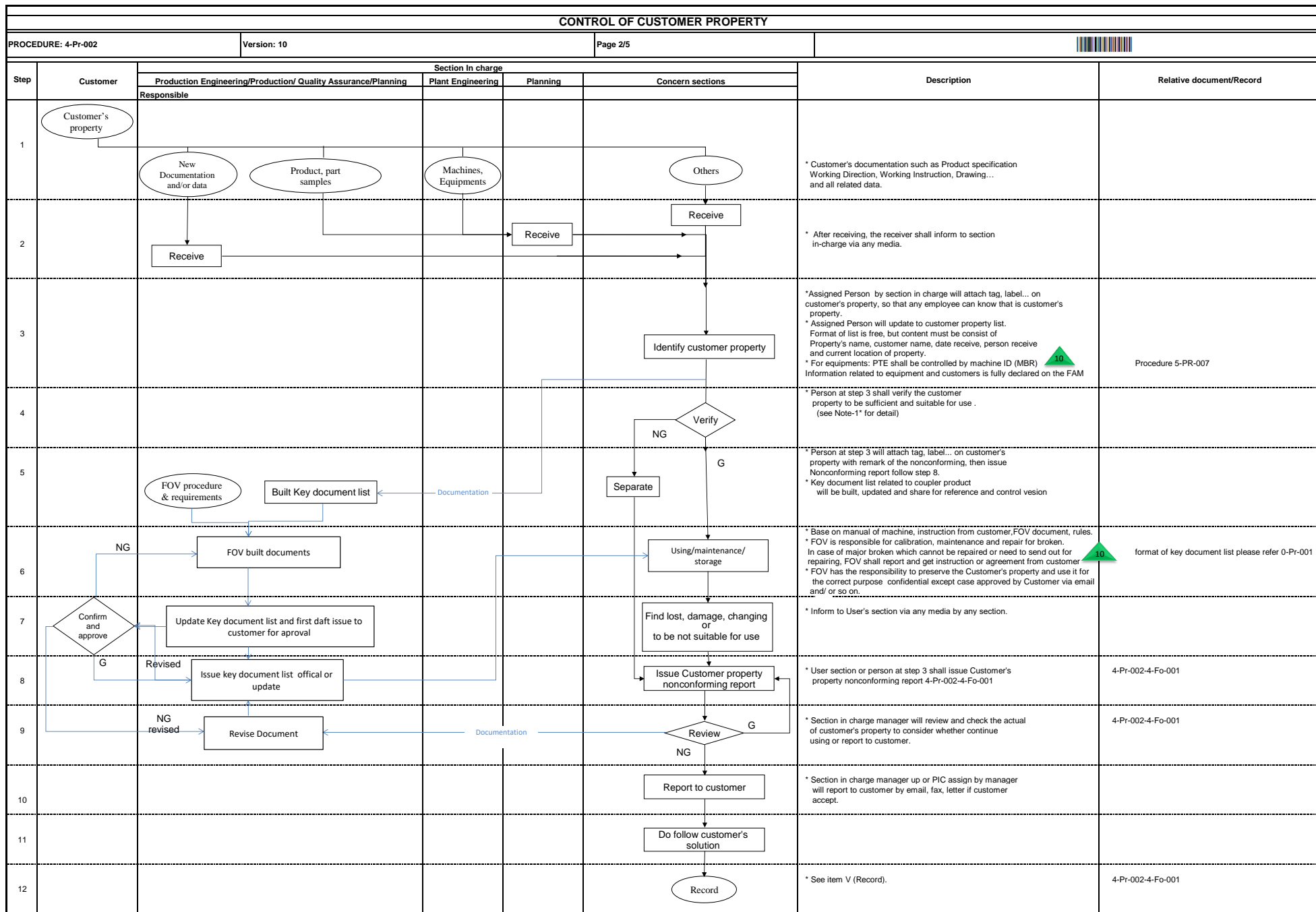To ensure that customer property is identified and controlled.

## II. Application:

This procedure is applied on customer properties that is under FOV's control or being used by FOV

This procedure concerns to all section in FOV.

## III. Reference Documents:

Reference documents are listed in FOV's Quality and Environment Manual 0-QEM-001

| Step | Customer | Section In charge | | | | Description | Relative document/Record |
|---|---|---|---|---|---|---|---|
| | | Production Engineering/Production/ Quality Assurance/Planning Responsible | Plant Engineering | Planning | Concern sections | | |
| 1 | Customer's property | New Documentation and/or data / Product, part samples | Machines, Equipments | | Others | * Customer's documentation such as Product specification Working Direction, Working Instruction, Drawing… and all related data. | |
| 2 | | Receive | Receive | | Receive | * After receiving, the receiver shall inform to section in-charge via any media. | |
| 3 | | | | | Identify customer property | *Assigned Person by section in charge will attach tag, label... on customer's property, so that any employee can know that is customer's property. * Assigned Person will update to customer property list. Format of list is free, but content must be consist of Property's name, customer name, date receive, person receive and current location of property. * For equipments: PTE shall be controlled by machine ID (MBR) [10] Information related to equipment and customers is fully declared on the FAM | Procedure 5-PR-007 |
| 4 | | | | | Verify  NG  G | * Person at step 3 shall verify the customer property to be sufficient and suitable for use . (see Note-1* for detail) | |
| 5 | FOV procedure & requirements | Built Key document list | | | Separate | * Person at step 3 will attach tag, label... on customer's property with remark of the nonconforming, then issue Nonconforming report follow step 8. * Key document list related to coupler product will be built, updated and share for reference and control vesion | |
| 6 | NG | FOV built documents | | | Using/maintenance/ storage | * Base on manual of machine, instruction from customer,FOV document, rules. * FOV is responsible for calibration, maintenance and repair for broken. In case of major broken which cannot be repaired or need to send out for repairing, FOV shall report and get instruction or agreement from customer [10] * FOV has the responsibility to preserve the Customer's property and use it for the correct purpose confidential except case approved by Customer via email and/ or so on. | format of key document list please refer 0-Pr-001 |
| 7 | Confirm and approve | Update Key document list and first daft issue to customer for aproval | | | Find lost, damage, changing or to be not suitable for use | * Inform to User's section via any media by any section. | |
| 8 | G  Revised | Issue key document list offical or update | | | Issue Customer property nonconforming report | * User section or person at step 3 shall issue Customer's property nonconforming report 4-Pr-002-4-Fo-001 | 4-Pr-002-4-Fo-001 |
| 9 | NG revised | Revise Document | | | Review  G  NG | * Section in charge manager will review and check the actual of customer's property to consider whether continue using or report to customer. | 4-Pr-002-4-Fo-001 |
| 10 | | | | | Report to customer | * Section in charge manager up or PIC assign by manager will report to customer by email, fax, letter if customer accept. | |
| 11 | | | | | Do follow customer's solution | | |
| 12 | | | | | Record | * See item V (Record). | 4-Pr-002-4-Fo-001 |

Documentation

"Confidential"          "FOV's property, do not take out without FOV BOM's approval"

# CONTROL OF CUSTOMER PROPERTY

| PROCEDURE: 4-Pr-002 | Version: 10 | Page: 3/5 | |
|---|---|---|---|

**\* Note 1:** Customer's property shall be identified by using the suitable means as tag cards, labels, stamp... as follow:

1.1. Product specifications of customer is identified by stamp in red with

> "Customer property- Customer Name:………………"

> " Expiry date/ Review date : ……………………………( if any) "

The signature of Production engineering (PRE) section managers and date on the first page of the original hard copied.

or Production engineering (PRE) person in charge will make a copied e-file and post to document controlling

system (DMS or equivalent).

Product specification distributed to all concern sections and people under copied e-files and shall be controlled

by document controlling system (DMS or equivalent).

1.2. Machines, tools, equipments of customer shall be controlled by machine ID (MBR) (refer Procedure 5-PR-007)

All of machine,customer information will be updated to FOV Asset Management (FAM ) software (Machine Name,

machine ID, Customer Name,…..). The system will be auto alarm 1 month before expired date

1.3. Other customer property shall be identified by the above method or combination.

1.4. Section in charge will establish and maintain a list of customer property existed in FOV where applicable detail
as below:

| Property type | Section In Charge | Remarks |
|---|---|---|
| Machine, equipment, tool/jig | Plant Engineering | |
| Product sample, Material sample | Quality Assurance Engineering | |
| Molding die from customer need for material development | Material Development Project | |
| Molding die from customer need for molding line in FOV | Production Engineering | |
| Others | Base on Section's Job description | |

## V. Record:

| No. | Record | Responsibility for keeping | Retention time |
|---|---|---|---|
| 1 | Customer nonconforming report | Section In charge | Following 0-PR-004 |

Identification, storage, protection, retrieval and disposition of records refer to 0-Pr-004(Control of record)

## VI. Attached form:

1. 4-Pr-002-4-Fo-001: Customer's Property Nonconforming Report

# CONTROL OF CUSTOMER PROPERTY

Questionnaires

**1. What are customer's properties?**

    a. Products which are belong to customer

    b. Anythings which are belong to customer

    c. Machines/equipments which are belong to customer

    d. Documents which are belong to customer

**2. What is the customer's equipment**

    a. Equipment is purchased by FOV

    b. Equipment is borrowed from Customer

    c. Equipment is designed by Customer

    d. Equipment is sold by Customer

**3. After receiving the customer's properties, the receiver shall inform to:**

    a. Section in-charge via any media.

    b. Customer via email.

    c. Manager via any media.

    d. Section in-charge via email

**4. Who should verify customer's properties after receving?**

    a. Purchaser

    b. Production engineering engineer

    c. Assigned Person by section in charge

    d. PTE Engineer

**5. How to indentify customer's properties?**

    a. Marking on the customer's properties

    b. Attached tag cards, labels, stamp...

    c. Separate the customer's properties from FOV's properties

    d. Customer's properties were storage at special area.

**6. How do we do when the customer's properties are lost or broken?**

    a. User Engineer will report to customer immediately

    b. User section or person at step 3 shall issue Customer's property nonconforming report

    c. Section in charge manager up or PIC assign by manager will report to customer by email, fax, letter

    d. Answer b & c are correct

**7. PIC will solve the nonconforming following guidance from?**

    a. Following the Manager's instruction

    b. Following the BOM's instruction

    c. Following FOV's procedure

    d. Following the customer's instruction

**8. How to control the customer's properties?**

    a. By customer property list.

    b. By key document list

    c. Both a or (and) b

    d. It is up to User section

# CONTROL OF CUSTOMER PROPERTY

| PROCEDURE: 4-Pr-002 | | | Version: 10 | Page: 5/5 | |
|---|---|---|---|---|---|

**REVISION HISTORY**

| Date | PIC | Ver | Old content description | Description content of change | Reason of change | Requester |
|---|---|---|---|---|---|---|
| 14-Oct-24 | Hiepvv | 10 | **1.+ Page 2. Step 3 Description**<br>* For machine\tool PTE must stick visual tag with consist Property's name, customer's code, machine's code to refer a tag (Remain infor such as :<br>date receive , person receive ...to control by eMO system<br>2. Step 6 : None | 1. For equipments: PTE shall be controlled by machine ID (MBR)<br>Information related to equipment and customers is fully declared on the FAM<br>2.step 6: FOV is responsible for calibration, maintenance and repair for broken. In case of major broken which cannot be repaired or need to send out for repairing, FOV shall report and get instruction or agreement from customer | 1.Identify the customer property by the MBR code, can easy look up on FAM. Reduce unnecessary label<br>2.Update correct method replace consumption part for repair/maintenance/calib | Thonghn |
| 22-Aug-22 | Chienph | 9 | +4-Pr-002/4-Fo-001 | + 4-Pr-002-4-Fo-001 | Review and standart format form No. as DMS program | TrungDN |
| | | | * Note 1:<br>1.1 ….Production….save to regular folder...<br><br>….shall be controlled by DOC. | '* Note 1:<br>1.1….engineering (PRE)...post to document controlling system (DMS or equivalent).<br>…..shall be controlled by document controlling system (DMS or equivalent). | Review and update | |
| | | | 1.2….EMO…. | 1.2 …..FOV Asset Management (FAM ) | | |
| | | | 1.4 Quality Control Engineering | 1.4 Delete | Follow company's chart | |
| | | | Questionnaires<br>4.<br>+b. Production engineer | Questionnaires<br>4.<br>+b. Production engineering engineer | Review and update | |
| 3-Jul-18 | Bao Khiem | 8 | +SIC: Production in the Header at Page 2. Quality Assuanrance<br><br>+ Page 3, Item Note 1.4 Molding die=> SIC Production, Planning | + Add section Engineering/Production QAE/QCE<br><br>+ Page 3, Item Note 1.4<br>Molding die from customer need for material development => SIC: MDP<br>Molding die form customer need for molding line in FOV=> SIC: Production Engineering | + Company organization chart change<br>+Make clear SIC | Lâm Tuấn Tú |
| 10-Oct-17 | Phan Huy Chien | 7 | + Don't have<br><br>+ Description of step 5:<br>- Key document list related to medical or coupler product……<br>+V. Record:<br>Retention time: 5 years<br>2 years (after receiving customer instruction) | + Add the questionare<br><br>+ Description of step 5:<br>- Key document list related to coupler product……<br><br>V. Record:<br>Retention time: Following 0-PR-004 | + Requirement from QMS.<br><br>+ Separated QMS for Medical device<br>+ Simplify and avoid mis-match requirement | Đào Ngọc Trung |
| 5-Jul-17 | Pham Dinh Hieu | 06 | **+ Page 3. Item 1.2**<br>Machines, tools, equipments of customer shall be attached labels, tag card, or stamps with a<br>"Customer property- Customer name:…………………………."<br>" Expiry date/ Review date : …………………………… " | '+ Machines, tools, equipments of customer shall be controlled by machine ID (MBR) (refer Procedure 5-PR-007)<br>All of machine,customer information will be updated to EMO Software (Machine Name, machine ID, Customer Name,…..)<br>The system will be auto alarm 1 month before expired date<br><br>+ Swap step 3 & step 5 | Update the control method to adapt with current status | Phan Vinh Thach |
| | | | **+Page 2, step 3**<br>Machine\tool control same method with document\product sample | +Separate control method for machine\tool:<br>-For machine\tool PTE must stick visual tag with consist Property's name,' customer's code, machine code to refer a tag (Remain infor such as : ' date receive , person receive ...to control by eMO system) | Improve system | Phan Vinh Thach |