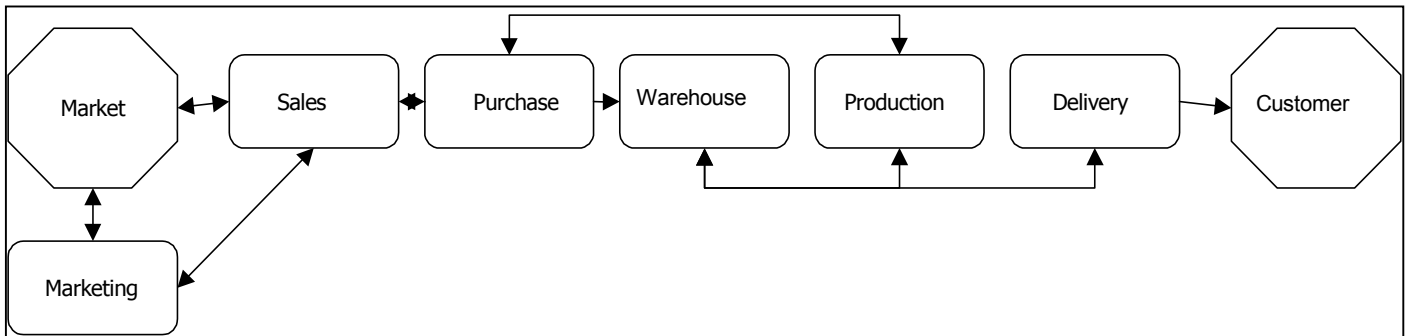


Can you describe the processes in your company?



Can you answer these questions?

Who draws up price lists? Who approves price lists? Where and how do you archive price lists? What is your price list distribution scheme?
 Who draws up offers? Who checks and approves offers? What is your offer distribution scheme?
 Who draws up and who checks contracts? Who signs contracts? Where and how do you archive contracts and annexes?
 Do you have a client's database? Who handles users in sales Please describe? How and where do you record and archive memos and data on users?
 Do you perform market research, which statistical methods do you use?
 Are there levels of decision-making and regulations in sales? What is prescribed and what is customary?

What is a procurement request? How is it originated? Who approves it? Where is it recorded and archived? Who and how places orders? Who approves orders? Are there levels of decision-making?
 Are suppliers verified and prescribed? Are there criteria defined for selecting suppliers? Who selects, approves and appoints suppliers? Is supplier verified at his facilities? Which certificates for supplier's goods are acknowledged?
 Which standards and regulations apply to goods; are these up-to-date? Is there any incoming goods control? If so, please describe. Describe your claim procedure. Where and how do you archive documentation accompanying the goods?

Describe goods receipt procedure. What are warehouse access regulations?
 Describe procedure for receipt, keeping records of and marking the goods? How and when goods are controlled?
 Are goods in warehouse uniquely marked? Who defines rules for marking and location? Which are technical preconditions for storage of various types of goods?
 Describe handling of raw materials, (finished) products, others' products and semi-manufactured products? How are these marked and recorded? How do you mark good presently being controlled and defective goods? Describe procedures for handling, packing and delivery. Which are the supporting documents

Which processes are relevant for quality? Which is the process sequence? What initiates a process? Who and how approves the start (of a process)? Does a work order exist? What does it contain? Is work process described in detailed? Are there work instructions? Who and how elaborates the processes and places orders? Who approves and verifies work orders? Who and how checks processes and products? Who prescribes, records and follows up the course of a process? Who defines technical conditions for a process and workplaces? Who defines conditions for employees? Who maintains records on machineries? Describe machinery maintenance. Do you have measuring equipment? How is it calibrated? Are there separate procedures in case of failure or delay? How do you mark (finished) products and semi-manufactured products? When and how do you test products? How do you mark testing condition? Who performs and who controls testing?

QUALITY SYSTEM BENEFITS

- ERROR PREVENTION
- COSTS REDUCTION
- PROFIT INCREASE
- REPUTATION RISE
- SALES INCREASE
- CONSTANT FOLLOW UP AND IMPROVEMENT OF BUSINESS SYSTEM
- INCREASE OF EMPLOYEES' THRUST AND MOTIVATION
- IMPROVED EMPLOYEES' COMPETENCE
- INTEGRAL PROCESS DOCUMENTATION

CERTIFICATION BENEFITS

- WORLD WIDE RECOGNIZED STANDARDS
- INDEPENDENT EXTERNAL AUDIT
- INCREASED CLIENTS' THRUST
- MARKETING BENEFITS