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## PROCEDURE FOR CUSTOMER PROPERTY

Rev	Reason of Change	Date	Made By	Reviewed By	Approved By	Status
0	Initial issue	09-05-2024	PK	USR	JG	Released





# PROCEDURE FOR CUSTOMER PROPERTY

## 1.0 PURPOSE

- 1.1 To describe the methods to be employed and the personnel responsible for verifying, controlling, documenting and processing customer property.

## 2.0 SCOPE

- 2.1 This procedure applies to all material or products received from customers that are to be incorporated into the end-product or have been furnished on a loan basis to CPC or required to be reworked/refurbished/job woked.

## 3.0 DEFINITIONS

- 3.1 NCR: Nonconformance Report.

## 4.0 RESPONSIBILITIES

- 4.1 Receiving personnel are responsible for verifying customer property at time of receipt.
- 4.2 Quality Technicians are responsible for ensuring that all required inspections and/or tests specified by the customer or contract are performed.
- 4.3 The Purchasing Manager is responsible for ensuring adequate control and storage conditions for customer property.
- 4.4 The Production Manager is responsible for the proper processing and handling of customer property during production.
- 4.5 Manager stores will be responsible for maintaining identification & traceability, safe guarding and storage condition.
- 4.6 The Sales department is responsible for advising customers of any lost, damaged or nonconforming items furnished by the customer and for resolving these concerns with the customer.

## 5. PROCEDURE

### 5.0 Receiving

- 5.1.1 Unless otherwise defined by contract, upon receipt of customer property, receiving personnel are to:

- visually check items for completeness and proper identification;
- visually check items for possible transport damage;
- verify that the items received correspond to the customer's packing slip;
- verify that all identified documentation has been received; and
- verify the quantity of items received.

- 5.1.2 When inspection, measuring or test devices are supplied by the customer, the calibration status and expiry date must be verified.

- 5.1.3 Upon completion, all photographs that might have been taken as objective evidence to identify the condition of customer property received are to be attached to the Customer Property Report and retained by the Receiving department.



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## 5.2 Conforming Items

- 5.2.1 When customer property is found to be conforming as defined within para. 5.1 of this procedure, receiving personnel are to complete and affix a Customer Property Tag to the item or container and advise the Quality Manager that the customer property arrived.
- 5.2.2 If any additional verifications or tests are contractually required to be performed on the received items, the Quality Manager is to assign a Quality Technician to perform these verifications or tests.
- 5.2.3 No customer property is to be released for further processing or storage until such time as all required verifications and tests have been completed and found to be acceptable.
- 5.2.4 After receipt, Receiving and Production personnel are to ensure the protection of customer property against loss or damage until such time as it is incorporated into a product or returned to the customer.
- 5.2.5 All conforming items are to be released to production for further processing, sent to the applicable storerooms or moved to an allocated storage area.
- 5.2.6 Production and storeroom personnel are to process and maintain all customer property in accordance with those requirements outlined within procedures CDP-24 and any special requirements defined by contract.

## 5.3 Nonconforming Items

- 5.3.1 All customer property found to be lost, damaged or identified as unsuitable for use is to be photographed, documented within an NCR, reported to the customer through the Sales Representative, and processed in accordance with CDP-27
- 5.3.2 Responsibility for the dispositioning of nonconforming customer property lies solely with the customer.
- 5.3.3 CPC personnel are not to dispose of customer property or perform any rework or repair to same without prior written authorization and instructions from the customer through the relevant Sales Representative.
- 5.3.4 Received customer dispositions are to be retained by the Sales department in a corresponding job file and copies are to be distributed to the Receiving department, the Production Manager and the Quality Manager.
- 5.3.5 Acceptable customer dispositions can be:
  - Return to customer;
  - Use nonconforming item(s) as is;
  - Scrap; or
  - Perform authorized rework or repair.
- 5.3.6 Any rework or repairs performed by CPC or its authorized subcontractor on behalf of the customer is to be verified by CPC Quality Technicians to ensure compliance with requirements provided by the customer.

## 5.4 On-going Verification and Testing



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5.4.1 Quality Technicians are to perform all verifications and tests on customer property as contractually required and in accordance with approved Quality Plans as defined within CDP-27

## 5.5 Records:

5.5.1 Quality records which pertain to customer property are to be maintained on file as defined within CDP-27. As a minimum, these records must include:

- Customer Property Reports;
- verification and test reports;
- documentation supplied by the customer; and
- NCRs raised and dispositions received from the customer

## 6 REFERENCES

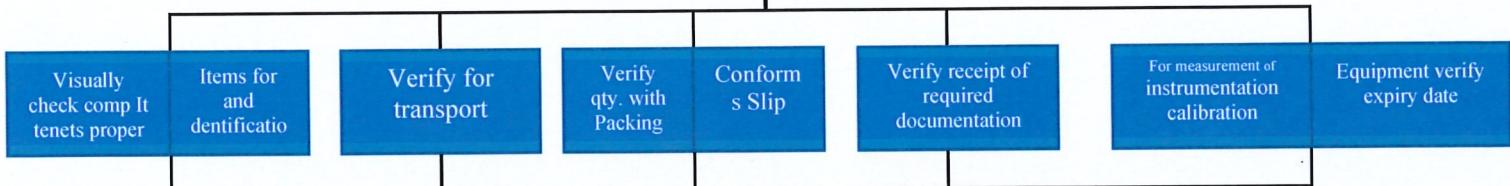
- 6.2 OP-32-1 Control of Quality Records
- 6.3 OP-27-4 Identification and Traceability
- 6.4 CDP-24 Preservation of Product
- 6.5 CDP-27 Control of Nonconforming Product
- 6.6 CSF-24-16 List of Externally Owned [Customer] Property

## 7.0 ATTACHMENTS

### Flowchart for Customer Property



## Receipt of Customer Property



Document received items using Customer Property Report, CSF-24-16

Photographs of objective evidence of damage are to be attached to Customer Property Report and kept by Receiving

If nonconforming

If conforming

Photograph damaged or unsuitable

Document using NCR

Reported to Customer by Sales

Process in accordance with CDP-27

Complete and affix Customer Property Tag

Advise Quality Mgr. of arrival

Quality Technician to perform all verifications and tests required

Issue NCR to Quality Mgr. and copy to Sales Mgr.

Copy of NCR to be faxed to customer with request for disposition

Customer disposition retained by Sales dept in job file

Copy of customer disposition forwarded to Receiving, Production & Quality Mgr.

Release to production

Release to Storeroom

Move to allocated storage area

Customer property to be processed and maintained as per CDP-24

Disposition to be performed

Return Item(s) to Customer

Use nonconforming item(s) as is

Scrap items as per disposition

Perform defined rework or repairs as required

Perform required inspections & tests using customer-furnished accept/reject criteria

If nonconforming

If conforming

Identify

Complete NCR

