

**SARA SAE ENGINEERING SPECIFICATION**

SECTION SOP	Doc. No. SES-26-610
ISSUE "A",	REV "2"
DATE: 11.09.2017	Page 1 of 6

PROCEDURE FOR CUSTOMER PROPERTY

Rev	Reason of Change	Date	Made By	Reviewed By	Approved By	Status
2	Material for Job work identified as Customer Property	11-09-2017	SKV	ND	KKD	Released



KKD
11/9/17

	SARA SAE ENGINEERING SPECIFICATION	
	SECTION SOP	Doc. No. SES-26-610
	ISSUE "A",	REV "2"
	DATE: 11.09.2017	Page 2 of 6

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 SARA SAE or required to be reworked/refurbished/job woked.

3.0 DEFINITIONS

- 3.1 NCR: Nonconformance Report.

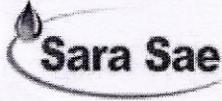
4.0 RESPONSIBILITIES

- 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 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.

5.0 PROCEDURE

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



	SARA SAE ENGINEERING SPECIFICATION	
	SECTION SOP	Doc. No. SES-26-610
	ISSUE "A",	REV "2"
	DATE: 11.09.2017	Page 3 of 6

- 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 The above verifications are to be documented within the Customer Property Report, SARA/DOC/ 082 as well as where the item(s) are to be routed to.

5.1.4 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.

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.

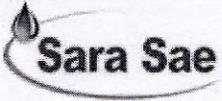
5.2.2 If any additional verifications or tests are contractually required to be performed on the received items, the Quality Manager is to assign a Quality Technician to perform these verifications or tests.

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.



	SARA SAE ENGINEERING SPECIFICATION	
	SECTION SOP	Doc. No. SES-26-610
	ISSUE "A",	REV "2"
	DATE: 11.09.2017	Page 4 of 6

5.2.6 Production and storeroom personnel are to process and maintain all customer property in accordance with those requirements outlined within procedures SDP-31-006 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 SDP-27-010

5.3.2 Responsibility for the dispositioning of nonconforming customer property lies solely with the customer.

5.3.3 SARA SAE 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.

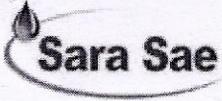
5.3.6 Any rework or repairs performed by SARA SAE or its authorized subcontractor on behalf of the customer is to be verified by SARA SAE Quality Technicians to ensure compliance with requirements provided by the customer.

5.4 On-going Verification and Testing

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 SDP-27-008 & SDP-27-009.

5.5 Records



	SARA SAE ENGINEERING SPECIFICATION	
	SECTION SOP	Doc. No. SES-26-610
	ISSUE "A",	REV "2"
	DATE: 11.09.2017	Page 5 of 6

5.5.1 Quality records which pertain to customer property are to be maintained on file as defined within SDP-27-014. 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.

6.0 REFERENCES

- 6.1 SDP-27-014 Control of Quality Records
- 6.2 SDP-31-006 Identification and Traceability
- 6.3 SDP-24-002 Preservation of Product
- 6.4 SDP-27-008 & SDP-27-009 Monitoring and Measurement of Product
- 6.5 SDP-27-010 Control of Nonconforming Product
- 6.6 SARA/DOC/082 Customer Property Report
- 6.7 SSF-27-006 Nonconformance Tag
- 6.8 CT137 Customer Property Tag

7.0 ATTACHMENTS

- 7.1 Flowchart for Customer Property (Page 5)





SARA SAE ENGINEERING SPECIFICATION

SECTION SOP

Doc. No. SES-26-610

ISSUE "A",

REV "2"

DATE: 11.09.2017

Page 6 of 6

Flowchart for Customer Property

