Title:	Contract Review Procedure	**Document No.:**	YGD 0501
Effective:	01/11/2016	**Revision:**	0
Revised By:	Syamsida	**Approved By:**	Arivalagan

1.0 OBJECTIVE

1.1 To ensure that all contracts, customer specifications, requirements & expectations are clearly defined & understood before confirmation.

1.2 To channel customer's requirements to all the relevant departments such as Planning, Laboratory, Purchasing, Production, Packing, QA, Store, & Shipping towards achieving customer satisfaction.

2.0 SCOPE

Applicable to new customers, new brands & new revision whose purchase orders had been received at the Marketing Department.

3.0 REFERENCE

Production Planning Procedure - YGD 0905

4.0 DEFINITION

Environmental regulatory requirements- Includes applicable environmental laws of Malaysia and related countries as well as customers' impose product environmental requirements, example like RoHS, REACH, SoC, etc where relevant.

5.0 RESPONSIBILITY

The CEO or CFO or Executive Vice President to review all sales contracts according to this procedure.

6.0 PROCEDURE

6.1 Upon receipt of inquiries through fax or mail, the respective Sales Lead shall pass the inquiries to the CEO and/or EVP Customer Strategies.

6.2 CEO and/or EVP Customer Strategies concerned shall communicate with the potential customers to ensure that all requirements including the product environmental regulatory requirements are clearly understood.

6.3 EVP Customer Strategies shall determine the applicable regulatory or statutory requirements pertaining to medical devices which cover medical gloves. Examples are CMDR, MDD, CFR, TGA, Pharmaceutical Affairs Law and other regulatory requirements imposed by the governmental authority of the importing countries.

6.4 Respective Sales Lead shall prepare an official quotation, which must contain the following information as a minimum:

- Product name
- specifications
- packing
- price per thousand pieces
- term of payment
- delivery time
- validity of offer
- acceptance of product
- statutory and regulatory requirements including the product environmental regulatory requirements
- other additional requirements as per inquiries.

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6.5 The respective Sales Lead shall execute the quotation to ensure our capability to deliver before issuance to customers. Samples and catalogues shall be sent upon request.

6.6 If the quotation is acceptable, the customer will issue us a confirmed purchase order for us to proceed with the order.

6.7 In the event that the customer wants further negotiations e.g. price, payment terms, specifications of gloves etc, the respective Sales Lead will communicate with the customer until all terms are agreed upon. In this case, a revised quotation shall be issued again.

6.8 Handling customer's confidential information (customer intellectual properties)

6.8.1 Customer Information is based on a need to know basis; and at no time is customer information shared or discussed openly

6.8.2 Contracts and agreements are filed and kept by Chief Finance Officer for safe keeping

6.8.3 Describe how you safeguard, protect, and ensure security of customer given information.

6.9 Order and Production Schedule

6.9.1 Acceptance of quotation means acceptance of sale orders and contracts. The respective Sales Lead will receive order via fax or electronic transmissions. The Sales Lead will review the capability of meeting the orders and confirm the order with the customers via Proforma Invoice upon discussion with Order Management and Planning Departments. Then the Planning Department will issue the Monthly Order and Production Schedule and distribute to the departments concerned.

6.10 Changes to Sales Contracts

6.10.1 When a customer makes an amendment to a contract, the change(s) will be revised into the Monthly Order and Production Schedule. The new revised schedule will be distributed to all the relevant personnel for their follow-up action.

6.10.2 If there is any request for changes to any order by any departments, the Sales Contract Review and Approval Record will be used to document the details of changes and submit the changes to CEO and/or EVP Customer Strategies for approval. The Sales Lead will be responsible to communicate with the customer to get the customers' approval. The consequences will be recorded in the Sales Contract Review and Approval Record. The Monthly Order and Production Schedule will be updated of the changes and it will distributed accordingly.

7.0 RECORDS

Nil

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Reason For Change

Old Revision	*Current Revision*	*Effective Date*	*Page Affected*	*Revision Description*	*Revised By*	*Approved By*
Nil	0	01/11/2016	All	New Procedure	Syamsida	Arivalagan

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