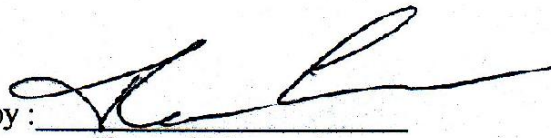


SECTION 4

QUALITY SYSTEM REQUIREMENTS

4.3 CONTRACT REVIEW

Approved by : 

(General Manager)

Prepared by : 

(Quality Assurance Specialist)

Date :

March 8 2016

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4.3.1 Policy

It is Advatek Systems Inc.'s policy that prior to accepting a contract or order, a contract review shall be done in accordance with the requirements of *Measurement Canada's Quality Assurance standard, S-A-01*.

4.3.2 Purpose

The purpose of this procedure is to establish and maintain documented procedures for Contract Review and for the coordination of these activities for all contracts or orders within the Quality Assurance Program.

4.3.3 Scope

This procedure applies to all contract and/or orders within the Quality Assurance Program.

4.3.4 References

4.3.4.1 Measurement Canada's Quality Assurance standard, S-A-01

4.3.4.2 Weights & Measures Act, Regulations and Specifications

4.3.4.3 Measurement Canada Bulletins

4.3.4.4 Measurement Canada's Notices of approval

4.3.5 General

It is the responsibility of the Account Representative to conduct Contract Reviews prior to accepting a contract and/or order.

It is the Account Representative's, as well as the General Manager's, Technician's and QAS's, responsibility to ensure his Order Form (see attachments as well as document ADV-DOC-011 in Appendix A) contains all the pertinent information required to fulfill the order.

It is the Service Technician's responsibility to ensure his Work Order (see attachments as well as document ADV-DOC-012 in Appendix A) is filled out properly and contains all the necessary information to fulfill the contract.

4.3.6 Process

There are four different scenarios when a Contract Review will be done. The first is when a customer is purchasing equipment, the second is when a customer is having service done to his equipment and the third is when we are purchasing products from our suppliers. The fourth scenario is when we rent equipment from a supplier, such as a truck

and test weights to perform a vehicle scale inspection. The procedure for this scenario is the same as the third.

On the order forms and the purchase orders it is not necessary to indicate *Measurement Canada's* approval # as long as there is enough information to trace the device to an approval. Sufficient information would be make (manufacturer) and model of the device.

When the customer is purchasing equipment, the elements we are looking for on the Order Form are:

- a) customer information, including: name, address (mailing and shipping), PO#, contact name and phone #, how they want it shipped;
- b) Qty and description of equipment being purchased, including: m/n, capacity and/or *Measurement Canada's* approval #;
- c) our price, our supplier name and the selling price;
- d) the date the order was placed and the approximate delivery date.

We must also take into consideration if we have the capability to meet the customer's requirements regarding the order.

When the customer is having service done on his equipment, the elements we are looking for on the Work Order are:

- a) customer information, including: name, address, PO#, contact name and phone #, (shipping and mailing address if applicable)
 - b) equipment information, including: Make, m/n, s/n, capacity and/or *Measurement Canada's* approval #;
 - c) what the problem was;
 - d) work performed;
 - e) date started and date finished;
 - f) parts used (description, p/n and Qty) with pricing;
 - g) # of hours for travel, # of hours for labour as well as the total number of hours; rate
 - h) if the inspection is complete with Inspection Certificate # if applicable.
 - i) Technicians initials (name typed in for signature if work order is generated electronically)
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When we are purchasing products, equipment or parts, or rent equipment from our suppliers, the elements we want to include on our Purchase Order (see attachments as well as document ADV-DOC-013 in Appendix A) are:

- a) the date ordered;
- b) contact name at the supplier;
- c) shipping information (address, name of courier, etc.);
- d) supplier information;
- e) Qty ordered;
- f) description of items, including: m/n, p/n, and/or *Measurement Canada*'s approval #, if applicable;
- g) pricing information;
- h) special instructions, if any;
- i) Signature of Purchaser (Name typed in for signature if Purchase Order is generated electronically).

In the case where we are leasing weight standards for the inspection of a vehicle scale, we will also require that these standards are *Measurement Canada* certified and we will need a copy of a valid *Measurement Canada* calibration certificate prior to agreeing to the contract.

To perform a Contract Review and to ensure no elements are overlooked, we will use the Contract Review Checklist as a guide (see document ADV-DOC-009 in attachments as well as in Appendix A). This checklist is a reference document and does not need to be completed for every Contract Review.

4.3.7 Amendment to a Contract

If there is an amendment to a contract or order, the information of the change will be passed on to all persons affected by the change. The person who receives the change from the customer is responsible of passing the information to the other people concerned.

The Account Representative will then perform another Contract Review again using the Checklist as a guide (document ADV-DOC-009).

4.3.8 Records

Records of Contract Reviews shall be kept in Quality Records (4.16) in customer files. When a contract review is performed, the Account representative shall date and initial the Order Forms.

The Work Orders shall be initialed by the technician who performed the work (name typed in for signature when Work Order is generated electronically). Advatek Systems Inc.'s Purchase Orders shall be signed by the purchaser (name typed in for signature when Purchase Order is generated electronically).

4.3.9 Attachments (see Appendix A)

4.3.9.1 Contract Review Checklist (ADV-DOC-009)

4.3.9.2 Order Form (ADV-DOC-011)

4.3.9.3 Work Order (ADV-DOC-012)

4.3.9.4 Purchase Order (ADV-DOC-013)
