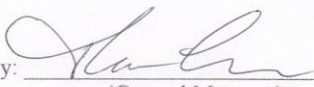
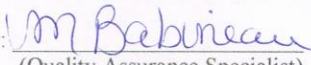


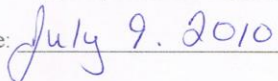
Section 4

Quality System Requirements

4.7 Control of Customer-Supplied Product

Approved by: 
(General Manager)

Prepared by: 
(Quality Assurance Specialist)

Date: 

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4.7.1 Policy

It is Advatek Systems Inc.'s policy that, upon receipt of customer-supplied product, we accept responsibility for prevention of damage and for identification, preservation, storage, handling and use while in our possession as per *Measurement Canada's Quality Assurance standard, S-A-01*.

4.7.2 Purpose

The purpose of this procedure is to establish and maintain documented procedures for the control of verification, storage and maintenance of customer-supplied products within the Quality Assurance Program.

4.7.3 Scope

This procedure applies to all customer-supplied scales received within the Quality Assurance Program.

4.7.4 References

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

4.7.4.2 Section 4.3 Contract Review of ADV-QAM-001

4.7.4.3 Section 4.6 Purchasing of ADV-QAM-001

4.7.5 General

If a scale comes in with no identifier, the technician receiving the scale shall fill out a Work Order with the customer and scale information as well as apply a service tag to the device. The Work Order shall be kept in the appropriate basket in the service office, or electronically when possible, until the device is ready to be sent back to the customer.

If there is no information or if information on ownership and/or work to be conducted is unclear, the scale will be put aside, in a designated safe area, while the technician tries to get all the pertinent information, as required by Contract Review (4.3).

If a scale is lost or damaged, an evaluation will be made and the service technician shall contact the customer. Records of lost and/or damaged products shall be kept in Quality Records (4.16).

All customer-supplied product shall be handled according to the requirements of this Quality Assurance Manual, including section 4.15 (Handling, Storage, Packaging, Preservation and Delivery).

When Advatek Systems Inc.'s personnel are in temporary custody of customer product and are not in Advatek Systems Inc.'s premises, Advatek's personnel shall make use of necessary precautions to ensure that this product is protected, until the product is restored in service.

4.7.6 Attachments

None.
