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# COMMERCIAL MANAGEMENT PROCEDURE

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Rev.	Date	Description of the change
1	XX/XX/XXXX	First review
2	XX/XX/XXXX	Added in the scope the process of ABCDEF
3		
4		
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6		

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**1.0 Purpose**

The purpose of this procedure is to explain the criteria that the organization uses to determine how they offer various services, while also monitoring their clients' needs and strategically planning their business approach.

This process aligns with the requirements outlined in the following Clauses of ISO 9001:2015:

- Clause 4.2: "Understanding the Needs and Expectations of Interested Parties"
- Clause 9.1.2: "Customer Satisfaction"

**2.0 Scope**

This procedure applies to all commercial interactions of the organization, involving all categories of its clients.

**3.0 Terms and definitions**

- Client = individual, company, or entity that receives goods, services, or advice from another individual, company, or organization in exchange for payment or some other form of compensation. Clients have specific needs or requirements that the providing party aims to fulfill.
- Commercial process = systematic series of activities and steps that a business or organization follows to manage and execute its operations related to the buying, selling, or trading of goods and services. This includes activities such as marketing, sales, procurement, production, distribution, and customer service, with the overall goal of generating revenue and sustaining the business.

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**4.0 Process**

**4.1 Request for Quotation**

When a customer contacts the organization, they provide all the necessary technical details. This request usually comes in written form, typically via email. The Technical Manager reviews the request, ensures the completeness of the information, and then prepares a quotation.

**4.2 Product Requirement Definition Phase - Quotation Preparation**

For the preparation of the quotation, the Technical Manager relies on assessments primarily based on similar past projects. These assessments include factors such as labor costs, mold adaptation costs, part complexity, and scalability.

**4.3 Purchase Order Contract by the Customer**

The customer sends a purchase order via email. The purchase order includes details such as the payment method, transportation, delivery terms, item code, item description, net price, and supply conditions.

**4.4 Review of the Purchase Order Contract by the Organization**

The organization conducts a review of the purchase order contract to ensure that the contract requirements are well-defined and documented. Any deviations from the initial quotation are resolved during this phase.

**4.5 Additional Modification Request from the Customer**

If the customer requests additions or technical changes to the order, the organization responds with a revised quotation. All documents related to the order are kept in physical folders.

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**4.6 Customer Satisfaction Evaluation**

The organization conducts a customer satisfaction survey periodically, at least once a year. The Commercial Manager is responsible for sending the survey to all clients, collecting their answers, and recording the responses in the "Customer Satisfaction Tracker."

In addition, customer satisfaction is also indirectly monitored through the recording of non-conformities, complaints, and assessments.

**5.0 Records**

Compiled customer satisfaction surveys

Customer Satisfaction Tracker