**M07 Service Provision**

**1.0 Introduction**

1.1 It is essential that the work carried out by the Organisation is adequately controlled to ensure that it meets the requirements of the customer. This is achieved by good planning, the provision of adequate resources, properly trained and experienced personnel, clearly defined standards and methods of working, correct monitoring and product verification.

**2.0 Scope**

2.1 The work carried out by the Organisation is the provision of shipping import and export services for its customers.

2.2 The scope of this procedure includes:

1. Planning of the work process (including validation that it is effective)
2. Control of the work process
3. Validation of the work
4. Identification and traceability
5. Customer property (shipped goods)
6. Control (so far as is possible) of associated activities including handling, packing, storage, preservation and delivery

2.3 All customer property takes the form of "shipped goods" and, as such, never enters the premises of the Company. The Company endeavours, however, through control of its chosen suppliers (hauliers, etc), to ensure that all customer property ("shipped goods") is handled in such a way as to safeguard it. Any loss or delay will be reported to the Customer.

**3.0 Responsibility**

3.1 It is the responsibility of the Directors of the company to ensure that:

1. All work carried out by the Organisation is adequately defined and controlled.
2. Appropriate instructions are provided and maintained to ensure that the quality of work is satisfactory and these are readily available.
3. Standards of workmanship and criteria for acceptance are defined.
4. Suitable personnel are assigned for the work process and for product verification and checking activities.
5. Adequate resources are provided in the form of personnel, equipment and a suitable working environment.

3.2 It is the responsibility of all personnel to comply with this procedure and seek guidance from their manager or supervisor where clarification is required.

**4.0 Procedure**

**4.1 General**

4.1.1 All work carried out by the Organisation shall take into account any applicable Health and Safety requirements and statutory legislation. Good standards of housekeeping will be maintained at all times.

4.1.2 All records associated with the work process are retained. Work records are kept in the individual Air/Sea Export/Import File.

4.1.3 All personnel carrying out work will be suitably trained and experienced.

4.1.4 All equipment, such as computers, photocopiers etc. will be maintained regularly in accordance with the manufacturer's or supplier's instructions.

**4.2 Planning**

4.2.1 Work will be planned and controlled by the use of the computer software programme which produces records for the Air/Sea Export/Import File.

4.2.2 Planning shall take into consideration:

1. Inputs and outputs required
2. Allocation of responsibilities
3. Resources required
4. Validation of the process and analysis of any risks
5. Legal or regulatory requirements
6. Procurement of goods, materials or services
7. Product validation, product verification and other validation processes
8. Control of changes and modifications
9. The date required
10. Records
11. Other requirements as appropriate to meet the company objectives

**4.3 Work Control**

4.3.1 The specification of characteristics of the work must be clearly defined by the individual owner of the file. This will be in the form of computer generated records, e.g. Job File, Collection Note, Booking Confirmation, Bill of Lading/Airway Bill/CMR document, etc.

4.3.2 The means of checking and product validation will be in accordance with Section 4.4 of this procedure.

4.3.3 The work will be recorded on the Company's computer system (which will be backed up on a regular basis) against the Job Sheet and on the Air/Sea Import/Export Form. Hard copies of all entries will be printed for the individual file. The computer system will be regularly maintained in accordance with the manufacturer's or supplier's instructions.

**4.4 Validation/Inspection**

4.4.1 The process for checking of received goods is carried out on receipt.

4.4.2 In-process and final service validation will be carried out by the individual owner of the file by signing off the records in the Air/Sea Export/Import File to show that they are accurate and have been checked.

4.4.3 Jobs will not be passed on to suppliers (e.g. haulier, airline, etc) to deliver on behalf of the Customer until all checking of relevant paperwork has been completed and its certain that the intended service will meet the Customer's specified requirements.

 4.4.4 Non-conforming suppliers will be dealt with in accordance with our non- conformance procedure.

**4.5 Identification and Traceability**

4.5.1 All products and materials delivered to the Company shall carry identification from the supplier unless this is obvious by appearance.

4.5.2 Work in progress must be clearly identified at all stages by Job Number and Principal (Customer Name). Records will be stored in an individual Air/Sea Export/import File.

4.5.3 Verification status of the requested service will be shown by the records contained within the individual Air/Sea Export/Import File.

**4.6 Customer Property**

4.6.1 The Company will safeguard each Customer's products/property, including intellectual property, so far as is practicable by the selective use of Suppliers (e.g. hauliers, etc).

4.6.2 Customers' property must be clearly identified and packaged by the Customer. The individual owner of the file will request such details, i.e. Consignment Details will record Marks & Numbers, Description, Pieces/weight, etc, as applicable.

4.6.3 The Company undertakes to advise the Customer of any changes in the provision of service/condition of the property (if known) and to treat the property as though it were their own (by careful choice of carrier, haulier, etc.) whilst it is their responsibility to move it from A to B.

**4.7 Associated Activities**

***Handling, Packing, Storage, Preservation, Transport & Delivery.***

4.7.1 Goods and materials must be handled by suppliers in a manner that does not cause any damage or deterioration during storage or transport.

4.7.2 The Customer will take responsibility for packaging goods to be shipped in a suitable manner and/or to specifications developed by the trade to ensure safe transit. The Customer will supply pertinent information to the Company who will, in turn, pass this on to the Supplier.

4.7.3 Due consideration will be given to Health & Safety requirements for manual handling or for handling of hazardous goods/materials. This information will be passed on to the Supplier.

4.7.4 Information regarding the product to be moved will be passed on to the Supplier so that any storage which may arise will be within areas where conditions are appropriate for the products/materials being shipped, e.g. storage of flammable goods, temperature-controlled storage, etc.

4.7.5 Packages and containers will be marked by the Customer to indicate contents and transit care requirements, if necessary.

4.7.6 Delivery notes will be raised with a copy to the Customer that requires a signature to confirm satisfactory delivery without physical damage.

**5.0 Related Documents**

Import AEO 006/Export AEO 007 Booking Files including Delivery Note, Collection Note