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# 1.0 PURCHASING PROCESS OVERVIEW

## 1.1 PURPOSE & SCOPE

The "Purchasing" document contains the guidelines and instructions necessary to define the Purchasing process and function at Larson Davis. The document is divided into sections that address different areas and / or responsibilities of Purchasing including receiving inspection of purchased products. Other documents in the "Quality Management System (QMS)" are also referenced in this document.

## 1.2 APPLICABILITY & DISTRIBUTION

Primary applicability of this document is to the Purchasing function, but portions of the document are applicable to all departments and to the employees of PCB Piezotronics, Inc / Larson Davis Division as required by the responsibilities and authority detailed in each section.

## 1.3 REFERENCE DOCUMENTS

ISO9001-2008 International Standard

ISO17025 International Standard

## 1.4 RESPONSIBILITIES & AUTHORITY

The applicable responsibilities and authority required for implementation and documentation of the requirements of each section (see "Table of Contents") are contained in the individual sections.

## 1.5 DEFINITIONS

**AVL:** Approved Vendor List

**BSD:** Business Systems Database

**BOM:** Bill of Material

**COD:** Collect on Delivery

**CSR**: Customer Service Representative

**C2**: Sales database for tracking customer information

**Engineering Change Order (ECO):** Document issued by Engineering and approved by the affected organizations to implement a change.

**GSA:** General Services Administration

**IT:** Information Technology

**LD:** Larson Davis, a division of PCB Piezotronics

**Material Review Board (MRB):** Generally consists of representatives from Purchasing, Logistics, Production, QA and the design and/or responsible Engineer.

**MRP:** Manufacturing Resource Planning

**SDS:** Safety Data Sheet

**P.O.:** Purchase Order

**QA:** Quality Assurance

**QC:** Quality Concern documented on Form SM012

**R&C:** Repair & Calibration

**RFQ:** Request for Quote

**Signing Authority:** Is the granting of authority by the General Manager, Department Manager, or Corporate Officer to a Larson Davis employee to authorize purchases or payments up to a pre-determined dollar value.

**Vendor:** Supplier from which materials are purchased

**YTD:** Year to date

## 1.6 SAFETY, EQUIPMENT & MATERIALS

Employees should follow basic office safety practices. Additional safety requirements are detailed as applicable in the individual sections.

Access to equipment & materials in addition to those specified below will be detailed in the individual sections. Employees need the following access to perform the requirements of this document:

* Calculator
* Computer with email and internet access
* Copy machine
* Digital Camera
* Fax machine
* Files / Cabinets capable of storing required documentation
* Office supplies and workspace as needed
* Printer
* Receiving Logbook
* Software - Microsoft Office (Word, Excel)
* Telephone
* BSD with applicable rights

## 1.7 INSTRUCTIONS

This document has been written in sections to accommodate purchasing and inspection activities that include responsibilities, authorities and requirements for purchasing and/or inspection that are different from activity to activity. The "Table of Contents" lists each section and a brief list of topics.

## 1.8 INSPECTION

Inspection, where required, is detailed in each of the sections.

## 1.9 RECORDS

Records that are required, for each activity and in general, are detailed in each section. The maintenance and retention of records is specified in the Quality Records Matrix, D0001.1126-1.

## 1.10 DISTRIBUTION

Procedure is available electronically in the Document Control area.

## 1.11 ATTACHMENTS

None

## 1.12 REVISION HISTORY

The "Revision History" is found at the end of this document.

# 2.0 SUPPLIER SELECTION, EVALUATION, RE-EVALUATION

This section describes the process for the selection and evaluation of suppliers to be on the Larson Davis Approved Vendor List (AVL), - to provide supplies, materials and/or services to Larson Davis.

## 2.1 AFFECTED DEPARTMENTS

Engineering

Manufacturing

Purchasing

Quality Assurance

## 2.2 RESPONSIBILITIES & AUTHORITY

Purchasing agents/Buyers have the following responsibilities and authority to:

* Select and approve new suppliers who meet Larson Davis requirements.
* Reject current suppliers who fail to meet Larson Davis requirements.
* Enter new supplier with necessary information in “Supplier Maintenance File”.
* Evaluate supplier performance.
* Reviews completed Supplier Self Audit forms.
* Reviews completed D0001.1068-12 Supplier Business Classification Form and enter required information from this form in the Supplier Maintenance File.
* Maintain D0001.1068-13 Supplier Approval Checklist for approved suppliers.

Quality Assurance assists with the process of supplier approval and re-evaluation as requested by Purchasing, Engineering or the General Manager.

Information gathered by Engineering on prospective suppliers that may meet the needs of Larson Davis is submitted to Purchasing for evaluation.

Employees have the responsibility to report to QA and Purchasing non-conformities with respect to the individual processes and/or components supplied to LD.

## 2.3 SUPPLIER SELECTION

**2.3.1 Supplier Selection Criteria**

Supplier selection is applicable to suppliers of products, processes or services used in the manufacturing of Larson Davis products. This will include all processes performed by PCB divisions and departments at other locations. Suppliers of office supplies, IT equipment, prototype or one-time purchases of non-manufacturing related items are not evaluated or tracked unless required by GSA or other government contract rules.

New suppliers being considered to be added to the AVL will be required to provide to Larson Davis a completed Supplier Business Classification form (D0001.1068-12) if the information as to what business classification they fall under is not available through personal contact or company information provided by the prospective supplier or available from their web site.

The supplier being reviewed will be evaluated against the following criteria for consideration to be added to the AVL:

* Supplier has ISO certification or other qualified third party system certifications (as approved by the Quality Manager).
* Supplier has completed and returned D0001.1068-1 Supplier Self Audit form.
* Supplier has participated in a documented site assessment to ensure that all relevant controls are available, documented, understood and effective.
* Supplier is nationally and/or internationally recognized.
* Supplier is a PCB Piezotronics, Inc division or sister company.
* Supplier is a sole source for the product, service or process.
* Supplier has provided an acceptable first article of the product.

D0001.1068-13 Supplier Approval Checklist will be filled out for each supplier being considered for inclusion on the AVL. The Checklist, along with applicable supplier information, will be circulated to departmental representatives for Purchasing, Quality Assurance and Engineering for review. A supplier is approved by receiving signatures from each required departmental representative.

Vendors with whom Larson Davis has done business with on an on-going basis prior to 2003 will be grandfathered in as approved vendors on the AVL. This will be noted on D0001.1068-13 Supplier Approval Checklist which will be included in the vendors file.

**2.3.1.1 Tooling, Mold Makers and Large Capital Projects**

 Selecting and approving vendors for large capital projects, such as tooling, plastic injection molds, etc. requires an additional level of scrutiny due to the large amount that will be spent with these vendors in a single transaction. Generally, Engineering will make the initial recommendation on the company(s) that they want to use for the project. Purchasing will determine if any currently approved companies are capable of doing the work. If a currently approved company(s) is capable of doing the work that is needed, then the project will be quoted with them as well as with the vendor being considered for approval.

If, after considering the quotes received, it is determined that the new vendor under consideration would be a better option to meet the project requirements, then the following steps will be followed to gather the necessary information to determine their qualification for approval:

* Completed Supplier Self Audit (D0001.1068-1) received back
* Completed Supplier Business Classification form (D0001.1068-12) received back
* D&B rating requested
* Collecting user ratings / customer reviews and/or testimonials. Preferred method is to have a brief interview with current / former customers

The collected information will then be reviewed by Purchasing, Quality Assurance and Engineering. Any questions and concerns that arise will be submitted to the vendor. If the response satisfies the question(s)/concern(s), the completed Supplier Approval Checklist (D0001.1068-13) will be signed, making them an approved supplier.

**2.3.2 Supplier Selection Records**

D0001.1068-13 Supplier Approval Checklist will be stored with other associated supplier information for each supplier that was evaluated per D0001.1126-1 Quality Records Matrix. Approved supplier record will be created in the BSD.

## 2.4 SUPPLIER EVALUATION

**2.4.1 Supplier Evaluation Criteria**

Supplier evaluations will be performed each quarter on suppliers with recorded receipts of product during the quarter. Evaluations will be completed within 30 days of the end of the quarter. Suppliers will be evaluated on the following criteria:

* Quality: 98% of product received during the quarter accepted per Larson Davis incoming inspection criteria
* On-time delivery: Supplier delivers 98% of all items ordered by confirmed delivery dates

Unacceptable performance will be defined as Quality below 98% or On-time delivery below 98%. Suppliers with unacceptable performance ratings will be reviewed by Buyer and Quality Assurance, who will then develop a list of suppliers that will require corrective action. The suppliers selected for corrective action will be noted on D0001.1068-15 Supplier Rating Report and the corrective action request will be sent.

Corrective action plans received from supplier, along with past history will be evaluated to determine if further action is required.

Suppliers that perform at or above 98% quality and 98% on-time delivery will receive notification of their performance rating annually (i.e. Supplier Report Cards).

Suppliers that fit into the following categories will be exempt from the Supplier Evaluation reporting:

* Supplier of Office/Janitorial Supplies
* One-time purchases of items not used in the manufacturing process
* IT equipment
* Nationally and/or internationally recognized distributors
* Retail Stores

**2.4.2 Supplier Evaluation Records**

Records of supplier evaluations will be maintained per D0001.1126-1 Quality Records Matrix**.**

## 2.5 SUPPLIER RE-EVALUATION

**2.5.1 Supplier Re-evaluation Criteria**

Supplier re-evaluation will be performed on suppliers that receive unacceptable performance ratings over three consecutive evaluation quarters. Management will review these suppliers to determine what actions they want to take with each one. Options may include, but not be limited to, placing the supplier on probation, declaring that an exception will be made for the supplier, or rejecting the supplier. The outcome will be noted on the D0001.1068-14, Supplier Ongoing Assessment Form.

**Probation:**

If it is determined that a supplier will be placed on Probation during this re-evaluation period then this will be noted in the supplier file in the BSD. The supplier status will be changed from A(approved) to P(probation) and removed from the AVL pending the outcome of the probationary process. Their supplier file will then be moved to the Suppliers On Probation folder. A note will be added to the D0001.1068-14 Supplier Ongoing Assessment Form, stating the Probation status and the reason why. Supplier will be notified of their probationary status and will be required to submit a corrective action plan for our review. If the corrective action plan is found to be acceptable the supplier will be notified of this approval. If the corrective action plan is unacceptable, the supplier will be required to modify the plan and resubmit it for approval. Supplier will then be monitored on the outcomes of their corrective action plan. If the outcome(s) are acceptable, this will be recorded on D0001.1068-14, Supplier Ongoing Assessment Form, and supplier file will be updated from P to A in the BSD, adding them back into the AVL and supplier file will be moved back to the Approved supplier folder. If an acceptable plan cannot be agreed upon, the supplier will be rejected and an alternative supplier will be selected.

**Exemptions:**

If it is determined that an exemption will be made for the supplier, this will be noted on the D0001.1068-14, Supplier Ongoing Assessment Form. The reason for the exemption will be documented with the decision to extend the exemption.

**Other:**

If another course of action is decided for the supplier, this decision will be noted on the D0001.1068-14, Supplier Ongoing Assessment Form.

**Sole Source Suppliers:**

Suppliers that are a sole source provider of goods or services that receive unacceptable performance ratings over three consecutive quarters will also go through the re-evaluation process. The supplier will be placed on Probation and removed from the AVL. The performance ratings will be reviewed with the supplier and an action plan will be developed to find ways to improve the delivery and / or quality performance. The outcomes of the plans will be reviewed regularly with the supplier. If the supplier’s performance has improved to meet acceptable performance levels, they will be removed from probation and added back into the AVL. If the supplier’s performance continues to be unacceptable, they will be notified of the ongoing performance issues and the original action plan will be reviewed with the supplier and modified as needed. This process will be repeated until the vendor reaches acceptable performance levels.

**Suppliers not used for a period exceeding three years are re-evaluated to the same requirements as a new supplier prior to placing orders.**

**Suppliers of goods and services for intrinsically safe products will be re-evaluated to the same requirements as a new supplier if it has been longer than 12 months since the last purchase.**

**2.5.2 Supplier Re-Evaluation Records**

Supplier re-evaluation actions will be recorded on D0001.1068-14 Supplier Ongoing Assessment Form and per D0001.1126-1 Quality Records Matrix.

* 1. **INTRINSIC SAFETY**

Suppliers that will be providing goods and services included in LD products categorized as Intrinsically Safe will be required to meet additional approval, evaluation and re-evaluation criteria. These additional criteria are detailed in Quality Addendum for Intrinsic Safe Product, D0001.0014, Section 7.11.

# 3.0 PURCHASE REQUEST

This section documents the process involved in obtaining quotes and the use and processing of the "Purchase Request" form.

## 3.1 AFFECTED DEPARTMENTS

All Department Managers

## 3.2 RESPONSIBILITIES & AUTHORITY

**3.2.1 Purchasing**

* Requesting of documents from engineering and verifying that current revisions of fabricated items are being quoted.
* Obtain, review and provide the necessary documents to the appropriate, qualified vendors when requesting a quote.
* Obtain required amount of quotes for new items, products and/or services.
* Evaluate quotes to determine which vendor offers the combination of pricing, availability, service, quality and delivery that best meet the needs of Larson Davis.
* Pre-qualification of a vendor’s capability to supply the item number, being quoted, per the established acceptance criteria for the item, product and/or service.

**3.2.2 Employees**

Employees are responsible to obtain appropriate signatures for the dollar value of the requested purchase. Employees are also responsible to provide Purchasing with the information necessary to purchase the requested item(s).

## 3.3 INSTRUCTIONS

The following sources are used to determine which materials, products, and/or services may need to be ordered:

1. Information from the MRP report or other BSD reports
2. Purchase Request form

 **3.3.1 Non-MRP Driven Purchases**

Purchases that are not driven by the MRP report are requested by using the "Purchase Request' form (D0001.1068-3).

 **3.3.1.1 Purchase Request Process**

1. Employees with signing authority greater than the amount required for the request may skip to instruction item "4".
2. Requester has the responsibility to discuss all potential purchases with their supervisor / manager. Quotes are not necessary for single source items, floor stock and/or office supplies. If unsure about what items require quotes, check with the Purchasing Department.
3. If the responsible supervisor / manager agree with the need for the purchase, the requester then completes the "Purchase Request" form (P/R).
4. The P/R form is available on line in the ISO directories.
5. For items over $ 1,000, two quotes are obtained unless this is a single source item. For items over $ 2,000, three quotes are obtained. The director of the affected department makes the decision as to whether more quotes are necessary.
6. Requester completes the P/R form and attaches price quotes.
7. Requester obtains the signature(s) per the required signing authority. Signing authority is detailed in the document "Signing Authority” (D0001.1072).
8. Requester takes the signed and completed P/R form to Purchasing and provides Purchasing with the necessary information to put into the BSD.
9. Requests for payment are to be signed and the completed P/R form is given back to Purchasing.
10. Purchasing verifies that appropriate signatures have been obtained and then places the order or processes the requested payment. Purchasing verifies pricing, availability, shipping dates and charges.
11. Purchasing notifies the requester of the action taken.
12. Upon receipt of the order, the requester verifies that the order is complete, correct and working properly.
13. If there are problems with the order or service, notify the appropriate department to resolve and, if possible, to prevent payment of the invoice for the merchandise or service until the issues are resolved.
14. The P/R is attached to the PO if a PO is issued. If the order is placed without a PO, the P/R will be attached to any order confirming paperwork and given to the A/P department.

 **3.3.2 Request for Quotes**

Any of the following are approved methods for obtaining a quote.

1. Telephone the vendor for quote
2. Fax the vendor a handwritten or typed request for quote
3. Use internet capabilities to request a quote
4. E-mail vendor a request for quote

 **3.3.3 Evaluate Quotes**

1. Compare prices from submitted quotes.
2. Vendor must have capability to provide the material, product or service in the requested time frame.
3. Vendor agrees to the preferred method of payment.
4. Review vendor performance on delivery and quality of similar materials, products, and/or services.
5. Does the quote include exceptions or requests to modify the specifications of the item(s) being quoted?
6. Have the General Manager sign the “Larson Davis Purchasing Limit Waiver” form for purchase order line items that exceed $ 20,000 per item.
7. Logistics Manager will determine allocation of parts and their cost on items that due to a minimum buy will be more than 1 year of inventory.

## 3.4 INSPECTION

The completed Purchase Request form is reviewed for the following information:

* Requester name
* Department
* Description, quantity and price
* GL Number(s) and cost
* Appropriate signatures for the level of expenditure being requested
* Attachment of quotes, where applicable

Quotes are reviewed for the following details:

* Verify that the vendor has bid on the correct revision and listed that revision on the quote.
* If any exceptions or requests to modify the specifications of the material, product, and/or service are part of the quote, review the request with Engineering and/or Quality (whichever is appropriate for the request being made).

## 3.5 RECORDS

* Completed RFQ’s that are used in the process of initiating a purchase order are attached to the completed purchase order.
* Quotes are kept for as long as purchasing deems them to be useful, normally no longer than 90 days.
* Completed waiver forms will be attached to the related purchase order and stored with the purchase order.

# 4.0 PURCHASE ORDER PREPARATION

This section details the processes used in preparing and issuing purchase orders.

## 4.1 AFFECTED DEPARTMENTS

All departments are affected

## 4.2 RESPONSIBILITIES & AUTHORITY

**4.2.1 Purchasing**

Purchasing is the only department having the authority to issue a purchase order.

Purchasing is responsible for placing all of the following purchase orders:

1. Items that are an MRP requirement or other BSD planning requirement
2. Items that have been submitted and approved using the "Purchase Request" form.

**4.2.2 Non-Purchasing Employees**

Engineering is authorized to obtain quotes and samples. Prototypes with an associated cost will require that the engineer issue a P/R to purchasing.

Requests for purchase orders must be made using the "Purchase Request" form (D0001.1068-3).

Non-Purchase Order (P.O.) requests for payment must be presented on the "Purchase Request" form.

Obtain required signatures for the level of expenditure being requested. Purchasing, General Manager, and Department Managers maintain copies of the approved "Signing Authority" lists for guidance and review.

## 4.3 SAFETY PRECAUTIONS

When ordering any hazardous material, the vendor must supply a Safety Data Sheet (SDS) with the shipment.

If the order is a request for a new hazardous material, the Safety Manager must be notified prior to placement of the order. The Safety Manager makes the decision whether or not there needs to be an investigation concerning the proposed use and determine the necessary safety precautions that need to be in place prior to receipt of the material.

If requested by the Safety Manager, the vendor may be required to provide a SDS prior to placement of an order. Regardless, an SDS must be received prior to or with the shipment.

## 4.4 INSTRUCTIONS

 **4.4.1 Completing a Purchase Order**

Not all purchases are initiated using a purchase order. Purchases of inventory items require a purchase order. Non-inventory items / services are ordered with or without a purchase order depending on the situation. Items ordered using a credit card, unless it is an inventory item, are not required to have a purchase order but are required to have a completed "Purchase Request" form and the completed form is sent to Accounting as evidence of approval.

Following are the typical instructions to be followed when using a purchase order:

* Use the purchase order form provided by the BSD.
* Enter in the heading the vendor ID for the selected vendor.
* Enter in the heading the desired shipping date and preferred shipping method.
* Using the information generated from the "Quote" process, enter the item to be ordered with quantity and cost per unit.
* Print the order and fax, mail or call the purchase order information to the desired vendor.
* Attach all pertinent information to a hard copy of the P.O. and fill in the P.O. book.

**4.4.2 Intrinsically Safe Articles**

When purchasing items that have been designated as Intrinsically Safe items by Engineering, the Purchase Order must include a statement requiring a Certificate of Conformance meeting ISO 17050-1 standard to be included with the part when it is received.

Per clause 6.1 of ISO 17050-1 as a minimum, the declaration of conformity needs to include the following:

* Unique identification of the declaration of conformity
* The name and contact address of the issuer of the declaration of conformity
* The identification of the object of the declaration of conformity (e.g. name, type, date of production or model number of a product, description of a process, management system, person or body, and/or other relevant supplementary information)
* The statement of conformity
* A complete and clear list of standards or other specified requirements as well as the selected options, if any
* The date and place of issue of the declaration of conformity
* The signature (or equivalent sign of validation), name and function of the authorized person(s) acting on behalf of the issuer
* Any limitation on the validity of the declaration of conformity

##

## 4.5 INSPECTION

Fabricated items and /or other items deemed by Engineering and/or QA to require incoming inspection are flagged in the receiving section of the BSD. The Logistics Associate follows the section of this document entitled "General Receiving & Distribution" to process items received at Larson Davis that may require QA inspection.

QA inspects the item(s) to established criteria and specifications. (Inspection & Test System, D0001.1112)

## 4.6 RECORDS

Closed purchase orders are maintained electronically per the methodology defined by the BSD and maintained by the IT Manager.

Copies of purchase orders and related documentation, i.e., quotes, drawings, request forms, etc., are retained and maintained as indicated in Quality Records Matrix, D0001.1126-1

Safety Data sheets are maintained by the Safety department and Document Control.

# 5.0 RESPONSIBILITES FOR MAINTENANCE OF GSA INFORMATION

This section details the responsibilities purchasing has for maintaining and updating vendor information that is required in order to have the correct information for GSA requirements.

## 5.1 AFFECTED DEPARTMENTS

Accounting

Purchasing

## 5.2 RESPONSIBILITES AND AUTHORITY

Purchasing has the responsibility to keep the sections of the Vendor Maintenance File of BSD that pertain to the vendor’s business classification.

## 5.3 VENDOR INFORMATION

* Vendor business classification code provided by vendor will be entered into required field in Vendor Maintenance File.

#

# 6.0 RESPONIBILITIES FOR ITEM MAINTENANCE

This section details the Purchasing responsibilities for entering data into the item maintenance screen in the BSD.

## 6.1 AFFECTED DEPARTMENTS

Document Control

Engineering

Purchasing

Quality Assurance

## 6.2 RESPONSIBILITIES & AUTHORITY

Purchasing has the responsibility for maintaining the following areas of the “Items Maintenance” for purchased items

1. lead time
2. cost per unit
3. buyer/planner
4. other acceptable manufacturers
5. maximum or minimum quantities
6. safety stock (if requested by Management)

## 6.3 INSTRUCTIONS

Document control notifies purchasing by e-mail or other methods when new items are created.

Purchasing enters in all information for items designated as purchased in the assigned fields in item maintenance.

Purchasing enters the information in the fields indicated in the responsibilities section.

When an asterisk (\*) is the first character of the description, important information is found in the Notes field about the item that needs to be reviewed.

A caret (^) is placed in front of the Item Description when a manufactured part is created and it is not fully released. The part will most likely change.  It is removed as part of the release of the product through the ECO process.

Any item marked with a caret (^) can be modified by engineering without an ECO since it has not been released.  Purchasing will not purchase prototype items for production unless given specific instructions from the project manager.

##

## 6.4 INSPECTION

N/A

## 6.5 RECORDS

No additional records required for this section.

# 7.0 EXPEDITING PURCHASE ORDERS

This section details the process to be followed when expediting purchase orders.

## 7.1 AFFECTED DEPARTMENTS

Purchasing

## 7.2 RESPONSIBILITIES & AUTHORITY

Purchasing has the responsibility to obtain a weekly report that shows any deliveries that have not been received by the required due dates. Report is generated from information in the BSD.

Purchasing has the responsibility to call vendors and expedite orders that are determined to be late.

## 7.3 INSTRUCTIONS

Print “Past Due Purchase Order Report”.

* Check each line item to obtain the information needed to determine what the required delivery date is, the purchase order number, the vendor ID number, the item number and the quantity that is late.
* For items that are determined to be late, contact the vendor and request an explanation. Adjust purchase order as necessary per the vendor explanation.
* If the delivery dates need to be changed, make the change in the purchase order screen.
* Notify the affected departments or individuals of the new delivery dates.

## 7.4 INSPECTION

The "Past Due Purchase Order Report" is analyzed on a weekly basis for past due purchase orders and then action is taken per the instructions in Section 1.0.

## 7.5 RECORDS

Changes to purchase orders are recorded in the current electronic manufacturing software.

The electronic records are maintained for a minimum of one year.

The printed "Past Due Purchase Order Report" is discarded after the information has been evaluated.

# 8.0 GENERAL RECEIVING & DISTRIBUTION

The purpose of this section is to outline the general receiving and distribution activities.

## 8.1 AFFECTED DEPARTMENTS

Engineering

Accounting

Manufacturing

Logistics

Purchasing

Quality Assurance (QA)

## 8.2 RESPONSIBILITIES & AUTHORITY

**8.2.1 Logistics**

The Logistics supervisor maintains authority over:

* Receiving of all packages
* Verification of received items against order and/or item details
* Correct distribution of packages
* Correct placement of item in inventory

All employees that work in the Logistics area that are assigned to perform receiving or distribution duties have a responsibility to follow the details of this section.

**8.2.2 Purchasing**

Purchasing has the responsibility to ensure that the information used to order the item is available to the Logistics Associate assigned to receiving such that the order can be verified upon receipt. Information is communicated by electronic or hard copy of the P.O., notes in the "Receiving Screen" of the BSD, and/or information in the "Item Maintenance" portion of the software.

## 8.3 SAFETY PRECAUTIONS

Adhere to safety procedures and policies as outlined in the Employee Handbook and the Safety Rules and Procedures Manual PE2016-LD.

## 8.4 INSTRUCTIONS

 **8.4.1 General Information**

Every working day UPS and FedEx make a daily delivery. In addition, other freight companies or suppliers on occasion, also deliver packages to Larson Davis (LD).

The receiving clerk is responsible for ensuring that the packages received are in good condition and match the requirements of the purchase order (if ordered on a P.O.). The individual is also responsible for signing the confirmation of delivery.

**8.4.2 COD Packages**

If there is a COD package:

* Purchasing arranges for a check to be sent from accounting for the COD amount prior to the arrival of the package.

**8.4.3 Receiving Process**

All items are received in order of priority and then logged into the Receiving Logbook. The Receiving Logbook is maintained and saved online at R:\Provo\Logistics\Incoming Receiving log.xls.

The receiving logbook contains information for packages with a purchase order and packages without a purchase order.

Packages with a purchase order will have their company name, purchase order number, item numbers or instruments and the quantities received recorded into the receiving logbook.

Packages without purchase orders are recorded in the receiving logbook. That information includes company name, a brief description,, and the department or individual it was delivered to.

Packages that are considered company fixed assets (example: desks, chairs, computers etc.) are not inventory items. The company name, purchase order, receiver ID number, description, department where delivered, and the fixed assets label number that is given are all listed on D0001.1068-10 (Fixed Assets Receiving Log) and are kept on file in Logistics. At the end of each month a list of the fixed assets received is given to the General Manager for forwarding to Accounting.

Repair and Calibration packages are received in the same manner except the form used to document those items is the R&C Receiving Shipping form, D0001.1068-6. These forms, or a C2 form filled out by a CSR and sent to Logistics, include a more detailed description of the items/instruments, including serial numbers, visible damage, etc.

The Logistics Associate assigned to receiving is responsible for daily maintenance and entries in the logbook.

The individual doing the "Receiving" duties is also responsible for verifying that the item(s) received actually match the P.O. and/or the information in "Item Maintenance" in the BSD. The packing list document from the supplier may not match the P.O. and may result in unapproved crosses or incorrect items being received. It is critical that the packing list not be relied upon as evidence of compliance to the requirements of the purchase order. The “Receiving” individual examines the number on the items/components and verifies that number against the approved crosses in the BSD. If verification is still difficult, contact the QA Manager or Purchasing for assistance.

The packing list document from the supplier is then checked to make sure it has the correct PO number, item number and quantity listed. The packing list is stamped with the date received. If the supplier does not send a packing list, the Receipt Form (D0001.1068-11) is completed.

Items that are marked for inspection are given to QA to be inspected and verified prior to stocking or issuing to the next operation. Exceptions may be made at the discretion of the General Manager, Production Manager, QA Manager and/or Engineering. (See the Receiving Inspection section of this document)

The flow chart on the following page details the general receiving process and how a package or item progresses through the system.

* + 1. **Receiving Intrinsically Safe Orders**

When receiving items designated as Intrinsically Safe, a Certificate of Conformance meeting ISO 17050-1 standard, is required from the supplier. The “Receiving” individual is responsible for verifying that this document is included with these items. “Receiving” delivers the suppliers Certificate of Conformance to Purchasing for review and storage. Refer to Quality Addendum for Intrinsic Safe Product, D0001.0014, Section 7.10, for full requirements associated with receiving Intrinsically Safe goods and services.

**8.4.4 General Receiving Procedure Flowchart**



**8.4.5 Distribution of Received Packages / Items**

Follow the instructions given in the flow chart. Questions may be addressed to the Logistics supervisor or a designated representative.

Item received

Item for R&C?

Item on a P.O?

Item for specific individual or department

Talk to Purchasing

Verify the item information matches P.O. and/or Item Maintenance

Receive item using BSD software

Record transaction in Receiving Logbook

Match the item to the RMA #. Complete R&C Form or C2.

Email original R&C or C2 form to CSR

Item and R&C or C2 form placed on Technician’s R&C shelf

Item for specific department

Inspection Required?

Are there shortages for item?

Notify Dept. Manager/ representative or individual

Item delivered or picked-up

Give to inspection

Receive from QA

Fill the shortages

Put item away

Yes

No

No

No

No

No

No

Yes

Yes

Yes

Yes

Yes

Practice proper handling and ESD precautions for all items being received.

## 8.5 INSPECTION

**Inspect Package / Item for Shipping Damage**

When a package or item is received at Larson Davis, it should be carefully examined for damage. **Do not sign the confirmation until the external appearance of each shipping box/container has been examined and verified to be damage free.** The examination may include but is not limited to:

* Damage to the shipping box/container. Look for crumpled corners, dents, slashes (particularly if the cut goes through the container wall), tears, or other signs of damage.
* If box/container is a chemical shipment, look for stains or wet spots that may indicate leakage of contents. If leakage is suspected, do not handle package. Contact the Safety Manager to determine proper handling of the chemical leak and document the damage.

**If damage is noticed:**

* The carrier (delivery person) will be requested to remain while the package is opened. If damage is noticed after the delivery person has left, contact the carrier company to request a representative of the carrier company be present when the package is opened or follow the instructions given by the carrier company on handling the damaged package.
* In the presence of the carrier company representative, open the box/container.
* Using the digital camera, photograph the damage and write a description of the damage.
* Examine internal packaging for adequacy.
* Did the packaging materials protect the contents?
* Was there a sufficient amount of packaging material?
* Did external damage penetrate the internal packaging?
* Inspect the contents of the package for indications of damage, i.e., broken displays, bent or dented metal work, scratches, etc. that may have been caused by shipping.
* Document observations.
* If contents are damaged, file a claim.
* If contents belong to a customer, notify the customer of the damage.

**Inspection**

If specified by the BSD software, Engineering, or QA, the received items are inspected. Inspection is per the type of item and those characteristics specified as requiring verification per the Inspection Plan Matrix, D0001.1112-1. If the inspection information is not available in the matrix, contact the QA Manager for assistance.

## 8.6 RECORDS

The Receiving Logbook is an online spreadsheet that the Receiving Log Form D0001.1068-4 information is entered into. The Logistics Associate assigned to receiving maintains the logbook for Logistics.

* The Receiving Logbook is maintained for one year.
* Copies of damage claims are maintained by the Logistics Shipping Clerk for at least one year.

The Fixed Assets Receiving Log is in a binder. The Logistics Supervisor maintains the logbook for the Logistics area.

* The Fixed Assets Receiving Log is maintained in Logistics for 2 years.

# 9.0 ONSITE INSPECTION OF PURCHASED PRODUCT

This section details the process to be followed when onsite (supplier's site) inspection of materials, items, and or products is required prior to acceptance by Larson Davis or drop shipping to a customer.

## 9.1 AFFECTED DEPARTMENTS

Logistics

Purchasing

Quality Assurance

## 9.2 RESPONSIBILITIES & AUTHORITY

**9.2.1 Purchasing**

Purchasing has the responsibility to include an onsite inspection requirement on the Purchase Order and to notify the supplier of that requirement for any items that have an on site inspection requirement.

**9.2.2 Logistics**

Logistics has the responsibility to have the shipping documents prepared prior to the onsite inspection for any orders that are drop shipped to a customer.

**9.2.3 Quality Assurance**

Quality Assurance, or a designated representative, is required to conduct an onsite inspection of a material, item, or product as specified on the Purchase Order. Onsite inspections are also performed if quality concerns indicate a need for an inspection.

## 9.3 INSTRUCTIONS

 **9.3.1 Purchasing**

Check the notes in the BSD, under the item number being ordered, for any inspection instructions, when a material, item or product is to be ordered. If onsite inspection is specified in the notes, then add the following statement to the Purchase Order:

**Item Number XXXX.XXXX requires onsite inspection prior to release or acceptance by Larson Davis. Please contact Larson Davis to arrange for inspection when the item is complete and prior to packaging for shipping.**

 **9.3.2 Shipping Documents**

Logistics prepares the appropriate shipping documents for the material, item, and/or product for an item that is drop-shipped to the customer from the supplier and provides this paperwork to the individual who is doing the on-site inspection to deliver to the supplier.

 **9.3.3 Onsite Inspection**

Quality Assurance, or a designated representative, works with the supplier to schedule the onsite inspection.

The material, item and/or product is inspected to the appropriate drawings and/or specifications.

The individual performing the inspection completes an "Onsite Inspection - Release" (D0001.1068-7) form. If the item(s) being inspected meet the acceptance criteria then the inspector completes the release section of the form gives a copy of the completed form to the supplier along with the shipping documentation provided by Logistics.

Note any minor non-conformity that must be fixed prior to shipping on the form and indicate that the release is conditional based on completion and/or resolving of the minor non-conformities prior to shipment.

The Inspector uses best judgment based on past experiences with the supplier as to whether to require a follow-up inspection or to trust that the supplier will resolve non-conformities prior to shipment.

## 9.4 RECORDS

The completed "Onsite Inspection" form is maintained by Purchasing and is attached to the Purchase Order.

# 10.0 RECEIVING INSPECTION PROCESS

This section provides a procedure for controlling the receipt and inspection of materials used in the manufacturing of product. The procedure applies to all materials, items, and/or products identified by Quality Assurance, Production, Engineering, Purchasing and/or Logistics, that require inspection or verification prior to use in the manufacturing process or shipping to a customer.

## 10.1 AFFECTED DEPARTMENTS

Engineering

Logistics

Production

Purchasing

Quality Assurance

## 10.2 REFERENCE DOCUMENTS

Larson Davis (LD) item drawings, purchase orders, item specifications, service descriptions

## 10.3 RESPONSIBILITIES & AUTHORITY

**10.3.1 Engineering**

Engineering has the responsibility to define materials, items, products and services that may require inspection and the criteria to use to verify compliance. Specifications may be provided as drawings, work instructions, or other documentation as appropriate.

**10.3.2 Logistics**

Logistics has the responsibility to receive materials, items products and services and ensure that those items identified for inspection are delivered to QA or to a designated inspection function. (i.e. production technicians)

**10.3.3 Production**

Production employees are responsible for the quality of the final product. This quality includes ensuring that only materials that comply with design specifications are used in the manufacturing process. Employees are encouraged and empowered to identify and report any non-compliant material and if necessary to halt the manufacturing process to prevent shipment of sub-standard product.

**10.3.4 Purchasing**

Purchasing has the responsibility to ensure that materials, items, products and services are properly identified and specified on the Purchase Order. Items that are identified for inspection are entered in item maintenance as an item requiring inspection by either Quality Assurance or Purchasing.

**10.3.5 Quality Assurance**

The Logistics Associate assigned to receiving has the primary responsibility for inspecting incoming materials, items, products and services and reporting non-conformities through established procedures (Disposition of Non-Conformant Materials D0001.1034).

The Receiving Inspector and/or the QA Manager have the authority to contact the supplier to discuss concerns or problems identified through inspection or assembly using supplied materials, items, products and services.

## 10.4 SAFETY PRECAUTIONS

Heavy or awkward items should not be moved or lifted without assistance.

**10.5 EQUIPMENT & MATERIALS**

Inspection Light

Lighted Magnification Lens

Calipers

Thread Gages

Documentation for the item being inspected

Color Chips

Other equipment or materials as specified by engineering

## 10.6 RECEIVING PROCESS

 **10.6.1 Determination of Material to be inspected**

Items needing custom fabrication, modification or special cosmetic (color) consideration, require engineering to provide drawings for review. The Quality Manager will review the drawing and make recommendation as to whether the item will require receiving inspection. The criteria for requesting receiving inspection includes but is not limited to:

* Is the material manufactured to LD drawings?
* Is the material custom painted?
* Past history of vendor quality problems

If an item or vendor, which is not currently on the receiving inspection list, demonstrates a quality problem, the affected item may be temporarily placed on the inspection list by Purchasing, Production, Quality or the Engineer. If satisfactory improvement does not occur and/or another vendor cannot be used, the item or vendor is removed from temporary inspection status to required inspection status.

 **10.6.2 Removal of Items from Receiving Inspection List**

The objective is to reach a quality consensus with the vendor(s) that would ensure that the item being shipped to LD would be of consistent quality and to print. The evidence needed to support removing an item from the receiving inspection list includes:

* Item being supplied by the same vendor for past year (preferably longer)
* Analysis of that item’s receiving inspection records for at least one year or the time that the vendor has been supplying the item in excess of one year.
* Results of on-site vendor quality audit.
* Certificates of compliance.
* Recommendation of the Quality Manager, Production Manager and Purchasing.

The item is removed from the receiving inspection list if the following requirements are met:

* Item is consistently of acceptable quality.
* Vendor’s business is stable.
* Consensus to remove the item from inspection by the Engineer, Production Manager, Purchasing, the Vendor and QA.

 **10.6.3 Time Limit**

The target time from when an item is received to the time it is inspected is two weeks (ten working days). Production prioritizes the inspection order to facilitate the changing needs of the production line.

The purpose of the time limit is to:

* enable quick resolution of quality problems
* avoid holding up production
* allow return of non-conformant items

 **10.6.4 Prototypes**

Engineering is responsible to notify purchasing of items that are prototypes and the need for engineering inspection.

Purchasing adds a note in the comments section of the purchase order that indicates to receiving which engineer to contact when the item arrives.

The Logistics Associate assigned to receiving notifies the QA Inspector and the engineer when the item arrives.

 **10.6.5 Major Revisions**

Engineering advises purchasing if a prototype for a revision change will need incoming inspection done by the engineer in charge of the design change instead of using the normal procedure of sending the items to incoming inspection.

If required, Purchasing adds a note to the purchase order indicating to receiving which engineer to contact when the item arrives.

The Logistics Associate assigned to receiving notifies the QA Inspector and the engineer that the item has arrived.

## 10.7 INSPECTION

 **10.7.1 Inspection Documents**

Engineering provides the QA receiving inspector with the applicable fabrication, assembly and sub-assembly documents for the inspection. The document package should include, where applicable, the following:

Item fabrication drawing (including but not limited to):

* detailed thread and /or insert call outs
* dimensions
* tolerance
* hardware
* surface treatment
* surface roughness
* quantifiable standards for cosmetic (appearance) inspection
* painting instructions for masking
* silkscreen drawings
* clearly defined color specifications
* any special features or instructions for inspection

**10.7.1.1 Additional Inspection Aids**

* LD / vendor approved color chips
* Item Assembly drawing
* Item Sub-assembly drawing (necessary to show how items mate)

 **10.7.2 Prototype Inspection**

The prototype item is received and the specified engineer notified.

The necessary documents are made available to the receiving inspector. Engineering makes the decision to inspect the item or have QA inspect the items.

 **10.7.3 Major Revision Inspection**

The revised item is received and the engineer notified.

If the software does not indicate the need for engineering inspection, the item will be inspected to the fabrication drawing(s) for compliance.

If the engineer wants to remove the item from the inspection area in order to perform the evaluation, the item is issued to the engineer with approved signatures.

 **10.7.4 Inspecting the Item**

The item is inspected to the fabrication drawing for the indicated revision.

The engineer provides technical assistance to the receiving inspector, as needed. Items that require special inspection techniques require additional inspection training from the engineering group.

**10.7.5 Inspection Priority**

## 10.8 PAPERWORK

When an item is received, a document known as a receiver is generated from the BSD for items requiring inspection.

After the item is inspected, the person doing the inspection initials and dates the paperwork ("receiver"). The inspector records how many items were inspected and how many, if any, were rejected. The inspector enters the number of parts accepted and/or rejected into the BSD.

If any items were rejected, complete the "Non-Conformity Notification" form, Disposition of Non-Conformant Materials (D0001.1034-1), and if applicable, attach the appropriate drawings with the reasons for rejection highlighted in color on the drawing. The "Non-Conformity Notification" form is available as an electronic form and is submitted electronically.

If possible, visibly mark the non-conformant items, without causing further damage. Give the good and rejected items, receiver and the completed Non-Conformity Notification form to the Logistics Associate assigned to receiving who will enter the applicable information into the BSD. If items have been rejected, place the completed non-conformity form and any other applicable paperwork with the rejected items and file the receiver (keep for one month).

The Non-Conformity Notification form allows a closed loop for tracking the decisions and actions taken on non-conforming materials. The person identifying the non-conformity describes the problem and then gives the form to QA to verify and /or investigate the non-conformance. QA may add additional details and then makes a recommendation as to the disposition of the material (return, rework, scrap or other). Purchasing then receives the document and reviews it. If the material is a WIP shortage, prototype, major revision or has an excessive lead-time; Purchasing sends a request to the Production Manager to schedule a Materials Review Board (MRB) meeting. The disposition of the material will be determined at this meeting. Purchasing will complete the remainder of the form, including the vendor response (whether written or attached) and the corrective action to be implemented if applicable. The procedure detailing the non-conformity process is "Disposition of Non-Conformant Materials" (D0001.1034).

***Note: The MRB (Materials Review Board) consists of representatives from Purchasing, Logistics, Production, QA, the Engineer(s) responsible for the item(s) being reviewed and if applicable a Marketing representative. These individuals have the authority to determine disposition and take the necessary action to implement the decision. Decisions that may exceed the monetary signing authority of the board members may require the approval and signature of the General Manager.***

## 10.9 RECORDS

The records generated during this procedure and who has the responsibility to keep and maintain those records are defined in this section.

* ***Electronic records in the BSD***. The information is entered by Purchasing and Receiving. The maintenance of the electronic MRP system is the responsibility of the IT Department. Records are maintained for no less than one year from the time of receipt.
* ***Non-Conformity Notification form.*** The form is completed by the individual identifying the non-conformity, Quality Assurance, the vendor (if applicable), and Purchasing. The form is also completed as a result of a Material Review Board (MRB) decision. Completed forms are maintained as indicated in the Quality Records Matrix, D0001.1126-1.
* ***Certificates of Compliance provided by the vendor***. Receiving delivers the vendor “Certificates of Compliance” to Purchasing for review. Purchasing files hard copies of the certificates in the Purchasing department files and maintains them for no less than 6 months from the time of receipt. Certificates of Compliance that are sent for ATEX items will be scanned and sent to document control to store for a period of 10 or more years. This process applies to certificates received for raw materials, components, metal work, printed circuit boards, etc. It does not apply to certificates of compliance for equipment. Those are delivered to the QA Manager for review and filing as appropriate. Certificates of Compliance for test equipment used at the Provo facility are given to the QA Manager for review and for entering into the Larson Davis Database.  A copy of the certificate is scanned in by QA and sent to document control to be stored electronically indefinitely.

# 11.0 REVISION HISTORY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DCO #** | **REV** | **DATE** | **INITIALS** | **CHANGES MADE** |
|  | A | 1/31/02 | JEB | Re-write and combination of the following procedures into one procedure (associated forms have been renumbered as well): General Receiving & Distribution (D0001.1067), Vendor Selection / Vendor Audit (D0001.1070), Purchase Quoting (D0001.1074), Purchase Order Preparation (D0001.1078), Responsibilities for Item Maintenance (D0001.1083), Expediting Purchase Orders (D0001.1080), Receiving Inspection (D0001.1114). Added a section to cover Onsite Inspection of Purchased Product. |
| 653 | B | 10/9/03 | SW | Removed the word "Order" from the "Purchase Order-Payment Request form corrected a numbering error in the receiving inspection area and added the QA Receiving Inspection Log to the procedure. In purchasing part maintenance - added requirement to enter information into the part maintenance specification area. |
| 673 | C | 12/3/03 | SW | Modified vendor selection criteria in response to registration audit findings and CAR# 031027-1. |
| 797 | D | 8/30/04 | NJ | Added the Fixed Assets receiving log to the document in the General Receiving and Distribution section. |
| 816 | E | 10/8/04 | NJ | Added new Receipt/Return form D0001.1068-11 to the General Receiving and Distribution section |
| 821 | F | 11/22/04 | SW | GSA pricing modifications |
| 894 | G | 9/22/05 | JEB | Updated and included the requirements specified in the EN13980 standard for ATEX compliance. |
| 1027A | H | 7/26/07 | SW | Updated section of vendor selection procedure |
| 1108 | I | 5/28/08 | DAR | Updates |
| 1215 | J | 5/15/09 | DAR | ISO9001-2008 updates and other general updates |
| 1254 | K | 8/05/09 | DAR | Change Purchase of Payment Request to “Purchase Request” |
| 1289 | L | 4/22/10 | DAR | Update vendor qualification for vendors supplying products or services for intrinsically safe products. |
| 1297 | M | 6/4/2010 | CDR | Defined requirements for Intrinsically safe items to be required for P.O’s, and receiving |
| 1317 | N | 10/20/10 | CDR | Updated and clarified Vendor selection, evaluation and re-evaluation criteria and reporting procedure |
| 1331 | O | 4/22/11 | CDR | * Corrected and clarified use of \* in item maintenance descriptions.
* Added explanation on use of ^ in item maintenance description.
* General Receiving & Distribution, Inspection section, Inspection sub-section, removed paragraphs 2 and 3.
* Added numerical referencing to remaining sections that did not have them included.
* Updated formatting elements.
 |
| 1410 | P | 9/5/12 | CDR | * Corrected document number in Section 10.8
 |
| 1414 | Q | 12/20/12 | CDR | * Updated Intrinsic Safety statements to ISO/IEC 80079-34 standard
 |
| 1472 | R | 1/4/2014 | CDR | * Updated all MSDS references to SDS
 |
| 1556 | S | 5/12/15 | CDR | * Added section 2.3.1.1
 |
| 1579 | T | 9/22/15 | CDR | * Added “Grandfather” clause to section 2.3.1
 |
| 1594 | U |  | CDR | * Revised the supplier performance rating values in section 2.4.1.
* Revised Supplier Re-evaluation process in section 2.5.1
* Added ISO 17050-1 requirements to section 4.4.2
 |
| 1716 | U1 | 6/28/17 | NJ | * Revised the Receiving Log and Receiving Logbook form
 |