

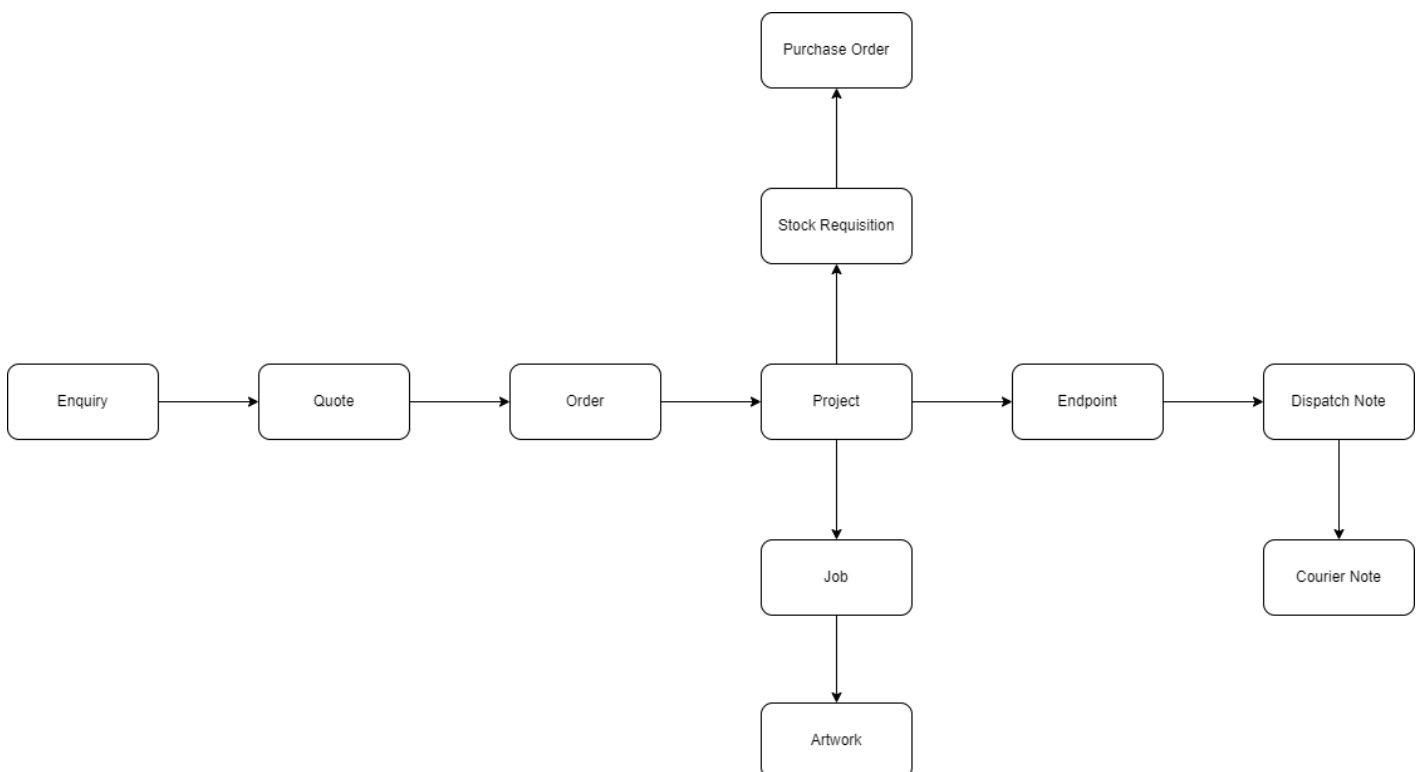
8.1 Operation Planning & Control

Overview

In planning product realization, the Company will determine the following, as appropriate :-

1. quality plans in the form of Job Bags will be issued for every job detailing all aspects of the process;
2. ensure that all activities associated with Process Control are planned and carried out in such a way under controlled conditions;
3. documents and records of such processes will be kept for a period of two years;
4. show the current inspection and test status of all goods within the Company.

Operational Component Workflow



Definitions

Enquiry

An enquiry is an initial enquiry received by a customer, this is not a required step in the process flow but may be the first point of communication with a customer.

- This is represented as a ticket within the helpdesk system.
- Enquiries have a unique tracking number known as a **Ticket Number**

Enquiry Contexts

Enquiries can be classified into the following contexts...

- Sales Enquiry
- Order Progress Enquiry
- Artwork Enquiry
- Complaint

Enquiry Statuses

Enquiries can either be open, awaiting customer response or closed.

Quote

A quote represents the customers requirements in context of our offerings.

- Quotes have a unique tracking number generated by the system

Quote Statuses

Quotes can have the following statuses

- Draft
- Sent
- Opened
- Active
- Active Sale
- Dead

Order

An order represents a confirmation of a quote or parts of a quotation or an order from a web source in which the customer has generated their own quote and then order. As such this can represent the start of customer communication.

Project

A project represents a group of one or more Operational Instruction Sets known as Jobs and one or more Endpoints.

Project Statuses

A project can have one of the following statuses

- Awaiting Operations Acceptance
- Active
- Awaiting Endpoint Completion
- Awaiting Invoice
- Complete
- Cancelled

Stock Requisition

A Stock Requisition is required when a none stocked item is required for completion of a project

Purchase Order

A purchase order represents a stock/service order from a supplier

Purchase Order's can have the following statuses...

- Draft
- Requisition
- Awaiting Supplier Confirmation
- Awaiting Delivery
- Awaiting Invoice
- Complete

Job

A Job is a production Instruction Set. It lists the processes, their representative instructions and the order in which they should be completed.

A Job has the following statuses:

- Active Process....
- Active
- Inactive
- Complete

Artwork

An artwork represents a unique piece of artwork in the system it has the following variables

- Width
- Height
- Quantity
- Unique Fingerprint (generated by creating a unique hash of the document file, prevents collisions)

Endpoint

An endpoint represents the final stage of a Project, a Project can have many endpoints.

Endpoints can be of two types...

- Pick up
- Delivery

Dispatch Note

Represents a dispatch note which can either be a pick up note or a delivery note.

Courier Note

Delivery note type must have a Courier Note, this represents our Dispatch Note within a first or third party courier network.

Examples

Example Digital Project Bag

Redo Project

Invoice

Change Status

Project Sheet

Elements

Artwork

Make Survey Request

Project Info

Project Type:

Sale

Project Status:

Complete

Department:

Graphic Warehouse

Project Folder:

\\192.168.0.10\root\PROJECTS\QUO941868 COPY

Invoice ID:

QUO:941868

Order:

QUO:941868

Title:

113472

Start Date:

2022-12-23 09:24:08

Due Date:

2023-01-04 00:00:00

Completed Date:

2023-01-04 14:57:00

Project Owner:

Frances McCorry

Project Value:

£290.44

Purchase Order Reference:

113472

Invoice Id:

QUO:941868

Contact Details

Contact Details

Edit Contact Details

Name:

Gemma Moore

Email:

sales@lindensigns.org

phone:

01773741500

Position:

Business Development Manager

Department:

Shop Login:

Click Here

Web Based On Email:

lindensigns.org

Invoices

SAGE REF	TOTAL	START DATE	INVOICED DATE	OPTIONS
QUO:941868	£290.44	2023-01-04 17:23:45	2023-01-04 00:00:00	<div>Delete</div> <div>View Invoice</div>

Project Items

REF	NAME	PROCESS	STATUS	OPTIONS
<div>➔</div> QUO:941868/01	Rigid Board Printing - Direct to Board - Fluted Board (Correx) - 4mm - Single Sided	N/A	Complete	<div>View Processes</div>

Endpoints

TYPE	STATUS	LAST UPDATED	OPTIONS
Delivery	Complete	<div><div>Courier:</div><div>DX Couriers Next Day</div></div> <div><div>Service Type:</div><div>Next Day</div></div> <div><div>Tracking Number:</div><div>L6904094</div></div> <div></div> <div><div>FAO:</div><div>Steve Robinson</div></div> <div><div>Company:</div><div>Lindum site office</div></div> <div><div>Address:</div><div>John Coupland Hospital</div></div> <div><div>Address 2:</div><div>Morton Suite</div></div> <div><div>Address 3:</div><div>Ropery Road</div></div> <div><div>City:</div><div>Gainsborough</div></div> <div><div>Region:</div><div></div></div> <div><div>Postcode:</div><div>DN21 2TS</div></div> <div><div>Country:</div><div>United Kingdom & NI</div></div> <div><div>Phone:</div><div>07741 097090</div></div> <div><div>Email:</div><div>sales@lindensigns.org</div></div> <div>This has bespoke delivery note</div>	

2023-01-04 14:57:00

View Details

Example Job Sheet

QUO:941868/01

SD: 23/12/2022

DD: 04/01/2023

Client: Linden Signs

Title: 113472

Contact: Gemma Moore

Phone: 01773741500

Email: sales@lindensigns.org

Order Form Received: Pay Before Dispatch []

Customer Type:

Payment Method: CC [] Account [] Cheque [] BACS [] Other []

Project Value: £290.44

Updates: Survey Done? [] Artwork Done? []

Stock List

Stock	Predicted	Q/I	Used	Signature
Fluted Board - 4mm - 1.22m x 2.44m	9 Sheets			
General Ink For Catalogue	25.65 SQMs			

Job Description

Title: Rigid Board Printing - Direct to Board - Fluted Board (Correx) - 4mm - Single Sided

mp:

400.00mm x 300.00mm x 6

mp:

600.00mm x 450.00mm x 30

mp:

600.00mm x 800.00mm x 4

mp:

400.00mm x 250.00mm x 20

mp:

300.00mm x 100.00mm x 6

mp:

200.00mm x 300.00mm x 4

mp:

400.00mm x 200.00mm x 4

mp:

2400.00mm x 1220.00mm x 4

Printing

Substrate: Fluted Board - 4mm

Preferred Printer:

Double Sided:

Reversed:

White Ink:

Notes:

Checked By

Date/Time

Digital Cutting

Substrate:

Notes:

Checked By

Date/Time

Packing

Notes:

- Quality check

- Photo

- Pack for delivery

Checked By

Date/Time

Notes



Project Owner:: Frances McCorry


Printed On: 03/05/2023 @ 06:14

Project Owner:: Frances McCorry

Printed On: 03/05/2023 @ 06:14

Example Ticket/Enquiry





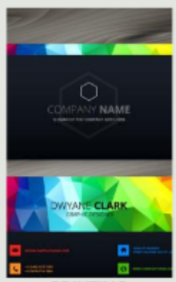
Betting Jobs

Ticket# 53226928 - created 13 hours ago


Price for a dibond sign 38cm x 15cm

With Thanks
Callum Brown


[Please Click here to view our Product Catalogue Flip Book](#) [Visit our Website](#)
T: 01355 264 077




PRINTING



BRANDED CLOTHING




BANNERS & SIGNS





- MAILING
- BRANDED FACE MASKS
- POSTERS & BANNERS
- FLOOR VINYLs
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- PROMOTIONAL PRODUCTS
- PLAN DRAWINGS
- FLYERS & LEAFLETS
- AND MUCH MUCH MORE...


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 set to internal

 reply

 forward

 split

13 hours ago

Example Quote (Backend)

You are a Matic Track Administrator

[Home](#) | [Current User: Callum Brown](#) | [My Dashboard](#) | [My Account](#) | [Saved Carts](#) | [Log Out](#)

Sell Large Format Print, Easily

BLOG | CART

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Your Quotes & Carts > Viewing Quote #947318

YOUR QUOTE #947318

BETTING JOBS TICKET# 53226928

QUOTE PREPARED PERSONALLY FOR MINUTEMAN PRESS - EAST KILBRIDE

Patrick

Hi Callum. Thanks for giving me the opportunity to quote! I've priced up your requirements below.

Comparing us against someone else? We'd hate to lose out so give me a call on my direct line [0330 380 0172](tel:03303800172) to discuss anything (I'm on chat below as well!).

Product	Quantity	Price Per Item	Total
<input checked="" type="checkbox"/> DTB-HOARDING Rigid Board Printing - Direct to Board - ACM Panel (Aluminium Composite / Dibond / Diabond) - Hoarding (White) - Single Sided - Custom Size Width: 380.00mm Height: 150.00mm	No Artwork Uploaded UPLOAD ARTWORK 1	£23.84	£23.84

TOTAL:

£23.84

£28.61 incl. VAT

PLACE ORDER

REQUEST A CALL BACK

0330 380 0172

NEW FABRIC BROCHURE

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DON'T FORGET THE ESSENTIALS!

Marketing Materials - Marketing Packs - Full

Cable Ties - Black - 4.5mm x 300mm - 50

Bungee Rope (Black) - 10m

Cable Ties - Black - 3.5mm x 140mm - 100

ON A TIME LIMIT?

PHONE ME!

0330 380 0172

