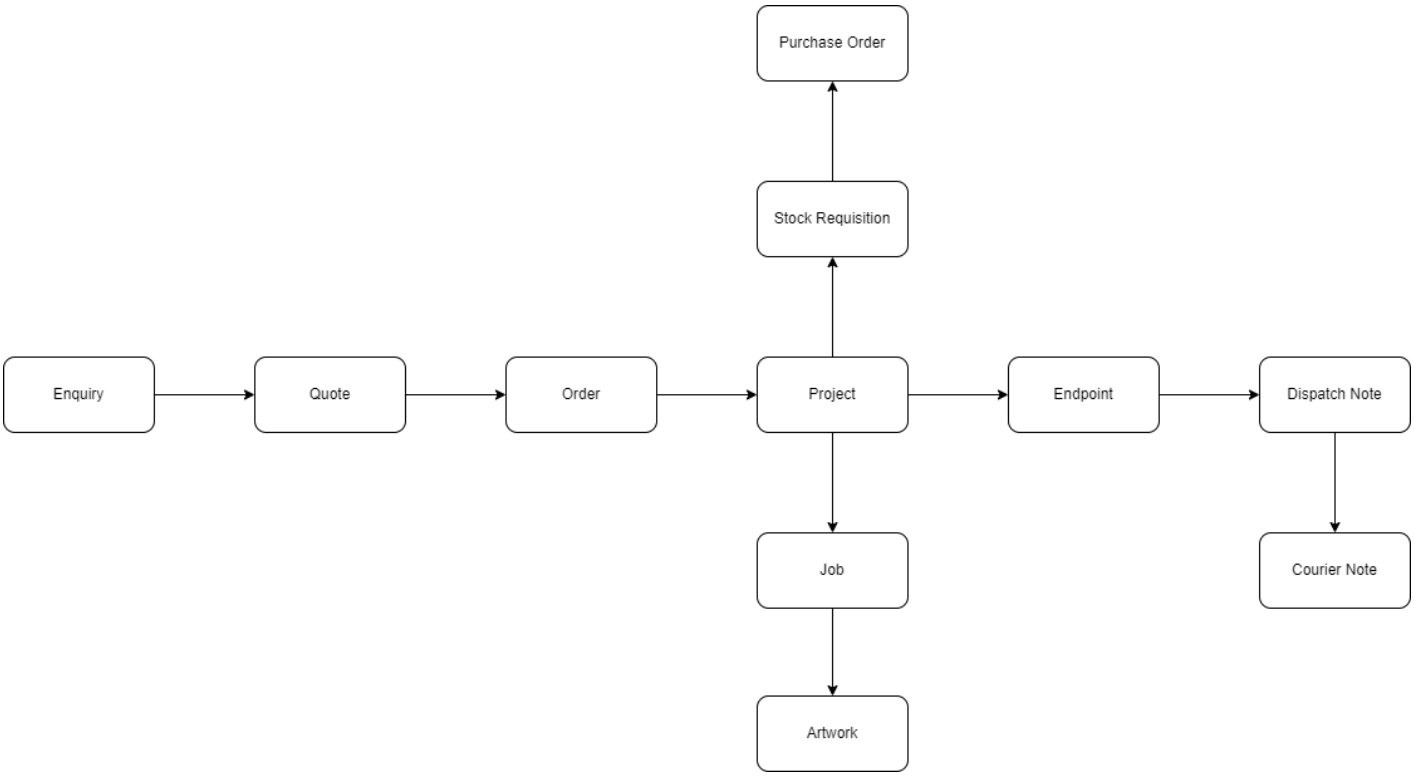
8.1 Operation Planning & Control

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

Sales Dashboard / Browse Projects / Viewing Project - QUO:941868 - 113472

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	Delete | View Invoice

Project Items

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

Endpoints

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

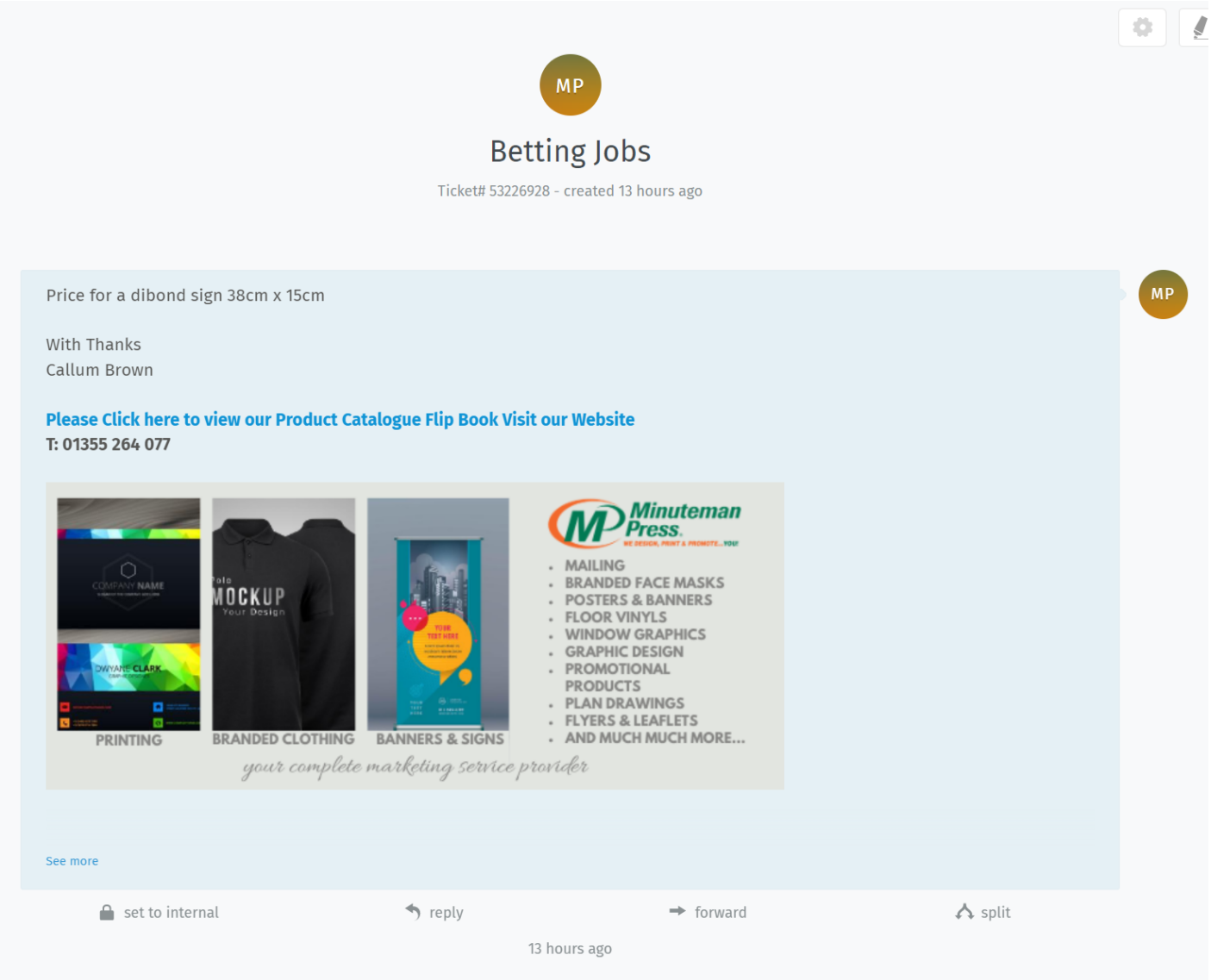
Checked By
Date/Time

Project Owner:: Frances McCorry
Printed On:: 03/05/2023 @ 06:14

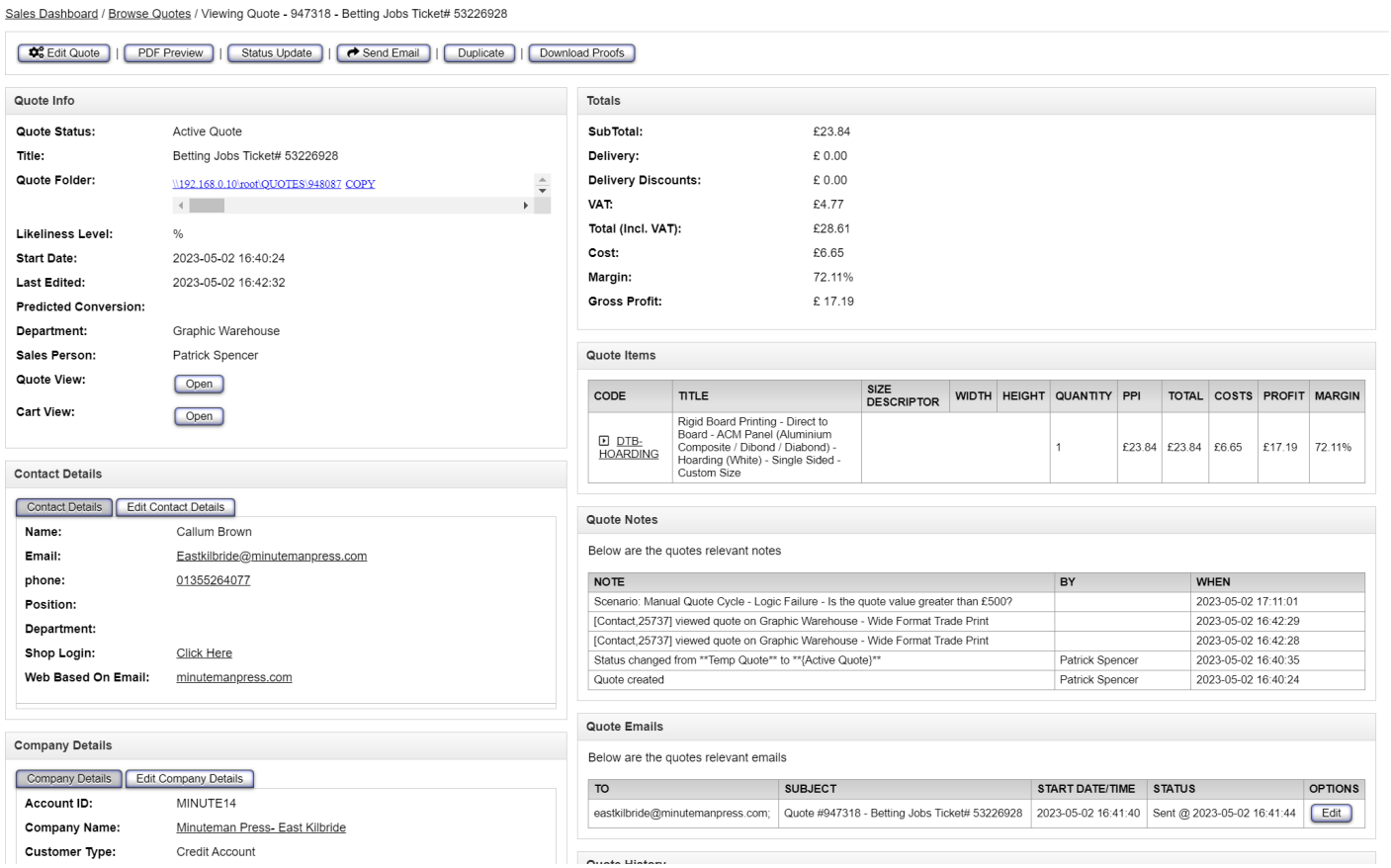
Notes

Project Owner:: Frances McCorry
Printed On:: 03/05/2023 @ 06:14

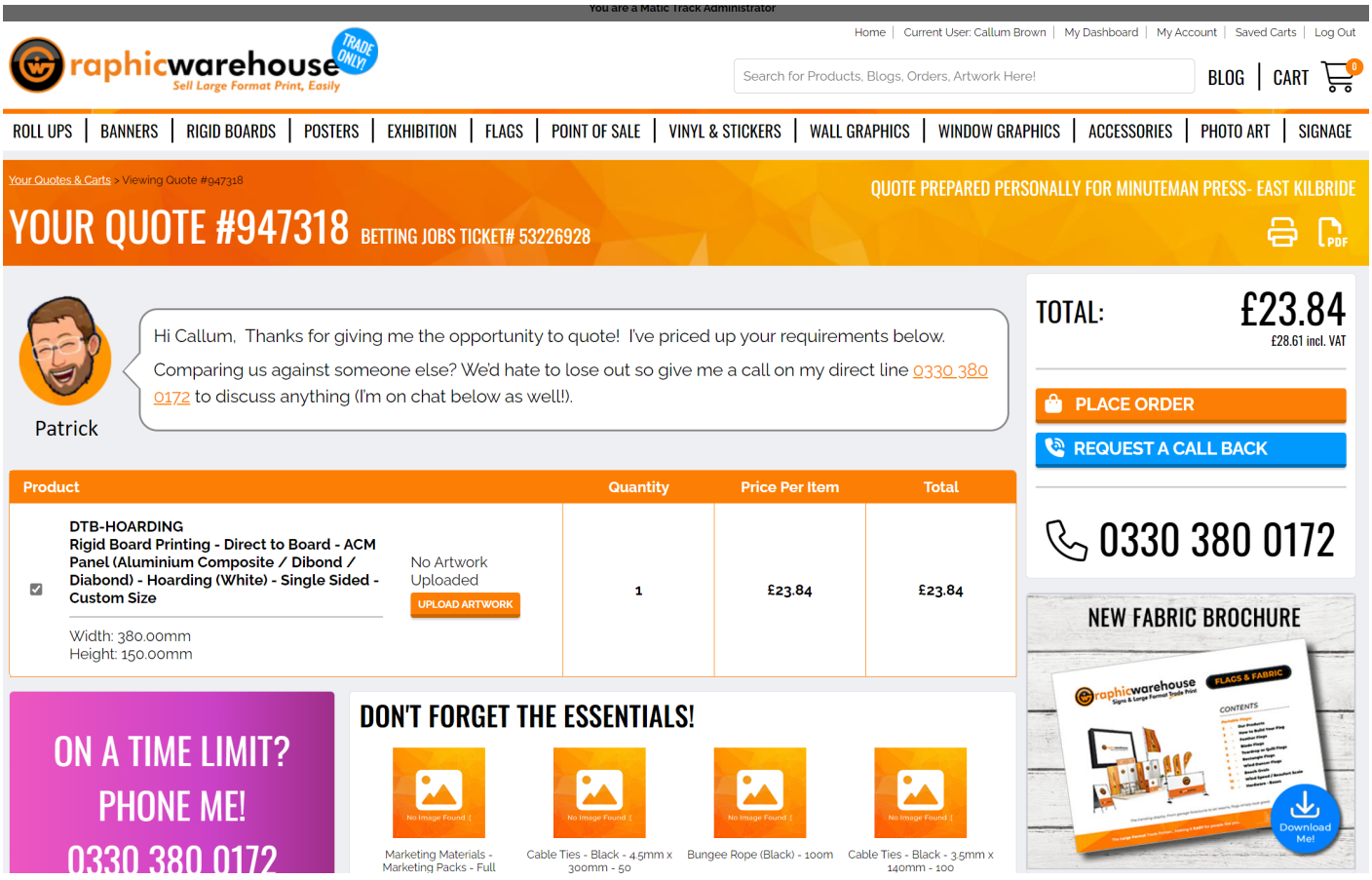
Example Ticket/Enquiry



Example Quote (Backend)



Example Quote (Frontend)



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