Sales

Purpose & Scope

To describe how sales enquiries are received confirmed as orders and processed at G&A Martin Solar.

This procedure covers the processing of both new and repeat orders, and how changes to confirmed orders are processed.

This procedure covers customer complaints and customer satisfaction reporting.

Resources

The Sales Team is responsible for the implementation of this procedure.

The Director ensures this procedure is implemented and maintained.

Sales records are maintained in the Simpro software package.

Documents

Inputs

a. Sales Enquiries

b. Customer Requirements

Outputs

a. Quotes and Orders

b. Feedback

Sequence

General

This procedure covers the following:

a. Enquiries

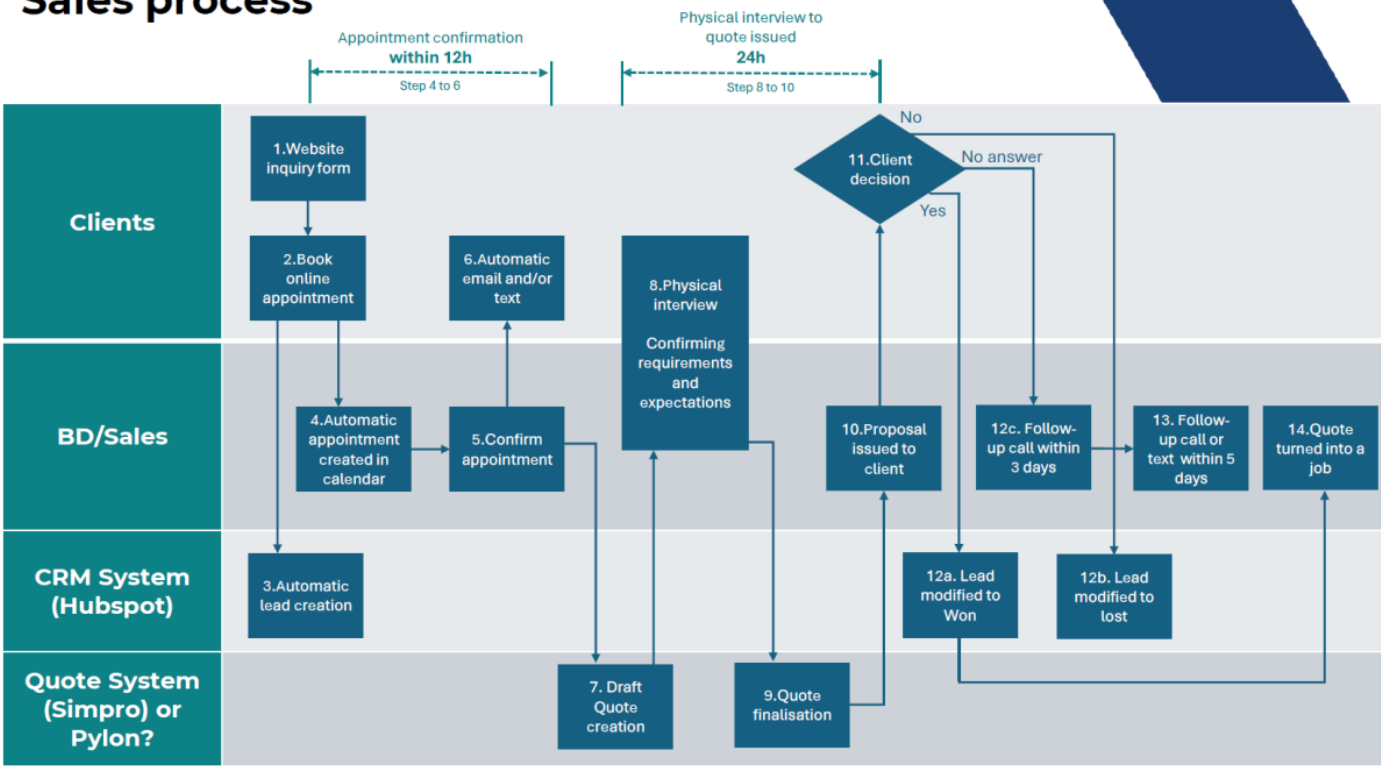
b. Order processing and changes to orders

c. Customer satisfaction and complaints

Enquiries

a. Sales enquiries can be received via phone or email.

Sales process



Customer Feedback

Customer feedback is sought verbally or via email.

Positive feedback is recorded and discussed at Management Review

Negative feedback or customer complaints are handled in accordance with the procedure Corrective Action & Continual Improvement

Performance

Customer satisfaction reports discussed at Management Review