

**London Office**

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**GRANT WALKER**  
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**Customer Property**

Document No: QAP012

Revision: A

Author: Quality Services

Approval:

Date: 01/05/17

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**Summary**

To ensure that material and components supplied by customers in support of installation contracts are handled in a controlled manner.

**Responsibilities:**

The individual Project Managers are responsible for the correct and safe storage of customer products whilst on site.

**Procedure:**

1. Customer's products on receipt shall be visually inspected to ensure that it complies with statements made on the delivery documentation including quantity.
2. Any non conformance shall be reported immediately to the Project Manager who will ensure that the client representative is notified and the non conformance rectified or guidance given on the use of the non conforming material.
3. If material is identified with the customer details, it shall be placed into store.
4. If there is no identification available, the free issue material shall be identified with the contract number and placed into store.
5. Customer product held in store, identified by customer or contract number is considered contract specific and not for use in support of any other contracts.
6. Customer product may be removed from stock, in support of a service order. All such transactions shall be covered by the necessary internal documentation.
7. It shall be the responsibility of the relevant employee to prepare any product for use as required by the contract requirements.
8. Any non conformance arising during the use of customer product must be reported to the Project Manager for resolution with the client representative.
9. Where product is returned excess to requirements, the employee shall notify the Project Manager in order that a decision can be made on its final disposition.

**Records**

Stock Records including movements and rationalisation shall remain on file within the computer system.