

Sales

To outline the actions to be taken to ensure that all contract documents are reviewed prior to commencement of work and that records of this review are kept.

To ensure that the contract entered into with the customer is as tendered/proposed by the Organisation and that service delivery requirements are clearly stated and understood by both the customer and the Organisation personnel.

Scope

The review of all contracts by management and operations personnel (as appropriate) entered into with the customer, where possible, prior to the commencement of work.

Procedure

Tender/Proposal Requests

Customer contracts are established as an outcome of a formal tender/expression of interest process, in accordance with the flowchart below:

Variations

A customer may formally request a change to an existing contract. This is communicated in writing (usually by email).

Records

Records maintained may be in the form of:

1. Project based agreements, with specific requirements identified by customer work orders.
2. Purchase Orders

