



Process Definition PR-PRC-002 Customer Interaction

1. SUMMARY

- 1.1. This document defines the Customer Interaction process in detail.
- 1.2. The relationship between this process and the other processes within the Pure Rail management system is illustrated in the process flow map included in the ***PR-PLA-002 Pure Rail Quality Management Plan***.

2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
1	01/01/16	Original issue.	Kyle Devine
2	06/12/2021	Updated document number, formatting and references to relevant controlled document numbers added. Updated Personnel needed.	Kyle Devine

3. PROCESS DEFINITION

- 3.1. The purpose of the Customer Interaction process is to maintain a familiar and equitable relationship with our clients. This process should also seek to educate potential customers on the benefits of employing Pure Rail resources.

4. PROCESS OBJECTIVES AND METRICS

- 4.1. Process objectives for this process are defined in records of management review; see the documented procedure ***PR-PRO-015 Management Review***.
- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in records of management review.

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. The owners of this process are the Pure Rail Directors
- 5.2. Primary responsibility for this process will fall to Pure Rail Directors.

6. TYPICAL PROCESS INPUTS

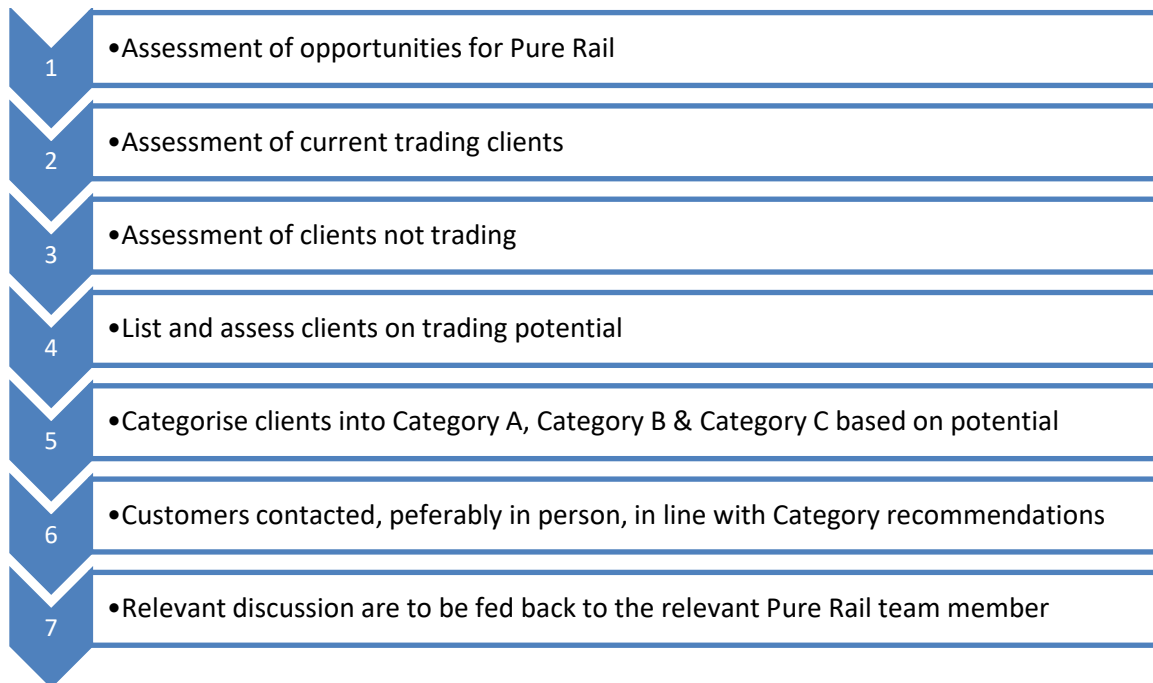
- 6.1. The typical required inputs for this process are:
 - 6.1.1. Technical information needed:
 - Current relevant Safeworking Rules and Procedures
 - 6.1.2. Personnel needed:



- Daniel O'Donnell
- Kelly Callaghan

7. TYPICAL PROCESS STEPS

7.1. Process map.



Contact Matrix

Category A – Weekly
Category B – Bi-weekly
Category C- Quarterly

8. TYPICAL PROCESS OUTPUTS

8.1. The typical results (outputs) of the process are as follows:

8.1.1. Documents or technical information produced:

- Any potential directions for Pure Rail to investigate

8.1.2. Records produced:

- Documented contact schedule (no specific format required)

8.1.3. Services produced:

- Consultation on up coming works.



9. RELATED RISKS

9.1. The following risks are identified related to this process.

9.2. Management may elect to conduct a formal risk assessment for any of these risks; the preferred method of risk assessment is indicated herein.

Risk	Likelihood	Severity	Assessment Method (if applicable)	Mitigation
Market not capitalized	3	5		Constant feedback from market via customer liaison
Pure Rail becomes outdated	3	5		Constant feedback from market via customer liaison
Pure Rail uninformed on industry trends	3	4		Constant feedback from market via customer liaison