



Procedure PR-PRO-020

Quoting and Order Acceptance

1. SUMMARY

- 1.1. The purpose of this procedure is to define the methods for capturing customer requirements, and then reviewing those requirements to ensure Pure Rail has the capability to meet those requirements before committing to providing services.
- 1.2. The Directors are responsible for implementation and management of this procedure.

2. REVISION AND APPROVAL

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

3. CAPTURE OF REQUIREMENTS

- 3.1. During the **PR-PRC-002 Customer Interaction** process, customer requirements are captured and recorded.
- 3.2. The Director(s) will also ensure that Pure Rail has suitable access to all applicable statutory and regulatory requirements which may apply to the work.
- 3.3. The Director(s) will also document any requirements not specified by the customer, but for which Pure Rail knows will apply to the work.

4. REVIEW OF REQUIREMENTS

- 4.1. The Operations Manager will oversee the review of incoming requirements, to ensure Pure Rail has the capability to meet those requirements. This must occur before any commitment to provide the services to the customer.
- 4.2. The Operation Manager will follow the **PR-PRC-005 Receiving an Assignment From a Client** process.
- 4.3. The review of requirements may require a formal risk assessment, at the discretion of management. If so, the risk assessment shall define the expected risks associated with the work, as well as a mitigation plan for each identified risk. If useful, risks may be ranked by likelihood of occurrence and severity of the impact of the risk, if it does occur. Management may elect to accept certain risks as a function of doing business, but if so, this must also be indicated. When a risk assessment is conducted, this will be filed with the appropriate requirements information on the Pure Rail server.



- 4.4. If a formal quotation is to be prepared for the customer, this shall be developed by the Director or nominated person with input from all proper departments and staff, and released to the customer after reviewed and approved by a Director.
- 4.5. When a contract or purchase agreement is subsequently received, it shall be reviewed by the Operations Manager to ensure there are no differences between it and any previously submitted quotations. If there are differences, the Operations Manager shall resolve these with the customer before the contract is accepted.
- 4.6. Acceptance of a contract or purchase agreement is to be done by the Accounts Manager and recorded in the roster or MYOB (as appropriate).

5. CHANGES TO REQUIREMENTS

- 5.1. Where the customer requests changes to active work, the changes must also be captured, reviewed and approved prior to committing to the change.
- 5.2. The change will consider the impact on work already delivered, work underway, and planned work. Problems or concerns over implementing the change will be communicated by the Operation Manager with the customer. Such changes may require renegotiation of contracts.
- 5.3. If changes are agreed upon, the Operations Manager will work with the affected departments to implement the change. The disposition of existing work shall be determined by management, along with input from the customer.
- 5.4. Where changes are required by Pure Rail, these will be negotiated with the customer before implementation, and a record of the customer's acceptance maintained.