

# Process Definition: SALES

#### 1. SUMMARY

- 1.1. This document defines the Sales process in detail.
- 1.2. The relationship between this process and the other processes within the Ape-X management system is illustrated in the process flow map included in the *[Quality Manual Doc Title]*.

#### 2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
0	1 August 2015	Original issue.	Gen. Urko

#### 3. PROCESS DEFINITION

3.1. The purpose of the Sales process is to generate new business, and convert customer requirements into executable sales orders which can be passed onto production.

# 4. PROCESS OBJECTIVES AND METRICS

- 4.1. Process objectives for this process are defined in records of management review; see the documented procedure *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 owner of this process is the Director of Sales.
- 5.2. The Sales Team will ensure proper fulfillment of the requirements of this process.
- 5.3. The CEO will ensure proper resources are provided for this process.

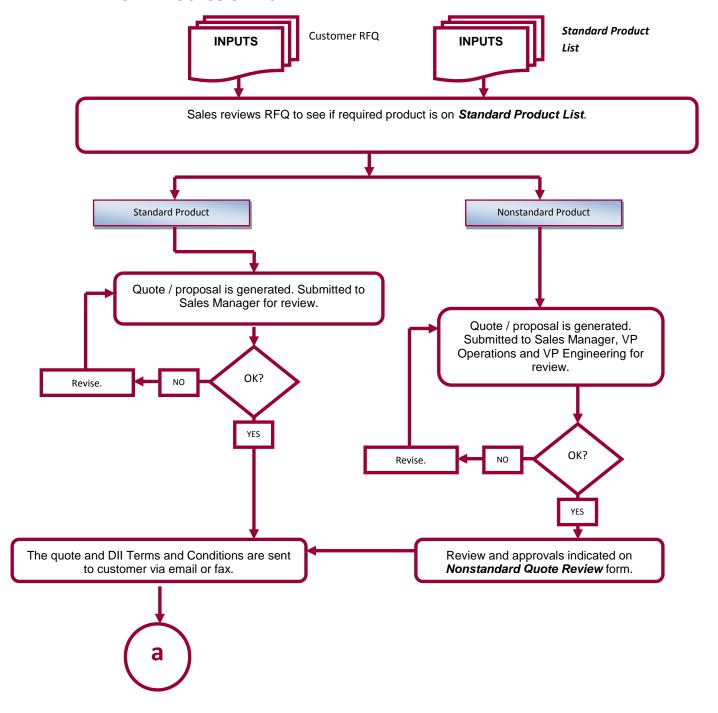
# 6. TYPICAL PROCESS INPUTS

- 6.1. The typical required inputs for this process are:
  - 6.1.1. Technical information needed:
    - Customer requirements
    - Statutory and regulatory requirements
    - Site survey results
  - 6.1.2. Resources needed:

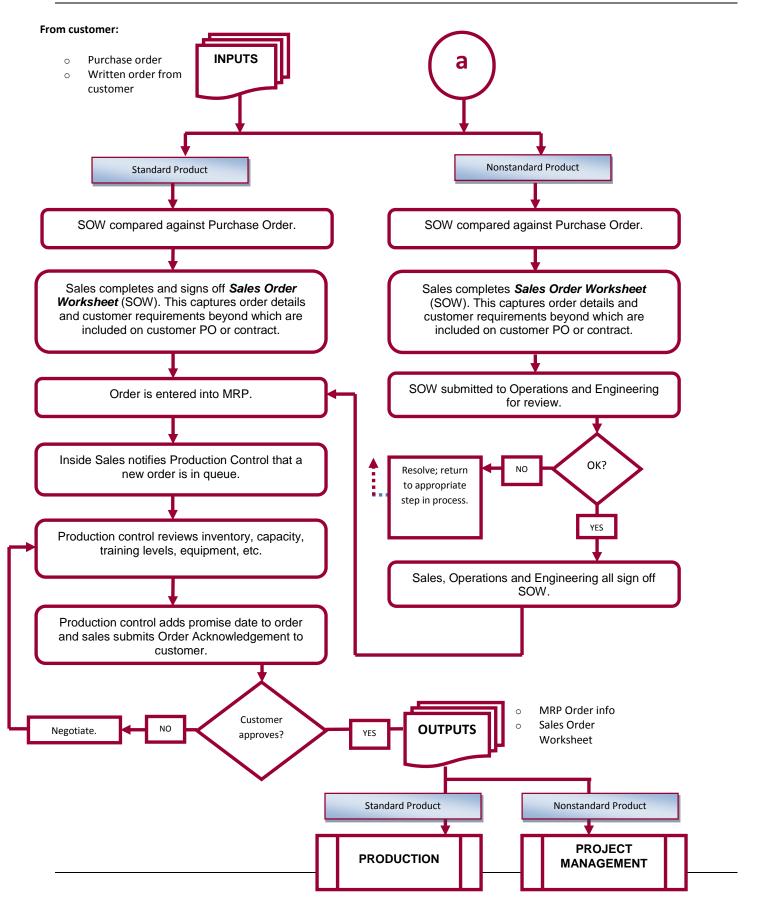


- SharePoint access to site survey data
- 6.1.3. Personnel needed:
  - · Sales department staff
- 6.1.4. Special training needed:
  - · No special training required

# 7. TYPICAL PROCESS STEPS









# 8. TYPICAL PROCESS OUTPUTS

- 8.1. The typical results (outputs) of the process are as follows:
  - 8.1.1. Product produced:
    - Finished sales order
  - 8.1.2. Documents or technical information produced:
    - Verified site survey
  - 8.1.3. Records produced:
    - Nonstandard Quote Review
    - Contract
    - SOW
    - Banana order
  - 8.1.4. Services produced:
    - N/A

# 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
Poor contract review results in	Low	Moderate	N/A	Renegotiate with
acceptance of terms we cannot				customer.
meet				
Site survey data is hosed up	Moderate	High	Conduct FMEA	See FMEA results
Pricing fluctuations between	Moderate	Low	N/A	If within +/- 10%, absorb
time of quote and time of				difference. If outside of
contract				this range, renegotiate.