

	STANDARD OPERATING PROCEDURE (SOP)
	ชื่อ SOP: Customer ordering & contract review GALAXI TESTING
	หมายเลข SOP:

โปรดตรวจสอบว่าเป็นฉบับล่าสุดก่อนการนำไปใช้งาน

หมายเลข SOP:	(ระบุหมายเลข SOP ใหม่)
ปรับปรุงจาก SOP:	(ระบุหมายเลข SOP เดิม หากเป็น SOP ใหม่ให้เว้นว่าง)
วันที่อนุมัติ: (วัน/เดือน/ปี พ.ศ.) เช่น 03/03/2564	09/09/2565
วันที่ทบทวน: (วัน/เดือน/ปี พ.ศ.) เช่น 10/06/2565	(วัน/เดือน/ปี พ.ศ.) เช่น 10/06/2565 หากยังไม่เคยทบทวนให้เว้นว่าง
ระดับของการบังคับใช้:	☒ บางส่วน (โปรดระบุ).....ห้องปฏิบัติการ GALAXI ☐ ทั้งองค์กร
จำนวนหน้า	8 หน้า
ผู้จัดทำ/ตำแหน่ง:	นางสาว บุญมาศ เพชรทอง ตำแหน่ง วิศวกร สังกัด สวก/กทอ.

1. การแก้ไขปรับปรุง:	อธิบายในส่วนที่ถูกปรับปรุงแก้ไข
(หากเป็น SOP ที่จัดทำขึ้นใหม่ ให้เว้นว่าง)	

2. ตารางสารบัญ:	
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3. วัตถุประสงค์และขอบเขตของ SOP:

เพื่ออธิบายกระบวนการ/ขั้นตอนในการคัดเลือกผู้ให้บริการ/ผู้ขาย ของห้องปฏิบัติการฯ ตามแนวทางของ ISO 17025 และมาตรฐาน AS9100D

4. บุคลากรที่เกี่ยวข้องกับ SOP:

เจ้าหน้าที่ห้องปฏิบัติการฯ

5. ขั้นตอนการปฏิบัติงาน:

กำหนดรายละเอียดของกระบวนการ การระบุลำดับขั้นตอน รายละเอียดการปฏิบัติงาน (ควรเลือกประเภทของ SOP ให้เหมาะสมกับกระบวนการ)

☒ เป็น SOP ใหม่ ☐ เป็นการปรับปรุง SOP เดิม

ประเภทของ SOP : Used only in GALAXI (GISTDA's Aerospace Laboratory of Excellence and Innovation).

1. Definition

1.1 Receiving an order means an operation related to the process of receiving a customer's order by acting as specified by the customer. To not affect the production and delivery of products to customers

1.2 Customers in this document refer to internal and external customers of the laboratory.

1.3 Personnel means the laboratory personnel who are assigned to perform the duties.

1.4 The laboratory in this document means GALAXI (GISTDA's Aerospace Laboratory of Excellence and Innovation) of Space Krenovation Park.

2. Responsibility

2.1 The responsible personnel is responsible for sales and marketing or assigned in communicating with customers in receiving /quotation.

2.2 The Laboratory manager or assigned is responsible for reviewing the agreements and orders.

2.3 Technical manager is responsible the planning of the order sequence, determination of test method, control the test service, effectively.

2.4 All personnel are fully responsible for supporting various activities in accordance with management policies also requirements or regulations.

3. Procedure

3.1 Customer requirement and contract review

3.1.1 The responsible personnel perform the customer requirement can be received via fax, telephone, electronic media, email and the website www.GALAXILAB.com by Testing Request form (FM-GLX-ML-CS-003), see the Testing process (SD-GLX-GN-MT-011). In case, the customer request to test without a request form, the responsible personnel shall make to understand and do the customer requirements in Testing Request form (FM-GLX-ML-CS-003).

3.1.2 The responsible personnel initially evaluate the customer requirement by Evaluation Test Request – Risk form (FM-GLX-ML-TL-007) for the capability. If the responsible personnel found the risk, then describe a cause on the remark section. The test capacity should realize as below:

3.1.2.1 Existing service

3.1.2.2 Similar to the existing services. The customer attaches the test method to a test engineer to learn before receiving the order and complete the customer requirements.

3.1.2.3 Out of the scope of service. The responsible personnel can recommend the proper method to customer, if applicable.

3.1.3 The responsible personnel submit the evaluated Evaluation Test Request – Risk form (FM-GLX-ML-TL-007) to sign the approval or disapproval by technical manager. If the test service cannot immediately perform, the responsible personnel contact with the customer until the consensus is met.

3.2 Quotation

3.2.1 The responsible personnel produce the drafted quotation according to the requirements in Testing Request form (FM-GLX-ML-CS-003), completely and raise the document to laboratory manager to sign approval.

3.2.2 Send the drafted quotation to a clerk for generating the official quotation. If necessary, the drafted quotation can be sent the customer for pre-reviewing.

3.2.3 Send the official quotation to the customer by the same way as the request from and wait for customer consideration as below.

3.2.3.1 In case of the customer approves the service price according to the official quotation, the customer shall send the purchase order, or the signed-on quotation then return the document to laboratory.

3.2.3.2 In the case of the customer does not agree with the official quotation. The responsible personnel contact the customer to resolve until the conclusions agreed with both parties.

3.2.4 When the customer confirms to test with GALAXI laboratory. The new customer is registered by Customer Registration (FM-GLX-ML-CS-002) and be kept the related documents, following to below:

3.2.4.1 The related document of customer, including of Customer Registration (FM-GLX-ML-CS-002), PP.20, Department of business development (DBD) or national ID card (in case of natural person).

3.2.4.2 The responsible personnel record the information of the test service, which can indicate the function of each document on Delivery process tracking (FM-GLX-ML-TL-006) form.

3.2.4.3 In the case of a new service, the responsible personnel shall register the related document of the new standard on document control system.

3.3 Conformation order

3.3.1 When the responsible personnel receive the purchase order via fax, electronic media, telephone, or the signed quotation or a confirmed email or In case of the verbal reception, the responsible personnel record the evidence of communication on Testing Request form (FM-GLX-ML-CS-003).

3.3.2 The responsible personnel check the detail of purchase order, including of customer's name, address, services price, test requirement and necessary information to conform the quotation. If the incorrect information has found, the responsible personnel would have contacted the customer to discuss by email or suitable way until the requirement is correct and understand as the same.

3.3.3 The responsible personnel raise the purchase order to technical manager to acknowledge before testing.

3.3.4 Upload the official quotation and purchase order or the related files of each order to Trello.

3.4 Requirement change after order confirmation

3.4.1 When the responsible personnel find the requirement change from the customer requests the requirement change by email or any method after an order is confirmed as

well as the requirement change is issued by laboratory because the unreadiness is obtained after the staff member have received the purchase order or confirmation order.

3.4.2 Responsible personnel fill the change requirement of the customer to Engineering Change Notice form (ECN form) FM-GLX-ML-TL-008.

3.4.3 Review the change requirement and discuss with the related personnel. If the change request impact to the laboratory system, the responsible personnel shall inform the customer to discuss until the consensus is met.

3.4.4 Raise the ECN to laboratory manager (LMR can be representative) to review and approve, then return the ECN to responsible personnel.

3.4.5 Send the approved ECN to customer to consider until agreement is done and go on the requirement change. Unless the ECN is not approved, the responsible personnel shall appoint to the customer to find the consensus, then go back 6.4.3 and record the conclusion as the writing evidence.

3.4.6 Keep the ECN form and evidence of that order on Trello.

3.5 Invoice or tax invoice.

3.5.1 Responsible personnel inform the procurement to issue the invoice after the test report is delivered to customer within 3 working days.

3.1.1 The drafted invoice can be sent the customer, if necessary. After that the official invoice shall be sent to customer go on via email or a suitable method.

3.1.2 Keep the official invoice on Trello.

3.6 Planning of test order

3.6.1 Responsible personnel consider the sequence order by considering as below:

3.6.1.1 The first order shall firstly perform.

3.6.1.2 The orders are simultaneously received; the responsible personnel perform the order which less take a time.

3.6.1.3 In case of the responsible personnel found the tight schedule, contact the customer to properly determine the due date of test report without the affecting to the customer satisfactory.

3.6.1.4 In case of the order is controlled by expiration date or conditioning, test engineer shall inform the customer to appropriate appoint the receiving of test specimen to determine the specific plan without affecting to other orders.

3.6.2 For the urgent order, the responsible personnel and test engineer team consider the duration time of the urgent order without the affecting to the other orders, including the deal date and customer satisfaction.

3.6.2.1 Record the accepted urgent order on trello and properly rearrange the queue.

3.6.3 The sequence order can monitor via <https://trello.com/b/nFM8lezu/test-service-status>.

3.7 Preserving the relevant documents

The whole of documents or information of the customer service including request form, quotation, purchase order, report, invoice, pay-in slip, receipt, and related connections (e-mail, phone, web page) are preserved in drive of GALAXI laboratory and Trello (within 7 working day after the order is done, if necessary) as well, which can be accessed by GALAXI's staffs, especially.

3.8 Interruptions or nonconformities for the test services

In the case of the test service found disruption or nonconformity. The responsible personnel follow the Nonconforming testing process (SD-GLX-MT-018) for the testing process is interrupted at before and during. If the nonconformity does not affect to the test results according to the discretion of operator, the operator will continue the testing without informing by customer.

3.9 Shaker testing process

In case, customer requires to order vibration testing. Test engineer should proceed according to Shaker Testing process (SD-GLX-GN-MT-026) or customer requirement

6. INPUT/OUTPUT:

ข้อมูลนำเข้าหรือสิ่งที่ต้องใช้ก่อนเริ่มกระบวนการงาน (INPUT):

1. Testing Request form (FM-GLX-ML-CS-003)

ผลลัพธ์ที่ได้จากกระบวนการงาน (OUTPUT):

To describe the process of receiving, contract review, confirmation order and agreements from customers to ensure follow requirements of stakeholders.

7. กฎระเบียบข้อบังคับ และเอกสารที่เกี่ยวข้อง:

Document Code	Title
FM-GLX-ML-CS-002	Customer Registration
FM-GLX-ML-CS-004	Quotation/ Purchase Order
FM-GLX-ML-CS-003	Testing Request form
FM-GLX-ML-CS-005	Change request form
FM-GLX-ML-TL-007	Evaluation Test Request – Risk Form
FM-GLX-ML-TL-006	Delivery Process Tracking

8. อภิธานศัพท์:

- 8.1 The responsible personnel is responsible for sales and marketing or assigned in communicating with customers in receiving /quotation.
- 8.2 The Laboratory manager or assigned is responsible for reviewing the agreements and orders.
- 8.3 Technical manager is responsible the planning of the order sequence, determination of test method, control the test service, effectively.
- 8.4 All personnel are fully responsible for supporting various activities in accordance with management policies also requirements or regulations.

9. ลงนามผู้จัดทำผู้อนุมัติ:

ผู้จัดทำ:

บุษยามาศ เพชรทอง

(นางสาวบุษยามาศ เพชรทอง)

ตำแหน่ง วิศวกร

12 / 9 / 2565

ผู้ตรวจสอบ:

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หัวหน้าฝ่าย	
...../...../.....	
ผู้อนุมัติ:	 (นายถวัลย์วัฒน์ หงส์กาจกุล) ผู้อำนวยการสำนัก 24 / 9 / 65
☐ กระบวนการงานมีการรายงานหรือรับส่งข้อมูลกับหน่วยงานภายนอกหรือให้บริการประชาชน ผู้อนุมัติ: (.....) ผลทอก. /...../.....	