

Guidelines to deal with Synergy House Furniture / Sunny & Ker's order

Stage	Department / PIC	Flow	Document
Costing	PURCHASING	Purchasing to provide all relevant info (customer's requirement) to factory during costing stage	Costing data (product info), customer's guideline, requirement
Pre-Production Sample	R&D	R&D to deal with factory on PSR stage	Pre-Shipment Request (PSR) & data for seal sample
Inspection on Pre-Production Sample	QUALITY CONTROLLER (QC)	QC to inspect and confirm on Pre-Production sample and drop test (if required) *Any product or packaging changes made by factory shall get approval from QC.	PSR inspection report *PSR MUST be approved by QC
Issue Order	OPERATION	Operation to email SPO, PO customer's requirement to factory, list of person in charge for the starting SPO to factory	SPO, PO, customer's requirement *Email list of PIC for first time deal with factory
Data confirmation	R&D	R&D to provide confirmed data (AI, CA) for mass production to factory	confirmed data (AI, CA)
Material status	OPERATION	Operation to monitor with factory on the material arrangement, send label details (if necessary)	label details
Carton artwork details	SHIPPING	Shipping to provide the carton artwork to factory	carton artwork
Carton marking for confirmation from factory's supplier	FACTORY	Factory to provide carton marking from supplier to shipping for confirmation	carton marking from supplier *Carton marking MUST be confirmed by Shipping before printing
Order status	FACTORY	Factory must update on cutting/starting, packing and inline inspection (30 days before SPO delivery date)	
Inline inspection on Production	QUALITY CONTROLLER (QC)	QC to arrange INLINE inspection before packing for all shipments until factory has achieved quality expectation.	Inline inspection report
Booking arrangement	SHIPPING	Shipping to send booking confirmation and loading plan to factory	booking confirmation, loading plan
Final inspection on Production	QUALITY CONTROLLER (QC)	QC to arrange FINAL inspection *Re-PSI is required if 1st PSI rejected *All rework quality shall get approval from QC before proceed.	PSI report *PSI MUST be approved by QC, only proceed to load into container
Loading	FACTORY	1. Factory to submit container no. & seal no. to Shipping before SI cut off. 2. Factory to email Invoice, packing list, loading photo and loading quantity after loading. *Additional for Overseas factory: to provide draft BL, COO after loading to Shipping	1. Container no., seal no. 2. Invoice, packing list, loading photo, loading quantity *Additional for Overseas factory: draft BL, COO *draft BL, COO MUST be approved by Shipping, only then proceed to confirm with liner (for BL), ministry (for COO)
Payment Request	FACTORY	Factory to send Invoice and packing list for payment arrangement to Finance & Operation	Invoice, packing list
Document to provide to customer	*for Overseas FACTORY / SHIPPING	Factory to courier/telex release to Shipping based on Shipping request (depends on customer eg. HC, Informa required original COO, BL to be courier to SHF)	BL, COO