

AK TUBE INSTRUCTION WALBRIDGE FACILITY RETURN OF GOODS FROM CUSTOMER	PAGE 1 OF 2	REVISION DATE 11/8/17	NUMBER 8.3.0-OP-02-I
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1. PURPOSE

This instruction specifies the process for handling material returned by a customer.

2. SCOPE

This instruction applies to all material returned by a customer.

3. RESPONSIBILITIES

CUST	All AK Tube customers
MFG MGR	Manufacturing Manager or designee
QA	Quality personnel
QA MGR	Quality Manager
SHIP	Shipping personnel
SHIP SPV	Shipping Supervisor
VP SALES	VP of Marketing & Business Development or designee
ACCT	Accounting personnel
LOG CRD	Logistics Coordinator or designee

4. INSTRUCTIONS

CUST	Initiate return process by communicating with AK Tube, LLC and sending samples for evaluation.
MFG MGR / VP SALES	Approves the return of material from a customer before a RMA can be issued. The MFG MGR can approve the return of material from a customer. If it is a Sales Return (i.e. overshipment) approval must be obtained from VP SALES before issuing a RMA.
QA	Complete RMA Form 8.3.0-QA-01-F and retain an electronic copy. Open the RMA Log file and enter RMA # and pertinent information. Preliminary verification of the customer concern is to be obtained and may include: representative photographs, return of samples for evaluation and confirmation, inspection results of objective measurements at the customer, or other appropriate verifying methods. Verification information of the non-conformance to customer specifications and requirements, or its reference, is to be included on the RMA. E-mail a copy of the completed RMA form (8.3.0-QA-01-F) to the customer contact and the Shipping Department (email: shippingreleases@aktube.com) and copy the SHIP SPV. Material returns without the proper documentation will not be accepted.

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- SHIP Retrieves RMA from e-mail and files it in the Shipping Office. Once required RMA documentation is in hand, return transportation can be scheduled. Provide QA and CUST with information regarding the return of the material (trucking / tracking information). Input the date and time material is due to be returned into the Truck Schedule Status program.
- SHIP When the material arrives on site, the truck driver checks in with SHIP; SHIP SPV must be notified.
- SHIP Advises the driver to back into the appropriate dock. Examines the load and completes an APR to unload the return shipment.
- SHIP/SHIP SPV Pulls the RMA document from the shipping office. Verifies that the material being returned correctly matches what is described on the RMA – i.e. quantity, type, size, condition, etc. Contacts QA if discrepancies exist between RMA description and material being returned.
- SHIP **After** accurately matching the return material to the RMA and under the guidance SHIP SPV, unloads shipment as described in the APR and stages it in K-aisle or other area designated by SHIP SPV for disposition by QA. Directly after unloading, properly documents delivery receipt for carrier and completes QA Hold tags and RMA self adhesive placards (8.30-OP-02-F) which are applied to each item being returned (bundle, box, pallet, etc.). Turns the APR and all relevant RMA documents over to the to the SHIP SPV for review and duplication.
- SHIP SPV Reviews return documents for completeness and accuracy. Makes duplicate copies of all RMA documents (including, but not limited to, RMA form, Claim form, QA Hold tag, delivery receipt, etc.) for shipping department records. Forwards all paperwork, originals and duplicates to LOG CRD or the appropriate designee.
- LOG CRD Forwards original documents to QA and files copies.
- QA Reviews material for disposition and notifies affected parties of disposition for rework, sort, scrap, etc. Enters return material back into system in the QA Hold stockroom. Enters date of return into the RMA Log. Forwards the claim and RMA information to Accounting.
- ACCT /
QA MGR Enters QA hold tag and claim information into Returns log. Returns log is approved by the QA MGR at the end of every month.