PRO-011

Order handling

● Released · v1.0 · Exported on 11/6/2026

Version	Status	Author	Created
1.0	Released	Lea Sommer	10/14/2026

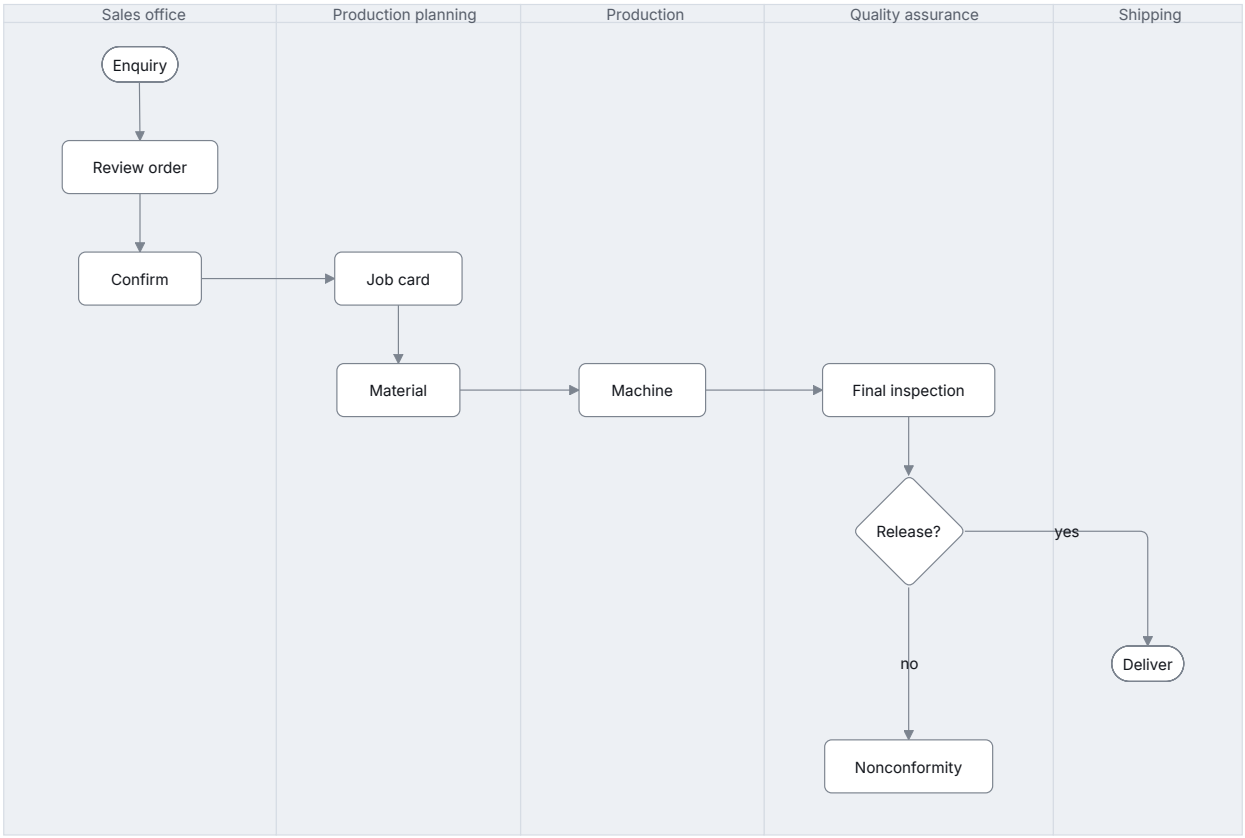
Approved by	Approved	Next review
Lea Sommer Sabine Berger	10/21/2026 10/20/2026	10/21/2027

Process	Process owner	Clauses addressed
Quotation & order clarification	Sabine Berger	8.2 · 8.5.1 · 8.6

1 Purpose

This procedure shows a customer order's way from the enquiry to the delivery: who does what and where the inspection points are (8.2, 8.5.1, 8.6). It is the overview — the details are in the linked procedures.

2 Flow



3 Steps

1. **Enquiry and order review.** The sales office reviews every enquiry according to Order review (PRO-007): drawing and revision, material, quantity, date and the requirements for certificates and traceability.

2. **Order confirmation.** The sales office confirms the order only once every point is clear. If the confirmation differs from the enquiry, it says so explicitly.
3. **Job card.** Production planning prepares the job card according to Production control (job card) (PRO-006) with work steps, inspection points and criteria.
4. **Material.** Only material released by Incoming inspection (PRO-010) is provided; the material batch is noted on the job card.
5. **Production.** Production works to the job card, with the first-piece inspection and the in-process inspections it sets out.
6. **Final inspection and release.** Quality assurance inspects to the job card and releases the lot. Nothing is shipped without release; faulty parts go to Nonconformity (PRO-004).
7. **Shipping.** Shipping delivers with the delivery note and the inspection report, for medical parts also with the certificates of the material batch used.

> **Note**
> If the customer changes quantity, date or drawing revision during the order, the order goes back to step 1 and is reviewed again.

Revision history

Version	Approved	Status	Approved by
1.0	10/21/2026	Released	Lea Sommer

Verification annex

This PDF is a rendering of a signed controlled document. The authoritative artifact is the Markdown file at the release tag below in the company's QMS repository; its release signature can be verified independently of easo.

Release tag	`release/PRO-011/1.0`
Content hash (SHA-256)	`b007c2cb6b1a93b93e27486f06a082da71a24d733e4ab7540f6f5134039bc402`
Signed by	Lea Sommer (admin)
Also approved by	Sabine Berger
Signed at	10/21/2026, 12:00 UTC
Key fingerprint	`SHA256:D8QbmRSd9ohddfKAy+GuYbYDkFSIqI8Pd93wPraamM4`

Verify without easo

1. In the QMS repository, read the signed release record from the git tag — the first line is the record, the rest is the SSH signature:

```
git show release/PRO-011/1.0
```

2. Re-hash the document file and compare it with the content hash above — any change breaks the match:

```
shasum -a 256 PRO-011.md
```

3. Verify the signature over the record line against the company trust list (.easo-signers.json), using the OpenSSH tools:

```
ssh-keygen -Y verify -f allowed_signers -I "Lea Sommer" \
  -n easo.release.v1 -s release.sig < record
```

Rendered by easo from the signed release on 11/6/2026.