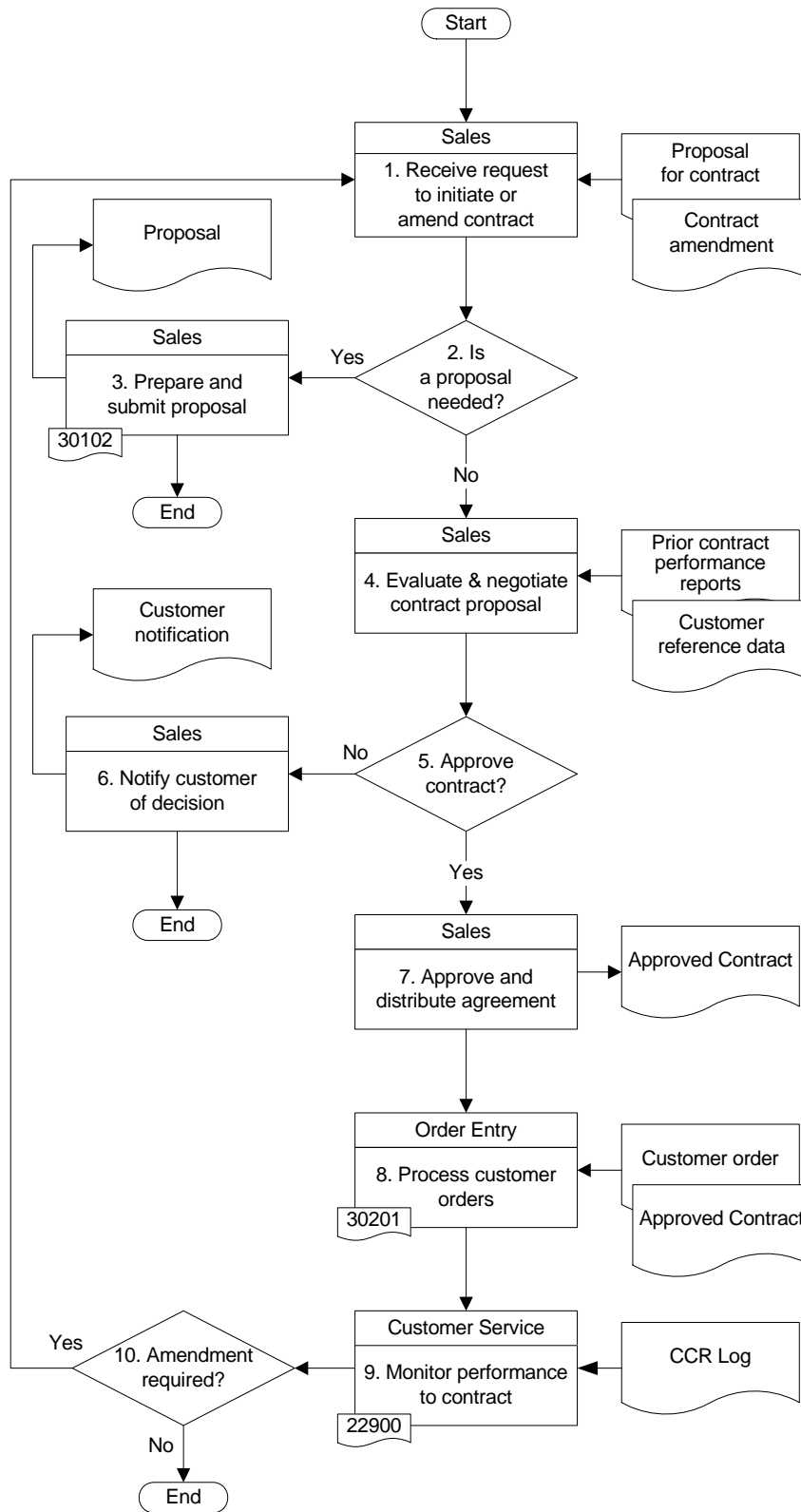


## Establish and Maintain Contracts



1. Review and negotiate all requests for contract development (RFP) or amendment. Submit all new requests for proposal development.

3. Prepare proposal for prospective customers per Prepare and Submit Proposals, 30102. When approved for submittal, route proposal to customer.

4. Use prior contract performance reports and other customer reference data to evaluate the suitability of the contract. Consider capability to meet the customer's requirements and quality planning during the evaluation, including any customer quality system requirements or regulatory requirements. Ensure that all contract requirements are documented or referenced within the contract including those required by the company and any applicable statutory or regulatory requirements. Where applicable, determine those product requirements necessary for specified or intended use and include them in the contract.

6. Use verbal or written communication to notify the customer of the decision to not initiate a contact.

7. Once all issues have been resolved, sign the contract. File the original in the Current Contracts folder. If the contract is in electronic form, add the authorization (signatories) and file it as a read only document. If only a paper copy exists, make copies and distribute to Order Entry and other areas as needed. Send a signed original to the customer.

8. Receive and review customer orders per Process Customer Orders, 30201.

9. Monitor and report performance to contract requirements using Coordinate Customer Service, 22900. Route contract status and change requests to Sales.