

JINDAL ALUMINIUM LIMITED			
ROLLING AND EXTRUSION DIVISION			
PROCEDURE FOR MARKETING - EXPORT			
DOC. NO. JAL/R&E/MAR(E)/PR/20		TITLE PAGE	
Issue #	Issue Date	Revision No.	Revision Date
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AMENDMENT RECORD

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Sl. No	Date	Description	Page No	Rev. No.	Page No.	Rev. No.

	POSITION	SIGNATURE	DATE
Prepared by	AM-ISO CELL		
Verified by	QMS COORDINATOR		
Approved by	DGM (EXPORT)		

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1.0 PURPOSE

The purpose of this procedure is to document and lay down the procedure to be followed by Marketing -Export for following Rolled products:

- Aluminium plain sheets
- Aluminium chequered sheets
- Aluminium roofing sheets
- Aluminium foils
- Aluminium coils
- Aluminium Slug and Circle

1.1 OBJECTIVES

- To introduced new customers
- To customer satisfaction index
- To increase sales

2.0 SCOPE (CI: 8.2 of IS/ISO-9001:2015 Requirements for products and services)

Exports, Contract Review, Shipments, Communication, Customer Satisfaction index and Handling of Customer Complaints

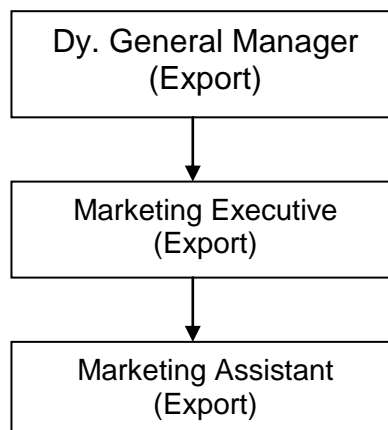
However the procedure for Export Marketing of Extrusion products are handled by Marketing Department of Bangalore Factory

3.0 INTERFACE

- a) Rolling production
- b) Shipping
- c) Rolling QA
- d) Cast House
- e) Rolling
- f) Accounts
- g) packing

4.0 DEPARTMENT FUNCTIONAL CHART

The department functional chart is shown.



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4.1 ROLES, RESPONSIBILITIES & AUTHORITIES (Cl: 5.3 of IS/ISO-9001:2015)

4.1.1 GENERAL MANAGER (MARKETING):

Reporting to Executive Director and is responsible for functioning of Marketing (Export) department, having the following responsibilities.

- a) To ensure that Contract Review is carried out at enquiry level, quotation submission level (if required) as well as at order acceptance level.
- b) To ensure that requirement of the customers are fully met to their expectation.
- c) To ensure that customer complaints are attended giving immediate response.
- d) To ensure that any amendment received from customers against their orders are properly communicated to the concerned department and at the same time, assuring the customer that his revised requirements will be met with.
- e) To carry out lost order analysis when order is not received.
- f) Responsible to achieve targets, coordination with branch offices, plant, etc.

4.1.2 DGM / AGM (EXPORT):

Reporting to GM (Mktg) and be responsible for exports to the following designated countries:

UAE	SOUTH AFRICA	AUSTRALIA	QATAR	THAILAND
MAURITIUS	UNITED KINGDOM	FRANCE	BRAZIL	SAUDI ARABIA
TURKEY	GERMANY	CANADA	SWEDEN	ANY OTHER COUNTRY
KUWAIT	SRI LANKA	UGANDA	USA	

The main responsibilities are:

- To develop new customer / market base to generate more business
- Enquiry Generation / responses / suitable offers
- Follow up and get orders, scrutinize orders, which includes letter of credits, wherever applicable.
- To co-ordinate with production and arrange for timely shipments.
- To monitor timely negotiation of post shipment documents
- Market / Customer visits
- To ensure that any amendments to the orders received are correctly passed on to respective departments in the organization, so that the supplies are made as per customer's amendment.
- To train and educate the staff on implementation of ISO procedures.

4.1.3 MARKETING ASSISTANTS (EXPORT)

- Reporting to DGM/AGM (Export) and be responsible for following activities
- To prepare pre-shipment Documentation.

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- To Send dispatch information to Freight Forwarder
- To Prepare Post stuffing and Post shipment documents for negotiation
- To prepare, follow-up and organize all formalities related to submission of advance Licence and EPCG Licence & draw backs
- To follow-up for Bill of Ladings with Custom House Agents to ensure timely negotiation of documents.

5.0 REFERENCES:

- a) Rolling Procedure No: JAL/R&E/ROL/PR/07
- b) Rolling Quality Assurance Procedure No: JAL/R&E/QA/PR/10

6.0 ABBREVIATIONS

- a) OA - Order Acceptance
- b) N.M.R. - Not in Manufacturing Range
- c) P.I. - Proforma Invoice
- d) E.P.A. - Export Production Advice
- e) P.O. - Purchase Order
- f) EBRC - Electronic Bank Realization Certificate
- g) EPCG - Export Promotion Capital Goods scheme
- h) EODC - Export Obligation Discharge Certificate
- i) DGFT - Directorate General of Foreign Trade
- j) CHA - Customs House Agent

7.0 INPUTS

- a) Catalogues and Corporate presentation
- b) Internet
- c) Enquiries from the customer
- d) Samples
- e) Customer order
- f) Amendments if any after receipt of order.

8.0 OUTPUTS

- a) Quotations / Offers
- b) Order Acceptance / Proforma Invoice.
- c) Amendments of OA in case of amendments.

9.0 PROCESS – EXPORTS:

9.1 Marketing – promotional activities

The Marketing of the product is done as mentioned below:

9.1.1 Browsing on net, chamber of commerce, Association of trade and industry, etc., should be contacted to know the names and addresses of potential overseas buyers of Rolling products, in addition to foreign tours by marketing export officials in order to study the overseas market.

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The above will help in exploring the possibility and also the opportunity for visiting offices of foreign embassies of India. Magazine publishing information regarding export-import business to be studied regularly.

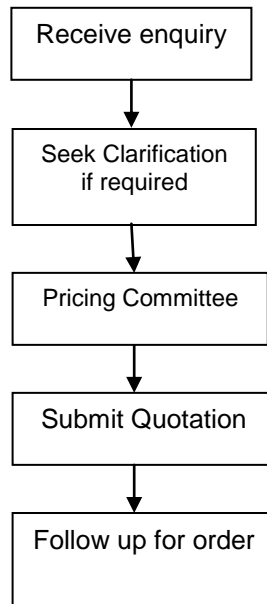
9.1.2 On receipt of names and addresses of overseas customers a suitable and effective introductory letter to be sent to them inviting their enquiries.

9.1.3 To find out new parties by searching in website of different countries for packaging industries, HVAC, pharma, marine, importers of household foils, foil stocks sheets, strips and other aluminium rolled products and correspond with them to develop enquiries and business.

9.1.4 Participation in Trade Fairs

9.2 Handling of enquiries (Cl: 8.2.2 of IS/ISO-9001:2015)

The Flow chart for handling the enquiries is identified as below



Description of the Process

9.2.1 Enquiries from customers for different products are received by export department.

9.2.2 Whenever enquiries are not complete, further clarifications will be sought through Letter / Email / Telephone personal visits by either sides or it may be derived from the experience based on previous supplies and / or from the application / end use of the section ordered, in consultation with technical department.

However, all commercial terms & conditions are mentioned in the PI / OA / PO

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9.2.3 When enquiries are received for products, which are not in our manufacturing range, regret letter is sent by Email/Letter/Telephone.

9.2.4 Our offer should basically contain the following :

- Specifications, quantity, alloy and temper, thickness
- Price to be charged and the basis (Ex –works/FOB/C & F/ CIF) in US dollars per ton. Price in euro/GBP can also be quoted, if required by the customer.
- Mode of packing
- Place and date of delivery
- Commission, if any
- Mode of payment, i.e., against sight/ usance L/C/payment by TT/CAD, etc
- Validity of offer
- Minimum quantity per product category, if applicable.
- Opening of L/C in our favour within the validity period
- Insurance
- Delivery period

9.2.5 Guidance for fixing export prices :

The price will be fixed as per calculations given separately and revised from time to time based on cost factor.

The following are to be considered while preparing the quotation for export enquiry :

- LME basis + conversion in USD PMT
- Scrap basis + conversion in USD PMT
- The offers can also be sent in Euro and GBP at the prevailing exchange rate.
- The above conversion is to be considered for FOB, Chennai prices on FCL basis (15 tons)
- Sea freight and insurance to be added, at actual , to quote CFR/CIF prices.

- If a customer is regularly delaying payment, by more than 10 days, in such cases USD 5 to 10 PMT should be added on case to case basis.
- The costing to include standard pallet packing with paper or self core. If wooden box packing and metal/steel cores are required, we can agree, charges of which will be extra at actuals. The wooden packing should be of export worthy.

Pricing committee:

Export prices shall be approved by a committee consisting of DGM (Export) + ED. The pricing committee to ensure that there is a minimum margin as shown in costing sheet. While preparing the price sheet only current cash or 3 months LME whichever is higher or scrap at current / last booked order price.

Offer validity

Validity of offer to be only by working days including the date of quotation or as the case may be.

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Freight for LCL

Wherever exact price can be worked out in advance, it will be charged on volume/weight basis whichever is higher and to quote on FOB Bangalore/Chennai basis. The charges for wooden box packing and handling will be extra.

Time limit for despatch

All orders to be accepted for dispatch within 60 days from the date of LC date of order. Whenever LME is on rise, orders should be booked only for despatches within 45 days from the date of receipt of order except in cases where new product development is required.

Additions to be made in prices

Extra cost to be added:

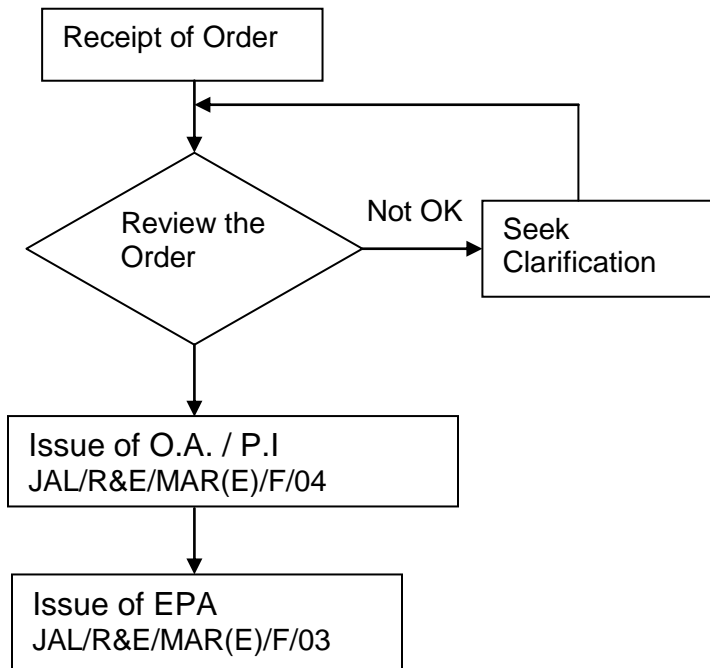
- USD 150 PMT to be considered in pricing, wherever wooden box packing required. ISPM certified wood should be used for exports with seasoning and fumigation.
- Fumigation of containers must be done in all cases. Fumigation charges should be added at actual in pricing.
- Ocean freight: At actual. Simultaneously, FOB charges also should be quoted higher if actual charges are more than that considered in costing.
- Insurance Cost at actual
- Charges for any type of coating / color coating or any other type of surface treatment, will be extra as advised by GM (O) / GM (Mktg) / ED.
- Legalization expenses at actual (wherever applicable).
- Interest cost for deferred LC at LIBOR based rate of interest as confirmed by accounts Dept or as decided by the Pricing Committee.
- Where open credit terms/availment are agreed as per approval of pricing committee/ ED, cost of ECGC coverage at actual to be added.
- If the tolerances / specifications are too stringent and critical, we should charge extra after consulting GM(O)

Other conditions to be followed are addressed in Annexure No. JAL/R&E/MAR(E)/ANX/02 to JAL/R&E/MAR(E)/ANX/10.

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9.3 Receipt of orders & acceptance (Cl: 8.2.3 of IS/ISO-9001:2015)

The Flow chart for Order processing



9.4 Customer complaints

9.4.1 When a customer send a Quality complaint, DGM(E) will receive and make entry in Customer complaint register as per format No. JAL/R&E/MAR/F/21. The details of the complaint will be filled up in format number JAL/R&E/NCA/F/01 and sent to QA department for further analysis and to find out the root cause of the complaint. After obtaining their comments reply will be sent to the customer by Export Department.

If no reply is not received from the customer within 30 days, the complaint will be treated as closed.

9.4.2 Complaint regarding difference in quantity / weight is not recorded in Format No. JAL/R&E/NCA/F/01 and such complaints are reported to Dispatch Department for verification & corrective action. A letter / email / phone indicating the action taken is sent to the customer.

9.4.3 When a customer complaint is received regarding any transit damage, the same will be looked into and the customer will be advised suitably if any change is required in the mode of packing. The customer is also advised to take up the matter with the shipping line / insurance company and necessary assistance shall be rendered.

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9.4.4 The complaints requiring further investigation / corrective action shall be discussed and reviewed in Production and Quality Assurance Meeting, which is held every month. Copy of MOM to be available in Marketing Export department

9.4.5 Retention Period of contract review records and other records mentioned in the above procedure will be as shown in Annexure No. JAL/R&E/MAR(E)/ANX/02.

9.5 Customer communication

- a) The Export department communicates with the customer regarding the product information through the catalogues and web sites.
- b) The enquiries are followed up with the customer and all communication related to the customer is maintained in the respective files.
- c) The process of order handling and amendments to the order is also communicated to the customer.
- d) The action taken for the customer complaint is also communicated to the customer.

9.6 Customer satisfaction index

The Questionnaire is sent once in Year to obtain their feedback related to quality, delivery and service in the format JAL/R&E/MAR/F/18. The customer has to rate the parameters in scale 1 to 10, where: 1 - 2 = Unsatisfactory; 3 - 4 = Satisfactory; 5 - 6 = Good; 7 - 8 = Very Good; 9 - 10 = Excellent.

On receipt of their feedback, they are circulated to the concerned department for improvement. They are also analyzed for the details and customer satisfaction level is arrived at and monitored. Apart from the above customer appreciation, vendor quality rating is received from the customer. They are also circulated for monitoring and continual improvement.

The organization also monitors the information relating to customer perception as to whether the organization has met customer requirements by the receipt of the appreciation letter from selected customer.

The nil complaints from the customer also ensure the customer satisfaction.

The customer satisfaction levels are discussed in the management review meeting.

9.7 Customer focus

The customer needs and expectations are obtained during the interaction with the customer during visits along with customer suggestions for improvement and customer complaints and the same will be discussed in the departmental meeting. .

These needs are converted into requirements and provided to the customer and verified for improvement in customer satisfaction index by conducting customer satisfaction survey.

10.0 PRESENTATION OF EXPORT DOCUMENTS

Documents are sent to the Customer either directly / through Bank depending upon the terms of contract. Details are covered in Annexure JAL/R&E/MAR(E)/ANX/06.

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11.0 PROCESS MONITORING

- 11.1 Quotation work sheet is prepared with respect to enquiry before sending the work sheet for pricing committee.
- 11.2 Commercial Invoice is made with respect to OA/ PI / PO / Letter of Credit before sending to the customer.
- 11.3 Pending EPA's are reviewed frequently and monitored for any delay in execution, twice in a month. However, no separate record is maintained for this activity.
- 11.4 Customer complaints are analyzed statistically every year and suitable corrective action is taken to eliminate customer complaints.

12.0 NON-CONFORMITY & CORRECTIVE ACTION

- 12.1 Any internal Non conformity observed during the process monitoring is analyzed for causes and suitable corrective action is taken. The corrective action taken is entered in the format for Nonconformity and corrective action format JAL/R&E/NCA/F/01. Customer complaints submitting as per format No JAL/R&E/CPA/F/01.
- 12.2 Any deviation in tolerance or property of product is found after rolling, the same is intimated to export department to communicate to the customer for functional acceptance. After the customer gives clearance in writing, the material is dispatched. The non-conformities are analysed for causes and suitable action is taken to eliminate the non-conformities in the future. The actions taken are verified for effectiveness during the subsequent despatch.

13.0 RISKS AND OPPORTUNITIES

Risk & opportunity is defined as separate procedure. JAL has established, implemented & maintained this procedure for managing risk & opportunities.

14.0 ANALYSIS AND EVALUATION

- 14.1 Following data's are analyzed statistically to monitor the improvement in the process.
 - a) Total dispatch - Annual
 - b) Customer satisfaction index - Annual

15.0 CONTINUAL IMPROVEMENT

The quality objectives are monitored for improvement during the department meeting and the current level of the objectives is noted down and target level is fixed for the next period and action plan is developed to attain the target level and monitored for improvement. The details are recorded in the format JAL/R&E/QMSC/F/01.

16.0 AWARENESS & COMPETENCE

Training is defined as separate procedure. List of training records is shown in the annexure No JAL/MAR(E)/ANX/02& responsible by HOD
Competency chart is identified for all positions in marketing (E) department as per Annexure JAL/MAR(E)/ANX/03.

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PACKING INSTRUCTIONS

SL. NO.	MODE OF PACKING	DESCRIPTION OF PACKING PROCESS
01.	Wooden Pallet Packing & PE Film	After the HDPE/PE Film packing, put the roll on wooden pallet and nylon strap at two places.
02.	High Density Poly Ethylene Packing	Rolls will be wrapped with air bubble sheet, then packed with HDPE Fabric and finally strapped with P.P. Strap in two places.
03.	Wooden Packing	Rolls will be wrapped with air bubble sheet & hard foam sheet for side surface & edge guard for edge protection & two PP straps inside to outside of the Jumbo or Polyethylene Tube and then packed in wooden boxes.
04	Carton Packing	Foils will be wrapped with air bubble sheet & hard foam sheet for side surface and then packed in Carton boxes.

Other than the above, material will be packed as per the requirement of customer.

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LIST OF RECORDS

Sl. No	Description	Format Number	Retention (Minimum)
01	Export Quotation	JAL/R&E/MAR(E)/F/01	Three Months
02	Export Proforma Invoice	JAL/R&E/MAR(E)/F/02	Six Months
03	Export Production Advice	JAL/R&E/MAR(E)/F/03	One Year
04	Order Acceptance	JAL/R&E/MAR(E)/F/04	One Year
05	Quotation Work Sheet	JAL/R&E/MAR(E)/F/14	Three Months
06	Customer Satisfaction Feedback - yearly Questionnaire	JAL/R&E/MAR(E)/F/18	One Year
07	Customer Complaint Register	JAL/R&E/MAR(E)/F/21	One Year
08	Quality Objectives Monitoring Record	JAL/R&E/QMSC/F/01	Three Years
09	Nonconformity and corrective action	JAL/R&E/NCA/F/01	Till NC is implemented

TRAINING RECORDS

Type of Records	Format Reference	Responsible Person	Retention Period
a. Training Record	JAL/R&E/TRG/F/01	} Head of Department	Till person is in service.
b. Training Needs identified	JAL/R&E/TRG/F/02		One Year
c. Record of Training Imparted	JAL/R&E/TRG/F/03		One Year
d. Review of Effectiveness of Training	JAL/R&E/TRG/F/04		One Year

Note:

The computer generated documents (soft copy) will not be having the signature of the generating department. However, if a hard copy is taken out, it has to have signature of the concerned person.

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COMPETENCY CHART

Name of department: MARKETING - EXPORT			
IS/ISO 9001:2015 clause number 7.2			
Sl.No.	Position	Required qualification*	Experience required
1	General Manager(Marketing)	Post Graduate	18 Years
2	Dy. General Manager(Export)	Post graduate	15 Years
3	Manager(Export)	Any graduate	10 Years
4	Dy. Manager (Export)	Any graduate	08 Years
5	Assistant manager (Export)	Any graduate	06 Years
6	Marketing Assts.(Export)	Any graduate	02 Years
7	Management trainee	Any graduate	00 Years
*Note: Relaxation in qualification can be given in case the candidate is having sufficient experience in relevant field.			
Prepared by HOD		Approved by:	

JINDAL ALUMINIUM LIMITED (ROLLING AND EXTRUSION DIVISION)	
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To M/s.....

Dear Sir/s,

Sub: Supply of Aluminium Rolled Products

Ref: Your enquiry Ref.: _____.

Thanks for your referred Enquiry. Please find our offer as follows:

1) Description & Finish	:	
2) Alloy & Temper / Std	:	
3) Length	:	
4) Quantity	:	
5) Price & Terms of supply	:	
6) Delivery Ex-works	:	
7) Packing	:	
8) Payment terms	:	
9) Certificate of Origin	:	
10) Validity	:	
11) Cylinder Cost	:	
12) Note	:	Weight recorded at our factory scale will be final. The weights kg/m given in catalogue / drawing / quotation are the nominal weights. In practice, tolerance, alloy & such other factors will affect the final weight and a normal variation as per BS specification should be accepted.

We hope you will find our offer competitive and look forward to receiving your valued orders / feedback.

For JINDAL ALUMINIUM LIMITED, R & E DIVISION

DGM/AGM (EXPORTS)

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EXPORT PROFORMA INVOICE

Format No: JAL/R&E/MAR(E)/F/02

Proforma Invoice No.

Date:

M/s.

We are pleased to submit our Proforma Invoice as under:

Aluminium Sheets/Rolls/Foils in

Sl. No.	Description	Alloy & Temper	Width	Quantity	Unit price	Total amount

Amount :

Delivery Terms :

Quantity :

Weight tolerance :

Shipping tolerance :

Packing :

Payment terms :

Shipment :

Port of Loading :

Port of Destination :

Additional Information :

For JINDAL ALUMINIUM LTD (ROLLING MILL DIVISION),

DGM/AGM (EXPORTS)

JINDAL ALUMINIUM LIMITED (ROLLING AND EXTRUSION DIVISION)	
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To: PPC / LAB / Packing / Shipping / Accounts → Export Dept

EXPORT PRODUCTION ADVICE (EPA)

Format No. JAL/R&E/MAR(E)/F/03

No.: Dt.:

Customer's Name :

Proforma Invoice reference :

Party's Order/Letter of Credit details :

Material Description :

Sl. No.	Product No.	Description /dimensions	Alloy & Temper	Width (mm)	Qty. (in kgs.)	Qty. (in pcs)

Quantity tolerance :

Packing :

Shipping marks :

Shipment from :

Shipment to :

Part shipments :

Last date of shipment :

Last date for

Negotiation of

Documents :

Remarks :

Encl : ORDER / PROFORMA INVOICE

Special Instructions:

1. Packing list to be handed over to Export Dept. 3 to 5 days before the last date of shipment.
2. Check section Nos. with respect to drawing numbers, in order.
3. No. of pieces PMT should exactly be +/- 5% of Drawing weight kg / mtr.
4. Please mention Alloy & Temper against each section while issuing Packing List.

Prepared by:

Checked by:

(DGM/AGM-Export)

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JINDAL ALUMINIUM LTD ROLLING AND EXTRUSION DIVISION Address							
Email:				; Website: www.jindalaluminium.com			
<u>ORDER ACCEPTANCE</u>						Formant No: JAL/R&E/MAR(E)/F/04	
To :				Date:			
Fax No:				Pages:			
Attn :							
Ref :							
ALUMINIUM SHEETS/ROLLS/FOILS:							
SI No	DESCRIPTION	ALLOY & TMPER	WIDTH	QNTY	PACKING	UNIT PRICE	TOTAL AMOUNT
	GRAND TOTAL						
Total Quantity : Order Value : Delivery Terms : Payment Terms : Weight : Packing : Shipment : Port of Loading : Port of Destination : Certification of Origin :							
For JINDAL ALUMINIUM LTD,(ROLLING AND EXTRUSION DIVISION)							

JINDAL ALUMINIUM LIMITED (ROLLING AND EXTRUSION DIVISION)	
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JINDAL ALUMINIUM LTD
Rolling & Extrusion Dn
BANGALORE

RUN DATE:
PAGE NO.

A.O. AMENDMENT FORM
Format No.JAL/R&E/MAR(E)/F/04A

CUSTOMER :

AO NUMBER :

AO DATE :

AMENDMENT NO.

AMENDMENT DATE:

	AS PER ORIGINAL	AS PER AMENDMENT
PRODUCT NO.		
ALLOY TEMPER		
WIDTH		
QUANTITY		
PRICE		
PACKING		
REMARKS		

CC: Rolling / QA / Accounts / Shipping /IT

PREPARED BY:

AUTHORIZED SIGNATORY:

JINDAL ALUMINIUM LIMITED (ROLLING AND EXTRUSION DIVISION)	
Rev no: 00	Rev date:20.02.2018

Jindal Aluminium Ltd	<u>QUOTATION WORKSHEET OFFER</u>	Format No: JAL/R&E/MAR(E)/F/14				
Approved by: AGM/DGM(E) → OSD → GM(O) → ED → Export Dept						
Customer Name & Country						
SI No	Customer's specification/Requirement	Alloy / Temper	Width (mm)	Quantity (MT)	Remarks	
Our offer						
SI No	Description	Alloy / Temper	Coil wt in kg	Width (MM)	Price/kg	Total price USD/PMT
					LME cash	
					LME 3M	
Coil ID Coil OD Coil Weight Core Type : Paper/Aluminum/Steel			Alloy and Temper			
			LME/scrap			
			Conversion			
			Sea Freight			
			Insurance			
			Steel core charges			
			Alloy charge, if any			
			Extra FOB charges			
			Wooden Packing			
			ECGC Premium			
			Interest fordays			
			Slitting Charge			
			Commission			
			Legalization			
L/c bank/interest charges						
Others						
TOTAL						
Technical comments						
Payment Terms						
Other information			PMT FOB / C&F / CIF FOR FCL ORDER			
May Quote US \$			FOB / C&F / CIF PMT			
Last Order Price USD						
Prepared by:			Date:			

Note: Previous Day's LME on the date of quote will be considered for making offers.

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CUSTOMER SATISFACTION FEEDBACK QUESTIONNAIRE

Format No.JAL/R&E/MAR/F/18

Customer Satisfaction Survey
(Confidential)

CUSTOMER'S NAME	
PLACE	

Please Note: Rating: in 10 points scale please tick in the appropriate box as per the below the rating:

1 - 2	Unsatisfactory
3 - 4	Satisfactory
5 - 6	Good
7 - 8	Very Good
9 - 10	Excellent

1. Chemical Composition and Mechanical properties:

Jindal Aluminium Ltd

1	2	3	4	5	6	7	8	9	10
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Competitor

1	2	3	4	5	6	7	8	9	10
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2. Surface Finish:

Jindal Aluminium Ltd

1	2	3	4	5	6	7	8	9	10
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Competitor

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

3. Dimension and tolerance:

Jindal Aluminium Ltd

1	2	3	4	5	6	7	8	9	10
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Competitor

1	2	3	4	5	6	7	8	9	10
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4. Adherence to delivery schedules:

Jindal Aluminium Ltd

1	2	3	4	5	6	7	8	9	10
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Competitor

1	2	3	4	5	6	7	8	9	10
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...2)

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Format No.JAL/R&E/MAR/F/18 ... Continued...)

5. Response to enquiries / queries relating to our product & services:

Jindal Aluminium Ltd

1	2	3	4	5	6	7	8	9	10
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Competitor

1	2	3	4	5	6	7	8	9	10
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6. Quality of Packing:

Jindal Aluminium Ltd

1	2	3	4	5	6	7	8	9	10
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Competitor

1	2	3	4	5	6	7	8	9	10
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7. Response to your complaints & grievances:

Jindal Aluminium Ltd

1	2	3	4	5	6	7	8	9	10
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Competitor

1	2	3	4	5	6	7	8	9	10
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8. Overall Rating:

Jindal Aluminium Ltd

1	2	3	4	5	6	7	8	9	10
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Competitor

1	2	3	4	5	6	7	8	9	10
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Suggestions / Recommendations, if any for improvement:

Signature:
Office seal:

JINDAL ALUMINIUM LIMITED (ROLLING AND EXTRUSION DIVISION)	
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CUSTOMER COMPLAINT REGISTER
Format No. JAL/R&E/MAR/F/21

Sl. No	Complaint No.	Customer Name	Inv. No & Date	Product No.	Specification	Supplied Quantity	Quantity Rejected	Nature of Complaint	Date of Complaint	Reply sent on	Corrective Action

Prepared by:

Marketing Assistant

Checked by:

DGM/AGM (Export)

Retention Period: One year

JINDAL ALUMINIUM LIMITED (ROLLING AND EXTRUSION DIVISION)	
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QUALITY OBJECTIVES MONITORING RECORD

Format No: JAL/R&E /QMSC/F/01

- 1.0 Department:
- 2.0 Quality Objectives:
- 3.0 Reference Document:
- 4.0 Responsibility:

Sl.No.	Target	Actual	Target period	Action Plan	Remarks

Retention period: 3 years

JINDAL ALUMINIUM LIMITED (ROLLING AND EXTRUSION DIVISION)	
Rev no: 00	Rev date: 01.07.2017

EMPLOYEE DETAILS

Format No: JAL/R&E /TRG/F/01

Div Code :
Name :
Sex :

Dept. Code :
D.O.B :

Staff Code :
Designation:
D.O.J. :

Educational Qualifications	Year	Current knowledge (Professional Training)	Year
Previous Experience			
Nature of Job		Duration	
Promotions		Year :	
Additional training			
Programme	Duration	Conducted By	Remarks

DEPT. HEAD

**JINDAL ALUMINIUM LIMITED
(ROLLING AND EXTRUSION DIVISION)**

Rev no: 00

Rev date: 01.07.2017

TRAINING NEEDS IDENTIFIED

Format No: JAL/R&E/TRG/F/02

DEPARTMENT:

PERIOD:

Sl. No.	Name	Designation	Topic	Type of training	Source		Tentative Schedule
					Internal	external	

Prepared By

Approved By

Retention Period: One Year

JINDAL ALUMINIUM LIMITED (ROLLING AND EXTRUSION DIVISION)	
Rev no: 00	Rev date: 01.07.2017

RECORD OF TRAINING IMPARTED

Format No: JAL/R&E/TRG/F/03

DEPARTMENT:

PERIOD:

Sl No	Name	Designation	Topic	Date of Training	Type of training	Signature of Trainee	Training given by	
							Name	Sign

Retention Period: One Year

JINDAL ALUMINIUM LIMITED (ROLLING AND EXTRUSION DIVISION)	
Rev no: 00	Rev date: 01.07.2017

REVIEW OF EFFECTIVENESS OF TRAINING

Format No: JAL/TRG/F/04

Department:

Sl No	Name	Topic	Effectiveness Criteria	Excellent	Good	Average	Poor	Date of Review	Sign of HOD
1			Job performance						
			Knowledge & Communication skill						
			Attitude						
2			Job performance						
			Knowledge & Communication skill						
			Attitude						
3			Job performance						
			Knowledge & Communication skill						
			Attitude						
4			Job performance						
			Knowledge & Communication skill						
			Attitude						
5			Job performance						
			Knowledge & Communication skill						
			Attitude						
6			Job performance						
			Knowledge & Communication skill						
			Attitude						
7			Job performance						
			Knowledge & Communication skill						
			Attitude						

Prepared By

Approved By

Note: Effectiveness of Training will be reviewed by concerned HOD after 2 months of training.

Retention Period: One Year