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1.0   Purpose

2.0   Scope

3.0   Responsibility and Authority

4.0   Service Provision Procedure

4.1 General

4.2 Ensuring the control conditions of service provision include

4.3 Identification and Traceability

4.4 Customer Property

4.5 Preservation

4.6 Customer Communication (post service provision activity)

4.7 Control of Changes

5.0 Criteria and Risks of 'Service Provision' Process

5.1 Criteria of 'Service Provision ' Process

5.2 Addressing the risks and opportunities of the 'Service Provision' process

6.0 Documented information of 'Service provision' Process

7.0 Revision History

...

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4.0 Service Provision Procedure

4.1 General

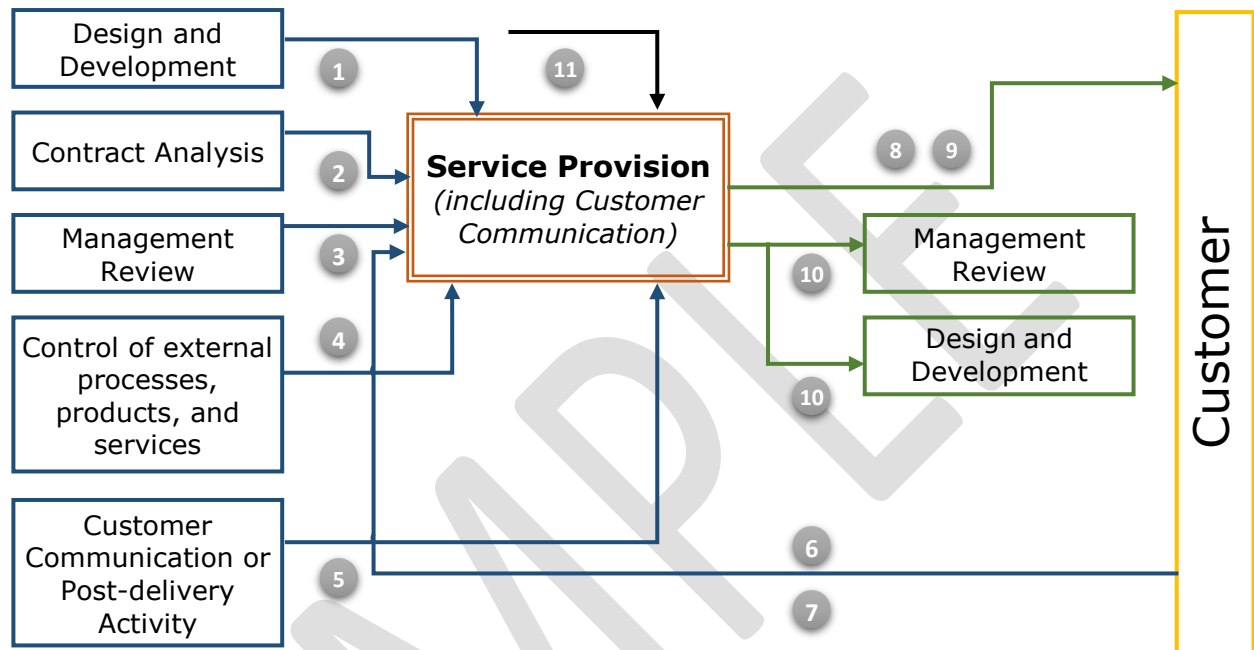'Service Provision' Process model is displayed on Fig. 1.

Fig.1 'Service Provision' Process Model

'Service Provision' Process Model Flows

1 - Service provision methodology

2 - Contract terms

3 - Decisions about changes and improvements

4 - Infrastructure, necessary for service provision

5 - Measuring equipment, used for service provision

6 - Customer complaints

7 - Information relevant to efficiency and suggestions for improvement of the recommendations and methodologies transferred to the customer

8 - Service

(9) - Post service provision activity

(10) - Customer communication data, including suggestions for improvement

(11) - QSP 8.5-01 Service Provision

'Service Provision' Process includes four sub processes:

- Technical audit [6.1];
- Training [6.2];
- Project Management [6.3];
- Customer communication (post service provision activity) (sec. 4.6).

Note: List the provided services here. 'Customer communication sub process (post service provision activity)' will be present in the list for any service type.

The Process is initiated by Signing of Service provision contract ('Contract Analysis' process).

4.2 Ensuring the control conditions of service provision include

- Services are provided in accordance with approved methodologies [6.1, 6.2, 6.3], that describe service provision procedure and contain the requirements for the intended results. The Methodologies are developed in the course of 'Design and development' process.

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