



**The Inspection Technology and  
Quality Assurance National Institute**

**EXTERNALLY PROVIDED  
PROCESS  
ITQAN-MP-09**

**According to ISO 9001:2015 ISO 14001:2015 and ISO 45001:2018 requirement**

**ITQAN Institute**



## EXTERNALLY PROVIDED PROCESS

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## EXTERNALLY PROVIDED PROCESS

### 1. PURPOSE:

The purpose of this process is to establish a streamlined method for selecting suppliers/contractors to effectively support ITQAN Institute's business operations. By adhering to this process, we ensure that all procurement activities align with our goals of quality, efficiency, and cost-effectiveness. This document outlines the procedure while emphasizing continuous improvement and strategic supplier collaborations.

### 2. SCOPE:

This procedure involves all stages of procurement contracts, including price and terms, negotiations, order placement, and payment. It covers both suppliers/contractors and ensures spending control, appropriate approvals, and adherence to procurement standards.

### 3. RESPONSIBILITY:

The Procurement Manager is tasked with overseeing the adherence to this process and maintaining accurate documentation and records throughout the procurement stages. Collaborative efforts across departments/units are encouraged to ensure seamless communication and decision-making.

### 4. PROCEDURE:

#### 4.1. Initiation and Evaluation:

- The Procurement Manager initiates the process by inviting potential suppliers/contractors. Initial information is documented on the Supplier Register Form (SRF) ([ITQAN/PR/01](#)).
- The Procurement Manager collaborates with the management representative for correspondence or visits, if necessary, to evaluate and list the suppliers/contractors in the Approved Vendor List ([ITQAN/PR/02](#)). Suppliers/Contractors are evaluated based on performance ([ITQAN/PR/03](#)).
- Performance evaluations consider product quality, technical, punctual deliveries, favourable payment terms, and adherence to legal requirements. The evaluation stages occur annually to ensure consistent suppliers/contractors' performance.

#### 4.2. Quotation and Selection:

- Upon receiving a purchase request ([ITQAN/PR/04](#)), the Procurement Manager requests quotations/proposals ([ITQAN/PR/05](#))/([ITQAN/PR/06](#)) from a minimum of three active suppliers/contractors listed in the Contract Vendor.
- For recurring material needs, quotation requests may be directed to the top two suppliers from previous purchase orders.
- A comprehensive evaluation, including both technical and commercial aspects, is conducted for all received offers.

#### 4.3. Order Placement and Communication:

- After agreement on terms and conditions, the Purchase Order ([ITQAN/PR/07](#)) is issued to the chosen suppliers/contractors.
- Copies of the Purchase Order are shared with the Finance Department and Quality Department for internal coordination and accountability.
- Any department with feedback, comments, or concerns about the Purchase Order should provide formal communication to the Procurement Manager at earliest.

#### 4.4. Delivery and Payment:

- Once the end user receives the goods/materials and confirms their condition without any issues, a signed delivery note is obtained.
- The end user shall sign the Goods Receiving Note (GRN) ([ITQAN/PR/08](#)) once the goods/materials are received from the vendor.

- For some project, ITQAN requests the vendor to complete “Contractor’s Provisional Work Completion Certificate (CPWCC) ([ITQAN/PR/09](#))” before facilitating the final payment.
- The Finance Department is then provided with the necessary documents, including the invoice and delivery note, to facilitate the final payment.

**4.5. Issue Resolution and Continuous Improvement:**

- In case the end user raises concerns regarding delivered goods/materials, the supplier/contractor is contacted within three (3) working days to address and resolve the raised issues related to the purchase order.
- Feedback from various stakeholders, including end users and internal departments, is invaluable for process improvement. This feedback drives proactive enhancements to our procurement practices.

**4.6. Strategic Supplier Collaboration:**

- In the event of local purchasing, we strive to foster strong, long-term agreements with frequent suppliers/contractors. These agreements help secure special prices and favourable terms, contributing to our cost-effectiveness and competitiveness.

**5. ASSOCIATED DOCUMENTS:**

- Supplier Assessment Form ([ITQAN/PR/01](#))
- Approved Vendor List ([ITQAN/PR/02](#))
- Supplier Evaluation Form ([ITQAN/PR/03](#))
- Purchase Requisition Approval Form ([ITQAN/PR/04](#))
- Request For Quotation ([ITQAN/PR/05](#))
- Request For Proposal ([ITQAN/PR/06](#))
- Purchase Order ([ITQAN/PR/07](#))
- Goods Receiving Note ([ITQAN/PR/08](#))
- Contractor’s Provisional Work Completion Certificate (CPWCC) ([ITQAN/PR/09](#))