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|-----------------|---------------------------|-------------------|---------------|-------------|-----------------------|
| Operation/Task: | Overload Outside Services | | | Equipment: | N/A |
| Owner: | Purchasing Manager | Date Created: | 11/1/14 | Department: | Manufacturing Support |
| | | Revision History: | See last page | | |

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

Purpose: This SOP/work instruction describes the process of managing overload work from manufacturing.

| Step # | Alerts | Step Description - "What to Do" | "How to Do it" | "Why to Do it" |
|--------|---|--|---|---|
| 1 |  | Scheduling/Department Manager identify need for assistance from outside service to meet ticket due date. | Review needs daily using schedule and knowledge of equipment capabilities. | To meet the customers expectation. |
| 2 |  | Check to make sure the job is not a PHI or SPII job. | Check the top of the ticket directly under the "Job Title Line" for a black box that would have the indicators reversed out "PHI" or "SPII" | PHI and SPII jobs are not to be outsourced. Unless they have passed vendor security audit performed by CAPS team. Contact IT Security and Compliance Manager or CFO to confirm vendor has passed audit. See SOP-QS001 |
| 3 |  | Buyer identifies potential vendor and makes initial contact. | Call or email pertinent information for the vendor to be able to successfully produce the job. | Reduce the risk of spoilage and produce the project in a timely manner. |
| 4 |  | Sales Representative is informed of the vendor selected and has final say if the supplier is ok to use. | Call or email job number and reason why it is necessary to outsource their project. | Guarantee no conflict of interest with the Customers job. |

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| 5 | ◆ | Buyer will generate a purchase order using the MIS system | <p>Purchase orders at a minimum shall contain the following:</p> <p>Information necessary for processing invoices. Purchase order number, purchase order date, ENPOINTE job number, bill to address, Vendor name and address, ship to address, requestors name, and due date.</p> <p>Line items will consist of detail description of product or services being purchased, size, quantity, unit of measure, price.</p> <p>Additional charges for shipping or tax should be broken out on a separate line when applicable.</p> <p>Notes area can be used for overs/unders allowed, samples requested, or quality requirements.</p> | To have record of transferring possession and know what needs to be returned. |
| 6 | ◆ | Notify Sales/CSR/Production/Shipping of materials needed to be moved | Use Prestige schedule to relay information regarding product movement. | Give shipping a list of jobs needing to be shipped or picked up and communicate the transfer of these materials to others in the organization. |
| 7 | ☑ | For overload services the department manager will assist in gathering paperwork/materials and performing QC checks | Have materials moved to the shipping area and ensure loads are properly marked. Also bring the ticket and proof/moch up to purchasing. If a quality concern comes up at the vendor the Manager will assist by doing the QC check at the vendor. The Manager may request help from Sales or Customer Service Representative. | To ensure the product that is being produced at the vendor meets ENPOINTE requirements and will do to the Customers satisfaction. |
| 8 | ◆ | Check Pricing | Compile the cost on the estimated processes to be outsourced including materials and take 80%.If a vendor cannot be located to do the pricing for 80% of the sell Sales/CSR and the Vice President of Operations to determine how to proceed. | ENPOINTE needs to make this margin to be profitable. |
| 9 | ☑ | Notify Sales or CSR of quality check if requested | Communicate in person, phone or email date and time along with the location of the quality check | So ENPOINTE has the opportunity to perform quality check. |
| 10 | ◆ | Copy of the signed off product for job ticket retention | Sales or CSR will bring back a signed off copy and put in the job ticket. | Record of what was agreed upon when job was ok'd at the outside vendor. |

Notes:

Anytime work can be scheduled in advanced would be helpful.
If a quality concern is found follow Non-conforming Product SOP (NCP001).

Definitions:

Vendor-Any non ENPOINTE Employee performing work requested by ENPOINTE

PHI-Protected Health Information is linkage of actual or potential medical status to an individual.

SPII-Sensitive Personally Identifiable Information is an individual's first and last name or first initial and last name combines with personal information. Some examples of personal information are Social Security number, bank account number or Driver's License number

| Revision History | Description of Changes | Requested by | Date |
|------------------|--|--------------|---------|
| Rev 1 | Revised SOP to new format | Rick Hamann | 11/1/14 |
| Rev 2 | Added Revision History table | Rick Hamann | 8/1/16 |
| Rev 3 | Updated to current SOP format; branding updates: font, company name; Manager review – no changes | Rick Hamann | 4/21 |
| Rev 4 | Change verbiage in Step 6 How To Do It Added verbiage in Step 2 Why To Do It | Rick Hamann | 9/7/23 |