

1. All work on the product, regardless of the process, is placed on hold;
2. Any changes resulting from the customer communication is handled as per this procedure;
3. The [Sales Manager](#) or the [QEHS Manager](#) will contact the customer and resolve conflicting issue(s);
4. After another contract review has taken place, work may resume on the product in question.

1.4.9 Contract Risk Assessment

The Risk Assessment Chart below should be used to determine the degree of risk involved with product delivery and product quality.

1. **Product delivery**, consider facility and equipment availability as well as the maintenance thereof, supplier performance and material availability;
2. **Product quality**, consider delivery of nonconforming product and the availability of competent personnel;
3. Assess each consideration for likelihood of occurrence and impact severity;
4. No further action is required for those risks determined as '**acceptable**' and/or '**minor**';
5. Contingency plans may be implemented for those determined a '**concern**';
6. Schedule meetings with involved personnel to include an agenda of discussion items to entertain and impose for risks determined to be a '**major**';
7. Record meeting minutes and action items defining responsibilities.

Likelihood of Occurrence (L)	Impact Severity				
	Very Low	Low	Moderate	High	Extreme
Improbable	1 Acceptable	2 Acceptable	3 Acceptable	4 Acceptable	5 Minor
Unlikely	2 Acceptable	4 Acceptable	6 Minor	8 Minor	10 Concern
Moderate	3 Acceptable	6 Minor	9 Minor	12 Concern	15 Concern
Likely	4 Acceptable	8 Minor	12 Concern	16 Major	20 Major
Probable	5 Minor	10 Concern	15 Concern	20 Major	25 Extreme

1.5 Forms & Records

All documentation and records generated by the contract review process is retained and managed in accordance with the [Documented Information Procedure](#).

Title & Description
Requirements Review Checklist