# CONTRACT & ORDER REVIEW PROCEDURE

*Quality Procedure*

Al Khobar Stockist Warehouse & Distribution Facility

DTE-QMS-PRO-04 | Revision 00 | Effective 01 January 2026

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| Document Title | Contract & Order Review Procedure | Effective Date | 01 January 2026 |
| Issued By | HSE & Compliance Function | Approved By | General Manager |
| Applicable To | Al Khobar Warehouse & Distribution Facility | Classification | Internal / Controlled |

# Contract & Order Review Procedure

Before accepting a customer purchase order or contract, Diode reviews the requirement to confirm that specification, quantity, delivery timeline, and any certification or documentation requirements (e.g., certificates of conformance/compliance, material test certificates) are clearly understood and can be met from stock or through the affiliated UAE/Qatar production facilities.

## Order Acceptance Checklist

- Product specification matches an item Diode stocks or can source through an approved production partner.
- Requested quantity is available, or a realistic replenishment lead time can be committed to the customer.
- Delivery timeline requested by the customer is achievable given current stock position and logistics arrangements.
- Any certification, labelling, or documentation requirement specified by the customer is identified and can be fulfilled.
- Pricing and payment terms are confirmed before the order is logged as accepted.

## Order Changes

Where a customer requests a change to an accepted order (quantity, specification, or delivery date), the change is reviewed against current stock and supply position before confirmation, and the customer is informed of any resulting impact on price or lead time. Confirmed changes are recorded against the original order, with the change history retained.

## Customer Complaints & Claims

Customer complaints and claims are logged in the Customer Complaint Log on receipt, investigated, and responded to within the target closure time defined in the Quality Objectives & KPIs. Investigation covers whether the issue originated at the warehouse (e.g., picking, packing, labelling) or upstream at the production facility, and corrective action is raised accordingly under the Corrective Action & Control of Nonconforming Product Procedure.

## Certificates & Conformance

Where a customer order requires a Certificate of Conformance (COC), Certificate of Analysis (COA), or equivalent, Diode obtains and forwards the relevant document issued by the originating production facility, and verifies that it corresponds to the batch/lot of product being supplied before dispatch. Certificates are cross-checked against the specific consignment rather than issued generically.

## Contingency Planning

To maintain continuity of supply to customers, Diode maintains stock buffers for key product lines, holds more than one approved logistics/transport provider where practicable, and maintains contact with its UAE and Qatar production partners to manage lead-time or supply disruptions. Contingency arrangements are reviewed as part of Management Review.

## Legal & Regulatory References

This procedure has been developed with regard to the following legal, regulatory, and industry reference points applicable to Diode's operations in the Kingdom of Saudi Arabia. Diode does not represent certification against any external standard referenced below unless separately stated; references are used to inform internal practice.

| Reference | Relevance |
|---|---|
| **ISO 9001, Clause 8.2 (Requirements for Products & Services)** | Reference point for the order-review-before-acceptance approach applied here. |

## Records Retained

The following records evidence the operation of this procedure and are retained for a minimum of five (5) years unless a longer period is required by contract or law, and are made available to customers, principals, and appointed auditors upon reasonable request:

- Order acceptance checklist (per order, where risk-based review is applied)
- Customer Complaint Log
- Certificates of conformance/compliance issued per consignment

## Related Documents

- DTE-QMS-PRO-06 Receiving Inspection Procedure
- DTE-QMS-PRO-09 Corrective Action & Control of Nonconforming Product Procedure

## AUTHORIZATION

| Prepared By | Reviewed By | Approved By (General Manager) |
|---|---|---|
| Name: Anfal Ahmed<br>Signature: ____________________<br>Date: ________________________ | Name: Raeed Mohammed<br>Signature: ____________________<br>Date: ________________________ | Name: Mohammed Faisal<br>Signature: ____________________<br>Date: ________________________ |

**Company Stamp:**