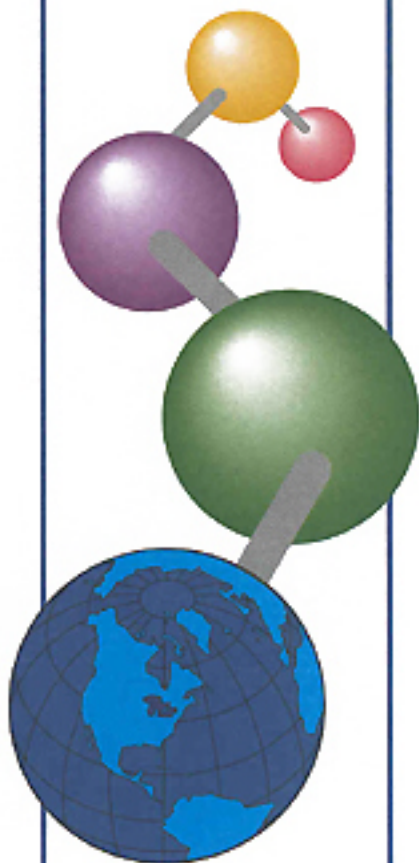


CONTRACT REVIEW - CHECKLIST

Identification of customers requirement

- 1** *Application*
- 2** *Product specification (standard)*
Additional requirements
 - Viscosity
 - Colour
 - Odour
 - Air
 - Continuous
- 3** *Legal requirements / Product documents*
- Feed, concrete, OFC etc
- 4** *Availability (commercially and strategically)*
- 5** *Documentation of product*
- 6** *Other requirements / Confirmations*
- 7** *Samples*
- 8** *Customers approval*
- 9** *Contact persons*
Customer
Producer
Sales office
Customer Service



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CONTRACT REVIEW - CHECKLIST

Customers requirements clearly defined

Product *Product specification*
PDS and SDS
Name
Code
Toll code

Volume *Total volume*
Volume per delivery
Unit of volume

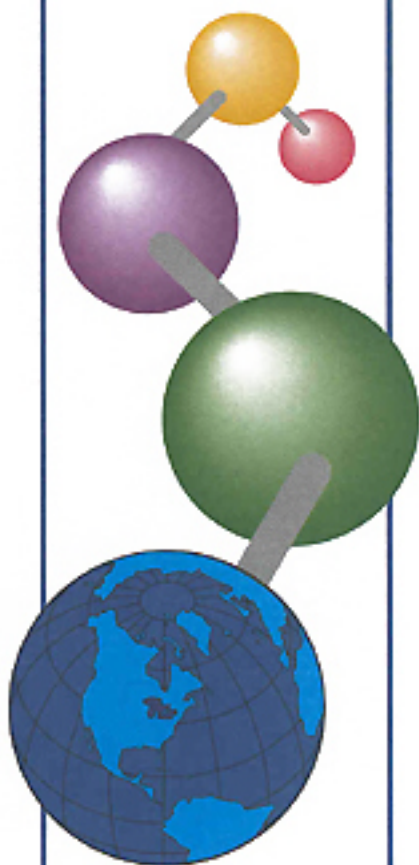
Packaging *Bags*
Pallets
Containers
Size
Type Big bags
Loops
Labels
Shrink-wrapped
Bulk
Others

Pricing *Currency*
Total amount
Price/unit of volume

Credit terms *Borregaard credit term policy*
Delivery time / lead time

Delivery terms *Borregaard policy*
INCO terms 1990 / INCO terms 2000

Other items agreed
The result of the review and subsequent follow-up action shall be recorded



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CONTRACT REVIEW – CHECKLIST

Customer communication

*Product and service information
Order handling
Customer complaints and actions
Customers responses relating to
performance*

Other items

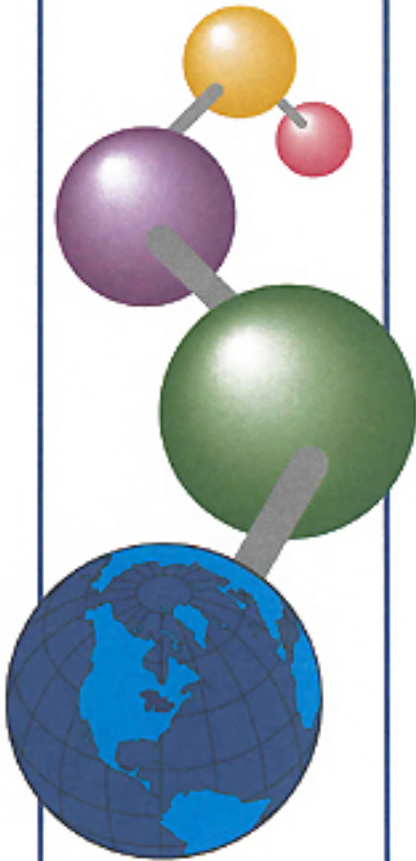
Systems

Objectives

*As a tool for sales forces, marketing and
customer service as well as for TAM:s*

*Target to increase customer satisfaction and
increase profit.*

Customer review for META product



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