

**JAWACHI OILFIELD & ALLIED SERVICES NIG LTD.**

**COMPANY PROFILE**

# **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)**

## **COMPANY PROFILE**

JOASNL-Total quality management is an integrated system of principles, methods and best practices that provide a frame work for JOASNL main activities, which is focused on fire, safety and environmental protections, logistic supplies, installation and maintenance contracts.

**JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** strive for excellence in every facet of our corporate operation.

**JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** is a collection of principles, techniques, processes, and best practices that over time have been proven effective.

**JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** exhibits the majority of products, and services that are typically identified and required by Nigerian industries, Oil and Gas companies.

**JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** implementation is unique. This is great recipe for the company's success, however shall be reviewed every two years. In order to ensure the competitiveness of **(JOASNL)**.

**JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** Have signed distributorship agreement with manufacturers of fire safety and oil spill protection, logistics materials/equipment and machineries located in USA, Europe, Canada, Australia, Asia, and middle East.

Find below some of the said agreements and reputable manufacturers' products pages like Britannia fire at UK, NAFFCO/GERMANIA at Dubai UAE, SpilTech Environmental inc at USA, Innotex at Canada, PDK at France, Productos at Spain, Philip and Smith at New Zealand, Jacinto at Portugal, just to mention a few. However they speak for our preparedness to satisfy customers demand. In addition to our ability to maintain large/high stock level in our showrooms and warehouses across the country. These actually accorded us our distributorship status. Our company (JOASNL) quest for being major distributor to original equipment manufacturers (OEM). And recruitment of qualified and well trained personnel had improved our performance and responsiveness. (JOASNL) have keen interest in understanding customer's needs, as well as resolving and identified needs with our OEM so as to provide effective and efficient solutions which will be timely enough to combat and retard most emergency situations like fire out break, oil spillage, air pollution/toxicity etc. **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** have processes that continuously collect, analyze and act on customer information. Activities are often extended to understanding competitor's customers.

Developing an intimate understanding of customer needs allows **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** to predict future customer market behavior.

**JAWACHI OILFEILD & ALLIED SERVICES NIG LTD. (JOASNL)** integrates customer knowledge with other information and use the planning process to orchestrate action throughout the organization to manage day to day activities and achieve future goals. Plans are reviewed at periodic intervals and adjusted as necessary. The planning process is the glue that holds together all **JOASNL** activity.

**JAWACHI OILFEILD & ALLIED SERVICES NIG LTD. (JOASNL)** understand that customer will only be satisfied if they consistently receive products and

services that meet their needs or are delivered when expected, and are priced for value. The COMPANY uses the techniques of process management to develop cost-controlled processes that are stable and capable of meeting customer expectations.

**JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** also understand that exceptional performance today may be unacceptable performance in the future so they use the concepts of process improvement to achieve both breakthrough gains and incremental continuous improvement. Process improvement is even applied to the system itself.

The final element of **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** model is total participation. **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** understands that all work is performed through people. This begins with leadership. In **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** top management takes personal responsibility for implementing, nurturing and refining all activities. They make use of people who are properly trained, capable and actively participate in achieving organizational success. Management and employees work together to create an empowered environment where people are valued.

In line with our **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** Health, Safety and Environment Policy Statement, **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)** is committed to conducting its business in a manner that promotes the health and safety of its employees and all stakeholders and assets, as well as protect the environment.

Health Safety and Environment (HSE) Department is mainly responsible for the administration of corporate matters on occupational health, safety and

environmental protection. The unit tenders services that include Corporate Environmental protection and Safety Management, compliance with Corporate Safety standards., pollution control, fire protection, emergency preparedness and response conducts corporate-wide health, safety and environmental(HSE) awareness campaigns, enforcement of compliance, provide HSE consultancy to SBUs/CSUs, carryout compliance audit and HSE internal training as well as institutionalize health, safety and environment related culture in the corporation.

**JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)**, the safety of our people, protection of our environment and assets are the main focus. Our first priority is the prevention of avoidable emergencies and such other incidents as fire disasters, oil spills, effluent discharges, gas emissions and releases, but when they do occur, we respond swiftly, learn from each incident and improve our readiness. We ultimately aim to achieve “goal zero” with zero incidents to ensure no-harm to people and no harm to environment viz. zero emissions, zero spills, zero effluent discharges, zero fatalities and zero litigation.

This we achieve through our standard health, safety and environment (HSE) practice which holistically improve overall business performance, enable us sustainable development, sustain positive corporate image and assure all stakeholders of **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)**, corporate social responsibility and sustainable development initiates. In continual demonstration of responsible HSE management practices in every aspect of our operations, we have advanced rapidly in the implementation of a comprehensive HSE management system (HSE-MS) corporate-wide, enabling HSE risks to be mitigated and managed to As Low As Reasonably Practicable (ALARP).

HSE fits strategically into **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)**, mandated by working in the best possible way to balance and integrate all aspects of environment and safety considerations into all **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)**, business objectives and decision. These considerations include among others, strong HSE management and performance in **JAWACHI OILFEILD & ALLIED SERVICES NIG LTD.(JOASNL)**, engineering design, construction and technology selection, continuous development and training. In this regards, we maintain an effective synergy with all our units for effective coordination and monitoring of all aspects of safety and environment in engineering project and operations.

**Sign by Managing Director/CEO**

**JAWACHI OILFIELD & ALLIED SERVICES NIG  
LTD.(JOASNL)**

**QUALITY MANAGEMENT SYSTEM MANUAL**

DOCUMENT: TITLE  
**Quality Assurance Manual**

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## 1.0 Introduction

This Manual explains the means by which **JAWACHI OILFIELD & ALLIED SERVICES NIG LTD.(JOASNL)** hereafter referred to as the Company, puts into practice its Quality System.

The Company's Quality System complies with the requirements of the International Standard BS EN ISO 9002. The Manual describes the overall Quality Policy, its principles, organizational requirements and how the main Company activities are controlled.

To satisfy specific contractual requirements, project Quality Plans shall be constructed to clearly identify and document the specified requirements.

The Quality System is based on a documented system which consists of three levels. The first level is made up by the **Quality Assurance Manual**, this is a policy document which does not include procedures. Administrative Documents which specify the organizational basis of the system and Key Quality Management Procedures form the second level of Quality Documentation. The level consists of specific Operational Procedures and Work Instructions. For details of the specific procedures adopted throughout the operations of the Company to ensure that the required quality is achieved, reference should be made to second and third level documents.

The Quality Assurance Manual and its supporting documentation are controlled documents.

Copies of this Manual and the relevant sections of its supporting documentation shall be held by Managers at the level of Department Head and above, but shall be available to all employees. A Register of Holders shall be maintained by the Quality Assurance Department. Additional controlled copies can be issued to a department on written request from the Department Head.

To support the Quality System, the Company shall maintain effective communication with the Client through the Operations and the Sales and Marketing Departments. A performance monitoring

questionnaire will be sent to the Client on work completion, in order to determine his perception of the quality of the service provided.

## **2. 0 ORGANISATION**

An Organogram of the management organization is given Appendix 1.

### **2.1 individual Responsibilities**

The Managing Director has overall responsibility for the existence of the Quality System.

The Quality Assurance Manager reports to the Managing Director and as the appointed management representative he is responsible for the control and administration of the requirements of the Quality System.

The individual responsibilities of key personnel are defined in the job descriptions given in the departmental administration procedures contained in the Quality Assurance Level Two Documentation.

### **2.2 Departmental Responsibilities**

A brief resume of the departmental responsibilities is given below

#### **SAFETY**

To provide professional safety advice and assistance and to monitor the adherence to safety and environmental requirements through the Safety Officers and the Radiation Protection Advisor.

#### **QUALITY ASSURANCE**

Responsible for the administration of the Quality System including monitoring its effectiveness.

#### **FINANCE AND ADMINISTRATION**

Responsible for personnel recruitment, office equipment and routines, central document control, purchasing, subcontracting, accounting, invoicing, cost control, building maintenance and warehousing.

## **BUSINESS DEVELOPMENT /COMMERCIAL UNIT**

Responsible for the compilation of tender submission to Clients and the review and control of contracts.

## **MARKETING AND SALES**

Responsible for promoting the Company, development of marketing and sales strategy, analysis and review of customer requirements and the investigation of new or alternative markets for the Company's services.

## **OPERATIONS**

Responsible for the mobilisation, operation and logistical support for the Services.

## **EQUIPMENT AND MAINTENANCE**

Responsible for the maintenance, calibration and certification of all the Company's equipment.

## **MATERIALS/LOGISTICS**

Responsible for the purchasing of all Company equipment and consumables and for the movement of all Company equipment resources.

## **TECHNICAL**

Responsible for design, engineering, technical, inspection, planning and Drawing Office services and support for departments and other offices as required.

## **PERSONNEL**

Responsible for the aspects of personnel administration and recruitment for all permanent staff and benefit administration for sub-contract staff.

### **2.3 Resources**

Each department shall identify the necessary verification requirements for its activities and shall allocate adequate resources

and personnel to ensure that these requirements are demonstrably completed by inspection, review, or audit.

### **3.0 QUALITY SYSTEM**

#### **3.1 Core Quality System**

**JAWACHI OILFIELD & ALLIED SERVICES NIG LTD.(JOASNL)** has established a documented Quality System as a means of ensuring that its products and services conform to specified requirements. The Quality System includes the provision of a Quality Assurance Manual, documented Operational Procedures and Work Instructions and a document control system. Other critical factors in the Company's Quality System include the development, acquisition and review of those components necessary to achieve required quality, the clarification of standards of acceptability, the compatibility of activities and documentation and the identification and preparation of quality records. A schematic representation of the Quality Assurance System documentation is contained in Appendix 2.

Quality Procedures and Work Instructions are written within the relevant Departments, reviewed by other involved Departments where necessary and authorised by the Manager or Head of the relevant Department before being issued by the Quality Assurance Department. Quality Assurance staff are available to evaluate these Procedures and Work Instructions to ensure adherence to Quality Assurance Principles.

#### **3.2 PROJECT QUALITY SYSTEM**

Each project undertaken by the Company shall have Project specific documentation prepared in accordance with the Standard System in order to ensure that all relevant information is available to personnel at the work site. Quality Plans shall be developed which reference to all applicable project and generic Company procedures.

Wherever possible, Procedures and work Instructions from the Core Quality System shall be used with appropriate bridging

documents to modify them so that they accurately reflect the project procedural requirements identified and evaluated during contract review.

Where required, the Procedures shall be collated in a Project manual. The preparation of this Manual shall be the responsibility of the assigned Project Manager,

### **3.3 Management Review**

A review of the Quality System shall be undertaken by the Managing Director, at nominal intervals of six months. The review meeting may be incorporated into other meetings held by The Company's senior management. Additional meetings may be held where a significant impact on the Quality System arises.

The review is carried out to determine the continued suitability and effectiveness of the Quality System and the achievement of quality objectives. The results of the review shall be minute and the Development Plan prepared as a result of the review shall be circulated.

### **4.0 CONTRACT REVIEW**

Upon the receipt of any Tenders for contracts, it is essential that documented Contract Reviews take place. This review is the responsibility of the Business Development/Commercial Unit. Upon receipt of an enquiry, an initial review is carried out to determine the Company's capability to comply with the Client's requirements. The responsible department will agree to submit an offer (bid). In order to prepare the bid, an in-depth review of the contract requirements is carried out from both technical and commercial standpoints.

On award of the contract, and prior to its acceptance, a detailed review of all contract documents is carried out to ensure that its requirements are the same as those of the tender, any areas differing from those in the tender shall be resolved.

Procedures are documented to ensure that the requirements of the contract are defined and documented so that any requirements differing from those in the tender can be resolved in a timely manner. Procedures exist to ensure that input is received from members of the Company with experience in relevant fields, thereby ensuring that the Company has the means to meet agreed contractual requirements. Project Managers and other personnel are available from all Departments of the Company to ensure that appropriate input to the Contract Review is obtained at both the Tender Submission and Contract Award phases.

Any variation from the original tender enquiry shall be documented and resolved with the Client prior to contract acceptance. Where a variation arises after contract award, it shall be documented and implemented by the Project Manager, in accordance with the procedure documented within the contract.

Records of these reviews shall be maintained in the Commercial Department.

Telephone requests or contacts for work, taken primarily by **JAWACHI OILFIELD & ALLIED SERVICES NIG LTD.(JOASNL)** shall be verified prior to acceptance. This will be performed verbally by repeating the work request to confirm its requirements. A notation shall be made of the request in the Operations Diary/Logbook.

## **5.0 DESIGN CONTROL**

### **5.1 General**

The Engineering Department is responsible for the control and verification of all design work. This responsibility includes preparation, control, manning and review of the programme for each design or development activity. These activities shall be performed by suitably qualified and experienced personnel.

Procedures are in place to identify the interfaces between different activities and to ensure that all essential information is documented, transmitted and updated as required. These procedures include those

Interdisciplinary Checks required to minimise the possibility of inter-discipline conflicts and to ensure

the efficient transmittal of information required to avoid duplication.

## **5.2 Design Input**

At the initiation of design work by the Engineering Department, input requirements are documented and reviewed by the Department's staff and key personnel from other relevant departments or Operations, to ensure the resolution of any incomplete, ambiguous or conflicting requirements.

This review covers input from within the Company as well as from the Client and Statutory requirements. Design work is carried out in accordance with those Codes or Standards specified by the Client, or, where these are not specified, in accordance with appropriate international Codes and Standards.

## **5.3 Design Output**

All design output is documented in terms of requirements, calculations, analyses, reports, logs, plans, etc. All output is reviewed by qualified and experienced staff to ensure that it meets design input requirements and contains all the characteristics critical to the safe and proper functioning of the finished product or service. This review is indicated by the signature of the reviewer on the relevant output document.

## **5.4 Design Review**

At each stage of design, a formal review shall be undertaken against the design brief to identify and anticipate problem areas and inadequacies and to initiate the necessary corrective actions.

## **5.5 Design and Development Planning**



The Engineering Department is responsible for ensuring that all the stages of each design and development are documented and responsibilities for all activities are clearly identified, defined and allocated to suitably qualified and experienced personnel

A design plan shall be developed and will conform to the requirements of the relevant procedures. In particular, it will define the project organization, the authorities and responsibilities of the project team, the design schedule, the control requirements in terms of interface, change and documentation controls and the method of verifying the design. These plans are updated as design progresses.

## **5.6 Design Verification**

Verification of design work is performed to ensure that the design output meets the design input requirements and is carried out by suitably qualified and experienced personnel who, wherever practicable, are not directly involved in the design being assessed. Documents to be checked include calculations, drawings, procedures, etc. Such checks are documented by the presence of signatures of the personnel performing the checks. Where necessary, documented interdisciplinary Checks are arranged to ensure that all relevant interfaces between different disciplines are documented and any Non-conformances or conflicts are resolved.

## **5.7 Design Validation**

A design validation shall be performed by means of appropriate tests and/or trials on the completed design to ensure that it conforms to the specified requirements

## **5.8 Design Changes**

Design changes shall be authorised, controlled and documented by implementation of the appropriate procedures otherwise Known as Management of Changes(MOC)

## **5.9 Records**

All documents including the design plan, check prints, records of design review and other methods of verification, shall be retained and tiled systematically to enable the design and its development to be tracked.

## **5.10 Design Innovation**

The development of a design which is innovative in its approach to solving a problem by virtue of the use of new materials or techniques, shall be subject to a detailed design review, before it is adopted. Particular attention shall be paid to analysis of the risks involved relating to safety, feasibility, maintainability and reliability.

Where an innovative approach is adopted, measures shall be taken to monitor the in-service performance of the product so that the product can be recalled if necessary.

## **6.0 DOCUMENT AND DATA CONTROL**

### **6.1 General**

It is Company Policy that systems for the generation, issue and control of all significant documents are operated to ensure that only the applicable issues of the relevant documents are available and used. Holders of Quality Procedures are responsible for complying with the procedures for the control of documents. They shall ensure that the pertinent issues of relevant Quality Procedures are available at all locations where operations essential to the effective functioning of the Quality System are performed. They shall also ensure that obsolete documents are promptly removed from all points of use by the personnel responsible for those procedures and that the OA Department is notified of any changes made to documentation.

Similar controls are in use on projects to control incoming and outgoing documents.

## **6.2 Document Changes**

All documents contained in the Quality System are subject to annual review. Where this review indicates that change is required, the changes shall be made by the department to which they refer, in accordance with documented procedures. Documents shall be reissued when a significant number of changes have been made.

## **6.3 Technical Standards**

Technical Standards required in association with the Company's operations are maintained current in the relevant Branch Library. Technical Standards not maintained current shall be suitably annotated.

## **6.4 Quality Related Documentation**

Quality related documentation e.g, drawings, inspection reports, etc, shall be issued and controlled in accordance with the document control procedure.

## **6.5 Electronic Data Control**

Electronic data is controlled in a similar manner to those described above for documentation. Access to the Network is restricted to predefined users through the use of individual passwords. The access is restricted to their departmental directories and their individual directories.

## **7.0 PURCHASING**

### **7.1 General**

The objective of the Company's policy is to ensure that all quality and safety critical products purchased conform to the requirements specified by the Company.

### **7.2 Evaluation of Subcontractors/Suppliers**

Company Policy dictates that no Subcontractor/Supplier shall be used unless they have been evaluated (Subcontractor) or assessed (Supplier). Subcontractors/suppliers are assessed in accordance with documented procedures by means of audits, Third Party Certification and/or previously demonstrated capability and performance. The type and extent of control exercised on subcontractors/suppliers is dependent on the criticality of the service in terms of its relevance to the Quality System.

Where a supplier is found not to be meeting the quality requirements placed upon him by the Company, suitable corrective action shall be taken to resolve the problem. Where persistent problems occur without remedial action being taken, the supplier shall be suspended and removed from the Approved Suppliers List.

Where requested, the Client shall be allowed to verify a subcontractors work at their own premises, Such verification by the Client does not absolve the subcontractor of his responsibility to meet specified requirements.

Under normal circumstances, operations will be under the direct control of the organisation and management systems described above. In exceptional circumstances, when it becomes necessary to sub-contract NDT or other Technical Services, the use of the subcontractor is to be strictly controlled. Wherever practicable, priority will be given to the use of Certified Companies.

Where individuals are taken on contract, they will, for the purpose of operational control, be treated as and subject to, the same quality disciplines as permanent Company employees.

### **7.3 Purchasing Data**

Controlled procedures ensure that all Material Requisitions and Purchase Orders are correctly completed, revealed and

authorised before being processed. Once correctly completed, each form has sufficient information to clearly identify the material and the quality requirements.

Where required, verification that the purchased product conforms to the requirements specified by the Company may be carried out in one of two ways; either by verification at source, or upon receipt of product. Such verification by the Company does not absolve the supplier of his responsibility to meet specified requirements.

## **8.0 CONTROL OF CUSTOMER SUPPLIED PRODUCT**

In general, the Company does not use material supplied by the Client in the course of its normal operations.

In cases WITSFE material is supplied by the Client for incorporation into a contract, it shall be controlled in accordance with documented procedures. Where this material is found, on receipt, during storage or use, to be deficient, damaged, unsuitable for use, or lost, the details shall be promptly recorded and reported to the Client for resolution. Where appropriate, this will be undertaken in accordance with the relevant contract requirements.

## **9.0 PRODUCT IDENTIFICATION AND TRACEABILITY**

It is Company Policy that recognised identification shall be used. This identification is normally the Client's own identification for the items on which work is being performed. This identification is transferred to all relevant documentation generated during the work.

All Company equipment is identifiable by its Asset Number or Serial Number. Where components are manufactured for incorporation into existing equipment, the Asset Number shall be used as a reference for traceability purposes.

Procedures are in operation which ensures that equipment and, where applicable, material can be directly related to their test certificates/reports.

## **10.0 PROCESS CONTROL**

All production, maintenance, installation and inspection processes are performed in accordance with documented procedures under controlled conditions.

### **10.1 General**

Wherever possible, core Quality System Documentation is used, with bridging documentation provided where necessary, to link the documentation to specific projects.

### **10.2 Special Processes**

The nature of the Company's business involves the use of processes which are normally considered special processes, these processes are therefore considered as core business.

Where special processes are required they will be performed in accordance with documented procedures.

## **11.0 INSPECTION AND TESTING**

### **11.1 Receiving inspection - Goods**

It is Company Procedure that all incoming goods are inspected or otherwise checked, on arrival at Stores Department, to ensure that all incoming goods conform to the specified Quality requirements. Those items rejected on receipt are identified as such and processed in accordance with the non-conformances procedure.

The release of items whose quality is unproven is only permitted for urgent operational requirements. These items are identified

in a positive manner and recorded so as to permit immediate recall and replacement in the event of subsequent non-conformances to the specified requirements.

### **11.2 Receiving Inspection - Off Hire**

All equipment being returned to the Stores or relevant operational department shall be inspected or otherwise checked on arrival at the Stores Department or relevant operational department, to ensure that the equipment is in good condition, complete and where required fully operational.

### **11.3 In-Service inspection**

Equipment which has been identified in the maintenance schedules by Statutory Legislation as requiring inspection or monitoring shall be inspected at the prescribed frequency and in accordance with the relevant procedure. Equipment failing these inspections will be suitably identified and quarantined until the necessary corrective actions have been completed.

### **11.4 Final Inspection**

Where required by documented procedures or Quality Plans, products shall be inspected in accordance with documented procedures.

### **11.5 Inspection Records**

Records are established and maintained to substantiate all inspections and tests performed. The records provide evidence of product quality and testify directly or indirectly that it is in compliance with specification requirements.

Inspection and test records shall be legible, dated, clean, readily identifiable and include product identification, acceptance criteria, the nature and number of observations made, the inspectors name and the results obtained. The results shall

include the number of conforming items, the number rejected and the cause or reason for rejection. Records of such activities are maintained for six years, unless otherwise specified by the Client.

## **12.0 CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT**

### **12.1 General**

The Company uses a wide range of inspection, test and measuring equipment in the services it provides with the exception of simple and rugged equipment e.g. steel tapes and rules, which are used as indicators rather than for precise measurement, equipment used for measuring purposes is uniquely identified and checked in-house for damage, readability and wear. All other inspection, measuring and test equipment is calibrated based on the requirement of the relevant National or international Standard prior to its operational use. Because some equipment is infrequently used, it is Company Policy not to maintain current the calibration/certification status of a given item of equipment whilst it is not in use.

### **12.2 Control**

A register of all equipment in use which requires calibration is maintained. Calibration is conducted against certified equipment by a Certified Calibration Service Company or in accordance with a documented procedure. Calibration procedures shall ensure that calibrations are performed under suitable environmental conditions. Prior to the due date for the equipment recalibration, the Equipment Manager shall arrange for the instrument to be recalibrated in accordance with the appropriate National or international Standard which applies to the equipment.

The reference standards against which the equipment is calibrated must be traceable to a nationally or internationally recognised calibration source.



Equipment shall be suitably labeled to indicate its calibration status.

All measuring equipment shall be handled, stored and transported carefully and under conditions , compatible with their vulnerability and correct operation.

When Client's or Subcontractor's inspection, measuring or test equipment is to be used, it is the responsibility of the Company's personnel using the equipment to verify that the equipment is suitably calibrated prior to its use.

Where the equipment has been transferred to Area Offices (Overseas), the responsibility for the control of calibration of inspection, measuring and test equipment is transferred to the Area Manager. The Area Manager shall ensure that the equipment is calibrated in accordance with the relevant National Standards.

Procedures have been raised which define the responsibilities for the maintenance of calibration records.

Where appropriate, safeguards shall be implemented to prevent inadvertent adjustments which would affect calibration accuracy. Should any inspection, measuring or test equipment be found to be out of calibration, a documented assessment shall be made of the affect on the validity of previous inspection and test results.

### **13.0 INSPECTION AND TEST STATUS**

The inspection/test status of the Company's equipment is clearly identified. The methods used to identify the equipment are defined and documented in Company Procedures. In all relevant departments, written procedures dictate that the inspection and test status of critical items, including welded or fabricated items shall, wherever practicable, be clearly marked and maintained through all stages of production and installation.

## **14.0 CONTROL OF NON-CONFORMING PRODUCTS AND SERVICES**

### **14.1 General**

Materials, products or services which do not conform to specified requirements shall be clearly identified and where practicable, segregated to ensure that their use or installation is prevented until the nonconformity has been resolved in accordance with written procedures.

The responsibility for review of and authority for the disposition of non conforming products lies with the relevant Project Manager or Department Head and the Quality Assurance Department. The review of nonconforming product shall also take into account the activities prior to the discovery of the nonconformance.

### **14.2 Nonconformity and Disposition**

Nonconforming products shall be reviewed in accordance with the documented procedures which indicate a review to determine trends and recurring problem areas.

As a result of this review nonconforming items may be:-

- a) re-worked to meet specific requirements
- b) Accepted with or without repair by concession
- c) re-graded for alternative applications
- d) rejected or scrapped

Reworked and/or repaired items shall be re-inspected for compliance with the initial criteria unless otherwise agreed.

Contractual obligations to obtain a concession from the Client using the Site Query proforma shall be upheld. A record shall be maintained by the relevant department of the actual condition of the item.

The Quality Assurance Manager shall retain all records of Non-conformances and customer complaints and will carry out periodic reviews in order to analyse for trends which may develop.

## **15.0 CORRECTIVE AND PREVENTIVE ACTION**

### **15.1 General**

The Corrective Action Procedure defines the requirement for investigating, identifying, evaluating and resolving causes of actual or potential nonconforming product.

All non-compliances with documented procedures shall be documented, recorded and resolved.

The Quality Assurance Department shall, where necessary, monitor inspection reports, concession applications, quality records and audit reports to detect potential causes of nonconforming product so as to determine the course of action required to prevent the recurrence of non-conformances

Once suitable corrective action has been implemented, its effectiveness shall be evaluated by review or by other suitable means.

## **5 2 Customer Complaints**

Customer complaints shall be recorded and promptly investigated. The findings of the investigation and the actions taken are formally reported to the Managing Director and customer.

### **15.3 Records**

Records of corrective action including actions taken to resolve Non conformances and customer complaints shall be maintained for review and approval purposes.

## **16.0 HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY**

## **16.1 General**

Procedures for the Materials Department define the requirements for handling, storage, packaging and delivery of goods and equipment to ensure that they are handled, stored and dispatched in such a manner that the risk of damage or deterioration is minimized during transportation. Similar documented procedures exist to control electronic data.

## **16.2 Storage and Preservation**

A Secure designated storage areas are provided on Company premises for the storage of goods and equipment. The Stores Department is responsible for the control of items in these areas.

Where goods are subject to deterioration eg. oil seals, or limited shelf life eg. film, these items shall be subject to stock rotation and limited stock levels to minimise the storage period.

## **16.3 Handling**

Care shall be taken in the selection and use of lifting equipment to ensure damage does not occur when equipment/consumables are dispatched to or returned from a work site.

## **16.4 Packaging and Delivery**

Suitable containers, pallets and protective materials shall be used for protection purposes so as to minimise movement during transit.

The Materials Controller shall ensure that all shipments conform to the Company, courier and customer's requirements. Any hazardous goods shall be clearly identified and be accompanied by the relevant Safety Data Sheets.

When subcontractors are used for packaging, marking and delivery, they shall be fully instructed on the type and methods to be used to ensure compliance with the Client's requirements, or to ensure that the materials arrive in a satisfactory condition.

## **17.0 CONTROL OF QUALITY RECORDS**

Records are maintained of all quality related activities, either as hard copy or as electronic data, to demonstrate the effectiveness of the Quality System, A documented procedure describes how these activities are performed.

The records ,shall be maintained for a period of six years unless otherwise specified by the Client. The manner of storage shall provide for the maximum protection from damage, loss or deterioration and allow suitable access for retrieval. Electronic data is automatically archived when a data file has not been accessed for two years.

All contract/project related documents are identified by a unique reference number. The documents are filed in a documented system which allows for ready retrieval.

Original and copy documents relating to a Client's project, whether generated by the Client, Supplier or the Company, will be filed in the system for a minimum of 6 years, thereafter, they may be destroyed at the Company's discretion unless the Client specifies a longer period of retention. The manner of storage shall provide for the maximum protection from damage, loss or deterioration.

Personnel and Training Records shall be uniquely identified and retained by the Personnel Department for a period of a minimum of one year after the individual has left the Company.

## **8.0 INTERNAL QUALITY AUDITS**

Internal Quality Audits are performed to monitor the effectiveness of the Quality System. All areas and activities that

have an affect on the product or service quality are audited to verify their continued effectiveness or the need for change. Internal Quality audits are carried out in accordance with a documented procedure and to an audit programme by personnel who are independent of the area or activity being audited.

The results of each audit are documented and circulated to the management of the area or activity being audited, the Departmental Head and to the Managing Director.

Corrective action agreed or required is also recorded and the effectiveness of its implementation verified. Failure to respond to the agreed or required corrective action is reported to the managing Director.

The audit programme is adjusted on the basis of previous results. The importance of the activity is also taken into account.

Auditors shall be trained and qualified for the audit tasks to be performed and so far as is reasonably practicable, they will have no direct responsibility in the areas being audited.

## **9 .0 TRAINING**

It is the policy of the Company to ensure that key personnel have experience and recognized qualifications appropriate to their assigned duties. A documented procedure describes how the training policy is put into effect. Departmental managers are responsible for ensuring that personnel either possess appropriate qualifications or are given access to training to ensure that they can obtain appropriate qualifications, These qualifications may be external examination or the result of in-house training schemes.

The training requirements and Personnel Development Programme are established at the Management Review meeting.

The Company's personnel are the key to ensuring that the Company maintains its high quality service. All personnel will, prior to employment, be vetted by the Personnel and/or Operations Departments and shall be competent and qualified to conduct the tasks assigned to them.

Where appropriate, personnel will hold qualifications of competency issued through recognised bodies and/or will have extensive experience in their field of expertise,

Qualifications and experience records of Company personnel are held on file in the Operations Departments or at the appropriate Area Offices and are available for review by Clients. When requested by a Client, qualifications and experience records will be submitted for review and approval. The qualifications of Operational personnel will be monitored through the use of the Personal Appraisal Programme and the results reviewed to identify any training needs.

The Company provides instruction in the Safety and Quality Management Systems and the management principles embodied in them as part of the employee induction programme.

## **20.0 SERVICING**

Due to the nature of its business, the company does provide after-sales service facilities equipped with a mobile services delivery and maintenance van and qualified personnel.

## **21.0 STATISTICAL TECHNIQUES**

The Company is not normally engaged in work of high volume, batch production or where the manufacture of many items with similar characteristics or processes is undertaken.

In the event of the Company having a requirement for the application of statistical techniques, the necessary procedures will be developed and applied in accordance with recognized national standards.