



INSPECTION CORROSION ENGINEERING SERVICES

QUALITY MANAGEMENT SYSTEM MANUAL – ISO/IEC 17020

Based on ISO 17020: 2012 Standard

Document: ICES/QMSM/02

Issue: 01

Revision: 1


Dated: 26/06/2016

(ICES) ISO/IEC 17020 Quality Management System Manual

Note :

Approved copy of HSEQ Manual, Procedures, Policies and Forms will be uploaded in the Company intranet.

Duplicating / Printing copies of the same will become an uncontrolled document.

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NOTE: ❶ Denotes change/s to Manual

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ABBREVIATIONS

SI No.	ACRONYM	DETAILS
1	MR	Management Representative
2	MRM	Management Review Meeting
3	QMS	Quality Management System
4	ISO	International Organization for Standardization
5	QP	Quality System Procedure
6	R&A	Responsibility & Authority
7	DOC.	Document
8	NO.	Number
9	REF	Reference
10	IQA	Internal Quality Audit
11	TPA	Third Party Audit
12	NC	Non Conformity
13	CAR	Corrective Action Request
14	HOD	Head of Department
15	HR	Human Resources
16	ICES	Inspection Corrosion Engineering Services
13	PO	Process Owners
14	SOW	Scope of Work



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Company Profile - Introduction

Established in 1996, Inspection Corrosion Engineering Services (ICES) is an organization providing extensive Inspection services for Non-Destructive Testing and Destructive Testing in the Oil & Gas and Industrial sectors in the Middle East. We have grown into an industry leader as a Project QA/QC, Conventional and Advanced NDT service provider in the Middle East Region. Our aim is to provide the highest quality of service and attain the status of leader in local industry and beyond through Excellence in Safety, Quality of Service, & Total Customer Satisfaction. At ICES, we want to inspire our customers' sense of confidence that their quality needs are being met by the best in the business. Our workforce is highly trained and strives to provide an excellent service with exceptional integrity, a superior work ethic, extensive knowledge and professional character.

Objective:

The prime objective of the management and employees of Inspection Corrosion Engineering Services (ICES) is to provide Services and equipment in a manner, which conforms to our client's requirements and all applicable regulatory requirements. In order to achieve this objective, it is the policy of our company to maintain an effective and efficient Occupational Health & Safety, Environmental and Quality (HSEQ) Management System.



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1. SCOPE

The scope applies to the following services provided by ICES:

1.1.1. QA/QC Services

1.1.2. Specializing in

- Welding Inspection
- Corrosion Survey
- (NDT) Non Destructive Testing (RT, UT, MT, PT, ET & VT)
- Positive Material Identification (PMI)
- X-ray Pipeline Crawlers
- Advanced NDT Technologies
- Ultrasonic Phased Array
- Heavy Structural Fabrication
- Tank Floor Corrosion Mapping
- IRIS and MFL Inspection
- Automated Systems
- Cathodic Protection

1.1.3. Destructive Testing.

- Hardness Testing

1.1.4. Heat Treatment

- By Electrical Resistance Method



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2. REFERENCES:

ISO 9001
ISO/IEC 17000

3. DEFINITIONS:

3.1 *Inspection*: Examination of a product, process, service or installation or their design and determination of its conformity with specific requirements or, on the basis of professional judgment, with general requirements.

3.2 *Product*: Result of a process.

3.3 *Process*: Set of interrelated activities which transforms inputs into outputs.

3.4 *Service*: Result of at least one activity necessarily performed at the interface between the supplier and the customer, which is generally intangible.

3.5 *Inspection Body*: Body that performs inspection.

3.6 *Inspection System*: Rules, procedures and management for carrying out inspection.

3.7 *Inspection Scheme*: Inspection system to which the same specified requirements, specific rules and procedures apply.

3.8 *Impartiality*: Presence of objectivity.

3.9 *Appeal*: Request by the provider of the item of inspection to the inspection body for reconsideration by that body of a decision it has made relating to that item.

3.10 *Complaint*: Expression of dissatisfaction, other than appeal, by any person or organization to an inspection body, relating to the activities of that body, where a response is requested.



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4. GENERAL REQUIREMENTS

4.1 IMPARTIALITY & INDEPENDENCE

Documented procedure: **ICES-OP-ISO17020-01** describes the controls in place for ensuring impartiality and independence of inspection personnel and the controls established to avoid any external influence on results of test, inspection and examination.

- 4.1.1 ICES' inspection activities shall be undertaken impartially. ❶
- 4.1.2 ICES shall be responsible for the impartiality of our inspection activities and shall not allow commercial, financial or other pressures to compromise impartiality. ❶
- 4.1.3 ICES shall identify risks to impartiality on an ongoing basis. ❶
- 4.1.4 Any risks identified shall be either eliminated or minimized as detailed in procedure: **ICES-OP-ISO17020-15** ❶
- 4.1.5 ICES' management is committed to impartiality as detailed in the QHSE Policy. ❶
- 4.1.6 ICES shall be independent to the services provided and shall meet Type C requirements of clause A3. ❶

4.2 CONFIDENTIALITY

Documented procedure **ICES-OP-ISO17020-02** describes the controls in place for ensuring the confidentiality of information exchanged during all stages of inspection, test and examination and the protection of proprietary rights.

- 4.2.1 ICES shall be responsible, through legally enforceable commitments, for the management of all information obtained or created during the performance of inspection activities. ICES shall inform the client, in advance, of the information it intends to place in the public domain. Except for the information that the client made publicly available, or when agreed between ICES and the client, all other information shall be regarded as proprietary and shall be treated as confidential. ❶
- 4.2.2 When ICES is required by Law or authorized by contractual commitments to release confidential information, the client or individual shall, unless prohibited by law, be notified of the information provided. ❶
- 4.2.3 Information about the client obtained from any other sources than the client, shall be treated as confidential. ❶



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5. STRUCTURAL REQUIREMENTS

5.1 ADMINISTRATION

This document describes the administration of ICES, its operation, its control, management, legal status, technical scope of activity, type of insurance coverage, business conditions and financial matters.

5.1.1 ICES has been legally identified and is having a professional License.

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5.1.2 ICES has separate office premises and its organization structure is documented.

5.1.3 The precise scope of an inspection is determined by the terms of the individual client work order/contractual agreement. This ensures that there is a clear understanding between our inspection body and our client with regard to the scope of inspection work to be undertaken.

5.1.4 Personnel involved in testing and inspection are covered with adequate liability insurance as required by prevailing law.

5.1.5 Liability Insurance;

ICES is aware of the need for liability insurance. The Company has liability insurance with an external insurance agency.

The details of the liability insurance are specified here and it is available for verification. We have Third Party Liability.

5.1.6 ICES providing services under and as per Law No2 by Dubai Municipality. British/EN and ASTM/ASME standards are considered as governing Standards.

5.1.7 ICES' financial statements are being audited by internal auditors as well as external auditors.



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5.2 ORGANIZATION & MANAGEMENT

- 5.2.1 The General Manager ensures that the responsibility, authority and the interrelation of all personnel who manage, perform, and verify work-affecting quality have been defined, internally communicated and documented.

The job descriptions of all key personnel responsible for the implementation and performance of this document are available with HR department.

- 5.2.2 The performance of the management system and its processes will be communicated through notice boards, internal memos, MRMs etc.
- 5.2.3 ICES management has implemented a CODE OF CONDUCT to safeguard impartiality, independence and confidentiality.
- 5.2.4 ICES is committed to participate in an exchange of experience with other inspection bodies and in the standardization processes as available. While doing this ICES will be sharing all its technical information, expertise related to inspection activities to other inspection bodies, governmental authorities (Dubai Municipality, Civil defense, DAC, FANR) in order to facilitate mutual beneficial customer supplier relationship as well as to improve its own capabilities.
- 5.2.5 The Inspection Manager has overall responsibility to ensure that inspection activities are carried out as per the requirements of ISO 17020. In the absence of the inspection manager the nominated Level III shall take care of his responsibilities. ❶

ORGANIZATION CHART – ANNEXURE 1

6. RESOURCE REQUIREMENTS

6.1 PERSONNEL

This document describes the qualification and skill set requirements of personnel of ICES.

- 6.1.1 The competence, education, training, experience, technical knowledge and skill requirements of all ICES personnel involved in inspection activities are set out in **ICES-OP-ISO17020-06**. ❶
- 6.1.2 ICES shall employ, or have contracts with, a sufficient number of persons with the required competencies, including, where needed, to make professional judgments, to perform the type, range and volume of its inspection activities. ❶



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6.1.3 ICES personnel responsible for inspection activities, shall have appropriate qualifications, training, experience and a satisfactory level of knowledge of the requirements of the inspections to be carried out. They shall also have relevant knowledge of the following: ❶

- The technology used for the manufacture of the products inspected, the operation of processes and the delivery of services.
- The way in which products are used, processes are operated and services are delivered.
- Any defects which may occur during the use of the product, any failure in the operation of the process and any deficiencies in the delivery of services. ❶

They shall understand the significance of deviations found with regard to the normal use of the product, the operation of the processes and the delivery of services. ❶

6.1.4 ICES shall make clear to each person their duties, responsibilities and authority. ❶

6.1.5 The process for selecting, training, formally authorizing and monitoring inspectors and other personnel involved in inspection activities is set out in procedure: **ICES-OP-ISO17020-06**. ❶

6.1.6 Documented procedure: **ICES-OP-ISO17020-06** address the following stages: ❶

- Induction Training.
- Mentored working period with experienced inspectors and
- Continuing training to keep pace with developing technology and inspection methods.

6.1.7 Training needs shall be identified based on the ability, qualifications and experience of each inspector or other persons involved in inspection activities, and upon the results of monitoring. ❶

6.1.8 Inspectors and other personnel involved in inspection activities shall be monitored by personnel familiar with the inspection methods. ❶

6.1.9 Each inspector shall be monitored on-site unless there is sufficient supporting evidence that he is continuing to perform competently. ❶

6.1.10 ICES shall maintain records of all monitoring, qualifications, training, experience, skills and technical knowledge, education and authorization of each member responsible for inspection activities. ❶

6.1.11 ICES personnel involved in inspection activities shall not be remunerated in any way that influences the results of inspections. ❶



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6.1.12 All ICES personnel, either internal or external, that could influence the inspection activities shall act impartially by adhering to ICES “Code of Ethics”. ❶

6.1.13 All ICES personnel, including sub-contractors, personnel of external bodies, or individuals acting on ICES’ behalf, shall keep confidential all information obtained or created while performing inspection activities, except as required by law. ❶

6.2 FACILITIES AND EQUIPMENT

This document describes Facilities and Equipment control measures of ICES.

6.2.1 Adequate facilities and equipment are maintained at ICES to ensure that personnel can perform their duties. Updated standards and calibrated equipment are available and maintained.

6.2.2 Only authorized personnel are allowed to use the facilities and equipment belonging to ICES.

6.2.3 Regular reviews are being conducted to meet the continuing suitability of the equipment and facilities to comply with the current versions of relevant standards.

6.2.4 A master list of instruments and equipment is being maintained. Each instrument / equipment is identified by a unique identification number and their calibration/ inspection status records are being maintained.

6.2.5 Documented procedures are available for the calibration and maintenance of instruments and equipment used. **ICES-OP-ISO17020-13** and **ICES-OP-ISO17020-07**

6.2.6 Documented procedure for the initial and periodic calibration of equipment and instruments - **ICES-OP-ISO17020-07** ❶

6.2.7 Wherever applicable, all calibration and measurements shall be traceable to national or international standards of measurement. Where traceability to national or international standards are not applicable, ICES shall maintain evidence of correlation or accuracy of inspection results. ❶



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- 6.2.8 Reference standards of measurement held by ICES shall be used for calibration only and for no other purpose. Reference standards of measurement shall be calibrated providing traceability to national or international standards of measurement. ❶
- 6.2.9 Documented procedure: ICES-OP-04 describes the procedural steps to follow for all equipment and instruments that requires in-service calibration in addition to the periodic calibration. ❶
- 6.2.10 Reference material shall, where possible, be traceable to national or international reference material, where they exist. ❶
- 6.2.11 Documented procedures describe the procedural steps to follow for: ❶
- Selection and Approval of suppliers – ICES-OP-ISO17020-16
 - Verification of incoming goods or services – ICES-OP-ISO17020-08 & 09
 - Ensuring appropriate storage facilities – ICES-OP-ISO17020-07 & 13
- 6.2.12 The condition of stored items shall be assessed as described in ICES-OP-ISO17020-13. ❶
- 6.2.13 Computers are used by ICES personnel for documentation purposes only. Data protection and security is maintained by system security administrators. ❶
- 6.2.14 Documented procedure: ICES-OP-ISO17020-08 describes the procedural steps followed when dealing with defective equipment. ❶
- 6.2.15 Information recorded with regard to calibration and maintenance of equipment is described in procedures: ICES-OP-ISO-17020-07 & 13. ❶

6.3 SUBCONTRACTING

ICES may need sub-contractors because of the following reasons:

- An unforeseen or abnormal overloaded of work.
- Key inspection staff members being incapacitated.
- Key facilities or equipment being temporarily unfit for use.
- Part of the contract from the client involving inspection not covered by ICES' scope or being beyond the capability or resources of ICES.



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In such cases ICES will sub-contract partly or fully based on the following:

ICES shall ensure that the Sub-contractor is able to demonstrate its competency to perform the activities in question.

1. The Sub-contractor complies with all the requirements of DAC/ISO17020 Standard (or) any other relevant conformity assessment standards.
2. ICES shall inform the client of its intention to sub-contract any part of Inspection activities.
3. ICES has the sole responsibility for determination of conformity of the inspected items with the requirements.
4. ICES shall maintain and retain all the details of its investigation of the competence of its sub-contractor, and conformity with the applicable requirement of ISO17020 and DAC.
5. ICES shall maintain a register of its approved sub-contractor/s.
6. Confidentially agreement shall be endorsed by the sub-contractor's technician/ inspector.
7. The CV's, experience and qualification details of the technician / inspector shall be maintained by ICES HR.

General Note:

Note 1 The terms “subcontracting” and “outsourcing” are considered to be synonyms.

Note 2 In cases where ICES engage individuals or employees of other organizations to provide additional resources or expertise, these individuals are not considered to be subcontractors provided they are formally contracted to operate under the ICES management system.

7. PROCESS REQUIREMENTS

7.1 INSPECTION METHODS AND PROCEDURES

This document describes the procedures and methods to be followed for monitoring contracts and for performing inspections.

ICES follows the directives issued by Dubai Municipality Accreditation Center (DAC) for inspection and testing.

7.1.1 Reference has been made to the British standards for the planning and execution of testing and inspection jobs. Each component for testing and/or inspection is considered as a single entity and need to be tested / inspected individually for its compliance to the



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standards. Statistical technique, wherever applicable shall be used as a tool for comparison of results.

- 7.1.2 All the items tested / inspected shall be in accordance with international standards, ASTM and ASNT instructions. No non-standard items are tested /inspected under this scope of activity. Where such a necessity arises, adequate procedures / method statements shall be made, validated and documented.
- 7.1.3 Updated standards are being procured regularly. Continued interaction between the governing bodies, etc. is being maintained. All these documents are made readily available for reference to employees.
- 7.1.4 Enquiries received are being reviewed by the General Manager and quotations are being produced detailing the scope and conditions. Any clarifications / information required and availability of dates for testing are being communicated during this stage. Adequate information regarding the SOW is being communicated to the staff that is responsible for carrying out the task. Regular review of processes is being performed by means of onsite verification to ensure that jobs are being performed as per standards. Each completed job shall be followed by proper reports and certificates shall be issued upon satisfactory completion.
- 7.1.5 Site reports shall be prepared during the jobs, which shall contain relevant information about the job.
- 7.1.6 Completed reports shall be checked and verified by the technicians before authentication.
- 7.1.7 Tool box talks regarding safety are given to the inspection performers / technicians and those instructions are documented.

Supporting Procedure:

ICES-OP-ISO17020-10: Inspection and Testing

7.2 HANDLING INSPECTION SAMPLES & ITEMS

This document describes the system to be followed for handling of items offered for testing, inspection and examination.



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- 7.2.1 Items offered for testing, inspection and examination shall be uniquely identified either by its model no. or owners distinguishing marks.
- 7.2.2 ICES personnel shall ensure that items to be inspected have been prepared for inspection as detailed in procedure: ICES-OP-ISO17020-11 ❶
- 7.2.3 Any apparent / obvious abnormalities observed during receiving stage of inspection of the items are being notified to the customer prior to the commencement of inspection.
- 7.2.4 Documented procedure: ICES-OP-ISO17020-11 describes the procedural steps to be taken to handle and store items under its responsibility to avoid deterioration and damage. ❶

7.3 INSPECTION RECORDS

This document describes the system to be followed for preparation and storage of records pertaining to inspection, testing and examination.

A site inspection report shall be created after finishing the inspection, test or examination.

Inspection reports / records created for items which have been inspected / tested shall contain sufficient information about the items and the nature of inspection / testing conducted as well as the results of the testing performed. The customer representative shall sign this report.

- 7.3.1 All the records of inspection and testing shall be retained for a minimum period of not less than 3 (three) years or as per Contractual requirements and shall be stored in a secured place.
- 7.3.2 Records shall be easily identified and retrievable

7.4 INSPECTION REPORTS & INSPECTION CERTIFICATES

This document describes the system to be followed for compilation, issue and the report recall process followed by ICES.



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- 7.4.1 Each report / certificate created shall have a unique number and created in MS Word/Excel format and is saved on ICES server.
- 7.4.2 The inspection report / certificate prepared shall include information gathered during inspection and the results obtained verified against the specified requirements.
- 7.4.3 The inspection report / certificate created shall be duly signed by the competent person who has conducted the test / inspection.
- 7.4.4 Corrections or additions made to an inspection report/ certificate after issue shall be performed as follows. The circumstances, which led to the correction/ addition, shall be clear. If there is any change in distinguishing marks on the equipment, the owner of the equipment shall inform ICES regarding changes and shall produce the old certificates. In this case a new report / certificate may be issued. The old certificate shall be destroyed immediately. In cases of typographical errors, which were not identified prior to issue, the certificate shall be recalled and reissued. A record shall be maintained and shall be monitored to prevent it.
- 7.4.5 Each completed certificate along with copy of site inspection report shall be sent to the respective customers. This shall be sent with a distribution sheet, which shall be signed by the customer representative who receives the report / certificate.

7.5 COMPLAINTS AND APPEALS

This document describes the system to be followed for handling customer complaints and consideration and resolution of appeals against inspection / test results.

- 7.5.1 ICES shall have a documented process to receive, evaluate and make decisions on complaints and appeals.
- 7.5.2 ICES shall make available the process of handling complaints and appeals to any interested parties upon request.
- 7.5.3 Upon receipt of complaints, ICES shall confirm whether the complaints relate to inspection activities for which it is responsible, and, if so, shall deal with it.
- 7.5.4 ICES shall be responsible for all decisions at all levels of the process for handling complaints and appeals.
- 7.5.5 ICES shall ensure the investigations and decisions on appeals shall not result in any discriminatory actions.



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- 7.5.6 Documented system procedure **ICES-OP-ISO17020-05** is in place to handle the customer feedback, complaints and its disposal and reviews.
- 7.5.7 Documented system procedure **ICES-OP-ISO17020-12** is in place for the consideration and resolution of appeals.
- 7.5.8 Documented procedure is in place explaining the procedural steps to be followed in circumstances where the results of inspection/testing are being brought to the attention of the legal authorities.
- 7.5.9 Records shall be kept for customer complaints and its corrective action taken shall be recorded.

7.6 COMPLAINTS AND APPEALS PROCESS

- 7.6.1 ICES will ensure that the process of complaints and appeals shall include at least the following elements and methods.
- a. a description of the process for receiving, validating, investigating of the complaints or appeal and deciding what actions are to be taken in response to it;
 - b. tracking and recording complaints and appeals, including actions undertaken to resolve them,
 - c. ensuring that any appropriate action is taken.
- 7.6.2 ICES, upon receiving the complaint or appeal shall be responsible for gathering and verifying all necessary information to validate the complaint or appeal.
- 7.6.3 Whenever possible, ICES shall acknowledge receipt of the complaint or appeal, and shall provide the complainant or appellant with progress reports and the outcome.
- 7.6.4 ICES shall ensure the decision to be communicated to the complainant or appellant shall be made by, or reviewed and approved by, individual (s) not involved in the original inspection activities in question.
- 7.6.5 Whenever possible, ICES shall give formal notice once the complaints and appeals handling process is finalized to the complainant or appellant.



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Supporting Procedures:

ICES-OP-ISO17020-05 – Customer Complaint

ICES-OP-ISO17020-12 – Consideration & Resolution of Appeals

8.1 MANAGEMENT SYSTEM REQUIREMENTS

8.1.1 ICES has established and maintains a management system that is capable of achieving consistent fulfilment of the ISO 17020 Standard as well as ISO:9001 Standard as per documented Manuals ICES-QMSM-01 & 02 together with all supporting procedures. ❶

8.1.2 The Management System of ICES address the following: ❶

- Management system documentation
- Control of documents
- Control of records
- Management review
- Internal audit
- Corrective actions
- Preventive actions
- Complaints & Appeals

8.2 MANAGEMENT SYSTEM DOCUMENTATION

GENERAL REQUIREMENTS

ICES have established, documented and implemented a quality system that satisfies the requirements of ISO 9001 & ISO/IEC 17020. The scope of the quality system covers the organization, responsibilities and authorities, procedures, methods and the resources to achieve and maintain quality of service in accordance with the quality policy of the company.

The management and staff of the Company are fully committed to achieve and maintain the highest standards of quality in the products and services provided and have established systems of controls which meet the requirements of the customers and ISO 9001 and ISO 17020.



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MANAGEMENT COMMITMENT

The General Manager has provided means to assure commitment of the company for the development, implementation and continual improvement of its QMS by:

- Addressing to the organization the importance of meeting regulatory requirements and customer requirements by means of continual training and awareness.
- Establishing the company's HSEQ Policy, which has been defined with objectives for and commitment to quality.
- Conducting management reviews.
- Continually ensures the availability of resources.
- Identifying risks to impartiality and implementing controls to eliminate or mitigate those risks

QUALITY POLICY STATEMENT - ANNEXURE 2:

ICES management is totally committed to our HSEQ program and expects all our employees to be strictly guided by the systems, procedures and processes laid down in our HSEQ Manual.

It shall be ensured that this HSEQ policy is communicated to personnel at all levels within the organization as well as to interested parties. This policy shall be the basis for establishing and reviewing HSEQ Objectives and Targets, and shall be reviewed for its continuing suitability at periodic intervals.

By implementing the above policies, we endorse our commitment to carry out our business in the most professional manner.

QUALITY OBJECTIVES

Measurable objectives for the management of the QMS shall be set.

These objectives shall be monitored and the information gathered will then be reviewed and analyzed at regular intervals to assess the effectiveness of the processes and procedures and the possibility of continual improvement.



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CUSTOMER FOCUS

The General Manager assures that all personnel should positively respond to customer communications requiring any information to enhance customer satisfaction, this will require that all enquiries, quotations, contracts and orders are reviewed to ascertain that client's requirements are adequately defined and are well understood.

8.3 CONTROL OF DOCUMENTS

The Company has established and maintains procedures for the control of all documentation relating to the QMS.

The procedure ensures that:

- All documents are reviewed and approved prior to release.
- The pertinent issues of appropriate documents are available at the location where operations essential to the effective functioning of the QMS are performed.
- All changes to documents which are in writing are reviewed and approved by the same functions as the original documents.
- The master set of applicable documents is maintained, updated and re-approved
- Obsolete documents are removed from points of use. Obsolete documents retained for knowledge preservation or legal purposes are clearly identified as such.
- Documents of external origin essential for company's QMS are adequately identified and controlled.

Supporting procedure:

ICES-OP-ISO17020-03 – Document & Record Control

8.4 CONTROL OF RECORDS

The Company has established and maintains procedures for the control of all records relating to the QMS.

The procedure ensures that:

- All records shall be suitably identified, stored, protected and easily retrievable.



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- The retention time and way of disposal shall be identified as per the documented procedure or as per the Contractual requirements
- Access control shall be established to safeguard confidentiality of records as needed.

Supporting procedure:

ICES-OP-ISO17020-03 – Document & Record Control

8.5 MANAGEMENT REVIEW

Management Review Meetings are being carried out once a year to ensure the quality system's continuing suitability and effectiveness in satisfying the requirements of the relevant standards. The MRM will be called and chaired by the General Manager. The following topics shall be reviewed during the meeting and any addition to the agenda proposed by the Management Representative:

Management review input:

- Follow-up actions of the last meeting.
- Results of internal and external audits.
- Non-conformity reports, corrective and preventive actions taken.
- Customer feedback.
- Adequacy of existing resources and resources requirements.
- Adequacy of existing quality management system.
- Recommendations for improvement.
- Appeals and Complaints
- Risk Management

Management review output:

- Decisions on improvement to quality system processes and effectiveness.
- Resource needs.
- Decisions on improvement to product or service quality.
- Date of next management review meeting.

Minutes of the meeting will be recorded and filed by the Management Representative.



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8.6 INTERNAL AUDIT

The procedure requires each activity be audited once in a year. Audits are prepared and planned by the MR. The procedure ensures that in all cases the auditors will be independent from the persons responsible for the area being audited. All non-conformities discovered during the audit are recorded separately and the audit results documented. The results of the audits are communicated to the respective HODs, who are responsible for taking timely the agreed corrective actions.

The MR shall keep record of all internal Audits and these shall be referenced in the Audit Log. He shall also be responsible for ensuring that follow-up audits are performed to verify and record the implementation and effectiveness of Corrective Actions. All Internal Auditors shall be suitably trained and experienced to perform audits and the MR shall maintain copies of training records of all Company personnel qualified for the purpose of performing these audits. The MR submits the audit results during the MRM. This information is evaluated to assess the effectiveness of the QMS and to determine if any improvements to the system are required.

Supporting procedure:

ICES-OP-ISO17020-04 -Internal Quality Audit

8.7 CORRECTIVE AND PREVENTIVE ACTIONS

The company has established a procedure to continually improve the effectiveness of the QMS, the procedure requires that all non-conformities, including customer's feedback/complaints whether written or verbal are recorded and reviewed by authorized personnel to establish if they are justified. In case of unjustified non-conformities or complaints, a reasonable explanation will be offered to the customers. All justified non-conformities or complaints are subject to analysis in order to determine the root cause/s and subsequent corrective actions.

Customer shall be notified on immediate corrections as well as corrective actions taken to avoid recurrence. The procedure for improvement shall ensure that deficiencies arising from either process failures, measuring equipment failures or QMS failures are identified, documented and investigated.



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Control factors: -

- 1) Investigation and initiation of appropriate corrective action.
- 2) Analysis of processes, surveyor performance, concessions, quality records and reports to identify and eliminate potential causes of non-conformances.
- 3) The effective & timely handling of Customer Complaints.
- 4) Initiating preventive measures to deal with identified problems to a level corresponding to their severity.
- 5) Applying follow up actions to verify the effectiveness of the corrective actions.
- 6) Implementing and recording changes in Quality System Procedures and Work Instructions resulting from corrective actions.

Supporting procedures:

ICES-OP-ISO17020-17 - Corrective and Preventive Actions

ICES-OP-ISO17020-15 – Risk Management



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NOTIFICATION OF APPOINTMENT OF MANAGEMENT REPRESENTATIVE

This is to notify that **Mr. MICHAEL BESTER** is appointed as the **Management Representative (ISO 9001:2008, ISO 14001:2004, OHSAS 18001:2007 & ISO 17020:2012)** with the authority and responsibility for ensuring that the HSEQ Management System is established, implemented and maintained at all times.

The Management Representative is responsible for

- Establishing, implementing and maintaining the HSEQ Management System
- Organizing Management Review Meetings
- Conducting Internal Audits, and liaising with external organizations for external audits
- Ensuring timely implementation of corrective actions, follow-up audits and verifying the effectiveness of the actions taken
- Maintaining awareness of customer needs and requirements
- Monitoring customer satisfaction and dissatisfaction
- Reporting the performance of the HSEQ Management System, including level of achievements against HSEQ objectives and targets to management
- Communication with interested parties and regulatory bodies
- Identifying opportunities for improvement in coordination with different section heads.

Approved By:

Arthur Mendonca

Chief Executive Officer