**TABLE OF CONTENTS**

|  |
| --- |
| SUBJECT |
| Table of ContentsAmendment SheetQuality Assurance PolicyIntroductionApproval, Amendment Procedure and DistributionQuality Management SystemManagement ResponsibilityResource ManagementProduct RealizationMeasurement, Analysis and ImprovementAnnexure A – Organization ChartAnnexure B – Process Sequence & Their InteractionAnnexure C – Continual Improvement of Quality Mgmt. System |

**QUALITY ASSURANCE POLICY**

Every employee of Al Memzar Contracting LLC shall ensure the satisfaction of our customers by providing them with the best value in every product and service that carries the name of Al Memzar Contracting LLC.

Al Memzar Contracting LLC will create and retain satisfied customers, offering for services, which respond to customer’s expectations.

Our customers will be supplied with products and services of a given quality, to be delivered by or be available by a given time, and to be of a price which reflects value for money.

The policy of the company, for the manufacture and construction of the work and the services it provides, is clearly defined and meets the requirement of quality.

**Al Memzar Contracting LLC places particular emphasis on:-**

* **Operation maintenance of safe system of work.**
* **Consistent achievement of the specified quality.**
* **Economy of manufacture and construction activities.**
* **Provision of Training and Instruction planned to suit identified needs.**
* **Adherence to programs with best practices, and to comply with all applicable requirements.**
* **Continual improvement of the effectiveness of the QMS in all spheres, by establishing and reviewing quality objectives.**

These continual practices show that our internal requirements are being met, whilst maintaining our client’s requirements for examination, testing, checking and certification while working within project specifications and schedules.

**INTRODUCTION**

**2.1 The scope of the quality system**

Al Memzar Contracting LLC has developed a quality management system, to satisfy the needs of its clients and to improve the management system of the company.

The purpose of this quality manual is to document the company’s quality policies, to instruct and guide employees whose actions affect the quality of workmanship and service in the process of manufacture.

**Resources**

Our management and supervisory staff comprise of a team of highly trained professionals with a wealth of knowledge and experience in their respective fields. Having well established operations throughout the Gulf enables us to react quickly and efficiently to developments anywhere in the region, allowing on our existing extensive resources.

**Amendment Procedure**

All amendments to this Quality Manual shall be reviewed by the **Management Representative** and shall be approved by the **General Manager**. The revision, updating and distribution will be the responsibility of the **Management Representative**. He will be responsible for retrieving the obsolete copies of the manual.

In case of minor changes requiring the revision of one or several pages of the Quality Manual only the applicable section / pages shall be revised. Whenever practicable the change in the document will be highlighted by drawing a vertical line adjacent to the revision and the revision will be denoted on amendment sheet.

Distribution of the Quality Manual

Distribution of Quality Manual shall be controlled and authorized by the Management Representative. Controlled copy of the Quality Manual will be issued in accordance with established distribution list approved by the General Manager. The Management Representative will ensure that the controlled copies will be updated promptly. He will distribute all amendments to the holders of the controlled copies of Quality Manual, and retrieve the obsolete sections or documents.

Electronic copy of all quality management system documents shall also be maintained by the Management Representative on the company intranet as **Read Only** document.

Uncontrolled copies of the Quality Manual may be issued to the customers on demand for reference purposes. The uncontrolled copies shall not be updated and will be identified as ‘Uncontrolled Copy’.

The Management Representative may issue an uncontrolled copy of the Quality Manual to the customer for the duration of the contract if contractually required.

Distribution of the Quality Manuals shall be carried out as per the document control procedure.

**QUALITY MANAGEMENT SYSTEM**

Al Memzar Contracting LLC has:-

* Established
* Documented
* Implemented and
* Maintains

A **Quality Management System** that complies with requirements of standard with the aim and commitment to continually improve its effectiveness and to meet the policy & objectives stated in this manual.

**The company has:-**

* Identified and manages the processes required by the quality management system.
* Determines the sequence and the interactions of these processes.
* Determines the criteria and methods required to ensure the effective operation and control of these processes.
* Makes sure that the necessary information is available to support the operation and the supervision of these processes.
* Measures, monitors and analyses the processes and implements all actions required to achieve the intended results and continuous improvement.

**Policy Statement & Objectives**

The apex of the quality management system documentation consists of the company:

* Quality Policy
* Quality Objectives

**Quality Manual**

Quality Manual provides an overview / outline quality management system developed and implemented by the company. It also provides a description of the interaction between the various processes of the Quality Management System operating within the company.

The quality manual also identifies the responsibility of the key personnel within the company and provides references to the supporting Quality Assurance Procedures developed and documented within the company.

The quality procedures are distributed to and available in the various Departments involved in the quality system and at all the pertinent locations. These are reviewed, revised and updated when necessary.

The numbering of the documents has been standardized and detailed in the applicable procedure.

Quality Assurance Procedures are considered confidential and their circulation is restricted to internal use within the company.

**Work Instructions:-**

In supports of the Quality Manual and Procedures where necessary additional instructions detailing how the specific activity is to be performed will be developed in the form of Work Instruction.

**Control of documents**

The company has established and maintains the procedure for control of all documentation relating to the Quality Management System.

The procedure ensures that:

* All documents are reviewed and approved by authorized personnel prior to issue.
* To review and update as necessary and re-approve documents.
* The pertinent issue of appropriate documents is available at the location where operations essential to the effective application of the Quality System are performed.
* The document control procedure provides for identifying and establishing the current revision status to preclude the use of invalid documents and / obsolete documents.
* The company has the facility of Intranet, which is accessible to all persons provided with computers. As such, all the quality system documents generated internally shall be posted in the Intranet and these will be available to the users as Read Only documents. The Management Representative only shall have the password / authority to make changes to these documents. Hard copies of the relevant sections of the quality system documents shall be issued to some of the company personnel or displayed for those who do not have access to the company intranet system.
* Obsolete documents are removed from points of use and issue.
* Obsolete documents, if retained for knowledge preservation or legal purposes, are clearly identified as such.
* Where practical, the nature of the change is highlighted in the document and appropriate attachments.
* Documents of external origin are identified and their distribution should be controlled.
* The master set of applicable documents will maintain and updated.
* The procedure ensures that the documents of external origin essential for company’s Quality System are adequately controlled and are updated.
* All incoming and outgoing correspondence are adequately controlled and filed for easy retrieval.

**Control of Records**

The company has established a procedure for identification, collection, indexing, across, filling, storage, maintenance and disposition of quality records necessary to demonstrate that requirements for quality are met and that the quality system is working effectively. Pertinent quality records form the sub-contractor shall also be maintained as quality records.

The procedure shall ensure that:-

* All quality records unless otherwise stated in the procedures are maintained for a period of three years.
* All quality records shall be maintained such that they are legible, ready retrievable, and will be stored in a suitable environment to prevent damage, deterioration or loss.
* The procedure identified where and by whom the records are maintained.
* The procedure also provides for the disposition of quality records after the prescribed retention period is over.
* When contractually required, the customer shall be afforded access to the quality records pertaining to his contract.

**MANAGEMENT RESPONSIBILITY**

**Management Commitment**

The management of the company is committed for the development and implementation of the same by:-

1. Communicating to all employees the importance of meeting customer as well as statutory and regulatory requirements.
2. Establishing the quality policy and ensuring that this policy is understood by all employees.
3. Ensuring that the quality objectives are established.
4. Conducting management reviews.
5. Ensuring the availability of resources.

The management shall lead by example and encourage all other employees of the company to do the same when dealing with their subordinate.

**Customer Focus**

The management of the company shall ensure that customer requirements are adequately determined and that these requirements are met or exceeded with the aim of enhancing the satisfaction of customer. Same has been addresses under relevant section of this manual.

**Quality policy**

The Company’s Quality Policy is documented and approved by the General Manager. The contents of the Quality Policy are disseminated throughout the company. Copies of Quality policy have also been issued to each employee to facilitate better understanding of its contents. Briefing on Quality Policy and requirements of Company’s quality system is included in induction training for all new staff. The quality policy and the objectives shall be reviewed periodically for its continued suitability and adequacy.

**Quality Objectives**

The management shall ensure that quality objectives, including those needed to meet work-related requirements, are established at the relevant functions and levels within the organization.

These objectives shall be such that they are measurable, time bound where applicable, consistent with the quality policy and vision of the management.

**Quality Management System Planning**

The top management shall ensure that:

1. Adequate planning of the QMS is carried out in order to meet the requirements as well as the quality objectives.
2. The integrity of the QMS is maintained when changes to the QMS are planned and implemented.

Quality planning is integrated with the system of procurement, material control and fabrication. Specific quality control activities for items involving fabrication, assembly and process, inspection and testing are controlled by quality plans, which detail the procedures and acceptance criteria.

**Responsibility and Authority**

**Organization**

The organization of the company has been defined and illustrated in Annex A of this Manual.

The responsibility, authority and the interrelation of all personnel who manage, perform, and verify work-affecting quality have been defined and documented. The duties, responsibilities of the key personnel are as follows:

GENERAL MANAGER

Responsibilities and Authority Relating to Quality

1. To define and approve the quality policy of the Company and ensures its implementation and maintenance.
2. To approve the Quality System Documentation.
3. To ensure that the quality system is reviewed twice per year to ensure its continuing suitability and effectiveness in satisfying the requirements of the standard.
4. To review and provide adequate resource requirements for department managers.
5. To chair the Management Review meeting.

*Management Representative*

The General Manager maintains the role of the nominated Management Representative and is responsible for implementation and maintenance of the Quality System

Responsibilities and Authority Relating to Quality

1. Reports on the performance of the quality system to the General Manager for review, as a basis for improvement of the quality system.
2. Organizes scheduled as well as unscheduled Management Review Meetings.
3. Reviews with the Department Heads the quality system in their departments as and when required.
4. Establishes and maintains the documents and data control system.
5. Establishes the internal quality audit plan.
6. Initiates follow up audit activities in order to verify audits and record the implementation and effectiveness of the corrective and preventive actions taken.
7. Reports the final result of the internal audits to the General Manager at the Management Review meeting.
8. Verifies the quality system manual and procedures.
9. Ensuring the promotion of awareness of customer requirements throughout the organization.

The QA/QC Engineer is authorized to officiate for the Management Representative for the responsibilities relating to the Quality System in his absence.

Internal Quality Auditors

1. Prepare and plan quality audits.
2. Conduct the internal audits and prepare Non Conformity Reports and Audit Report.
3. Discuss the results of these audits with the Heads of the departments audited and to agree the corrective actions required and their completion dates. Carry out follows up audit.

The duties of other key personnel are defined in the Job Responsibility and maintained by te Management Representative. A master copy of all Job description is maintained with the General Manager. Each employee is aware of his/her job responsibilities and authorities as detailed in the job description.

Internal Communication

The management shall ensure that appropriate communication processes are established within the organization. These processes shall ensure that effective communication takes place regarding the quality management, its effectiveness and accomplishments.

The internal communication shall take place through implementation of procedure for Control of Documents and by other means such as meetings, circulars, notice boards and encouraging all employees to put forward their suggestions through appropriate channels.

Management Review

Regular Management Review meeting are being carried out twice a year during August and February, as appropriate, in order to ensure the quality system continuing suitability and effectiveness in satisfying the requirements of the standard and in meeting the client’s requirements. The Workshop Manager may organize unscheduled Management Review meeting at any time. The General Manager will chair the Management Review meeting. The Management Review Meetings will attend, as minimum, by:

* General Manager
* QA/QC Engineer
* Department Heads

The General Manager may request others to participate in the management review meeting. Absentees will be recorded in the minutes of meeting.

The following topics are reviewed during the meeting in addition to the agenda proposed by the Management Representative.

* Review of the follow up actions from the last meeting.
* Results of internal and external audits.
* Non-conformity reports and corrective action taken.
* Customer complaints and feedback.
* Information / Status of preventive actions taken.
* Adequate of existing quality system and proposed improvements.
* Training requirements.
* Date of next Management Review meeting.

The meeting shall review and take appropriate action / decisions pertaining to:-

* Improvement of the QMS and its processes.
* Improvement of product related to customer requirements.
* Resource requirements.

Minutes of the meetings will be taken and maintained as a quality record by the Management Representative

**Work Environment**

The company has provided a work environment that shall have a positive influence on motivation, satisfaction and performance of people in order to enhance performance of the company.

As such a suitable work environment shall be provided which:-

* Promotes creativity and productivity of its employees
* Adequate protect personnel from unwanted risk like noise, pollution, etc.
* Is clean, hygienic, well ventilated and illuminated.

In order to achieve product conformity.

**PRODUCT REALIZATION**

**Planning for product realization**

The company will plan develop the processes / activities needed for product realization as a part of its overall business plans. These will be developed and documented to the extent necessary for the activity, products and services offered by the company taking into consideration:-

* Quality objective.
* Requirements of the products & service.
* Customer requirements.
* Desired input and output.
* Control Measure.
* Equipment.
* Skill and Competence available within the company.

The processes shall be defined either in the:-

* Quality Manual.
* Quality System Procedures.
* Work Instructions (if developed)
* Quality Plans.
* Process Flow Charts.

In case of additional requirements because of contract conditions or related to the product, these will be incorporated in the necessary documents and shall be specific to the project.

Although the company has facilities for fabrication and painting, if required because of time constraints, a part of the job may be sub contracted. Adequate controls over these sub-contractors are exercised as detailed above.

**Customer Related Process**

**Determination of requirements related to product**

The company has established the procedure, which requires that all enquiries, quotations will be reviewed to ascertain that client’s requirements are determined:-

* Adequately defined including delivery and post-delivery activities
* Requirements not stated by the customer but necessary for specified or intended use.
* Any other statutory and regulatory requirement related to the products.

**Review of Requirements Related to the Product**

The organization shall review the requirements prior to the organization’s commitment to supply a product to the customer. The review shall be carried out at various levels such as before submission of tenders, before acceptance of contract or orders and also before acceptance of changes to contracts or orders.

The organization shall also ensure that:-

1. Product requirements are defined
2. Contract or order differences are resolved
3. The organization has the ability to meet the defined requirements

The procedure requires that any ambiguities in requirements be clarified with the customer prior to submission of the offer or carrying out the work.

In case where the need has arisen to make an amendment to a contract, such amendment is reviewed, documented and passed to all concerned in the company. Records of the contract review are maintained.

The contracts or order awarded will further reviewed to ascertain that if there are any differences between the contract or order and the company’s offer. These will be resolved prior to acceptance of such contract or offer.

**Customer Communication**

The organization shall determine and implement effective arrangements for communication with customers in relation to:

1. Product information
2. Enquiries, contracts or order handling, including amendments
3. Customer feedback including customer complaints

Design and Development

Design and development is applicable to scope of the activity carried out at Al Memzar Contracting LLC.

**Purchasing**

**Purchasing Process**

The management of the company is strongly committed to establish an effective and efficient process for evaluation, selection for control of purchased products and / or services such that they conform to the specified requirements.

The company shall ensure that adequate control over the supplies shall be maintained. The levels of control will depend on the type of product/service and its impact on the quality of the final service.

In purchasing materials, equipment and services, the company attaches critical importance to

* Evaluation and selection of vendors/subcontractors based on their ability to meet subcontract requirements
* Evaluation and re-evaluation shall be established and a record of the results of these and necessary actions arising shall be mentioned.
* Communication of requirements to vendors/subcontractors.

Only vendors/subcontractors included in the approved supplier list are used, (except in emergency cases but then the vendors/subcontractors have to be selected with the approval of the General Manager) and the mechanism for selection of new vendor/subcontractor is in place. The mechanism for disapproval of vendor/subcontractors has also been addressed. Allowance has been made to approve vendors based on trails orders, samples etc.

The performance of approved vendors / subcontractors will be monitored and their performance shall be re-evaluated at least once a year.

**Purchasing information**

Purchasing information shall describe the product to be purchased, including

* The type, class, grade or other precise information.
* The title and applicable issue of specification, drawings, process requirements for approval, or qualification of product, procedures, process equipment and personnel.
* The title, number and issue of the quality system standard applied.
* The need for material test / guarantee / calibration / conformance certificates, etc.
* Delivery period
* Payment terms

If appropriate the purchasing documents shall also specify the

1. Appropriate requirements for approval of products, procedures, process and equipment.
2. Requirement of qualification of personnel.
3. Quality management system requirements.

All Purchase documents shall be reviewed and approved prior to release by competent persons to ensure adequacy of purchasing information.

**Verification of Purchased Product**

No incoming material is used until inspected and accepted by the Inspection Department. The extent of inspection will depend upon the type of the product and credentials of the supplier.

If required, customer or their authorized representative will be afforded the right to verify the material at the supplier’s premises. The verification arrangement and the method of product release shall be clearly defined in the purchasing document.

**Identification and Trace ability**

The organization shall ensure that the product / documentation is clearly identified during all stages in the delivery of the services traceable through each stage of operations in the organization.

Traceability is established through a unique system of identification to ensure accountability for all activities and operations, which may affect the quality of the service.

To ensure that products or services can be traced as to their source and quality, procedures are maintained to:

1. Identify documented in relation to the service provided during all stages of the service.
2. Identify the personnel performing work at each stage in the preparation and supply of the service.

**Customer Property**

The company has established and maintains documented procedure for the control of customer supplied products.

The procedure ensures that the customer – supplied products are verified, handled, stored and maintained for related activities. Any such product that is lost, damaged or found unsuitable is recorded and reported to the customer. All these activities shall be properly documented and maintained.

**Preservation of Product**

The organization shall preserve the conformity of product during internal processing and delivery to the intended destination. This preservation shall also supply to the constituent parts of a product.

Product is handled in a way that prevents damage and deterioration during storage, processing and delivery. Where appropriate, special equipment is used to transport materials from point to point.

Designated storage areas are provided for incoming materials. All subsequent movements of materials are controlled through the application of established procedure and defined authority levels.

The issue and receipt details of stocked products are recorded to ensure that product usage can be accounted for and to ensure that adequate stock levels are maintained.

Finished product is placed in a designated area pending final delivery / installation for the end user. Methods applied ensure that finished products are adequately protected against any damage or climatic conditions that may adversely affect the product quality.

All storage areas are periodically checked to verify the condition of material / product in stock.

All materials / products are preserved in a way that prevents damage during storage of transit to the customer specified location. All packing, packaging and marking processes are controlled to ensure conformance to specified requirements.

Equipment used for handling / moving heavy products is verified for suitability and fitness in order to protect products and minimize the risk of accidental damage during transit.

The quality of the product is protected until delivery / final installation at the destination where contractually specified.

**MEASUREMENT, ANALYSIS AND IMPROVEMENT**

**General**

The organization shall plan and implement the monitoring, measurement, analysis and improvement process needed.

1. To demonstrate conformity of the product
2. To ensure conformity of the quality system
3. To continually improve the effectiveness of quality system

**Monitoring and Measurement of Customer Satisfaction**

The company shall identify the criteria / specific aspects of its operations to be monitored relating to the:-

* Products and Services
* Those, which are unique to company as per their policy, objectives and business goals.

The company shall endeavor to obtain the feedback on these aspects from its customers through:-

* Customer satisfaction survey.
* Customer contact by senior management.
* Unsolicited Feedback from customers / interested parties including complaints.

**Customer Satisfaction Survey:-**

In order to checks the conformity of the service provision relative to the contractual requirements, at appropriate stages during execution of the contract or on completion of the job customer satisfaction survey forms shall be forwarded and unbiased response will be solicited. This will be done by the concerned Project Manager.

**Customer Contact by Senior Management:-**

Once every six months Senior Management or their designated representative shall contact the customers to ascertain their views on the identified aspects. These shall be recorded and analyzed on an individual basis or using appropriate statistical techniques depending upon the volume of the data.

**Internal Audits**

Al Memzar Contracting LLC has established a procedure to ensure that the quality activities and related results throughout the company are regularly audited to check their compliance to plan arrangements and to determine the effectiveness of the Quality System.

Audits will be scheduled by the Management Representative on the basis of the status and importance of the activity. The procedure requires however that each activity be audited at least twice a year. The Management Representative establishes the annual internal audit plan.

The Management Representative shall ensure that in all cases the audits are carried out by auditors who are not responsible for the process / activity that is being audited.

The audit scope, criteria and methodology shall be clearly defined either in the procedure or by the Management Representative.

All non-conformities discovered during the audit are recorded separately and the audit report is established. The results of the audits are communicated to the respective department managers, who are responsible for taking the timely agreed corrective actions.

The procedure requires that the implementation and effectiveness of the corrective action is verified and recorded in the follow up audit, which is initiated by the Management Representative.

The Management Representative shall submit the results of the internal quality audits for the Management Review Meeting. This information is evaluated to assess the effectiveness of the Quality System and to determine if any improvements in the system are required.

**Monitoring and Measurement of processes**

The organization shall apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes. The method shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate, to ensure conformity of the product.

Effort shall be made to reduce cycle time, increase the productivity, reduce waste, and improve controls and to improve the effectiveness and efficiency of the individual / organization.

The monitoring and where possible the measurement shall be done during planned internal audits and also by the departmental managers on a regular basis.

Results of monitoring and measurement of processes and the recommendations for improvements / changes in the documented system and practices shall be discussed in the Management Review Meetings.

**Monitoring and Measurement of Product**

Inspection and testing activities are carried out in order to verify that the specified requirements for the product and service are being met.

Inspection and checking of all incoming materials is carried out to verify the compliance with the requirements as per documented procedures. The procedures ensure that such products are not used until inspected and accepted. Consideration has been given to level of control exercised at the suppliers / subcontractor’s premises and to tailor receiving inspection accordingly.

All products / services are inspected at appropriate stages to ensure that they meet the contracted requirements.

The acceptance criteria for final inspection and testing are defined in relevant quality procedures / inspection and test plans. In some cases, Interfaces with the customer will be explored to find out how the customer assesses the quality of service provided.

Provision has been made in the procedure for enabling the use of material for urgent needs prior to verification. The procedure however, ensures positive identification of such material to enable immediate recall, should it be found non-conforming to specified requirements.

Completed product / service shall be subject to final inspection and shall not be considered as complete unless the final inspection has been carried out in accordance with documented procedures or inspection and test plan and the product / service conforms to the specified requirements and the associated data and documented are available and authorized.

**Corrective Action**

The company shall establish a documented procedure that requires a prompt and effective corrective action to be initiated taken in all cases where service, process or system related nonconformance is found or reported either through routine inspections, audits or customer complaints.

Non-conformities when identified shall be recorded and reported to the respective department’s manger. The procedure shall ensure that the reasons for occurrence of non-conformity are thoroughly investigated, such that the root cause is determined and the results of such investigation are recorded. The management of the company assisted by the concerned departmental / company employees is committed to take an appropriate, timely and effective corrective actions.

Appropriate corrective actions shall be initiated identifying the:-

* Course of action to eliminate the root cause.
* Responsible person
* Additional resources and controls if required.
* Target date for completion.

The department’s manager thereupon implements the corrective action that is commensurate with the magnitude of the problem and risks encountered. The Management Representative monitors the implementation of corrective actions. Any permanent changes resulting from corrective actions taken are recorded in appropriate system documents.

The effectiveness of the proposed corrective actions may be verified by a follow up audit (at the discretion of the Management Representative)

Customer’s complaints when received in written or verbally will be recorded and reviewed by authorized personnel to establish if they justified. In case of unjustified complaints a reasonable explanation will be offered to the customers and closed out.

All justified complaints will be subject to analysis in order to determine immediate curative action as well as to establish the root cause of the problem in order to implement suitable corrective action. Customers are notified of immediate curative measures as well as informed of what corrective action will be taken to avoid recurrence. Controls shall be established to ensure that the customer complaints are processed in a timely and effective manner.

Records of customer complaints, results of investigations and corrective actions taken shall be maintained as quality records.

**Preventive Actions**

The procedure also requires that:-

* The organization shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of the potential problems.

The procedure will determine the steps needed to deal with problems requiring preventive action. When preventive action is initiated, controls are applied to ensure that it is effective.

Appropriate preventive actions shall be initiated identifying the:-

* Course of action to eliminate the root cause.
* Responsible person
* Additional resources and controls if required.
* Target date for completion.

The department’s manager thereupon implements the preventive action that is commensurate with the magnitude of the problem and risks encountered. The Management Representative monitors the implementation of preventive actions. Any permanent changes resulting from preventive actions taken are recorded in appropriate system documents.

Personnel are encouraged to indicate the areas where potential non-conformities may occur and report such situations to the Management Representative. Any suggestions on possible improvements of the quality system are also encouraged from all staff.

Information on preventive actions taken will be submitted by Management Representative for the Management Review Meeting.