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STANDARD

Criteria for Suppliers/Sub –contractors Quality Management (CSSQ)

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1. DEFINITIONS

CAR	-	Corrective Action Request
Concession	-	An application by the supplier/sub-contractor and an acceptance by the contractor of a deviation from specified requirements
Inspection	-	Activities (e.g. measuring, examining, testing, gauging, etc.) comparing 1 or more characteristics of material or services with specified requirements to determine conformity
NCR	-	Non-Conformance Report
Non-Conformance	-	A deficiency (in characteristic, documentation or procedure), which renders the quality of an item (of plant, material or equipment) unacceptable, indeterminate or not according to specified requirements
Purchase Order/Contract	-	For the purpose of this document the term “purchase order” will also mean contract
Contractor	-	The organisation which issues the purchase order and which is responsible for payment for the plant, material or equipment supplied in terms of the purchase order
QCP	-	Quality Control Plan: a document setting out the supplier/sub-contractor’s quality control measures to be implemented in the supply of plant, material or equipment
QMS	-	Quality Management System
Supplier/sub-contractor	-	The organisation responsible for fulfilling the requirements of the purchase order; for the purpose of this document the term “supplier/sub-contractor” will also mean contractor

2. PURPOSE

This procedure details the minimum quality requirements that supplier/sub contractors will comply with in supplying plant, material, equipment and or services.

3. SCOPE

The procedure covers to all enquiries and purchase orders issued by WBHO for plant, material, equipment and services.

4. REFERENCES

ISO 9001:2008 QMS - Requirements

5. RESPONSIBILITIES

5.1 The site agent will be responsible for specifying the plant, material, equipment or service required and for reviewing, granting or rejecting concession requests.

5.2 The group quality manager will be responsible for reviewing the appropriate supplier/sub-contractor controls. This includes supplier/sub-contractor QMS requirements, assessments, evaluations, pre-inspection meetings, audits, surveillances, inspections and releases as required. The group quality manager will also be responsible for co-coordinating the review and approval of QCPs.

5.3 The inspector will be responsible for ensuring that all specified inspection and test requirements, including those specified by the supplier/sub-contractor, are correctly carried out. The inspector will also be responsible for issuing inspection reports and release notes.

6. PROCEDURE

6.1 Supplier/sub-contractor Quality Requirements

The site agent and project quality manager will determine the quality requirements included in enquiries and orders for plant, material, equipment or service.

6.2 Quality System

- 6.2.1 The supplier/sub-contractor will maintain a QMS in line with the requirements of the ISO 9001:2008 quality management standard, or an equivalent approved by the WBHO Quality Department, in writing, to ensure that plant, material, equipment or services conform to specified requirements.
- 6.2.2 The contractor may request a copy of the supplier/sub-contractor's quality manual for review. This may be followed by a quality audit or surveillance to obtain objective evidence that an effective QMS has been established and is being maintained.

6.3 QCPs

- 6.3.1 The supplier/sub-contractor will provide QCPs, specifying the proposed quality control activities for the scope of supply. QCPs will incorporate, as a minimum, the requirements specified by the Consultant. These will not necessarily constitute the total quality control to be carried out. QCPs will also: reference the specifications, procedures, codes and standards which apply to the listed activities; the acceptance criteria; the records to be produced; and will incorporate all supplier/sub-contractor activities.
- 6.3.2 QCPs will be prepared either on the contractor's format or on the supplier/sub-contractor's standard format, if this contains equivalent required data.
- 6.3.3 Detailed QCPs, fully satisfying the requirements in 6.3.1, will be submitted for approval in line with the purchase order requirements.
- 6.3.4 The supplier/sub-contractor will not undertake any work before the relevant QCP is approved or without the written consent of the contractor.
- 6.3.5 Deviations from approved QCPs will only be permitted following approval in writing by the contractor.

6.4 Contract Review Meeting

A contract review meeting may be held at the discretion of the contractor, the scope of which will include, but not be limited to the items listed in the attached contract review meeting agenda.

6.5 Inspection

6.5.1 Hold point = H - This indicates an intervention which is considered vital to the quality, integrity and safe functioning of the plant, material, equipment or completed works and which can only be achieved at this point. Hold points which are nominated in the QCP indicate inspections at which the contractor and/or his representative will be present. Supplier/sub-contractors must be authorised, by receiving a copy of the visiting inspector's acceptance report or an inspection waiver (see Section 6.9) before proceeding beyond any hold point.

6.5.2 Witness point = W - This indicates an intervention which may be equally as important as a hold point, but which can be reasonably carried out after the point has been passed. Supplier/sub-contractors may proceed beyond witness points without a visiting inspector's acceptance report, if the supplier/sub-contractor has notified the contractor of the witness point and the contractor does not attend for any reason. An acceptance report will be issued during the next visit, following demonstration of compliance by the supplier/sub-contractor.

6.5.3 During approval of the QCP, interventions will be added by the contractor and the AIA where relevant. (Refer to 6.10.) These will indicate the contractor's intended monitoring of the supplier/sub-contractor's and/or sub-supplier/sub-contractor's quality control.

6.6 Supplier/sub-contractor's Inspection

6.6.1 The supplier/sub-contractor will, as a minimum, carry out the inspections detailed in the approved QCP and maintain the required records for review by the contractor.

6.6.2 The supplier/sub-contractor will ensure that appropriate quality requirements are included in orders for material or services provided by their supplier/sub-contractors. QCPs, monitoring at their supplier/sub-contractor's works, and retention of the necessary records, will be included where necessary.

6.7 Readiness for Inspection

6.7.1 Plant, material, equipment or completed works will be deemed to be ready for inspection by the contractor only when:

- a) The supplier/sub-contractor has carried out his own inspection at the identified stage and is satisfied that plant, material, equipment or completed works meet the specified requirements. Documented evidence of this will be maintained by the supplier/sub-contractor.
- b) All applicable certificates and quality documents are available for review at the inspection location.

- c) The latest revisions of approved drawings and/or procedures, with evidence of acceptance by the contractor and/or his nominated representative, are available at the inspection location for use by the contractor and/or his nominated representative.
- d) The QCP for the plant, material, equipment or service has been approved by the contractor.

6.8 Notification of Readiness for Contractor's Inspection

- 6.8.1 Notification is required for both Hold and Verification points at least 1 working day in advance of readiness for inspection.
- 6.8.2 The person nominated in the purchase order is the contact for this notice.
- 6.8.3 Supplier/sub-contractors will be charged for the cost of abortive inspection visits. A visit will be considered to be aborted if:
 - a) the supplier/sub-contractor advises readiness for inspection and the plant, material or equipment and/or associated documentation is not ready when the contractor's inspector arrives or
 - b) the contractor's inspector identifies that plant, material or equipment is not to specification such that the supplier/sub-contractor's inspector should have identified the non-conformity prior to advising readiness for the contractor's inspection

6.9 Inspection Waiver

An intervention point may, at the sole discretion of the contractor, be waived. Such a decision will be recorded on the QCP and will be signed by the contractor and supplier/sub-contractor.

6.10 Statutory Material/Equipment (AIA)

- 6.10.1 AIA activities (if required) will be in line with the requirements specified in the contract.
- 6.10.2 Where a supplier/sub-contractor appoints an AIA, the AIA will be subject to approval by the contractor.

6.11 Audit/Surveillance

- 6.11.1 The contractor reserves the right to conduct a supplier/sub-contractor quality assessment prior to the award of any purchase order, to verify that the supplier/sub-contractor's quality system complies

with the relevant quality standard. The contractor may also conduct a quality system audit at any time after the award of a purchase order.

- 6.11.2 If the supplier/sub-contractor's quality system is found to be deficient, he will be given the opportunity to take corrective action and bring his system up to the required standard, within a defined period of time. A follow-up audit will be carried out to verify that the supplier/sub-contractor has carried out the necessary corrective action(s). If, during a follow-up audit, it is found that the required corrective action(s) have not been carried out, the contractor reserves the right to take such actions as necessary, at the supplier/sub-contractor's cost, to rectify deficiencies.
- 6.11.3 The contractor may also use surveillance by inspectors to monitor the supplier/sub-contractor's quality control. This will normally take the form of an audit of a section of the supplier/sub-contractor's quality system. Physical and documentary evidence will be required to verify compliance.

6.12 Deviations from Purchase Order Requirements

- 6.12.1 The supplier/sub-contractor may request a concession to deviate from purchase order requirements, QCP's and/or plant, material or equipment specifications.

This will be done by formal written application to the contractor. Agreement to a concession may be granted only in extreme circumstances. The contractor will formally notify the supplier/sub-contractor of his acceptance/rejection of the concession request.

- 6.12.2 Only the responsible engineer has the authority to grant concessions. The contractor's inspector will not accept deviations unless a copy of the approved concession is offered at the inspection.
- 6.12.3 All approved concessions will be included within the quality control data pack.

6.13 Non-Conforming material, plant, equipment or completed work.

- 6.13.1 Non-conforming plant, material, equipment or completed work may be identified by the supplier/sub-contractor during manufacture or during an inspection by the supplier/sub-contractor or contractor.

- 6.13.2 In such cases, the supplier/sub-contractor will issue a NCR in line with his own quality system requirements. The NCR becomes the means by which the non-conforming plant, material, equipment, completed works and corrective action are controlled.
- 6.13.3 The non-conforming plant, material, equipment or completed work may only be disposed of by:
- a) Rework: bring back exactly to specified requirements
 - b) Repair: make fit for purpose, but not exactly to specified requirements
 - c) Use-as-is: may be used subject to contractor approved concession
 - d) Scrap: do not use for any order
- 6.13.4 The supplier/sub-contractor will maintain a register of NCRs together with their status. The contractor reserves the right to request copies of NCRs to review deviations and dispositions. Original NCRs will be included in the final quality control dossier.
- 6.13.5 The contractor may carry out surveillance to verify satisfactory compliance with the NCR disposition activities.
- 6.13.6 The supplier/sub-contractor will ensure that his procedures provide for the identification and segregation of non-conforming plant, material, equipment or completed work.
- 6.13.7 If the contractor identifies a non-conformity that has not been detected by the supplier/sub-contractor's quality system, the contractor may raise a NCR on the supplier/sub-contractor.
- 6.13.8 Corrective action which necessitates additional inspections and/or tests will be included in an updated QCP which will be submitted to the contractor.

6.14 Quality Control Dossier Content

- 6.14.1 The supplier/sub-contractor will include a quality control dossier index with his QCP. The contractor will review the index against the purchase order requirements. After it has been approved by the contractor's inspector, the supplier/sub-contractor will be required to compile the quality control dossier in line with the approved index.
- 6.14.2 Any change of work scope resulting from an amendment to the purchase order may require the supplier/sub-contractor to submit an amended dossier index to the contractor.

6.15 Quality Control Dossier Compilation

A master quality control dossier will be compiled progressively during manufacture and will contain the documents relating to the relevant stages of production. In this way, the quality control dossier will be complete when the manufacture is complete.

6.16 Documents and Authorisation

- 6.16.1 When a sub-supplier/sub-contractor carries out an inspection, he will produce and sign the document and the supplier/sub-contractor will verify and countersign acceptance.
- 6.16.2 All documents will be verified and signed by the supplier/sub-contractor prior to being submitted to the contractor's inspector/AIA. When inspections and tests are witnessed or verified by the contractor's inspector, the appropriate document will be signed by the contractor's inspector and the QCP will be endorsed against the appropriate entry.

6.17 Code Data Book

- 6.17.1 If a code data book is required, it will be provided by the supplier/sub-contractor.
- 6.17.2 A master code data book will be compiled in the same way as a master quality control dossier is compiled. (See section 6.15.1.)

6.18 Inspection Release

All material supplied will be released by the contractor's inspector prior to shipment by the supplier/sub-contractor. The contractor's inspector will issue an inspection/release document. A copy of the inspection/release will accompany the material to the delivery point. Another copy will be submitted with the supplier/sub-contractor's invoice. (This requirement may be waived at the discretion of the contractor)

7. DOCUMENTATION

The following documentation is required to implement this procedure:

- a) QCP:
- b) Data Pack Index:
- c) Concession request:
- d) Concession register
- e) Contract review meeting agenda: