YOKOGAWA	DOCUMENT NUMBER: SNW-EM-121
DOCUMENT TITLE: Quality Manager	

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1 Quality Manager (QM)

The Quality Manager is the champion (supporter, advocate, and guardian) of the QMS in PSC.

The Quality Manager monitors the health of the QMS in PSC via Project Management and Engineering milestone review of the current running projects. These reviews are defined as an internal audit.

Quality Control of engineering design and solutions integration is the responsibility of the Project Manager, the Lead Project Engineers/Solutions Engineers and the project team.

PSC Quality Manager will also act as the Project Quality Manager for the individual Projects. He/She will also be a part of the Individual Project team.

2 Responsibilities

The QM is responsible for ensuring that QMS principles and procedures are adopted and practiced by all departments and members of PSC. This includes project teams which may comprise of members from other organizations as well.

Following are the main responsibilities of a Project QM:

- Manage the execution of Project Management and Engineering milestone activities based on the schedule provided by the PM.
- Part of the review team which will evaluate individual milestone checksheets.
- Management of Customer Satisfaction Survey and Project FOB closeout report.
- Provide support to YEI Procurement Function in managing 3rd party vendor survey.
- Assist PM and the project team to come up with the Project Quality Plan.
- Attend critical meetings (internal/external) related to Quality Matters.
- Management of Correction Action Request (internal/external).

Note:
The PM is the window to the client for all matters pertaining to the project. However, if the client wishes to escalate any complaint, for any reason, then the PM shall direct him to the QM.

The QM shall review, and record the complaint in a CAR and proceed to resolve the complaint accordingly.

The QM may escalate the client's complaint to PSC operations head if required.

3 Reporting

MES QM reports to PSC/MES Manager and dotted line report to the Corporate QA department. The Project QM is a partner to the Project Manager of the individual Project.

4 End of document