

16.5 Quality System Levels

The Quality Assurance System generally applies to all O&M activities within the Contract and will be developed in accordance with ISO 9001. The Quality Assurance System will be fully documented and is generally structured in three levels, as follows:

Level 1: Quality Manual: this document details the corporate quality policy and structure of the Contract and references the appropriate Operating Procedures

Level 2: Operating Procedures: these documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured service

Level 3: Quality Planning: Specific requirements are identified and documented during the contract review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all client and customer declared needs.

16.6 Quality System Monitoring and Measurement

O&M objectives and targets shall be developed for the service areas operations and for the implementation of the Integrated Management System (IMS). Regular management meetings will be held to review performance and improvement against the set objectives and targets. The Operator will monitor measure and analyze the various processes comprising the IMS to:

- a) Ensure efficient and effective management of Assets,
- b) Demonstrate conformity of the product,
- c) Ensure conformity of the IMS,
- d) Monitor client satisfaction.

The responsibility for ensuring that all operations and maintenance activities, including any and all administrative, financial, HR and technical activities, comply with the relevant QAP (QA/QC) procedures and practices shall initially rest with the Contract/Project Manager. However, day to day supervision and conformance to the relevant QA/QC procedures shall be overseen by the Quality and Safety Engineer. The activities themselves will be the responsibility of the Manager for that section, such as Maintenance Manager, Operations Manager, Administration Manager.

16.7 Control of Quality Records

The purpose of this procedure is to define the system for the maintenance, identification, indexing, storage and control of quality records to ensure:

- a) Record controls established satisfy all regulatory and customer requirements.
- b) Records controlled include customer-specified records.
- c) Disposition of records also includes their disposal.

This procedure applies to all O&M functions and encompasses all records used to demonstrate conformance to quality system requirements including those specified in their Quality Assurance Plan, Standard Operating Procedures (SOPs), Work Instructions (WI), etc.

The O&M Manager will have overall responsibility for the record control system, including the issuance and maintenance of this procedure. All proposed changes and