

Source(s) of Inputs	Input	Process	Output	Receiver(s) of Outputs	Process Owner	Resources	Performance Indicator	Reference Document
<ul style="list-style-type: none"> Interested Parties Quality Management Team 	<ul style="list-style-type: none"> Product & services Business plan Organizational structure 	Determining Context of The Organization & Interested Parties	<ul style="list-style-type: none"> Organization objective & target 	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> PC International Marine Contractor Association Department Representative Knowledge: Application of ISO 9001:2015 	To achieve approval within 45 working days upon submission of Stakeholders requirements, need and expectations records	<ul style="list-style-type: none"> Quality Manual Procedure Addressing Risk & Opportunities
<ul style="list-style-type: none"> Process Owners 	<ul style="list-style-type: none"> QMS Plan Project Plan Organization Chart 	Personnel Roles, Responsibilities & Authorities	<ul style="list-style-type: none"> Job description/ job specification 	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> PC Department Representative Organizational chart Company policy Knowledge: Application of ISO 9001:2015 	To achieve acknowledgement of acknowledgement form within 30 working days of approved JD and JS.	<ul style="list-style-type: none"> Quality Manual Procedure Addressing Risk & Opportunities Drug & Alcohol Guideline Confined Space Entry Guideline Employee Handbook Safety Induction Guideline
<ul style="list-style-type: none"> Process Owners 	<ul style="list-style-type: none"> Incident Investigation Quality, Personnel Responsibilities System Performance 	Participation Communication & Consultation	<ul style="list-style-type: none"> Leading & lagging indicator target achieved 	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> PC Department Representative Quality Manual Knowledge: Application of ISO 9001:2015 	To achieve updated leading and lagging indicator table per month before 7 th of each month	<ul style="list-style-type: none"> Job description

•Process Owners	<ul style="list-style-type: none"> •QMS Plan •Project Plan •Client Contract 	Addressing Risk & Opportunities	•PIRADC	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> •PC •Department Representative •Quality Manual •Legal & Other Requirement •Knowledge: Application of ISO 9001:2015 	To achieve approval within 45 working days upon submission of Risk Assessment record	•PIRADC Guideline
•Process Owners	•QMS Plan	Management of Change	•Management of change evaluation form	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> •PC •QMS •Department Representative Manual •Knowledge: Application of ISO 9001:2015 	To achieve within 20 working days upon submission of MOC request records	•Management of Change Evaluation Form
•Process Owners	<ul style="list-style-type: none"> •Master Documents •External Documents 	Control of Documents And Records	<ul style="list-style-type: none"> •Document master list •List of records 	Process Owners	QMR manager, QMR executive & Document Control Coordinator	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Knowledge: Application of ISO 9001:2015 	To achieve approval within 14 working days upon submission of Document of Change Notice records	<ul style="list-style-type: none"> •List of Records •Document & Record Master List •Legal Register •Document Control & Record Procedure
•Process Owners	<ul style="list-style-type: none"> •Business Development & Marketing Department •Asset & Workshop Department •QMR 	Quality Assurance & Control of Non-Conformance	<ul style="list-style-type: none"> •QA launch matrix •QC register 	Process Owners	QMR manager, QMR executive, QA & QC	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Knowledge: Application of ISO 9001:2015 	To achieve minimum 10 inspection and review of document and records per month	<ul style="list-style-type: none"> •Stakeholder Feedback Form •Incident Investigation Report •Corrective Action Procedure

	<ul style="list-style-type: none"> Department •Procurement •Operation Department •Technical Department •Finance Department 							
•Process Owners	•QMS Plan	Work Environment Monitoring & Control	•Work environment monitoring & control chart	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> •PC •Department Representative •Company policy •QMS Manual •QMS Target & Objectives •Knowledge: Application of ISO 9001:2015 	To submit Analysis and Evaluation of Data (tab H_O-HEALTH & H_WORKENV) within 14 working days on monthly basis	<ul style="list-style-type: none"> •Safe Working Procedure •PIRADC
•Process Owners	<ul style="list-style-type: none"> •Environmental Act •Oil & Gas Act •Electricity Act •Bomba Act •IMCA 	Legal and Other Requirements	•Legal register	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Organization Chart •Knowledge: Application of Legal & other requirement 	To review Legal and Other Requirement within 7 working days of every quarter	<ul style="list-style-type: none"> •Legal & Other Requirement Register •Job Description •Corrective Action Procedure
•Process Owners	<ul style="list-style-type: none"> •Client Perception at site •Act Card •Client Satisfaction 	Stakeholder Satisfaction and Feedback	•Client satisfaction perception	Process Owners	Senior Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Knowledge: Application of 	To achieve performance rating above 3 from client	<ul style="list-style-type: none"> •Corrective & Preventive Action Procedure •Continual Improvement

	Form					ISO 9001:2015 (9.1.2) – Customer satisfaction		Procedure
•Process Owners	<ul style="list-style-type: none"> •Client Perception •Client Complaint •Quality Objective Monitoring & Measurement •Performance Measurement & Monitoring •OSH Objective & Program 	Control, Monitoring, Measurement, Analysis & Evaluation of Data	•Quality analysis and evaluation of data	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Knowledge: Application of ISO 9001:2015 (9.1) – Monitoring, measurement, analysis & evaluation, 	To submit Analysis and Evaluation of Data within 30 working days subsequently after each quarter	<ul style="list-style-type: none"> •System Leading & Lagging Indicator •Project Leading & Lagging Indicator •QMS Leading & Lagging Indicator
•Process Owners	<ul style="list-style-type: none"> •Data Analysis •Client Complain •Client Perception •Quality Objective Monitoring & Measurement •Performance Measurement & Monitoring •OSH objective & program 	Management System Audit	•Audit report	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Knowledge: Application of ISO 9001:2015 (9.2) – Internal audit 	To submit audit report within 30 working days from planned audit schedule	<ul style="list-style-type: none"> •Audit schedule •Audit plan •Audit notes/checklist
•Process Owners	<ul style="list-style-type: none"> •Internal audit •External audit •Non- 	Corrective & Preventive Action	•Continual improvement of the Integrated	Process Owners	Integrated Management	<ul style="list-style-type: none"> •PC •Department Representative 	To achieve close-out within 6 months upon	<ul style="list-style-type: none"> •Audit summary •Audit notes •Audit report

	<ul style="list-style-type: none"> conformance report Management observation Data analysis Act Card 		Management System		Representative, QMR Executive & Document Controller Coordinator	<ul style="list-style-type: none"> QMS Manual Knowledge: Application of ISO 9001:2015 (10.2) – Non – conformity & corrective action 	issuance of Corrective Action Request records	<ul style="list-style-type: none"> Stakeholder feedback form Interested parties Legal requirement
<ul style="list-style-type: none"> Process Owners 	<ul style="list-style-type: none"> Corrective Action Preventive Action 	Continual Improvement	<ul style="list-style-type: none"> Continual improvement action plan 	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> PC Department Representative QMS Manual Knowledge: Application of ISO 9001:2015 (10.3) – Continual improvement 	To review and verify Continual Improvement Plan within 30 working days upon submission of Continual Improvement Plan Sheet records	<ul style="list-style-type: none"> CAPAR Analysis of data table Annual QMS plan QMS Target & Objectives
<ul style="list-style-type: none"> Process Owners 	<ul style="list-style-type: none"> Customer feedback Process performance for all the department (analysis of data) QMS objectives Status of the internal and external audit Measurement and analysis of data 	Management Review	<ul style="list-style-type: none"> Management review meeting 	Process Owners	QMR manager & QMR executive	<ul style="list-style-type: none"> PC Department Representative QMS Manual Knowledge: Application of ISO 9001:2015 (9.3) – Management review 	To submit and approve Management Review Agenda and Minutes within 30 working days from the day of meeting	<ul style="list-style-type: none"> Management review agenda & minutes Meeting attendance

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<ul style="list-style-type: none"> •Process Owners 	<ul style="list-style-type: none"> •Project Hand Over Form •LOI/LOA •Summary Bid Form 	Project Initiation	<ul style="list-style-type: none"> •Project charter 	Process Owners	Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •PMBOK •Project QMS Plan •Knowledge: Application of ISO 9001:2015 (8.2.2) – Determining the requirements for products and services and ISO 9001:2015 (8.2.3) – Review of the requirements for products and services 	To achieve approval within 20 working days from project award	<ul style="list-style-type: none"> •Project Hand Over Form •LOI/LOA •Business Development File •Contractual Agreement Minutes of Meeting •Develop Project Charter Guideline
<ul style="list-style-type: none"> •Process Owners 	<ul style="list-style-type: none"> •Project Charter •Corrective Action •Preventive Action 	Project Planning	<ul style="list-style-type: none"> •Project management plan •Project action plan 	Process Owners	Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Management of QMS Plan Document •Knowledge: Application of ISO 9001:2015 (8.1) – 	To achieve approval within 15 working days from project award	<ul style="list-style-type: none"> •Project Action Plan •Minutes of Meeting •Project Management Plan Guideline

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						Operation planning & control		
•Process Owners	•Project Management Plan	Project Execution Plan	•Project Contractual Deliverables	Process Owners	Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Project Management Plan •Knowledge: Application of ISO 9001:2015 (8.5.1) – Control of production & services provision and ISO 9001:2015 (8.5.2) – Identification & Traceability 	To achieve approval of timesheet within 7 days after end of each month	<ul style="list-style-type: none"> •Risk and Opportunity Register •Mobilization Guideline •Demobilization Guideline •Vessel Deck Plan •IMCA Underwater Operation Guideline •Project Control of Changes •QA Launch Matrix
•Process Owners	<ul style="list-style-type: none"> •Project Management Plan •Project Execution Plan 	Project Monitoring & Control	•Project Leading & Lagging	Process Owners	Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Plan •Project Execution Plan •Knowledge: Application of ISO 9001:2015 (8.7) – Control of non-conforming 	To achieve approval within 60 working days from last day of operation	<ul style="list-style-type: none"> •QA Launch Matrix •Analysis of Data Procedure

						outputs		
•Process Owners	•Project Execution Plan	Project Delivery & Completion	•Project Audit	Process Owners	Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Plan •Project Leading & Lagging Indicator •Project Management Plan •Knowledge: Application of ISO 9001:2015 (8.5.5) – Post-delivery activities and ISO 9001:2015 (8.6) – Release of products & services 	To achieve approval within 60 working days after project demobilization	<ul style="list-style-type: none"> •Project QMS Plan •Project Completion Certificate •Project Close Out Report
•Process Owners	<ul style="list-style-type: none"> •Daily Progress Report •Timesheet 	Project Claim & Invoicing	•Project claim certificate submission	Process Owners	Senior Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Daily Progress report •Timesheet 	To submit and achieve approval of draft invoice within 7 days from end of every month	<ul style="list-style-type: none"> •Service Order •Invoice •Purchase Order
•Process Owners	<ul style="list-style-type: none"> •Discrepancies order •Variation Order 	Project Control of Changes	•Variation order	Process Owners	Senior Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Contractual 	To achieve approval within 7 working days upon submission of variation order records	•Variation Order Procedure

						Agreement • Knowledge: Application of ISO 9001:2015 (8.5.6) – Project control of changes		
• Process Owners	• Quality Requirement • Subcontractor track record & details	Managing Sub-contractor	• Subcontractors compliance with PETROGAS Integrated Management System • QA programs	Process Owners	QMR Manager & Operation Manager	• PC • Department Representative • QMS Manual • Knowledge: Application of ISO 9001:2015 (8.4) – Control of externally provided processes, products and services	To achieve feedback within 30 working days from subcontractor from start of project award	• Permits to work
• Process Owners	• PETROGAS approved vendor list	Vendor Performance Assessment	• Vendor performance assessment • Updated approved vendor list	Process Owners	Junior Project Engineer	• PC • Department Representative • QMS Manual • Knowledge: Application of ISO 9001:2015 (8.4) – Control of externally provided processes, products and services	Yearly 25% of vendor from approved vendor list audited	• PETROGAS Approved Vendor List • Vendor Performance Summary
• Process Owners	• Mobilization	Control of Client	• Mobilization &	Process	Project	• PC	No non-	• Vessel/Rig/Barg

	<ul style="list-style-type: none"> • Operation • Demobilization 	Property	demobilization certificate	Owners	Engineer	<ul style="list-style-type: none"> • Department Representative • QMS Manual • Knowledge: Application of ISO 9001:2015 (8.5.3) – Property belonging to customers or external providers 	conformance issued due to no damages to client property and belongings	<ul style="list-style-type: none"> • Deck Plan • Worksite Safety Induction • Client Standard Operating Procedure
• Process Owners	• Manpower request form	Recruitment of Personnel	• Human Resources Recruitment	Process Owners	Human Resources and Administration	<ul style="list-style-type: none"> • PC • HR Staff • QMS Manual • Knowledge: Application of ISO 9001:2015 (7.1.2) – People 	To achieve approval within 1 month from submission of request for new staff form records	<ul style="list-style-type: none"> • Job description • Control of records procedure • Contract of employment
• Process Owners	<ul style="list-style-type: none"> • Staff performance appraisal • IMCA competency 	Awareness & Competencies	• Promoted personnel meet the minimum performance competency matrix	Process Owners	Human Resources and Administration	<ul style="list-style-type: none"> • PC • Department Representative • QMS Manual • Knowledge: Application of ISO 9001:2015 (7.2) – Competence, ISO 9001:2015 (7.3) – Awareness 	QMS awareness training for all procedures once per annum	<ul style="list-style-type: none"> • Job description • Training Matrix • Competency Matrix
• Process Owners	<ul style="list-style-type: none"> • Competency Matrix • IMCA 	Training & Development	• Training & development for personnel	Process Owners	Human Resources and	<ul style="list-style-type: none"> • PC • HR Staff • QMS Manual 	To achieve 80% minimum training program executed	<ul style="list-style-type: none"> • Job description • Competence Assurance and

	Competency Guideline				Administration	<ul style="list-style-type: none"> Knowledge: Application of ISO 9001:2015 (7.1.6) – Organizational knowledge, ISO 9001:2015 (7.1.6) – Organizational knowledge 	per annum	Assessment <ul style="list-style-type: none"> Training Matrix
•Process Owners	•Measuring Equipment Calibration Register	Control of Monitoring & Measuring Equipment/ Calibration	•Calibration certificate	Process Owners	Technical Manager	<ul style="list-style-type: none"> PC Department Representative QMS Manual Knowledge: Application of ISO 9001:2015 (7.1.5.2) – Measurement Traceability 	To achieve 100% digital measuring instrument for project equipment have a valid calibration certificate	<ul style="list-style-type: none"> Equipment Certificate Register Measuring Equipment Calibration Register List Planned Maintenance System
•Process Owners	•Verified part, spare, equipment, services	Equipment, Part Preservation, Inventory	•Update inventory list system	Process Owners	Base Manager, Material Coordinator & Technical Executive	<ul style="list-style-type: none"> PC Department Representative QMS Manual Knowledge: Application of ISO 9001:2015 (8.5.4) – Preservation 	To achieve approval of Asset Register and Inventory List within 30 working days on quarterly basis	•Stock Take Card
•Process Owners	•Project Request Order •Purchase Order	Goods/ Equipment Receiving, Handling & Inspection	•Verified parts/ spare/ equipment/ services	Process Owners	Technical Manager	<ul style="list-style-type: none"> PC Department Representative QMS Manual Knowledge: 	To achieve 90% item on delivery order received by end user	<ul style="list-style-type: none"> Delivery Order Request Order Manual Handling Guideline

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						Application of ISO 9001:2015 (8.5.4) – Preservation		•Control of Non-conformance Product Procedure
•Process Owners	<ul style="list-style-type: none"> •Asset Register List •PMS •EFR •Breakdown Register 	Infrastructure Maintenance	•Updated PMS & EFR	Process Owners	Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Knowledge: Application of ISO 9001:2015 (7.1.3) – Infrastructure 	To achieve approval within 1 month upon start of new month	<ul style="list-style-type: none"> •Asset Register List •Maintenance Guideline •Procurement Control Procedure •Equipment Breakdown Notification •Equipment Fault Report
•Process Owners	<ul style="list-style-type: none"> •Approved vendor list •EFR •Utilization form •Critical spare list •Inventory list 	Purchasing & Evaluation or Vendor	<ul style="list-style-type: none"> •Approved Purchase Order •Purchase Order 	Process Owners	Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual •Knowledge: Application of ISO 9001:2015 (7.1.1) – Resources general 	To achieve approval within 7 working days upon submission of request order records	<ul style="list-style-type: none"> •Approved vendor list •Requisition Order Form •Vendor Creation Form •Subcontractor Register •Service Provider Register
•Process Owners	<ul style="list-style-type: none"> •Invoice subcontractor •Purchase Order •Delivery Order •DPR •Timesheet •Job 	Payment Certificate	•Payment certificate	Process Owners	Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual 	To achieve approval within 7 working days upon submission of payment certificate at end of every month	<ul style="list-style-type: none"> •Invoice voucher •Service order •Timesheet •Requisition order •Delivery order

	completion certificate							
•Process Owners	<ul style="list-style-type: none"> •Contract & tender •Market Survey •inquiry 	Tender, Bid & Proposal	<ul style="list-style-type: none"> •Proposal/tender •Inquiry/ Tender register 	Process Owners	Business Development Manager	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual 	Submission of commercial before dateline	<ul style="list-style-type: none"> •Contract Review Procedure •Market Survey •Inquiry Register Log •Tender Bidding •Technical Proposal •Letter of Award •Letter of Intent
•Process Owners	<ul style="list-style-type: none"> •ITB •Technical/ Commercial Proposal 	Project & Contract Deployment	•Project contract	Process Owners	Marketing Manager	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual 	Completion of project/contract deployment to be done within 14 working days before prior project execution	•Inquiry Ticket
•Process Owners	<ul style="list-style-type: none"> •ROV Breakdown •Incident/Accident •Faulty equipment •Kaptu/ wrong received item from vendor 	Incident Event Notification	•Act Card & Incident Notification Form	Process Owners	QMR Manager & QMR Executive	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual 	To submit notification within 1 day of event occurrence	<ul style="list-style-type: none"> •Emergency Response Procedure •Equipment Fault Report •HSE Incident Notification Form
•Process Owners	•System Mobilization Notice	Logistic	•Logistic request form	Process Owners	Project Engineer	<ul style="list-style-type: none"> •PC •Department Representative •QMS Manual 	To achieve approval of complete logistic request order form within 7 working	<ul style="list-style-type: none"> •Mobilization notice •Event Notification Procedure

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							days prior to deliver of equipment for every project	
•Process Owners	•Senior Manager	Organizational Knowledge	•Mentoring & Coaching Agreement	Process Owners	General Manager	•PC •Department Representative •QMS Manual	One coaching and mentoring program quarterly	•Mentoring Agreement
•Process Owners	•Managing Director •Business Plan	Resource Planning	•Organization Resource Plan	Process Owners	General Manager	•PC •Department Representative •QMS Manual	To achieve minimum one resource review per annum	•Resource Plan

Prepared by:

Approved by:

Verified By:

Name:
Position:
Date:

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Position:
Date:

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Position:
Date: