

QUALITY MANUAL

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AURELIAN MANUFACTURING AS

Quality Management System Manual
ISO 9001:2015 Compliant

Document Control Information

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1.0	2026-02-18	Quality Manager	Initial Release

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1. Introduction

1.1 Purpose

This Quality Manual describes the Quality Management System (QMS) of Aurelian Manufacturing AS and demonstrates how our organization meets the requirements of ISO 9001:2015. This manual serves as the primary reference document for our QMS and provides the framework for achieving our quality objectives.

1.2 Application

This Quality Manual applies to all activities, processes, and personnel involved in the design, manufacture, and delivery of precision-machined components and additive manufacturing services at Aurelian Manufacturing AS.

1.3 Quality Management System Foundation

Our QMS is built upon:

- **Process Approach:** Managing interrelated processes as a system
 - **Risk-Based Thinking:** Proactive identification and mitigation of risks
 - **PDCA Cycle:** Plan-Do-Check-Act methodology for continual improvement
 - **Customer Focus:** Exceeding customer expectations in the defence and oil & gas sectors
 - **Technology Integration:** Leveraging MAZAK iSmart Factory automation for enhanced quality control
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2. Company Profile

2.1 Organization Overview

Company Name: Aurelian Manufacturing AS

Location: Norway

Employees: 22

Annual Revenue: 200 MNOK

Primary Equipment: 25 MAZAK CNC machines with iSmart Factory automation system

2.2 Services Provided

Aurelian Manufacturing AS provides the following precision manufacturing services:

Service Category	Description
CNC Milling	High-precision multi-axis milling operations
CNC Turning	Precision turning for complex geometries
Multi-axis Machining	5-axis and beyond for complex components
Additive Manufacturing	Metal 3D printing for prototypes and production
Design/Engineering Services	Component design and manufacturability analysis
Inspection/Metrology Services	Precision measurement and quality verification

2.3 Excluded Services

Welding services are excluded from the scope of this QMS as Aurelian Manufacturing AS does not provide welding capabilities.

2.4 Target Markets

- **Defence Industry:** Precision components for defence applications, compliant with Norwegian Defence Materiel Agency (NDMA) requirements
- **Oil & Gas Industry:** Critical components for petroleum sector, aligned with NS-EN ISO 29001 and NORSOK standards

2.5 Technology Platform

Our operations are powered by the **MAZAK iSmart Factory** system, which provides:

- Real-time production monitoring via MTConnect® protocol
- Automated data collection and process control
- Integrated tool management
- Production scheduling and capacity planning
- Machine performance analytics
- Cybersecurity protection through SmartBox technology

3. Scope of the QMS

3.1 Scope Statement

The Aurelian Manufacturing AS Quality Management System covers:

“The design, manufacture, inspection, and delivery of precision-machined components and additive manufactured parts for the defence and oil & gas industries, utilizing CNC milling, CNC turning, multi-axis machining, metal 3D printing, and associated engineering and metrology services.”

3.2 Exclusions

The following ISO 9001:2015 clause is excluded:

Clause	Title	Justification
8.3	Design and Development of Products and Services	Partial Exclusion - When customers provide complete designs and specifications. Full application when Aurelian provides design/engineering services.

3.3 Applicable Standards and Regulations

Standard/Regulation	Application
ISO 9001:2015	Primary QMS standard
NS-EN ISO 29001	Oil & gas sector requirements
NORSOK Standards	Norwegian petroleum industry requirements
NDMA Requirements	Norwegian defence procurement
FOSA Regulations	Defence and security procurement
Norwegian Transparency Act	Ethical business conduct

3.4 Documentation Requirements

The QMS accommodates **Supplier Data Requirements List (SDRL)** and **Material Review Board (MRB)** shipment documentation requirements for defence and oil & gas customers.

4. Context of the Organization (Clause 4)

4.1 Understanding the Organization and Its Context

Aurelian Manufacturing AS continuously monitors and analyzes internal and external factors affecting our ability to achieve QMS objectives.

External Issues:

- Norwegian and EU regulatory environment
- Defence sector security requirements
- Oil & gas industry cyclical demand
- Technology advancement in manufacturing
- Supply chain reliability
- Competitive landscape

Internal Issues:

- Workforce competency and development
- Equipment capability and maintenance
- iSmart Factory system performance
- Financial resources
- Organizational culture

Reference: QM-003-Context-of-Organization

4.2 Understanding the Needs and Expectations of Interested Parties

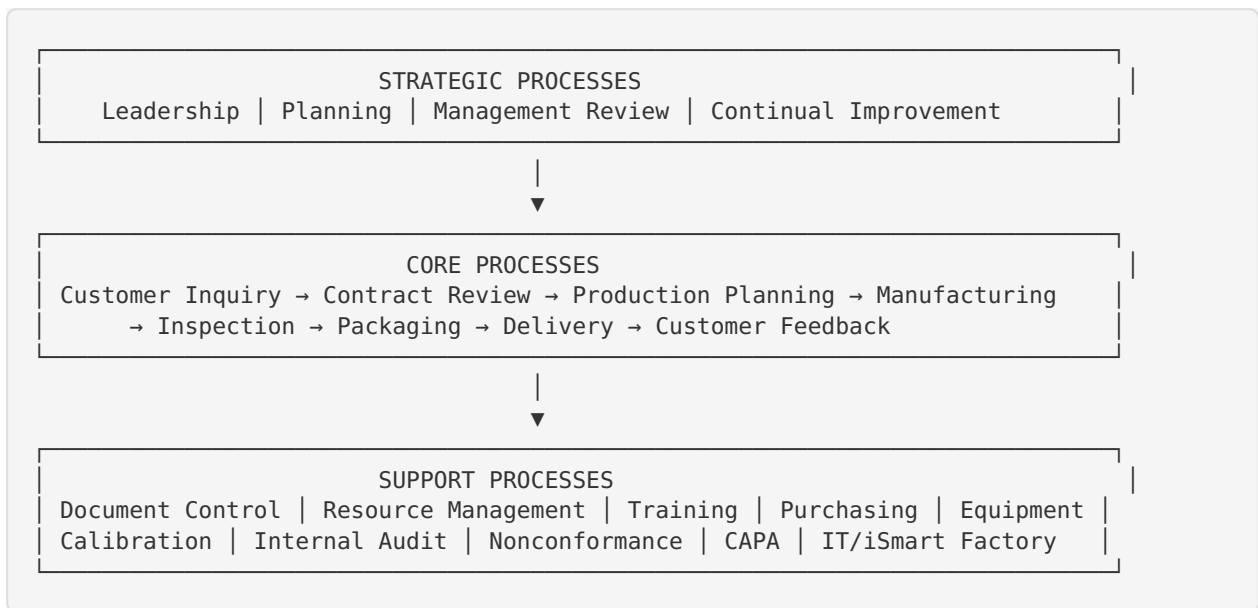
Interested Party	Needs and Expectations
Customers (Defence)	Conformity certificates, security compliance, traceability, on-time delivery
Customers (Oil & Gas)	ISO 29001 compliance, NORSOK conformity, reliability, safety
Employees	Safe working environment, training, career development
Suppliers	Clear requirements, fair terms, timely payment
Regulators (NDMA, PSA)	Compliance with laws, standards, and ethical conduct
Shareholders	Financial performance, sustainable growth
Local Community	Environmental responsibility, employment

4.3 Determining the Scope of the QMS

The scope is defined in Section 3.1 of this manual. The scope is reviewed annually during Management Review and updated as necessary to reflect changes in organizational context.

4.4 QMS and Its Processes

Aurelian Manufacturing AS has established, implemented, and maintains a QMS comprising the following core processes:



Process Interaction and iSmart Factory Integration:

The MAZAK iSmart Factory system serves as the central nervous system connecting our manufacturing processes:

- **Production Planning** ↔ iSmart Factory scheduling module
- **Manufacturing** ↔ Real-time machine monitoring and control
- **Inspection** ↔ Automated data collection and SPC
- **Equipment Maintenance** ↔ Predictive maintenance analytics
- **Quality Records** ↔ Digital documentation and traceability

5. Leadership (Clause 5)

5.1 Leadership and Commitment

5.1.1 General

Top management demonstrates leadership and commitment to the QMS by:

- a) Taking accountability for QMS effectiveness
- b) Ensuring quality policy and objectives are established and aligned with strategic direction
- c) Integrating QMS requirements into business processes
- d) Promoting use of the process approach and risk-based thinking
- e) Ensuring resources are available
- f) Communicating the importance of effective quality management
- g) Ensuring the QMS achieves its intended results
- h) Engaging, directing, and supporting persons to contribute to QMS effectiveness
- i) Promoting continual improvement
- j) Supporting other relevant management roles

5.1.2 Customer Focus

Top management ensures customer focus by:

- Determining, understanding, and meeting customer requirements

- Meeting applicable statutory and regulatory requirements
- Addressing risks and opportunities affecting product conformity
- Enhancing customer satisfaction
- Maintaining SDRL/MRB documentation capabilities for defence and oil & gas customers

5.2 Policy

5.2.1 Establishing the Quality Policy

The Quality Policy is established and documented in **QM-002-Quality-Policy-Objectives**.

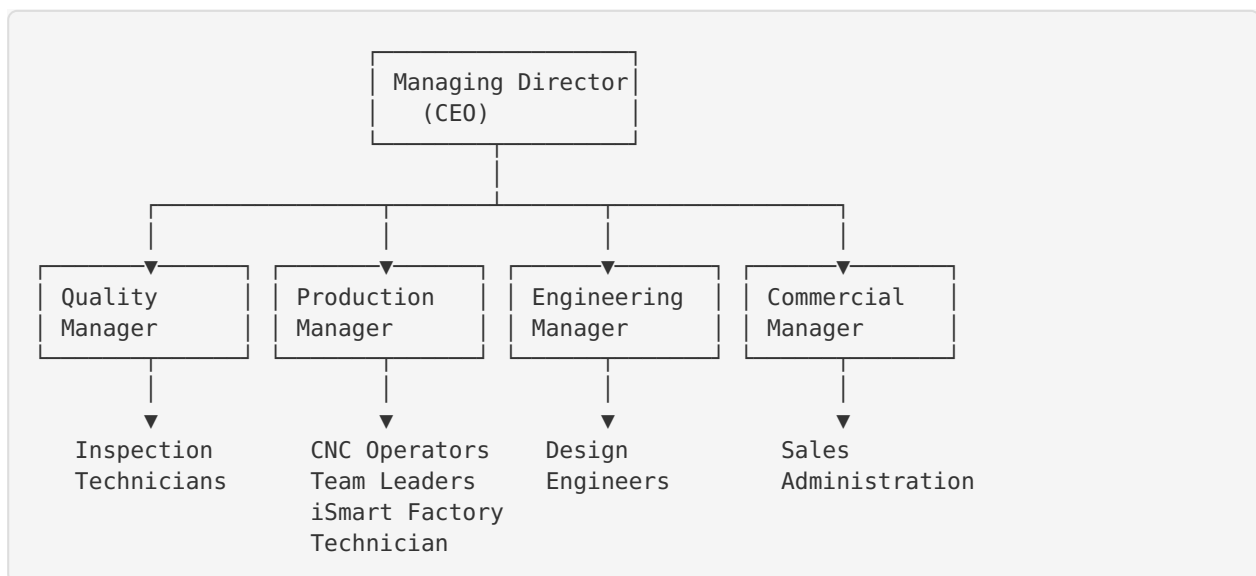
5.2.2 Communicating the Quality Policy

The Quality Policy is:

- Displayed prominently in all work areas
- Included in employee orientation
- Reviewed in team meetings
- Available on the company intranet
- Provided to customers upon request

5.3 Organizational Roles, Responsibilities, and Authorities

5.3.1 Organization Chart



5.3.2 Key Roles and Responsibilities

Managing Director:

- Ultimate responsibility for QMS
- Establishing quality policy and objectives
- Ensuring resources are available
- Chairing Management Review
- Approving significant QMS changes

Quality Manager:

- Day-to-day management of the QMS
- Reporting on QMS performance to top management
- Ensuring promotion of customer focus
- Managing internal audits and CAPA
- Liaison with certification body and customers

- Maintaining document control system
- Coordinating SDRL/MRB documentation

Production Manager:

- Production planning and scheduling via iSmart Factory
- Machine efficiency and utilization
- Production personnel management
- Ensuring product conformity
- Managing CNC operations and additive manufacturing

Engineering Manager:

- Design and engineering services
- Technical customer support
- Process development
- CAD/CAM programming
- DFM (Design for Manufacturability) analysis

Commercial Manager:

- Customer relations
- Contract review
- Quotation preparation
- Order management
- Customer satisfaction monitoring

6. Planning (Clause 6)

6.1 Actions to Address Risks and Opportunities

6.1.1 Risk-Based Thinking

Aurelian Manufacturing AS integrates risk-based thinking throughout the QMS. We identify risks and opportunities considering:

- Context of the organization (Clause 4.1)
- Interested parties (Clause 4.2)
- QMS scope (Clause 4.3)

Risk Categories:

- Operational risks (equipment failure, process deviations)
- Technology risks (iSmart Factory system failures, cybersecurity)
- Supply chain risks (material availability, supplier quality)
- Customer risks (order cancellation, specification changes)
- Regulatory risks (non-compliance, certification issues)

Reference: QM-004-Risk-Opportunity-Register

6.1.2 Planning Actions

For each significant risk, we determine:

- Actions to address the risk/opportunity
- Integration into QMS processes
- Evaluation of effectiveness

6.2 Quality Objectives and Planning to Achieve Them

Quality objectives are established at relevant functions, levels, and processes. Objectives are:

- Consistent with the quality policy
- Measurable
- Consider applicable requirements
- Relevant to product conformity and customer satisfaction
- Monitored and communicated
- Updated as appropriate

Reference: QM-002-Quality-Policy-Objectives

Key Performance Indicators:

Objective Area	KPI	Target
On-Time Delivery	OTD %	≥ 95%
Quality	First Pass Yield	≥ 98%
Quality	Customer Complaints	< 5 per year
Customer Satisfaction	Survey Score	≥ 4.2/5.0
Machine Efficiency	OEE	≥ 85%
Nonconformance	Internal NCR Rate	< 2%

6.3 Planning of Changes

Changes to the QMS are planned considering:

- Purpose of the change and consequences
- QMS integrity
- Availability of resources
- Allocation of responsibilities and authorities

Changes are managed through the document control process and reviewed during Management Review.

7. Support (Clause 7)

7.1 Resources

7.1.1 General

Aurelian Manufacturing AS determines and provides resources needed for establishment, implementation, maintenance, and continual improvement of the QMS.

7.1.2 People

Human resources are managed to ensure competent personnel are available for all QMS roles. Staffing levels are reviewed annually as part of resource planning.

7.1.3 Infrastructure

Manufacturing Infrastructure:

- 25 MAZAK CNC machines (milling, turning, multi-axis)
- Additive manufacturing equipment (metal 3D printers)
- MAZAK iSmart Factory automation system
- CAD/CAM software systems
- ERP system integrated with iSmart Factory

Quality Infrastructure:

- Coordinate Measuring Machines (CMM)
- Precision measurement instruments
- Calibration equipment
- Environmental control systems

IT Infrastructure:

- iSmart Factory server infrastructure
- MTConnect® network connectivity
- SmartBox cybersecurity systems
- Backup and disaster recovery systems

7.1.4 Environment for the Operation of Processes

We maintain appropriate environmental conditions:

- Temperature-controlled inspection area
- Clean manufacturing environment
- Adequate lighting
- Ergonomic workstations
- Safety equipment and protocols

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

Monitoring and measuring resources are determined and maintained to ensure valid results.

7.1.5.2 Measurement Traceability

All measuring equipment is:

- Calibrated at specified intervals
- Traceable to national/international standards
- Identified with calibration status
- Protected from damage and deterioration
- Recorded in the calibration database

The iSmart Factory system tracks tool wear and machine parameters, contributing to measurement assurance.

7.1.6 Organizational Knowledge

Organizational knowledge is maintained through:

- Documented procedures and work instructions
- Training records and competency matrices
- Lessons learned database
- iSmart Factory historical data analytics
- Process parameter databases

7.2 Competence

Aurelian Manufacturing AS ensures personnel affecting QMS performance are competent based on:

- Education
- Training
- Experience
- Skills

Competence Management Process:

1. Determine competence requirements for each role
2. Evaluate current competence
3. Identify training needs
4. Provide training or take other actions
5. Evaluate effectiveness
6. Maintain documented evidence

Key Training Areas:

- CNC machine operation
- iSmart Factory system operation
- Quality inspection techniques
- Additive manufacturing processes
- Safety procedures
- QMS awareness

7.3 Awareness

Personnel are aware of:

- Quality policy
- Relevant quality objectives
- Their contribution to QMS effectiveness
- Benefits of improved performance
- Implications of not conforming to QMS requirements

7.4 Communication

7.4.1 Internal Communication

What	When	Who	How
Quality Policy	Induction, annually	All staff	Meeting, intranet
Quality Objectives	Monthly	All staff	Team meetings
QMS Performance	Monthly	Management	Management meeting
Audit Results	After audit	Relevant staff	Report, meeting
Process Changes	As needed	Affected staff	Training, memo
iSmart Factory Alerts	Real-time	Operators	System dashboard

7.4.2 External Communication

What	When	Who	How
Quality capability	Upon request	Customers	Documentation
Certifications	Upon request	Customers	Certificate copy
NCR notification	As required	Customers	Formal letter
Contract status	Per agreement	Customers	Portal, email

7.5 Documented Information

7.5.1 General

The QMS includes:

- Documented information required by ISO 9001:2015
- Documented information necessary for QMS effectiveness
- Sector-specific documentation (SDRL, MRB, etc.)

7.5.2 Creating and Updating

When creating documented information:

- Appropriate identification and description
- Appropriate format and media
- Review and approval for suitability and adequacy

Reference: PR-001-Documents-Record-Control

7.5.3 Control of Documented Information

Documented information is controlled to ensure:

- Availability and suitability for use
- Adequate protection
- Distribution, access, and retrieval
- Storage and preservation
- Control of changes
- Retention and disposition

iSmart Factory Integration:

The iSmart Factory system automatically captures and stores:

- Production records
- Machine parameters
- Process data
- Tool usage records
- Quality metrics

8. Operation (Clause 8)

8.1 Operational Planning and Control

Aurelian Manufacturing AS plans, implements, and controls operational processes through:

Planning Elements:

- Quality requirements for products
- Criteria for processes and product acceptance
- Resources needed
- Process controls (including iSmart Factory monitoring)
- Documented information requirements

iSmart Factory Role:

- Automated production scheduling
- Real-time process monitoring
- Capacity planning and optimization
- Work order management
- Automated data collection

Reference: PR-005-Production-Planning-Control

8.2 Requirements for Products and Services**8.2.1 Customer Communication**

Communication with customers includes:

- Product and service information
- Enquiries, contracts, order handling
- Customer feedback and complaints
- Handling customer property
- Contingency actions when relevant

Reference: PR-007-Customer-Communication-Contract-Review

8.2.2 Determining Requirements

Requirements include:

- Customer-specified requirements (including SDRL/MRB)
- Requirements not stated but necessary for intended use
- Statutory and regulatory requirements
- Additional requirements determined by Aurelian

8.2.3 Review of Requirements

Before accepting orders, we review:

- Product requirements are defined
- Contract/order differences are resolved
- Capability to meet requirements exists

Contract Review Checklist:

- Technical specifications complete
- Material requirements defined
- Tolerances achievable
- Delivery schedule feasible
- Inspection requirements clear
- Documentation requirements (SDRL/MRB) defined
- Special requirements identified

8.2.4 Changes to Requirements

Changes to requirements are communicated, documented, and relevant persons made aware.

8.3 Design and Development of Products and Services

Note: This clause applies when Aurelian Manufacturing AS provides design/engineering services.

8.3.1 General

When providing design services, we plan and control the design process to ensure the resulting product meets requirements.

8.3.2 Design and Development Planning

Design planning considers:

- Nature, duration, and complexity
- Required stages including reviews
- Verification and validation activities
- Responsibilities and authorities
- Internal and external resource needs
- Interface management
- Customer and user involvement
- Documentation requirements

8.3.3 Design and Development Inputs

Inputs include:

- Functional and performance requirements
- Applicable statutory and regulatory requirements
- Standards to apply
- Consequences of failure
- Previous similar design information

8.3.4 Design and Development Controls

Design controls include:

- Design reviews at appropriate stages
- Verification against inputs
- Validation against requirements
- Documentation of activities

8.3.5 Design and Development Outputs

Design outputs:

- Meet input requirements
- Are adequate for subsequent processes
- Include acceptance criteria
- Specify product characteristics for safe use

8.3.6 Design and Development Changes

Changes are identified, reviewed, controlled, and documented.

8.4 Control of Externally Provided Processes, Products and Services

8.4.1 General

External providers are controlled when:

- Products are incorporated into our products
- Products are provided directly to customers on our behalf
- Processes are provided by an external provider

8.4.2 Type and Extent of Control

Control is based on:

- Potential impact on product conformity
- Effectiveness of external provider's controls
- Defined verification activities

Supplier Management:

- Approved Supplier List maintained
- Supplier evaluation criteria defined
- Performance monitoring and rating
- Periodic re-evaluation

8.4.3 Information for External Providers

Information includes:

- Products and services to be provided
- Approval requirements (products, procedures, equipment, personnel)
- Competence and qualification requirements
- QMS requirements
- Verification activities

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

Production is controlled under conditions including:

a) **Documented Information:**

- Work instructions
- Drawings and specifications
- Inspection criteria

b) **Monitoring and Measurement:**

- iSmart Factory real-time monitoring
- In-process inspection points
- Final inspection requirements

c) **Infrastructure and Environment:**

- Appropriate equipment (MAZAK CNC machines)
- Controlled environment
- iSmart Factory connectivity

d) **Competent Personnel:**

- Trained operators
- Qualified inspectors
- Certified programmers

e) **Validation of Processes:**

- Process capability studies
- First Article Inspection
- Statistical Process Control (SPC)

f) **Actions to Prevent Human Error:**

- Poka-yoke devices

- Verification checklists
- iSmart Factory alerts

g) Release and Delivery:

- Final inspection
- Documentation package (including SDRL requirements)
- Controlled shipping

Reference: PR-006-CNC-Machining-Process-Control

8.5.2 Identification and Traceability

Identification:

- Products identified throughout production
- Work order numbers assigned via iSmart Factory
- Material identification maintained

Traceability:

- Material certificates linked to jobs
- Process records maintained
- iSmart Factory provides digital thread
- Full traceability for defence and oil & gas requirements

8.5.3 Property Belonging to Customers or External Providers

Customer property is:

- Identified
- Verified
- Protected
- Safeguarded
- Reported if lost, damaged, or unsuitable

Types of Customer Property:

- Customer-supplied materials
- Tooling and fixtures
- Intellectual property (drawings, specifications)
- Data and information

8.5.4 Preservation

Products are preserved during internal processing and delivery:

- Proper handling procedures
- Protective packaging
- Appropriate storage conditions
- Controlled transportation

8.5.5 Post-Delivery Activities

Post-delivery activities consider:

- Statutory and regulatory requirements
- Consequences of failure
- Nature and intended use
- Customer feedback
- Warranty obligations

8.5.6 Control of Changes

Changes to production are reviewed and controlled. The iSmart Factory system logs all parameter changes, providing full audit trail.

8.6 Release of Products and Services

Products are released after:

- Planned arrangements are satisfactorily completed
- Authorized person approves release
- Customer approval obtained (when required)

Release Documentation:

- Inspection reports
- Material certificates
- Dimensional reports
- Test certificates
- Certificate of Conformity
- SDRL package (when required)

8.7 Control of Nonconforming Outputs

8.7.1 Actions for Nonconforming Products

Nonconforming products are:

- Identified and controlled to prevent unintended use
- Segregated when practical
- Reported to customer when required

Disposition Options:

- Correction (rework)
- Segregation, containment, return, suspension
- Informing the customer
- Obtaining authorization for acceptance (concession)
- Scrap

8.7.2 Documented Information

Records include:

- Description of nonconformity
- Actions taken
- Concessions obtained
- Authority making disposition decision

Reference: PR-004-Nonconformance-CAPA

9. Performance Evaluation (Clause 9)

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

Aurelian Manufacturing AS monitors and measures:

- Product conformity
- Customer satisfaction

- QMS performance and effectiveness
- Planning implementation
- Risk and opportunity actions
- External provider performance
- Improvement needs

iSmart Factory Analytics:

- Real-time OEE monitoring
- Production throughput metrics
- Quality trend analysis
- Predictive maintenance indicators
- Capacity utilization

9.1.2 Customer Satisfaction

Customer satisfaction is monitored through:

- Customer satisfaction surveys (annual)
- Customer feedback analysis
- Complaint tracking
- On-time delivery performance
- Quality performance metrics
- Direct customer communication

9.1.3 Analysis and Evaluation

Data is analyzed to evaluate:

- Conformity of products
- Degree of customer satisfaction
- QMS performance and effectiveness
- Planning effectiveness
- Risk and opportunity actions effectiveness
- External provider performance
- Need for improvements

Analysis Tools:

- Statistical Process Control (SPC)
- Pareto analysis
- Trend analysis
- iSmart Factory business intelligence
- Root cause analysis

9.2 Internal Audit

9.2.1 Audit Program

Aurelian Manufacturing AS conducts internal audits at planned intervals to ensure the QMS:

- Conforms to ISO 9001:2015 requirements
- Conforms to organizational requirements
- Is effectively implemented and maintained

Reference: PR-002-Internal-Audit

9.2.2 Audit Planning and Execution

Audits are:

- Planned considering process importance and previous results

- Conducted by objective, impartial auditors
- Reported to relevant management
- Followed up with corrective actions

9.3 Management Review

9.3.1 General

Top management reviews the QMS at least quarterly to ensure continuing suitability, adequacy, effectiveness, and alignment with strategic direction.

9.3.2 Management Review Inputs

Inputs include:

- Status of previous actions
- Changes in external/internal issues
- QMS performance (nonconformities, monitoring data, audit results, customer satisfaction, external provider performance, process performance)
- Resource adequacy
- Risk and opportunity actions effectiveness
- Improvement opportunities

9.3.3 Management Review Outputs

Outputs include decisions on:

- Improvement opportunities
- QMS changes needed
- Resource needs

Reference: PR-003-Management-Review

10. Improvement (Clause 10)

10.1 General

Aurelian Manufacturing AS determines and selects improvement opportunities and implements actions to:

- Meet customer requirements
- Enhance customer satisfaction
- Improve products
- Correct, prevent, or reduce undesired effects
- Improve QMS performance and effectiveness

iSmart Factory for Improvement:

- Data-driven improvement identification
- Process optimization analytics
- Predictive insights
- Benchmarking capabilities

10.2 Nonconformity and Corrective Action

10.2.1 Reacting to Nonconformity

When nonconformity occurs, we:

- a) React and control it

- b) Deal with consequences
- c) Evaluate need for action to eliminate cause
- d) Implement needed actions
- e) Review effectiveness
- f) Update risks and opportunities if necessary
- g) Make changes to QMS if necessary

10.2.2 Documented Information

Records are retained of:

- Nature of nonconformities
- Actions taken
- Results of corrective actions

Reference: PR-004-Nonconformance-CAPA

10.3 Continual Improvement

Aurelian Manufacturing AS continually improves QMS suitability, adequacy, and effectiveness through:

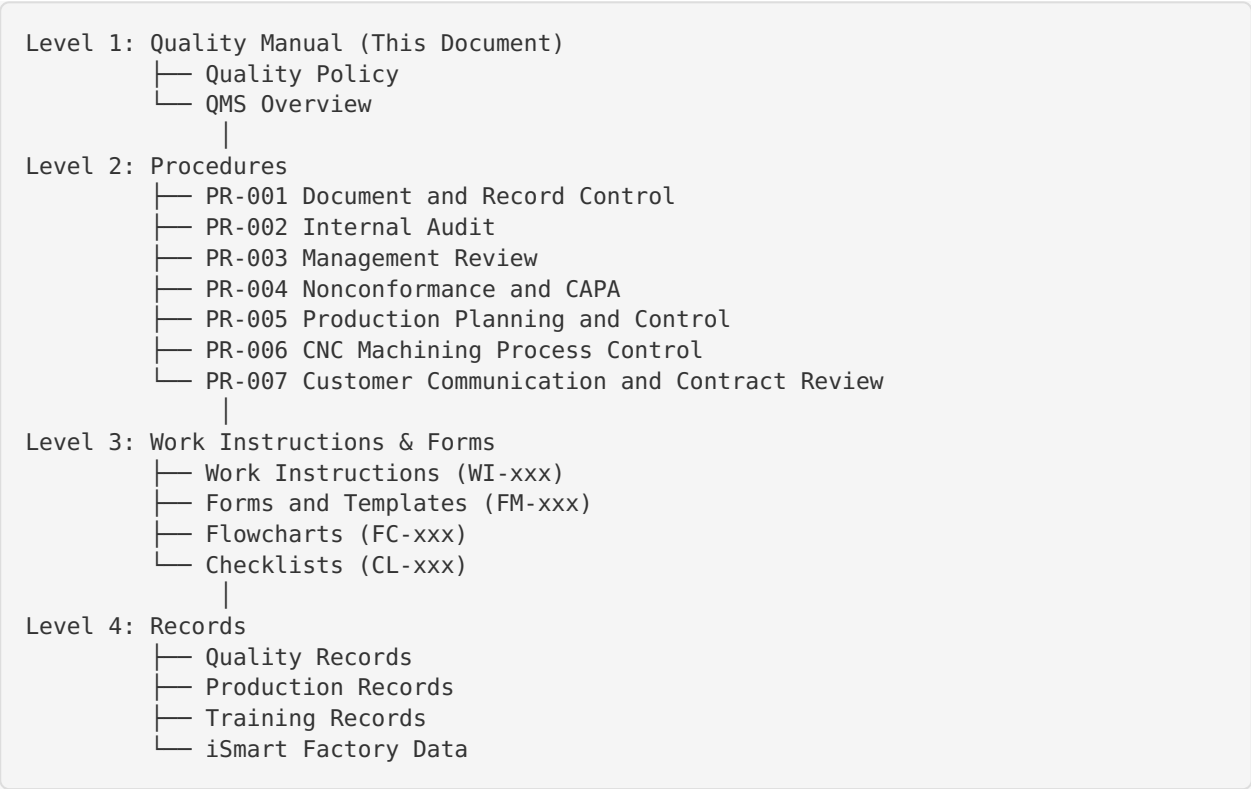
- Quality objectives achievement
- Analysis and evaluation results
- Internal audit outcomes
- Management review outputs
- Employee suggestions
- iSmart Factory data insights
- Customer feedback
- Industry best practices

Improvement Methods:

- Kaizen/continuous improvement events
 - Lean manufacturing initiatives
 - Six Sigma projects (as applicable)
 - Technology upgrades
 - Process automation
-

11. QMS Documentation Structure

11.1 Documentation Hierarchy



11.2 Document Numbering System

Prefix	Document Type
QM	Quality Manual documents
PR	Procedures
WI	Work Instructions
FM	Forms
FC	Flowcharts
CL	Checklists
TR	Training Records

12. Reference Documents

12.1 Internal Documents

Document Number	Title
QM-002	Quality Policy and Objectives
QM-003	Context of Organization
QM-004	Risk and Opportunity Register
PR-001	Document and Record Control
PR-002	Internal Audit
PR-003	Management Review
PR-004	Nonconformance and CAPA
PR-005	Production Planning and Control
PR-006	CNC Machining Process Control
PR-007	Customer Communication and Contract Review

12.2 External References

Reference	Description
ISO 9001:2015	Quality Management Systems Requirements
ISO 9000:2015	Quality Management Systems Fundamentals and Vocabulary
NS-EN ISO 29001	Quality Management Systems for Petroleum Industries
NORSOK Standards	Norwegian Petroleum Industry Standards
NDMA Requirements	Norwegian Defence Materiel Agency Requirements

Document Approval

Role	Name	Signature	Date
Prepared By	Quality Manager	_____	_____
Reviewed By	Production Manager	_____	_____
Approved By	Managing Director	_____	_____

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