1. **Purpose:**

Our reports are our only products which we are issuing. Also we are inspecting the correctness of vendors, products and documents.

Based on our certification clients are receiving OR making huge payments. Hence errors in our reports are NOT AT ALL ACCEPTABLE. These are taken very seriously by our client. Our reports reflect the Integrity and the Quality of our work. Any error, even if minor OR typographical, shows our casual approach and lack of seriousness and system.

Any error OR any correction raises doubts on thoroughness and traceability of the primary inspection process itself. All inspectors are primarily responsible for the correctness and completeness of their IVR and IRN as well as supporting documents from vendors which are signed by inspectors. All inspectors henceforth must review the ***reports thoroughly a second time before issuing with own signature only*** against latest PO, approved specification, drawing requirements, QAP/ITP and also ensure that common errors are fully avoided.

***In the very rare case of revision of IRN/ IVR, which should be with new date, the REASON FOR REVISION is to be mandatorily mentioned at bottom of report ahead of revision number.***

1. **Scope:**

This work instruction is applicable to all inspection assignments undertaken by TUV IPL and is to be followed by all Branch Heads / Managers / In-charges/ Coordinators & Inspection Engineers.

1. **Reference documents**:

ISO 9001, ISO 17020, applicable national & international codes, approved QAP/ITP***/ drawing (including notes and footnotes)*** , TDC’s, approved datasheets, Project specifications, TUV IPL audit manuals, procedures & work instructions.

1. **Guidelines to Prepare IVR/IRN**
2. All Fields and check boxes are mandatory in Visit report. If data is not available please mention ‘**Not Applicable’.**
3. The IVR and IRN shall be reviewed thoroughly for each content before submitting to all concerned. ***Do not do it in a hurry or casually. Look for common errors. Do not use Cut-paste. Review it again.***
4. IVR/IRN Number will generate automatically in TIIMES. Following details will be auto-filled by TIIMES in General Section:

* SAP Number (Non Editable)
* Job Number(Non Editable)
* Inspection and Reporting date (Non Editable)
* Surveyor Name (Non Editable)
* Revision Number (Non Editable)
* Client Name (Non Editable)
* Vendor Name (Non Editable)
* DEC, PMC, End User Name, Project Name, EPC Name and Number (Non Editable, Editable only in first visit report of Annual Rate Contract Sub OR Sub-Sub Job)
* Notification Number (Editable)
* Inspection Location (Editable)

**NOTE:** If any correction needed in above field contact your Coordinator before generation of IVR / IRN.

1. Item Description shall be given with detailed information of inspected item ***exactly as per PO :***

Examples:

For Pipes:

Item Code: 20002873459,

CS Seamless Pipes, SRL, BE, B36.10,

MOC: ASTM A106 Gr. B, Make: MSL,

Size: 2” NB X Sch 80, Heat Number: A8770,

MTC No.: MSL/QC/14/1998-2018 Dated 11.01.2011.

***Traceability to the item inspected at each stage must be clearly mentioned, with sl. Nos. / mark nos. etc. for items inspected at random and for full lot.***

1. In **“Item Description”** section :
   1. **IVR :** Carefully mention actual “**Offered Quantity**” and actual “**Acceptable Quantity**”. If any item is not accepted OR having concerns, actual quantity should be the offered quantity minus not accepted item OR minus item with concerns. If the concern is for all items, then in “**Acceptable Quantity**” column, write ***“NIL,*** Refer areas of Concern”
   2. **IRN :** “**Acceptable Quantity**” an “**Cumulative Acceptable Quantity**” should be filled with factual data after referring earlier IRN and the IVR for the items to be released.
2. Always mention latest revision number, approval status /only with final code, with approval authority name in reference document section. IRN should be given based on the inspection carried out with final approval code from approving authority. ***Do not issue IRN based on pre-final document approval codes or any information like hydrotest pressure, client acceptance, weld sizes, discrepancy in drawing views etc. provided by vendor without approved documents and written clarification by authorized end-user representative.***
3. Comments mentioned in inspection activities carried out shall give clear idea to customer of performed inspection (i.e. All QAP Stage No. ***(Do not MISS any stage. Also look for major missing stages in QAP/ITP, like heat treatment, NDT qualifications, welding consumables review, PQR/ WPQ etc.)*** - Inspection activity carried out - findings).

**Examples**

**For Witness stages**:

QAP Stage No. 3: Visual Check for surface condition on 10% randomly selected samples from each item – Found free of injurious defects.

QAP Stage No.1: Dimension Check on all items – Found to meet material specification requirements.

QAP Stage No. 2: Hydrostatic test at 2500 PSI (g) for holding time 5 seconds on 10% randomly selected samples from each item – No Leakage / No pressure drop observed during holding time.

**For Review stages:**

QAP Stage No. 1: Manufacturer test certificates declared by supplier for all items – Found to meet material specification requirements.

1. Ensure that all previous concerns relevant to the offered stage are closed before giving IVR.
2. NCR to be issued in case of non-compliance – do not write “Customer acceptance to be taken”.
3. Do not write concerns, NCRs and pending activities as general statement. For every concern, NCR, pending activity shall refer to PO item number.

**Examples:**

For PO Item No. 3 : Plain End observer instead of bevel end.

1. Point mentioned in entire conclusion section i.e. NCRs / Discrepancies observed during inspection, Areas of Concerns, Conclusions, Pending Activities shall be mentioned in mail body while submitting IVR to client.
2. Do not give suggestions OR recommendations to vendor for rectification / correction through IVR OR verbal communication. E.g. rectify and reoffer, offer after painting.
3. Submit IRN & IVR only in PDF formats only. ***Issue only to the client and executing and originating TUV office and not to the vendor if so instructed by the client.***
4. Do not share editable copies of IVR OR IRN with clients OR vendor, manufacturer.
5. Conditional / Provisional IRN shall not be issued.
6. Before issuing IRN check that all concerns from all issued IVR are closed.
7. **Separate Annexure Shall not be prepared & attached for Item Description of IRNC/IVR.**
8. Following statement Shall be mentioned in stages witnessed section of IVR and IRN to meet NABCB requirements:

‘All measuring instruments/ equipment were verified for continued suitability for intended use, proper identification, calibration status, traceability to national standards & found satisfactory.’

1. DO NOT USE STAMP / WRITE ON DOCUMENTS /MTC ‘**VERIFIED WITH ORIGINAL’**.
2. ***In the very rare case of revision of IRN/ IVR, which should be with new date, the REASON FOR REVISION is to be mandatorily mentioned at bottom of report ahead of revision number.***
3. Below MTC reviewing guidelines to be followed for identifying fake MTC (Also Circulated Through Attached Mail):



* 1. The confirmation email for authenticity of the TC must be asked by the supplier to original manufacturer, inspector must also reconfirm the same from original manufacturer through email when TC is from manufacturer such as Sumitomo, JFE, V&M, Thyssenkrupp, Sandvik etc. for large diameter seamless pipes CS or SS or LAS . Also for SS or spl. SS – Ti/ H grades pipes and Tubes or plates or sheets.
  2. Please note, nowadays even Indian makes like MSL and JSL are being faked.
  3. Check the PO by vendor to material supplier, delivery note for the material of which TC is submitted to confirm the quantity received by the vendor against the TC. Also check the traceability of the material used against that TC so that material used should not exceed than the material ordered.
  4. Recently, some of the client raised the concern regarding our acknowledgement after reviewing the MTC. Follow the following guidelines to avoid the same.

Client is expecting that it should be clearly indicated whether inspector reviewed Original (as declared by Supplier) or Photocopy of MTC while signing and stamping the MTC.

CASE 1: Reviewing against Original MTC (as declared by Supplier)

“MTC Originality and Content as declared by Supplier for Client \_\_\_\_\_\_\_and Project (\_\_\_\_\_\_\_\_\_Project Number). Accepted.”

CASE 2: Reviewing against MTC Photocopy (as declared by Supplier)

“MTC Photocopy and content as declared by supplier for Client \_\_\_\_\_\_\_and Project (\_\_\_\_\_\_\_\_\_Project Number). Accepted.”

**Example:**



* 1. While reviewing the MTC carefully check for chemical requirements, test requirements and type of certificate required.

1. Recently we are receiving many issues for the errors in report writing. Apart from typographical, minor errors, many serious technical lapses are observed. While summarising those, following are the main causes and the solutions for them.
   1. Common errors in report writing including typographical, cut and paste, quantity and description of the inspected item not matching with PO, non-standard / misleading statements , not mentioning all the documents referred for the inspection, inadequate / wrong information about inspection done and document reviewed. For the discussion, the complaints attached with this mail were used.
   2. Standardisation of the statements for description of scope, referred documents, areas of concerns and conclusion for acceptance, rejection, acceptance with condition, provisional acceptance OR to be accepted after completion of certain requirements.
   3. While checking the IVR ensure that all previous stages are completed, all concerns raised for the item is closed and every item is installed/ assemble as per BoM.
   4. Practices for Checking / validating self-written report. (Such as checking the report after some time.)
2. While issuing IVR/IRN issuance following guidelines issued as “QM/28 Dt.: 12.08.2021 - Strict guideline for IVR/IRN issuance” to be strictly followed :



**Quality Message QM/28 Dt.: 12.08.2021**

* 1. It has been noticed that some of our Inspectors are sharing draft IVR/IRN to client/Manufacturer/ vendor and other TUV inspectors/ personnel in WORD file and sometimes using the signature of other inspectors which is a wrong practice being followed and should be immediately stopped. This shows lack of control over our reports and clients take it very seriously.
  2. Now onwards, Please follow below instructions without fail:
  3. Do not share word copy of IVR/IRN with other branch offices of TUVIPL. If it is required to share the word copy of IVR/IRN then originating branch must take the approval from the executive branch with written consent. Once the permission granted then to share, the final updated IVR/IRN must be shared with the concern inspector and kept in loop to the QA Manager / Operation Manager / concern inspectors and take written consent from attending inspector.
  4. Do not Share word copy of IVR/ IRN with vendor / client.
  5. Mention all inspection dates and inspectors name in IRN.
  6. IVR/ IRN is to be always issued from TIIMES system by  the inspector who performed the inspection himself using own signature only.
  7. Client specific formats have to be prepared in WORD and converting to pdf and then inserting OWN signature through Adobe Acrobat DC. It should not be possible to easily copy paste the signature by anyone.
  8. Client specific formats must be immediately uploaded to TIIMES before sending to client
  9. Multiple inspectors on any job should be avoided. In case of multiple inspectors for some job, if unavoidable, they should properly hand over and take over the various inspection points to understand any pending points clearly and to avoid missing any points by TUV. The responsibility of each inspector should be clear from the records and each must issue IVR for his part even for continuous visits.
  10. The IRN  for such jobs with multiple inspectors has to be signed with his own signature ONLY,  by the inspector doing the final inspection as “ For Self and ABC, XYZ, …” after reviewing all previous stages are accepted by TUV inspectors and signed by them and reviewing their IVRs and ensuring all concerns/ observations are properly closed by vendor. He must talk to the other surveyors for any clarifications and must record the clarifications. No verbal assurance/ confirmation of TUV inspector or vendor or client must be accepted.
  11. In no case shall any inspector/ manager/ coordinator insert the signature of other inspector in any report.
  12. In rare, exceptional case when an inspector is not available and accessible due to illness etc., a different inspector who has not performed any part of the inspection may issue the IVR/ IRN under following strict precautions:
  13. He/ she must sign the IVR/IRN with OWN signature with comments “ON BEHALF OF.. ABC ”.
  14. He must take concurrence in writing from his PC Head/ Operation Manager and the other inspector and must keep the other inspector and the own and coordinating branch PC Head , operations manager, QA – In-charge/ manager and coordinators in CC while issuing the IVR/ IRN.
  15. Keep QA Manager / Operation Manager / concern inspectors in loop while issuing IRN on behalf other inspectors.
  16. If any assistance is needed from client / manufacturer/ vendor for printing the IVR/ IRN; it must be sent as a secured pdf file only with signature and stamp which cannot be copied easily.
  17. 12.    In case of any correction needed in IVR/ IRN which has been issued even internally as a draft in exceptional case, the new Revision number and date must be given, for the smallest of issues and even if on the same day. Reasons and content of revision must be mentioned at the bottom in space provided.
  18. Refer to WI/INSP/36 for more guidance on reporting.
  19. Anyone found to be deviating on the above instructions would be liable for necessary disciplinary action, whenever such instances come to our notice.