

Section (1) GENERAL

1-1 Company Forward .

1-2 Manual control .

1-3 Document and data control .

1-1 COMPANY FOREWORD

This Quality Procedure Manual is the means by which **TELE STAR** satisfies the requirements of its clients, particularly with regard to management responsibility .

The Company is obliged to ensure that its **Quality Policy** is understood by its employees, and that its Procedures are implemented and maintained at all times. This Quality Procedure Manual is in accordance with of ISO 9001. The quality system shall be periodically and systematically reviewed by management and checked by quality audits both internal and external .

The Quality Manager is responsible for the control of all matters pertaining to the implementation of these procedures .

The Assurance of quality is fundamental to all the work undertaken by **TELE STAR** and the procedures established shall be practiced by all personnel at every level in the Company's structure .

1-2 MANUAL CONTROL

Control of this Manual rests with the **General Manger** who delegate this responsibility to the **Quality Manager** who is responsible for the content and control of all numbered copies. This includes all Other documents Pertaining to quality .

ISSUE STATUS

The issue status of each page of this Manual is stated at the bottom of the page

DISTRIBUTION CONTROL

- “**Uncontrolled**” and “**Controlled**” copies of this Manual are issued .
- 1 - Uncontrolled copies may by distributed outside the company with the approval of the Managing Director . They will have no unique identity and will be marked as an uncontrolled copy and subsequently will not be kept up to date .
 - 2 - **Controlled copies** will each have a unique number and will be assigned to an individual by name . Distribution is controlled by the Quality Manager with number copies distributed as follows :

1. General Manager .
2. QMS Quality Management .

This list may be subjected to amendment, whereupon a new issue will be distributed and recorded on the on the Revision and Amendment Register .

CHANGES TO THE PROCEDURE MANUAL

Any changes, additions or alterations to this Manual, must be addressed to the Managing Director or Quality Manager . Should the change, addition or alteration be approved after a consultation period with other areas then the relevant amendments will made, recorded to the distribution list contained in this section .

REVIEW

At intervals no longer than 16 weeks the Quality Manager, Managing Director and Senior Management will review this Manual and verify that it continues to describe the Quality System correctly and approve any proposed changes accordingly .

The date of these reviews will be recorded and minutes kept .

1-3 DOCUMENT AND DATA CONTROL

NOTE: The Company's Quality and Procedure Manuals were originally approved by the General Manager.

- 1.4.1** Proposed changes to the Quality and procedure Manuals are identified by procedures 2..1.1 and 3.1.4 and submitted to the General Manager or Quality Manager.
- 1.4.2** The changes are reviewed taking into account relevant information.
- 1.4.3** Approved changes are recorded in the Revision and Amendment Record of the appropriate Manual detailing:
 1. Date
 2. Page Number
 3. Revision Details
 4. Issue Number
- 1.4.4** The superseded Procedure is marked to indicate that referral should be made to the Revision and Amendment Register. When a number of, or substantial, changes to an individual page have been made the relevant page will be re-typed and issued bearing the latest issue number.
- 1.4.5** All controlled copies of the Manual are recalled and the in each copy to ensure that up-to-date Manuals are available at all locations affecting quality.
- 1.4.6** All drawings Company produced will have the relevant contract number entered and will be retained and filed in the appropriate Contract File(s).

Section (2) MANAGEMENT RESPONSIBILITY AND ORGANIZATION CHART

2-1 MANAGEMENT RESPONSIBILITY AND ORGANIZATION CHART

2-2 Quality Manger

2-3 Quality inspector (home office)

2.4 - Quality inspector (Home office)

2.5 - Quality Inspector (Field)

2.6 Project Manager

2.7 Construction Manager

2.8- Site Manager

2.9- Project Engineer

2.10 Procurement Manger .

2.11- Erection Staff

2.12- Testing Staff

SECTION 2 - MANAGEMENT RESPONSIBILITY AND ORGANIZATION CHART

TELE STAR quality policy, objectives and goals are reviewed to determine whether they remain relevant to place annually, or more frequently if deemed necessary, and take into account Previous management review meetings .

2.1 A management review meeting is held every four months and attended by members of the management quality teams, together with other members of staff decided on by the General Manager .

2.1.1 The meeting, which is chaired by the General Manager reviews the overall operation of the Company's quality administration systems to determine their continuing suitability and effectiveness. The meeting also reviews :

1.The latest quality audit results.

2.Client complaints and non conformance's, in Particular where they are causes by a deficiency in the Company's quality administration systems.

3.The implementation and effectiveness of corrective and preventative actions taken.

4.Company Performance. Including any required actions resulting from clients unsatisfactory

2.1.2 Records of these management review meetings are documented and maintained for a minimum period one year

ORGANIZATION CHART

The company organization shows the function and major duties of the key personnel in the company's structure

2.2 Quality Manger :-

Reports to general Manager and is:

- Responsible for carrying out all QA/QC activities .
- Responsible for the establishing the company's quality policies objectives and plan's .
- The company representative to contact with quality specialists in government industry association , ect .
- Responsible for company personal training to comply with company quality objectives and goals .
- Responsible for the effectiveness of QA program and directs the revision of the quality manual .

2.3 Quality inspector (home office)

Reports to the QA manger and handles distribution of quality manual Organizes and programs vender's qualifications .

2.4 - Quality inspector (Home office) :-

Reports to the QA Manager , and ;

- Handles distribution of the quality manual .
- Organizes and performs vendor's qualifications .
- Approves issuance of purchase orders .
- Establishes programs for inspection, testing and auditing .
- Handles non-conformance's .
- Establishes and maintains QA files and records .
- Establishes calibration programs for testing equipment .
- Supervises development of engineering documents and their independent verification .

2.5 - Quality Inspector (Field) :-

Reports to the QA Manager (or alternatively, to the Quality Inspector at the home office who has been appointed to the specific job) and;

- Controls the activities carried out on site by the erection and testing crews .
- Controls the reception, handing and storing of materials and equipment, including their segregation and desegregation .
- Compiles the sequential plans for Fabrication and Control (PFC) and the reports required therein .
- Notifies hold points to concerned parties .
- Ensures that erection methods conform to agreed procedures .
- Handles non-conformance's .
- Obtains preventive waivers when required .
- Establishes and maintains a record of use and calibration for test instruments.
- Compiles, collects and files all QA records .
- Maintains files and distribution control of engineering documents .

2.6 Project Manager

Reports to the General Manager , and :

- Is responsible for the contract performance by the Company, in all of its technical, economic and administrative aspects .
- Acts as the Company's interface whit the Client, taking part as the company's representative in meetings and conferences .
- Coordinates the activities of the Company's departments which participate in the contract performance .
- Supervises the choice of personnel and their means of transfer to the site .
- Supervises, through the appointed Project Engineer (PE), the development of the project by the engineering department .
- Supervises planning and scheduling .
- Organizes and maintains on efficient cost control .
- Periodically checks the job budget and cash-flow .

2.7 Construction Manager

Reports to the project Manager, and is

- Is responsible for coordination between the home office and the job site.
- Controls the work schedules and the issuance of status reports.
- Checks the subcontractor's accounting.
- Keeps in contact with the site management under the supervision of the PM.
- Organizes the transfer to the site of the Personal and equipment .
- Takes care of testing, commissioning and start-up of the plant .
- Organizes and maintains the program of the plant until delivery has taken place.
- Organizes training courses on the plant operation for the Client's personnel.
- Prepares and issues manuals on the operation and maintenance of the plant.

2.8- Site Manager

Reports to the Construction Manager, and :

-Is responsible for the correct execution of job within the contractual

delivery date and with an acceptable quality level .

- Continuously plans and supervises the erection work .
- Manages the site offices, shops and stores .
- Promotes and guides an overall job safety program .
- Checks on correct utilization of materials, equipment and tools .
- Organizes the qualification of specialists as per the agreed procedures
- Ensures that the decisions on non-conformance's and their associated remedial actions are carried into effect .

2.9- Project Engineer

Reports to the Project site manger

- Is responsible for the technical of the Contract in general and for engineering of the project in particular .
- Establishes norms and standards for the project .
- Checks and approves all documents originated by the engineering department.
- Supervises the performance of external engineers and or specialists
- Takes care of the distribution of engineering documents to the concerned parties, including the job site.
- Supervises the “as - built” revision of the engineering documents .

2.10 Procurement Manger .

Reports to the General Manager, and ;

- Is responsible for the procurement of materials, equipment and
- Services required for the execution of the job .
- Issues purchase orders containing the Statements and the information requested by the QA department and has them initialed by the Quality Inspector .
- Coordinates the flow of purchased supplies to the job site with the Project Manager.
- Requests the QA department to conduct inspections, tests and audits, as necessary.
- Cooperates with the QA department in the preparation and maintenance of the Qualified Vendors List (QVL).
- Organizes, expedites, and issues releases for shipments to the shipping department and to the site.

2.11- Erection Staff

They are comprised of superintendents, specialists, foremen, workers and helpers of the different crafts needed for the execution of the job. To them belongs the task of performing all the activities leading to the completion of the job in full conformity with the contract specifications, procedures and agreed norms .

2.12- Testing Staff

They are comprised of technicians, specialists, instrument calibrators and NDE operators, who in the phases of plant completion, such as testing, commissioning and start-up, carry out those tests, controls, checks and measurements as are required by the Contract and by the Quality Procedures

SECTION (3) *QUALITY SYSTEM*

- 3.1 General
- 3.2 Quality Record's
- 3.3 Quality Program
- 3.4 Quality Assurance and its applicability
- 3.5 Degrees of control
- 3.6 Quality procedures
- 3.7 Qualification procedures
- 3.8 Contract review .

3-1 : GENERAL

3.1.1 Effective implementation of the quality administration systems are monitored, on an informal basis, as part of the Company's day to day operations.

3.1.2 Instances where the quality administration systems are not correctly implemented, are dealt with by the member of the management team who identified the problem:

3.1.3 Persistent breaches of the quality administration systems by the same member of Staff, or breaches having a significant effect on quality, are dealt with in disciplinary procedures.

3.1.4 Such breaches are taken into account when reviewing the :

- Overall operation of the Company's quality administration systems.
- Quality and procedure Manuals to ensure that they are up - to date and accurately reflect the working practices of the Company .
- Need for Staff training .
- Planning takes place as pof the Company's day to day operations and therefore is not considered to be a separate activity .

3.2 QUALITY RECORDS.

3.2.1. This procedure is applicable to all records that are generate and affect any

aspect of quality .

3.2.2 All records are kept in a manner that facilitates easy retrieval of information

3.2.3 All records are filed by type in either, date, reference number, or client

name as deemed appropriate. Records are cross referenced when necessary

to enable tractability.

3.2.4 Records are kept for a minimum period of 5 years and can normally be

disposed of after this time. If contractually agreed longer periods of

retention apply, the relevant files and/or documents shall be marked

accordingly.

3.2.5 If records are kept on computerized system the master disc, containing the

file programmed, must be copied as per clients instructions. The copies

should be used for day to day and the master locked in a safe place

3.2.6 All discs containing file information should be periodically “backed up” so

a Copy of all files in case of accidental damage to the disc in use.

3.2..7 The following should be carried out :-

1. Discs that are in daily use should be stored up at the end of each day .
2. All discs when use should be stored in suitable containers .
3. All discs should be suitably labeled to identify their contents .
4. It is recommended that full discs are kept in a separate location those in use and therefore potential loss .

3.2.8 Records that are to be destroyed and are of a “sensitive nature” should either shredded or disposed of by a recognized disposal company .

3.3. QUALITY PROGRAM

3.3.1 This Quality Program has been prepared in accordance with the requirements of ISO 9001,

3.3.2 The primary purpose for establishing a QA Program is to assure that parts, systems and components are designed, purchased, manufactured inspected, installed and operated in compliance with specified quality requirements.

3.3.3 To achieve this objective, control and verification measurements have to be planned, documented and implemented at predetermined points throughout the project stages.

3.3.4 The QA Program, as conceived by TELE STAR, consists of this manual and of an addendum to it, issued for the specific job.

3.3.5 The Quality Manual is the permanent part of the program, representing the overall policy of the Company in matters of quality.

3.3.6 The addendum is the variable part of the program, presenting all special provisions in the matters of quality, established for the specific job .

3.3.7 The addendum also lists any other documents such as standards, norms, organizational procedures, work instructions, qualification and Quality procedures, work instructions, qualification and Quality Procedures which are to be complied with during the execution of the specific job .

3.3.8 The overall QA Program is regularly assessed for adequacy by the management implementing it and the Quality Manager issues revisions to the manual as needed.

QUALITY ASSURANCE

3.4 TELE STAR is defined its quality Assurance program as the planning activity necessary to ensure the quality of materials and construction work .quality control is the implementation of quality Assurance requirement by comparing the physical Char a Christ of materials and construction work to applicable engineering stander codes and specifications.

The application of quality Assurance program to A specific job is formalized by the following action :-

Preparation of the addendum to the quality manual by the contract statement pay's with All relevant contract data.

Filling in the name of the involved personal in the boxes of the field organization chart as per the end of section 2 in this manual.

3.4.1 Listing in the addendum to the quality manual in addition to or Their information as deemed necessary what follows:

Exceptions and departures from the manual.

Additions to the manual .

Special requirement by client .

Classification of the different parts of the job in appropriate

Quality Levels .

List of applicable procedures .

TELE STAR executive representative have to a singe the contract

Statement Page's The addendum is

marked with TELE STAR job number

and is only Applicable for a specific job

when issued it is to be considered as part

of the Quality manual

3.4.2 No matter what your construction needs may entail, TELESTAR has the services and knowledge to assure your project is completed with the best material, precision and quality that you deserve & expect.



- Machine Shop & Fabrications
(In-house or on-site)

- Designing, Engineering & Fabricating
(Following the project through from beginning to end.)
- Machinery Installation , Precision Alignment , Pre commissioning and Commissioning Services,
- Welding & Fabrication
(In-house or on-site)
- Piping
(From chemical weld PVC to stainless steel)
- Crane Services & Rigging
- Concrete Services

APPLICABILITY OF THE QA PROGRAM

The application of the Quality Assurance Program, to a specific job, is Formalized by the following actions :

- 3.4.3** Preparation of the Addendum to the Quality Manual by completing the “Contract Statement” Page(s) with all relevant Contract data.
- 3.4.4** Filling in the names of the involved personnel in the boxes of the field organization chart, an example of which is enclosed at the end of the section 2 of this manual .
- 3.4.5** Listing in the Addendum to the Quality Manual, in addition to other information as deemed necessary, what follows:
 - a) exceptions and departures from the manual
 - b) additions to the manual
 - c) special requirements by the Client
 - d) classification of the different parts of the job in appropriate quality levels.
 - e) list of applicable procedures .

And, finally having one of **TELE STAR** executive managers sign the “Contract Statement “ page(s) .

The addendum is marked with the **TELE STAR** job number, and is only valid for That specific job. When issued, it is to be considered as an integral part of the Quality Manual .

3.5 DEGREES OF CONTROL

3.5.1 The QA Program shall take precedence over all activities affecting quality to an extent consistent with their importance .

3.5.2 To this purpose a system of classifying the different parts, components, assemblies, units or plants in several (usually three) degrees of quality control, is generally adopted .

3.5.3 The factors to be considered for this type of classification are the Following:

- a) the consequence of malfunction or failure of the item.
- b) the design and fabrication, complexity or uniqueness of the item.
- c) the need for special controls and surveillance over processes and equipment.
- d) the degree to which functional compliance can be documented by inspection or test .
- e) the quality history and degree of standardization of the item .
- f) the difficulty of repair or replacement of the item .

3.5.4 Such classification is not established by the QA Department alone. It is a team effort prepared by the Project Manager, Project Engineer(s) and process specialists together. The Quality Inspector takes part in the meetings and assists and records the results for inclusion in the Addendum .

3.6 QUALITY PROCEDURES

3.6.1 The Quality Procedures (QPs') provide criteria for assessing the effectiveness of the quality achieved in the performance of the Contract .

3.6.2 QPs' are issued only when the quality control criteria are not already included in the relevant work instruction.

3.6.3 This method is used when the description of the work itself already requires a bulky and very detailed work instruction. It is then more convenient and handy to have assessment criteria, accepted measurement values and samples of the forms to be used for quality control, in a separate document.

3.6.4 NDE Procedures for instance, are classified as Quality Procedures and since they are different activities they rightly appear as separate sets of documents, but remain an integral part of the overall Quality System.

3.7 QUALIFICATION PROCEDURES

3.7.1 The Qualification Procedures provide criteria for assessing the quality of personnel intended to be employed on jobs which are relevant to quality and which do not allow for a quality assessment of the performance when they are completed.

3.7.2 The personnel for which qualification is required fall mainly into the following four categories :

- a) Quality inspectors
- b) Auditors
- c) NDE Operators
- d) Special Process Operators

3.7.3 A Qualification Procedure considers at least the following topics;

- a) object and scope of qualification .
- b) selection of personnel .
- c) required education, indoctrination and training .
- d) determination of initial capability .
- e) evaluation method .
- f) revaluation program, if any .
- g) certification .

3.7.4 Recognized Institutes and Associations already provide a certification service for many activities, e.g. welding and NDE, with established, accepted procedures. **TELE STAR** Company complies with the requirements of whichever procedure is specified by their Clients .In the absence of specified procedures, **TELE STAR** will select and propose appropriate standards for acceptance and approval by their Clients.

3.7.5 Usually the Client requests that the capabilities of special process operators be tested on site before allowing them to start working, in spite of the submitted certification. In these cases Qualification Procedures may be written, approved and put into use.

3.8 CONTRACT REVIEW

3.8.1 Prior to submission of a tender, a review is carried out by the General Manager, in line with recommendations given in ISO 9001.

3.8.2 Once a contract has been awarded to **TELE STAR** it is again reviewed this time by all interested departments of the Company to ensure ;

a) all requirements are adequately defined and documented .

b) any requirements differing from those in the tender are solved

TELE STAR has the capability to meet the contractual requirements .

3.8.3 If necessary, **TELE STAR** post contract award review will be coordinated with the Customer's organization .

3.8.4 All records of such activities will be maintained as Quality Record

Section (4) *CORRECTIVE AND PREVENTATIVE ACTION*

CORRECTIVE AND PREVENTATIVE ACTION

- 4.1** On receipt of a client complaint, the complaint is recorded on a Non-conformance Report.
- 4.2** An investigation is undertaken to determine the cause of the complaint, of staff responsible to determine the cause of the complaint and prevent recurrence.
- 4.3** The client is contacted in order to resolve complaint and advise of relevant factors causing complaint (staff matters to remain confidential) and actions taken.
- 4.4** Non-conformance and/or client complaint records are reviewed to determine the nature of the Problem and identify any trends.
- 4.5** Revised procedures are implemented as considered appropriate.
- 4.6** From time to time, the revised procedures are reviewed to determine their effectiveness. Findings are reported to the next management review meeting.

Section (5) INTERNAL QUALITY AUDITS

5.1 INTERNAL QUALITY AUDITS

- 5.1 On receipt of an audit request form QMS Quality Management system Limited describing :-
1. Week during which the audit is to be conducted .
 2. Procedures to be audited .
 3. Advise the internal Quality Auditor that a quality audit is due .
- 5.2 Refer to the procedure manual and determine procedures to be audited .
- 5.3 Determine a representative number of records and select, on a random basis, the actual records to be audited.
- 5.4 Advise the staff concerned that a quality audit is being undertaken and answer any questions they may have regarding the audit .
- 5.5 Examine the records selected to determine whether the procedures identified in 5.2 above were carried out correctly .
- 5.6 If Procedures were not undertaken correctly, discuss with the appropriate member of Staff responsible for carrying out the procedure to determine the reasons for deviation form the procedure to determine the reasons for deviation form the procedures.
- 5.7 Complete the audit result report detailing the audit results and forward report to QMS Quality management systems limited .
- 5.8 Advise the quality manager of the results of the quality audit .
- 5.9 Arrange for the quality audit results to be discussed at the next management review meeting .

Section (6) *TRAINING*

6) TRAINING

6.1 All staff training requirements are identified as a result of :-

1. Staff performance reviews
2. New personnel
3. New equipment
4. Revised industrial standards
5. Revised Health and safety standards
6. Employee requests

6.2 Training records for all employees will be kept showing details of training already achieved and training that may be required in the future. This will be periodically reviewed at management meetings.

6.3 All training can take place either internally under the guidance of an already trained employee, or externally, when specialist training is required. Any certificate for such training should either be displayed or displayed or filed with the employee's personnel records.