Grenaa Skibsværft

QUALITY MANUAL

Document 003 Revision 0

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10 Sales

10.10 Offer

Before starting the tender process, a risk analysis must be carried out; this is done by assessing the customer's query in terms of the following items:

- Customer; relations and ability to pay.
- Basis; is adequate information available?
- Requirements; is it within the area of competence?
- Capacity; assessment, whether it fits the capacity of Grenaa Skibsværft.
- Subsequently, the decision on tendering is made; alternatively, the query is rejected.

The tender material is reviewed in terms of the following items:

- Review of requirement specification.
- Review of qualification and resource requirements.
- Task classification.

10.20 Tendering

When tendering, a written tender is prepared as follows:

- Description of the offer, including services, price, delivery time, duration of the offer and conditions of sale and delivery.
- The offer is printed (paper), signed, scanned (PDF) and sent to the customer.
- The tender material is archived in a case file. All documents in the file should refer to the same tender reference.

10.30 Order confirmation and conclusion of contract

When the customer places an order on the basis of our offer, it must be verified that Grenaa Skibsværft is still able to fulfil the specifications in the tender material and that the order confirmation corresponds to the offer.

Subsequently, the agreement on the project can be concluded, following the agreement between Grenaa Skibsværft and the customer.

If the customer prepares a contract, it must be verified that the information given in the offer material and the customer's contract correspond.

Upon conclusion of the contract, the contract document is signed and archived in the case file.

10.40 Amendments

If the customer has amendments to the information in the order confirmation after Grenaa Skibsværft has started work, an updated offer will be sent as soon as the scope is known. The updated offer is archived in the case file.

10.50 Project creation in C5 control system

The project is created in the C5 control system. The creation should include a list of the subtasks of the offer.

The case number in C5 is noted for later use in terms of procurement, time registration, documents and for production purposes.

20 Project management

20.10 Project design/order requirements

- A review of the product/task as well as laws and regulatory requirements is made.
- For documentation purposes, a checklist or similar documented information can be used for review and registration of requirements.
- The result is archived in the case file.

20.20 Kick-off meeting

- Once the extent of the task is defined, the responsible manager/team manager invites to a kick-off meeting with all relevant parties before starting work.
- Any observations assessed at the meeting should be handled before starting production.

20.30 Product checks

- The project manager is responsible for communicating to relevant persons, what and when to check or perform another form of production checks.
- A plan or documented information for registration purposes is prepared for when in the production process checks or other forms of production checks should be performed.
- The result is archived in the case file.
- If there are any deviations detected during production, these are registered in a deviation form.
- Deviating/defective products should be handled to ensure that they are not used unintentionally. A deviating product should therefore be clearly labelled with status.
- A deviating product should after poss. correction be checked for compliance with requirement specifications.

20.40 Final check and product release

- The management specifies the authorised persons to be selected for the release of products, as indicated in document 0002.
- The project manager associated to the case will typically be responsible for releasing the product after checks.

30 Production management

30.10 Planning

- Production planning is based on the information stated in C5.
- Tasks and partial tasks from C5 are discussed at the kick-off meeting before starting work.

30.20 Production

- Information in offers incl. drawings, standards and class specifications indicate the work processes used for manufacturing the product.
- The general manager or team manager is responsible for compliance with the requirements for the specific task.

30.30 Identification

- Certificates for components and equipment are obtained as required.
- Components and equipment are verified upon reception of goods as described under item 40
- Certificates are archived in the case file.
- Where required, indication on sketches or other documented information of where components or equipment are located or installed for the task.

30.40 Checks

- Where checks are required during production, checks are carried out in accordance with the provisions of item 5.1. 20.30 and 20.40 of this documents.

40 Procurement/reception of goods

40.10 Order

Orders for goods and services can be made in writing or orally. Reference to the case and/or purchaser should be given on the delivery note.

The requirements, which the subcontractor must meet, are defined upon order, for instance in terms of:

- Personnel competences.
- Management control requirements.
- Requirements for supplier reg. environment/working environment, also if the supplier does not have a certified management system.
- Requirements for the customer to perform audits at the supplier or subcontractor.
- Requirements for submission of measurement reports, certificates etc.
- Requirements for delivery time.
- Requirements for product quality.

Order documents are archived in the case file.

40.20 Reception of goods

Upon reception of a product, it must be checked against the product's delivery note, as well as the procurement basis. Are the product and delivery note in order, it is accepted.

The product and delivery note are checked for compliance in terms of specification no later than upon delivery of the product for further handling.

The delivery note is checked for identification labelling as well as requisition number and/or reference to procurement/case. A stamp labelled approved is applied on the delivery note.

The delivery note is scanned and archived in the case file.

In case of discrepancies, the product is set in quarantine, a note is made on the delivery note and the quality manager is contacted.

Quarantine is clearly marked and the quality manager is contacted for further handling.

50 Calibration

50.10 Equipment labelling

- All equipment, measuring equipment, machines, PPE etc. must be assigned an ID number, stated both on the equipment and on the data card of the equipment, also indicating the frequency of calibration, maintenance and statutory inspections.
- The ID number is placed safely to prevent destruction during operation of the equipment.
- The calibration status is clearly stated on calibrated equipment.

50.20 Approval and archiving

- When a calibration certificate is received, it must be checked and approved by the persons responsible for maintenance and calibration in terms of tolerances and standards as required for the intended measurement tasks.
- If the certificate is in order, it is attached to the existing data card.
- If the certificate shows discrepancies or exceedance of tolerance, the quality manager is contacted and the extent of flawed products is analysed and actions are planned.

60 Audit

60.10 Auditor requirements

- Auditors must be familiar with the requirements of the quality management system they are auditing against and must have completed an audit course and/or internal audit training.
- Auditors must not audit areas for which they are themselves responsible, in order to ensure objectivity and impartiality.

60.20 Planning of internal audit

- Audit plans for the next year are prepared in connection with the annual management review.
- All requirement elements of the quality management system must be audited over a three-year period.

60.30 Reporting and follow-up

- The completed audit is documented by completing relevant documented information, such as audit report, checklist or minutes.
- The documented information must state what parts of the quality management system have been audited.
- The purpose of audits is to determine, whether the system of the company is effectively implemented (employee compliance) and maintained.
- The method used is audit sample.

60.40 Registration and management

- Registration is maintained in the form of relevant documented information, archived in the file structure of the quality management system.
- In case of deviations, the auditor must follow up on the implementation and effectiveness of the corrective action, no later than during the next scheduled audit.

60.50 Management review

- The audit results, including deviations and corrective actions, are discussed during the management review.

70 Deviations

70.10 Definitions

Deviations include:

- Deviating product/service.
- Deviating project/contract extent.
- System deviation, e. g. failure to comply with a process plan.
- Ideas for improvements.
- Complaints.
- Damage to or lost property/product of a customer.
- Audit deviations (internal or external).

Terms:

- Correction = removal of deviation. Instant action (stop the fire).
- Corrective action = removal of the CAUSE for deviation, in order to prevent it from happening again.
- Preventive action = removal of the CAUSE for a POSSIBLE deviation, in order to prevent it from happening.
- Areas of improvement = identification of and measures to improve efficiency.

70.20 Registration of deviations

- The deviation is recorded by completing the form for deviations and improvements.
- The form is submitted to the quality manager and a copy is archived in the folder structure under the case.
- Deviations, which results in financial consequences, must be calculated and added to the form.

70.30 Deviation handling

- The person responsible for the process handles the deviation. The time limit for handling the deviation is indicated and added to the deviation form.

70.40 Cause for deviation and deviation resolution

- The cause for deviation is identified. The corrective action is described with date of implementation.
- The cause, corrective action, poss. exemptions from relevant authority or customer is added to the form. The form is signed and returned to the quality manager.
- The form is finalised, signed and archived. A copy of the finalised deviation is submitted to the person responsible for the process.
- The deviation list is updated with date of resolution in the folder structure of the quality management system.

70.50 Management review

- Status on processing of all types of deviations is discussed during the management review.

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80 Management

80.10 Quality policy and targets

- The quality policy is defined and communicated by the management. The policy is revised when required.
- Quality targets are defined in cooperation with selected employees.

80.20 Responsibilities and competences

- Responsibilities and competences are communicated in the form of function descriptions.

80.30 Management review

- The management review takes place once a year.
- The purpose is to ensure that the management system remains suitable, adequate and efficient, and to assess options for improvement and needs for changes, including in terms of the policy and targets.