Document Title: Quality Management System Manual

Document Number: OSMACOM- QAP-01

Holder	Copy No.

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Section 1: About the Manual

1.1 Introductory

OSMACOM Steel Fabrication Company has developed and implemented a quality management system to demonstrate its ability to provide consistency products that meet customer and applicable regulatory requirements, and to address customer satisfaction through the effective implementation of the system, including continual improvement and the prevention of nonconformities. This quality management system complies with the international standard ISO 9001:2015

The manual is divided into introductory sections about the manual, company profile and its organization structure, followed by four sections modeled on the sectional organization of the ISO 9001:2015 standard. Sections are further subdivided into several subsections representing main quality system elements or activities. Each subsection starts with a general policy statement expressing the commitment to implement the basic principles of the pertinent quality system element or activity. The general policy statement is followed by more specific procedural policies outlining how the general policy is implemented.

The purpose of this manual is to define and describe the quality system, to define authorities and responsibilities of the management personnel involved in the operation of the system, to identify the scope of activity of OSMACOM and to provide general procedures for all activities comprising the quality system.

Another purpose of this manual is to present the quality system to our customers and other external interested parties, and to inform them what specific controls are effectively implemented at Osmacom not only to assure quality but also to reflect the company continuous improvement approach.

1.2 Scope & Exclusions

The scope of OSMACOM Quality Management System is fabrication of steel structure, platework, pressure vessels.

There are no exclusions from the requirements of the quality management system.

1.3 Manual Control

Controlled copies of the Management Manual are distributed via the network and or hard copies to the main department managers as per the Manual Distribution List.
Change of manual holders' positions is not a subject for amending the distribution of the manual, unless other major changes are needed.

Amendments of minor and / or editorial nature can be undertaken and incorporated by the company's Quality Management representative while those affecting policy, management responsibilities and / or organization issues are to be approved by the general manager.
Manual amendments / changes are listed in the Manual Amendments List and each and every amendment is identified, on the amended page, at the left-hand margin by a triangular mark with the latest change number

inside.

Amendments of minor and / or editorial nature are introduced by replacement of the applicable page(s) without changing the manual issue number while; introducing major changes will affect the manual issue number. In all cases, manual changes and / or issues are recorded in the Manual Amendments List and the manual is reviewed annually.

A complete list of the Management Manual holders with the amendments record are retained by the document controller who is responsible for distributing and maintaining this manual.

Section 2: About the company

2.1 Company Profile

Osmacom for Steel Industries

Block 6283 , 6th industrial zone

Steel Fabrication (Design, shop drawing, Fabrication, Painting and Erection)

2.2 Leadership

There will be total commitment to Quality Management System from the top of the organization extending throughout OSMACOM and beyond to suppliers, contractors and the local community.

Managing Director, Managers, Section Heads and Supervisors will demonstrate leadership by taking full responsibility for QMS without exception and specifically through:

- Personal example.
- Full understanding Osmacom Policy.
- Setting Specific, Measurable, Achievable, Realistic, and Timely (S.M.A.R.T) Objectives.
- Allocating the necessary resources.
- Placing Quality & Safety matters at the top of the agenda at meetings.
- Communicating the importance of QMS considerations in all business decisions.
- Being actively involved in Quality activities and reviews at all locations.
- Encouraging suggestions for improvement.
- Participating in Quality initiatives.
- Supporting Quality planning for performance improvement.
- Recognizing the achievement of Quality objectives.

Section 3: Organization Structure

3.1-Organization Chart

- Reporting to top management on the performance of the quality management system and any need for improvement.
- Ensuring the promotion of awareness of customer requirements throughout the organization.
- Informing the general manager of any requirement to change the documented systems.

All Employees

To be aware of how their actions will impact the quality of product and/or service and to identify to Management, any deficiencies in the documented system or any incidences which have, or could potentially occur which will impact on the quality of product or service.

Section 4: Management System Requirements

4.1 General Requirements

A quality management system has been established, documented, implemented and maintained at all levels of the company and is continuously improved through the following:

- Identification of the processes needed for the quality management system and their application throughout the organization.
- Determination of the sequence and interaction of these processes.
- Effective utilization of management reviews.
- Availability of resources and information necessary to support the operation and monitoring of the key processes.
- Continuous monitoring, measuring, and analyzing the business processes.

The quality manual is indexed such that the major points provide a direct cross-reference to ISO 9001:2015 The key processes have been developed to follow the business processes in a logical order. The main business process and its interaction are outlined in Annex 2.

Outsourcing

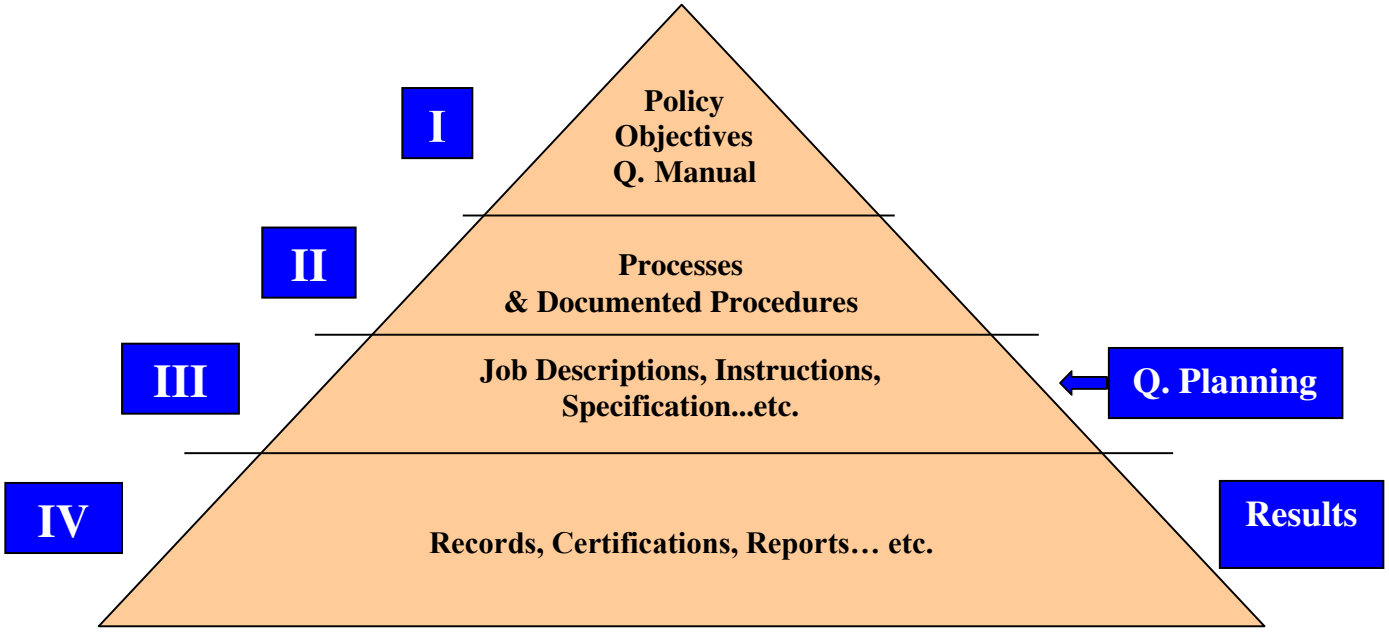
Ultimate Control is ensured over any processes that may be outsourced; the control of such applicable processes is identified within the quality management system. The control includes but is not limited to the following:

- Defined effective criteria for the selection of suppliers.
- Periodic External audits
- Monitor performance

4.2 Documentation Requirements

4.2.1 General:

LEVELS OF QUALITY DOCUMENTATION



The documentation is held in both hard and soft format. Back up is performed according to specified intervals. The quality system documentation includes:

- Policy statement, Objectives statement, Quality Manual
- Documented procedures required by the international standard.
- Documents required by the organization to ensure effective operation and control.
- Documents required for demonstrating compliance with legal obligations.

The degree of documentation required for any part of the management system will be dependent on the methods used, the skills required and the availability of trained personnel.

4.2.2 Quality Manual

Please refer to section 1 of this manual

4.2.3 Control of Documents

All documentation relating to the requirements of the standard will be reviewed for adequacy by the relevant authority prior to formal issue. A documented procedure no QAP-02 describes the system being used to control

quality documents. These documents include the documents that shown above in addition to External origin document. Control of documents shall include but not limited to:

- Review and update as necessary and re-approve documents.
- Ensure that changes and the current revision status of documents are identified.
- Ensure that relevant versions of applicable documents are available at points of use
- Ensure that documents remain legible and readily identifiable.
- Ensure that documents of external origin are identified, controlled and up to date
- Prevent the unintended use of obsolete documents and to apply suitable identification

4.2.4 Control of records

Records are established and
to provide evidence of conformity to requirements and the effective operation of the management system. All records are Identifiable, retrievable and the relevant procedure describes the necessary controls including retention times and disposition of records.
The documented procedure QAF-03 has been developed to manage and control all quality related records. When contractually required, Quality records shall be available for evaluation by the client

Quality Records →	Identification →	Filing →	Maintaining & Archiving	
Concerned Department	Indexing by a Unique Code	Readily Identifiable Easy retrieval	Protection from damage Retention Time Disposition	

Section 5: MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

Top Management of OSMACOM takes ultimate responsibility for all activities of the company.
Management is committed to maintain a Customer Oriented Quality Management System by:

- Setting policies and objectives and leading the organization.
- Maintaining and improving performance.
- Realizing continual improvement.
- Allocating Appropriate Resources
- Management of OSMACOM believes that Continuous improvement and Customer Satisfaction is a must to meet our ambitious growth plan in Egypt and Middle East area. The implementation of a Dynamic Quality concept will allow OSMACOM to meet the Customer needs and expectations.
- As the "Customer Satisfaction Ambassador", the Quality Manager has the authority and responsibility to develop this policy with all the Departments of OSMACOM.

5.2 Customer Focus

OSMACOM has committed to understand current and future customer needs and expectations, in addition to requirements. This includes setting and communicating a framework for achieving the satisfaction of all concerned and focuses on: Dependability, Availability, and Delivery on time.

5.3 OSMACOM Quality Policy

OSMACOM intends to maintain a position of excellence in the field of steel structure, plate work, pressure vessels, Our Quality Management System "QMS" defines practical requirements to monitor and control the way conducts its business. As a part of this system OSMACOM has a series of procedures to support the operational use of the QMS. Throughout this process OSMACOM will be fully committed to the continual improvement and effectiveness of implementing all requirements and complying with all relevant standards.

OSMACOM believes that quality values must be internalized for all levels of the organization. Our approach is to inculcate and implement these values via education and training rather than Policing.

OSMACOM is committed to satisfy its customers by providing a competitive solution for the obstacles and comply with all requirements for continuous improvement

OSMACOM is also committed to:

- Communicates this policy to all employees and ensure that each of them applies it on daily work.
- Periodic review of the policy to assure its suitability
- Set, review and periodically update the objectives to realize this policy.

General Manager

Eng. AMR OSMAN

5.4 Planning

5.4.1 Quality objectives

The company's business planning processes sets the context in which all company objectives including quality objectives are developed. The following are the strategic quality objectives of OSMACOM:

Customer

- Be closer to the Customers
- Get the best understanding of the Customers' needs
- Have a production adapted to the Customers' Requirements and applied codes and standards.

Quality

- Control the Quality of the Products.
- Improve all the Quality Aspects with the aim of enhancing the Customers Satisfaction.
- Optimize the manufacturing cycles.
- Provide the most suitable infrastructure to achieve the products conformity.

Economy and Social

- To be more competitive on the Market.
- To succeed in the integration of a multinational work force.
- Select the new employees on their competence and maintain their skills at the best level by the appropriate training.

5.4.2 Quality management system planning

The quality objectives feed into the planning processes, at the highest level, as documented by the business plan. The business plan in turn is used to drive the budget process and the company, its plans and achievements are monitored and controlled through the various meetings.
OSMACOM has ensured that planning should focus on defining processes needed to effectively and efficiently meet the quality objectives and requirements consistent with OSMACOM strategy. Management attention is focused on maintaining the integrity of the quality management system when changes to the system are planned and implemented

5.5 Responsibility, authority & Communication

5.5.1 Responsibility, authority

The responsibility, authority and interrelation of all personnel who manage, perform and verify work affecting quality is defined by the company organization chart and associated with job descriptions. Additionally, specific Quality related responsibilities are detailed in each of the procedures. Ultimate responsibility for the successful operation of the quality management system rests with the top management.

5.5.2 Management Representative

The management representative is charged with the responsibility for ensuring that the requirements of BS EN ISO 9001:2015 and the company's quality policies are being effectively met. The quality management representative forms the focal point for any communication with the certification body and is responsible for:

- Ensuring that the quality management system is properly implemented and maintained.
- Reporting to the top management on the performance of the quality management System.
- Ensuring awareness of the importance of customer requirements.

The QA/QC Manager has been appointed as the Management Representative for the Quality Management System.

5.5.3 Internal communication

The company's activities focus on providing a professional service and as such, internal communications are generally informal but include:

- Committee meetings at all levels.
- Web site.
- All staff emails and memos.
- Internal boards

5.6 Management Review

5.6.1 General

The management meeting process defines the management review process, which is conducted at least once per year. The aim of these reviews is to ensure that the company's quality management system is being operated in the most effective and economic manner while still attaining the overall quality objectives as defined in the business plan and policy statements. The findings of the management reviews are used to initiate corrective, and any long-term preventive action required thereby increasing the overall effectiveness of the company's operation.

5.6.2 Review input

Inputs to the review are very important to be discussed thoroughly in the review to give a clear idea about the actual status of the Quality Management System and take the decisions on basis of actual facts; the input might include the following topics:

- Measurement of satisfaction from interested parties (Customer feedback).
- Performance of processes & product conformity
- External or internal changes (relates to business planning activities and internal process Management).
- Improvement activities & recommendations
- Changes to statutory and regulatory compliance.
- Internal audit results
- Status of corrective & preventive actions

- Follow up of the status of last meetings decisions

5.6.3 Review output

The output of the review will focus on achieving the following:

- Determination of effectiveness of quality management system in meeting company's quality policies.
- Exposure of defects in the operation of the quality management system and recommendation of possible improvements.
- Identification and elimination of waste or loss.
- Verification that corrective action procedures are effective.
- Suitability of organizational policy, objectives, structure and resources.
- Resources needed & planning for the future.

The Management Reviews are conducted as per an established documented procedure QAP-02

Section 6: Resource Management

6.1 Provision of Resources

The company provides the necessary resources to ensure the realization of Quality Management System objectives and that the expectations of its customers are met in full. The resources required are aimed primarily at the continual improvement of the management systems and of customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

The company views its people as its most valued investment and people management processes have been developed in line with this policy. All staff is responsible for managing and developing the people they are placed in charge of, the management and development activities include:

- Ensuring that all staff is competent to conduct their day-to-day responsibilities.
- Encouraging recognition and reward.
- Ongoing training and career planning.

6.2.2 Competence, awareness and training

All staff holding positions with staff responsibility will ensure that personnel directly involved with the processes covered by the management system possess the appropriate knowledge and skills to enable them to complete their work to a satisfactory level. All staff holding positions with responsibility for others will ensure that all personnel are:

- Competent to undertake the tasks required of them
- Provided with necessary training against specific objectives, which will be evaluated
- Aware of the importance of their activities and effort with regard to QMS and its objectives
- Provided with the necessary training, records for which are maintained.

6.3 Infrastructure

The company's infrastructure consists of Building and workshop; provided for office administration, design, estimation, planning, internal training, meetings, production & maintenance.
The company is constantly reviewing and maintaining its facility arrangements to ensure they are adequate for carrying out their operational duties and meet the needs and expectations of all interested parties. This also extends to support facilities and all aspects are monitored for; function, Performance, availability, cost, safety, environment and security.

6.4 Work Environment

The company is focused on the human and physical aspects of its working environment. This work environment is aimed at improving or influencing both staff motivation and satisfaction, which in turn creates an atmosphere conductive to enhance the overall performance of the organization and conformity of our products with the relevant specification.

Section 7: Product Realization:

7.1 Planning of product realization

The processes needed for product realization are planned and developed, and are consistent with the requirements of the other processes of the Quality Management System. In planning & realization phases, the following should be determined, as appropriate:

- Identifying and communicating the significant features of the process.
- Training in the operation of the process.
- Measurement and audit of processes.
- Analysis, review and improvement of process.

Quality planning: a quality plan will be developed by the QC department for each job. The quality plan will include the sequence of the processes from the beginning up to the end. The quality plan is outlining or refers to the following items as applicable:

- All inspection points, in all phases (in-coming / receiving inspection, in-process control and final inspection) in accordance with the required specifications and relevant regulations.
- Reference to all applicable documents, forms & standards.
- Requirements of the contract.
- Frequency of inspection & tests.
- Records/reports needed.

7.2 Customer related processes

7.2.1 Determination of requirements related to the product:

Requirements related to the product have been determined, including:

- Customer requirements including delivery and post-delivery requirements.
- Contract requirements.
- Requirements necessary for intended use.
- Statutory or regulatory requirements.

7.2.2 Review of requirements related to the product:

Requirements related to the service are reviewed. This review is conducted prior to committing to supply a product to customers, and ensures that:

- Product requirements are defined.
- Contract or order requirements differing from those previously expressed are resolved.
- The organization has the ability to meet the defined requirements.
- Records of the results of review and actions arising from this review are maintained.

Where contract / product requirements are changed, it is ensured that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 Customer communication:

Effective arrangements for communication with customers relating to service / product information, inquiries, contracts or order handling and customer feedback are determined and implemented as follows:

Marketing

- Collect Customers request and needs
- Issue catalogues, brochures, leaflets (both commercial and technical)
- Product Presentation, possibly demonstration, or samples given

Sales

- Presentation of products modifications
- Collect quotations request file
- Hand-over quotations (when possible)
- Negotiate (forward amendments if any)
- Visits on request / Regular visits

Quality

- Record and effective follow up of customer claims
- Follow-up till claim is closed
- Customer satisfaction feed-back

7.3 Design and development

7.3.1 Design and development planning

OSMACOM plans and controls the design and development of product and or service, during the design and development planning, the co. determines the following:

- The design and development stages,
- The review, verification and validation that is appropriate to each design and development stage,
- The responsibilities and authorities for design and development.

OSMACOM manages the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility.
Planning output shall be updated, as appropriate, as the design and development progresses.

7.3.2 Design and development inputs

Inputs relating to product requirements shall be determined and records will be maintained. These inputs

shall include:

- Functional and performance,
- Applicable statutory and regulatory requirements,
- Where applicable, information derived from previous similar designs,
- Other requirements essential for design and development.

These inputs shall be reviewed for adequacy.
Requirements shall be complete, unambiguous and not in conflict with each other.

7.3.3 Design and development outputs

The outputs of design and development shall be provided in a form that enables verification against the design and development input and shall be approved prior to release.
Design and development outputs have to:

- Meet the input requirements for design and development,
- Provide appropriate information for purchasing, production and for service provision,
- Contain or reference product acceptance criteria,
- Specify the characteristics of the product that are essential for its safe and proper use.

7.3.4 Design and development review

At suitable stages, systematic reviews of design and development shall be performed in accordance with planned arrangements as follows:

- To evaluate the ability of the results of design and development to meet requirements,
- To identify any problems and propose necessary actions.

Participants in such reviews shall include representatives of functions concerned with the design and development stage(s) being reviewed. Records of the results of the reviews and any necessary actions shall be maintained.

7.3.5 Design and development verification

Verification shall be performed in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements. The method of verification is dependent upon the design of the product. Records of the results of the verification and any necessary actions shall be maintained.

7.3.6 Design and development validation

Design and development validation shall be performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use.

Design validation is usually performed on the semi-finished or finished product by any of the following:

- Usage, customer and long-term satisfaction.
- Technical judgment based on analysis by the company.
- Testing by third party where other methods are not adequate.

7.3.7 Control of design and development changes

Design and development changes shall be identified and records maintained. The changes shall be reviewed, verified and validated, as appropriate, and approved before implementation.
The review of design and development changes shall include evaluation of the effect of the changes on constituent part s and product already delivered.
Records of the results of the review of changes and any necessary actions shall be maintained.

7.4 Purchasing

7.4.1 Purchasing process:

Purchasing process is controlled to ensure purchased product conforms to specified purchase requirements. The type and extent of control is applied to suppliers and purchased product is dependent upon the effect of the purchased product on subsequent product realization of the final product.

Suppliers are evaluated and selected based on their ability to supply product in accordance with requirements. Criteria for selection, evaluation and re-evaluation and any necessary actions arising from the evaluation are maintained (when contractually required, suppliers have to be acceptable by the customer)

7.4.2 Purchasing information:

OSMACOM purchasing information describes the product to be purchased, including where appropriate:

- Requirements for approval of product requirements, processes, and equipment
- Requirements for qualification of personnel.
- Quality management system requirements.

The adequacy of specified purchasing requirements prior to their communication to suppliers is ensured.

7.4.3 Verification of purchased product

Inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements are established and implemented. Where verification of purchased product is intended at suppliers

Premises, including customer verification of such product, the verification activity and the method of product and/or service release are stated in the purchasing information.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

Service operations are planned and carried out under controlled conditions, including, as applicable:

- The availability of information that describes the characteristics of the product.
- The availability of work instructions
- The use of suitable equipment
- The availability and use of monitoring and measuring devices
- The implementation of monitoring and measurement
- The implementation of release, delivery and post-delivery activities.

7.5.2 Validation of Processes for Production and Service Provisions

OSMACOM Company validates any processes for production and service provision where the resulting output can't be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered.
Validation shall demonstrate the ability of these processes to achieve planned results. OSMACOM Company establishes arrangements for these processes including, as applicable:

- Defined criteria for review and approval of the processes.
- Approval of equipment and qualification of personnel.
- Use of specific methods and procedures.
- Requirements for records.
- Revalidation.

7.5.3 Identification and Traceability

Products are identified, where appropriate, by suitable means throughout all stages of production. & service provision. The status of the product will be identified with respect to measurement and monitoring requirements. Method of identification and traceability is dependent upon shape of the product and the contract.

7.5.4 Customer property:

For specific jobs, customer property may be supplied; these products are incorporated in Drawings and Bill of Materials.
OSMACOM will exercise care when the customer property will be under its control or being used by any mean in Fabrication Stages. The co. will verify, identify, protect & safeguard customer property provided for use or incorporation in the product.
If any customer property is damaged, lost or found to be unsuitable for use, this will be reported to the client

and records will be maintained.

7.5.5 Preservation of product.

OSMACOM utilizes an effective and safety handling practices for material, spare parts, components, etc. to avoid damage, deterioration, hazards, accidents, etc.
Handling is performed by appropriate handling equipment, tools and vehicles under controlled and safe conditions.
Periodic inspection is performed for all available stores to verify its conditions & suitability

7.6 Control of measuring and monitoring devices

In General, Monitoring and measuring devices & instruments that affect the quality of the product shall be calibrated internally or externally in recognized institutes to assure its conformity.

Processes are established to ensure that monitoring and measurement can be carried out in a manner consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment shall be:

- Calibrated or verified at specified intervals.
- Identified to show the status of Calibration and or checking.
- Protected from damage and deterioration during handling, maintenance and storage.
- Safeguarded from adjustment that may invalidate the calibration results

The validity of the previous measuring results are assessed and recorded when the equipment is found not to conform to requirements. Appropriate actions will be taken on the equipment affected. Records of the results of verification will be maintained.

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This is undertaken prior to initial use and reconfirmed as necessary. When utilizing subcontractor to do certain job with his own equipment, Osmacom checks the calibration status.

Section 8: Measurement, Analysis and Improvement

8.1 General:

OSMACOM has planned and implemented the monitoring, measurement, analysis and improvement processes needed to:

- Demonstrate conformity of the product.
- Ensure conformity of the quality management system.
- Continually improve the effectiveness of the quality management system.

This includes determination of effective methods to measure the customer satisfaction, system and process performance in addition to the characteristic of the product and its conformity, including statistical techniques, and the extent of their use.

8.2 Monitoring and Measurement

8.2.1 Customer satisfaction

The company monitors customer satisfaction levels by a series of customer surveys which are analyzed and then reviewed during the management meetings. The main criteria are as follows:

- Quotations and appropriate replies (technical and commercial) provided on time.
- Products matching specifications.
- Products delivered on time.
- Relevant indicators.

8.2.2 Internal audit

OSMACOM has established an effective internal audit process to assess the strengths and weaknesses of our quality management system. OSMACOM utilizes this process as a management tool for independent assessment of the processes and activities that are part of our system. The company utilizes internal audits to obtain objective evidence that existing requirements have been met.

An audit program is planned that takes into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The Audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records, are defined in the procedure QAP-02.

The management responsible for the audited area ensures that actions are taken without undue delay to eliminate detected nonconformities and their causes. Effective follow-up activities include the verification of the actions taken and the reporting of verification results.

8.2.3 Monitoring and Measurement of Processes

The core process measures and criteria are defined in the Criteria for measuring processes sheet. The criteria and all indicators are monitor by all relevant managers; who analyze the gained results and whenever found that planned results are not achieved, correction and corrective action are taken, as appropriate, to ensure not only that the deviation have been rectified but also the continuous improvement approach is maintained. Results are considered one of the important inputs to management review meetings.

8.2.4 Monitoring and measurement of product

OSMACOM adopts various monitoring and measurement tools to ensure quality of its products during all phase of production. Testing and inspection activities are performed in accordance with the quality plans and / or relevant procedures and instructions.
Several controls are utilized, e.g. self-checking by production personnel, in-process and final inspection. Status of inspection is clearly identified.

8.3 Control of Nonconforming Product

Product that does not conform to relevant requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming of the project are defined in procedure QAP-03
Actions regarding the non-conformity may include:

- Clear identification of the nonconformity
- Eliminate the detected nonconformity
- Release or acceptance under concession by a relevant authority and, where applicable, by the customer.
- Actions to preclude its original intended use or application.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained.
When a product nonconforming is corrected, it is subject to re-verification to demonstrate conformity to the requirements.
When nonconforming of the project is detected after delivery or use has started, actions are taken appropriate to the effects, or potential effects, of the nonconformity.

8.4 Analysis of Data

The data compiled during the measurement and monitoring of production and processes will be analyzed as part of the business planning and implementation processes so that the information generated can be used to make decisions on how to improve the service. It will be thus possible to consider processes in terms of added value.
Our analysis includes but not limited to:
Customer satisfaction

- Records and reports
- Customer Claims (Number received, Suppliers faults, fault reason, and closing time)
- Quality of product

Product conformity

- Records and reporting of the defects detected by the Quality Control Inspectors
- Sorting by fault origin: Design, Method of Fabrication, material, manpower, or machine.

Suppliers

- Regular and complete feedback & evaluation criteria
- Each Non-Conformity (NCR) reported case by case
- Summary of Non - Conformities sent each month requesting corrective actions
- Possible decision for supplier class change in the Supplier meeting

8.5 Improvement

8.5.1 Continual improvement

OSMACOM will use the proactive process approach to continually improve the effectiveness of the management system in line with the quality policy statement.

8.5.2 Corrective action

Feedback reports from post-project delivery evaluation, customer complaints and other quality records are analyzed, usually prior to the management meetings where data will be presented to evaluate the effectiveness of any short-term corrective action taken.
The documented procedure for taking corrective actions will define and address requirements for:

- Reviewing problems (non-conformance).
- Determining the cause of problems and deviations.
- Evaluating the need for subsequent action.
- Reviewing the corrective action taken.

Documented procedure QAP-01 describes the steps taken to initiate, evaluate, implement and verify the effectiveness of corrective actions.

8.5.3 Preventive action

Preventive actions are generally taken at a strategic level and addressed during management review meetings or as part of new initiatives. The documented procedure QAP-01 defines the requirements for:

- Determining potential problems (non-conformances).
- Evaluating the need for action to prevent problems.
- Determining, implementing and recording the results of actions taken.
- Reviewing the preventive action taken.

Annexes

Annex 1- **OSMACOM QUALITY POLICY**

Annex 2- **LIST OF QMS DOCUMENTED PROCEDURES**

Annex 3- **OSMACOM Cross Function Flow Chart**