TOM CHESS T GROUP OF COMPANIES LTD

QUALITY ASSURANCE POLICY MANUAL

2021

QA/QC Policy Statement

At **Tom Chess T Group of Companies Ltd**, we are committed to supplying our clients with high quality products and services which conform to local and international standards and meets client needs as required in our contract. We ensure that our services are delivered timely in compliance to our contractual requirements and in a cost-effective manner.

To ensure a strong Quality Management/Improvement Program, the Top Management ensures that well experienced and qualified personnel are engaged for the execution of her jobs and are supervised for strict compliance to the Quality Assurance policy. As a guide the Management adopted a **Quality Assurance/Quality Control manual** that is structured to meet the ISO 9001 requirements, for her employees. All services and products provided by Tom Chess T Group of Companies Ltd are in conformity with the QA/QC manual as provided and as well the clients' contractual requirements.

The Top Management of Tom Chess T Group of Companies Ltd has the principal responsibility over the Quality Assurance policy and is committed to continually improving its effectiveness, and as well ensures that the outlined quality objectives covering all levels and functions of the company operations are in consonance with this QA/AC Policy and is followed purposefully.

To ensure proper Quality Assurance policy, the Top Management shall constantly review established quality policies and get regular feedbacks from customers, organize a Scheduled Internal Audit or an Independent External Audit and periodically call for Management Review Meetings.

The Quality Control Manager shall coordinate the QA/QC department and ensure that the Quality Policy is properly communicated, understood, and implemented throughout the company and is continually reviewed for its suitability.

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Thompson Douglas
Executive Group Chairman/CEO

Forward

Tom Chess T Group of Companies Ltd is a contemporary wholly owned Nigerian Company registered by the Corporate Affairs Commission. The company is into Engineering & Architectural design and construction of homes, hotels, Petrol Filling Stations, LPG Refilling Plants etc. In addition to that we also offer a range of other services which include: Sludge and Tank Cleaning, Oil & Gas Haulage and Trucking Services, Information and Communication Technology (ICT) Services and Business Registration Services.

Based in Abuja the capital of Nigeria, we are a fast growing Oil and Gas marketing, distribution, Exploration Company with our main focus on marketing distribution and exploration of Oil and Gas.

We have positioned ourselves on the path of growth to meet contemporary challenges in this highly competitive Oil and Gas industry as we offer time tested and full integrated services that is premised on tailor made basis to suit our individual clients request.

We pride ourselves in being a team of diligent professionals with excellent track record and a drive for continual success. Our goal is to exceed the expectations of our clients by delivering quality service to clients in line with our qualifications, professional commitments, and engagement terms.

OUR MISSION

Effective demand satisfaction of our clients occasioned and championed by high standard of service delivery platform.

OUR VISION

To align our organization to the path of becoming a leading player in the oil and gas industry in Nigeria

OUR CORE VALUE

- Integrity
- Quality
- Excellence
- Decency
- Professionalism

OUR CORPORATE CULTURE

Tom Chess T Group of Companies Ltd is founded upon the principles of excellence, professionalism and integrity. These are virtues that form the bedrock upon which our operations are based, with the overall goal of maximizing our client's satisfaction at the most efficient time possible within the industry.

SCOPE AND PURPOSE:
This manual is the key to understanding how **TOM CHESS T GROUP OF COMPANIES LTD**, manage our Engineering & Architectural design and construction of homes, hotels, Petrol Filling Stations, LPG Refilling Plants etc., Sludge and Tank Cleaning, Oil & Gas Haulage and Trucking Services, Information and Communication Technology (ICT) Services and Business Registration Services.

SCOPE
The Quality Assurance Manual Incorporates:
- Objective or Mission Statement or Company's overall policy
- Management Structure
- Outline of the main Business Processes
- Departmental Procedures
- Process Control Mechanism

The primary purpose of this Quality Assurance manual is to ensure the excellent quality of products and services offered by Tom Chess T Group of Companies Ltd ensuring that the meet customer expectation. Tom Chess T Group of Companies Ltd.'s Quality Assurance policy ensures that continual review and improvement is fundamental to the effective provision, delivery and assessment of its service delivery.

REFERENCES:
Reference is made in this manual to:
- Tom Chess T Group of Companies Ltd Quality Management Definitions
- International Standard Organization ISO 9001- Quality Management and Quality Assurance Standard
- Quality Assurance Guide

USE OF MANUAL
This manual shall be issued to all senior staff of the company as a reference manual and to Tom Chess T Group of Companies Ltd.'s customers/clients as key to understanding our operations.

DEFINITIONS:

QUALITY MANUAL

The quality manual is a document that covers the whole operation of the organization with respect to quality assurance. The manual comprises of standard company procedures, which are not specific to any project.

QUALITY

The totality of features and characteristic of a product or service that bear on its ability to satisfy the specified need

QUALITY PLAN

A document that sets out the specific quality practices, resource available and sequence of activities relevant to a particular process

QUALITY ASSURANCE (QA)

This is the totality of all those planned and systematic activities necessary to provide adequate confidence to management and the customer (client) that a product or service will satisfy specific requirements first time.

QUALITY CONTROL (QC)

The procedures, monitoring process, criteria for workmanship, (personnel training and experience) and approvals necessary that are put in place to guarantee the quality of the products or services

QUALITY SYSTEM

The organization, responsibilities, procedures, processes and resources established to ensure the quality of products or services required. The Quality Manual and Quality Plan together from the Quality System

QUALITY MANAGEMENT

This is the planning, assurance, control and improvement of quality in production, construction or services.

RELIABILITY

Is the ability of an item (Instrument, Equipment Machine or Heat) to perform a required function under stated conditions for a stated period of time.

COMPANY'S OVERALL POLICY: OR OBJECTIVES STATEMENT

Our vision in **TOM CHESS T GROUP OF COMPANIES LTD** is to be a leading player in the oil and gas industry in Nigeria using the best available resources (both human and material) and rendering services to the complete satisfaction of our clients.

To achieve this:
We are recruiting only academically and professionally qualified individuals to manage our operations. The same caliber of staff shall be engaged as our Quality Assurance/Quality Control Agents: Engineers of proven ability only shall be used to execute our projects.

We have commenced implementing a Quality System based on the principle of "do it once, do it right" which will ensure the efficiency and safety of any of our project processes. We plan to achieve full documentation of our operational procedures and standards in line with the standards in ISO 9001, Statutory Regulations and the Standards Organization of Nigeria (SON). These are reference documents against which our own system can be tested for compliance.

We plan to forge ahead in Engineering & Architectural design and construction of homes, hotels, Petrol Filling Stations, LPG Refilling Plants etc., Sludge and Tank Cleaning, Oil & Gas Haulage and Trucking Services, Information and Communication Technology (ICT) Services and Business Registration Services. We are fully equipped with all the necessary instruments/machinery/equipment & human resources for all our operations.

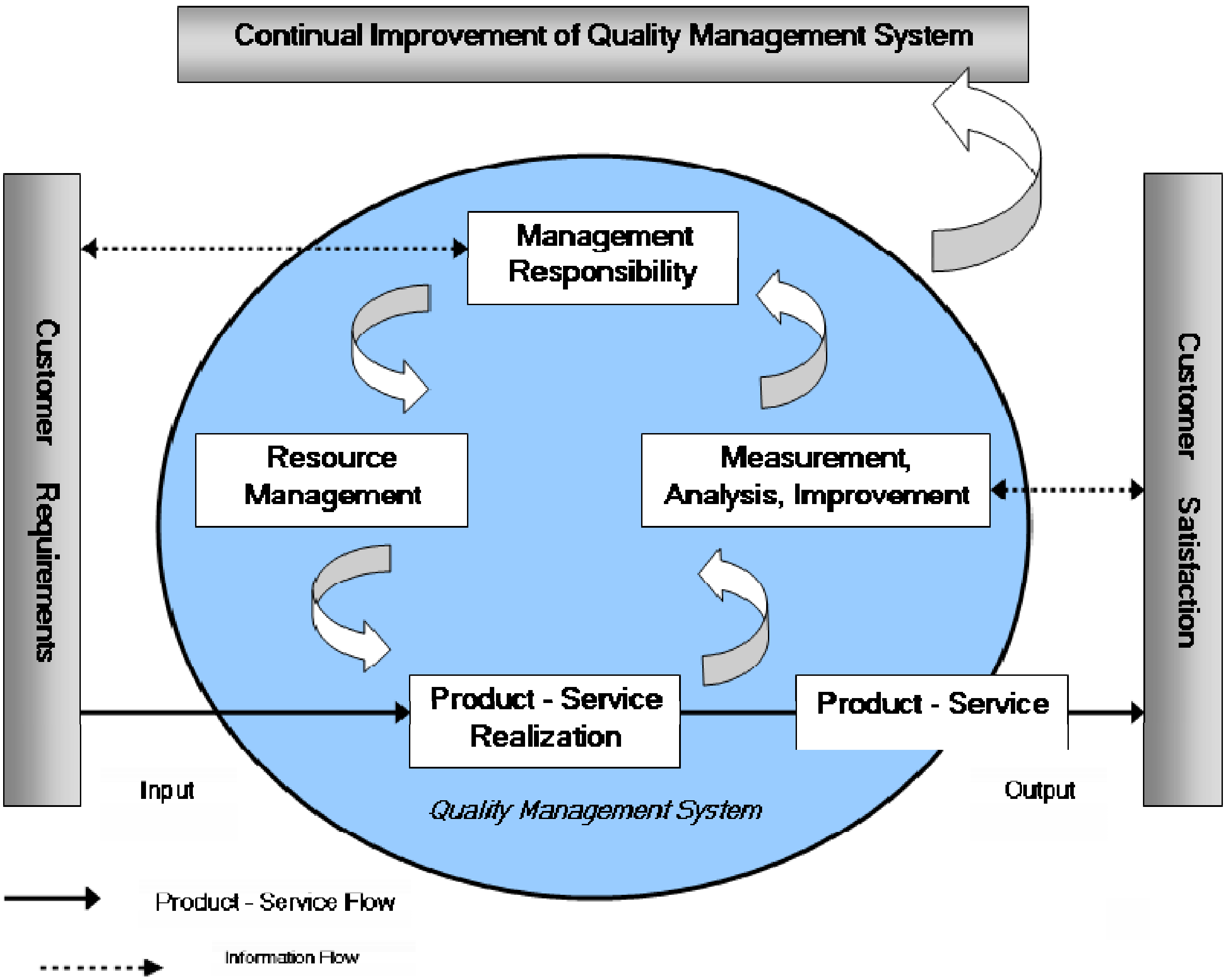
Our overriding policy is to ensure that no job is rejected or returned by our clients on any of the following considerations:

- Non achievement of agreed specifications and standards
- Not meeting statutory regulations
- Not meeting agreed target dates or no longer required due to late completion or submission

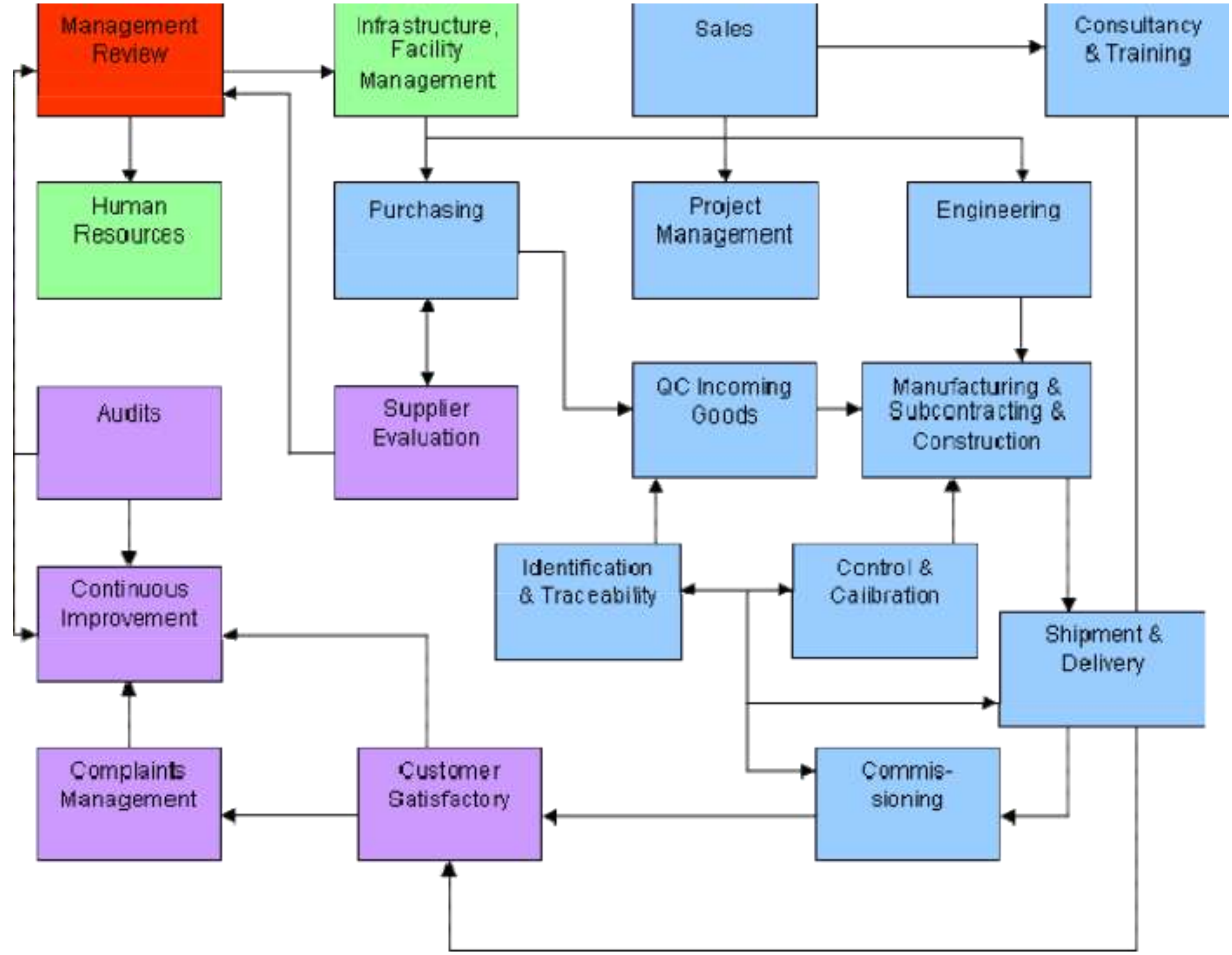
Management System

General Requirements

Tom Chess T Group of Companies Ltd has established implemented, maintains and continually improves a Management System (MS) in accordance with the requirements of the International Standard ISO 9001:2008 and the OHSAS 18001:2007 standard.



The processes needed for this Management System, and their interrelations, are depicted in the figure on the following page.



In addition to the processes depicted above, a number of processes have been identified to support, measure, monitor and analyze these processes, and to implement action necessary to achieve planned results and continual improvement. They are discussed in more depth in the following sections of this Quality Assurance Manual

CORPORATE GOVERNANCE AND ACCOUNTABILITY

Tom Chess T Group of Companies Ltd is a contemporary wholly owned Nigerian Company registered by the Corporate Affairs Commission. The company is into Engineering & Architectural design and construction of homes, hotels, Petrol Filling Stations, LPG Refilling Plants etc. In addition to that we also offer a range of other services which include: Sludge and Tank Cleaning, Oil & Gas Haulage and Trucking Services, Information and Communication Technology (ICT) Services and Business Registration Services.

The directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable Nigerian law and Generally Accepted Accounting Practice in Nigeria including the accounting standards issued and promulgated by Institute of Chartered Accountants of Nigeria (ICAN)

To ensure that proper books and accounting records are kept in accordance with Companies Act, 1990, the directors have employed appropriately qualified accounting personnel and have maintained appropriate computerized accounting systems. The books of account are located at the company's office at Plot 122, TOS Douglas Crescent, Cadastral Zone B11, Kaura District, Abuja

HUMAN RESOURCES

It is the policy of Tom Chess T Group of Companies Ltd to employ a sufficient number of highly qualified and committed staff to support its mission, and we value our human resources as an important stakeholder within the organization. The company aims to spread an ethos of commitment, endeavor and respect within its staff, thereby handing on a quality service to its clients, which is sensitive to their corporate and individual needs.

STAFF RECRUITMENT

Aims

Hiring the right person for the job is an important process for Tom Chess T Group of Companies Ltd. The need is to balance the objective needs of Tom Chess T Group of Companies Ltd with legal requirements in the recruitment area, including [but not exclusively] the requirements of the Employment and Data Protection.

Strategy

1

Selection procedures at Tom Chess T Group of Companies Ltd are based on the job description and the objective requirements of the job, without bias on the grounds of the candidate's sex, marital or family status, age, disability, religion or tribe. However, the objective of any recruitment and selection policy is to obtain the right person for the job. Equality legislation should not change this policy.

2

It is not discriminatory to refuse to recruit, or retain in employment, any person who will not undertake duties attaching to the post or accept conditions under which those duties must be done. The law requires that the person be available to do the work and be fully capable of undertaking that work.

3

Tom Chess T Group of Companies Ltd will decide the necessary minimum qualifications, experience, aptitudes, personal qualities etc. for any post. It is important to note that certain minimum qualifications are already laid down by consultants which validate Tom Chess T Group of Companies Ltd qualifications.

4

Identification of the type of employee required - full or part-time, temporary, seasonal, contractual, apprentices etc. is decided by the Management Board

Recruitment Process

1

As part of the annual budgeting process, staffing and recruitment costs are accounted for prior to the New Year. Only in exceptional circumstances should additional funding approval be required.

2
In cases where new or additional staff is required responsibility for recruitment will lie with the Management Board. In instances where department roles are to be filled the Management Board will liaise with the relevant Department Head

3
Tom Chess T Group of Companies Ltd acknowledges the need to maintain a staff that is of sufficient quality and sufficient number to meet the ongoing needs and commitments of the company. The sufficiency of number shall be reviewed by the Management Board and relevant Department Head at regular intervals. Where possible, such a need should be identified at least three months prior to the staff being required.

4
When a recruitment need has been identified and decision taken to recruit, the company will:

- Check its database of applicants for any extant appropriately qualified candidates
- Advertise in the National press and/or appropriate on-line vehicles

5
All recruitment ads will include a response deadline

6
All applications received, whether in response to recruitment advertising or not, shall be screened and acknowledged by the Executive Group Chairman/CEO. Suitable applicants are forwarded to the Board of Directors and relevant Department Head for short listing or rejection.

7
Every application received will be kept in accordance with data protection procedures

8
The Board of Directors shall have the final decision as to which candidates to invite to interview, though he will seek the advice of his management team in taking that decision.

9
An interview panel will be appointed by the Management Board, comprising the following: two members from the Board of Directors, the Executive Group Chairman/CEO and Department Head.

10
Tom Chess T Group of Companies Ltd has available for the Interview Panel, "Guidelines for Interviewers" including questions which should and should not be asked at interview, as outlined in the company's Staff Recruitment policy.

11
An interview process of at least two stages is used for all roles.

12
All interview candidates will be contacted by a member of the interview panel, within seven days of the interview, notifying them of the decision taken by the interview panel [i.e. offer of employment or to second interview or rejection].

Offer of Employment

1
Tom Chess T Group of Companies Ltd will make a written offer of employment once satisfactory reference checks have been made.

2
All employees are entitled to a written statement of their terms and conditions of employment within one month prior to commencement of employment.

3
On acceptance of the offer of employment, Tom Chess T Group of Companies Ltd will require the following from each new employee:

- Written acceptance of job offer
- Tom Chess T Group of Companies Ltd Employee Form giving details of current address, permanent address (if different), telephone and mobile telephone numbers, email address etc.
- Any other documentation as deemed necessary at the time of employment.

4
No employee will be paid without receipt a signed contract of employment

Staff Management

Contracts of Employment

All employees will receive a contract of employment from Tom Chess T Group of Companies Ltd prior to the commencement of their employment. Staff will also receive a Staff Handbook containing guidelines for conduct and engagement. All staff receives a revised copy of this handbook when they renew their contracts or at the start of a new year. The handbook will also contain procedures on bullying, harassment, grievances, disputes and discipline.

Contract Terms & Conditions

All contracts include:

- Full name and address of the employee and Tom Chess T Group of Companies Ltd
- Place(s) of work
- Job title and nature of the work
- Commencement date of the employees contract
- Rate and method of calculation of remuneration
- Payments are made monthly in arrears by credit transfer
- Terms and conditions in relation to hours of work including overtime
- Terms and conditions in relation to paid leave
- Sick Leave Policy
- Force Majeure Policy
- Compassionate Leave Policy
- I.T. Policy
- Bullying and Harassment Policy
- Disciplinary Procedures Policy
- Grievance Procedures Policy
- Period of notice
- Lay-off and short time
- Termination of employment
- Confidentiality

Contracts must be signed by the employee and the Executive Group Chairman/CEO

Personnel Records

Personnel records are kept up to date by the Executive Group Chairman/CEO.

Information that forms part of the personnel records include:

- Initial Correspondence
- Signed contract of employment
- Details of training received
- Attendance and time-keeping
- Holiday records
- Sickness record
- Disciplinary record and any correspondence referring to grievance or disciplinary procedures
- Appraisal records
- All information pertaining to participation in CPD [Continuous Professional Development]
- Any correspondence referring to grievance or disciplinary procedures
- Record of Exit Interview

All Employee Data records comply with the Data Protection Act

Enforcement of Equal Opportunity Policy

Tom Chess T Group of Companies Ltd is committed to the equality of opportunity for existing and potential employees, by promoting a work environment free from discrimination in: gender, marital status, family status, tribe, religion, disability and age. This list is not intended to be exhaustive. Tom Chess T Group of Companies Ltd will take appropriate disciplinary action towards an employee who fails to follow Tom Chess T Group of Companies Ltd's Equal Opportunities Policy.

All employees with similar job descriptions or performing similar functions/roles within this company will be treated equally with regard to all aspects of their terms of employment, i.e. working conditions, selection for short term working, transfers, procedures for disciplinary measures and termination of employment.

Any employee who feels that they have been treated unfairly in terms of access to employment, conditions of employment, training, work experience or promotion, regarding reclassification of posts should follow and apply Tom Chess T Group of Companies Ltd's Grievance Procedure.

Staff Development

Aims

Staff development is any measure undertaken by individuals, teams or organizations to improve their skills, knowledge and abilities particularly as they relate to the workplace and from which added value can be ascertained. The company sees its primary role as an Oil & Gas support services company and views staff development as an essential feature supporting this role. The company takes a proactive role in staff development to assist the attainment of its strategic goals.

Procedures

It is the responsibility of all senior staff to encourage the identification of staff development needs. This may be through the formal staff appraisal scheme or through staff feedback mechanisms

Tom Chess T Group of Companies Ltd requires its employees participate in the annual staff appraisal process. Staff new to the company will receive induction training to assist them in adjusting to their work environment, roles and responsibilities

Staff development will take the form of seminars, conferences, mentoring, workshops, individual advice sessions, continuous professional development or progressive education

Staff Appraisal

The Staff Appraisals are an integral part of the company's overall processes to assist with development of staff. They provide a means whereby individual and company roles and expectations can be clarified and developed.

Staff appraisals are a non-punitive mechanism which affords all staff in the company the opportunity to engage in discussion about their development needs and support requirements. All staff is required to take part in the appraisal process. The main purpose of the procedure shall be to identify, any areas that will enhance the continuous professional development of individual members of staff. The appraisal shall also be an opportunity to consider the needs of the company and how those needs will impact on the individual.

- It is the goal of Tom Chess T Group of Companies Ltd to ensure that the appraisal will be fair and objective.
- The appraisal is held annually
- The appraisal is undertaken by the Executive Group Chairman/CEO together with

the Department Head

- All staff members will be notified at least 10 working days before the appraisal date
- Prior to the appraisal, an Appraisal Form must be completed by the staff member and returned to the appraiser, at least 3 working days prior to the appraisal date
- If the appraiser wishes to discuss any matters not covered in the returned Appraisal Form they will normally indicate this intention to the staff member in advance of the meeting's scheduled date
- Both parties shall sign the Appraisal Form to indicate the appraisal process has taken place
- The appraisal meeting and Appraisal Form shall be confidential to the staff member and senior Institute staff, notwithstanding that information collated from the process may be used to enhance the day to day operations of the company
- All staff shall receive feedback on their own appraisal, and a copy will be stored on their personnel file

QUALITY MANAGEMENT STRUCTURE

Personnel independent of those having direct responsibility for the work being performed shall carry out quality assurance/control processes. The assurance of Quality depends not only on the quality of work produced by the different disciplines, but also on the efficient co-ordination and facing their various activities. Below illustrates the commitment of management to the implementation of a Quality System for the company. The responsibility that goes with each of the positions is described below.

THE QUALITY MANAGER

The Quality Manager (Engineering) reports to the Executive Group Chairman/CEO and is responsible for implementing the quality policies and standards of the company. Amongst others, he is responsible for the quality system in operation and ensures regular audits of the system, contractual requirements and adherence to statutory regulations. The QM liaises with the Projects Manager in his operations.

QUALITY ASSURANCE SUPPERVISOR

Reports to the Quality Manager
Reviews reports from Quality Assurance/Control Engineers
Review reports and approves or improves
Interacts with Project Supervisor in project monitoring

QUALITY ENGINEERS
Reports to the Quality Assurance/Control Supervisor carry out regular audit of operational procedures. Total commitment and dedication to quality start from the Chief Executive and transmitted through all levels of management to the operations Departments Environmental Services/Engineering/ Purchasing & Supplies.

HUMAN RESOURCES

It is the policy of Tom Chess T Group of Companies Ltd to employ a sufficient number of highly qualified and committed staff to support its mission, and we value our human resources as an important stakeholder within the organization. The company aims to spread an ethos of commitment, endeavor and respect within its staff, thereby handing on a quality service to its clients, which is sensitive to their corporate and individual needs.

OUTLINE OF THE MAIN BUSINESS PROCESSES
Engineering & Architectural design and construction of homes, hotels, Petrol Filling Stations, LPG Refilling Plants etc., Sludge and Tank Cleaning, Oil & Gas Haulage and Trucking Services, Information and Communication Technology (ICT) Services and Business Registration Services are our main areas of operation. To render these services to customers, the client identifies his need for the service. A proposal is then made to the client on the modalities of the project which shall include, methodology, duration HSE plan, logistics support, personnel and equipment, cost data evaluation/analysis and reporting and presentation. Included with the proposal is the quality assurance statement.

Quality assurance starts at the issue of a work or purchase and terminates with the acceptance of the work item. One other factor is the ability to perform.

DEFINITION OF PROCESSES
The business processes can be sub-divided into three parts: -
- **Theoretical Process**
- **Field Process, and**
- **Office Process**

THEORETICAL PROCESS
The theoretical process means giving such attributes like length, width, weight or volume etc. there are what the field process would translate to physical reality.

FIELD PROCESS
The implementation of the theoretical process at site is the field process. In Environmental

cleaning, it is the preliminary site assessment, cleaner to dirtier, high to low. In supplies, it is the recommendations indicated on the Purchase Order.

OFFICE PROCESS

The office process in Oil and Gas products marketing services is the design of marketing plans and strategies etc.

DOCUMENTATION REQUIREMENTS

The documentation of the Management System includes a number of documented procedures, i.e. procedures that are established, documented, implemented and maintained under the surveillance of the Management Representative.

These procedures cover the items expressly mentioned in the International Standards, as well as those procedures the organization deems necessary to ensure the effective operation and control of its processes (as depicted above).

QUALITY ASSURANCE MANUAL

This Quality Assurance Manual is part of the overall documentation of the organization, and constitutes the primary document for all employees, to inform and guide them through the company's QA.

CONTROL OF DOCUMENTS

Documents that are part of this QA, or are relevant to the implementation and maintenance of the company's QA, are controlled and managed

This procedure takes care of:

- The approval, review and re-approval of documents
- The identification of revision status
- The distribution of documents
- The prevention of unintended use of obsolete documents
- The continuous availability of documents

Control of quality records

Records required for the QA are also controlled. These records are thus maintained to provide evidence of conformance to requirements and of effective operation of the QA.

MANAGEMENT RESPONSIBILITY

Management commitment

Management is committed to the development and improvement of the Management System. This Quality Assurance Manual as well as all operational and supporting procedures is communicated to every employee of Tom Chess T Group of Companies Ltd.

The quality assurance policies of this document thus become known to and binding for the whole organization.

Management Reviews are organized on a regular basis, according to QA/QC procedure

Customer focus

As already expressed in our Quality Vision, we want to ensure that customer needs and expectations are determined, converted into requirements and fulfilled with the aim of achieving customer satisfaction (further operational procedures).

Quality policy

Our Quality Policy has been expressed under "Our Vision"

This Quality Assurance Manual, together with the quality procedures, is the primary tool in making this quality policy come through.

This policy is reviewed on a regular basis during Management Reviews, according to QA/QC procedure

Planning

Overall objectives for the company are expressed in a business plan, which is from time to time updated by Management, approved by the board, and communicated to the different stakeholders of the company. Revision of the business plan is discussed and approved at the occasion of Management Review meetings.

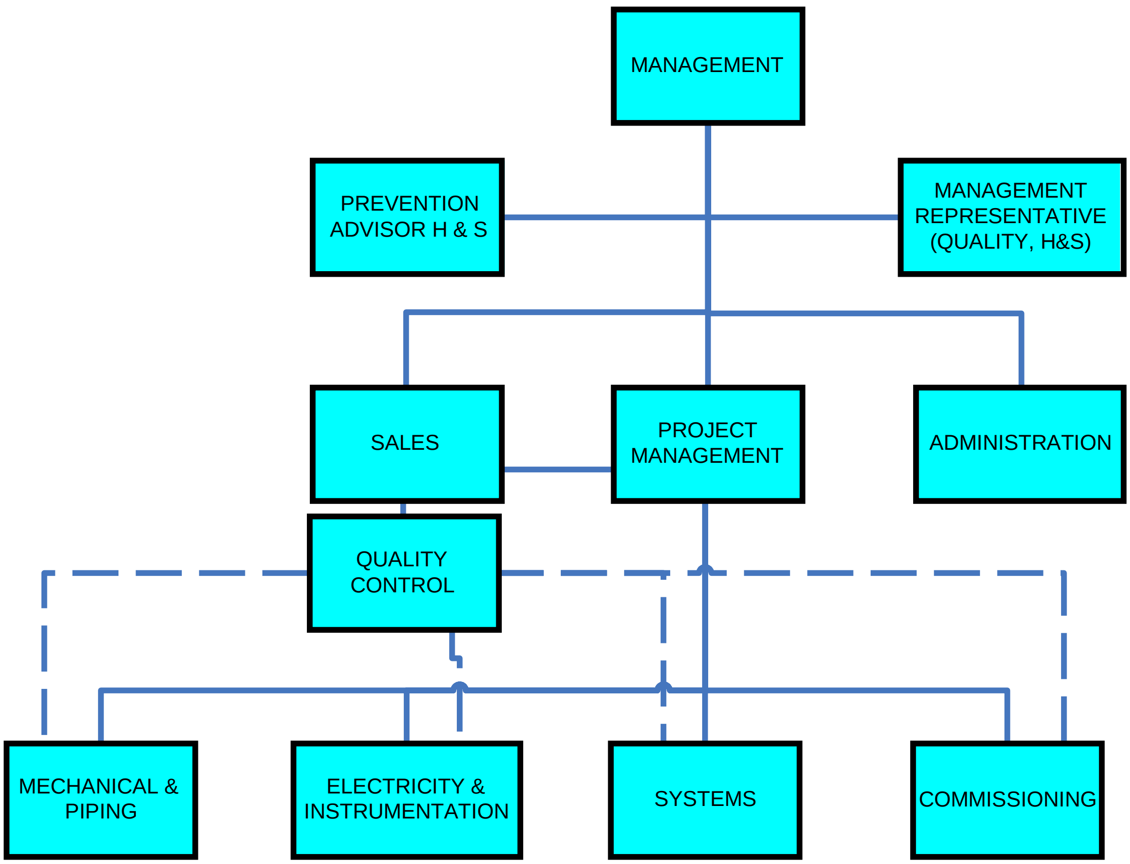
Quality objectives needed to meet the requirements for a given product, will be captured at the time of Requirements Specification.

RESPONSIBILITY, AUTHORITY AND COMMUNICATION

Responsibility and authority

Functions and their interrelations within the organization, including responsibilities and authorities, are defined and communicated

Their interrelation is illustrated in the following organization chart:



Management representative

The Executive Group Chairman/CEO appoints a Management Representative for this Management System. This individual has the authority and responsibility to:

- Be the Management Representative for the quality standards listed in section 3. (Scope and Purpose).
- Be the Management Representative for the QA/QC System of the company

- Ensure that a Quality Assurance System is established, implemented and maintained
- Report on the performance of the Quality Assurance System to the Management Review meetings, as a basis for improvement of the system.
- Ensure that records of all Management Reviews and subsequent actions are maintained.
- Release all approved revision changes to this Quality Assurance Manual

Internal communication

Communication between the various levels of the organization, regarding the processes of this QA and their effectiveness is achieved by the implementation of the Internal Audit procedure.

Management review

Management reviews the QA, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. This review evaluates the need for changes to the QA, including changes to the QA policies and the QA objectives.

Resource management

Provision of resources

A number of procedures aim at providing, in a timely manner, the resources needed to implement and improve the processes of the QA and to address customer satisfaction. They address human resources as well as facilities and the work environment.

Human resources

In order to guarantee the necessary competencies (on the basis of applicable education, training, skills and experience) of employees who are assigned responsibilities defined in the QA:

- These competencies are documented in the job descriptions for every function in the organization.

- Employees are informed about their objectives against which they are periodically evaluated in a structured manner.

- Competency and training needs are identified and the necessary training provided and evaluated where needed. This procedure also takes care of the maintenance of appropriate records of education, experience, training and qualifications of employees.

Infrastructure

Facilities needed to achieve conformity of products, are provided by the organization

Work environment

The same procedure also caters for the management of the physical factors of the work environment.

Risks for health & safety under all circumstances associated with Tom Chess T Group of Companies Ltd activities, on their own premises as well as at customer sites, are inventoried and evaluated. This evaluation leads to the implementation of collective as well as personal protection instructions and equipment.

Product realization

Planning

The sequence of processes and sub-processes required to achieve the product, are described in the following paragraphs. These refer to the different procedures that describe:

- How quality, health & safety objectives for the product, project or contract are determined
- How resources and facilities specific to the product are provided
- Which verification and validation activities (of Tom Chess T Group of Companies Ltd or sub- contractors/vendors) are needed, as well as criteria for acceptability
- Which records are necessary to provide confidence of conformity of the processes and the resulting product.

Customer-related processes

Identification of customer requirements

Identification of customer requirements including requirements for availability, delivery and support, product requirements not specified by the customer but necessary for the intended or specified use, and obligations related to the product, including regulatory and legal requirements, have to be determined prior to signing a contract.

Specific Health & Safety aspects of the contract may have to be considered, whether imposed by the customer or not.

Review of product requirements

The identified customer requirements, together with additional requirements determined by the organization, have to be reviewed prior to the commitment to supply a product to the customer.

Customer communication

Communication with customers relating to product information, enquiries and contracts (or changes to contracts), is also governed by company quality policy.

Communication with regards to customer feedback, including customer complaints, is also governed by the quality policy

Design and development

Design and development is to the engineering aspects of an installation. No products are being developed by Tom Chess T Group of Companies Ltd. Therefore, design and development is excluded from this QAM.

Purchasing

Purchasing activities are managed and controlled and cover following activities:

- Authorization to purchase
- Supplier selection
- Supplier evaluation on a regular basis
- Product verification, including verification activities at the supplier's premises.

Health & safety aspects of goods purchased are part of the selection process and suppliers have to adhere to applicable laws and regulations concerning Health & Safety aspects of their products or services.

Production and Service operations

Operations Control

Production and Service operations are controlled through:

- The availability of information that specifies the characteristics of the product
- Where necessary, the availability of work instructions, manuals and standards of good craftsmanship.
- The use and maintenance of suitable equipment for production and service operations, while taking into account the health & safety aspects of such equipment.
- The availability of measuring and monitoring devices
- The implementation of monitoring activities
- The implementation of defined processes for release, delivery and applicable post-delivery activities

These activities are implemented, controlled and maintained

Validation of processes

This paragraph of the International Standard is not applicable to the company's activities. The output of all processes can be measured and verified.

Identification and traceability

The identification, where appropriate, of the product throughout production and service operations, including status identification and traceability requirements are managed

Customer property

Exercising care with customer (and supplier's) property, in order to verify, maintain and protect such property while it is under the organization's control or being used by the organization, is governed by company policy on Customer's property. This procedure also takes care of the preservation of intellectual customer property, through the use of Confidentiality Agreements.

Preservation of product

Preservation of conformity with customer requirements during internal processing and delivery is managed by the company policy on Handling, Packaging and Transportation.

Control of measuring and monitoring devices

Control of measuring devices is done through regular calibration by external companies and internal verification of measuring devices.

Measurement, analysis and improvement

Planning

Measurement and monitoring activities are governed by a number of procedures on:

- Commissioning
- Measurements (Quality Control)
- Control of Nonconformity
- Customer Satisfaction and Complaint Management
- Internal Audit
- Continuous improvement (incl. Corrective and Preventive Actions)
- Incidents and Accident

Measurement and monitoring

Customer Satisfaction

The methodologies used for obtaining and using customer information on his satisfaction and/or dissatisfaction are described, implemented and maintained according to company policy on Customer Satisfaction.

Internal Audit

Periodic internal audits are conducted to determine whether the QA:

- Conforms to the requirements of the International Standard
- Has been effectively implemented and maintained

The procedure describes the responsibilities and requirements for conducting those audits, ensuring their independence, recording results and reporting to management.

Measurement and monitoring of processes

Realization processes necessary to meet customer requirements are monitored during internal audits. Where appropriate, Management decides to monitor specific "KPI's" (Key Performance Indicators) on important processes.

Measurement and monitoring of product

Evidence of conformity with acceptance criteria is documented and products are subsequently released according to company policy on Measurements, depending on the nature of the product.

Control of nonconformity

Products which do not conform to the requirements are treated and controlled to prevent unintended use or delivery. When detection of the nonconformity occurs after delivery or use has started, appropriate actions have to be taken regarding the consequence of the nonconformity. These actions are governed by company policy on Measurements and Control of nonconformity

Analysis of data

Data to determine suitability and effectiveness of the QA are collected and analyzed according to procedures:

- Management Review
- Customer Satisfaction and Complaint Management
- Internal audit

Improvement

Continual improvement is obtained through the implementation of a number of procedures:

- Management Review
- Customer Satisfaction and Complaint Management
- Internal audit
- Measurement
- Control of nonconformity

These procedures may all lead to Corrective and/or Preventive actions

QUALITY ASSURANCE RECORDS

Tom Chess T Group of Companies Ltd Shall establish and maintain procedures for identification, collection, filling, storage, indexing, maintenance and disposition of quality records. These records shall be maintained to demonstrate achievement of the required quality and the effective operation of the quality system. Relevant sub-contractor quality record shall be part of these data.

All quality records shall be legible and identifiable to the product or service involved.

Quality records shall be stored and maintained in such a way that they are readily retrievable in facilities that provide a suitably environment to minimize deterioration or damage and to prevent loss. Retention times or quality records shall be made available for evaluation by the client or his representative for an agreed period.

INTERNAL QUALITY AUDITS

There is an established process of auditing the quality system against the requirements of the standard or specification covering the Quality Plan. The essential elements of the audit are:

- A schedule of audit
- A team trained in the auditing techniques
- A formal audit procedure with properly documented records showing audit results
- Corrective action and follow-up procedure

CORRECTIVE ACTION

- Investigating the cause of non-conforming product and the corrective action needed to prevent re-occurrence.
- Analyzing all processes work operations, concessions quality records, service reports and customer complaints to detect and eliminate potentially causes on non-conforming products.
- Applying control to ensure that corrective actions are taken and that they are effective
- Implementing and recording changes in procedures resulting from corrective actions.

QUALITY ASSURANCE TRAINING

Tom Chess T Group of Companies Ltd shall establish and maintain procedures for identifying the training needs and provide for the training of all personnel performing activities affecting quality. Personnel performing specific assigned tasks shall be qualified on the basis of appropriate education, training and/or experience as required. Appropriate records of training shall be maintained.

CONCLUSION

The quality policy of Tom Chess T Group of Companies Ltd Is the establishment and maintenance of a quality system, which will ensure that the requirements of the customers are consistently met

Our quality objective is that our products and services are "fit for the purpose" for which it is required. The vision in all our operation is to "get it right the first time and all the times". To this end we recognize that:

- Professionalism is the key to quality products and services. (A factor that informed our employing only qualified and experienced personnel)
- Efficient quality management reduces cost in production or services.
- Quality improvement is a continuous process.

Our style of operation requires that before we accept and proceed on any job, we shall establish that we have the necessary financial, technical and managerial resources to carry out the contract requirement.

APPENDIXES

- Principles of Quality Assurance
- Quality System Documentation Flowchart
- Planning Sequence Flowchart

PRINCIPLES OF QUALITY ASURANCE

1. KNOW RESPONSIBILITIES
- ORGANISATION, STRUCTURE, RESPONSIBILITIES

2. KNOW DUTIES
- DEFINITION AND DESCRIPTIONS OF DUTIES

3. KNOW WHAT TO DO
- CORRECT SPECIFICATIONS, DRAWINGS, ETC.

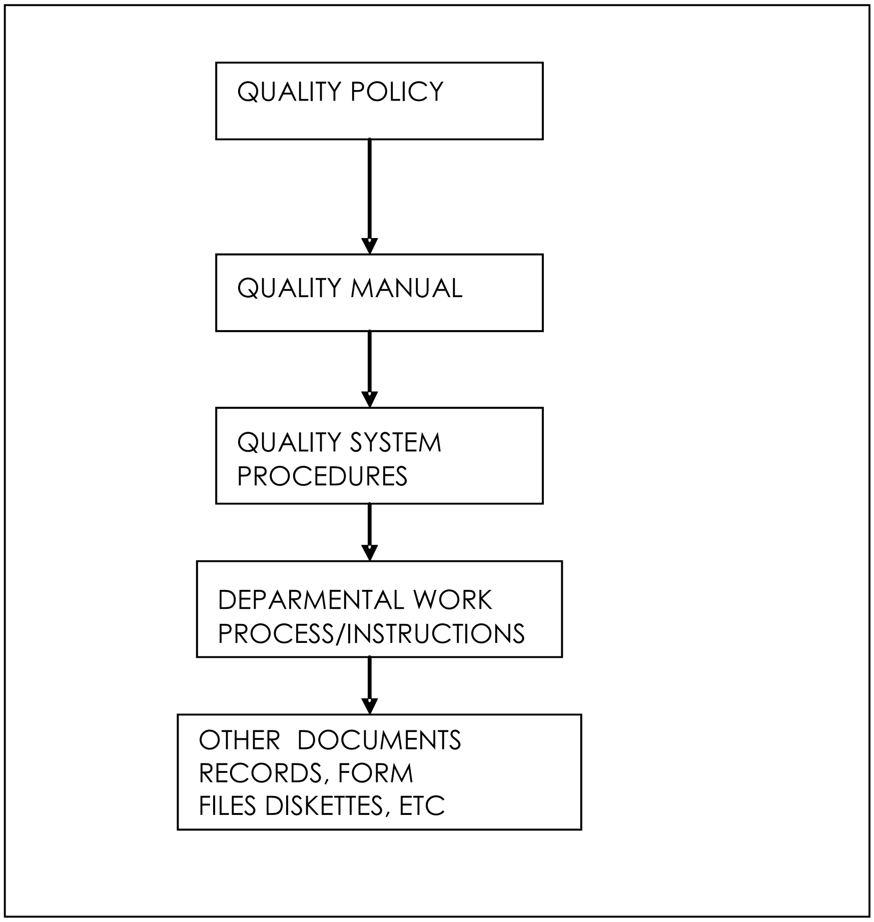
4. KNOW HOW TO DO IT
- TRAINING, PROCEDURES, INSTRUCTIONS

5. BE ABLE TO DO IT
- RESOURCES, PLANS, PROCESS, MATERIAL

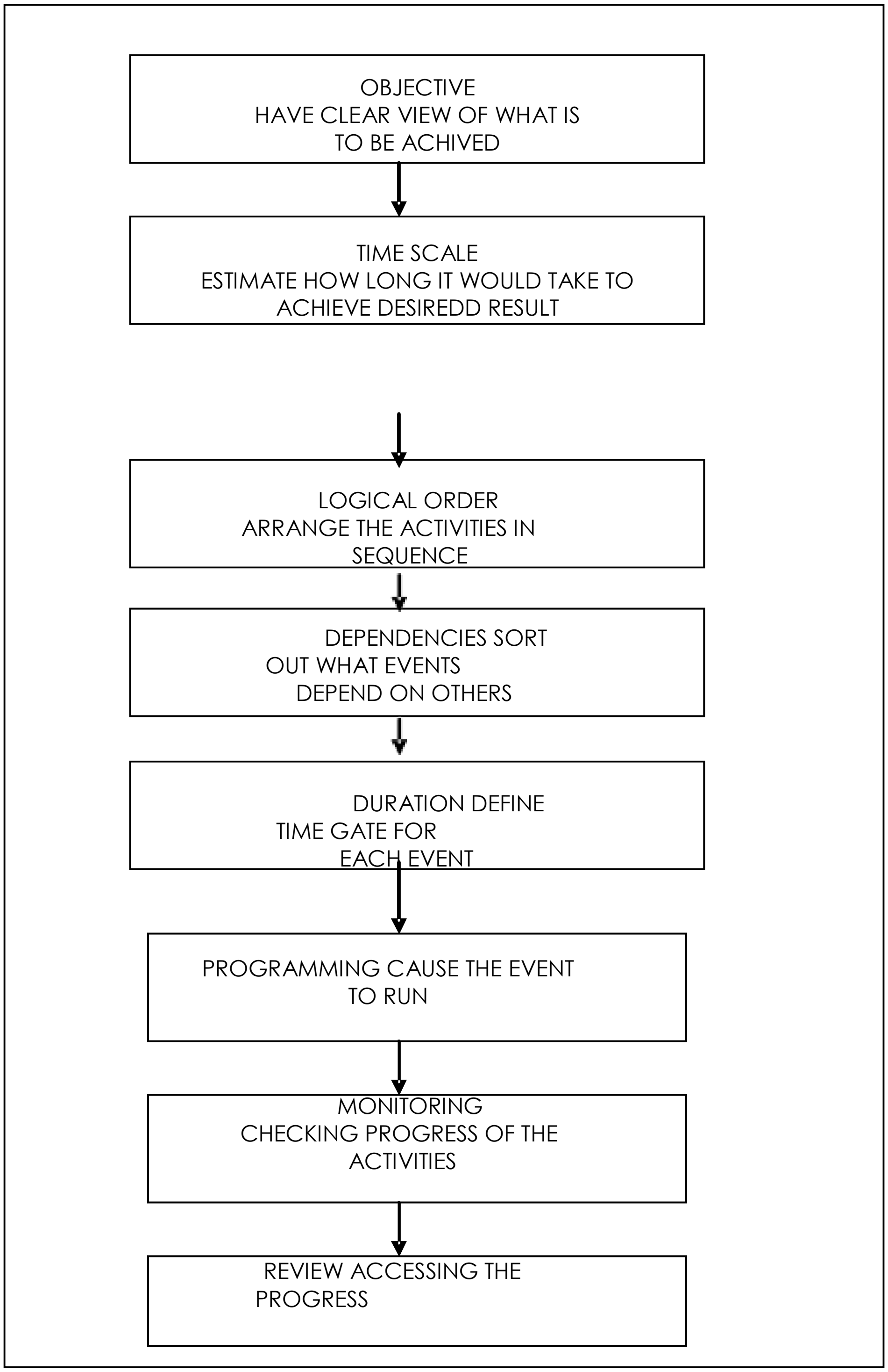
6. KNOW IT IS DONE
- CHECKING, MEASURING, TESTING

7. RECORD IT HAS BEEN DONE
- RECORDS, CERTIFICATES

QUALITY SYSTEM DOCUMENTATION FLOW CHART



PLANNING SEQUENCE



APPROVAL PAGE

QUALITY ASSURANCE POLICY

	NAME	FUNCTION	DATE	SIGN
CHECKED BY				
APPROVED BY				