

SUEZ SHIPYARD

(S.S.Y)

QUALITY MANUAL



شركة ترسانة السويس البحرية

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Page No:-1



QUALITY MANUAL QM-4	2- Table of content
------------------------------------	----------------------------

<u>1-TABLE OF CONTENTS</u>	(Page 2)
<u>2-INTRODUCTION</u>	
- ISO 9001 Certificate.	(Page 5)
- Quality Manual Approval	(Page 6)
- Quality manual distribution	(Page 7)
- Quality Manual changes and modifications	(Page 8)
- Quality Manual changes and modification list	(Page 9)
<u>3 - VIEW ON SUEZ SHIPYARD</u>	
- Definitions	(Page 10)
- About SUEZ SHIP YARD	(Page 11)
- Main Facilities	(Page 12)
- Personnel	(Page 13)
- Physical description	(Page 13)
- Marketing	(Page 14)
- Overseas Agency	(Page 14)
- Main source of Technical Information	(Page 15)
- How to contact SUEZ SHIPYARD	(Page 16)
- Mission statement	(Page 17)
- SUEZ SHIPYARD General Layout	(Page 18)
- Main Vendors	(Page 19)
<u>4 – Conformance to ISO 9001 Requirements</u>	
4 - Quality System	(Page 20)
4-1 - Quality System document structure	(Page 20)
4-1-1 - Quality System Procedures	(Page 20)
4-1-2 - Suez Shipyard Main Procedure	(Page 21)
4-1-3 -List of main procedures	(Page 22)
4-2 -Scope and exceptions	(Page 22)
4-3 -Quality System Procedures	(Page 23)
4-4 -Main Process sequence and interaction	(Page 24)
- Relationship between Depts. and activities	(Page 27)
4-5 -Document And Data control	(Page 28)
4-6 -Control of quality record	(Page 30)
5 -Management Responsibility	(Page 31)
5-1 -Quality Policy	(Page 31)
5-2 - Aims and Objectives	(Page 32)

ISSUE NO.:-1 Date: 1-10-2003	Change N0.:-0 Date: -	Page No:-2
---	--	-------------------



5-3	-Authorities and responsibilities	(Page 33)
5-4	- Resources	(Page 36)
5-5	- Management Representative	(Page 37)
5-6	- Management Review	(Page 38)
5-7	- Quality Planning	(page 39)
6	- Managing of recourses	(page 40)
6-1	- Training	(Page 40)
6-2	- Infrastructure	(Page 41)
7	- Product Realization	(Page 42)
7-1	- Contract Review	(Page 42)
7-2	- Process Control	(Page 43)
7-3	- Purchasing	(Page 45)
7-3-1	- General	(Page 45)
7-3-2	- Evaluation of vendors	(Page 45)
7-3-3	- Purchasing Data	(Page 46)
7-3-4	- Verification of purchasing product	(Page 46)
7-5	- Control of Customer supplied product	(Page 47)
7-6	- Control of inspection measuring and test equipment	(Page 48)
7-6-1	- General	(Page 48)
7-6-2	- Control procedure	(Page 48)
7-7	- Handling , Storage and Delivery	(Page 50)
7-7-1	- General	(Page 50)
7-7-2	- Handling	(Page 50)
7-3-7	- Storage	(Page 50)
7-7-4	- Delivery	(Page 50)
8	- Measuring , analysis and development	(Page 51)
8-1	- Inspection and Testing	(Page 51)
8-1-1	- General	(Page 51)
8-2	- Receiving inspection	(Page 51)
8-3	- In-process inspection and testing	(Page 52)
8-3-1	- Final inspection and testing	(Page 52)
8-3-2	- Inspection and test Records	(Page 52)
8-4	- Product Identification and Tractability	(Page 53)
8-5	- Measuring , analysis and development	(Page 54)
8-5-1	- Monitoring and measuring customer satisfaction	(Page 54)
8-6	- Internal Audit	(Page 54)
8-7	- Inspection and test status	(Page 55)



QUALITY MANUAL QM-4	1- Table of contents
------------------------------------	-----------------------------

8-8	- Control of non conforming products	(page 55)
8-8-1	- General	(Page 55)
8-8-2	- Review and disposition of non-conforming product	(Page 56)
8-9	- Statistical Techniques	(Page 56)
8-9-1	- Identification of needs	(Page 56)
8-9-2	- Procedures	(Page 57)
8-10	- Corrective and Preventive Action	(Page 57)
8-10-1	- General	(Page 57)
8-10-2	- Corrective action	(page 57)
8-10-3	- Preventive action	(page 58)

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-4
---	----------------------------------	-------------------



QUALITY MANUAL QM-4	2- Introduction
------------------------------------	------------------------

Quality Manual Approval

Document Name: Quality Manual

Document Code: QM-4

Issue Number: 01

Date of Approval: / /2004

The Quality Manual Is Applicable From 1 / 9 /98

Verified by: Management Representative

Eng. Mohamed Mahmoud El Mougny

Approved:

Chairman and Managing Director

Eng. Moustafa Hamed

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date:-	Page No:-6
---	---------------------------------	-------------------



QUALITY MANUAL QM-4	2- INTRODUCTION
------------------------------------	------------------------

Quality Manual Distribution

Manual Distribution List:

Cop y No.	Name	Management / Dept. / Section	Date of Release
1	Eng. Moustafa Hamed	Chairman and Managing Director	
2	Eng. Farag Mansour	Technical sector Director	
3	Eng. Mohamed M. El Mougy	Ship-Repair Sector Director	
4	Eng. Mohamed Hassan Hanafy	Engineering Sector Director	
5	Eng. Abd Al Baset Abd El All Galal	Shipbuilding Sector Director	
6	Account. Sayed Al Mohamady	Financial and commercial Sector Director	
7	Eng. Mohamed M. El Mougy	Management Representative	
8	Abd El Fatah Ahmed Aly	Administration Sector Director	
9	Eng. Mohamed Shafik El Kady	Quality Assurance Senior	
10	Eng. Shawky El Habet	Quality control senior	
11	Accountant Magada El Gendy	Document and Data Control	
12	Germancher L'loyd	Certification Body	

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:- 2 Date:- 5-9-2004	Page No.:-7
---	---	--------------------



QUALITY MANUAL QM-4	2- INTRODUCTION
------------------------------------	------------------------

Quality Manual Changes and Modifications

- **Chairman and managing Director is responsible for approving the Quality Manual changes and modifications.**
- **Management Representative is responsible for executing Manual changes and modifications.**
- **Pages subjected to changes / modifications shall be replaced by other having new changes / modifications No. according to document & data control procedure No. (QP-4-100).**
- **In case of additional information, new pages will be added while original page change / modification number will be adjusted.**
- **Quality Manual is to be verified and updated when, appropriate, at least once a year.**
- **In case that Manual changes / modifications exceed 25% of Manual pages, the whole Manual will be reissued.**
- **The controlled copies which are mentioned in the Manual Distribution List will be updated, while the uncontrolled copies will not be updated.**

ISSUE NO.:- Date: 1-10-2003	Change NO.:-0 Date: -	Page No.:-8
--	----------------------------------	--------------------



QUALITY MANUAL QM-4	2- Introduction
------------------------------------	------------------------

Quality Manual Changes / Modification

Change / Modification No.	Page No.	Change / Modification Description	Chairman Approval	Date
1	7	Change of Technical Director		7-8-2004



QUALITY MANUAL QM-4	2-Introduction
------------------------------------	-----------------------

Definitions

S.S.Y: is abbreviation of SUEZ SHIPYARD

Docking:

It means all arrangements and -process occurred till ship become on dry in floating dock / dry dock and syncrolift

Undocking:

It means all arrangement and process occurred till ship become a float.

Keel blocks:

**It is a block supporting the ship while laying in floating or graven dock.
It consists of concert or steel covered with layer of wood.**

SCA:

Is abbreviation of SUEZ CANAL AUTHORITY

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-10
---	----------------------------------	--------------------



About SUEZ SHIPYARD (S.S.Y)

S.S.Y has a unique location at the north end of the Suez Gulf the south entrance of Suez Canal.

S.S.Y established is an affiliated Company of S.C.A which had been established since over 100 year to serve the International fleets.

S.S.Y facilities had been promoted with very high skilled labors with great experience in ship repairing, steel Structure and fiber glass works (not including the scoop). S.S.Y has largest floating dock in the Red Sea and Arab Gulf, the lifting capacity is 55000 ton.

S.S.Y has developed. It's Quality management system to satisfy the ISO-9001/2000 standard and has the commitment for continuous improving of the Quality Management System.

S.S.Y is certified to perform thickness measurements, also the company has qualified and certified inspectors and welders.



QUALITY MANUAL QM-4	3- VIEW ON SUEZ SHIPYARD
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Main facilities:

- **Floating Dock, lifting capacity 55000 ton**
- **Graven Dry Dock.**
- **Ship left with lifting capacity 900 ton**
- **Work shop of hull repairs, conversion work & any kind of steel Structure works onshore or offshore.**
- **Work shop of repairs of main engines & auxiliary engines.**
- **Work shop of electrical repairs.**
- **Work shop of hull cleaning grit / sand blasting & painting facilities.**
- **fiber Glass work shop (not included in the scope of (certification)**

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-12
---	----------------------------------	--------------------



QUALITY MANUAL QM-4	3- VIEW ON SUEZ SHIPYARD
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Present Personnel

• On a permanent basis:	808
• Sub contractor:	223
• Total:	<u>1031</u>

Physical Description

Area Distribution (in m²)

• Total premises buildings:	66000
• Administration:	1036
• Social buildings:	643
• Industrial plant:	63000
• Warehouses:	1165



QUALITY MANUAL QM-4	3- VIEW ON SUEZ SHIPYARD
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Marketing Agency

- **Agency in the Arab Republic of Egypt**
 - El Menia Shipping Agency.
 - Damanhour Shipping Agency.
 - Assuit Shipping Agency.
 - Asswan Shipping Agency.

Overseas Agents:

- **George Moundreas & Co., S.A. ships broker. Piraeus.**
- **SIV.ING JANL. Gabrielsen A.S.**
- **Agencies, Kristlansand , Norway**
- **Shipyard Company Background in the field of ship repair**

For Example: -

- **Passenger, cargo and tanker ships in our area.**
- **Vessels of petrojet Co.(Accommodation Work Crane Platform No, 11 , 12 ,14)**
- **Vessels of Egyptian Navigation Co. (Passenger and Bulk Carriers)**
Egyptian Navigation Company (G. Cargo, Passenger, Tankers and Bulk Carriers
- **Vessels and Tankers and Bulk - Carries)**
- **Off Rig Pro Negro 4**
- **Off Rig Onshore Mercury**

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-14
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QUALITY MANUAL QM-4	3- VIEW ON SUEZ SHIPYARD
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Main source of Technical Information

Constancy services received from third parties for new building of vessels (Case by case) as pan of a complete package deal for delivery of design material and Equipment (new building service is for future scope of certification.

- **Advisory services received from classification societies**
- **Codes and standards used by the company**
 - **All rules and regulations for the Construction and classification of steel vessels of International classification societies. International convention for safety of life at sea**
 - **Structural Welding code, American National Standard Institute, American**
 - **Welding Society.**
 - **All applicable German (DIN) standards.**

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-15
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SUEZ SHIPYARD

QUALITY
MANUAL
QM-4

3- VIEW ON SUEZ SHIPYARD

How to contact S.S.Y?

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Tel: (002062) 220750 - 220620

P.O. BOX: 5 Porttawfik
52 Porttawfik

Address: 5 St. Shohodaa El Yemen. Porttawfik - SUEZ

ISSUE NO.:-1
Date: 1-10-2003

Change NO.:-0
Date: -

Page No:-16



Mission statement

S.S.Y is established mainly for ship repair activities However, the shipyard, makes use of its experience and huge facilities in steel structure works.

S.S.Y is continuously developing its products / services through commitment to

Quality policy of the company and the international standards / rules.



QUALITY MANUAL QM-4	3- VIEW ON SUEZ SHIPYARD
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Main Vendors

- 1 - Caroller Middle East / Egypt**
- 2 - Orascom Onsi Sawris &Co./Egypt**
- 1- Egyptian Iron & Steel Co., S.A.E. / Egypt**
- 4 - Hoyt Darchem / England**
- 5 - Man Notz Fahrzevge Aktienge Sellschaet / Germany**
- 6 - Otto Wolff /Germany**
- 7 - Thyssen Stahlunion G MBH - Germany**
- 8 - Mannes Man Handle / Germany**
- 9 - Pasminco - England**
- 10- Tractor & Engineering Co. / Egypt**
- 11- Egyptian Military Factories. / Egypt**
- 12 - Egyptian Cables Company / Egypt**
- 13 - Arabic German Chemical Company / Egypt**

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-19
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4 Quality System

This Manual defines requirements for the Operation and Maintenance of SUEZ SHIPYARD Quality Management System, Which exist to ensure: -

- (a) Achievement of the company's quality policy
- (b) Compliance with the requirements of ISO-9001-2000 standard
 - This is the primary document of the Quality Management System, the requirements stated hereinafter are Mandatory and shall be adhered to by all personnel.

4-1 S.S.Y Quality system document structure

S.S.Y Quality System ensures the effective Implementation through the following documentation:

- Quality Manual (QM -4).
- Quality Procedures.
- Work Instruction
- Quality Plans.
- Applicable national and international standards (classification - specifications).

4-1-1 Quality System Procedures:

- Applicable procedures are consistent with the requirements of the International Standard ISO- 9001- 2000 and declared quality policy.
- The quality procedures covered all quality activities in S.S.Y.
- All quality - related procedures are documented and maintained according to procedure No. (QP-4-100).



- The quality department by co-ordination with other Management are responsible for verifying the effective implementation of all documented Quality procedures through internal quality audits.
- Work instructions explain in details how each quality related activity is performed.
- Quality Assurance Department is responsible for preparing quality plans according to Quality Plans Preparation procedure No. (QP-05-200).

4-1-2 Suez Shipyards Main Processes:

To implement and maintain a quality Management System, Suez Shipyards identify its main processes as following:

- Customer requirement and entrance of unit to shipyard
- Contract/order/offering review
- Docking and Undocking the unit
- Ship repair
- Purchasing
- Final evaluation
- Final delivery



4-1-3 List of main processes procedures:

To ensure the effectiveness of the main processes and the continuity of improvement of Quality Management System the following procedures has been established and implemented:

-Entrance of unit to the shipyard	DP-7-100
-Contract / offer / order review	TP-7-100
-Quality planning	QP-5-200
-Entrance of unit to floating dock	TP-7-200
-Entrance of unit to dry dock	DP-7-300
-Entrance of unit to Syncrolift	DP-7-400
-Process Control	RP-7-100
-local purchasing	FP-7-100
-External purchasing	FP-7-200
-Final delivery	RP-7-200
-Final Technical evaluation	TP-7-200

4-2 Scope:

Ship repair sector , Shipbuilding sector , Financial and commercial sector (purchasing), Technical sector (inventory) and administration sector .

Exclusions:

-close No. 7-3 :Design and development SUEZ SHIPYARD activities are ship repair , shipbuilding and steel structure . SUEZ SHIPYARD deals pre-designed products by other parties .

-Close No. (7-5-1-c): backing N/A and close(7-5-1-f) : The implementation of release delivery and post-delivery activities because ship repair is carried out under the supervision of customer and class society

**4-3 Quality System Procedure:****List of Procedures:**

Item No.	Procedure	Procedure Code
1	Document & Data Control	QP-4-100
2	Control of Quality Records	QP-4-200
3	Control of Stamps	QP-4-300
4	Management Review	MP-5-100
5	Quality Planning	QP-5-200
6	Selection and Requirement	AP-6-100
7	Training	AP-6-200
8	Entrance of unit to the shipyard	DP-7-100
9	Entrance of unit to Floating Dock	DP-7-200
10	Entrance of unit to Dry Dock	DP-7-300
11	Entrance of unit to Syncrolift	DP-7-400
12	Local Purchasing	FP-7-100
13	External Purchasing	FP-7-200
14	Vendors Registration & Approval	FP-7-300
15	Vendors Performance Evaluation	QP-7-100
16	Calibration	QP-7-200
17	Incoming Inspection & Testing	QP-7-300
18	Process Control	RP-7-100
19	Final Delivery	RP-7-200
20	Identification & Tractability	RP-7-300
21	Control of Customer Supplied Product	RP-7-400
22	Handling	RP-7-500
23	Maintenance Planning and Performing	RP-7-600
24	Control of Scrap	RP-7-700

**List of Procedures:**

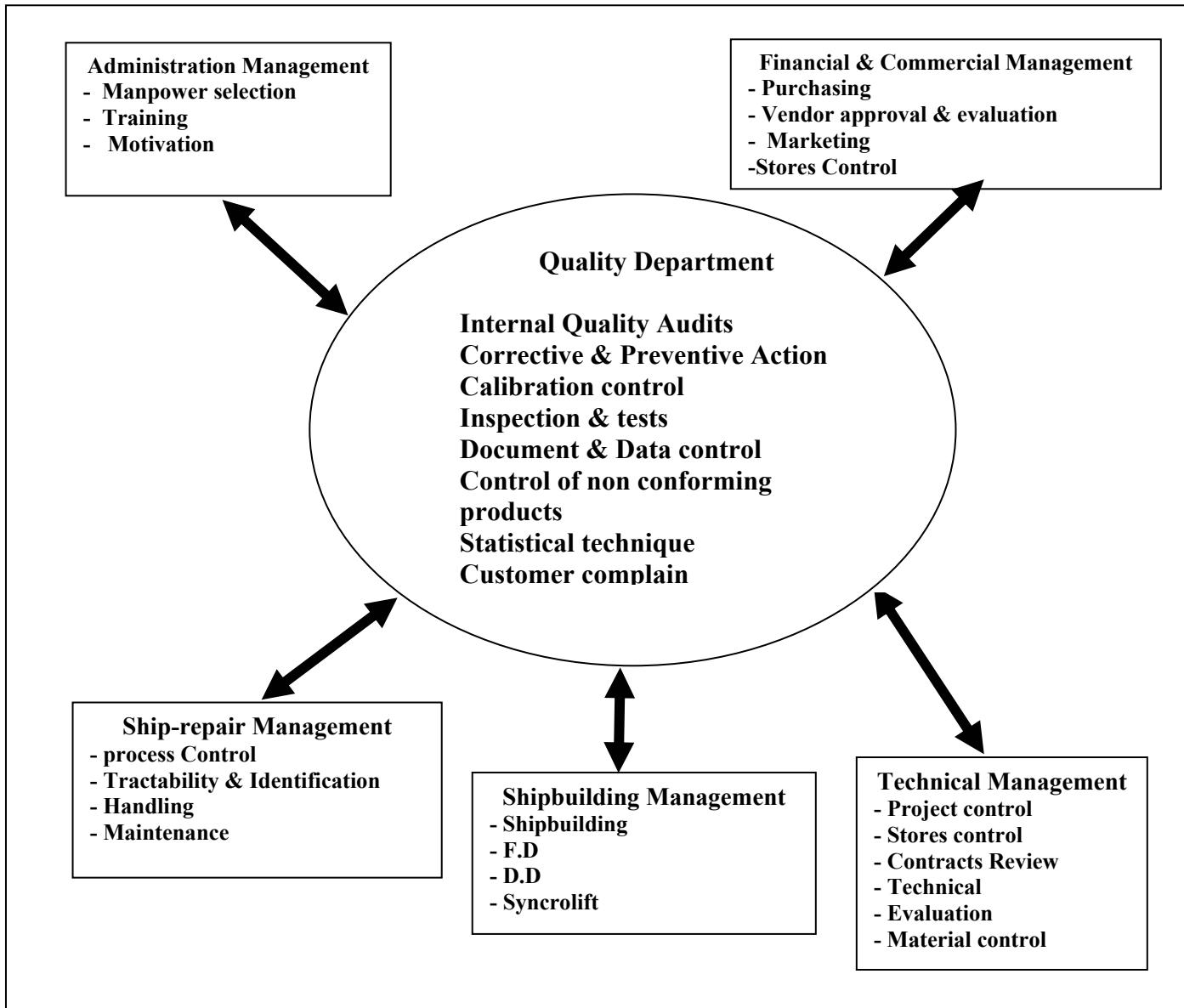
Item No.	Procedure	Procedure Code
25	Contract / Offer / Order Review	TP-7-100
26	Final Technical Evaluation	TP-7-200
27	Storage Control	TP-7-300
28	Measuring of Customer Satisfaction	QP-8-100
29	Internal Quality Audit	QP-8-200
30	Control of nonconforming Product	QP-8-300
31	Corrective & Preventive Action	QP-8-400
32	Measuring & Analysis and Development	QP-8-500
33	In-Process & Final Inspection	QP-8-600
34	Identification of Inspection & Test Status	QP-8-700
35	Material review Committee	QP-8-800

4-4 Processes Sequence and Interaction:

The main processes of Quality Management System sequence and interaction as shown in attached flow chart:



QUALITY MANUAL QM-4	4-Conformance to ISO 9001:2000 Requirements
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ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-27
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4-5 **Document and Data control**

4-5-1 **General:**

- Quality Assurance department is responsible for controlling all quality related documents and data according to document and data control procedure No. (QP-4-100).
- Control of documents includes documents of external origin

4-5-2 **Document, Data Approval and Issue:**

- Issuing request is the responsibility of each management while Quality Management Representative / Quality Assurance Senior responsible for reviewing all quality documents.
- Managers are responsible for the approval of contracted department Documents.
- Chairman and Managing Director is responsible for approval of the Quality Manual.
- Management representative is responsible for the approval of all documents of the quality department .
- The Quality Assurance Senior is responsible for ensuring the availability of approved documents at all concerned location as well as the removal of the cancelled ones.
- A master list established for the control of documentation including data control.
- Quality system documents are controlled by the document code No., issue and revision No., approval and the document distribution record.
- Any obsolete documents retained for legal / information purposes are identified.



4-5-3 Document and Data changes:

- Changes to document / data are reviewed and approved by the same way as the original document.
- The Management Representative / Q.A. Senior reviews the proposed change of the document with the concerned departments prior to submission for approval by the concerned Management.
- The place of the change in the document is identified by a vertical line in the beginning of the concerned statement.



QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirement
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4-6 Control of Quality Records :

- S.S.Y establishes and maintains its quality records Demonstrate conformance to specified requirements, and the effective operation of the quality system.
- QA department establishes and maintains a master list of all quality records in the shipyard , while each management determines the retention time for its records.
- Each management ,department and section is responsible for identifying, collecting ,organizing; maintaining, assessing, storing and disposing quality records according to control of quality records procedure No. (QP-4-200).
- Quality records obtained from sub-contractors (vendors), are treated as S.S.Y quality records.
- When agreed contractually, quality records shall be accessible for
- Evaluation by customer or his representative for an agreed period.

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-30
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5- Management Responsibility

5-1 Quality policy

Ship repair, Shipbuilding and Steel Structure are the main activities of SUEZ SHIPYARD, therefore the company's policy based on contentions training to promote skills; development of equipments ; careful selection of SUEZ SHIPYARD suppliers and safe environment to work closely with our customers to satisfy their needs now & in future.

The company not only reviews this policy periodically but also established and determine Quality Aims for main management to assure the improvement according to ISO Standard 9001-2000.

Chairman and Managing Director

Moustafa Hamed



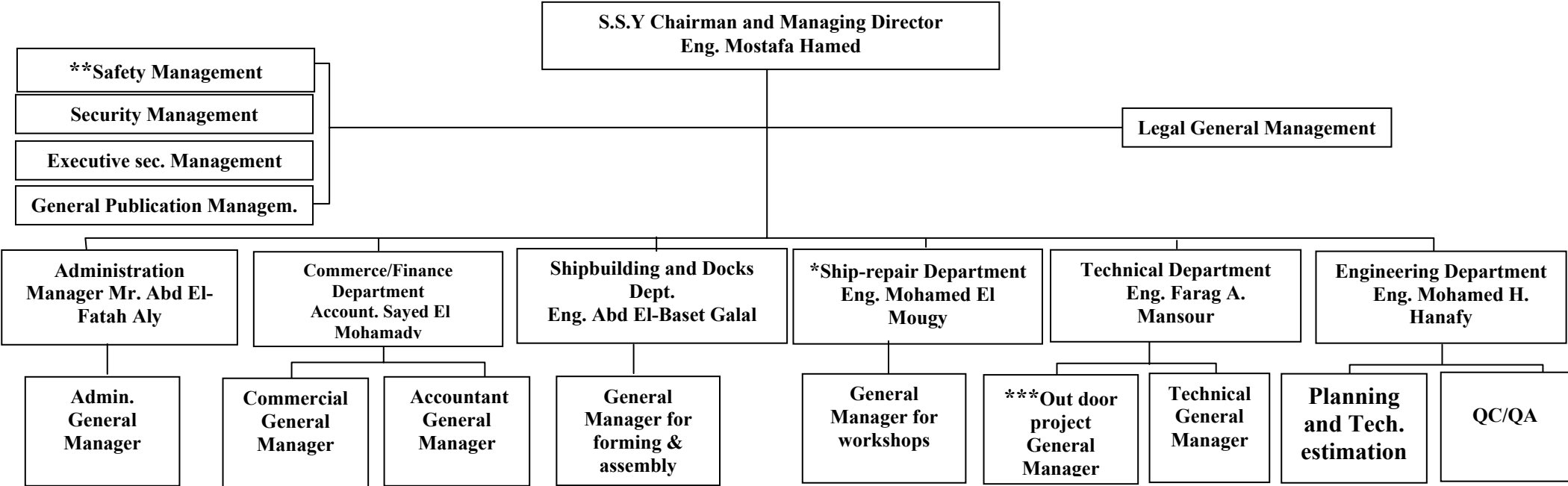
5-2 Aims and Objectives

Management of SSY established , implement and maintain an Instruction (RI-5-102) for all main activities to identify , manage, control and measure it's objectives in accordance with ISO 9001-2000 standard requirements to relies customer satisfaction as follows:

- 1- Ship Repair Dept. shall be improve and increase the rate of renewing steel by 5 % related to the previous
- 2- Training section shall be increase the qualification of 25% of key jobs in different dept through 5 years
- 3- Administration dept. shall be cover all unoccupied jobs due to labor retirement through 3 years
- 4- Purchasing section shall supply the company with needs production needs in high quality and suitable price .
- 5- Planning section shall be increase the occupation percentage of Floating Dock by 2% , Dry Dock by 3% and Syncrolift by 8% related to the previous.



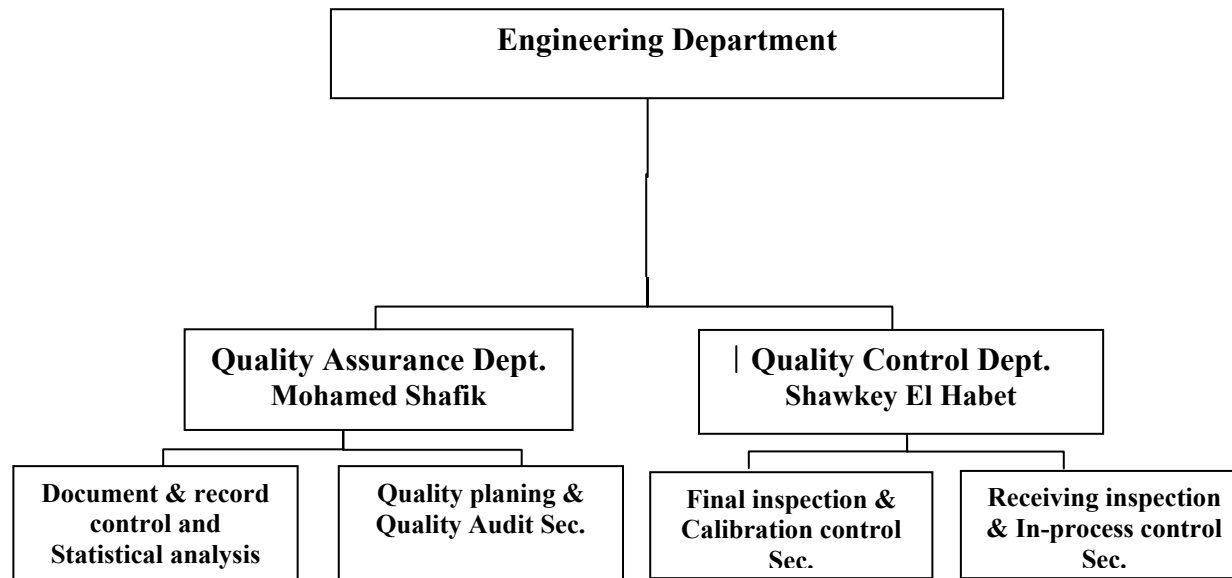
QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirements
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* Management Representative
 ** Safety
 *** Out of scope



QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirements
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5-3 Authorities and Responsibilities:

- Responsibility and authority of all employees are described in S.S.Y job description cards maintained in the administrative management.
- S.S.Y management, in general and the management representative particular is directly responsible for establishing, maintaining and verifying the effective implementation of Quality System by Co-ordination with the Quality Management.
- Every manager, with his management , is responsible for notifying his employees by the procedures and / or Instructions related to their job assignment No.



QUALITY MANUAL QM-4	4-Conformance to ISO 9001:2000 Requirements
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5-4 Resources:

S.S.Y company for the verification of quality for the products and services makes the following resources available:

- The required equipment, instruments, and tools for accurately performing the assigned work.
- Quality and trained personnel.
- According to selection and recruitment procedure: -
 - No. (AP-6-100) as well as training procedure
 - No. (AP-6-200)

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-36
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**5-5 Management Representative:**

- Eng. Mohamed Mahmoud El Mougy is S.S.Y Management Representative (M.R.) for all quality related matters according to the decree No. (84) issued on the 15.10. 2003

He has the responsibility and authority to:

- Ensure that the quality system is well established, implemented and maintained in accordance with ISO 9001-2000 standard.
- Relied with external parties on matters related to the company Quality management system.
- Recommending necessary changes, modifications and improvements to Quality management system.
- Reporting to the chairman and managing director on the performance of the Quality system as a basis for improvement of the quality system.
- All responsibilities and authorities of the management representative are identified in the relevant job description



QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirements
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5-6 Management Review:

- S.S.Y quality system is periodically reviewed by the management representative at least once a year.
- Management Review is performed according to management review procedure No. (MP-5-100).
- The purpose of the management review is to assure the adequacy and effectiveness of the quality system in satisfying the requirements of ISO-9001-2000 standard and meeting the stated quality policy and objectives.
- The results and recommendations of management reviews are documented and maintained and followed up by the Management Representative.
- Management review records are maintained and controlled according to procedure No. (QP-4-200).

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-38
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QUALITY MANUAL QM-4	4-Conformance to ISO 9001:2000 Requirements
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5-7 Quality Planning

- Quality Assurance Department is responsible for preparing quality plans according to Quality Plans Preparation procedure No. (QP-05-200).
- The relevant management identify and provide with necessary controls, processes, equipment, resources and skills needed to achieve the required Quality.
- The Quality Assurance departments is responsible for :
 - Assuring the compliance of production, inspection and testing procedures with the applicable documentation.
 - Updating, if necessary, quality control, inspection and testing techniques.
 - The identification of any measurement requirement for future development and implementation.
 - Assuring the quality of all materials.
 - Preparing, updating and maintaining the quality records, which are accessible for verifying that the work has been, performed in accordance with quality system requirements.

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-39
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QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirements
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6 Managing of Recourses

Suez Ship yard has established , implement and maintain procedures to control and manage all needed recourses to ensure the management quality system comply with the customer requirement and satisfaction.

6-1 Training :

- Continuous training at all levels in the company is an important element for the development of our personnel performance and plays an essential rule in the continued provision of high quality products I services,
- personnel performing specified assigned tasks / special processes are qualified on the basis of appropriate education, training and/or experience as required, no person shall perform critical / special tasks until such training and/or experience has been undertaken and verified.
- Training needs are identified for all personnel performing quality related Activities.
- Administrative Management is responsible for planning and providing the required training courses.
- Administrative management maintains the training records according to Control of Quality Records procedure No. (QP-4-200).
- Training activities are performed according to training procedure No. (AP -6 -200).

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-40
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QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirements
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6-2 Infrastructure

Suez Ship yard established , implement and maintain procedures and work instruction achieve conformity product requirement

- Maintenance Planning and performing (RP-7-600)
- Infrastructure & Building Maintenance (AI-6-101)
- Infrastructure & Building Maintenance (AI-6-101)
- Transportation and Communication (AI-6-102)

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-41
---	----------------------------------	--------------------



QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirements
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7 Product Realization

Suez Shipyard established the processes needed for product realization .

7-1 Contract Review

7-1-1 General:

- Technical Manager is responsible for receiving and processing all inquiries and orders according to contract / offer /order review-procedure No. (TP-7-100)

7-1-2 Review:

- All contracts / offer / order are reviewed to ensure that:
 - Customer requirements are adequately defined, documented and understood.
 - Any difference between the contract and identified requirements in the offer is resolved and approved.
 - The available resources and capabilities are adequate for satisfying the requirement.

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-42
---	----------------------------------	--------------------



QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirements
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7-1-3 Amendment of a Contract:

- Any amendment to a contract / order are reviewed according to the same procedure of reviewing the original contract / order .
- The concerned management are timely notified with any amendment to an approved contract / order .

7-1-4 Records

- Contract / order / offer review records are maintained and controlled by Technical Manager According to control of records procedure No. (QP-4-200).

Remark:

Technical Manager is the interface between S.S.Y and the Customers for subjects relating to the orders / contracts. as well as to get their approval on the final evaluation of the carried-out order as per procedure No. (TP-7-200) .

7-2 PROCESS CONTROL:

- Production / Repairing processes are carried out under controlled conditions, in accordance with procedure No.(RP-7-100).
- The controlled conditions includes:
 - Documented procedures and work instructions.
 - Availability of suitable equipment and working environment.
 - Compliance with quality plans and - or reference standards
 - Monitoring and control of quality characteristics of production / services stages, together with application of suitable statistical tools.

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-43
---	----------------------------------	--------------------



QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirements
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- Production Management is responsible for planning the stages of performing the repair operations .
- Maintenance Section is responsible for establishing and maintaining a preventive maintenance schedule for all equipment as per maintenance planning & performing - procedure No. (RP-09-800)
- All employees performing special process are qualified to do the job.
- The special process in the shipyard is limited to Welding process, and is controlled according to welding international codes and classification rules.
- Welding is performed according to welding procedure specification (W.P.S).
- Welders perform special process are qualified and certified ABS, GL....

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-44
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QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirements
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7-3 Purchasing:

7-3-1 General:

- Purchasing department is responsible for ensuring that: -
 - Purchased items are clearly and adequately specified.
 - Approved vendors (external - Local)are properly selected
 - Supplies conform to specified requirements.
- External purchasing is performed according to procedure no.(FP-7-200) and Local purchasing according to procedure No. (FP-7-100).

7-3-2 Evaluation of Vendors:

- Vendors are registered and approved according to vendors registration and approval procedure No. (FP-7-300).
- Vendors are selected and evaluated on the basis of :
 - Previous successful supplies.
 - The quality level.
 - Price.
- Records for approved vendors are maintained and updated by quality, purchasing departments according to procedure No. (QP-4-200).
- The quality Dept. in co-ordination with purchasing department evaluate the vendors performance according to vendors performance evaluation procedure No. (QP-7-100)

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-45
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QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirements
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7-3-3 Purchasing Data:

- The requesting function dept. is responsible for specifying accurately and clearly any required material according to the required specification,
- All purchasing orders shall clearly indicate:
 - Quantities required.
 - Technical specifications.
 - Applicable reference standards.
 - Delivery dates and conditions.
- All purchasing documents are verified for adequacy of specified requirements prior to release.

7-3-4 Verification of Purchased Product:

- All purchased products are verified for conformance with requirements specified in subcontracts / purchasing orders according to inspections and tests procedure no. (QP-8-700).
- Where specified in the contract, the customer or his representative has the right to verify at the shipyard premises or and at subcontractor premises the conformity of purchased product to the specified requirements.

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-46
---	----------------------------------	--------------------



QUALITY MANUAL QM-4	4-CONFORMANCE TO ISO 9001:2000
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7-5 CONTROL OF CUSTOMER SUPPLIED PRODUCT:

- Customer supplied products are verified upon receipt and controlled according to control of customer supplied product procedure No. (QP-7-400) .
- The customer is responsible for identifying the proper methods for supplied products of storage, handling and maintenance which supplied him in their associated documents.
- Any product that is lost, damaged or otherwise unsuitable for using is recorded and reported to the customer and a course of action shall be agreed .

Remark:-

The ships (naval units) are allowed to enter the S.S.Y only and only if signing out the required forms according to entrance of a unit to the ship yard procedure No. (DP-7-100).

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-47
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QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirement
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7-6 Control of Inspection Measuring and Test Equipment

7-6-1 General:

- Quality Control Department is responsible for establishing and implementing an annual calibration plan to demonstrate the conformance of product to specified requirements.
- Inspection, measuring and test equipment that affect product quality are listed in a calibration plan which gives the frequency and the procedures of calibration .

7-6-2 Control Procedure:

- The quality control department is responsible for performing the following in order to control measuring Instruments and test equipment :
 - Each instrument affect the product quality is identified by unique number, an attached label showing calibration status.
 - Calibration is performed by S.S.Y qualified personnel as well as qualified institutes.
 - Measuring and test equipment are calibrated against certified equipment having a known valid relationship to national recognized standards (where no such standards exist, the basis used for calibration is documented).

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-48
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QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirement
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- Only trained personnel handle and use ,instruments.
- A suitable place and environmental conditions are provided to maintain instrument status during use, handling and storage
- Maintaining records for identification and control of calibration data .
- Assesses and document the validity of previous inspection & test results when measuring test equipment are found to be out of calibration .
- When contractually required records & data showing calibration & Technical data pertaining to inspection measuring and test equipment are available to the customer or his representative .
- The activity of inspection and control of calibration is performed according to Calibration " procedure No. (QP-7-200).

ISSUE NO.:-1 Date: 1-10-2003	Change No.:-0 Date: -	Page No:-49
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QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirement
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7-7 Handling, Storage, Delivery

7-7-1 General:

S.S.Y establishes and maintains documented procedure for handling storage, and delivery of materials and / or products to prevent any damage or deterioration.

7-7-2 Handling:

- Handling is performed according to handling procedure No. (RP-7-500).
- When specific requirements for the handling of certain part exist, they shall be defined in relevant documentation. Handling is carried out all stages of production / repairing process in such a manner to prevent any kind of damages .

7-7-3 Storage:

- S.S.Y arranges suitable storage areas and stock rooms to prevent damage or deterioration of the stored items. Storage and IN- OUT processes are performed according to storage Control procedure No. (TP-7-300).
- Quality Assurance Department verifies periodically the quality of stored materials.

7-7-4 Delivery: -

- S.S.Y takes the appropriate arrangement to protect the products service quality after final acceptance until delivery to customer.
- Final delivery is performed according to final delivery procedure No. (RP-7-200) .

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-50
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QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirement
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8 Measuring , Analysis and development

8-1 Inspection and Testing:

- S.S.Y verifies the conformance of specified requirements by performing inspection and testing activities through different stages of production / repair these activities include:
 - Incoming inspection and testing.
 - In-process inspection and testing.
 - Final inspection and testing.
- Requirement for Inspection & Testing at different stages of production / repair shall be defined in quality plans / work instructions .

8-2 Receiving Inspection and Testing:

- All received materials are subjected to inspection and / or testing before going to storage area according to incoming inspection and testing procedure No. (QP-7-300).
- For urgent purposes, identified by Management Representative , received items may be released prior to verification and shall be identified and recorded to permit recall and substitution in the case of detected non-conformity.

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-51
---	----------------------------------	--------------------



8-3 In -process Inspection and Testing

- Quality Control Department has the authority to assurance coincidence of production / repair processes to quality plans / work instructions.
- In process inspection and testing are implemented according to procedure No. (QP-6-600).
- All the non-conforming items will be identified and held until material Review Board (MRB) takes the decision for disposition according to procedure No. (QP-8-900).

8-3-1 Final Inspection and Testing:

- Final inspection and testing activities are performed for verification of products / services .
- Final Inspection and Testing is implemented according to Final Inspection and Testing - procedure No. (QP-8-800).
- No product / service shall be delivered unless it has passed all inspection & tests , specified in the quality plan / procedures / instructions and has identified accordingly as well as the associated data & documentation are available and authorized .

8-3-2 Inspection and Test Records:

- All the results of inspection and test are kept by a system of archiving which can be easily controlled.
- These records identify whether the product has passed or failed the specified inspection and/or test and the disposition in case of non-conforming .
- The inspection and test records are controlled and maintained according to procedure No (QP-200).



QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirement
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8-4 Product Identification and Tractability

- Identification and tractability is done according to identification and tractability procedure No.(RP-7-300) .
- All kind of operations are traceable and /denitrified by a unique No. through all stages of repair / production
- The records for numbering & coding the operations is maintained according to procedure No .(QP-4-200) .

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-53
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8-5 Measuring , Analysis and Development:

SSY established and maintain instructions and procedures to monitor and measure the performance of the Quality System Management and assure the continuity of development and Customer satisfaction

8-5-1 Monitoring and measuring Customer satisfaction:

SSY monitor the customer satisfaction through the procedure of measuring of customer satisfaction (QP-8-100).

8-6 Internal Quality Audits:

- S.S.Y establishes and maintains documented procedures for planning and implementing internal, quality audits in order to :
 - Verify compliance of quality activities and related results with planned arrangement
 - Determine the effectiveness of the quality system.
- The quality assurance department is responsible for establishing and implementing the internal quality audits annual plan as per Internal Quality Audit procedure No.(QP-8-200).
- Internal quality audits are executed according to the importance and status of the activities to be audited.
- Managers responsible for the area audited shall verify and agree audit finding, Deficiencies shall be rectified through timely and appropriate correction action & the effectiveness of corrective action shall be ascertained through the completion of follow up audits .



QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirement
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- The audit results are recorded and maintained according to control of the quality records procedure No. (QP-4-200) and brought to the attention of the responsible personnel in the area audited.
- Management representative is provided with the results of internal quality audit.

8-7 Inspection and Test Status:

- The inspection and / or test status for incoming materials, in-process and finished products / services are identified throughout all stages according to identification of inspection and test status procedure No. (QP-8-8).
- No item is transferred front one stages to another without using the proper identification mean (card - stamp...etc.) .
- All quality stamps are controlled according to Control of stamps Procedure No. (QP-4-300) .
- Authority for the inspection and release of conforming product shall be identified clearly in procedures .

8-8 Control of Non-conforming Products

8-8-1 General:

- S.S.Y Makes sure that non-conforming materials and / or products are prevented from use in production.
- Quality Assurance dept. is responsible for identification, recording, segregation and documentation of non conforming items and products according to procedure No.(QP-8-300) .

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-55
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QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirement
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8-8-2 Review and Disposition of Non-conforming product:

- Material Review Board (MRB) reviews and disposes the non-conforming products according to (MRS) procedure No.(QP-8-900) .
- The disposition may be one of the following: -
 - Reworked to meet the specified requirements .
 - Returned to vendor.
 - Scrapped according to control of scrap procedure No.(QP-7-700).
- Any reworked item is re-inspected and / or - re-tested according to the quality plan .
- Where contractually required, the intended use or rework of non-conforming product is reported to the customer or his rep. for concession.

8-9 Statistical Techniques :

8-9-1 Identification of needs:

- Statistical techniques are. used, as appropriate for establishing controlling and verifying process capability besides analyzing quality problems .
 - When used, statistical techniques are:
 - (a)- adequate for the application .
 - (b)- approved for the application .
 - (c)- traceable to base statistical theory or internationally recognized methods .
 - Personnel using statistical techniques demonstrated capability in their use, as confirmed by training records.

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-56
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**8-9-2 Procedures:**

- Statistical techniques are applied according to statistical techniques procedure No. (QP-8-500) .

8-10 Corrective and Preventive Action**8-10-1 General:**

- Corrective action in S.S.Y eliminates the causes of actual or potential nonconformity.
- Corrective and preventive actions are implemented according to corrective and preventive Action procedure No.(QP-8-400).
- Any change to the documented procedure as a result of corrective actions are carried out according to document and data control procedure No. (QP-4-100).

8-10-2 Corrective Action:

The shipyard following an effective system to control and ensure that the proper corrective actions are taken and the problem is rectified .

- Corrective actions are taken on the basis of :
 - Analysis of internal Audits results .
 - Analysis of the causes of non conformities related to supplies, process and / or products / services
 - Handling of customer complains as per customer complaints procedure No. (QP-8-400)
 - Market feedback.
 - Identification of corrective action needed to eliminate the causes by the concerned Management / department or and section.



QUALITY MANUAL QM-4	4- Conformance to ISO 9001:2000 Requirement
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- Follow up and evaluation of the effectiveness of the approved corrective actions is performed by Quality Assurance Department.
- The results of the corrective action investigation are recorded and maintained according to control of Quality Records procedure No. (QP-4-200).

8-10-3 Preventive Action

- Preventive action is taken on the basis of continuous analysis of the following activities: -
 - Vendors Survey.
 - Production records.
 - Processes and work operations.
 - Quality records.
 - Customer complaint records.
 - Purchase records.
 - Potential non-conformities.
- The Quality Assurance Department is responsible for controlling the execution and effectiveness of preventive actions.
- The Management review are provided with adequate information about required / suggested preventive actions as inputs for the review.

ISSUE NO.:-1 Date: 1-10-2003	Change NO.:-0 Date: -	Page No:-58
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