PROCEDURE

Process Control

The current controlled version of this procedure is located on RSG Network IMS Folder. All other printed copies of this procedure are to be considered uncontrolled and should be validated against the current controlled version on the RSG Network IMS Folder before use.

Document Review Record				
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1	Modified to meet RSG process + reformat	E Wicks	G Wicks	23.09.2013
2	Inclusion of reference to clients requirements for management system documentation & records	E Wicks	G Wicks	24.10.2013
3	Inclusion of Tender/Quoting Process (Section 5.0) and change title from Area Works Manager to Area Works Superintendent	E Wicks	G Wicks	28.11.2013
4	Update Numbering Structure	L Strappazon	M Delaney	08.06.2016
5	Remove and transfer responsibilities section to QMS-PRO-026 – Authority and Responsibilities Procedure.	A Forrest	L Strappazon	27.09.2016
6	Review	M Vorpagel	D McNeil	29.08.2019
Electronic approval by: **Name:** David McNeil **Position:** Operations Manager **Date:** 29.08.2019				

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1 PURPOSE

This procedure ensures processes that directly affect quality of intermediate and end products are carried out under controlled conditions.

2 SCOPE

This procedure is applicable to all persons involved in tendering / quoting on scopes of work and identifying, planning and controlling all project work to ensure quality and safety objectives are met.

3 DEFINITIONS

Company / the Company: Refers to Reay Services Group and associated entities.
Equipment: Instrument, equipment and devices.
Product: Materials, goods, items and or services.
System: Quality, Safety and Environmental Management Systems.

4 RESPONSIBILITIES

All Company employees and contractors are responsible for complying with the requirements of this procedure.

Refer to QMS-PRO-026 – Authority and Responsibilities Procedure for further details.

5 PROCEDURE – TENDER/QUOTE

Where opportunities to tender and/or quote are identified they shall be reviewed and assessed to determine:

- the customer's requirements are adequately defined and understood;
- differences between contract/order and tender/quotation are identified and resolved;
- Reay Services Group is capable of meeting contractual obligations and requirements;
- all risk elements of the tender and contract have been adequately identified, reviewed and treated;
- the tender contains an adequate monetary allowance for the scope

5.1 Quoting

Where a pre-existing contract of service exists the client may request that the company quote on a specific scope of work.
A quote shall be prepared, reviewed and approved by the appropriate Manager (refer to the Authority level for Approval). This quote shall contain sufficient detail to verify the work to be undertaken.
The client shall indicate acceptance of this quote by issue of a Purchase Order. No work shall proceed until the purchase order is received from the client.

5.2 Tendering

Where a more complex or new scope of work (outside existing contract of service) is received from an existing client or potential client then a tender shall be prepared. The tender documentation must contact sufficient detail to verify the full extent of work to be undertaken to meet both customer and the company's requirements.
The tender documentation shall be reviewed and approved by the appropriate Manager (Authority level for Approval).

Client acceptance of the tender shall be awarded by issue of a Contract. The contract shall be reviewed in full prior to acceptance by the company to verify customer requirements. No work shall be undertaken prior to acceptance of the Contract by the Company.

5.3 Records

Records of quoting and tendering process, including result of quote or tender (i.e. Purchase Orders, Contract Documentation, other) shall be maintained on the company's internal network.

5.4 Authority level for Approval

All quotes and tenders shall be reviewed, discussed and agreed by the General Manager and/or the Managing Director.

6 PROCEDURE – PROJECT PLANNING

The Area Works Superintendent ensures that production/service jobs are planned, scheduled, and carried out with the requirements as summarised below:

- information regarding product specifications,
- written instructions for carrying out the work,
- suitable equipment,
- adequate tools for monitoring and measuring process and product characteristics,
- activities for monitoring and measuring process and product characteristics,
- criteria for product release,
- delivery and post-delivery servicing activities

Where stipulated by the client, Reay Services Group shall comply with the client's management system documentation.

6.1 Information

The Area Works Superintendent, ensures that all appropriate information including final product/service specifications, client supplied material and the required service parameters, is provided to operational personnel throughout the product/service provision process.
Such information is provided through job schedules/plans, daily team meetings, work instructions, and/or through job specific information included in individual client requirements.

6.2 Work Instructions

The necessity for and required detail of work instructions is dependent upon the knowledge, skills, and abilities of our employees and the complexity of the work process they are assigned to perform. The Area Works Superintendent identifies critical production/service work steps in work instructions and/or Job Safety Analysis' as required.
Where stipulated by the client, Reay Services Group shall comply with the client's work instructions/safe operating procedures.

6.3 Equipment

The Area Works Superintendent ensures the suitability and availability of all equipment, facilities and tooling used for production and service operations.

6.4 Monitoring and Measurement Devices

The Area Works Superintendent ensures that monitoring and measurement equipment capable of meeting our measurement requirements are available for use during production and service provision (this includes equipment provided by the client); Section 7.6 QMS Manual (QMS-MAN-001).

6.5 Monitoring Activities

The Area Works Superintendent ensures that operational personnel monitor the quality of their own work and understand the procedures for reporting related problems and/or suspected nonconforming conditions; QMS-PRO-006 Control of Non Conformance Procedure and Section 8.2.3 QMS Manual. The Area Works Superintendent is responsible for planning and implementing in-process inspections needed to ensure process control and product quality; Section 8.2.4 QMS Manual.

6.6 Release, Delivery, and Post-Delivery Processes

Release of product is dependent on its compliance with all technical specifications and its ability to meet additional customer requirements. The Area Works Superintendent ensures that records of product approval are maintained. Where stipulated by the client (eg. in accord with confidentiality agreements with the client) these records shall be maintained on the clients system / network.
The company's services are documented in the Management System.

7 REFERENCE DOCUMENTATION

QMS-PRO-006 Control of Non Conformances
QMS-MAN-001 Quality Management System Manual
QMS-PRO-026 – Authority and Responsibilities Procedure