

### Testing Equipment Specialist Team Company



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## 1.0 Quality Manual Revision Record Sheet & General Information

### 1.1 Quality Manual Revision Record Sheet

Rev. No	Clause No.	Date of Rev.	Page No.	Brief description of change	Reason for the Change	Change Request No
0	All	12/09/2018	All	Initial issue	N/A	N/A
1	All	20/10/2018	All	Enhance wording & update some process as most of management system is automated and run from portal & enhance numbering system for easily access by DAC auditors	Upgrade TEST portal system that affect the processes.	CR#1
2	Anx. 1	26/12/2018	96	Enhance HR flowchart	Require to add forms in chart	CR#3
3	All	14/3/2019	104	Updating with TEST Portal ( <a href="http://www.testcosa.com/portal">www.testcosa.com/portal</a> )	Match TEST Portal	CR#4
4	1.2	31/03/2019	6	Missing data for CR & profile	NCR in EIAC audit	CR#5
5	1.2, 4.3.2, 10.3	26/6/2019	6, 12, 55	Added company profile details, Additional scope added, Management system requirements added for ISO 17020 and 17024	NCR issued by EIAC	CR#15
	5.1, 7.1.2, 8.2.2	26/6/2019	17, 29, 30, 39	Replaced the job title from Operations Director to Technical Manager	Operations Director position is no longer exists	CR#15
6	1.2	28/11/2019	6	Update company profile details	Meeting new TEST CR	CR#16
7	All	05/02/2020	All	Review and update Quality Risk, Monitoring, Measurement, Analysis and Evaluation, Inspected Equipment, Technical Standard, Enhance Wording	SASO Requirements	CR#18
8	1.2, 3.0, 6.1.3, 6.1.6, 6.3, 7.2, 8.4 10.3	18/02/2020	6, 8, 23, 24, 25, 32, 41, 42, 55	Added additional reference standard, Removed/modified the outsourcing/subcontract terms; Employee competency verification interval has been changed; Selected option B to cover QMS requirement	NCR issued by SAC	CR#25
9	4.3.2	07/03/2021	All	Adding scope of inspection services  Review whole Quality Manual	New updates	CR# 32
10	All	01/06/2022	All	Review and update Inspected Equipment, Technical Standard, Enhance Wording	SASO Requirements	CR# 38
11	4.3	1/12/2022	12	TEST address at Scope	Changing office	CR# 39

**Note:-**

- (I.) All pages of this Quality Manual are currently Revision No. 11 dated 01 Dec 2022.
- (II.) Changes to any pages of the manual will be through change request , and this will modify all manual revision to be for example ( from rev. 0 to rev 1 ..etc with new revision date ).
- (III.) Quality Manual will be available in only pdf format for control copy usage, any print copy will be uncontrolled copy .
- (IV.) Temporary hardcopies controlled copies can be issued with Green" **Controlled**" stamp with due date for that controlled copy.
- (V.) To check the validity of the complete Quality Manual, you have to open the manual from local server and check current status of this page with this record sheet.

### 1.2 Company Profile

TEST Company was founded in 2010 at Dammam, Saudi Arabia. TEST Company is an independent legal entity with commercial register No. # 2050086551 for the following activities:

- 1- Providing Inspection and Sampling of Goods Activities,
- 2- Inspection and Auditing Industrial Electric & Electronic and Mechanical Systems and Equipment.
- 3- Inspection and Testing Products, Materials and Equipment Used in Manufacturing and Production.

The activities such as light vehicle inspection, tanker truck inspection, scaffolding inspection, training services (comply with ISO 17024) & management system certification (comply with ISO 17024) will be added in commercial register.

For more than seven years of operations in Saudi Arabia, TEST has gained much experience and has preserved its commitment to provide services such as inspection of lifting equipment/heavy equipment, LGI & NDT, and certification of persons. Qualified and experienced staffs were retained to ensure a continuity of our quality services.

TEST company do the inspection for the third party only., So it apply Type “A” as independent inspection body and apply its integrated management system in accordance with the requirements of ISO 9001, ISO 17020, ISO 17021 and ISO 17024 and this satisfy the requirement of ISO 17020:2012 option B from clause no. 8.2 till 8.8.

TEST Company operates a comprehensive management system and a detailed Quality Policy to ensure a high standard of service and safety of personnel at all time.

TEST Company has been obtained the relevant accreditations from Saudi Aramco & Petro Rabigh for performing the inspection and certification of Lifting Equipment; and certification of persons from Petro Rabigh.

TEST Company and its personnel are not engaged in any activities that may conflict with our independence of judgment and integrity in relation to our inspection and certification services. TEST Company is solely engaged in the inspection and certification of lifting equipment, and certification of persons.

### 1.3 Abbreviations and Acronyms

❖ QMS:	Quality Management System
❖ CEO:	Chief Executive Officer
❖ GM:	General Manager
❖ OM :	Operations Manager
❖ QHSE:	Quality, Health, Safety & Environment
❖ QMR:	Quality Management Representative
❖ TPI:	Third Party Inspection

### 1.4 Structure of the Quality Manual

This Quality Manual is structured as detailed in the table of contents. The manual is supported by a documented management system covering Quality Procedures (P), and work instructions

(WI). The procedures are referred to in the relevant sections of this manual and are also listed in Annexure-0.

The implementations of this manual and related quality procedure are mandatory for all sections of the company. Changes made in this manual are affected through the document control procedures and must be approved by the CEO.

This Quality manual is an integrated management system IMS manual cover the four major scope of works and standards ISO 9001, ISO 17020, ISO 17021 & ISO 17024.

## 1.5 Numbering and document control for Quality Manual

- (1.) The number for Quality Manual is given as TEST-QMS, being first tier document.
- (2.) The Quality manual is divided into two sections:
  - Section 1 deals with general information and has numbered 1 to 3.
  - Section 2 addresses the management system elements of ISO/IEC 9001:2015 and follows the same numbering system as per ISO/IEC 9001:2015.
- (3.) Revised pages of the Quality Manual are subject to the same approvals and controls as the original.

## 1.6 Responsibility

The CEO approves the Quality Manual and Management Representative is responsible for its issue, maintenance and control. The Management Representative is responsible for maintaining a master list of all documents.

TEST /All inspectors are committed to undertake the responsibilities set out in the procedures, work instructions, standards codes of industries, rules and regulations when inspections are required with all requirements (Managerial, Testing, Documentation, Technical).

TEST is committed to inform the accreditation committee or center about any changes made by the TEST relating to: (legal and Structure status, key administrators and technicians, authorized personnel, location and communication data, policies and procedures, equipment, environmental conditions and any other significant changes).

## 1.7 Distribution

This Quality Manual is restricted for circulation within TEST and to those that Management deems appropriate. No part of this Manual may be reproduced or distributed in any form outside TEST without the permission of the CEO / QMR.

Quality Manuals are distributed to the various sections on a "controlled" basis. Controlled copies are those, which are subject to incorporation of "revisions."

Quality manual control through the company server only, and for hard copies of the Quality Manual stamp "TEST Controlled" on main cover page and given a unique copy number with due date for manual validation will be with stamp.

The Management Representative maintains the distribution list of the quality manual hardcopies.

Any print copy for the Quality Manual will be "Uncontrolled" copy unless it have stamp and due date on the stamp and listed in the distribution list , this can be given to the accreditation body, prospective clients and others upon the request of the CEO or other concerned employees.

The Management Representative is responsible for completing the Change Record Sheet.

## 2.0 Scope and Application of ISO 9001: 2015 (QMS)

This manual applied to all TEST activities involved in services covered by ISO 17021, ISO 17020 and ISO 17024 and described in details in 4.3 (scope) & in 4.4 (process approach)

## 3.0 Normative References

No.	Standards	Definition
1	ISO 9000:2015	Quality Management System Fundamental And Vocabulary
2	ISO 9001:2015	Quality Management System Requirements
3	ISO 19011:2018	Guidelines for Auditing
4	ISO 17020: 2012	General Criteria for The Operation Of Various Types Of Bodies Performing Inspection
5	ISO 17024:2012	Conformity Assessment – General Requirements For Bodies Operating Certification Of Persons
6	ISO 17021:2015	Conformity Assessment — Requirements For Bodies Providing Audit And Certification Of Management Systems
7	ILAC P15: 07/2016	Application of ISO/IEC 17020:2012 for the Accreditation of inspection bodies

## 3.1 Terms & Definitions

Some of the terms and definitions used in this manual are given here under.

Supplier	The vendors or contractors supplying the materials and / or services to TEST.
Customer	The Customer / end user who uses the products or services of TEST.
Continual Improvement	Recurring activity to increase the ability to fulfill requirements.
Customer Satisfaction	Customer's perception of the degree to which the customer's requirements have been fulfilled.
Effectiveness	Extent to which planned activities are realized and planned results achieved.
Efficiency	Relationship between the result achieved and the resources used.
Process	Defined as set of interrelated or interacting activities, which transforms inputs into outputs. The objective of a process is to achieve the desired results. A procedure merely defines the various steps to be followed.
Product	Result of a process (services, software, hardware, processed materials).
Quality	Degree to which a set of inherent characteristics fulfills customer expectation and needs (requirements).
Quality Improvement	Part of quality management focused on increasing the ability to fulfill quality requirements.
Quality Management System	Management system to direct and control an organization with regard to quality.
Quality Objective	Something sought, or aimed for, related to quality.

Audit	Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.
Auditee	Individual/ Group/ Organization being audited.
Auditor	Person with the competence to conduct an audit (includes trained internal auditors).
Audit Scope	Extent and range of a given audit.
Correction	Action to eliminate a detected non-conformity.
Corrective Action	Action taken to eliminate the cause of a detected non-conformity or other undesirable situation in order to ensure that the non-conformity does not occur again (i.e. prevent recurrence).
Client Satisfaction	Client's perception of the degree to which the client's requirements have been fulfilled. Client complaints are a common indicator of low client satisfaction but their absence does not necessarily imply high client satisfaction.
Document	Information and its supporting medium. Reference material prepared before the activity and is subject to revision.
Non-Conformity	Non-fulfillment of a requirement.
Organization	A group of people and facilities with an arrangement of responsibilities, authorities and relationships. Company, firm, institution, Unit, Division, and Office covered under the scope of a particular ISO 9001:2015 Quality Management System and Certification.
Preventive Action	Action taken to eliminate the cause of a potential non-conformity or other potential undesirable situation in order to ensure that the non-conformity does not occur at all (i.e. prevent occurrence).
Procedure	Specified way to carry out an activity or a process.
Quality Manual	Document specifying the Quality Management System of an organization.
Quality Plan	Document specifying which procedures and associated resources shall be applied by whom and when to a specific project, product, process or contract.
Quality Planning	Part of quality management, focused on setting quality objectives and specifying necessary operational processes and related resources to fulfill the quality objectives
Quality Policy	Overall intentions and direction of an organization related to quality as formally expressed by Top Management.
Record	Document stating results achieved or providing evidence of activities performed.
Requirement	Need or expectation that is stated, generally implied or obligatory.
Review	Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.
Scope	Range or extent of action, main purpose, intention.
Service	Intangible product that is the result of at least one activity necessarily performed at the interface between the supplier and client.

Skill	Ability to do something well (especially manual or physical).
Special Process	A process where the conformity of the resulting output/product cannot be readily or economically verified by subsequent monitoring or measurement.
Traceability	Ability to trace the history, application or location of that which is under consideration.
Validation	Confirmation through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled through real or simulated conditions.
Verification	Confirmation through the provision of objective evidence that specified requirements has been fulfilled.
Work Environment	Set of conditions under which work is performed. (E.g. temperature, recognition schemes, ergonomics, atmospheric composition).
Operation Manager	Any operation division head managing inspection, assessment, certification.

## 4.0 Contest of TEST Company

### 4.1 Understanding the context of the Company

Testing Equipment Specialist Team (TEST) is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, economic, social and technological issues influence our strategic direction and our Organizational context.

TEST identifies, analyses, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of our process, or our management system's integrity.

To ensure that our QMS is aligned with our strategy, consider relevant internal and external factors; we initially collate and analyze pertinent information in order to determine potential impact on our context and subsequent business strategy.

TEST, then monitors and reviews this information to ensure that a continual understanding of company's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings and are conveyed via minutes and business planning documents.

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them.

**Reference → Quality Risk Matrix (Defined Internal & External Issues).**

### 4.2 Understanding the needs and expectations of Interested Parties

TEST recognizes that we have a unique set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operations or to our quality management system.

To ensure that our processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be evoked from the interested parties.

Where appropriate, to ensure that our processes are aligned to deliver the requirements of our interested parties; this including all update for legal and other requirements or standards used in testing, inspection or auditing, we convert relevant needs and expectations into requirements which become inputs to our QMS and to our service designs.

**Reference → Needs & Expectations of Interested Parties- in Quality Risk Matrix**

### 4.3 Scope of Quality Management System

Based on the analysis of the issues and requirements identified, TEST has established the scope of our Quality Management System in order to implement our objectives and our policies that are relevant to our context, services and any interested parties.

Company Name : Testing Equipment Specialized Team " TEST"

Company Boundary: Short Adress EAPB8796 , 8796 As Shulah Dist - Dammam ,  
Postal code 34261, Saudi Arabia , Tel: 013 808 4277

### 4.3.1 Personal certification scope

This Quality Manual describes the Management system adopted by TEST Company to carry out Personal certification with compliance with the requirements of ISO 17024:2012

Sr. No.	Description
1	Mobile Crane Operators
2	Crane Riggers Level I, II, III

### 4.3.2 Inspection scope

This Quality Manual describes the Management system adopted by TEST Company to carry out Inspection Activities with compliance with the requirements of ISO / IEC 17020:2012.

The scope of accreditation of TEST Company refers to the “A” type of the ISO / IEC 17020:2012, i.e. independent inspection body.

The scope of this regulation is to perform the following third-party inspection activities by qualified personnel of TEST Company in accordance with ISO / IEC 17020 and technical standards applicable to the contract documents and determined by the client. TEST Company prepares and transmits to the customer the inspection Report/Certificate, which is detailed in the inspection and the results obtained.

Third party Inspection Services –

Type of Task	Materials/Products	Task Name	Standard method
Elevating & Lifting Equipment Inspection	Mobile Cranes	Periodic and thorough Examination	ASME B30.5
Elevating & Lifting Equipment Inspection	Offshore Crane	Periodic and thorough Examination	ASME B30.4, ASME B30.6, ASME B30.8, API RP 2D & API SPEC. 2C
Elevating & Lifting Equipment Inspection	Fixed Crane	Periodic and thorough Examination	ASME B30.2, ASME B30.17 & ASME B30.16
Elevating & Lifting Equipment Inspection	Elevating Work Platform	Periodic and thorough Examination	ANSI A92.3, ANSI A92.5, ANSI A92.6 & ANSI A92.9
Elevating & Lifting Equipment Inspection	Elevator / Escalator	Periodic and thorough Examination	ASME A17.1
Elevating & Lifting Equipment Inspection	Elevator	Periodic and thorough Examination	SASO EN 81-20
Elevating & Lifting Equipment Inspection	Elevator (SBG Project)	Periodic and thorough Examination	SASO EN 81-1
Elevating & Lifting Equipment Inspection	Escalator & Moving Walks	Periodic and thorough Examination	BS EN 115-1 SASO EN 115-1, SASO EN 115-2, SASO-ISO-14798, SASO-ISO-13850
Elevating & Lifting Equipment Inspection	Storage Retrieval	Periodic and thorough	ASME B30.13

		Examination	
Elevating & Lifting Equipment Inspection	Articulating Boom Crane	Periodic and thorough Examination	ASME B30.22
Elevating & Lifting Equipment Inspection	Powered Platform	Periodic and thorough Examination	ANSI A92.5, ANSI A92.6 & ANSI A92.9
Elevating & Lifting Equipment Inspection	Aerial Device	Periodic and thorough Examination	ANSI A92.2
Elevating & Lifting Equipment Inspection	Man Basket	Periodic and thorough Examination	ASME B30.23
Elevating & Lifting Equipment Inspection	Side Boom	Periodic and thorough Examination	ASME B30.14
Elevating & Lifting Equipment Inspection	Gantry Crane	Periodic and thorough Examination	ASME B30.2, ASME B30.17 & ASME B30.16
Elevating & Lifting Equipment Inspection	Tower Crane	Periodic and thorough Examination	ASME B30.3
Elevating & Lifting Equipment Inspection	Cranes	Periodic and thorough Examination	SASO-ISO-9927-1 SASO-ISO-9927-3
Lifting Accessories & Lifting Gears Inspection	Wire Rope Slings	Periodic and thorough Examination	ASME B30.9
Lifting Accessories & Lifting Gears Inspection	Webbing & Round Slings	Periodic and thorough Examination	ASME B30.9
Lifting Accessories & Lifting Gears Inspection	Chain Slings	Periodic and thorough Examination	ASME B30.9
Rigging Hardware Inspection	Shackles	Periodic and thorough Examination	ASME B30.26
Rigging Hardware Inspection	Eyebolts	Periodic and thorough Examination	ASME B30.26
Rigging Hardware Inspection	Turnbuckles	Periodic and thorough Examination	ASME B30.26
Rigging Hardware Inspection	Swivels	Periodic and thorough Examination	ASME B30.26
Rigging Hardware Inspection	Master Links	Periodic and thorough Examination	ASME B30.26
Rigging Hardware Inspection	Snatch Block	Periodic and thorough Examination	ASME B30.26
Below The Hook Equipment Inspection	Lifting / Spreader Beam	Periodic and thorough Examination	ASME B30.20
Below The Hook Equipment Inspection	Drum Lifter / Barrel Lifter	Periodic and thorough	ASME B30.20

		Examination	
Below The Hook Equipment Inspection	Pallet Lifter	Periodic and thorough Examination	ASME B30.20
Below The Hook Equipment Inspection	(Lifting Ring ) Big Bag Ring / Cross Bar	Periodic and thorough Examination	ASME B30.20 / ARAMCO SWIM
Fall Protection & Personal Protective Equipment Inspection	Full Body Harness	Periodic and thorough Examination	ANSI Z359
Fall Protection & Personal Protective Equipment Inspection	Lanyard	Periodic and thorough Examination	ANSI Z359
Fall Protection & Personal Protective Equipment Inspection	Falling Arrestor	Periodic and thorough Examination	ANSI Z359
Fall Protection & Personal Protective Equipment Inspection	Derrick Escape Device	Periodic and thorough Examination	ANSI Z359
Fall Protection & Personal Protective Equipment Inspection	Hard Hat (Helmet )	Periodic and thorough Examination	ANSI Z359
Fall Protection & Personal Protective Equipment Inspection	Tripod	Periodic and thorough Examination	ANSI Z117.1 / ASMR A120.1
Fall Protection & Personal Protective Equipment Inspection	Climb Assist System	Periodic and thorough Examination	ANSI Z359
Fall Protection & Personal Protective Equipment Inspection	Ladder Safety System	Periodic and thorough Examination	ANSI Z359
Fall Protection & Personal Protective Equipment Inspection	Tie of adaptor	Periodic and thorough Examination	ANSI Z359
Fall Protection & Personal Protective Equipment Inspection	Rescue Winch	Periodic and thorough Examination	ANSI Z359
API RP 4G Mast & Derrick Inspection	API RP4G	Periodic and thorough Examination	API RP4G
Handling Tools Inspection	Handling & Hoisting Tools Inspection	Periodic and thorough Examination	API RP 8B, API RP 7K & API RP 7L
Dropped Object Survey	Dropped Object	Periodic and thorough Examination	DROPS RELIABLE SECURING Rev.03
Earth Moving Machine Inspection	Earth Moving Machine Inspection	Periodic and thorough Examination	BS EN 474
Forklift Inspection	Forklift	Periodic and thorough Examination	ANSI B56.1, ANSI B56.6
Forklift Inspection	Forklift	Periodic and thorough Examination	SASO-GSO-5057
NDT Inspection	VT	Periodic and	ASTM A802-95

		thorough Examination	
NDT Inspection	MT	Periodic and thorough Examination	ASTM E709-15
NDT Inspection	PT	Periodic and thorough Examination	ASTM E165-09
NDT Inspection	UT Thickness Measurement	Periodic and thorough Examination	ASTM E797/ E797M-15
NDT Inspection	VT With UAV Drone	Periodic and thorough Examination	ASTM A802-95
Inspection of top loading tank/trailer	Inspection of top loading tank/trailer	Periodic and thorough inspection	<ul style="list-style-type: none"> <li>• SASO-1284 MOTOR VEHICLES -PERIODIC TECHNICAL INSPECTION MANUAL</li> <li>• SASO 1285 Transportation of dangerous substances by road – Part 1: General safety requirements</li> <li>• SASO 1287 Transportation of dangerous substances by road – Part 3: Transportation of petroleum liquid</li> <li>• SASO-2288 Road Vehicles □□Bottom Loading Tank Truck &amp; trailers</li> <li>• SASO-2809 Bottom loading tank truck -- Inspection and periodic maintenance</li> <li>• SASO-469 Motor vehicles - Dimensions and weights</li> </ul>
Trailers Inspection	Inspection of trailers and semi trailers	Periodic and thorough inspection	<ul style="list-style-type: none"> <li>• SASO 2910 TRAILER - GENERAL REQUIREMENTS</li> </ul>
Light Vehicles	motor cars, motor car derivatives, trucks etc. that has a GVM of not more than 4.5 tones.	Periodic and thorough Examination	<ul style="list-style-type: none"> <li>• SASO 1284 Motor Vehicles – Periodic Technical Inspection Manual</li> <li>• SASO GSO 42 Motor Vehicles – General Requirements</li> <li>• SASO-447 Passenger car tire – Part 2: General Requirement</li> <li>• SASO-1136 Multi-purpose vehicles, trucks, buses and trailers tires – Part 3: General requirements</li> </ul>

			<ul style="list-style-type: none"> <li>SASO-572 Road Vehicles – Retro-reflective number plates and its methods of test</li> </ul>
Inspection of Scaffolds	scaffold	Inspection	<p>ANSI/ASSP A10.8-2019 Scaffolding Safety Requirements.</p> <p>GSO 217:1994 industrial safety and health regulations – part 6 : equipment - scaffolding</p>
Assessmet of Motor Vehicles (maitenance and repair) Workshops	Workshop Assesment	Workshope Assessment	SASO-1334 Motor vehicles - Safety requirements for maintenance and repair
Inspection of LPG Tankers	Liquefied Petroleum Gas Transportation Tanker Inspection Procedure	Periodic and thorough inspection	SASO EN 12252, SASO EN 12493, SASO EN 14334, SASO 1284, SASO 1285, SASO-469, SASO 2910
Inspection Used Imported Used Vehicles	Imported Used Vehicles	Periodic and thorough inspection	SASO GSO 35, SASO GSO 41, SASO GSO 42, SASO 2864, SASO 1284, SASO 469,SASO/CD 32101 (E), SASO/CD 32181(A), SASO/CD 32182 (A), SASO GSO 51, SASO GSO 99, SASO GSO 422, SASO GSO 645, SASO GSO 1052,SASO GSO 1677, SASO GSO 1780, SASO GSO 1782, SASO GSO 1783
Inspection Used Modified Vehicles	Modified Vehicles	Periodic and thorough inspection	SASO GSO 35, SASO GSO 41, SASO GSO 42, SASO 2864, SASO 1284, SASO 469,SASO/CD 32101 (E), SASO/CD 32181(A), SASO/CD 32182 (A), SASO GSO 51, SASO GSO 99, SASO GSO 422, SASO GSO 645, SASO GSO 1052,SASO GSO 1677, SASO GSO 1780, SASO GSO 1782, SASO GSO 1783
Earth Moving Equipment	Earth Moving Machine Inspection	Periodic and thorough Examination	SASO EN 115-2, SASO-ISO-14798, SASO-ISO-13850
Trucks & Trailers	Front, Rear and Lateral Under-run for Trucks & Trailers Inspection	Periodic and thorough Examination	SASO GSO 2112, SASO GSO 2113, SASO GSO 2114, SASO GSO 591, SASO 469
Occuopetional Health and Safety Inspection	OH&S Inspection	initial - inservice - periodic	Regulatory requirements for the Management of Occuptational Health and

			Safety" ISO 45001
Motorcycles Inspection	Motorcycles Inspection	Periodic and thorough inspection	SASO Technical Regulations for Motorcycles
Buses Inspection	School Buses Inspection	Periodic and thorough inspection	SASO 2946 Buses – Requirements of Construction, SASO GSO 2501 Motor Vehicles – Safety Requirements for School Buses

Design 8.3 is not applicable in inspection

### 4.3.3 Certification scope

This Quality Manual describes the Management system adopted by TEST Company to carry out Management Certification Activities with compliance with the requirements of ISO / IEC 17021:2015.

The scope covered the NACE code No.28 for construction.

## 4.4 Quality Management System and Determined Processes

TEST Company runs an Integrated Management System, in which the quality management, requirement for performing inspection, Management System Conformity and certification of persons are joined together. It regulates the strategic responsibility and the operational practices in these fields of work across all operations within the company. Our quality management system fulfills the requirements of following ISO standards:

ISO 9001: 2015	Quality Management System
ISO 17020: 2012	General requirements for bodies operating certification of persons
ISO 17024: 2012	Requirements for the operation of various types of bodies performing inspection
ISO 17021:2015	Conformity assessment — Requirements for bodies providing audit and certification of management systems

TEST has implemented a Quality Management System that exists as part of a larger strategy that has established, documented and implemented our processes, quality policies and objectives, whilst satisfying the requirements of ISO 9001:2015.

To achieve this, TEST has adopted the process approach as per by ISO 9001:2015. Management has determined the processes required for achieving the intended outputs. By defining four key process-groups and by managing their inputs, activities, controls, outputs and interfaces; we ensure that system effectiveness is established and maintained. These key process groups include:

- Leadership and planning processes;
- Customer and stakeholder processes;
- Service processes;
- Evaluation and improvement processes.

These process groups are described using tools such as documented procedures, process maps, flow diagrams, matrices, schedules, and charts, etc. Refer to the Sequence & Interaction of Processes in Annexure 1, which shows the sequence and interaction of the process groups within our Management System.

It is recognized that defining, implementing and documenting our Quality Management System is only the first step towards fully implementing its requirements. The effectiveness of each process and its subsequent output is measured and evaluated through regular internal audits, quality inspections and data analysis.

We use key performance indicators (KPIs) that are linked to our objectives to control and monitor our processes, as well as assessments to determine the risks and opportunities inherent to each process. We use trends and indicators relating to nonconformities, objectives and corrective action, as well as, monitoring and measurement results, audit results and customer satisfaction data, process performance and the conformity of our services.

**Reference** → **Annexure 1: [Sequence & Interaction of Processes](#)**

## 5.0 Leadership and Commitment

Top Management of TEST has demonstrated leadership and commitment with respect to the Quality Management System.

### 5.1 General

- TEST Company has an organization that enables it to maintain the capability to perform its administrative and technical functions satisfactorily. The organization structure of the TEST Company is well structured and managed to ensure the safeguarding of impartiality. All inspection services are rendered by the regions as per flow chart given in Annexure-1.
- Sufficient numbers of competent inspection personnel are maintained to ensure its capability towards the satisfactory performance of inspection activities.
- TEST top management committed to its responsibilities for decisions relating to certification, including the granting, refusing, maintaining of certification, expanding or reducing the scope of certification, renewing, suspending or restoring following suspension, or withdrawing of certification.
- TEST Company participates in an exchange of experience with other inspection bodies and trade organization like LEEA, Saudi Aramco and in the standardization processes as appropriate.
- TEST Company has defined and documented the responsibilities and reporting structure of the organization via an organizational chart. This organizational chart shows the functions and lines of authority for staff within the TEST Company and the relationship, if any, between the inspection function and other activities of the organization.
- TEST Company has an Operation Manager with an experience in the technical area of more than 10 years and experienced in the operation; and he has an overall responsibility that the inspections are carried out in accordance with ISO 17020.
- The Operation Manager is a permanent employee of TEST Company and he assures the criteria of independence, impartiality, integrity, and confidentiality, and therefore that he is not involved in any way in financial activities associated with the marketing of inspected equipment.

- TEST Company provides effective supervision by persons familiar with the inspection methods, procedures, the objectives of the inspection and the assessment of the examination results.
- Inspection activities are supervised by the Operations Manager who is well familiar with inspection methods, procedures and competent for assessment of inspection results. Also, he ensures effective supervision and guidance. Inspection activity is supervised by regular review/scrutiny of inspection records, surprise checks which include monitoring of the performance of inspection through the on-site witnessing of inspections etc.
- TEST Company has appointed a Technical Manager, who is an effective dependent of the organization, as a substitute capable of performing the functions of the Operations Manager in his absence.
- Each position category involved in inspection services is described via Portal Skill Matrix. These job descriptions include the requirements for education, training, technical knowledge and experience.
- TEST's leadership is also responsible for implementing the QMS, which includes the development and deployment of the quality policy, the quality objectives, and service / project-specific plans that are customer focused.
- Top management provides the leadership and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.
- TEST's leadership structure provides necessary support for creating and establishing appropriate processes that are important for maintaining and achieving our quality objectives and policies.
- In addition, leadership activities include systematic verification of the effectiveness of our QMS by undertaking internal audits and analyzing performance data.
- Regular management reviews ensure that our Quality Management System is adequate and effective, and that any necessary adjustments are made as a result.
- Top management is committed to implementing and developing the Quality Management System and this commitment is defined by our Company policy and objectives. TEST ensures that our policies are understood, implemented and maintained throughout at all levels of the Organization through printed distribution of our policy statements and through periodic management review and objectives monitoring. TEST communicates our mission, vision, strategy, policies and processes to all employees in order to:
  - Create and sustain shared values of fairness and ethical behavior;
  - Establish a culture of trust and integrity;
  - Encourage commitment to quality;
  - Provide people with the required resources, training and authority to act with accountability;
  - Inspire, encourage and recognize people's contribution.

In addition, our policies, objectives and targets are communicated and deployed throughout the business via individual performance objectives which are established and discussed during employee performance reviews.

## 5.2 Quality Policy

Top Management of TEST has established, implemented and maintained a Quality Policy that:

Is appropriate to the purpose and context of TEST and supports its strategic direction

- Provides a framework for setting Quality Objectives
- Includes a commitment to satisfy applicable requirements
- Includes a commitment to continual improvement of the Quality Management System.

This Quality Policy is:

- Maintained and controlled as documented information;
- Communicated, understood and applied within the Organization;
- Available to relevant interested parties, as appropriate.

TEST has established their Quality Policy which fulfills the requirements of all implemented Management System as below:

- ISO 9001: 2015 Quality Management System
- ISO 17020: 2012 General requirements for bodies operating certification of persons
- ISO 17024: 2012 Requirements for the operation of various types of bodies performing inspection
- ISO 17021:2015 Conformity assessment — Requirements for bodies providing audit and certification of management systems

Reference → [Annexure 2: Quality Policy TEST-QMS-PO](#)

## 5.3 Organizational Roles, Responsibility and Authorities

### 5.3.1 General

The Organization Chart shows the interrelation of personnel within TEST, whilst job descriptions define the responsibilities and authorities of each role. Job descriptions and the Organizational Structure are reviewed and approved by Top Management for adequacy as determined by the changing needs and expectations of the interested parties identified and any risk and opportunities presented through the risk management process.

Top Management of TEST ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the Organization. Top Management shall assign the responsibility and authority to the Management Team and Departments to:

- Ensure that the Quality Management System conforms to the requirements of ISO 9001:2015.
- Ensure that processes are delivering their intended outputs.
- Report on the performance of the Quality Management System.
- Report on the opportunities for improvement.
- Ensure the promotion of customer focus throughout the Company.
- Ensure that the integrity of the Quality Management System is maintained when changes to the Quality Management System are planned and implemented.

### 5.3.2 Responsibility For Decision

TEST Company is responsible for, and it retains authority for, and will not delegate, its decisions relating to Inspection and certification, including the granting, maintaining, recertifying, expanding and reducing the scope of the inspection and certification, and suspending or withdrawing the certificates.

Decisions for any individuals for the inspection and certification is made under the authority of Operation or Certification Manager through Inspector, Examiner or Lead Auditor who is deemed competent and appointed by the Operation or Certification Manager (where necessary in consultation with other “experts” whose technical expertise is required to make a judgment and those individuals possess the necessary competence).

### 5.3.3 Management and organization structure

- 5.3.3.1. TEST Company has structured and managed activities to safeguard impartiality.
- 5.3.3.2. TEST Company prepared an organizational structure showing duties, responsibilities and authorities of management and all such identified committee in the certification/inspection process. TEST Company is an independent legal entity.
- 5.3.3.3. TEST Company has established formal rules for the appointment, terms of reference and operation of any committees that are involved in the certification/inspection activities. In principle, the CEO and Management Representative have the authority and the relevant standard requirements (ISO/IEC 17020, 17021, ISO 17024), to determine the constitution terms of reference etc. of any committee involved in inspection or certification activities.
- 5.3.3.4. The personnel responsible for the followings are identified and are communicated for;
  - a.) policies and procedures relating to the operation,
  - b.) implementation of the policies and procedures;
  - c.) finances;
  - d.) resources for inspection and certification activities;
  - e.) development and maintenance of the inspection and certification schemes;
  - f.) assessment activities;
  - g.) decisions on inspection and certification, including the granting, maintaining, recertifying, expanding, reducing, suspending or withdrawing of the certificate;
  - h.) contractual arrangements etc.

The following shows the responsibilities for areas of activities;

Ser.	Area of responsibility	Responsibility	Overall authority
1	Development of policies relating to the operation of TEST Company	CEO	CEO/ GM
2	Supervision on implementation of the policies and procedures	Management Representative and Department Managers	CEO
3	Ensuring Impartiality	Impartiality Committee	CEO

4	Supervision of the finances	CEO/ GM	CEO/ GM
5	Development of certification\Inspection services and schemes	Certification\ Operation Manager	CEO/ GM
6	Performance of examination, certification of persons and responsiveness to complaints	Examiner / Personal Certification Manager	CEO/ GM
7	Performance of Audit, Management certification and responsiveness to complaints	Technical Reviewer / Certification Manager	CEO/ GM
8	Performance of Inspection, Inspection reports or certification and responsiveness to complaints	Inspector / Operation Manager	CEO/ GM
9	Decisions on certification \ Inspection	Operation Manager \Certification Manager	Operation Manager \ Certification Manager
10	Delegation of authority to committees or individuals, as required, to undertake defined activities	Operation Manager \Certification Manager	CEO/ GM
11	Contractual arrangements	Sales Manager	CEO/ GM
12	Provision of adequate resources for certification activities	Inspection Operation Manager \Certification Manager	CEO/ GM

### Structure of the certification body in relation to training

Completion of training is the specified requirement of TEST Company’s certification schemes. The recognition / approval of training by the TEST Company not compromise impartiality or reduce the assessment and certification requirements.

TEST Company provides information regarding education and training if they are used as pre–requisites for being eligible for certification of persons. However, the TEST Company does not state or imply that certification would be simpler, easier or less expensive, if any specified education / training services are used.

Reference → [Annexure 3: Organization Chart](#)  
[Annexure 4: Responsibilities & Authorities](#)

## 6.0 Management of Risks and Quality Objectives

### 6.1 Actions to Address Risks and Opportunities

#### 6.1.1 General

6.1.1.1. The overall aim of risk and opportunity management within TEST is to ensure that Organizational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks.

- 6.1.1.2. Management is responsible for incorporating risk based thinking in to our Organization's culture. This includes the establishment of procedure and to ensure effective implementation of risk and opportunity management principles and activities by:
- Providing sufficient resources to carry out risk and opportunity management activities;
  - Assigning responsibilities and authorities for risk and opportunity management activities;
  - Reviewing information and results from audits and risk and opportunity management activities.
  - identify analyses, evaluate, treat, monitor and document the risks related to conflict of interests arising from the provision of certification including any conflicts arising from its relationships on an ongoing basis.
- 6.1.1.3. Risk & Opportunity Analysis includes the assessment of the internal and external issues identified and the assessment of the needs and expectations of any interested parties identified this include other persons, bodies or organizations. Risk and opportunity management is undertaken as part of TEST's day-to-day operations and processes.
- 6.1.1.4. TEST uses a Quality Risk Matrix for analysis the different type of business associated risks and opportunities , which can permit to use a matrix risk assessment depend on severity , probability and, and as same time. It considers the internal and external issues and interested parties requirements as part of risk thinking process. This record allows to assess each risk and to study each opportunity associated with our Organizational context, and the needs and expectations of our interested parties.
- 6.1.1.5. TEST has planned to review a Risk & Opportunity Analysis at least once in a year or sooner, in case of any changes in the system.
- 6.1.1.6. Process Owners will monitor the mitigation plan to control or mitigate the risk level.
- 6.1.1.7. TEST defines two major risks for confidentiality and impartiality and establishes and implement policies for confidentiality and impartiality.

Reference → [TEST-QMS-P61 Actions to Address Risks and Opportunities Procedure](#)  
[TEST-QMS-PO-02 Impartiality policy & Confidentiality policy](#)

## 6.1.2 Impartiality and Independence for Inspection Services

TEST Company undertaking inspection activities impartially. As a general rule, the Operations Manager of TEST Company assures that the projects assigned to all staff, responsible for inspection, do not involve conflicts of interest that affect inspector's judgment and do not conflict with the requirements of independence and impartiality of the inspection itself. To comply with this requirement TEST Company has implemented a procedure for monitoring of inspectors.

TEST Company personnel involved in inspection services are our permanent employees who are totally free from any commercial, financial and other pressures which may affect their judgment while conducting inspections.

TEST Company identifies risks to its impartiality on an ongoing basis. All employees of TEST Company are bound by the Conduct, Discipline and Appeal Rules of TEST Company.

Documented instructions are in place to ensure that no person can influence the results of inspection carried out. Guidelines also exist for the employees to maintain integrity and impartiality and to safeguard the information of confidential or proprietary nature (Annexure 5).

The quality policy shows that TEST Company has got top management commitment to impartiality. Top Management of TEST Company is committed to the impartiality of its inspection activities.

Reference → Annexure 5: Norms for Inspectors

Reference → Annexure 7: Impartiality Committee – Constitution, roles and responsibilities

TEST Company states its independence in the following paragraph.

A. TEST Company meets the following requirements of Appendix A of ISO / IEC 17020:

- a. The inspection body shall be independent of the parties involved.
- b. The inspection body and its personnel shall not engage in any activities that may conflict with their independence of judgment and integrity in relation to their inspection activities. In particular, they shall not be engaged in the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected.
- c. The inspection body shall not be part of a legal entity that is engaged in design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected.
- d. The inspection body shall not be linked to a separate legal entity engaged in the design, manufacture, supply, installation, purchase, ownership, use or maintenance of the items inspected by the following:
- e. Common ownership, except where the owners have no ability to influence the outcome of an inspection.
- f. Common ownership appointees on the boards or equivalent of the organizations, except where these have functions that have no influence on the outcome of an inspection.
- g. Directly reporting to the same higher level of management, except where this cannot influence the outcome of an inspection.
- h. Contractual commitments, or other means that may have an ability to influence the outcome of an inspection
- i. All interested parties shall have access to the services of the inspection body. There shall not be undue financial or other conditions.

TEST Company declares that:

- Not to have subsidiary operations that may compromise the impartiality of TEST Company in the field of inspection.
- Not to be related to a party directly involved in activities/situations: design, realization, supply, installation, acquisition, possession, use and maintenance of inspected objects in order to document their own INDEPENDENT THIRD PARTY Type A  
To don't have owners in common with the above parties

### 6.1.3 Management of impartiality for Personal & Management Certificates

6.1.3.1. TEST Company has documented its organization structure, policies and procedures to manage impartiality and to ensure that the certification activities are undertaken impartially. CEO, and staff are fully committed and responsible to ensuring that all

certification activities are impartial. Any relationships between TEST Company or individuals employed by TEST Company will be declared, reviewed, documented and risk assessed.

- 6.1.3.2. In addition to a publicly accessible statement (Organization Policy Statement – displayed at TEST Company office & TEST website). TEST Company has detailed the functions of the Impartiality Committee and its role in maintaining impartiality monitoring the laid down impartiality norms and its adequacy.
- 6.1.3.3. TEST Company acts impartially in relation to its applicants, candidates and certified persons or organizations .TEST Company has no relationship (formal or informal) with any other company or organization which may result in a conflict of interest arising from its certification activities. TEST Company has identified and analyzed (risk assessed) all relationship (formal or informal) with individuals which may result in a conflict of interest arising from its certification activities.
- 6.1.3.4. Policies and procedures for certification of persons or organizations are fair among all applicants, candidates and certified persons or organizations. The policies and procedures are clearly documented and implemented by all employees. Deviation from the documented policies and procedures are not allowed in any case.
- 6.1.3.5. Certification is restricted on the grounds of undue financial or other limiting conditions, such as membership of an association or group. TEST Company will not use procedures to unfairly inhibit or access by applicants, candidates. Similarly, certification of personnel involved with the TEST Company is not going to be done. Financial or other limiting conditions etc. are controlled and monitored by the administration and account personnel. The personnel such as Auditor, Examiner, Certification Manager, and Operations Manager are not involved in the financial activities.
- 6.1.3.6. All TEST Staff at all functions and levels (Auditor, Examiners, Certification Manager, and Operations Manager ...Etc.) are responsible for the impartiality of its certification activities and are free from the commercial, financial or other pressures to compromise impartiality. The activity related to commercial, financial or other pressures such as marketing etc. are headed by the Administration and Account personnel.
- 6.1.3.7. TEST as a company does not and has not provided a consultancy, training service to its applicants, candidates, certified persons or consultancy or internal audits for certified companies, therefore, no risk to the impartiality of the Certification process is posed.
- 6.1.3.8. TEST Company has analyzed, documented and eliminated and minimized the potential conflict of interests arising from the certification of activities of persons. All such risks are identified and documented and be able to demonstrate how it eliminates, minimizes or manages such threats. All potential sources of conflict of interest that are identified, whether they arise from within the TEST Company, such as assigning responsibilities to personnel, or from the activities of other persons, bodies or organizations etc. are covered.
- 6.1.3.9. TEST shall take action to respond to any threats to its impartiality arising from the actions of other persons, bodies or organizations.

Certifications are structured in well-defined manner and personnel are defined to the specific jobs and all such activities are managed to safeguard impartiality. This includes involvement of the individual, group or organization affected by the performance of a certified person or the TEST Company.

Reference → Annexure-7 Impartiality Committee – Constitution, roles and responsibilities

## 6.1.4 Openness

- 6.1.4.1. TEST will provide public access to, or disclosure of, appropriate and timely information about its audit process and certification process, and about the certification status (i.e., the granting, extending, maintaining, renewing, suspending, reducing the scope of, or withdrawing of certification) of any organization, in order to gain confidence in the integrity and credibility of certification openness is a principle of access to or disclosure of appropriate information.
- 6.1.4.2. When identifying risk and opportunity TEST could involve external interested parties or consultant especially for risks related to impartiality to have some advice.
- 6.1.4.3. TEST will retain related certification records necessary to establish the credibility of the certification, such as evidence of the competence of auditors and technical experts.
- 6.1.4.4. All personnel require, both internal and external, to reveal any situation known to them that can present them or the certification body with a conflict of interests.

## 6.1.5 Finance and liability

TEST Company ensures that it has taken adequate steps to ensure that potential liabilities/risks arising from its inspection and certification operations are covered and the amount of cover reflects the risks in terms of insurance. An Insurance coverage is available for TEST Company's operations.

Regular accounts review meetings are held between the CEO, Management Representative and Finance Manager to ensure that the finance of the company are such that adequate resources are always available to meet any liabilities.

TEST Company produces independently audited accounts which together with the accountants report are examined in detail by CEO to both ensure that the finances of the company are on a sound basis and to establish as far as possible that commercial, financial or other pressures do not compromise the company's impartiality.

## 6.1.6 Confidentiality

TEST Company declares also:

TEST Company guarantee their commitment to handling in a confidential way all information and protecting the property rights of the client, by the internal personnel as well as by the inspectors.

No client document or extract can be copied or forwarded to other companies, agents or other people without authorization from the client.

No Supplier document or extract can be copied or forwarded to other companies, agents or other people without authorization from the Supplier.

TEST Company has a policy concerning the observance of the confidentiality requirements of the client by TEST Company engaged by it, taking into account the relevant legal requirements.

Once hired, employees must sign a confidentiality agreement with TEST Company

When TEST Company is required by law or authorized by contractual agreements to release confidential information, the client is notified of the information provided (unless prohibited by law).

Information about the client obtained from sources other than the client (e.g. complainant, regulators) shall be treated as confidential.

TEST Company has established and documented policies and procedures for the maintenance and release of information. Management Representative is responsible for maintenance of all such information and CEO is only person authorized to release such information upon request, considering the appropriate use of such information.

TEST Company through legally enforceable agreements, have a policy and arrangements to safeguard the confidentiality of the information obtained or created during the performance of certification activities at all levels of its structure, including committees and external bodies or individuals acting on its behalf for the maintenance and release of information.

Information obtained during the certification process or from sources other than the applicant, candidate or certified person, is not be disclosed to an unauthorized party without the written consent of the individual (applicant, candidate or certified person), except where the law requires such information to be disclosed. Records of such request received are maintained by Management Representative.

Where the TEST Company is required by law to release confidential information to a third party, the certified persons or individual concerned are notified in advance of the information provided.

TEST Company ensures that the activities of related bodies do not compromise confidentiality.

## 6.1.7 Security

TEST Company has developed and documented software application managing security throughout the entire certification process and have measures in place to take corrective actions when security breaches occur.

Software application provide permissions to ensure the security of equipment which use for testing;

- a. the locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination center);
- b. the nature of the materials (e.g. electronic, paper, test equipment);
- c. the steps in the examination process (e.g. development, administration, results reporting);
- d. the threats arising from repeated use of examination materials.

TEST Company prevents fraudulent examination practices by;

- a. requiring candidates to sign a non-disclosure agreement or other agreement indicating their commitment not to release confidential examination materials or participate in fraudulent test taking practices;
- b. requiring an invigilator or examiner to be present;
- c. confirming the identity of the candidate;

- d. implementing procedures to prevent any unauthorized aids from being brought into the examination area;
- e. preventing candidates from gaining access to unauthorized aids during the examination such as use of cell phones, internet etc.;
- f. monitoring examination results for indications of cheating.

Reference → TEST-QMS-PO-02 Impartiality & Confidentiality policy  
TEST-QMS-P72-F04 Employee confidentiality agreement  
TEST-QMS-P72-F05 Annual Confidentiality, Impartiality and competency declaration

## 6.2 Quality Objectives

TEST has established Quality Objectives at relevant functions, levels and processes needed for the QMS.

The Quality Objectives are:

- Consistent with the Quality Policy;
- Consistent with the needs and expectations of interested parties;
- Measurable;
- Communicated;
- Updated as appropriate.

TEST is evaluating Quality Objectives as per its monitoring frequency and maintains record in "Quality Objective Monitoring and Measurement" format.

Reference → TEST-QMS-P62 Procedure for Quality Planning

## 6.3 Planning of Changes

When the TEST Company determines the need for changes to the quality management system, the changes shall be carried out in a planned manner according to management system processes.

All changes to management shall be addressed in the management review as one of the management review inputs.

TEST Company shall consider:

- a) the purpose of the changes and their potential consequences;
- b) the integrity of the quality management system;
- c) the availability of resources;
- d) the allocation or reallocation of responsibilities and authorities.

## 7.0 Support

### 7.1 Resources

#### 7.1.1 General

Resources at TEST include human resources and specialized skills, infrastructure, technology, work environment and financial resources. The resource requirements for the implementation, management, control and continual improvement of the Quality Management System, and activities necessary to enhance customer satisfaction, are defined in our operational procedures.

TEST Company is having adequate premises, examination sites, equipment and resources for carrying out its certification activities.

Reference → [www.testcos.com/portal](http://www.testcos.com/portal)

#### 7.1.2 People

To ensure competence of company personnel, job descriptions have been prepared identifying the qualifications, experience, required trainings and responsibilities that are required for each position that affects company's services and system conformity. TEST is maintaining a Competency / Skill Matrix for all positions which provide the desired and actual level of competency / skill for all personnel.

Reference → [www.testcos.com/portal](http://www.testcos.com/portal)

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change.

The Human Resources Department maintains records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results of training are then evaluated to determine if it was effective.

All employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. Department Managers ensures that all employees within their Department are adequately trained to enable them to perform their assigned duties.

Performance of all company personnel is reviewed at least once in every three year to plan training needs or to upgrade their competency level.

Personnel training records are maintained to demonstrate competency and experience. The Human Resource Department maintains and reviews the training records to ensure completeness and to identify possible future training needs.

TEST Company carries out its inspection services through a team of well qualified and competent inspectors having the ability to make professional judgments. TEST Company has a sufficient number of permanent personnel with the range of expertise to carry out its normal functions. The Technical Manager ensures that TEST Company has enough qualified personnel available to perform the inspections and meet the requirements defined in this manual.

Each position of inspection services is well defined along with requirements of education, training, technical knowledge, skills and experience as per the norms set out via job descriptions. It is ensured that the inspectors deputed to carry out inspections have the requisite ability to make a professional judgment regarding conformity I nonconformity of the equipment/item inspected against the requirements given in the specifications I standards and reports thereon.

Personnel employed by TEST Company shall have qualifications and experience for their positions. Such qualifications shall be consistent with the duties of the positions as described in the Job Descriptions. Inspection personnel are formally authorized to perform work on Saudi Aramco Projects after successful completion of Saudi Aramco Examination and Certification. TEST Company clearly documents job descriptions, duties and the minimum qualifications for each position.

All inspecting personnel on induction are provided for a minimum of two weeks detailed induction training, consisting of both in-office training as well as in-field training. The training consists of the following:

- Awareness about TEST Company's services,
- ASME/ANSI/API/BS Standards applicable for rendering inspection services
- Load testing techniques, client requirements (Aramco GI's)
- Inspection and related procedures, important instructions.
- On-the-job exposure to inspection activity through in-field training.
- Supervised working under the senior inspectors.
- Issues such as Safety, confidentiality, professional conduct etc.

At the end of the induction training, the inspectors are qualified based on their assessment interviews and are given independent inspection responsibility only after ensuring that they possess the necessary skills for inspection.

At least two weeks Induction Training is ensured for the experienced technical personnel hired on long-term contract basis. All the inspectors are made aware of their duties, responsibilities & authorities. All Lifting Equipment Inspectors are expected to possess the necessary inspection skills such as through inspection of all types of lifting equipment, load testing based on relevant ASME/API/ANSI/BS standards.

All Lifting Equipment Inspectors are qualified for specific areas based on their competence and are allotted inspections accordingly. It is ensured that the inspection staff and their controlling managers have relevant knowledge in Lifting Equipment Inspection.

The inspectors are well qualified/experienced/trained to understand the significations of the deviations found if any of the equipment to be inspected in regard to their normal usage.

Well established and documented system and procedures exists which ensure appropriate training of the personnel including inspectors to ensure their continued competence in their work for which they are deputed. The training provided is dependent on ability, qualification, and experience of the personnel.

Records of authorization of inspecting personal (based on an assessment of their competency) and training along with curriculum vitae of all inspection staff and controlling staff is maintained providing details such as their qualification, training, technical knowledge, skills, and experience.

Personal records are maintained for each employee, which contain their resume, training record, authorizations, performance reviews, and all other required documents.

All inspectors work under the control and guidance of Operations Manager / Technical Manager who ensure the quality of inspection conducted by the inspection staff through monitoring which includes the on-site observations, report reviews, interviews. These monitoring activities are covered under surprise checks and competency assessment. Each inspector is observed on-site in a cycle of three months unless there is sufficient supporting evidence that the inspector is continuing to perform competently. Monitoring records are maintained.

All inspecting staff receives remuneration based on the specified scale and not linked with the number of inspections done by them / results of such inspection.

All personnel of TEST Company, either internal or external, that could influence the inspection activities shall act impartially.

All personnel of TEST Company, including personnel of external bodies, and individuals acting on the TEST Company's behalf, are keeping confidential all information obtained or created during the performance of the inspection activities, except as required by law.

### 7.1.3 Infrastructure

TEST is responsible for planning, providing and maintaining the resources needed to achieve service / process conformance in the form of:

- Buildings and associated utilities;
- Tools & Equipment;
- Training materials and facilities;
- Transportation resources;
- Information and communication technology

All above mentioned infrastructures shall be appropriately maintained in order to facilitate towards positive outcome and to ensure the smoothness of process control as it defined in TEST Portal Service control of this Quality Manual.

TEST Company carry out the inspection activities at our client yards/facilities only. No customer owned material or equipment store or keep for inspection at TEST Company's facilities.

TEST Company ensures that all equipment/tools are properly identified, maintained, in accordance with TEST Portal.

TEST Company ensures that, where appropriate, all equipment/tools are calibrated before being put into service and thereafter according to an established programme. The calibration status of each equipment/tools indicating its identification, last calibration date and calibrations due is maintained.

The overall programme of calibration of equipment/tools has been designed and operated so as to ensure that wherever applicable measurements made by the TEST Company are traceable to national and international standards of measurement where available.

Defective equipment/tools are clearly identified and removed from service to ensure that, those equipment are not used for inspection till the time they are rectified. Examination of the effect of defect of defective equipment on the previous Inspection is undertaken and suitable corrective actions are taken. Defective equipment is dealt with according to TEST Portal.

TEST Company use Drone as a carrier for Visual Examination VT, the following shall be ensured by the Inspector:

- a) Recording of relevant information on the equipment including software
- b) Computer software is tested for its adequacy for use
- c) Procedures are in place to protect data and security of data
- d) System for proper functioning and maintenance of computer / automated equipment is in place.

Reference → [TEST-QMS-P713 Procedure for Preventive Maintenance](#)

#### 7.1.4 Environment for the Operation of Processes

TEST ensures that our office complies with relevant health and safety regulations. TEST Safety Supervisor carries out regular compliance audits to ensure that appropriate standards are maintained. TEST Management ensures that:

- A place of work that is safe, including all equipment and methods of work;
- Safe handling and storage of Test Reports and Training Certificates;
- Training, instruction, information and supervision for employees;
- A means of safe handling, storage, use of tools and equipment;
- Safe working environment with good lighting, ventilation, safe passageways, stairs and corridors;
- Stress-free environment to employees;
- Safe work environment for inspection activity.

#### 7.1.5 Monitoring and Measuring Resources

TEST has determined and provided the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of services.

The Operations Manager ensures that the resources provided are:

- Suitable for the specific type of monitoring and measurement activities being undertaken;
- Maintained to ensure their continuing fitness for their purpose;
- Calibrated from approved agency;
- Handled and preserved safely to avoid any damages;

The Operation Manager is maintaining the Calibration Report and Certificates of all monitoring and measuring resources and he ensures that all calibration results are maintained and recorded/updated in the list of measuring and testing device record(s).

Reference → [TEST-QMS-P715 Control of measuring & monitoring test equipment control & calibration \(Revised by TEST Portal\)](#).

### 7.1.6 Organizational Knowledge

TEST Management recognizes that Organizational Knowledge is a valuable resource that supports our quality management activities and ensures continual service conformity. There is a strong link between Organizational Knowledge and the competence of our people, the latter being peoples' ability to apply knowledge to their work. To ensure that Organizational Knowledge is retained and transferred, Organizational Knowledge is recorded in documented information, and is embedded in our processes and services.

Examples of Organizational Knowledge include:

- Documented information regarding a process and services;
- Operational Procedures;
- Previous specifications and work instructions;
- The experience of skilled people and their processes and operations;
- The results of any proficiency/comparison programs;
- Knowledge of technologies and infrastructure relevant to our Organization.

Sources of internal knowledge also include our intellectual property; knowledge gained from experience and coaching; lessons learnt from failures and successes; capturing and sharing undocumented knowledge and experience; the results of improvements in processes and services.

Sources of external knowledge often include External Standards; knowledge gathered from customers, stakeholders or other external parties.

TEST determines and reviews internal and external sources of knowledge, such as:

- Lessons learnt from non-conformities, corrective actions, and the results of improvement;
- Gathering knowledge from customers, suppliers and partners, benchmarking against competitors;
- Capturing knowledge existing within the Organization, e.g. through meetings/conferences /trainings;
- Sharing knowledge with relevant interested parties to ensure sustainability of the Organization;
- Knowledge from conferences, attending trade fairs, networking seminars, or other external events.

### 7.2 Competence

TEST Management determines the competency of all personnel at least once in every three year or sooner (in case of any project requirements).

Determination of Competency is based on required education, training, employee assessment, appraisal, sit audit result, experience and any additional skill.

Also, TEST is maintaining a Competency / Skill Matrix for each employee, which shows the desired level of skill / competency for each position and actual level of skill / competency of each personnel.

Determination of Competence is planned as below:

- Competency determination of new recruitments at the time of interviews and short-listings.
- Competency determination of existing employees at least once in every three year or sooner (in case of any project requirements).
- Competency determination of all Inspectors (Lifting Inspector, NDT Inspector, Quality Inspector, Lifting Trainee Inspector), Auditors & Examiners.

Determination of Competency of existing employees is linked with Training Plan besides developing technology and inspection methods.

Management ensures to take appropriate actions and corrective actions to improve and acquire the competency level of each employee by providing required trainings and evaluate the effectiveness of these actions.

Competency Records of employees are maintained with HR Department and [www.tetscosa.com/portal](http://www.tetscosa.com/portal)

Reference → TEST-QMS-P72 Procedure for Human Resources

### 7.3 Awareness

All employees are trained on the relevance and importance of their activities and to perform their assigned duties and how they contribute to the achievement of TEST Policies and Objectives.

TEST is providing awareness to all its employees through:

1. Job Descriptions for all employees
2. Displaying Quality Policy
3. Communicating Quality Objectives
4. Providing trainings
5. Internal Audits and Non-conformance Reports

### 7.4 Communication

#### 7.4.1 Internal Communication

TEST Communicates information internally regarding processes, services, QMS and its effectiveness through trainings, internal audits and continual improvement processes using TEST Portal, TEST PMO, Mailing, TEST Whats App Group, Meetings and Tool Box Talks. Managers are responsible to communicate to their employees the relevance and importance of their activities and issues pertaining to QMS that may be communicated internally include:

- Day-to-day operations and general awareness
- Quality Policy
- Information on achieving Objectives and Targets
- Risks and Opportunities and Mitigation Plan
- Training Plan and Training Needs
- Non-conformities and corrective actions
- Incident investigations and results

- Knowledge update

Communication from employees to Management may include:

- Suggestions and Recommendations for Improvements
- Employee Grievances and Complaints
- Requirements of any additional resources

#### 7.4.2 External Communication

TEST determines the need to communicate information externally to our interested parties, as below:

- Communication to Saudi Aramco
- Communication to Customers
- Communication to Suppliers / Service Providers
- Communication to Legal Authorities/ Accreditation Agencies

TEST ensures that all external communications are authorized prior to release.

### 7.5 Documented Information

#### 7.5.1 General

TEST ensures that our QMS includes the documented information that is required to be maintained and retained by ISO 9001:2015, and additionally, any documented information identified, that demonstrates the effective operation of our QMS. Refer to the Master List of Documented Information embedded in [www.testcosa.com/portal](http://www.testcosa.com/portal) .

TEST applies the following criteria to all types of documented information in order to assess whether the information is necessary for demonstrating the effectiveness of our QMS, and whether it should be formally controlled.

- Required as per Standard
- Required as per Company's Internal Policy
- Requirement of any stakeholders / interested parties
- Legal requirements
- Communicates a message internally or externally;
- Provides evidence of process and product conformity;
- Provides evidence that planned outputs were achieved;
- Provides knowledge sharing

In case any of the above criteria is applicable, TEST ensures that this information is retained and/or maintained as a form of 'documented information'

#### 7.5.2 Creating and Updating

TEST QMR ensures that when we create documented information it is appropriately identified and described (e.g. title, date, author, reference number) and is available in an appropriate

format and on appropriate media (e.g. paper, electronic). All documented information is reviewed and approved by relevant management according to documented procedure for suitability and adequacy.

### 7.5.3 Control of Documented Information

Documented information is retained to provide evidence of conformity to the requirements specified by ISO standards, customer requirements and of the effective operation of our management system. TEST uses standard forms and templates that are accessed via a share TEST Portal. An electronic document management system, which is backed up and updated as required, is used to retain documented information ensuring only the current versions are available to users. All management system documents are controlled according to the Procedure which defines the process for:

- Approving documents for adequacy prior to issue;
- Reviewing and revising as necessary and re-approving documents;
- Ensuring that changes and current revision status of documents are identified;
- Ensuring that relevant versions of applicable documents are available at points of use;
- Ensuring that documents remain legible and readily identifiable;
- Ensuring that documents of external origin are identified and their distribution controlled;
- Preventing the unintended use of obsolete documents;
- Ensuring that documents of external origin are identified and their distribution controlled.

Reference → TEST-QMS-P75 Procedure for Documented Information.

## 8.0 OPERATION

### 8.1 Operational planning and control

TEST shall plan, implement and control the processes using [www.testcosa.com/portal](http://www.testcosa.com/portal) for operation management (see 4.4) needed to meet the requirements for the provision of services, and to implement the actions determined in Clause 6, by:

- a) determining the requirements for services;
- b) establishing criteria for:
  - 1) the processes;
  - 2) the acceptance of services;
- c) determining the resources needed to achieve conformity to service requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) determining, maintaining and retaining documented information to the extent necessary:
  - 1) to have confidence that the processes have been carried out as planned;
  - 2) to demonstrate the conformity of services to their requirements.

The output of this planning shall be suitable for TEST operations.

TEST shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

TEST shall ensure that outsourced processes are controlled (see 8.4).

## 8.2. Requirement for Services

### 8.2.1 Customer Communication

- 8.2.1.1. In accordance with our commitment to exceed our customer's expectations, TEST highlights effective customer communication as an essential element of delivering customer satisfaction. Appropriate handling of customer communication helps to reduce customer dissatisfaction and, in many cases, turn a dissatisfying scenario into a satisfying experience.
- 8.2.1.2. Customer communication occurs through the following formats, events and processes:
  - 8.2.1.2.1. Providing information to customers through brochures relating to our services;
  - 8.2.1.2.2. Enquiries, quotations and order forms, invoices and credit notes;
  - 8.2.1.2.3. E-mails, letters and general correspondence;
  - 8.2.1.2.4. Customer feedback and complaints management process;
  - 8.2.1.2.5. Handling or controlling customer property;
  - 8.2.1.2.6. Establishing specific requirements for contingency (preventive) actions, when relevant.
  - 8.2.1.2.7. Website [www.testcoas.com](http://www.testcoas.com)
- 8.2.1.3. The Sales & Marketing Manager is responsible for establishing methods of communication & acknowledgement with our customers to ensure enquiries, contracts or order handling; including amendments.
- 8.2.1.4. The customer feedback and complaints are handled expeditiously and professionally by the Operations Manager/Certification Manager/ Sales Manager and also responsible for gathering and verifying all necessary information to validate the complaint. Test website has the ability to receive customer complaint and forward it to concerned.
- 8.2.1.5. All agreements with our clients for the provision of services (inspection, Personal Certificate or Management certification activities) shall be legally documented.
- 8.2.1.6. TEST maintain (through website), and make public, without request, in all the geographical areas in which it operates, information about:
  - 8.2.1.6.1. Audit \Inspection\Training or Examination processes;
  - 8.2.1.6.2. Processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification, or expanding or reducing the scope of certification;
  - 8.2.1.6.3. Types of management systems\trainings\inspections and certification\inspection schemes in which it operates;
  - 8.2.1.6.4. The use of the certification\inspection body's name and certification\inspection mark or logo;
  - 8.2.1.6.5. Processes for handling requests for information, complaints and appeals;
  - 8.2.1.6.6. Policy on impartiality.

- 8.2.1.7. TEST upon client or interested parties request provide information about:
- 8.2.1.7.1. Geographical areas in which it operates;
  - 8.2.1.7.2. The status of a given certification;
  - 8.2.1.7.3. The name, related normative document, scope and geographical location (City and country) for a specific certified client.
- 8.2.1.8. This information will be provided by email to upon request constrains could be happened due to any security issues arise. If any security issues related to this information arise client or interested party shall be informed.
- 8.2.1.9. TEST shall provide information to any client or to any marketplace, including advertising, accurate and without misleading and all advertising material shall be published through website and can be downloaded from download library.
- 8.2.1.10. TEST shall take action to correct inappropriate links or statements by any consultancy organization stating or implying that certification would be simpler, easier, faster or less expensive if the certification body were used by inform Emailing to client with a copy to consultancy organization and clear that conflict transparency.
- 8.2.1.11. TEST shall not state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organization were used and do not recommended any consultation organization to clients.
- 8.2.1.12. TEST responsible for all decisions at all levels of the complaints\ appeals -handling process and shall provide the complainant with progress reports and the outcome in timely manner from start of complaints\ appeals till end of the complaints-handling process to the complainant, and this report will be with formal notice through Email during ongoing and in form TEST-QMS-P82-F01 for the final result only.
- 8.2.1.13. Submission, investigation, and decision on complaints\ appeals shall not result in any discriminatory actions against the complainant\ appellant. For this case the total case related to complaint\ appeal is handling by Impartiality & Appeal Committee (IPC) to ensure bias free evaluation of each complaint\appeal.
- 8.2.1.14. Upon receipt of a complaint, the TEST Company confirms whether the complaint relates to its activities for which it is responsible and, if so, shall respond accordingly.
- 8.2.1.15. if the complaint relates to TEST certified\inspected client if so, an internal investigation will take place to determine the effectiveness of the TEST certification\inspection process.
- 8.2.1.16. All information relates to complainant & Subject of complaint during complaint\Appeal process subjected to requirements for confidentiality.
- 8.2.1.17. Decision communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.

### **8.2.1.18. Complaints and Appeals**

- TEST Company has a documented process to receive, evaluate and make a decision on complaints. In the event of a complaint, adverse findings during the service provided, or any other circumstance which raises doubts concerning the TEST Company's competence or compliance with required procedures, the TEST Company ensures that those areas of activity and responsibility involved are promptly investigated.

The complaint must be addressed to TEST Company in writing only by e-mail, letter or fax. Phone complaints addressed to TEST Company must put in writing by the complainant.

Upon receipt of a complaint, the TEST Company confirms whether the complaint relates to inspection activities for which it is responsible and, if so, shall respond accordingly.

The client could appeal within 30 days of the completion of the inspection against the contents of the inspection report or the decisions of the TEST Company, communicating the official reasons for his disagreement. After the receipt of the appeal, TEST Company examines independently the same and officially notify in writing their views.

A record is maintained of all complaints and appeals and of the actions taken by TEST Company

TEST is committed to provide the accreditation center or committee the complaints and appeal data upon their request or through the audit stages taken into consideration the documented information processes, impartiality, confidentiality and security rules.

**Reference → TEST-QMS-P82 Procedure for Customer Feedback, Complaints & Appeals**

### **8.2.2 Determining the requirements related to Services**

TEST develops appropriate requirements to ensure that we satisfy the needs and expectations of our customers or relevant interested parties. TEST ensures that customer requirements are clearly identified and understood before the acceptance of an order. Determining customer requirements shall include the following:

- Scope of work and service delivery time;
- Location / Project Site and is there any access permissions/approvals required;
- Statutory and regulatory requirements related to the project / services;
- Other non-customer specified service requirements;
- Any additional requirements determined by TEST;

#### **Inspection Methods and Procedures**

TEST Company uses the methods and procedures for Lifting Equipment inspection which is defined in the requirements. The requirements are specified in ASME/ANSI/API/BS/SASO/ISO standards and specific client requirements (like Saudi Aramco GI 7.030). TEST Company follows the Saudi Aramco GI 7.030 for Saudi Aramco accredited Elevating/Lifting Equipment Inspections. In the absence of any other stipulation regarding inspection, load testing etc., the relevant ASME/ANSI/API/BS Standards are followed.

Currently, it is ensured that nonstandard methods are not used in TEST Company. If any non-standard method is used, it is fully documented and its appropriateness is ensured at the level of Technical Manager/Operations Manager.

TEST Company informs the client if the inspection method proposed by the client is considered to be inappropriate.

All instructions, inspection procedures and checklists are kept updated through [www.testcos.com/portal](http://www.testcos.com/portal). The relevant documents are provided to the inspectors on a need to know basis as applicable to their area of work.

Inspection records must include any amendments to the work order requested by the client:

- (a) Documented client approval should be obtained for any changes to the work order issued.
- b) Verbally established agreements, requests and changes to the scope of works are considered a form of contract and shall be recorded, included in contract review processes and confirmed in writing with the client. Where appropriate, the relevant dates and the identity of the clients' representative should be recorded.
- (c) For routine or repeat work, contract review may be limited to consideration of resource availability.

All RFI/Contract/PO's received from clients are given an internal work order number for ease of control and retrieval of documents at a later date.

Assigning of all inspection work to inspection personnel is done by the Inspection Coordinator / Area Manager concerned keeping in mind the expertise required for the performance of inspection correctly and efficiently.

Specific requirements indicated by the client seeking inspection services are circulated to the Operations Manager and concerned inspection personnel as per the laid down procedure in clear and unambiguous manner. Observations made or discrepancies noted during the course of execution of the contracts are reviewed and resolved.

Well established and documented procedures exist for review and monitoring of inspection work done by the inspectors. Review of Inspections carried out is done by scrutiny of inspection records on a sampling basis. Monitoring of inspections is done through unannounced field inspections. Instructions are also there for corrective action in case of deficiencies being found.

When TEST Company uses information supplied by another party as part of the inspection process, it verifies the integrity of such information.

Observations and/or data obtained in the course of inspections are recorded in a timely manner to prevent loss of relevant information. All inspection personnel are required to record all observations/data obtained during inspection work on the spot to avoid any loss of relevant information with the passage of time. A handwritten inspection report shall be prepared and submitted to the client at the site upon completion of each inspection.

**Reference → TEST-QMS-P822 Procedure for Enquiries, Orders and Contract Review Annexure-6, List of Equipment and Relevant Technical Standards used for Inspections**

### 8.2.3 Review of requirements related to Services

- 8.2.3.1 TEST shall ensure that it has the ability to meet the requirements for services to be offered to customers. TEST shall conduct a review before committing to supply services to a customer, to include:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) requirements specified by TEST;
- d) statutory and regulatory requirements applicable to services;
- e) contract or order requirements differing from those previously expressed.

TEST shall ensure that contract or order requirements differing from those previously defined are resolved.

All customer requirements are reviewed and approved by the Sales Manager. Customer requirements are confirmed before acceptance by the exchange of contracts, purchase orders via appropriate electronic or hard copy formats.

8.2.3.2 The organization shall retain documented information, as applicable:

- a) on the results of the review;
- b) on any new requirements for services.

## 8.2.4 Changes to Requirements for Services

TEST ensures that all relevant documented information; relating to changes in customer requirements, is authorized and amended where necessary, and that all relevant personnel are made aware of the documented requirement changes.

Order change Requested by the client:

On receipt of an order change request, the Sales Departmental Manager assesses the consequences of the request: the consequences for the price and the necessary time for the execution of the order. He also examines if the technical capacity of TEST Company is sufficient.

When necessary, he re-negotiates the order. Then the Sales Department Manager decides if the order change request can be accepted.

## 8.3 Design and Development of Products and Services

TEST scope of the management system includes the design and development requirements for its certification services.

Reference → TEST-QMS-P83 Procedure for Design Process  
Annexure -1 for Design Process

## 8.4 Control of Externally Provided Processes, Products and Services

### 8.4.1 General

The purchasing process is essential to provide our customers with the services that meet their requirements. TEST ensures that externally provided processes, products and services or commonly known as purchasing process conform to specified requirements.

The type and extent of control applied to our suppliers and the purchased service is dependent upon the effect that the outsourced service may have on our final service. The following considerations are taken in to account by:

- Determination of purchasing control including selection, evaluation, re-evaluation and monitoring of external provider (supplier)
- Type and extent of control of purchasing process
- Defining quality parameters / requirements for purchased materials / services
- Effective communication to external provider or supplier

It is the responsibility of the company approved Purchaser to evaluate and select suppliers based on their ability to supply materials / services in accordance with specified requirements.

Reference → [TEST-QMS-P84 Procedure for outsource processes](#)

### 8.4.1.1 Outsource Inspection activities

TEST Company performs the inspections which it contracts to undertake, and no inspection related work is subcontracted.

### 8.4.2 Type and Extent of Control

All purchased items which may have a potential to affect the customer service requirements, is inspected as per its quality parameters. Purchased items are checked against the purchase order to confirm identity and quantity. In the event that items are rejected on receipt, a non-conformance report is raised and the supplier contacted to arrange replacement or credit. TEST has established and implemented a process of inspection to ensure that purchased items conform to:

- Purchase orders and delivery notes;
- Product and service specifications;
- National / International Standard (if applicable)

Where appropriate, risk control measures and their importance are clearly communicated to the suppliers.

It is the responsibility of the relevant department Manger to do maintain all purchased material inspections report.

### 8.4.3 Information for External Providers

TEST uses purchase orders to describe the service to be purchased.

The company approved purchaser is responsible to create purchase orders using the company system. He also ensures the adequacy of the requirements that are specified by the purchase order prior to release. All Purchase Orders are approved by relevant management.

Each purchase order includes where appropriate:

- Identification of service to be delivered, quantity, delivery date, and cost;
- Requirements for approval or qualification of services, procedures, processes or equipment;

- TEST internal terms and conditions.

## 8.5 Service Provision

### 8.5.1 Control of Service Provision

TEST shall implement service provision under controlled conditions.

Controlled conditions shall include, as applicable:

- a) the availability of documented information that defines:
  - 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
  - 2) the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
- c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) the use of suitable infrastructure and environment for the operation of processes;
- e) the appointment of competent persons, including any required qualification;
- f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g) the implementation of actions to prevent human error;
- h) the implementation of release, delivery and post-delivery activities.
- i) TEST is committed to report the conditions considered to be hazardous to life, safety or health which are not immediately corrected to the client official without delay by The technical team or operation manager or his delegates.

#### Handling inspection items and samples

TEST Company performs inspection at their client facilities and ensures that the equipment to be inspected is physically identified against the inspection request received. Also, it is ensured that all the necessary preparation has been done by the client for the item under inspection.

No sample takes by TEST Company, as part of lifting equipment inspection.

### 8.5.2 Identification and Traceability

Identification and traceability is maintained throughout the processes as below:

- Identification and traceability of all documented information through TEST Portal Download center
- Identification of all employees' qualification, skills, competence and certificates through TEST Portal Skill Matrix.

- Identification and traceability of all tools and monitoring resources through TEST Portal Equipment/Tools Calibration log.
- Identification and traceability of all inquiries through TEST Portal Requests.
- Identification and traceability of all quotations through TEST Portal Quotation Log
- Identification and traceability of all lifting equipment inspection reports and Contractors TEST Portal Stickers Application.
- Identification and traceability of all equipment inspection certificates through TEST Portal Certificates.
- Identification and traceability of all Certification of person through TEST Portal Manage Cards.
- During the inspection for any apparent abnormalities noticed by the inspector where there is any doubt as to the item's suitability for the inspection to be carried out, or where the item does not conform to the description provided to be communicated to the client and validated.

## Inspection Records

All the records required to be generated as a result of inspection service are well identified under the various documented procedures / applicable regulations. Mechanisms are established for records to remain legible, readily identifiable and retrievable.

Inspection Records are maintained in [www.testcosa.com/prtal](http://www.testcosa.com/prtal) with respect to each inspection undertaken as per the documented procedures on the subject which enable evaluation of the inspection during the required retention period as per its contractual obligations. The inspection reports and certificate are internally traceable to the inspector(s) who performed the inspection.

Inspection reports would be amended corrections or additions to an inspection report or inspection certificate after issuing are recorded and marked by revision 1 through the system and traceable.

## Records of applicants, candidates and certified persons

Records of applicants and certified persons are maintained by the Certification Manager. These records include means to confirm the status of a certified person, such as applicant or already certified. The records demonstrate that the certification or re-certification process has been effectively fulfilled, particularly with respect to application forms, assessment reports (which include examination records) and other documents relating to granting, maintaining, recertifying, expanding and reducing the scope, and suspending or withdrawing certification.

All such records are identified, managed, and disposed of in such a way as to ensure the integrity of the process and the confidentiality of the information. The records are kept for a minimum of one full certification cycle, or as required by recognition arrangements, contractual, legal or other obligations. The master list of records is maintained having reference of all such details.

TEST Company has enforceable arrangements to require that the certified person informs the TEST Company, without delay, of matters that can affect the capability of the certified person to continue to fulfill the certification requirements.

Reference → TEST-QMS-P852-F01  
Request for Heavy Equipment Operator Certification Test  
TEST-QMS-P852-F02 Request for Rigger Certification Test

### Public Information

Upon request from the individual or customers, TEST Company verify and provide information, upon request, as to whether an individual holds a current, valid certification and the scope of that certification, except where the law requires such information not to be disclosed.

TEST Company makes public (through the TEST Company's website) information regarding its certification processes for granting, maintaining, extending, renewing, reducing, suspending or withdrawing certification, and about the certification activities, types of personnel certifications provided and geographic areas in which it operates. Information in hard copy format is also supplied on request. Periodically the information made available to the public and clients (through website.) is checked to ensure that it is current, correct and not misleading.

All pre-requisites of the certification scheme are listed and the list is made publicly available without request on TEST Company's website as well as in hard copies. All information made available to the public, are kept up to date and updated periodically to ensure that the information is adequate and not misleading.

TEST Company ensures Information provided, including advertising, is accurate and not misleading and are updated regularly to prevent any mis-understanding

#### 8.5.3 Property belonging to Customers or External Providers

TEST ensures proper care with property belonging to customers or external providers while it is under our control or being used by us.

Customer or External Provider's properties identified by TEST is as below:

- Customer Premises / Project Site where testing / inspections/examination activities being carried out;
- Equipment on which testing / inspections activities being carried out;
- Access permissions / approvals / entry pass received from customers to enter the project sites;

TEST ensures to protect and safeguard customers' or external providers' property. In case of any customer or external provider's violation related to property TEST send an EMAIL to apologies and explain the root cause with investigation report and take corrective action to non-recur that issue again.

#### 8.5.4 Preservation

TEST ensures proper preservation to the extent necessary to ensure conformity to requirements.

- Preservation of all certificates and inspection reports;
- Preservation of all documents and records lay under documented information controls.
- Scanned copies shall be preserved in TEST data server.

### 8.5.5 Post-delivery Activities

TEST provide customer with post delivery services for re-issue missing or lost certificates during the certificate valid dates.

### 8.5.6 Control of Changes

TEST ensures that all relevant documented information; relating to changes in customer requirements, is authorized and amended where necessary, and that all relevant personnel are made aware of the documented requirement changes.

## 8.6 Release of Services

The designated Inspector/Examiner or lead auditor have overall responsibility for planning and implementing the inspection, test activities and certification activities to release the service in the form of approve or reject the inspection and issuance of certificates.

Documented information is retained to indicate the designated inspector/technician/examiner/Lead Auditor authorizing the successful completion of inspection / examination in the form of Inspection Reports, Inspection Certificate and Assessment/Examination Records.

Inspection Certificate / Person assessment Certificate/ Management system certificate does not proceed until all compliance has been satisfactorily completed, and approved by the concerned department manager.

The record of released services is retained as documented information to ensure:

- Evidence of conformity with the acceptance criteria
- Traceability to the person(s) authorizing the release

### **Inspection Reports and Inspection Certificates**

The inspection carried out by TEST Company is covered by a retrievable inspection report and/or inspection certificate. TEST Company issues the following types of inspection reports and certificates with controlled traceable serial numbers.

The inspection report and/or inspection certificate includes all the results of examinations and the determination of conformity made from these results as well as all information needed to understand and interpret them. All this information is reported correctly, accurately, and clearly.

All inspection report and certificate shall have TEST Company's logo, Report/Certificate control number, date of inspection, next inspection due date, equipment details, the result of the inspection, deficiencies (if any), and identification of the inspector who attended the inspection as well as his signature.

Where changes are necessary to an inspection report or inspection certificate after issue, these should be agreed between customer and TEST Company and there will be a revision or a new issue of the Inspection Report, canceling the version no longer in force.

### **Decision on Personal Certification**

During the examination, the sufficient information is gathered during the certification process, which ensures:

- a.) to make a decision on certification, and
- b.) for traceability in the event, of an appeal or a complaint.

TEST Company is not outsourcing the activities related examination etc. Decisions for granting, maintaining, recertifying, extending, reducing, suspending or withdrawing certification of the persons is done by TEST Company and as a policy decision, it is decided that the same will not be outsourced in any circumstances.

TEST Company confines its decision on certification to those matters specifically related to the requirements of the certification scheme. It is ensured that all such decisions are based on the certification scheme and as per the documented policy only.

The decision on certification of a candidate is made solely by the TEST Company on the basis of the information gathered during the certification process. All such decision are on certifications are taken by the Certification Manager based on the review of records and it is ensured that the Certification Manager did not involve or participated examination or training of the candidate, to whom he is going to certify.

TEST Company personnel involved in the certification decisions are having sufficient knowledge and experience with the certification process to determine if the certification requirements have been met. All the personnel involved in decision are having relevant experience and qualification to meet or to reach at the decision on the certification.

TEST Company's Certification is not be granted until all certification requirements are fulfilled and Certification Manager approves the decision on the certification.

TEST Company provides a certificate to all certified persons. The sole ownership of the certificate is TEST Company and has all rights. The certificate is issued as per Form No. TESTAP-INSP-F84 signed or authorized by the Certification Department Manager of TEST Company.

Certificate issued by TEST Company is having following information;

- a.) the name of the certified person;
- b.) a unique identification;
- c.) the name of TEST Company
- d.) a reference to the certification scheme, standard or other relevant documents, including issue date
- e.) the scope of the certification including, validity conditions and limitations;
- f.) the effective date of certification and date of expiry.

Certificate issued by TEST Company is designed to reduce the risks of counterfeiting.

### **Suspending, withdrawing or reducing the scope of certification**

TEST Company has a policy and procedure for suspension, withdrawal or reduction of the scope of certification, and has specified the subsequent actions to be taken. The suspensions may be enforced due to one or more of the following reasons;

- The certified person has persistently or seriously failed to meet the certification requirements.
- The certified person has failed to pay the due fees.
- The certified person has voluntarily requested a suspension
- In order to comply with regulations, including regulations applicable to Saudi Arabia.

Failure to resolve the issues that have resulted in the suspension in the time established by TEST Company shall result in withdrawal (deregistration) or reduction of the scope of certification.

TEST Company have enforceable arrangements with the certified person to ensure that, in the event of suspension of certification, the certified person refrains from further promotion of the certification while it is suspended. The matter is already communicated to the certified person.

TEST Company have enforceable arrangements with the certified person concerning conditions of withdrawal ensuring upon notice of withdrawal of certification that the person discontinues its use of all advertising matter that contains reference to a certified status.

**Reference → TEST-QMS-P86P certificate issue, suspension and withdrawal**

### **Recertification process:**

TEST Company has documented procedure for implementation of the recertification process, in accordance with the certification scheme requirements.

TEST Company ensures during recertification activities that it confirms continued competence of the certified person and on going compliance with current scheme requirements by the certified person.

The recertification period is based upon the scheme requirements. The rationale for the recertification period shall take into account, where relevant, the following:

- a) regulatory requirements;
- b) changes to normative documents;
- c) changes in the relevant scheme requirements;
- d) the nature and maturity of the industry or field in which the certified person is working;
- e) the risks resulting from an incompetent person;
- f) ongoing changes in technology, and requirements for certified persons;
- g) requirements of interested parties;
- h) the frequency and content of surveillance activities, if required by the scheme.

The selected recertification activity is adequate to ensure that there is impartial assessment to confirm the continuing competence of the certified person.

In accordance with the certification scheme, recertification by the TEST Company shall consider at least the following:

- a) On-site assessment;
- b) professional development;
- c) structured interviews;
- d) confirmation of continuing satisfactory work and work experience records;
- e) examination;
- f) checks on physical capability (can require an evaluation by a health professional, or by a professional qualified to evaluate physical skills such as dexterity, strength and endurance, as well as the technical performance skills required for the certification.) in relation to the competence concerned.

**Reference → TEST-QMS-P44 Examination Procedure**

### **Use of certificates, logos and marks**

TEST Company provides a certification card along with the conditions for use and the rights for usage and representation. TEST Company is having sole ownership of the use of the certification card and holds all rights related to it.

TEST Company requires that a certified person signs an agreement for the following reasons:

- a. to comply with the relevant provisions of the certification scheme;
- b. to make claims regarding certification only with respect to the scope for which certification has been granted;
- c. not to use the certification in such a manner as to bring the TEST Company into disrepute, and not to make any statement regarding the certification which the TEST Company considers misleading or unauthorized;
- d. to discontinue the use of all claims to certification that contain any reference to the TEST Company or certification upon suspension or withdrawal of certification, and to return any certificates issued by the TEST Company;
- e. not to use the certificate in a misleading manner.

TEST Company address, by means of corrective measures, any misuse of its certification card.

## **8.7 Control of Nonconforming Output**

TEST ensures that process / services which, does not conform to requirements is identified and controlled to prevent its unintended use or re-occurrence. Deviations in process parameters as per the Standards / Requirements are considered as NC (Non-conformance) during the service provided. The nonconformity is analyzed and the cause(s) are investigated.

Improvement actions are implemented to ensure the non-conformance does not reoccur. Once the non-conforming outputs are corrected, the outputs are then verified for conformity against requirements.

Documented information concerning the nature of any non-conformances, the resolving authority, and the resulting corrective actions is retained. Where necessary, details concerning any authorized concessions are documented as evidence of acceptance.

**Reference → TEST-QMS-P87 Non-conformance Procedure**

## 9.0 PERFORMANCE EVALUATION

### 9.1 Monitoring, Measurement, Analysis and Evaluation

#### 9.1.1 General

TEST applies suitable methods for determining which aspects of the QMS and its processes are to be monitored, measured and evaluated and its frequency.

We are doing the monitoring, measurement, analysis and evaluation of activities as below:

- Quality Objectives and continual improvements;
- Customer Feedbacks and Complaints;
- Personnel qualification and competence;
- QMS process performance and audit results;
- Level of risks and types of control measures and its results;
- Non-conformities and their corrective actions;
- Third party Lifting Equipment inspections.
- Persons Certification process.

All monitoring, measuring and evaluation outputs are documented and analyzed to determine process effectiveness and to ensure their effectiveness in achieving targets, and to identify opportunities for improvement.

It is the responsibility of QMR with the support of Process Owners to conduct the objective monitoring, data analysis and to maintain the documented information.

#### 9.1.2 Customer Satisfaction

TEST ensures to monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled.

Customer satisfaction survey for existing customers is being carried out at least once in a year.

Customer survey data along with other customer feedback, including written or verbal complaints and information collected via the "Customer Feedback Form" are reviewed by the Complaints and Appeals Committee/Operations Manager, who initiates appropriate corrective actions. The level of customer satisfaction is monitored using various sources of customer data:

- Repeat customer orders
- Analysis of customer feedbacks and complaints

## 9.1.3 Analysis and Evaluation

It is the responsibility of QMR with the support of Process Owners to conduct the objective monitoring, data analysis and to maintain the documented information.

CEO/Top Management is analyzing and evaluating the results of objective monitoring and data analysis via Management Review Meeting to determine suitability and effectiveness of QMS processes and to identify opportunities for improvement.

A process is effective if the desired results are measurably achieved. Effectiveness is measured in terms of service quality, process accuracy, delivery performance, cost and budgetary performance, employee function performance against established objectives and level of customer satisfaction / complaints.

In order to identify strengths, weaknesses, threats and opportunities in our QMS processes, we monitor and analysis following points as below:

- Conformity of services, customer and legal & other requirements;
- Level of Customer Satisfaction
- Customer Complaints;
- Performance of suppliers and external providers;
- The performance and effectiveness of QMS processes;
- Effective implementation of QMS planning;
- Effectiveness of actions taken to address risks and opportunities;
- Improvement opportunities identified during internal audits and management reviews;

If the output of analysis and evaluation is under the control limit and not found satisfactory, Top Management can ask QMR to generate a non-conformance report .

## 9.2 Internal Audit

Internal Quality Audits help us to assess the effectiveness of our QMS and processes. TEST ensures to conduct Internal Quality Audits at least once in a year to provide information on whether the Quality Management System conforms to:

- Organization's own requirements for its QMS;
- Requirements of established procedures;
- Requirements of ISO 9001:2015 Standard;

Internal Quality Audits are conducted at planned intervals to determine whether the QMS and its processes are conforming to TEST's planned arrangements and to the requirements of ISO 9001:2015 Standard.

Execution of Internal Audit shall include:

- Plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the Organization, and the results of previous audits;
- Define the audit criteria and scope for each audit;

- Select auditors and conduct a cross-department audits to ensure objectivity and the impartiality of the audit process;
- Ensure that the results of the audits are reported to relevant management;
- Take appropriate correction and corrective actions without undue delay;
- Retain documented information as evidence of the implementation of the audit programme and the audit results.

It is the responsibility of QMR to maintain the results of each Internal Quality Audits as documented information.

Reference → [TEST-QMS-P92 Procedure for Internal Quality Audit](#)

## 9.3 Management Review

### 9.3.1 General

Top Management ensures to review the Organization's Quality Management System, at least once in a year, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the company.

### 9.3.2 Management Review Inputs

QMR along with process owners is preparing and updating the management review inputs / agenda points and circulating it to all concerns at least one week before the review meeting.

The Management Review Inputs may include:

- The status of actions from previous management reviews, IPC and pending actions, if any;
- TEST Management System Policies;
- Internal and external issues relevant to the QMS;
- Interested parties and fulfillment of their needs and expectations includes the organizational knowledge;
- The effectiveness of actions taken to address risks and opportunities; this including risk of impartiality, confidentiality and security.
- Internal Audit results;
- Customer satisfaction and feedback from relevant interested parties;
- Customer complaints, appeals and its corrective actions;
- The extent to which quality objectives have been met;
- Process performance and conformity of services;
- Nonconformities and corrective actions;
- Monitoring and measurement results;
- The performance of suppliers / external providers;
- Adequacy of resources;

- Opportunities for improvement.

### 9.3.3 Management Review Outputs

The primary outputs of Management Review Meetings are management actions that are taken to make changes or improvements to our QMS. During review meeting, Top Management will identify appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of QMS and its processes;
- Improvement in services related to customer requirements;
- Opportunities and risks;
- Any need for changes to the QMS;
- Resource needs.

Responsibilities for required actions are assigned to members of the management review team.

Any decisions made during the meeting, responsibilities, assigned actions and their due dates are recorded in the Minutes of Management Review Meeting.

It is the responsibility of QMR to maintain the management review outputs as documented information.

**Reference → TEST-QMS-P93 Procedure for Management Review**

## 10. IMPROVEMENT

### 10.1 General

In order to determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of customers and relevant interested parties, or to enhance customer satisfaction, TEST drives improvement through data analysis. The data inputs for the improvement process include:

- Risk and opportunity evaluation;
- Assessment of the changing needs and expectations of interested parties;
- Service conformity;
- Level of Customer Satisfaction
- Customer Complaints;
- Performance of suppliers and external providers;
- The performance and effectiveness of QMS processes;
- Internal and external audit results;
- Corrective action and non-conformance rates;

### 10.2 Nonconformity and Corrective Action

Evidence of non-conformance, customer dissatisfaction or complaint, process / service failure is used to drive our continual improvement system. Since problems may already exist, they will require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of its recurrence.

Each division is maintaining their own Non-conformance Report and whoever is receiving a non-conformance is reporting to the concern Department Manager.

Concern Department Manager is evaluating the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:

- Reviewing and analyzing the nonconformity;
- Determining the causes of the nonconformity;
- Determining if similar nonconformities exist, or could potentially occur.
- Implement any action needed;
- Review the effectiveness of any corrective action taken;
- Update risks and opportunities determined during planning, if necessary;
- Make changes to the quality management system, if necessary.

Concern Department Manager is responsible to maintain the Non-conformance Reports associated with their Department as documented information.

QMR is responsible to maintain the Non-conformance Reports related to Internal Quality Audits as documented information.

**Reference → TEST-QMS-P10: Procedure for Corrective Actions and Preventive Actions**

### 10.3 Continual Improvement

TEST ensures continually improve the suitability, adequacy and effectiveness of the Quality Management System through the effective application of the policies / procedures, objectives, auditing and data analysis, corrective & preventive actions and management reviews.

TEST is monitoring and evaluating our continual improvements through:

- Established quality objectives and its monitoring;
- Data analysis;
- Non-conformity and corrective action rates;
- Status of risk and opportunity analysis;

QMR along with process owners is responsible to present the data analysis and continual improvement of their department in management review meeting.

#### **Management system requirements for ISO 17020: 2012 :**

In order to comply with section 8 of ISO 17020, the TEST Company has selected option B to cover the management system requirements.

TEST Company has been established and maintains the integrated quality management system in accordance with the requirements of ISO 9001, ISO 17020, ISO 17021 and ISO 17024, and that is capable of supporting and demonstrating the consistent fulfils the ISO 17020 management system requirement clauses from 8.2 to 8.8.

TEST Company's Quality Management System (ISO 9001:2015) has been audited and certified through an independent certification body.

### **Management system requirements for ISO 17024: 2012**

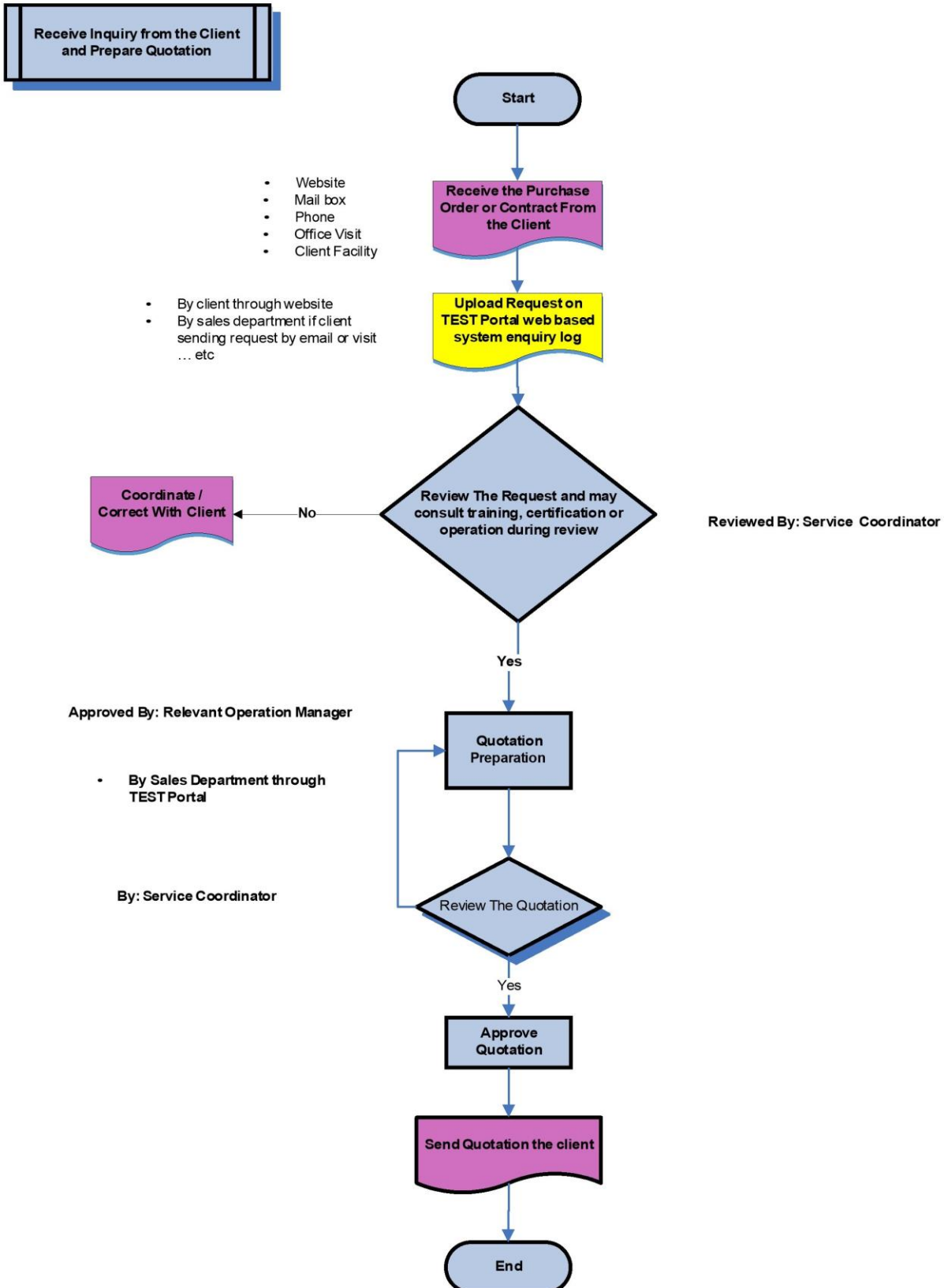
In order to comply with section 10 of ISO 17024, the TEST Company has selected option B to cover the management system requirements.

TEST Company has been established and maintains the integrated quality management system which supports and demonstrates the consistent achievement of management system requirement clauses from 10.2.1 to 10.2.8 of international Standard 17024: 2012.

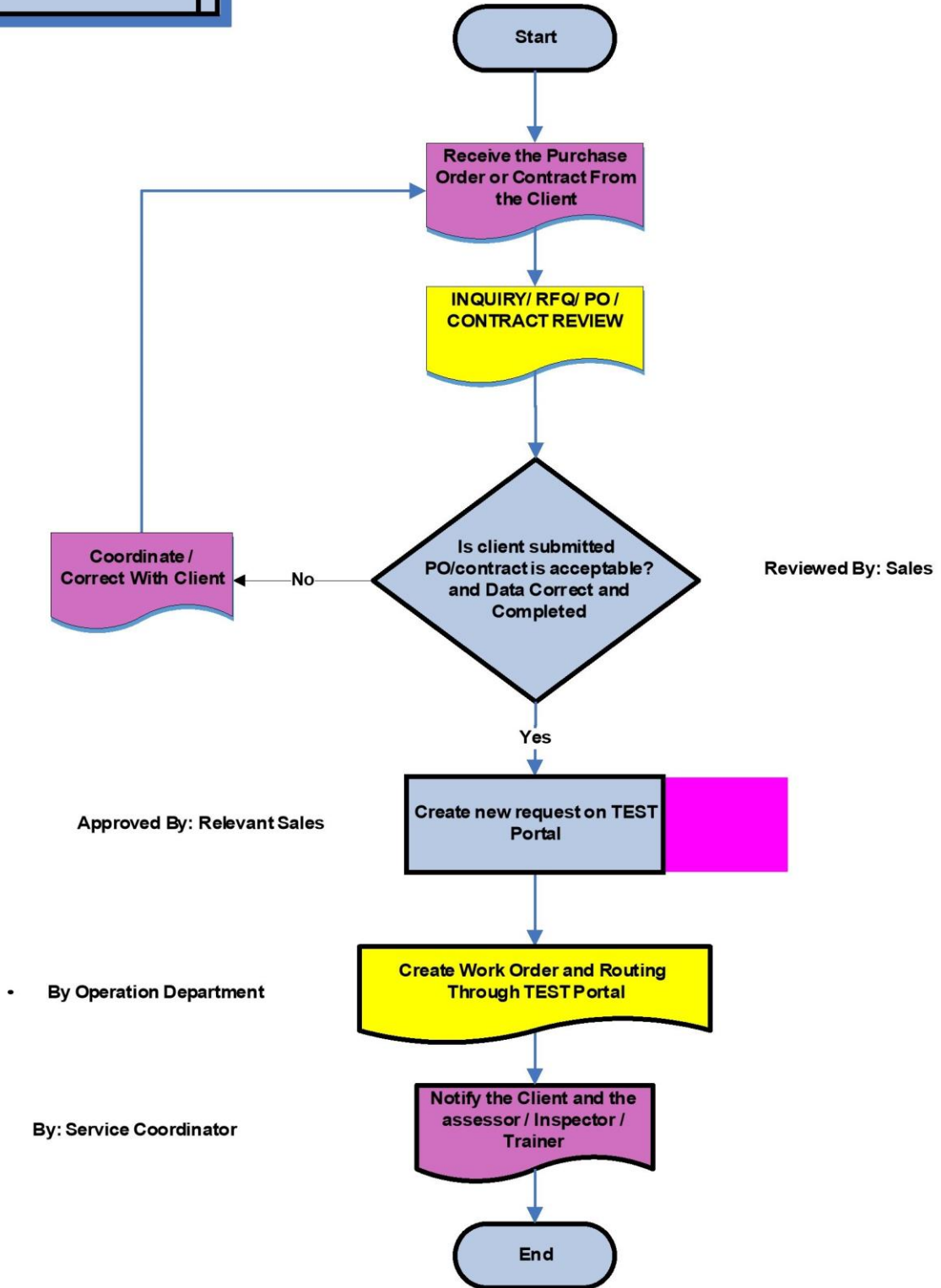
### Annexure 0 List of Procedures

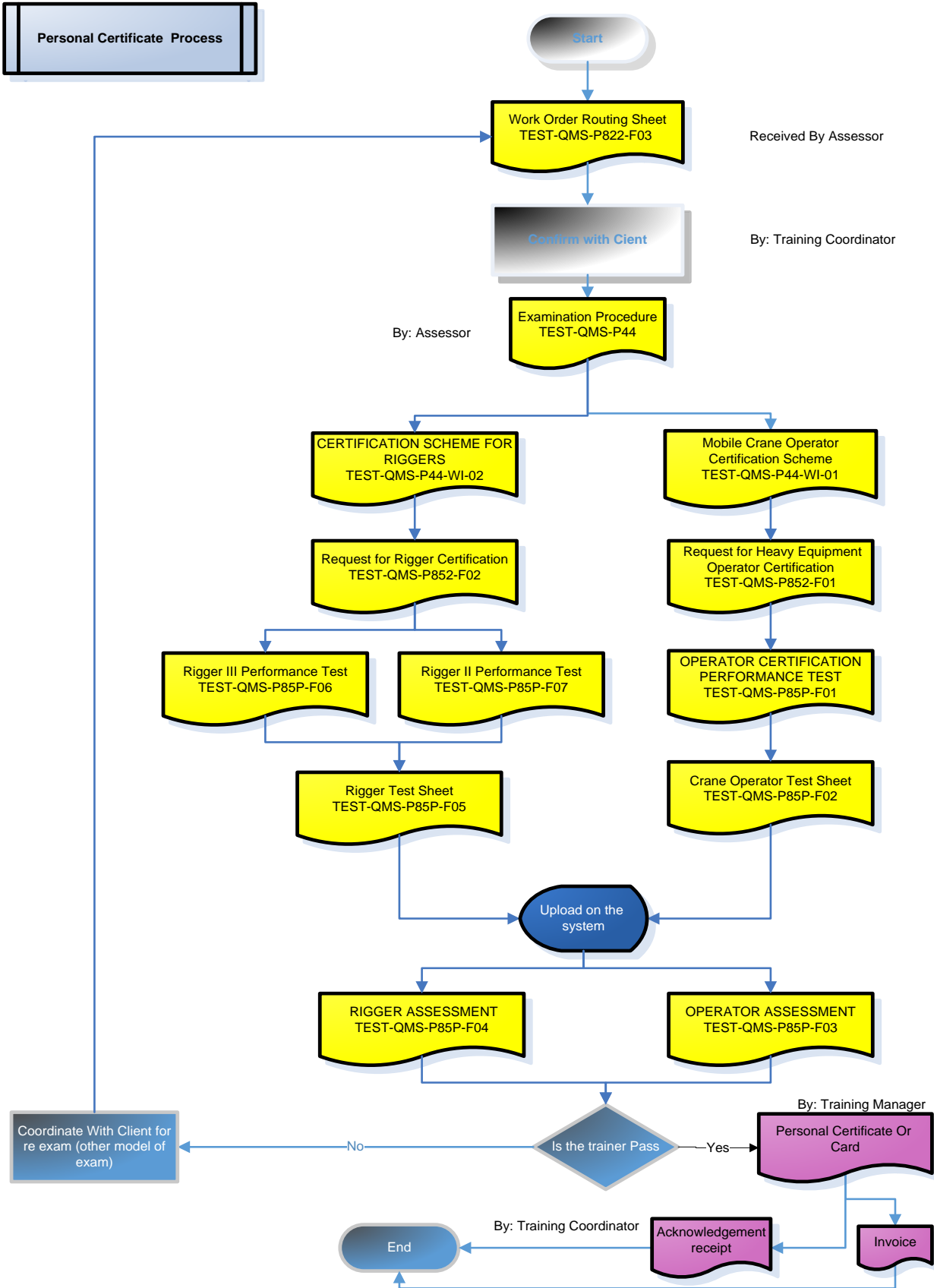
Ser.	Procedure No.	Procedure Name	ISO 17020	ISO 17021	ISO 17024
1	TEST-QMS-P10	Corrective Action Procedure	X	X	X
2	TEST-QMS-P61	Actions to Address Risks and Opportunities	X	X	X
3	TEST-QMS-P62	Quality Planning	X	X	X
4	TEST-QMS-P715	Control and Calibration Procedure	X	X	X
5	TEST-QMS-P72	Human Resource Procedure	X	X	X
6	TEST-QMS-P731	Preventive Maintenance Procedure	X	X	X
7	TEST-QMS-P75	Documented information Procedure	X	X	X
8	TEST-QMS-P82	Client feedback, complaints and appeals Procedure	X	X	X
9	TEST-QMS-P822	Enquiries Procedure	X	X	X
10	TEST-QMS-P84	Outsourcing Procedure	X	X	X
11	TEST-QMS-P87	Control of Nonconformity	X	X	X
12	TEST-QMS-P92	Internal Audit Procedure	X	X	X
13	TEST-QMS-P93	Management Review Procedure	X	X	X
14	TEST-QMS-F08C	Certification Audit procedure		X	
15	TEST-QMS-P85I-XXX	Technical Procedures	X		

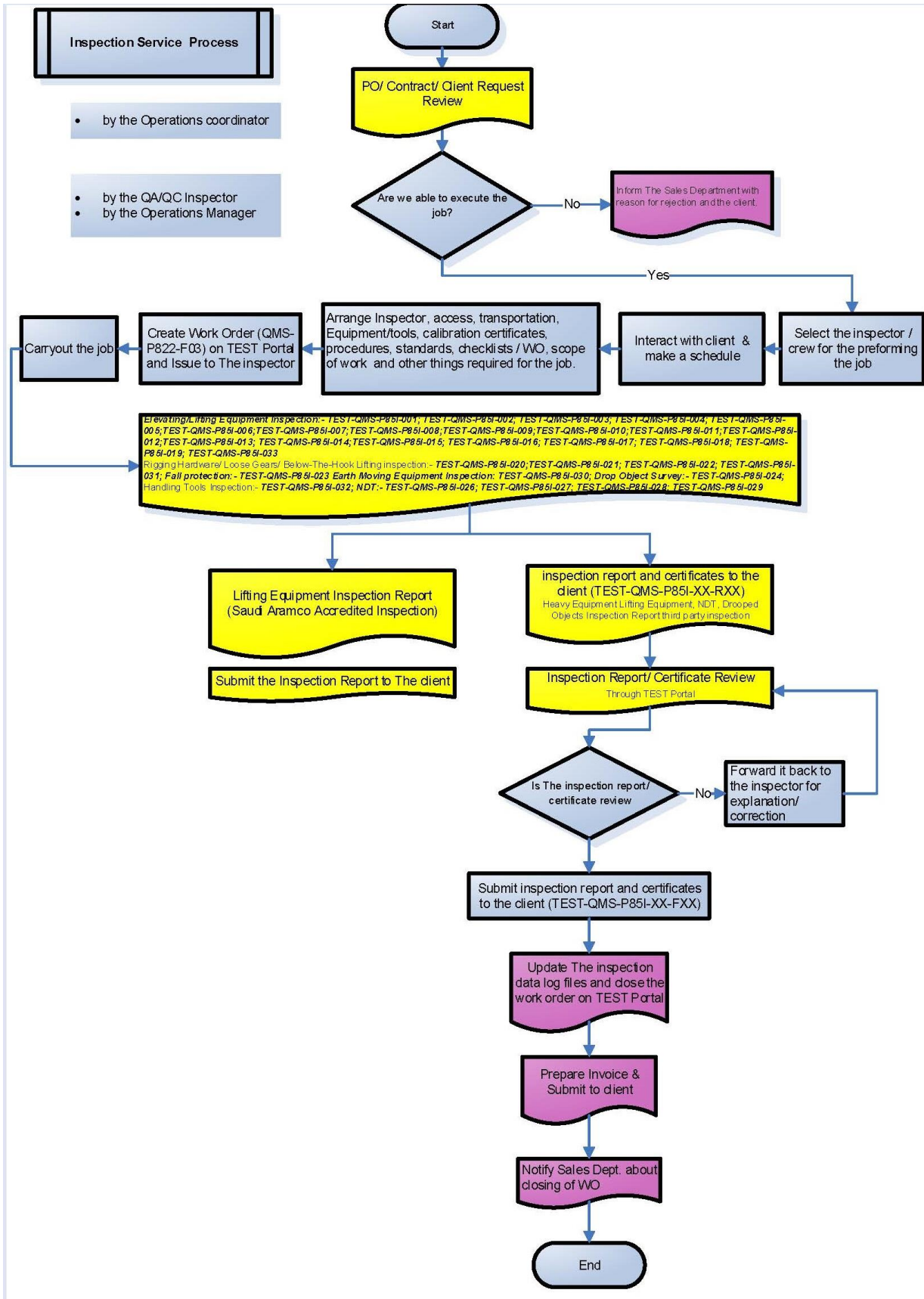
## Annexure 1 Sequence & Interaction of Processes



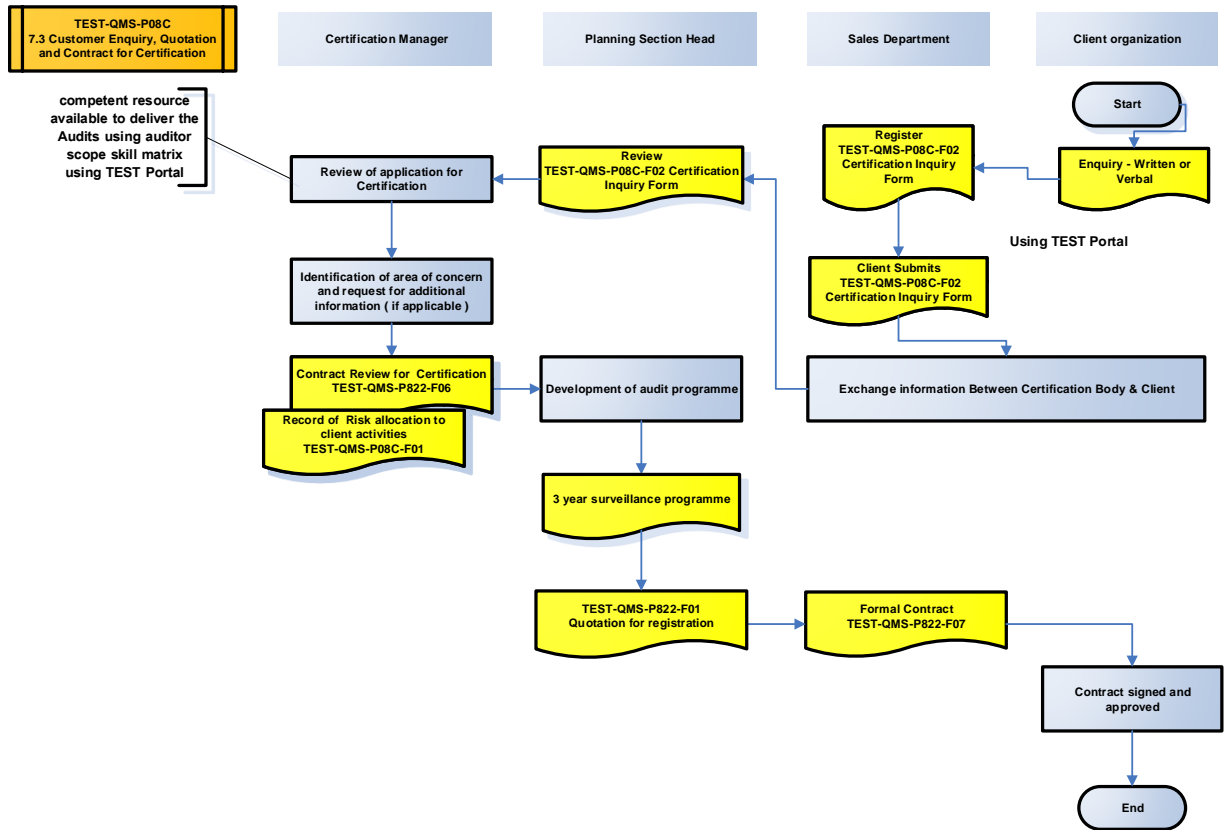
Receive the Order From the Client



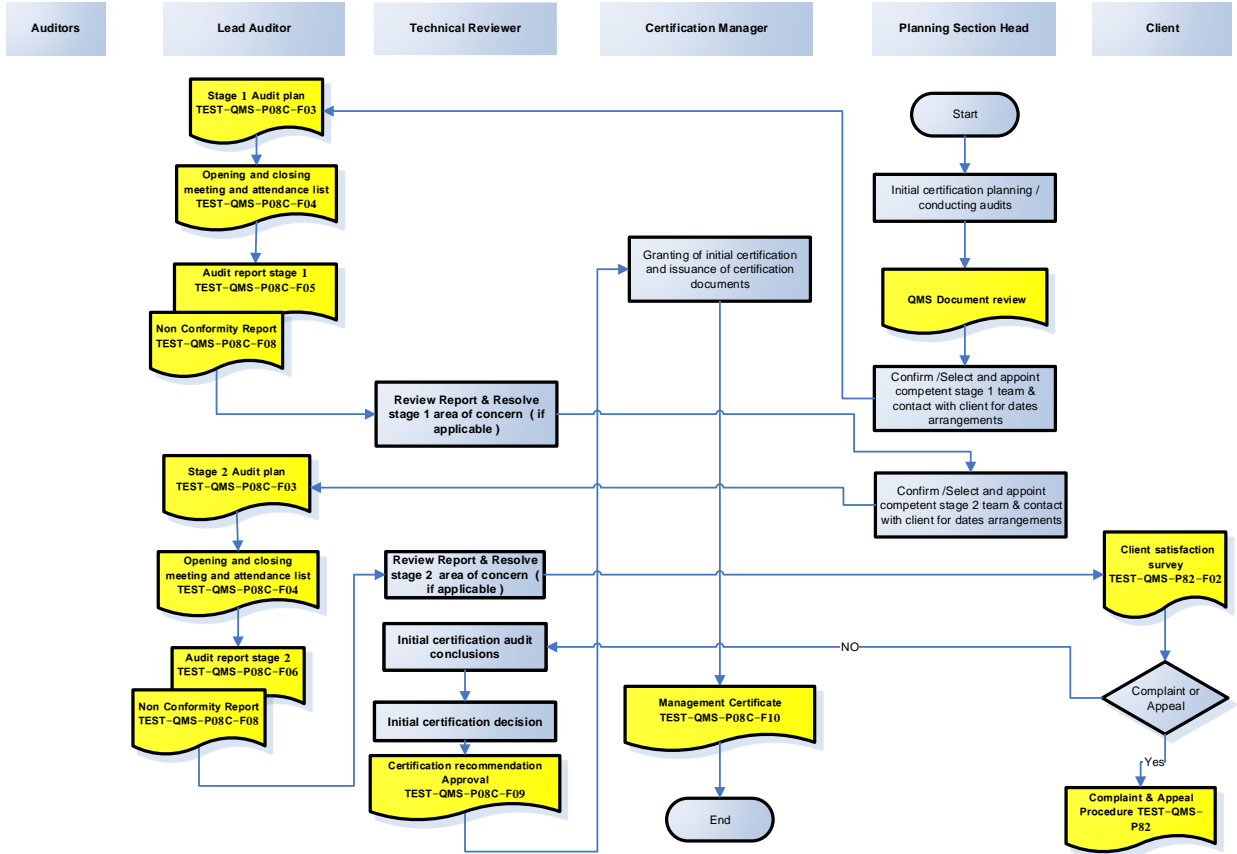




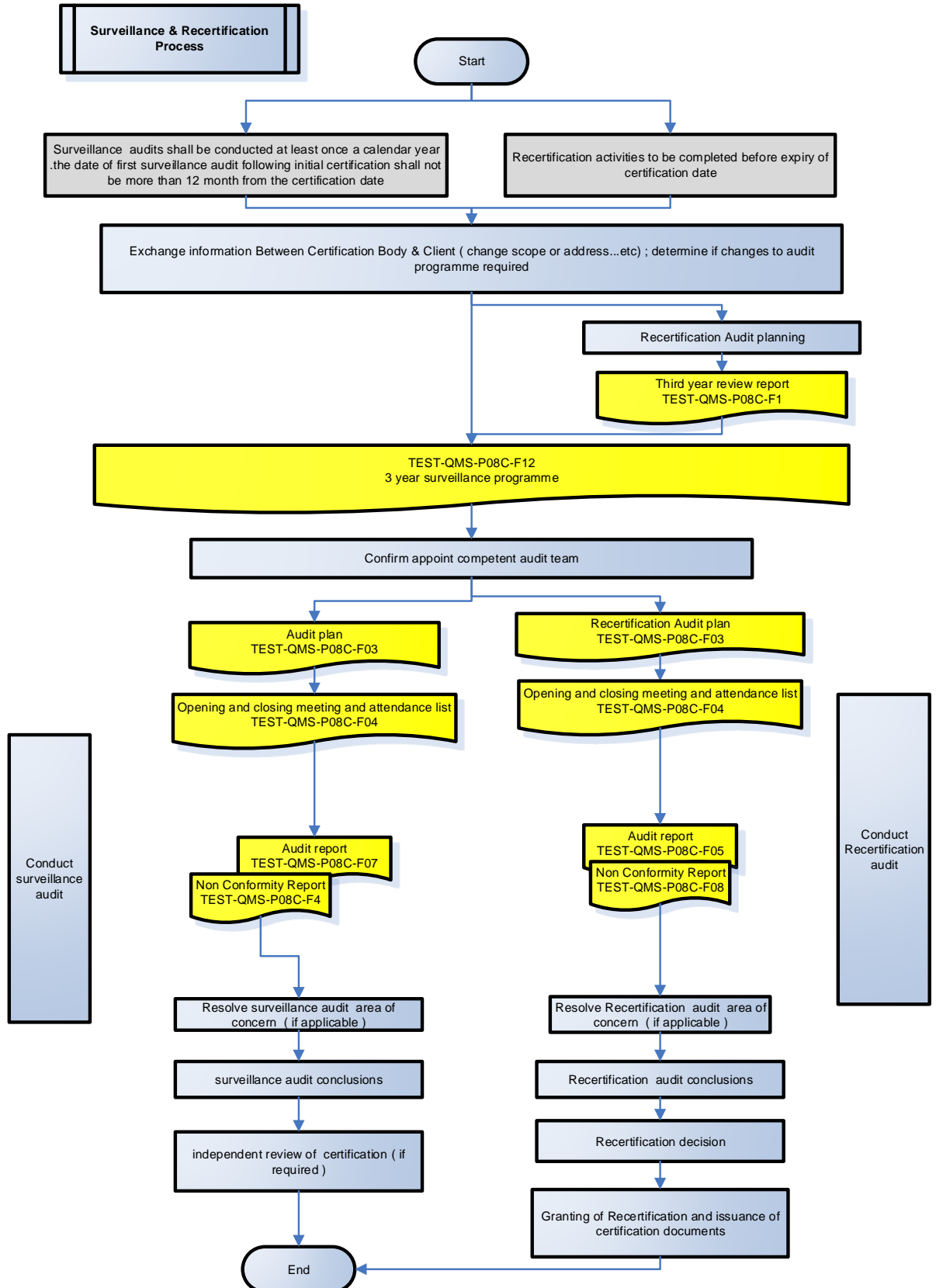
## Management Certification Procedure



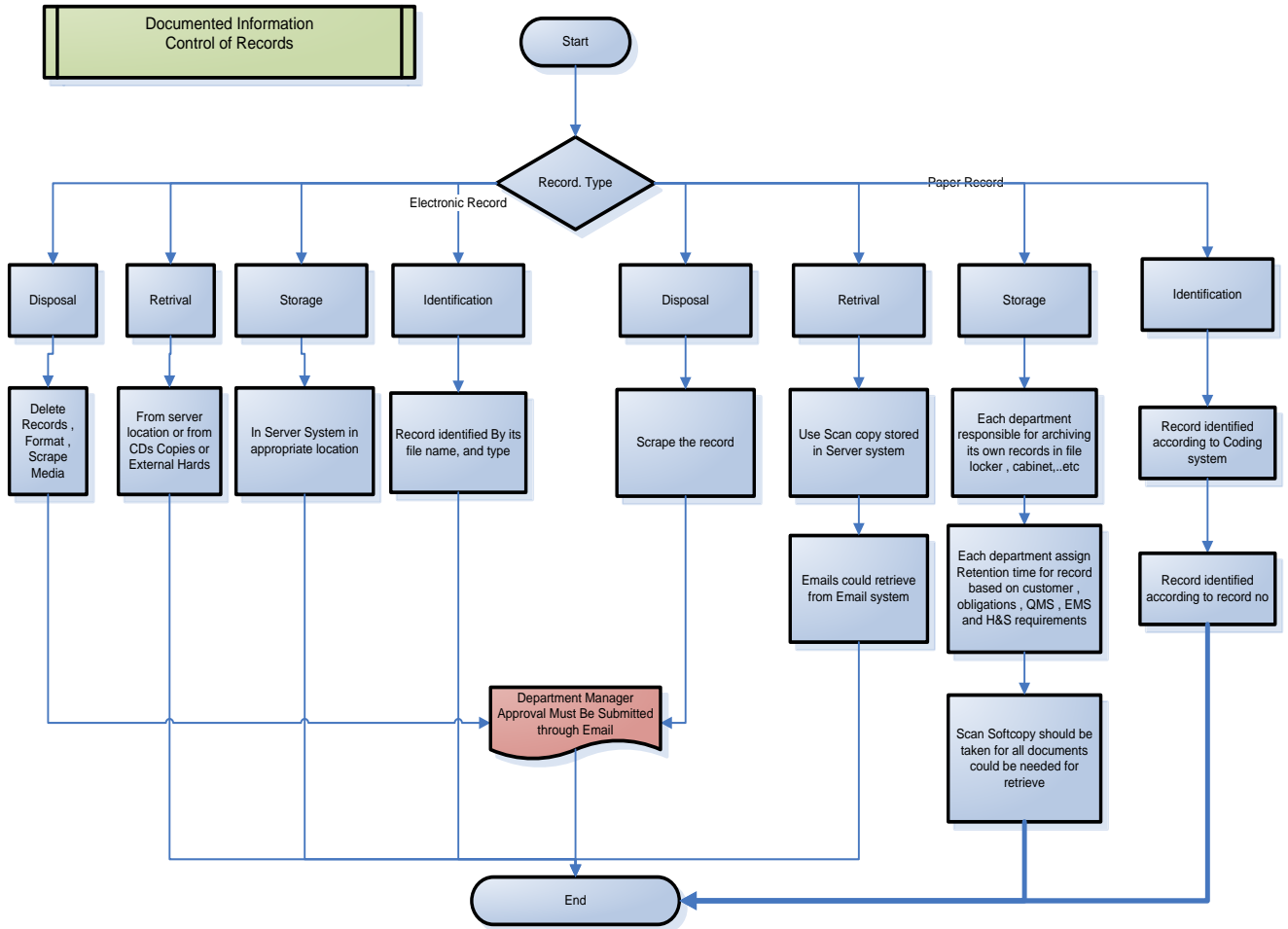
## Management Certification Procedure



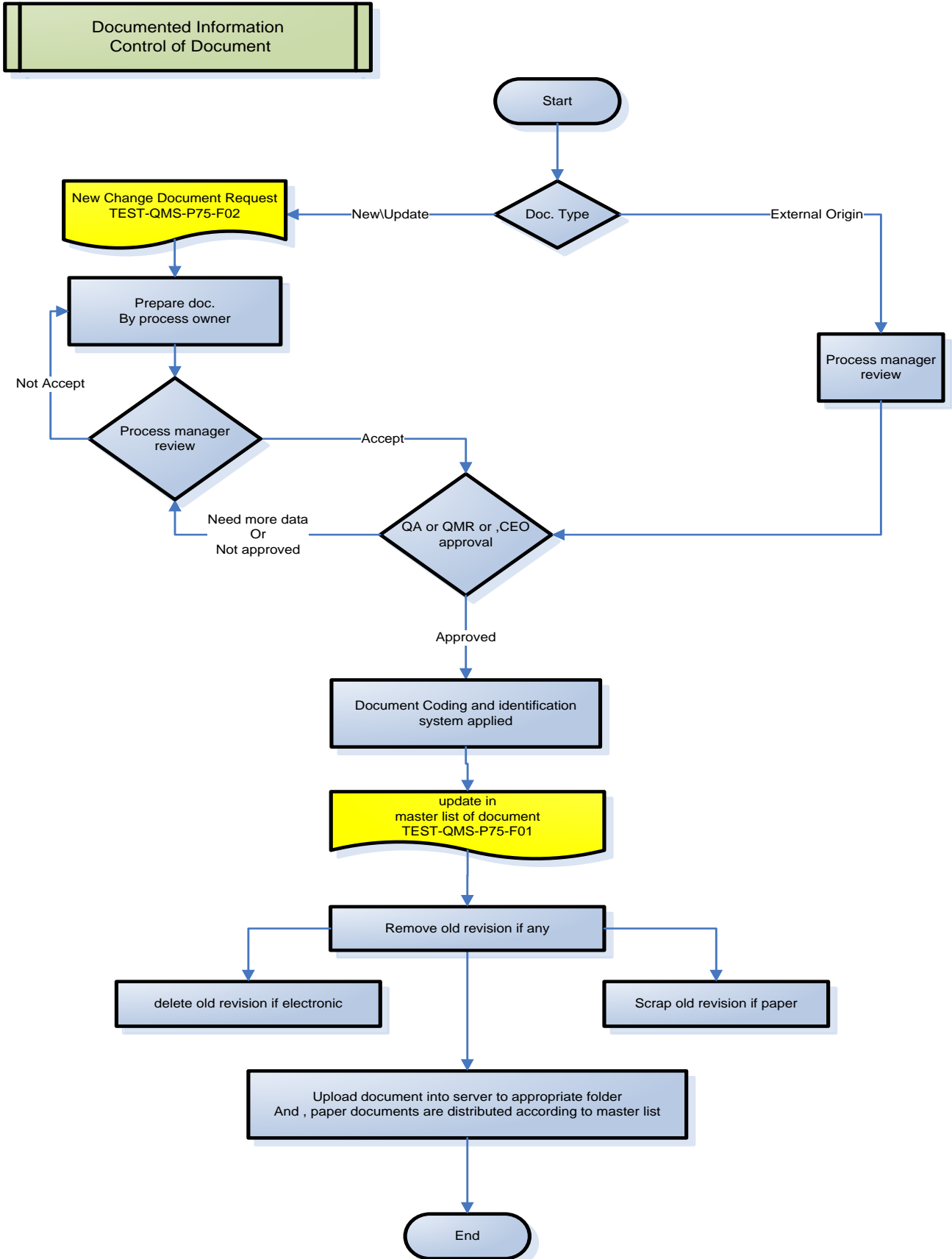
## Management Certification Procedure



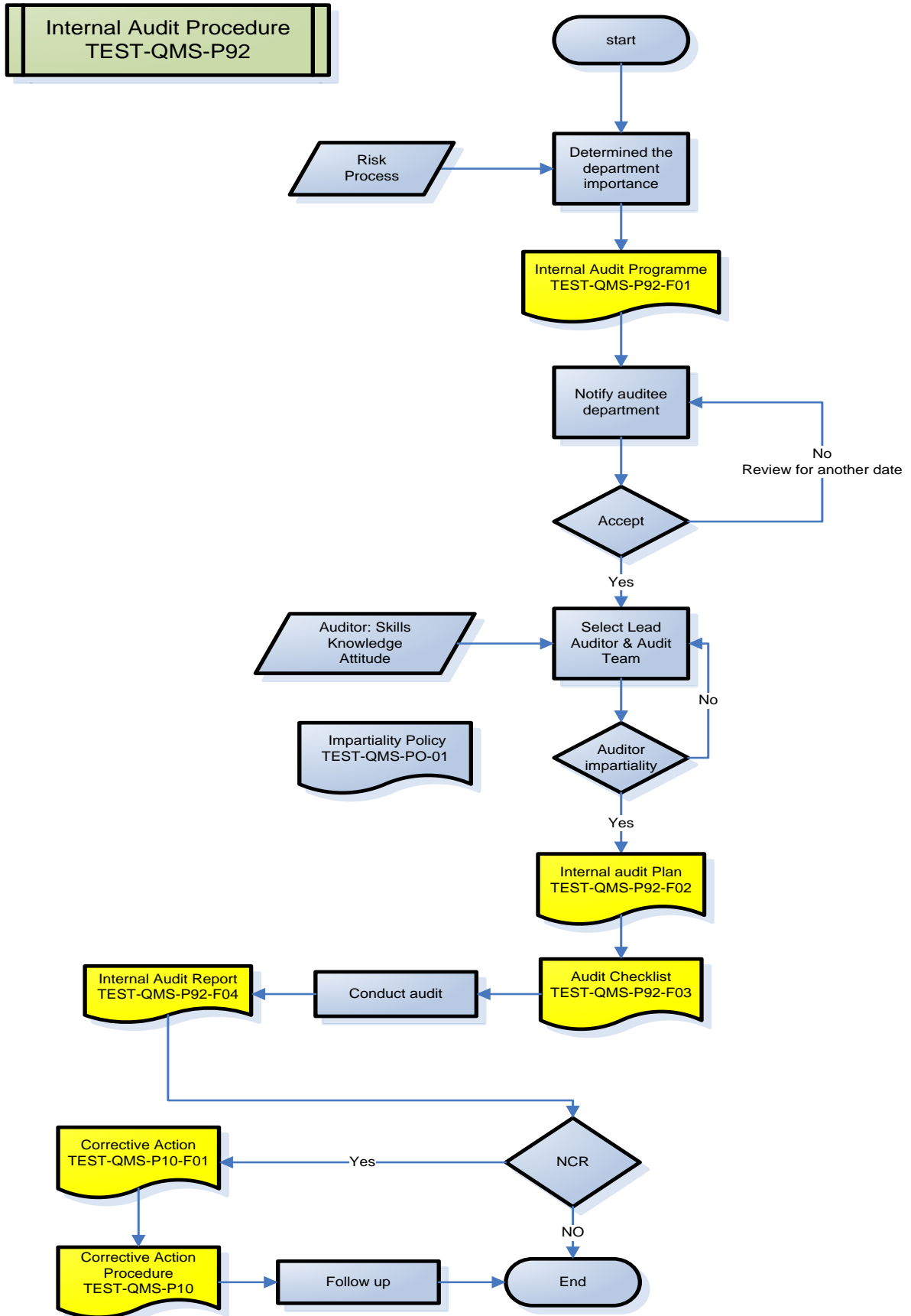
## Documented Information Procedure



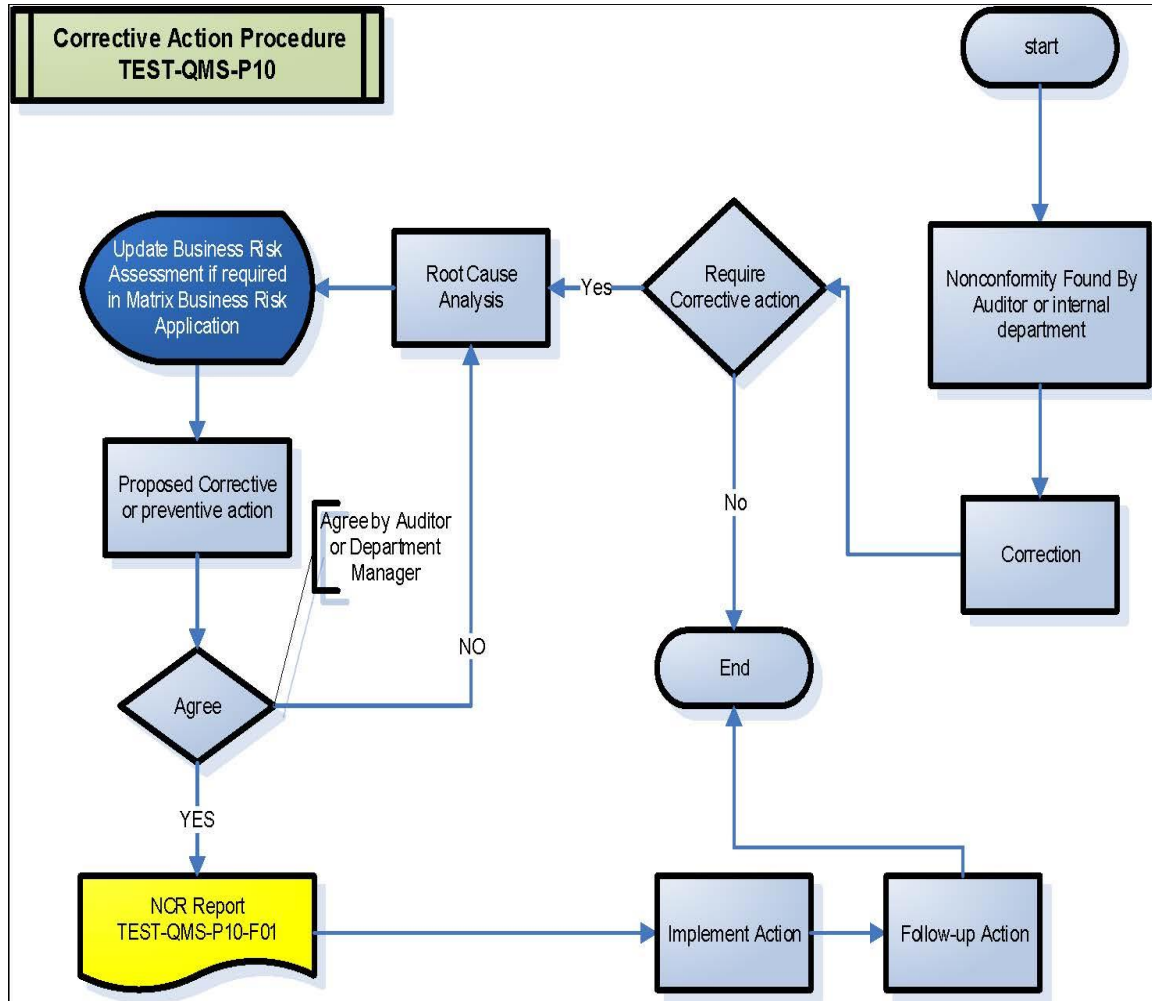
## Documented Information Procedure



## Internal Audit Procedure

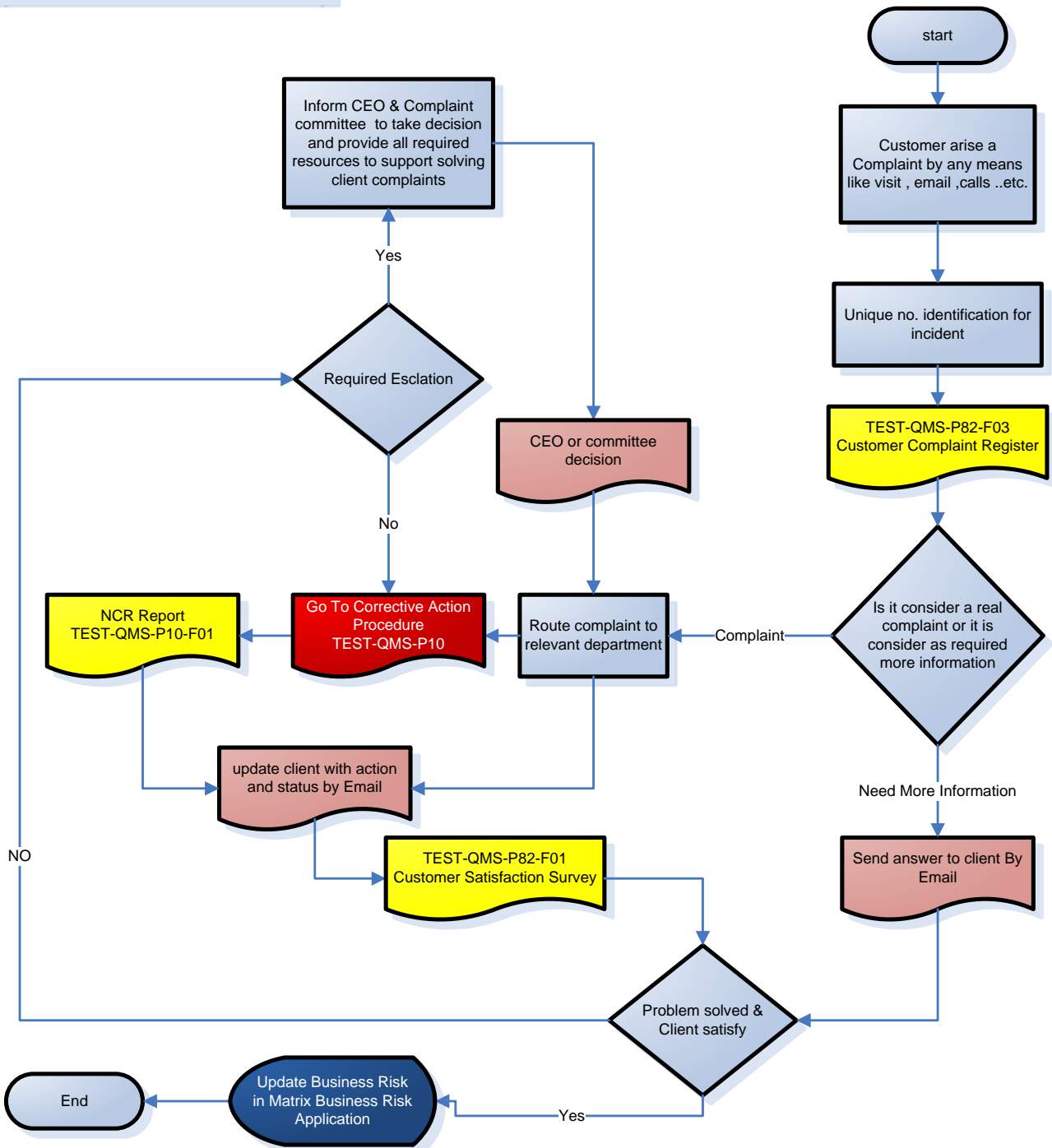


**Corrective Action Procedure**

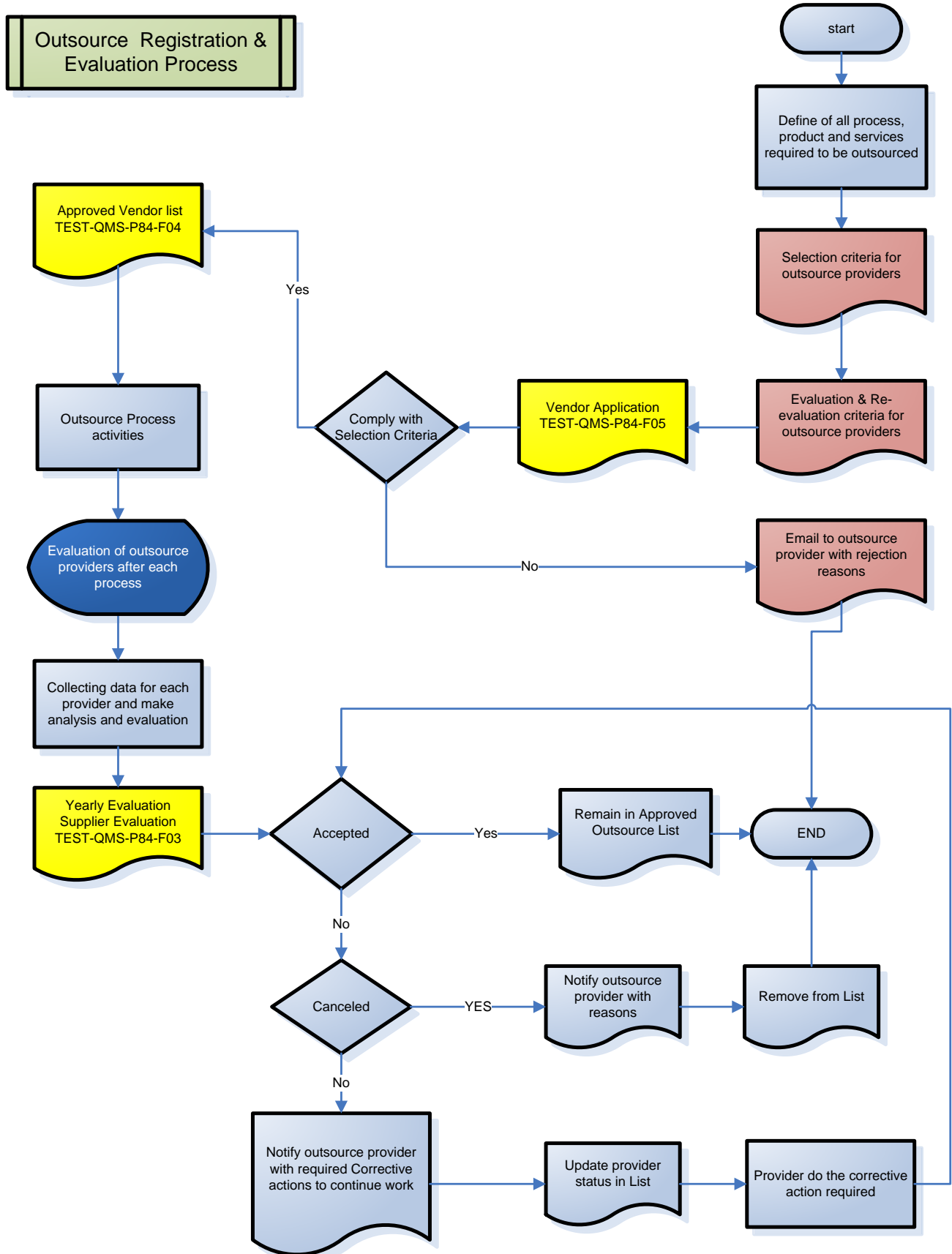


**Compliant & Appeal Procedure**

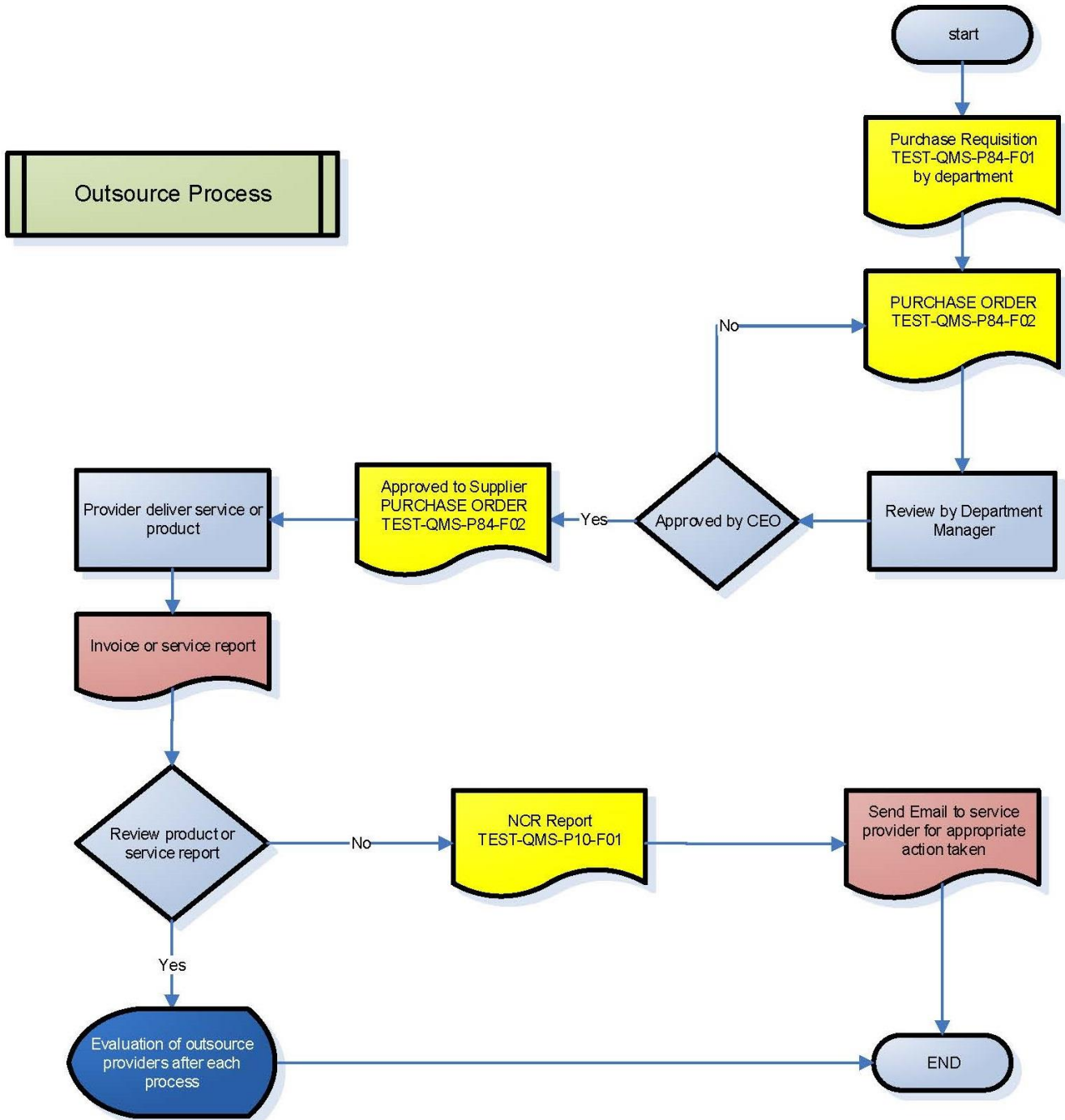
**Complaint & Appeal Procedure  
TEST-QMS-P82**

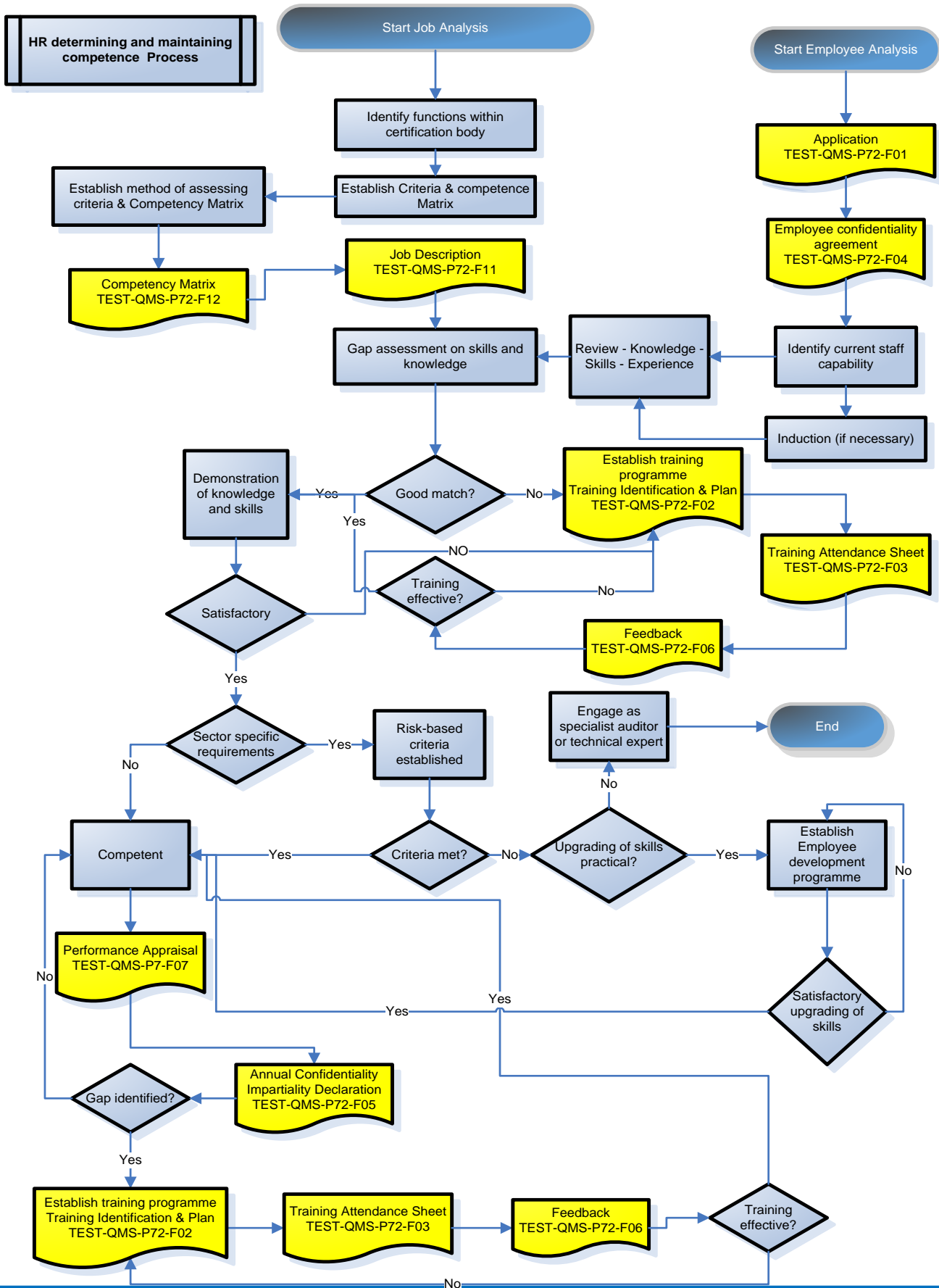


**Outsource Procedure**



**Outsource Procedure**





## Annexure 2 Quality Policy

Testing Equipment Specialist Team ( TEST ) is an independent inspection, testing and certification organization providing services across Oil & Gas, Marine, Petrochemical and Industrial sectors. We provide these services to local and international customers in SAUDI ARABIA and in the neighboring Gulf Region.

We are committed To :

1. Operate in accordance with the requirements of ISO 9001, ISO 17020 , ISO 17021 and ISO 17024 quality standards and aims to satisfy the needs and expectations of our customers and to comply with all applicable legal and other requirements including contractual obligations.
2. Continual improve our management systems and update our knowledge to enhance our service quality and Respond quickly and wisely to rapid changes in the business environment and changing customer needs.
3. Our strategic objectives to be first inspection body in our scope of work in Saudi Arabia and expand our Services in Gulf Area.
4. Take responsibility for all decisions at all levels of the handling process for inspection and certification, and decision for process of complaints and appeals to meet customer satisfaction.

We operate at all times our Code of Integrity and Professional Conduct.



Othman Al Zahrani

CEO

## Impartiality & Confidentiality Policy



### Impartiality & Confidentiality Policy

TEST-QMS-PO-02

Testing Equipment Specialist Team ( TEST ) is an independent inspection, testing and certification organization providing services across Oil & Gas, Marine, Petrochemical and Industrial sectors. We provide these services to local and international customers in SAUDI ARABIA and in the neighboring Gulf Region.

We are committed To :

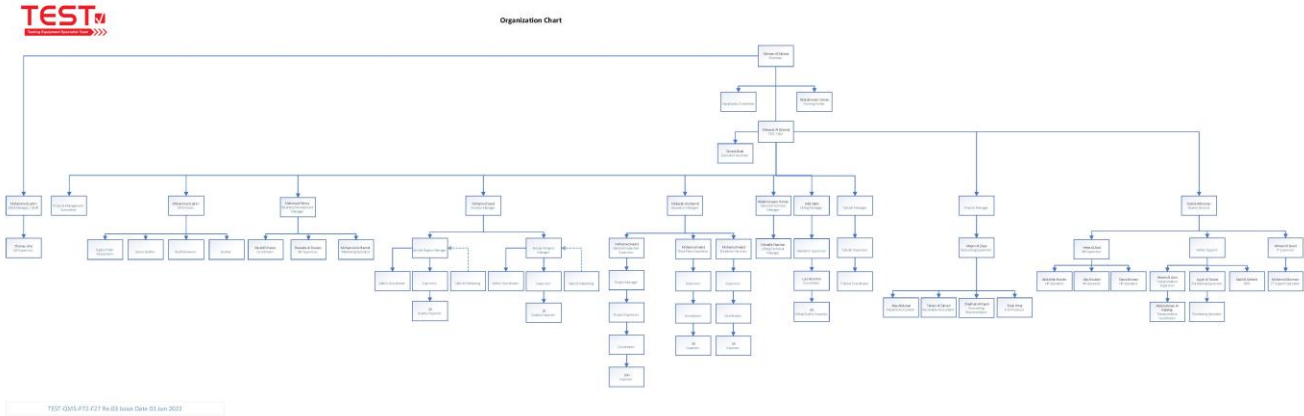
1. Financial considerations or any other pressures does not influence to our inspection, testing and certification process and impartiality.
2. Our top management is committed to ensure that adequate resources are available to maintain our Quality Management System and achieve our Quality Objectives.
3. Establish and implement an impartiality committee that is independent and impartial with high authority to monitor our operations.
4. Deal with all client information data gathered during activities or by any subcontractors as confidential information and will not be published or released to any competitors, authorities or media without client permissions.
5. Legally committed with clients and with TETS employees and suppliers with a signed confidentiality agreement.

We operate at all times our Code of Integrity and Professional Conduct.

Othman Al Zahrani

CEO

## Annexure 3 Organization Chart



Defined in TEST-QMS-P72 Human Resource Procedure and TEST-QMS-P72-F11 Job Description Form.

## Required knowledge and skills for Management Certification Process

### A.1 General

[Table A.1](#) specifies the knowledge and skills that a certification body shall define for specific certification functions. “X” indicates that the certification body shall define the criteria and depth of knowledge and skills. The knowledge and skill requirements specified in [Table A.1](#) are explained in more detail in the text following the table and are referenced by the number in parenthesis.

**Table A.1 — Table of knowledge and skills**

Knowledge and skills	Certification functions		
	Conducting the application review to determine audit team competence required, to select the audit team members, and to determine the audit time	Reviewing audit reports and making certification decisions	Auditing and leading the audit team
Knowledge of business management practices			X (see <a href="#">A.2.1</a> )
Knowledge of audit principles, practices and techniques		X (see <a href="#">A.3.1</a> )	X (see <a href="#">A.2.2</a> )
Knowledge of specific management system standards/normative documents	X (see <a href="#">A.4.1</a> )	X (see <a href="#">A.3.2</a> )	X (see <a href="#">A.2.3</a> )
Knowledge of certification body’s processes	X (see <a href="#">A.4.2</a> )	X (see <a href="#">A.3.3</a> )	X (see <a href="#">A.2.4</a> )
Knowledge of client’s business sector	X (see <a href="#">A.4.3</a> )	X(see <a href="#">A.3.4</a> )	X (see <a href="#">A.2.5</a> )
Knowledge of client products, processes and organization	X (see <a href="#">A.4.4</a> )		X (see <a href="#">A.2.6</a> )
Language skills appropriate to all levels within the client organization			X (see <a href="#">A.2.7</a> )
Note-taking and report-writing skills			X (see <a href="#">A.2.8</a> )
Presentation skills			X (see <a href="#">A.2.9</a> )
Interviewing skills			X (see <a href="#">A.2.10</a> )
Audit-management skills			X (see <a href="#">A.2.11</a> )

NOTE Risk and complexity are other considerations when deciding the level of expertise needed for any of these functions.

## **A.2 Competence requirements for management systems auditors**

### **A.2.1 Knowledge of business management practices**

Knowledge of general organization types, size, governance, structure and work place practices, information and data systems, documentation systems, and information technology

### **A.2.2 Knowledge of audit principles, practices and techniques**

Knowledge of generic management systems audit principles, practices and techniques, as specified in this standard sufficient to conduct certification audits and to evaluate internal audit processes.

### **A.2.3 Knowledge of specific management system standards/normative documents**

Knowledge of the management system standard or other normative documents being specified for certification sufficient to determine if it has been effectively implemented and conforms to requirements.

### **A.2.4 Knowledge of certification body's processes**

Knowledge of a certification body's processes sufficient to perform in accordance with the certification body's procedures and processes.

### **A.2.5 Knowledge of client's business sector**

Knowledge of the terminology, practices and processes common to a client's business sector sufficient to understand the sector's expectations in the context of the management system standard or other normative document.

NOTE A business sector is understood to be economic activities (e.g. aerospace, chemical, financial services).

### **A.2.6 Knowledge of client products, processes and organization**

Knowledge related to the types of products or processes of a client sufficient to understand how such an organization can operate, and how the organization can apply the requirements of the management system standard or other relevant normative document.

### **A.2.7 Language skills appropriate to all levels within the client organization**

Capable of communicating effectively to persons at any level of an organization using appropriate terms, expressions and speech.

### **A.2.8 Note-taking and report-writing skills**

Capable of reading and writing with sufficient speed, accuracy and comprehension to record, take notes, and effectively communicate audit findings and conclusions

### **A.2.9 Presentation skills**

Capable of presenting audit findings and conclusions to be easily understood. For the team leader, presenting in a public forum (e.g. closing meeting) audit findings, conclusions, and recommendations appropriate to the audience.

### **A.2.10 Interviewing skills**

Capable of interviewing to obtain relevant information by asking open-ended, well formulated questions and listening to understand and evaluate the answers.

### **A.2.11 Audit-management skills**

Capable of conducting and managing an audit to achieve the audit objectives within the agreed timeframe. For the team leader, capable of facilitating meetings for the effective exchange of information and capable of making assignments or re-assignments where necessary.

## **A.3 Competence requirements for personnel reviewing audit reports and making certification decisions**

The functions of these personnel may be fulfilled by one or more persons.

### **A.3.1 Knowledge of audit principles, practices and techniques**

Knowledge of generic management systems audit principles, practices and techniques, as specified in this standard sufficient to understand a certification audit report.

### **A.3.2 Knowledge of specific management system standards/normative documents**

Knowledge of the management system standard or other normative documents being specified for certification sufficient to make a decision on the basis of a certification audit report.

### **A.3.3 Knowledge of certification body's processes**

Knowledge of a certification body's processes sufficient to determine if expectations of the certification body have been fulfilled on the basis of the information submitted for review.

### **A.3.4 Knowledge of client's business sector**

Knowledge of the terminology, practices and processes common to a client's business sector sufficient to understand an audit report in the context of the management system standard or other normative document.

## **A.4 Competence requirements for personnel conducting the application review to determine audit team competence required, to select the audit team members, and to determine the audit time**

The functions of these personnel may be fulfilled by one or more persons.

### **A.4.1 Knowledge of specific management system standards/normative documents**

Knowledge of what management system standard or other normative documents is being specified for certification.

### **A.4.2 Knowledge of certification body's processes**

Knowledge of a certification body's processes sufficient to assign competent audit team members and accurately determine audit time.

### **A.4.3 Knowledge of client's business sector**

Knowledge of the terminology, practices and processes common to a client's business sector sufficient to assign competent audit team members and accurately determine audit time.

### A.4.4 Knowledge of client products, processes and organization

Knowledge related to the types of products or processes of a client sufficient to assign competent audit team members and accurately determine audit time.

Ser.	JOB TITLE	Personal Certificate Operations Manager
1	DISCIPLINE/SECTION	<b>Personal Certificate</b>
2	REPORT TO	TEST Operation Manager
3	SUPERVISOR TO	<u>Personal Certificate Department</u> : examiner and training coordinator
4	EDUCATIONAL QUALIFICATION	<ul style="list-style-type: none"> <li>✓ Shall possess at least a Mechanical Engineering Degree or any other Engineering Degree</li> </ul>
5	EXPERIENCE	<ul style="list-style-type: none"> <li>✓ Shall have at least 10 years of working experience in the related field.</li> <li>✓ Shall have hands on experience in sales and operations of Lifting Equipment Inspection services / NDT Inspection Services</li> <li>✓ Shall have strong track record of dealing with oilfield customers.</li> <li>✓ Shall possess good business acumen with good interpersonal and communication skills.</li> <li>✓ Shall have experience with managing large pool of inspection staff, coordinating, planning and organizing.</li> <li>✓ Shall have practical knowledge in processing and or maintaining Saudi Aramco Accreditation, LEEA affiliation and other local and international accreditations.</li> <li>✓ Shall have background in Oilfield Inspection Services or related Industries.</li> </ul>
6	SPECIAL TRAINING/SKILL/ CERTIFICATION	<ul style="list-style-type: none"> <li>✓ Saudi Aramco Certified Lifting Equipment Inspector</li> <li>✓ LEEA certified Inspector</li> <li>✓ ASNT Level II certified: MT, UT, PT</li> <li>✓ Scaffolder/Rigger/Crane Operator Assessment Training</li> <li>✓ Basic IT skills (Excel, Word, Email. Etc.)</li> <li>✓ Shall have team building capabilities</li> <li>✓ Shall have strong leadership qualities</li> <li>✓ Shall possess a valid Saudi driver's license and clean driving record.</li> <li>✓ Shall be willing to travel long distance and stay overnights as necessary.</li> </ul>
7	DUTIES & RESPONSIBILITIES	<ul style="list-style-type: none"> <li>✓ Approve examination result</li> <li>✓ Decision for certification</li> <li>✓ Client appeal responds.</li> <li>✓ Approve examiner</li> <li>✓ Improvement and provide resources</li> <li>✓ Aid in developing pricing strategy for the company services.</li> </ul>

## **Annexure–5, GUIDELINES FOR OBSERVANCE OF IMPARTIALITY AND ETHICAL NORMS**

### **NORMS FOR INSPECTORS**

All inspecting staff shall take note of the following and integrate these norms in their daily routines:

1. The inspections shall be carried out in a fair, impartial and unbiased manner.
2. The inspection results shall be based only on the measurements and tests carried out in accordance with relevant procedures, specifications and P.O. conditions and shall not be influenced by any persons or organizations- whether clients, supplier or user.
3. The inspections shall be done without any discrimination as to nationality, state, cast or creed of the client organization or personnel.
4. The inspector shall not engage in any activity that may impair his independence, integrity and judgment in arriving at a decision.
5. If any Inspector comes across a conflicting situation affecting impartiality (like use of shared resources, finance, contracts, marketing including branding, sales, commission or relationship), he has to inform the Operations Manager for resolution of the issue before undertaking the inspection.
6. The inspector shall protect information of proprietary or confidential nature that he may come across or is presented while conducting inspections and shall not share or divulge such information to others.
7. Inspection requests should be normally attended in the order of their date of receipt in the region (first in first out) unless there is a special reason for inspecting out of turn, in which case Operations Manager shall be consulted.
8. The information which the inspecting official comes across during the course of inspection, shall not be divulged to any person / agency external to inspection process except where needed for any legal/statutory requirements.
9. The conduct, appearance and presentation of the inspector should be befitting his status as a representative of TEST Company.
10. All officials involved in inspections shall maintain utmost integrity in work.
11. Inspector shall be punctual and shall timely inform the customer in case of any change in the inspection schedule.

Note: All Regional Heads should ensure awareness of these Norms amongst Inspectors.

## Annexure–6, List of Equipment and Relevant Technical Standards used for Inspections

Equipment		Standards
1	Mobile Cranes	ASME B30.5
2	Offshore Crane	ASME B30.4, ASME B30.6, ASME B30.8, API RP 2D & API SPEC. 2C
3	Fixed Crane	ASME B30.2, ASME B30.17 & ASME B30.16
4	Cranes	SASO-ISO-9927-1 SASO-ISO-9927-3
5	Elevating Work Platform	ANSI A92.3, ANSI A92.5, ANSI A92.6 & ANSI A92.9
6	Elevator / Escalator	ASME A17.1
7	Elevator	SASO EN 81-20
8	Storage Retrieval	ASME B30.13
9	Articulating Boom Crane	ASME B30.22
10	Powered Platform	ANSI A92.5, ANSI A92.6 & ANSI A92.9
11	Aerial Device	ANSI A92.2
12	Man Basket	ASME B30.23
13	Side Boom	ASME B30.14
14	Gantry Crane	ASME B30.2, ASME B30.17 & ASME B30.16
15	Tower Crane	ASME B30.3
16	Wire Rope Slings	ASME B30.9
17	Webbing & Round Slings	ASME B30.9
18	Chain Slings	ASME B30.9
19	Shackles	ASME B30.26
20	Eyebolts	ASME B30.26
21	Turnbuckles	ASME B30.26
22	Swivels	ASME B30.26
23	Master Links	ASME B30.26
24	Snatch Block	ASME B30.26
25	Lifting / Spreader Beam	ASME B30.20
26	Drum Lifter / Barrel Lifter	ASME B30.20
27	Pallet Lifter	ASME B30.20
28	(Lifting Ring ) Big Bag Ring / Cross Bar	ASME B30.20 / ARAMCO SWIM
29	Full Body Harness	ANSI Z359
30	Lanyard	ANSI Z359
31	Falling Arrestor	ANSI Z359
32	Derrick Escape Device	ANSI Z359
33	Hard Hat (Helmet )	ANSI Z359

34	Tripod	ANSI Z117.1 / ASMR A120.1
35	Climb Assist System	ANSI Z359
36	Ladder Safety System	ANSI Z359
37	Tie of adaptor	ANSI Z359
38	Rescue Winch	ANSI Z359
39	Drilling and Well Servicing Structures	API RP4G
40	Handling & Hoisting Tools Inspection	API RP 8B, API RP 7K & API RP 7L
41	Dropped Object	DROPS RELIABLE SECURING Rev.03
42	Earth Moving Machine Inspection	BS EN 474
43	Forklift	ANSI B56.1, ANSI B56.6
44	Forklift	SASO-GSO-5057
45	VT	ASTM A802-95
46	MT	ASTM E709-15
47	PT	ASTM E165-09
47	UT Thickness Measurement	ASTM E797/ E797M-15
48	VT With UAV Drone	ASTM A802-95
49	Inspection of top loading tank/trailer	<ul style="list-style-type: none"> <li>• SASO-1284 MOTOR VEHICLES -PERIODIC TECHNICAL INSPECTION MANUAL</li> <li>• SASO 1285 Transportation of dangerous substances by road – Part 1: General safety requirements</li> <li>• SASO 1287 Transportation of dangerous substances by road – Part 3: Transportation of petroleum liquid</li> <li>• SASO-2288 Road Vehicles □□Bottom Loading Tank Truck &amp; trailers</li> <li>• SASO-2809 Bottom loading tank truck -- Inspection and periodic maintenance</li> <li>• SASO-469 Motor vehicles - Dimensions and weights</li> </ul>
50	Inspection of Trailer and Semi Trailer	<ul style="list-style-type: none"> <li>• SASO 2910 TRAILER - GENERAL REQUIREMENTS</li> </ul>
51	motor cars, motor car derivatives, trucks etc. that has a GVM of not more than 4.5 tones.	<ul style="list-style-type: none"> <li>• SASO 1284 Motor Vehicles – Periodic Technical Inspection Manual</li> <li>• SASO GSO 42 Motor Vehicles – General Requirements</li> <li>• SASO-447 Passenger car tire – Part 2: General Requirement</li> <li>• SASO-1136 Multi-purpose vehicles, trucks, buses and trailers tires – Part 3: General requirements</li> <li>• SASO-572 Road Vehicles – Retro-reflective number plates and its methods of test</li> </ul>
52	Inspection of scaffolds	<ul style="list-style-type: none"> <li>• ANSI/ASSP A10.8-2019Scaffolding Safety Requirements.</li> <li>• GSO 217:1994 industrial safety and health regulations – part 6 : equipment – scaffolding</li> </ul>
53	Assessmet of Motor Vehicles (maitenance and repair) Workshops	SASO-1334 Motor vehicles - Safety requirements for maintenance and repair

## **Annexure–7, Impartiality committee – Constitution, Roles and responsibilities**

### **Impartiality & Appeal Committee (IPC)**

#### **1. Propose**

- 1.1. Impartiality Committee (IPC) is established for safeguarding the independence of the certification process as detailed in and required by ISO 17020, ISO 17021 & ISO/IEC 17024.
- 1.2. IPC is responsible to ensure that TEST Company's Impartiality Policy is fully implemented and adhered to.
- 1.3. IPC shall ensure that all the risks to the impartiality of certification process have been identified and appropriate measures implemented to mitigate any such identified risks.

#### **2. Members.**

- 2.1. Prospective members of this group are selected by the CEO , GM and Operation / Certification Manager.
- 2.2. IPC members are consulted with on an as-needed basis and meet once every 12 months. The CEO responsible for the Impartiality Committee invitation for meeting.
- 2.3. The voting group consists of external industry specialists, client representatives, consultant, external interested parties and other experts selected on the basis of their capability to represent the industries in which they are employed, through trade associations or similar organizations. The qualifications and experience of the IC members is aligned with TEST Company's Scope of Accreditation.
- 2.4. The IPC will nominate the Chairman. The Chairman will be re-appointed based on the Committee decision every 3<sup>rd</sup> IPC Meeting. The Chairman will be responsible to ensure smooth functioning of the Impartiality Committee and the inspection or Certification services provided by TEST Company, appropriateness on actions based on Appeal Committee decision, if any.

#### **3. Composition, duties, terms of reference, authority and competence of the committee –**

- 3.1. The Impartiality Committee will consist of a minimum of 3 independent members a minimum of 2 members being required to form a quorum.
- 3.2. Criteria (competence requirements) for membership of the Committee:
  - 3.2.1. Not a current employee of TEST Company.
  - 3.2.2. Working knowledge of inspection services, management & personnel certification
  - 3.2.3. Working knowledge of ISO 17020, ISO 17021 & ISO/IEC 17024.
  - 3.2.4. Working knowledge of TEST Company's inspection services, management & personnel certification processes & procedures.

- 3.2.5. Working or retired from a position at senior level in areas of Inspection of equipment and or certification of person, industry or certification agencies for a minimum of five years.
- 3.3. The Committee will determine the agenda, meeting format, method of recording minutes, actions and the general conduct of the meeting.
- 3.4. Members may be drawn from trade associations, clients of TEST Company and consumer organization etc.
- 3.5. Only independent members of the Committee will make decisions. CEO or member of staff will attend the meetings at the invitation of the independent members but will have no authority to determine a course of action. Nor will they have a vote.
- 3.6. Once appointed the members of the Committee may not be removed by the CEO but may be removed should the majority of the other members require it.
- 3.7. New members of the Impartiality Committee will be approved by the existing members of the Committee although the CEO or staff of TEST Company may under instruction from the Committee source potential new members.
- 3.8. Members of the Committee will not be paid for attending meetings but may be reimbursed reasonable expenses.
- 3.9. The committee will have access to all relevant information
- 3.10. No single interest shall control or overpower; the committee will represent a balanced view.
- 3.11. The committee have the right to take independent action if top management do not respect their decision. This action may include contacting authorities, accreditation bodies, stakeholders etc.  
THE COMMITTEE'S JUDGMENT IS FINAL.
- 3.12. The committee will evaluate, review and ensure that all possible impartiality threats to the certification or inspection process have been covered including any financial threats.
- 3.13. The committee will agree and authorize all of the impartiality policies, relating to Examiners, Invigilators, sub-contractors, auditors, inspectors and experts.
- 3.14. The committee will require a senior member of TEST Company's management to undertake a risk assessment of threats to the Impartiality of the Certification and inspection Process and will also direct a member of TEST Company's senior management to undertake investigations into any aspect of the Company where a perceived threat to impartiality exists.
- 3.15. The committee will have the authority to require the CEO to promote measures to reduce or remove any threats to impartiality.
- 3.16. Decisions will be by majority; however, a difference of opinion should occur at a meeting where only 2 members are present the 3rd member of the Committee will be consulted or the matter deferred until a meeting can be convened where all 3 members are present.
- 3.17. IPC will provide recommendations on TEST Company policy issues to the CEO.

- 3.18. IPC will be provided with copies of Management Review meeting minutes including the results of internal audits, client complaints and suggestions, and such other information as is consider necessary to establish the credibility of the practice.
- 3.19. As needed, members of the IPC may participate on internal audits.
- 3.20. The Certification or operation (inspection) Manager will report on the technical aspects of the inspection or Certification services.
- 3.21. After approval by the CEO, IPC recommendations will be implemented by TEST Company and implementation will be monitored by the IPC.
- 3.22. Impartiality is achieved by the establishment of an Impartiality Committee which is given complete authority to approve the examination and certification procedures/schemes and Certification policy by the CEO.
- 3.23. IPC decisions which are considered to be against the interests of the business unit policy may be rejected by the CEO, but alternative policy may only be implemented with IPC approval.

#### 4. **Responsibilities of Impartiality Committee Members**

- 4.1. CEO will communicate with IPC members periodically. There will be at least one formal meeting of the IPC each year. Additional meetings may be called by the CEO on an as needed basis.
- 4.2. Members must be available for consultation to the CEO and other members of TEST Company.
- 4.3. Members must inform the CEO of any information which may impact TEST Company’s operations, including any issues concerning how TEST Company’s services are being conducted with respect to the industry sector the member is associated with.
- 4.4. Members must keep themselves current with developments in the inspection or certification fields.
- 4.5. Member will fill the annual confidentiality, impartiality and competency at the time of appointment and on an annual basis during the meeting (for members presents)

#### 5. **Agenda**

Each meeting follows an agenda drawn according to the members’ submitted subjects for discussion, together with the following mandated items:

Opening address	Welcome to the members CEO report Review of open action items from last meeting
IPC Changes	Membership Roles and responsibilities
Organizational review	Structural Personnel

	New branches and offices
Operations	Scheduling capabilities (resource capacity) Training status and requirements Internal / external complaints / suggestions / appeals
New Business	Business risk assessment and mitigation Addition of new sectors
Management system review	Changes to documentation Accreditation body audit / surveillance reports and findings Internal audit findings Management review reports Performance improvement
Open discussion	Any topic by the permission of the chair

### 6. Rejection of CEO Decisions

- 6.1. In the event that the Committee considers decisions made by the CEO to be against the interests of the Certification or inspection processes, a veto is issued to the CEO, suspending implementation.
- 6.2. The PIC has a right to give unsolicited advice to the CEO and the authority to determine if such advice is binding. In the case of advice which is considered to be binding, the CEO has the option to:
  - 6.2.1. Adopt the advice integrally;
  - 6.2.2. Not to adopt the advice and give up any (further) certification activities concerning the subject of advice;
  - 6.2.3. Modify the advice and present it to the IPC;
  - 6.2.4. The decision action may not be reinstated until the veto is lifted by a majority vote of the members following agreement with the CEO.

Minutes of the meeting are taken by and distributed to the members, CEO and all top management employees.