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PERMANENT QUALITY MANAGEMENT PLAN

[Company]

Written by

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Reviewed by

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Written for

[Company]

[Company Address]

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1 Approval and History of Revisions

1.1 Approval

This Permanent Quality Management Plan has been approved for use throughout [Company] Company.

Date of Initial Version: **XXX**

Name and Title of Approver: **XXX**

Date of Release: 01/02/2014

This Quality Management Plan was written by [Author] of [Company].

Please contact [Author] at [Company E-mail].com with questions, comments and improvement ideas.

1.2 Revision History

The following revisions have been made to this Quality Manual since its initial publication:

Revision Date	Changes	Author (name & date)	Approval (name & date)

2 Our Company

2.1 Vision

“To work with professional buyers of construction and to be the contractor of choice.”

2.2 Mission

“To serve our clients with skill, integrity, and responsibility. Our continuous dedication to safety, quality, performance, and education provides client satisfaction and pride within our organization.”

2.3 Quality Policy Statement

[Company] devotes serious efforts towards perfection in the construction industry by giving clients top quality work at competitive prices. Construction quality is defined as the key ingredient in obtaining client satisfaction.

We approach each project with the intent to fulfill every aspect of this quality assurance program. Our employees and subcontractors are expected to review and uphold the standards set forth herein. Disciplinary action will be taken against any person or company not abiding by these policies.

We strive for quality excellence in order to achieve customer satisfaction by providing deliverables to the standards set by the client and legislation and to contribute to improve the company's competitiveness.

The goal of this program is to insure that the construction methods and materials employed in any project meet or exceed those specified. The accomplishment of this goal is achieved through proactive management and the testing, observation, and documentation of construction methods and materials.

Generally, the assurance and control of quality is dependent upon performing specified tests, observing performances, and documenting the results. It is essential that these tests and results are an integral part of the construction operation.

The completion of quality projects is essential to [Company] Company's business plan and long term commitment with major industrial clients. The essence of quality is defect-free work in accordance with the owner's and legislative requirements.

2.4 Company Processes

We identified the key processes and their interaction at [Company] Company and we integrate them in our quality management system. The following statement summarizes these processes and their interaction.

Our company process is to identify client requirements and expectations through interactive discussions with the client and review of the contract documents. Our

employees are encouraged to meet or exceed client expectations, and the requirements of the contract documents.

3 Scope and Exclusions

3.1 Scope

This Quality Manual documents [Company] Company's quality management system, and it demonstrates [Company] Company's pursuit to consistently provide construction that meets client and regulatory requirements.

This Quality Manual establishes substantial compliance with ISO 9001:2008. It applies to all our business activities including our management, estimating, project management, safety, purchasing, marketing, and field construction as covered by this Quality Manual (any applicable exclusions are listed below).

3.2 Exclusions

Due to the nature of our company and the type of work we perform, the following activities are excluded in compliance with Paragraph 1.2 of ISO 9001:2008.

Chapter	Title	Justification
7.3	Design and Development	We do not perform any in-house design services

3.3 References

3.3.1 ISO 9001:2008

All references to ISO 9001 in this manual refer to the requirements of ISO 9001:2008. Starting with Chapter 4 "Quality Management System", the numbering system of this Quality Manual substantially corresponds to the numbering system of the requirements section of ISO 9001:2008.

3.3.2 Procedures

We documented certain key processes of our quality management system through more detailed quality procedures. These Quality Procedures are part of our Quality Management System, and they are referenced in this Quality Manual as follows:

- a) Procedure for Control of Documents (referenced in Chapter 4.2.3)
- b) Procedure for Control of Records (referenced in Chapter 4.2.4)
- c) Procedure for Internal Audits (referenced in Chapter 8.2.2)
- d) Procedure for Control of Nonconforming Construction (referenced in Chapter 8.3)
- e) Procedure for Corrective Action (referenced in Chapter 8.5.2)
- f) Procedure for Preventive Action (referenced in Chapter 8.5.3)

All procedures are established, documented, implemented and maintained.

4 Quality Management System

4.1 General Requirements

[Company] Company has established, documented, and implemented a quality management system that substantially meets the requirements of ISO 9001:2008.

[Company] Company maintains this Quality Management System and strives to continually improve its effectiveness.

- a) Our Quality Management System identifies the processes needed for its operation and application throughout [Company] Company. These processes include processes for management activities, provision of resources, construction and measurement.
- b) Our Quality Management System determines the sequence and the interaction of these processes.
- c) Our Quality Management System determines the criteria and methods needed to ensure that both the operation and control of these processes are effective.
- d) Our Quality Management System ensures the availability of resources and information necessary to support the operation and monitoring of these processes.
- e) Our Quality Management System ensures that these processes are monitored, measured and analyzed by us.
- f) Our Quality Management System ensures that necessary actions are implemented to achieve planned results and continual improvement of these processes.

Where [Company] Company chooses to subcontract any construction activities that affect how their construction meets requirements, [Company] Company ensures control over such subcontractor work. [Company] Company Quality Management System identifies the control of such subcontracted work (refer to Chapter 7.4).

4.2 Documentation Requirements

4.2.1 General

The documentation of our Quality Management System includes the following documents:

- a) The documented Quality Policy of [Company] Company and the documented Quality Objectives of [Company] Company.
- b) This Quality Manual.
- c) Documented Quality Procedures (see Chapter 3.3). All such Quality Procedures are established, documented, implemented and maintained.
- d) All such documents that [Company] Company needs, to ensure the effective planning, operation and control of our construction activities.
- e) All records that are required (see Chapter 4.2.4).

The documentation of our Quality Management System may be of any form or type of medium. The extent of the documentation of our Quality Management System is dependent on the following factors:

- The size of [Company] Company and the type of our activities,
- The complexity of our processes and their interactions, and
- The competence of our personnel.

4.2.2 Quality Manual

[Company] Company has established this Quality Manual, which includes the following important sections:

- a) The scope of our Quality Management System in Chapter 3.1.
- b) Any exclusions including details and justifications in Chapter 3.2.
- c) Reference to our documented Quality Procedures in Chapter 3.3.
- d) A description of the interaction between the processes of our Quality Management System in Chapter 2.3.

4.2.3 Control of Documents

[Company] Company controls all documents that are required by our Quality Management System. Records are considered a special type of document; records are controlled according to the requirements in Chapter 4.2.4.

[Company] Company has established, documented, implemented and maintains a Quality Procedure titled "Quality Procedure for Control of Documents". This procedure defines the controls needed:

- a) To approve documents for adequacy prior to issue,
- b) To review, update (as necessary) and re-approve documents,
- c) To ensure that changes and the current revision status of documents are identified,
- d) To ensure that relevant versions of applicable documents are available at points of use,
- e) To ensure that documents remain legible and readily identifiable,
- f) To ensure that documents of external origin are identified and their distribution controlled, and
- g) To prevent the unintended use of obsolete documents, and to apply appropriate identification to them if
- h) [Company] Company retains them for any purpose.

4.2.4 Control of Records

[Company] Company establishes and maintains records to provide evidence of conformity to requirements and of the effective operation of our Quality Management System. All such records are kept legible, readily identifiable and retrievable.

[Company] Company has established, documented, implemented and maintains a Quality Procedure titled "Quality Procedure for Control of Records". This procedure defines the controls needed:

- a) For the identification of records,
- b) For the storage of records,
- c) For the protection of records,
- d) For the retrieval of records,
- e) For the retention time of records, and
- f) For the disposition of records.

5 Management Responsibility

5.1 Management Commitment

Top management at [Company] Company is not only committed to the development and implementation of our Quality Management System, but also to continually improving its effectiveness. Top management of [Company] Company clearly demonstrates its commitment by:

- a) Communicating to [Company] Company the importance of meeting client requirements, as
- a) Well as statutory and regulatory requirements,
- b) Establishing our Quality Policy (see detailed requirements in Chapter 5.3),
- c) Ensuring the Quality Objectives are established,
- d) Conducting management reviews of the Quality Management System, and
- e) Ensuring the availability of resources.

5.2 Client Focus

Top Management at [Company] Company ensures that client requirements are first determined and then met with the aim of enhancing client satisfaction (see Chapters 7.2.1 and 8.2.1).

5.3 Quality Policy

Top management at [Company] Company ensures

- a) That our Quality Policy is appropriate to the purpose of [Company] Company,
- a) That our Quality Policy includes a statement that says that [Company] Company is committed to performance of quality work on all projects, and that [Company] Company is committed to continually improve the effectiveness of our Quality Management System,
- b) That our Quality Policy provides a framework for establishing and reviewing quality objectives,
- c) That our Quality Policy is communicated and understood throughout [Company] Company, and
- d) That our Quality Policy is reviewed for continuing suitability.

5.4 Planning

5.4.1 Quality Objectives

Top management at [Company] Company ensures that quality objectives are established throughout [Company] Company at relevant functions and levels. These quality objectives meet the following requirements:

- They include (but are not limited to) objectives regarding meeting requirements for our construction projects (see Chapter 7.1 a).
- They are measurable.
- They are consistent with our Quality Policy.

5.4.2 Quality Management System Planning

Top management at [Company] Company ensures

- a) That our Quality Management System has been planned so that the requirements set forth in Chapter 4.1 are met, and
- b) That the quality objectives are met.

Top management ensures that the integrity of our Quality Management System continues to be maintained at times when changes to our Quality Management System are planned and implemented.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Top management at [Company] Company ensures that responsibilities and authorities are

- a) Defined and
- b) Communicated

Throughout [Company] Company.

5.5.2 Management Representative

Top management at [Company] Company has appointed **XXX** as the Management Representative responsible for Quality Management. This Management Representative is a member of management who has the following responsibilities and authorities irrespective of other responsibilities:

- a) The Management Representative ensures that the processes needed for our Quality Management System are established, implemented and maintained.
- b) The Management Representative reports to the top management on the performance of our Quality Management System and any need for improvement.
- c) The Management Representative ensures that a general awareness of client requirements is promoted throughout [Company] Company.

- d) The Management Representative also serves as liaison with external parties on matters relating to our Quality Management System.

5.5.3 Internal Communication

Top management at [Company] Company ensures that there are appropriate communication processes established throughout [Company] Company. Top management further ensures that communication takes place regarding the effectiveness of our Quality Management System.

5.6 Management Review

5.6.1 General

Top management at [Company] Company plans intervals at which it reviews our Quality Management System. Top management then reviews our Quality Management System at these intervals to ensure that the Quality Management System continues to be suitable, adequate and effective.

This review includes an assessment of opportunities for improvement and the need for changes to our Quality Management System, including our Quality Policy and the quality objectives.

[Company] Company maintains records of these management reviews in compliance with Chapter 4.2.4.

5.6.2 Review Input

The following information serves as input to the management reviews of our Quality Management System:

- a) Results of audits,
- b) Client feedback,
- c) Construction process performance,
- d) Construction conformance to requirements,
- e) Status of preventive and corrective actions,
- f) Follow-up actions from previous management reviews,
- g) Any changes that could affect our Quality Management System, and
- h) Recommendations for improvement.

5.6.3 Review Output

The output from the management reviews of our Quality Management System includes the following:

- a) Decisions and actions related to improving the effectiveness of our Quality Management System and its processes,

- b) Decisions and actions related to the improving of our construction projects relative to client requirements, and
- c) Decisions and actions related to resource needs.

6 Resource Management

6.1 Provision of Resources

[Company] Company first determines and then provides the resources needed

- a) For the implementation and maintenance of our Quality Management System,
- b) For continually improving the effectiveness of our Quality Management System, and
- c) For the enhancement of client satisfaction by meeting client requirements.

6.2 Human Resources

6.2.1 General

[Company] Company ensures that all our personnel who perform work that affects our construction quality are competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, Awareness and Training

[Company] Company does the following regarding competence, awareness and training of our employees:

- a) [Company] Company determines the necessary competence for personnel who perform work that affects our construction quality.
- b) [Company] Company provides the necessary training or takes other actions to satisfy these needs.
- c) [Company] Company evaluates the effectiveness of the training or other actions taken.
- d) [Company] Company ensures that all our personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.
- e) [Company] Company maintains appropriate records of education, training, skills and experience in compliance with Chapter 4.2.4.

6.3 Infrastructure

[Company] Company determines, provides and maintains the infrastructure necessary to achieve conformity to construction requirements. This infrastructure includes, as applicable, the following:

- a) Buildings, workspace and associated utilities,
- b) Equipment, and
- c) Supporting services (such as transportation and communication).

6.4 Work Environment

[Company] Company determines and manages the work environment (to the extent possible) that is necessary to achieve conformity to construction requirements.

7 Construction Realization

7.1 Planning of Construction Realization

[Company] Company plans and develops the processes needed for construction realization.

This planning of construction realization is consistent with the requirements of the other processes of our Quality Management System (see Chapter 4.1).

[Company] Company determines the following, as appropriate, during the planning phase for construction realization:

- a) Quality objectives and requirements for the construction;
- b) The need to establish
 - Processes,
 - Documents, and
 - Provision of resources specific to the construction;
- c) The following activities that are required by the specifics of the construction and the criteria for construction acceptance:
 - Verification,
 - Validation,
 - Monitoring,
 - Inspection and test;
- d) The records necessary to provide evidence that both the realization process and the resulting construction meet requirements; these records are controlled in compliance with Chapter 4.2.4.

The output of this planning is in a form that is suitable for [Company] Company's method of operations.

7.2 Client Related Processes

7.2.1 Determination of Requirements Related to the Construction

[Company] Company determines the following requirements that are related to our construction projects:

- a) Requirements that have been specified by our clients, including any such requirements for construction and pre & post-construction activities,
- b) Requirements that have not been explicitly stated by our clients but that are necessary for the specified or intended use of the construction project (where the use is known),
- c) Statutory and regulatory requirements related to our construction, and

- d) Any additional requirements that [Company] Company determines.

7.2.2 Review of Requirements Related to the Construction

[Company] Company reviews the requirements related to construction prior to [Company] Company's commitment to supply construction services to the client (e.g., prior to the submission of tenders, prior to the acceptance of contracts or orders, prior to the acceptance of changes to contracts or orders). This review is designed to ensure that:

- a) Construction requirements are defined,
- b) Any differences of contract or order requirements to previously expressed contract or order requirements are resolved, and
- c) [Company] Company has the ability to meet the defined requirements.

[Company] Company maintains records that show the results of the review and the actions arising from the review in compliance with Chapter 4.2.4.

In cases in which our clients don't provide documented requirements, [Company] Company confirms the client requirements before acceptance.

In cases in which construction requirements are changed, [Company] Company ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 Client Communication

[Company] Company determines and implements effective arrangements for communicating with our clients regarding the following:

- a) Construction information,
- b) Inquiries and contracts,
- c) Handling of contracts or change orders, and
- d) Client feedback including client complaints.

7.3 Design and Development

[Company] excludes this section as [Company] does not perform design work.

7.4 Purchasing & Subcontracting

7.4.1 Purchasing & Subcontracting Process

[Company] Company ensures that the products and work we purchase or subcontract conform to our specified purchase and subcontract requirements. In order to achieve this, [Company] Company applies certain controls to our suppliers and subcontractors and to the purchased products and services; the type and extend of these controls depend on the effect that the purchase product or subcontract work has on our construction process or on our final construction.

[Company] Company evaluates and selects suppliers and subcontractors based on their ability to supply products and services in accordance with our requirements. [Company] establishes criteria that we use for the selection, evaluation and re-evaluation of our suppliers and subcontractors.

[Company] maintains records of the results of the evaluations and of any necessary actions in compliance with Chapter 4.2.4.

7.4.2 Purchasing and Subcontracting Information

[Company] Company describes the products to be purchased and includes the following, as appropriate, in the purchasing and subcontract information:

- a) Requirements for the approval of products, procedures, processes and equipment,
- b) Requirements for qualification of personnel, and
- c) Quality management system requirements.

Prior to communicating the purchase information to the supplier or subcontractor, [Company] Company ensures that the purchase requirements are adequate.

7.4.3 Verification of Purchased Products and Subcontracted Work

[Company] Company establishes and implements inspection or other activities that are necessary to ensure that our purchased products and subcontracted work meets our specified purchase requirements.

7.5 Product and Service Provisions

7.5.1 Control of Product and Service Provisions

[Company] Company carries out their product and service provisions under controlled conditions which include the following, as applicable:

- a) Information that describes the characteristics of the product is available.
- b) Necessary work instructions are available.
- c) Suitable equipment is used.
- d) Monitoring and measuring devices are available and used.
- e) Monitoring and measuring activities are implemented (see Chapter 7.5.2 for an exception).
- f) Release, construction and pre & post-construction activities are implemented.

7.5.2 Validation of Process for Construction

In such special situations in which [Company] Company cannot use monitoring or measurement activities to verify the output of construction works, [Company] Company validates the processes of such construction. This includes any processes where deficiencies become apparent only after the construction is in use.

The process validation is designed to demonstrate that these processes are able to achieve the planned results.

[Company] Company establishes arrangements for these processes which include, as applicable:

- a) Defined criteria for review and approval of the processes;
- b) Approval of equipment and qualification of personnel;
- c) Use of specific methods and procedures;
- d) Requirements for records (refer to Chapter 4.2.4), and
- e) Revalidation.

7.5.3 Identification and Traceability

[Company] Company identifies their construction materials and methods, where appropriate, by suitable means throughout the construction process.

In cases in which traceability is a requirement, [Company] Company controls the unique identification of the construction materials and methods and maintains records in compliance with Chapter 4.2.4.

7.5.4 Customer Supplied Material

Whenever we use our customers' supplied material or whenever we have our customers' supplied material under our control, [Company] Company exercises care with such customer supplied material.

[Company] Company identifies, verifies, protects and safeguards customer supplied material that has been provided for use for incorporation into our construction.

If despite all our care any customer supplied material is lost, damaged or otherwise found unsuitable for use, [Company] Company reports this to the customer and maintains records in compliance with Chapter 4.2.4.

7.5.5 Preservation of Construction

[Company] Company preserves the conformity of construction materials and equipment during construction and through final installation and or owner acceptance. This preservation includes:

- Identification,
- Handling,
- Storage, and
- Protection.

7.6 Control of Monitoring and Measuring Devices

In order to provide evidence that our construction conforms to determined requirements (see Chapter 7.2.1). [Company] Company determines the monitoring and measuring activities to be undertaken, as well as the monitoring and measuring devices needed.

[Company] Company establishes processes that ensure that monitoring and measurement can be carried out, and that monitoring and measurement is performed in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment

- a) Is calibrated or verified at specified intervals or prior to use; this calibration or verification is done against measurement standards that are traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification is recorded;
- b) Is adjusted or re-adjusted as necessary; when measuring equipment is found not to conform to requirements, [Company] Company assesses and records the validity of previous measuring results; [Company] Company takes appropriate action on the equipment and any construction that is affected;
- c) Is identified to enable the calibration status to be determined;
- d) Is safeguarded from adjustments that would invalidate the measurement results;
- e) Is protected from damage and deterioration during handling, maintenance and storage.

[Company] Company maintains records of the results of calibration and verification in compliance with Chapter 4.2.4.

8 Measurement, Analysis and Improvement

8.1 General

[Company] Company has planned and implemented the monitoring, measurement, analysis and improvement processes needed

- a) To demonstrate that our construction conforms to requirements, and
- b) To ensure that our Quality Management System conforms to requirements, and to continually improve its effectiveness.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

Customer satisfaction is one of the key indicators of the performance of our Quality Management System. [Company] Company, therefore, monitors information relating to our customers' perception as to whether [Company] Company has met customer requirements.

[Company] Company has determined and established the methods used to obtain and to use this information.

8.2.2 Internal Audit

[Company] Company has established, documented, implemented and maintains a Quality Procedure titled "Quality Procedure for Internal Audit". This Quality Procedure defines the responsibilities and requirements for the planning and conducting of internal audits, for the reporting of audit results, and for maintaining records in compliance with Chapter 4.2.4.

This procedure also defines how internal audits are conducted at planned intervals in order to determine the following information on our Quality Management System:

- a) Does our Quality Management System conform to the planned arrangements (see Chapter 7.1)?
- b) Does our Quality Management System conform to the requirements established by [Company] Company?
- c) Is our Quality Management System effectively implemented and maintained?

This procedure also defines how [Company] Company plans an audit program under consideration of the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit program defines the audit criteria, scope of audits, frequency of audits, and the audit methods. [Company] Company selects our auditors and conducts our audits as to ensure that the audit process is objective and impartial. Auditors never audit their own work.

This procedure also defines how the management of the areas being audited ensures that actions are taken without undue delay to eliminate detected nonconformities and their

causes, and how [Company] Company conducts follow-up activities which include the verification of actions taken, and the reporting of the verification results (see Chapter 8.5.2).

8.2.3 Monitoring and Measurement of Processes

[Company] Company applies suitable methods for the monitoring and, where applicable, measurement of the processes of their Quality Management System in order to demonstrate that these processes achieve the planned results.

In cases in which the Quality Management Processes do not achieve planned results, [Company] Company applies correction and corrective action, as appropriate, to ensure that our construction conforms to requirements.

8.2.4 Monitoring and Measurement of Construction

[Company] Company monitors and measures the characteristics of their construction at appropriate states of the construction process and in accordance with planned arrangements (see Chapter 7.1) in order to verify that construction requirements have been met. [Company] Company maintains records (in compliance with Chapter 4.2.4) providing evidence of conformity to acceptance criteria; these records, also indicate the person(s) authorizing the release of our construction.

Unless otherwise approved by a relevant authority and, where applicable, by the client, [Company] Company ensures that construction release does not proceed until the planned arrangements (see Chapter 7.1) have been satisfactorily completed.

8.3 Control of Nonconforming Construction

[Company] Company ensures that construction that does not conform to construction requirements is identified and controlled so that nonconforming work is not part of the final construction.

[Company] Company has established, documented, implemented and maintains a Quality Procedure titled "Quality Procedure for Control of Nonconforming Construction" which defines the controls and related responsibilities and authorities for dealing with nonconforming construction.

This procedure defines how [Company] Company deals with nonconforming construction by one or more of the following ways:

- a) By taking action to eliminate the detected nonconformity. When nonconforming work is corrected, it is subject to re-verification to demonstrate its conformity to requirements.
- b) By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer.
- c) By taking action to preclude its original intended use or application.

The procedure also defines the action taken when nonconforming construction is detected after use has started. Action taken is appropriate to the effects, or potential effects, of the nonconformity.

The procedure also defines how records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained in compliance with Chapter 4.2.4.

8.4 Analysis of Data

[Company] Company determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of their Quality Management System, and to evaluate where continual improvement of the effectiveness of their Quality Management System can be made. This data includes data generated as a result of their monitoring and measurement activities and from other relevant sources.

The analysis of data is designed to provide information relating to

- a) Client satisfaction (see Chapter 8.2.1),
- b) Conformity to construction requirements (see Chapter 7.2.1)
- c) Characteristics and trends of processes and construction including opportunities for preventive action, and
- d) Suppliers and subcontractors.

8.5 Improvement

8.5.1 Continuous Improvement

[Company] Company continually improves the effectiveness of their Quality Management System. In order to achieve continuous improvement, [Company] Company makes use of

- Their Quality Policy,
- Their Quality Objectives,
- Their audit results,
- The analysis of data,
- Corrective and preventive actions, and
- Management review.

8.5.2 Corrective Action

[Company] Company has established, documented, implemented and maintains a Quality Procedure titled “Quality Procedure for Corrective Action” which defines how [Company] Company takes corrective actions to eliminate the cause of nonconforming construction in order to prevent the nonconforming construction from recurring.

This procedure defines the requirements for the following steps of the corrective action process:

- a) Review of the nonconforming construction including customer complaints;
- b) Determination of the causes of the nonconforming construction;

- c) Evaluation of the need for action to ensure that nonconforming construction does not recur;
- d) Determination of the actions needed; actions are appropriate to the effects of the encountered nonconforming construction;
- e) Implementation of the action;
- f) Establishment and maintenance of records of the results of the actions taken in compliance with Chapter 4.2.4;
- g) Review of the corrective action taken.

8.5.3 Preventive Action

[Company] Company has established, documented, implemented and maintains a Quality Procedure titled "Quality Procedure for Preventive Action" which defines how [Company] Company takes preventive action to eliminate the causes of potential nonconforming construction in order to prevent the occurrence of potential nonconforming construction.

This procedure defines the requirements for the following steps of the preventive action process:

- a) Determination of potential nonconforming construction and their causes,
- b) Evaluation of the need for action to ensure that the potential nonconforming construction will not occur,
- c) Determination of the actions needed; actions are appropriate to the effects of the potential problems,
- d) Implementation of the action,
- e) Establishment and maintenance of records of the results of the actions taken in compliance with Chapter 4.2.4,
- f) Review of the preventive action taken.