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	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 2 of 15

VB-QMS9001-400-9001


Table of Contents

1	PURPOSE	4
2	SCOPE	4
3	DEFINITIONS	4
4	QUALITY MANAGEMENT SYSTEM	6
4.1	General Requirements	6
4.2	Documentation requirements	7
4.2.1	General (<i>VB-QMS9001-423-9000</i>)	7
4.2.2	Quality Manual (<i>VB-QMS9001-400-9001</i>)	8
4.2.3	Control of Documents (<i>VB-QMS9001-423-9003</i>)	8
4.2.4	Control of Records (<i>VB-QMS9001-424-9010</i>)	8
5	MANAGEMENT RESPONSIBILITY	8
5.1	Management Commitment	8
5.2	Customer Focus	9
5.3	Quality Policy (<i>VB-QMS9001-530-9002</i>)	9
5.4	Planning	9
5.4.1	Quality Objectives	9
5.4.2	Quality Management System Planning (<i>VB-QMS9001-542-9041</i>)	9
5.5	Responsibility, Authority and Communication	9
5.5.1	Responsibility and Authority (<i>VB-QMS9001-550-9014</i>)	9
5.5.2	Management Representative	9
5.5.3	Internal Communication (<i>VB-QMS9001-550-9013</i>)	10
5.6	Management Review (<i>VB-QMS9001-560-9011</i>)	10
6	RESOURCE MANAGEMENT	10
6.1	Provision of Resources	10
6.2	Human Resources	10
6.2.1	General	10
6.2.2	Competence, Training and Awareness (<i>VB-QMS9001-622-9603</i>)	10
6.3	Infrastructure	10
6.4	Work Environment	10
7	PRODUCT REALIZATION	11
7.1	Planning of Product Realization	11
7.2	Customer Related Processes	11

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 3 of 15

VB-QMS9001-400-9001

7.2.1	Determination of Requirements Related to the Product.....	11
7.2.2	Review of Requirements Related to the Product (<i>VB-QMS9001-722-9802</i>).....	11
7.2.3	Customer Communication	11
7.3	Design and Development (<i>VB-QMS9001-730-9800</i>)	12
7.4	Purchasing.....	12
7.4.1	Purchasing Process (<i>VB-QMS9001-741-9402</i>).....	12
7.4.2	Purchasing Information (<i>VB-QMS9001-742-9400</i>)	12
7.4.3	Verification of Purchased Product (<i>VB-QMS9001-743-9020</i>).....	12
7.5	Production and Service Provision.....	12
7.5.1	Control of Production and Service Provision.....	12
7.5.2	Validation of Processes for Production and Service Provision.....	13
7.5.3	Identification and Traceability (<i>VB-QMS9001-753-9005</i>)	13
7.5.4	Customer Property (<i>VB-QMS9001-754-9009</i>).....	13
7.5.5	Preservation of Product (<i>VB-QMS9001-755-9004</i>)	14
7.5.6	Control of Monitoring and Measuring Devices (<i>VB-QMS9001-760-9018</i>).....	14
8	MEASUREMENT, ANALYSIS AND IMPROVEMENT.....	14
8.1	General.....	14
8.2	Monitoring and Measurement.....	14
8.2.1	Customer Satisfaction	14
8.2.2	Internal Audit (<i>VB-QMS9001-822-9006</i>)	14
8.2.3	Monitoring and Measurement of Processes	14
8.2.4	Monitoring and Measurement of Product	14
8.3	Control of Nonconforming Product (<i>VB-QMS9001-830-9029</i>).....	15
8.4	Analysis of Data.....	15
8.5	Improvement	15
8.5.1	Corrective Action (<i>VB-QMS9001-830-9035</i>)	15
8.5.2	Preventative Action (<i>VB-QMS9001-830-9035</i>)	15
9	DOCUMENT REVISION HISTORY	15

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 4 of 15

VB-QMS9001-400-9001

1 PURPOSE

The Versabar Quality Management System (QMS) is intended to:

- Ensure that all products and services meet customer requirements,
- Ensure that customer satisfaction is enhanced through the application of the QMS which will include the use of processes for continual improvement and the assurance of conformity of the product and services to customer requirements.

2 SCOPE

The scope of the Versabar QMS serves to describe the types of products and services that are covered by the QMS. The following statement shall serve as the Versabar QMS scope.


The engineering, design, manufacture and deployment of turn-key solutions used in both the marine and land applications associated with the following processes of: lift rigging rental and sales, weight and center of gravity measurement, component proof load testing and certification, system function testing and certification, welded component fabrication, machined component fabrication, mechanical systems, field operations, marine lift, installation, decommissioning and recovery operations.

The Versabar QMS is compliant to ISO 9001:2008 with no excluded requirements.

3 DEFINITIONS


The following table defines standard terms that are used throughout the Versabar QMS documents.

Term	Definition
Accountable	Uniquely responsible to the Versabar Management for the completion of a work activity or project by the Versabar Organization.
Approve	To perform design Verification.
ASL	Approved Supplier List
Audit	A systematic, independent and documented observation process for obtaining objective evidence that proves compliance with a specified standard and/or audit scope.
Authorize	Given that the deliverable has been approved, confirm that the deliverable may be used for the next step in the work flow.
Check	Within this process unique to a drafting deliverable (drawing). To confirm that the deliverable meets all defined drafting standards and requirements.
Component	A piece or structure that is part of a larger assembly.
Control Point	A toll gate in the work process where a defined review and/or approval activity must take place before proceeding to the next step in the work process. Example control activities will include Monitor, Witness, Review and Hold.
Corrective Action (CAR)	Action taken to eliminate the cause of a nonconformance that has occurred, and prevent reoccurrence of the nonconformance. (In this case a nonconformance

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 5 of 15

VB-QMS9001-400-9001

Term	Definition
	has already occurred).
Deliverable	Work product developed from the work process that may be needed for documentation
Document	A piece of written, printed, or electronic matter that provides information or evidence or that serves as an official record of communication. As a minimum, the following shall be considered as documents; procedures (operating or otherwise), specifications (internal or external), design reports, forms, policies, and records.
Drawing	A graphic representation containing information, prepared by the design or engineering team for use by the production team, the main purpose of which is to define the size, shape, location, fit, function, operation, layout and production of the component(s).
Effective	Reaching the optimal solution as quickly as possible
Efficient	Meeting or exceeding cost and schedule requirements
Executor	This is the person or persons responsible for performing the work activity.
Fabrication	Versabar personnel who participate in the component fabrication process including helpers, fitters, tackers, welders, painting personnel and supervisors.
Forms	Logically structured documents with a fixed arrangement of captioned spaces, designed for entering, extracting, or communicating required information.
Hold	A point beyond which the work shall not proceed without the designated approval or authorization authority.
Hold Point	This operation has the same meaning as a control point, with the exception that it is not a mandatory activity.
Inspection and Test Plan (ITP)	A standard or project specific plan defining the requirements for each designated work process Control Point.
Intelex	The online software platform utilized by Versabar for managing certain business, safety and quality aspects.
Metric	Also referred to as a KPI (Key Performance Indicator). A metric is a standardized, mathematical means of measuring a specific target. At Versabar, metrics are used to measure the health and effectiveness of work processes and the QMS as a whole.
Monitor	Perform intermittent surveillance on the designated activity.
Nonconformance (NCR)	Anything that is deemed to not meet the need of the intended, specified purpose or requirement including but not limited to, end product, purchased items and deficiencies in procedures or processes.
Portal	The Versabar web portal used as an intranet.

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 6 of 15


VB-QMS9001-400-9001

Term	Definition
Preventive Action (PAR)	Action taken to eliminate the cause of a potential nonconformance and prevent the nonconformance from occurring. (In this case a nonconformance has not yet occurred)
Project Manager	This is the designated person within Versabar accountable for the overall coordination and management of the product or service delivery to the customer.
Project Requirements	The complete set of project requirements as documented in the authorized contract for the work. These requirements will consist of (1) customer specific requirements, (2) Versabar requirements, (3) manufacturer or vendor requirements and (4) Statutory requirements.
QA/QC	Versabar Quality Assurance and/or Quality Control personnel.
QMS	Versabar Quality Management System
Record	A document that proves the satisfaction of documented requirements.
Responsible	Obligated to perform a work activity either singularly or jointly with others.
Review	Where the designated document is submitted for review by the designated party.
Revision (Rev)	Identification tag assigned to documents and drawings to help identify changes after publication.
Shall	This represents a mandatory requirement.
Should	Thus represents an optional requirement based on project requirements.
Supplier	An organization that provides goods or services to Versabar
Tracker	The Versabar enterprise inventory management software.
Validation	To confirm that the solution will meet the intended requirements, i.e. that it will work, it has been optimized.
Verification	To confirm that all documented requirements have been met and that all calculations performed are correct.
Witness	Have the opportunity to observe the designated control activity.
WPS	An approved Versabar Welding Procedure Specification which defines the essential welding variables to be followed in order to achieve an acceptable weld. Each welder must be certified for the WPS that he/she is working with.

4 QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

Versabar is an organization that delivers custom engineered solutions to our clients. Meeting and exceeding our client's requirements and expectations is a fundamental business objective of

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 7 of 15
VB-QMS9001-400-9001					

Versabar. As our clients requirements continue to become more technically and commercially challenging it is increasingly important to evolve our business to meet these ever changing challenges.

As a result of evolving to meet these challenges, Versabar has developed a process driven QMS. The QMS will deliver the following:

- Identification of key processes and their application throughout Versabar
- The sequence and interaction of these processes
- Criteria and methods needed to ensure control and operation of these processes are effective
- Ensure availability of resources and information necessary to support the operation and monitoring of these processes
- Monitor, measure, and analyze these processes
- Implement necessary actions to achieve planned results and ensure the continued suitability of these processes.


Every employee has a responsibility to implement and sustain the QMS in all aspects of their work by following the requirements of the Quality Manual, quality policy, quality procedures and other quality system documentation. Quality is a “way of life” at Versabar.

4.2 Documentation requirements

4.2.1 General (VB-QMS9001-423-9000)

The documented Versabar QMS consists of a Quality Manual, standard policies, documented individual work processes in the form of work flows, procedures and guidelines that address how work activities are to be performed and controlled, and records generated by the work activities to provide evidence of product conformity and conformity to the QMS, as well as a quality policy and quality objectives.

The below hierarchy shows the rank of each type of document within the QMS.

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 8 of 15

VB-QMS9001-400-9001



4.2.2 Quality Manual (VB-QMS9001-400-9001)

This document shall constitute the Versabar Quality Manual.

4.2.3 Control of Documents (VB-QMS9001-423-9003)

Control of documents will differentiate between the various types of documents that are used by the Quality Management System and the requirements for the control of each.

4.2.4 Control of Records (VB-QMS9001-424-9010)


Control of records will differentiate between the various types of records generated by the Quality Management System and the requirements for the control of each record.

5 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

The management of Versabar is committed to the policies established in this manual and in all supporting documents. This commitment is demonstrated by the continual use of the quality policy as a guiding principle in the conduct of daily business by the company. The management will communicate the importance of meeting client, regulatory and statutory needs in providing the services and products contracted to deliver. Management will:

- Establish and communicate the Quality Policy and Quality Objectives
- Ensure availability of necessary resources to execute the scope of each project
- Ensure that all employees understand the Quality Management System

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 9 of 15
VB-QMS9001-400-9001					

5.2 Customer Focus

Versabar provides optimized and custom engineered products and solutions to its customers. To achieve this each project team will need to clarify and capture customer requirements and needs in order to be able to develop the optimum solutions. Documented work processes include the activity of defining and capturing customer requirements and then communicating these within the project team. Upon the completion of a project customer feedback on Versabar performance will be solicited. All learnings generated by customer feedback will be shared.

5.3 Quality Policy (*VB-QMS9001-530-9002*)

The Quality Policy will be reviewed by management to test alignment with overall business strategies and objectives. When changes or updates are required management will update and re-issue the new or revised Quality Policy so that it remains aligned with (changing) strategies and objectives and is communicated so quality is understood by all employees.

5.4 Planning

5.4.1 Quality Objectives

Management is responsible to ensure that quality objectives are reviewed to confirm that they fit within the overall framework of the Quality Policy. When changes or updates are required management will update and re-issue new or revised quality objectives.

5.4.2 Quality Management System Planning (*VB-QMS9001-542-9041*)

Management is responsible to ensure that the overall integrity of the QMS is maintained. The following items will be considered when ensuring the integrity of the QMS:

- Quality policy and objectives
- Customer feedback
- Needs and expectations of clients
- Industry standards and general requirements
- Projects bid and lost
- Learnings and feedback from completed projects
- Corrective actions
- Latest understanding of the business environment
- The results of any quality audits and reviews


5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority (*VB-QMS9001-550-9014*)

Management shall designate authorities within the company for the execution of work processes and activities.

5.5.2 Management Representative

The management representative will be responsible to ensure the QMS is established, documented, implemented and maintained. Performance, effectiveness and suitability of the system is assessed and reported to Management. Necessity to consistently and

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 10 of 15
VB-QMS9001-400-9001					

accurately determine and meet client requirements is communicated throughout the company.

The management representative for Versabar shall be the Houston QHSE Manager.

5.5.3 Internal Communication *(VB-QMS9001-550-9013)*

Management is responsible for communications regarding the Quality Management System both internally throughout the company and externally to clients.

5.6 Management Review *(VB-QMS9001-560-9011)*

Top management shall review the Versabar QMS to ensure the continued suitability, adequacy, and effectiveness of the Versabar QMS.

6 RESOURCE MANAGEMENT

In order to understand the resources available, Versabar has created an organizational chart that outlines the current Versabar organizational structure. The latest edition of the corporate organizational chart can be found on the Portal.

6.1 Provision of Resources

Management is responsible for assigning resources within the company to manage and execute work activities including the administration of the Quality Management System. Resources will include personnel, equipment and capital. Management will evaluate resource requirements through reviews, monitoring of work progress and client feedback. If required, resource plans will be developed and implemented by management.

6.2 Human Resources

6.2.1 General

Trained and motivated personnel are fundamental to the success of ongoing business.

6.2.2 Competence, Training and Awareness *(VB-QMS9001-622-9603)*


Competency requirements will be developed for each job group or job description within the company. These competency requirements will be communicated individually to all staff. All staff will be assessed against competency requirements and will use demonstrated performance as input to this review.

6.3 Infrastructure

Management is responsible for ensuring that suitable infrastructure is provided throughout the company to allow that all contracted and planned work can be executed in accordance with client requirements. If any improvements to the infrastructure are required, a plan will be generated to incorporate these changes.

6.4 Work Environment

The work environment may span company facilities, client facilities and third party facilities.

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 11 of 15
VB-QMS9001-400-9001					

Management will be responsible for ensuring that the work environment at all company facilities is suitable for safe and effective performance of all work activities.

7 PRODUCT REALIZATION

7.1 Planning of Product Realization

Versabar provides custom solutions to its clients. These solutions build on standard components and services that can be customized, integrated and delivered in the optimum arrangement to meet client requirements. Each project will be executed in accordance with the Versabar QMS processes.

- Rigging Rental and Sales (*VB-QMS9001-710-9350*)
- Weight and COG Measurement (*VB-QMS9001-711-9450*)
- Component Proof Load Testing and Certification (*VB-QMS9001-712-9100*)
- System Function Testing and Certification (*VB-QMS9001-713-9103*)
- Welded Component Fabrication (*VB-QMS9001-714-9600*)
- Machined Component Fabrication (*VB-QMS9001-715-9603*)
- Mechanical System Fabrication and Maintenance (*VB-QMS9001-716-9520*)
- Field Operation of Equipment (*VB-QMS9001-717-9950*)
- Marine Operations Planning & Management (*VB-QMS9001-718-9900*)

7.2 Customer Related Processes

The overview of the Versabar QMS shows three processes which are customer related

- Develop proposal
- Award contract
- Execution management

7.2.1 Determination of Requirements Related to the Product


As part of bidding for work initial customer requirements must be determined to understand whether the opportunity is aligned with Versabar objectives and strategies, can be performed profitably, and can be executed such that the delivered solution(s) will meet customer requirements. In addition any industry standard (regulatory and statutory) requirements and practices that apply are also captured and added to the client specific requirements.

7.2.2 Review of Requirements Related to the Product (*VB-QMS9001-722-9802*)

Client requirements are clarified and reviewed prior to the final contract award process. During the execution of the project the client requirements are communicated throughout the project team by the project manager. During execution, client requirements may be further refined or updated, and differences resolved.

7.2.3 Customer Communication

Customer communication is an ongoing process during product realization. Progress reports, requests for information, variation requests, invoices and deliverables must all be

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 12 of 15
VB-QMS9001-400-9001					

communicated in a timely manner and in accordance with the contract. When the project is complete customer feedback will be solicited to determine a measure of company performance against client requirements.

7.3 Design and Development *(VB-QMS9001-730-9800)*

Versabar performs design and development in support of the field delivery of solutions and services. For final validation and verification custom engineered systems are subject to full scale systems integration testing (SIT) and proof load testing.

Design and development planning, inputs, outputs, review, verification, and validation shall be in accordance with the appropriate Versabar QMS process.

7.4 Purchasing

Purchasing of raw materials, completed goods and third party services may be required in support of product realization.

7.4.1 Purchasing Process *(VB-QMS9001-741-9402)*

All goods and services purchased shall comply with documented requirements. The purchase requirements will be based on the total requirements for the completed goods or service.

Suppliers/Subcontractors shall be selected jointly on the basis of safety, quality, delivery, cost and proven ability to meet the specified requirements. The Supplier/Subcontractor performance shall be evaluated on their ability to supply the product/service in accordance with requirements.

7.4.2 Purchasing Information *(VB-QMS9001-742-9400)*

Sufficient information shall be provided to suppliers/subcontractors at the time of purchase to ensure QMS requirements have been met.

7.4.3 Verification of Purchased Product *(VB-QMS9001-743-9020)*


All purchased items and services shall be verified for compliance against specified requirements before being accepted for incorporation into the final product.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

Versabar assures that the delivery of the product and services is completed in a controlled manner. Control is achieved by the following:

- That product requirements are sufficiently captured
- That employees understand and are trained in the work instructions and activities to be followed
- The correct equipment is available and used for the job
- Production monitoring and measurement is performed throughout the realization process

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 13 of 15
VB-QMS9001-400-9001					

- The required work activities and processes are implemented in the required sequence and within the require delivery time frame

The following are the Versabar Standard Inspection and Test Plans:

- Rigging Rental and Sales ITP (*VB-QMS9001-710-9351*)
- Weight and COG Measurement ITP (*VB-QMS9001-711-9451*)
- Component Proof Load Testing and Certification ITP (*VB-QMS9001-712-9101*)
- System Function Testing ITP (*VB-QMS9001-713-9104*)
- Welded Component Fabrication ITP (*VB-QMS9001-714-9601*)
- Machined Component Fabrication ITP (*VB-QMS9001-715-9604*)
- Mechanical System Assembly and Maintenance ITP (*VB-QMS9001-716-9521*)
- Field Operations of Equipment ITP (*VB-QMS9001-717-9951*)
- Marine Operations Planning & Management ITP (*VB-QMS9001-718-9901*)

7.5.2 Validation of Processes for Production and Service Provision

Versabar must validate a process when output cannot be verified by subsequent monitoring/measurement and as a consequence deficiencies become known after a product is in use.

Validation shall demonstrate ability of this process to achieve planned results. Versabar shall establish arrangements as applicable:

- Define criteria for review and Approval
- Approval of Equipment and Personnel Qualification
- Use of specific method/procedure
- Requirement for records


This section is also sometimes referred to as a “special process”. In addition, welding is typically regarded as a special process. Since Versabar utilizing specific engineered testing to validate and verify welded components, welding is not a special process for Versabar.

7.5.3 Identification and Traceability (*VB-QMS9001-753-9005*)

During the fabrication of components materials and component traceability will be used. Component status shall be monitored throughout the process where traceability is required.

7.5.4 Customer Property (*VB-QMS9001-754-9009*)

For some projects customer property will be incorporated into the final product or service. When customer property is under the care, custody and control of Versabar all care shall be taken to preserve the condition of the property, and any damage shall be documented and communicated to the respective customer.

	System:	QUALITY MANAGEMENT SYSTEM			
	Document Title	Quality Manual			
	Revision:	5	Status	Approved	Page 14 of 15

VB-QMS9001-400-9001

7.5.5 Preservation of Product *(VB-QMS9001-755-9004)*

The product shall be maintained and preserved in accordance with specified requirements at all times while it is under the care, custody and control of Versabar.

7.5.6 Control of Monitoring and Measuring Devices *(VB-QMS9001-760-9018)*

Versabar performs the following measurements during production and service provision:

- Dimensional control during steel component fabrication
- Nondestructive testing and weld inspection of steel fabricated structures
- Weight and load monitoring using certified electronic load cells

Versabar shall determine monitoring/measurements to be undertaken and the monitoring/measurement equipment needed to provide evidence of conformity to requirements.

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

The following shall constitute the Versabar Measurement, Analysis, and Improvement plan.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

During project execution any Client issues and conflicts will be immediately addressed and resolved. Learnings and feedback from these issues will be communicated throughout the company, as required.

Upon the completion of a project, specific customer feedback will be solicited to determine customer satisfaction. The information obtained will be communicated throughout the company, as required.

8.2.2 Internal Audit *(VB-QMS9001-822-9006)*


Versabar will internally audit the system, processes, procedures, and personnel that function to realize the QMS. These audits are scheduled so that the entire QMS will be audited at least annually.

8.2.3 Monitoring and Measurement of Processes *(VB-QMS9001-810-9046)*

Versabar shall monitor and measure QMS processes as directed by management by means of the published Measurement, Monitoring, and Analysis Table.

8.2.4 Monitoring and Measurement of Product *(VB-QMS9001-810-9046)*

The conformance of the product or service against customer requirements will be monitored throughout the realization process. Intermediate deliverables (drawings, calculations, reports) and measurements (in process inspection results) will be used to monitor compliance.

	System:	QUALITY MANAGEMENT SYSTEM				
	Document Title	Quality Manual				
	Revision:	5	Status	Approved	Page 15 of 15	

VB-QMS9001-400-9001

8.3 Control of Nonconforming Product (VB-QMS9001-830-9029)

All material and product NCRs shall be dispositioned and action taken in a timely manner. Action shall be taken to eliminate the defect. Examples of disposition are rework, repair, scrap, return to supplier, use as is, or re-grade.

8.4 Analysis of Data

Versabar shall analyze data collected from monitoring, measuring, and analysis methods in order to establish trends that can be corrected to improve the overall effectiveness of the QMS.

8.5 Improvement

8.5.1 Corrective Action (VB-QMS9001-830-9035)

When a product or service nonconformance is identified a corrective action plan shall be developed and implemented. Part of the corrective action process will include a root cause analysis of the nonconformance. The corrective action plan may include actions relating specifically to the product as well as the QMS and organization.

8.5.2 Preventative Action (VB-QMS9001-830-9035)

Preventative actions shall be determined through the course of daily business. Preventive actions can be created to address potential issues and nonconformances before those issues become problematic. Preventive actions are raised to address potential issues from becoming problematic.

9 DOCUMENT REVISION HISTORY

Rev	Date	Description	Orig	Chk	Apr	Auth
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3	12/30/2012	Changed document number, general revision	JPF	SPM	EJG	EJG
2	9/13/2011	General revision	MD Y		SPM	
1	6/25/2010	Updated document number and document references	SPM		EJG	
0	8/5/2009	Initial Release	SPM		EJG	