MPAM Quality Policy

(This Policy is valid from January 2020)

ARTICLE 1 PURPOSE

Quality Management is a concept used throughout a project or business that extends to customers and suppliers. Systems are developed to satisfy customer requirements and produce higher quality products and / or services. It aims to improve product quality through establishing business processes, structures and personnel responsibilities.

Document Control ensures that all elements of the management system are approved, accessible and periodically reviewed, and that records are maintained and retained appropriately.

ARTICLE 2 PRINCIPLES

The project or business should implement and maintain Quality Management Systems in accordance with the general principles of ISO 9001, and support development of the business through commitment to the continuous improvement process.

- Roles and responsibilities should be defined to ensure processes for the Quality Management System are established, implemented, maintained and monitored.

- Systems should be in place to establish policy, objectives, goals and plans. Plans are formulated for achieving the objectives and goals.

- Business planning should be supported to ensure effective use of the resources of the project.

- The project or business should focus on the needs and expectations of our customer(s) and establish good relationships with all stakeholders, ensuring feedback is obtained and acted upon in a timely manner.

- Processes should be monitored and recorded, the results of which will guide management decisions.

- Managers, team and individual Key Performance Indicators (KPIs) should be set consistent with the project objectives and goals. Both Leading and Lagging KPIs are defined especially in the Safety, Environment and other key areas.

- Management should engage all staff in the establishment, development and operation of its systems and processes.

- Systems should be put in place to identify and prioritize corrective and preventative actions for plant incidents and to monitor the progress of those actions until their completion in a timely manner.

- Analysis of data on safety, environmental and plant incidents should be performed periodically and common causes or other areas for improvement should be identified and corrected.

- The performance and effectiveness of the Integrity Management system should be continuously improved through the management review process which includes the following information:

  - Review of the project's goals and strategy;

  - Management system audit results and status of actions;

  - Analysis of monitoring reports;

  - Major corrective / preventive action and other improvement plans progress;

  - Learning from events analysis;

  - Status of actions from previous management reviews;

  - External requirements or legal changes which may affect the management system;

  - Asset performance/condition;

  - Insurance Survey recommendations;

  - Customer satisfaction results;

- The Management Review should identify the basic causes of poor performance and/or processes, then develop the actions to improve the management system and effectively communicate the outcome to all relevant personnel within the project.

- Document Control systems should be established and maintained. The documented information which should be maintained and retained is defined for each process.

- Staff are encouraged to use electronic forms of documentation and recorded information whenever and wherever possible.

- The project or business should ensure that documents, data and information can be distributed, located and accessed by authorized individuals.

- Documents, data and information should be periodically reviewed, revised as necessary and approved by authorized personnel.

- Documents, data and information should have established retention times, consistent with legal requirements and knowledge preservation, and should be assigned to responsible custodians. Obsolete documents, data and information should be promptly removed from all points of issue and points of use, or otherwise assured against unintended use.

An up-to-date, controlled library of documents should be kept. This should include regulations, codes of practice, standards, publications and any other external and internal document pertinent to the safe, reliable and compliant operation of the project or business.