



شركة غرب القرنة West Al Qurna Co.

للنفط والطاقة | Oil & Energy

E.P.C

QUALITY MANAGEMENT PROCEDURES MANUAL



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WEST AL-QURNA for Oil and Energy Services L.L.C.

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1. WQ/QM-P01 — Raw Material Control Procedure

Objective: To ensure received raw materials conform to specifications.

Procedures:

- Verify and approve only authorized suppliers based on performance records and quality assessments.
- Conduct regular supplier evaluations covering quality, delivery performance, and certifications.
- Inspect received materials for quality, quantity, packaging, and transport condition.
- Document inspection results in material receiving records.
- Immediately reject or return nonconforming materials and report them per the Nonconformity Procedure.

2. WQ/QM-P02 — Process Control Procedure

Objective: To ensure that operations are executed under defined process control measures.

Procedures:

- Document all core and support operational processes with formal work instructions.
- Identify and monitor key control points and critical variables.
- Conduct regular monitoring and analysis of deviations.
- Apply quality control plans during operations and correct technical variances.
- Maintain process monitoring records and conduct quarterly performance reviews.



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3. WQ/QM-P03 — Manufacturing and Inspection Procedure

Objective: To ensure that final products meet required specifications.

Procedures:

- Apply approved work instructions and technical specifications during manufacturing.
- Use certified inspection and calibration tools at all stages.
- Perform in-process inspections and final product verification.
- Follow inspection standards for dimensions, materials, welding, coating, etc.
- Issue and archive inspection reports and test results for each batch.
- Address nonconforming results per the handling procedure and document findings.

4. WQ/QM-P04 — Calibration Procedure

Objective: To ensure accuracy of measurement and testing devices.

Procedures:

- Maintain a calibration register with device ID, type, and due date.
- Calibrate devices according to a set schedule based on manufacturer recommendations or regulatory standards.
- Retain calibration certificates issued by accredited bodies.
- Place clear calibration labels on each device showing next calibration date.
- Immediately withdraw uncalibrated devices from use.



5. WQ/QM-P05 — Product Traceability and Identification Procedure

Objective: To enable product traceability throughout its lifecycle.

Procedures:

- Assign identification numbers for all products or production lots.
- Label materials and products with batch number, date, and client reference.
- Track product movement from storage to production and dispatch.
- Record any changes to product status or location.
- Maintain traceability records for a minimum of 3 years.

6. WQ/QM-P06 — Storage Procedure

Objective: To protect materials and products from deterioration or unsafe storage conditions.

Procedures:

- Implement a classification system based on type, expiry, and hazard level.
- Store materials in designated zones following environmental conditions (e.g., temperature, humidity).
- Monitor stock validity and update storage records routinely.
- Conduct physical inventory checks (monthly/quarterly).
- Record any cases of damage or loss and investigate root causes.



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7. WQ/QM-P07 — Nonconformity Handling Procedure

Objective: To manage deviations from standards and prevent recurrence.

Procedures:

- Record incidents in the Nonconformity Log with detailed description.
- Classify nonconformities (critical, major, minor) to prioritize response.
- Analyze root causes using tools such as “5 Whys” or Cause-and-Effect Diagram.
- Implement corrective and preventive actions by qualified teams.
- Verify the effectiveness of corrective measures through performance follow-up.

8. WQ/QM-P08 — Customer Complaint Handling Procedure

Objective: To improve client satisfaction and learn from customer feedback.

Procedures:

- Accept complaints via email, phone, or formal submission forms.
- Log each complaint with tracking number and summary.
- Analyze the complaint and respond to the customer within 5 business days.
- Carry out corrective action where necessary and coordinate with operations or quality teams.
- Review trends through periodic complaint analysis to develop improvement plans.



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9. WQ/QM-P09 — *Industrial and Occupational Safety Standards*

Objective: To ensure a safe workplace compliant with national and international safety standards.

Procedures:

- Conduct mandatory safety training sessions for all staff.
- Perform monthly risk assessments in collaboration with the HSSE department.
- Provide personal protective equipment (PPE) relevant to the task.
- Maintain injury and incident logs covering the past three years.
- Investigate serious incidents and communicate lessons learned organization-wide.

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