



17020:2012

Inspection Quality Management System Manual

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A. Distribution List

COPY NO	TYPE	OWNER
01	MASTER COPY	TECHNICAL OPERATION MANAGER
02	CONTROL COPY	INSPECTION ENGINEER

B. Amendment History

Sl. No	Description of the Amendment	Date of the Initial Implementation	Date of Revision	Authorized By
01	Initial Issue	N.A.	18-02-2020	

C. Organization Profile

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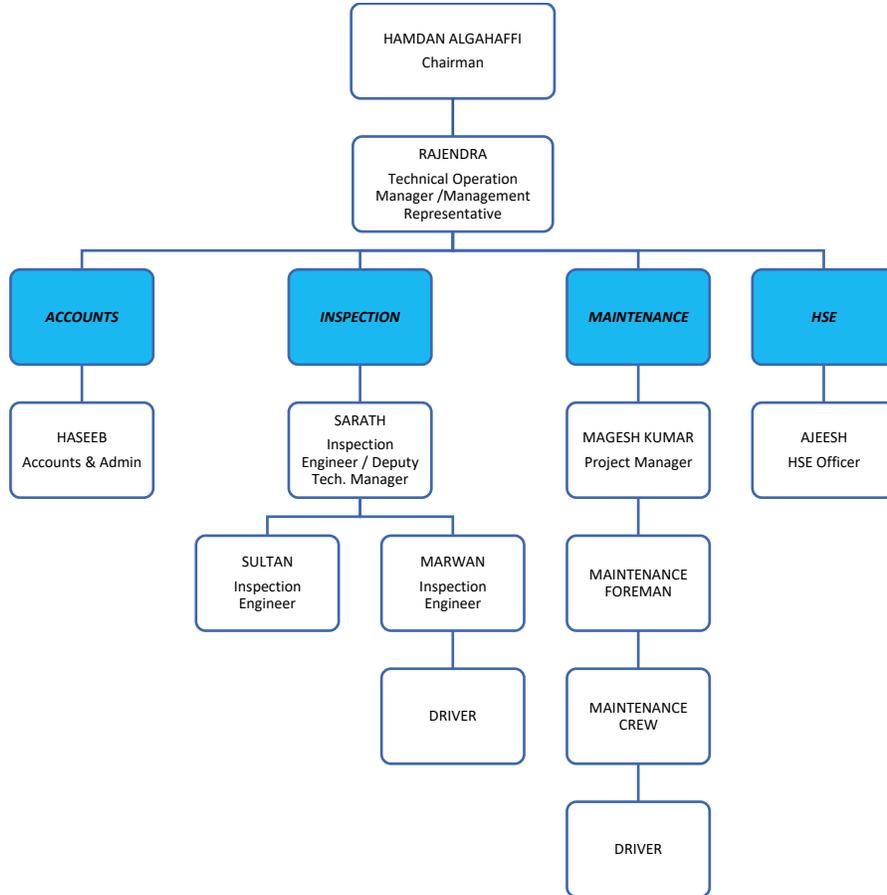
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D. Organization chart



E. IQMS Policy

We at SAG ALSAHRA(SAG), operate our business in a manner that consistently meets the standards set by affected stakeholders – being customers, industry regulators and the communities within which organization operations are conducted demonstrating the competence of the organization to provide Type A inspection services. The organization is committed to continuously improving its operations, processes and the services provided to its customers and interested parties in an impartial manner.

All employees are expected to help the organization attain highest standards. It is organization policy to:

- Demonstrate the ability to consistently provide services that meet customer and applicable statutory and regulatory requirements;



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- To demonstrate the competence of the organization and personnel for the provision of inspection services as per the International/ National/ Local/ Regional Standards with optimum quality and operational excellence;
- To undertake commitment to impartiality through the Impartiality Statement and the implementation of the same at all relevant functions.
- Enhance customer satisfaction through the effective application of the IQMS, including processes for improvement of the system and the assurance of conformity to the customer and applicable statutory and regulatory requirement;
- Enhance the organizational performance and ensure fulfilment of compliance or contractual obligations by managing its operations in a systematic manner that contributes to continual improvement;
- Identify the changing needs and expectations of our interested parties and establishing internal and external communications.
- Consider the context of the organization and align the Management System with the strategic direction of SAG to achieve the IQMS objectives with well-defined responsibilities for their fulfilment.
- Comply, Cooperate and Co-ordinate, in the spirit of partnership, with local, state and federal authorities of the all applicable laws, legislations, regulations and standards.
- Establish, apply, maintain and strive for continual improvement of effectiveness of Inspection Quality Management System – ISO 17020:2012 with trained and competent staffs.
- Adapt, innovate and refine our processes in line with global business trends to maintain credibility and leadership in our field.

The organization supports the adoption of ISO 17020:2012 Inspection Quality Management systems with a view such that all interested parties and stakeholders benefit from this commitment.

HAMDAN ALGAHAFFI
Chairman
Date:10.03.2023



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1. Scope

SAG is registered with Muscat Municipality under CR 1188911; SAG is a Type A Inspection Service provider.

The scope of activities abiding to this document (IQMSM-01) as per ISO 17020:2012 *Conformity assessment – Requirements for the operation of various types of bodies performing inspection* is as follows:

S. No.	Name of Inspection	Categories	Applications/ Areas of Inspection
1	Lifting equipment inspection	Initial and periodic	Lifting loose gear and appliances
2	Ultrasonic Testing	<ul style="list-style-type: none"> Conventional Advanced 	Plates, Pipes, Structural, Vessels (including nozzles), Piping & Storage Tanks.
3	Ultrasonic Thickness Gauging	<ul style="list-style-type: none"> Normal Temperature 	Plates, Pipes, Structural, Vessels (including nozzles), Piping & Storage Tanks.
4	Penetrant Testing	<ul style="list-style-type: none"> Solvent Removable Water Washable Fluorescent 	Plates, Pipes, Structural, Vessels (including nozzles), Piping & Storage Tanks.
5	Magnetic Particle Testing	<ul style="list-style-type: none"> Wet Fluorescent 	Plates, Pipes, Structural, Vessels (including nozzles), Piping & Storage Tanks.
6	Visual Inspection	<ul style="list-style-type: none"> Raw Material Visual Inspection Welding Visual & Dimensional Inspection 	Plates, Pipes, Structural, Vessels (including nozzles), Piping & Storage Tanks.

2. Normative references

- ISO 17020:2012 – Conformity assessment – Requirements for the operation of various types of bodies performing inspection
- ISO 17000 – Conformity Assessment Vocabulary and General Principles

3. Terms & definitions

Terms	Definitions
Inspection	Examination of a product, process, service, or installation or their design and determination of its conformity with specific requirements or, on the basis of professional judgment, with general requirements.
Product	Result of a process. This could be classified as services, software, hardware & processed materials.
Process	Set of interrelated or interacting activities which transform inputs to the outputs.
Service	Result of at least one activity performed at the interface between supplier and customer which is generally intangible.
Inspection Body (IB)	An Inspection body is the employer of the competent persons who provide examination and testing services. Inspection Body can be a part of an Organization. SAG shall be referred as the inspection body in this manual unless specifically mentioned.



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Inspection System	The set of rules, procedures and management laid down by the inspection body for performing the inspection.
Inspection Scheme	The Inspection system which the employer follows to complete the inspection. This inspection scheme can be international, national & or regional level.
Impartiality	Conflicts of interest don't exist or are resolved so as not to adversely influence subsequent activities of the inspection body.
Appeal	Request by the customer or the manufacturer to the inspection body for reconsideration of the decision that has been made by the IB relating to the item.
Complaint	Expression of dissatisfaction, other than appeal, by any person or organization to the IB, relating to the activities of the IB.

4. General requirements

4.1. Impartiality and independence

- 4.1.1. SAG's inspection personnel shall undertake the inspection activity impartially.
- 4.1.2. SAG's Inspection personnel performing the inspection shall not allow any commercial, financial or other pressure by any means to compromise impartiality. SAG is responsible for the impartiality of its inspection activities.
- 4.1.3. SAG's personnel identifies the risks involved to its impartiality on an ongoing basis.
- 4.1.4. If a risk to impartiality is identified, SAG shall be capable to demonstrate how it eliminates or minimizes such risk.
- 4.1.5. SAG top management have demonstrated its commitment to impartiality through the Impartiality Statement. The Operations Manager shall be responsible for the implementation & maintenance of the system.
- 4.1.6. SAG's personnel meeting the requirements of Type A inspection body, are independent of the parties involved. SAG's personnel offer inspection as an independent third party inspection body.

4.2. Confidentiality

- 4.2.1. SAG holds the responsibility through legally enforceable commitments for the management of all information obtained or created during the performance of inspection activities. SAG shall inform the client in advance, of the information it intends to place in public domain. Except for the information that the client makes publicly available, or when agreed between the inspection body and the client, all information is considered proprietary information and is regarded as confidential.
- 4.2.2. When SAG is required by law or authorized by contractual commitments to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.
- 4.2.3. Information about the client obtained from other sources other than the client (e.g. complainant, regulators) is treated as confidential.



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- Ref: SAG-QP-IQMS-01 Customer Confidentiality**
- SAG-QP-IQMS-10 Confidence & Operational Integrity**
- SAG-QP-IQMS-18 Employees Free from Financial Problems**
- IQMS-Annexure-4 Impartiality Statement**
- IQMS-Annexure-5 Confidentiality Policy**

5. Structural requirements

5.1. Administrative requirements

- 5.1.1. SAG is an identified legal entity and upholds its responsibilities for all the inspection activities undertaken by SAG.
- 5.1.2. SAG have clearly identified all the activities and related categorizations and SAG administers adequate office premises with a well-defined organization chart and its organization structure is documented with specified departments and related operations.
- 5.1.3. SAG' personnel involved in inspection and examination and testing, Welding Inspection, NDT Inspection services, Painting Inspection, Pressure vessels, Non Pressure Parts Inspection.
- 5.1.4. Personnel involved in testing and inspection jobs are covered with adequate insurance as required by prevailing law.
- 5.1.5. The precise scope of an inspection is determined by the terms of the individual contract or work order. This ensures that there is a clear and demonstrable understanding between the inspection body and client about the scope of the inspection work to be undertaken. SAG is providing inspection services under National & International Standards depending upon the scope of inspection and inspection/ examination guideline/ specification provided by the customer for each inspection activity which would act as the reference for judging the acceptance or rejection of a sample.
- 5.1.6. Inspection Body shall define the management system for each legal activity enactment and its mission as per standard requirements.

5.2. Organization and management

- 5.2.1. SAG have structured and manages the inspection in such a way, so as to safeguard impartiality.
- 5.2.2. SAG have been organized and managed enabling the organization to maintain the capability to perform the inspection activities.
- 5.2.3. SAG have defined and documented the responsibilities and reporting structure of the organization through job descriptions and organization chart respectively.
- 5.2.4. The relationships and interactions between inspection activities and other activities undertaken by SAG have been clearly identified and defined.
- 5.2.5. SAG have designated the Operations Manager as the overall responsible person for all the inspection activities undertaken by the organization, Inspection Engineers and Technicians forms the inspection



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team of the organization. SAG ensures that the inspection activities are carried out in accordance with the ISO 17020:2012 International Standard.

- 5.2.6. SAG have designated deputies for the relevant functions in order to ensure consistent provision of services in the absence of personnel responsible for ongoing inspection activities.
- 5.2.7. SAG have established a job description for each position category within the organization and involved in inspection activities.

Ref: SAG-QP-IQMS-13 Training & Communication

6. Resource requirements

6.1. Personnel

- 6.1.1. SAG have defined and documented the competence requirements for all personnel involved in the inspection activities, including requirements for education, training, technical knowledge, skills and experience.
- 6.1.2. SAG have employed and have contracts with a relevant sufficient number of persons with the required competencies, including, where needed, the ability to make professional judgements, to perform the type, range and volume of the inspection activities.
- 6.1.3. SAG ensures that the personnel responsible for inspection possess appropriate qualifications, training, experience and a satisfactory knowledge of the requirements of the inspections to be carried out. They shall also have relevant knowledge of the following:
- the technology used for the manufacture of the products inspected, the operations of the processes and the delivery of services;
 - the way in which products are used, processes are operated and services are delivered;
 - any defects which may occur during the use of the product, any failures in the operation of the process and any deficiencies in the delivery of services.

They shall have understand the significance of deviations found with regard to the normal use of the products, the operation of the processes and the delivery of services.

- 6.1.4. SAG have clearly defined and communicated the duties, responsibilities and authorities of all relevant functions under inspection activities.
- 6.1.5. SAG have documented procedure for selecting, training, formally authorizing, and monitoring inspectors and other personnel involved in inspection activities.
- 6.1.6. The documented procedure for training addresses the following stages:
- a) an induction period;
 - b) a mentored working period with experienced inspectors;
 - c) continuing training to keep pace with developing technology and inspection methods.



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- 6.1.7. The training required depends upon the ability, qualifications and experience of each inspector and other personnel involved in inspection activities, and upon the results of monitoring.
- 6.1.8. Technical Operation Manager who is familiar with the inspection methods and procedures monitors all inspectors and other personnel involved in inspection activities for satisfactory performance. Results of monitoring are used as a means of identifying the training needs.
- 6.1.9. Each inspector shall be observed on site, unless there is sufficient supporting evidence that the inspector is continuing to perform competently.
- 6.1.10. SAG maintains records of monitoring, education, training, technical knowledge, skills, experience and authorization of each member of its personnel involved in inspection activities.
- 6.1.11. The personnel involved in the inspection activities are not remunerated in a way that influences the results of inspections.
- 6.1.12. All personnel involved in inspection activities of the organization, either internal or external, and could affect/ influence the inspection activities shall act impartially.
- 6.1.13. All personnel of the inspection unit of SAG, including sub-contractors, personnel of external bodies and individuals acting on the inspection unit's behalf, are bound to keep confidential all information obtained or created during the performance of the inspection activities, except as required by law.

Ref: SAG-QP-IQMS-05 Resource Management

Ref: SAG-QP-IQMS-13 Training and Communication

6.2. Facilities and equipment

- 6.2.1. SAG is equipped with suitable and adequate facilities and equipment to perform all activities under the scope of inspection operations to be carried out in a competent and safe manner.
- 6.2.2. SAG have set rules for the access to, and the use of, specified facilities and equipment used to perform inspections.
- 6.2.3. SAG ensures continued suitability of the facilities and the equipment mentioned in 6.2.1 for their intended use.
- 6.2.4. All equipment having a significant influence on the results of the inspection are defined and appropriately identified.
- 6.2.5. All equipment are maintained in accordance with documented procedures and instructions.
- 6.2.6. Where appropriate, the measurement equipment having significant influence on the results of the inspection are calibrated as per the established calibration plan before being put into service or use.
- 6.2.7. The overall program of calibration of equipment is designed and operated so as to ensure that the measurements made by SAG are traceable to national or international standards of measurement. Where the traceability to national or international standards of measurements are not applicable, SAG maintains evidence of correlation or accuracy of inspection results.



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- 6.2.8. Reference standards for measurement held by the inspection body is used for calibration only and for no other purpose. Reference standards of measurement are calibrated providing traceability to a national or international standard of measurement.
- 6.2.9. Equipment are subjected to intermediate checks between regular maintenance or recalibrations.
- 6.2.10. Reference material shall, where possible, be traceable to national or international reference materials, where they exist.
- 6.2.11. Where relevant for the outcome of inspection activities, SAG have procedures for the following:
 - a) selection and approval of suppliers;
 - b) verification of incoming goods and services;
 - c) ensuring appropriate storage facilities.
- 6.2.12. The condition of stored items are assessed at appropriate intervals to detect deterioration as relevant and determined.
- 6.2.13. When SAG uses computers or automated equipment in connection with inspections, it ensures that:
 - a) computer software is adequate for use;
 - b) procedures are established and implemented for protecting the integrity and security of the data;
 - c) computer and automated equipment is maintained in order to ensure proper functioning.
- 6.2.14. SAG have documented procedure for dealing with defective equipment. Defective equipment is removed from service by segregation, prominent labeling or marking. SAG examines the effect of defects on previous inspections and take appropriate corrective actions as necessary and relevant.
- 6.2.15. Relevant information on the equipment, including software, are recorded. This include identification and, where appropriate, information on calibration and maintenance.

Ref: SAG-QP-IQMS-06 Equipment Control

SAG-QP-IQMS-07 Control of Monitoring and Measuring Devices

SAG-QP-IQMS-14 Defective Equipment Handling

SAG-QP-IQMS-15 Intermediate Check

SAG-QP-IQMS-16 Calibration of Reference Standards & Materials

SAG-QP-IQMS-19 Purchase

Ref: SAG-QP-IQMS-19 Purchase

7. Process requirements

7.1. Inspection methods and procedure

- 7.1.1. SAG uses the method and procedures established technically for the inspection, which are defined in the requirements against which inspection, are to be performed. Where these are not defined, SAG



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shall develop specific methods and procedures to be used. SAG informs the client if the inspection method proposed by the client is considered to be inappropriate.

- 7.1.2. SAG have and uses adequate documented instructions on inspection planning and on sampling and inspection techniques, where the absence of such instructions could jeopardize the effectiveness of the inspection process. Where necessary, SAG have sufficient knowledge of statistical techniques to ensure statistically sound sampling procedures and the correct processing and interpretation of results.
- 7.1.3. When SAG have to use inspection methods or procedures which are non-standard, such methods and procedures shall be appropriate and fully documented.
- 7.1.4. All instructions, standards or written procedures, worksheets, checklists and reference data relevant to the work of the inspection body is maintained up to date and readily available to the personnel.
- 7.1.5. SAG administers contract or work order control system which ensures that:
 - a) work to be undertaken is within the expertise and SAG have adequate resources to meet the requirements;
 - b) the requirements of those seeking SAG’s services are adequately defined and that special conditions are understood, so that unambiguous instructions can be issued to personnel performing the duties to be required;
 - c) work being undertaken is controlled by regular review and corrective action;
 - d) the requirements of the contract or work order has been met.
- 7.1.6. When SAG uses information supplied by any other party as part of the inspection process, it verifies the integrity of such information.
- 7.1.7. Observations or data obtained during the course of the inspections are recorded in a timely manner so as to prevent loss of relevant information.
- 7.1.8. Calculations and data transfers are subjected to appropriate checks.
- 7.1.9. SAG have documented instructions for carrying out inspection in a safe manner.
- 7.2. Handling inspection items and samples**
- 7.2.1. SAG ensures that items and samples to be inspected are uniquely identified in order to avoid confusion regarding the identity of such items and samples.
- 7.2.2. SAG establishes whether the item to be inspected has been prepared.
- 7.2.3. Any apparent abnormalities notified to, or noticed by, the inspector is recorded. 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, SAG contacts the client before proceeding.
- 7.2.4. SAG have documented procedures and appropriate facilities to avoid deterioration or damage to the inspection items while under its responsibility.



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Ref: SAG-QP-IQMS-17 Handling of Inspection Items

7.3. Inspection records

- 7.3.1. SAG maintains a record system to demonstrate the effective fulfillment of the inspection procedures and to enable an evaluation of the inspection.
- 7.3.2. The inspection report or certificate is internally traceable to the inspector who performed the inspection.

7.4. Inspection reports and inspection certificates

- 7.4.1. The work carried out by SAG is covered by a retrievable inspection report or certificate.
- 7.4.2. Any inspection report/ certificate includes all of the following:
 - a) identification of the issuing body;
 - b) unique identification number and date of issue;
 - c) date (s) of inspection;
 - d) identification of the item (s) inspected;
 - e) signature or other indication of approval, by authorized personnel;
 - f) a statement of conformity where applicable;
 - g) the inspection results except where detailed in accordance with 7.4.3.
- 7.4.3. SAG understands that an inspection body shall issue an inspection certificate that does not include the inspection results only when the inspection body can also produce an inspection report containing the inspection results, and when both the inspection certificate and the inspection result are traceable to each other.
- 7.4.4. All information listed in 7.4.2 are reported correctly, accurately and clearly. Where the inspection report or inspection certificate contains results supplied by subcontractors, these results shall be clearly identified.
- 7.4.5. Corrections or additions to an inspection report or inspection certificate after issue is recorded in accordance with the relevant requirements of this subclause (7.4). An amended report or certificate carries traceability to the report or certificate replaced.

Ref: SAG-QP-IQMS-23 Reporting of Inspection Results

7.5. Complaints and appeals

- 7.5.1. SAG have a documented process to receive, evaluate and make decisions on complaints and appeals.
- 7.5.2. A description of the handling process for complaints and appeals are available to any interested party upon request.
- 7.5.3. Upon receipt of a complaint, SAG confirms whether the complaint relates to inspection activities for which it is responsible and, if so, shall deal with it.
- 7.5.4. SAG holds responsibility for all decisions at all levels of the handling process for complaints and appeals.



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7.5.5. Investigation and decision on appeals shall not result in any discriminatory actions.

7.6. Complaints and appeals process

7.6.1. The handling process for complaints and appeals include the following elements and methods:

- a) a description of the process for receiving, validating, investigating the complaint or appeal, and deciding what actions are to be taken in response to it.
- b) tracking and recording complaints and appeals, including actions undertaken to resolve them;
- c) ensuring that any appropriate action is taken.

7.6.2. SAG upon receiving the complaint or appeal shall be responsible for gathering and verifying all necessary information to validate the complaint or appeal.

7.6.3. SAG acknowledges the receipt of the complaint or appeal, and provides the complainant or appellant with progress reports and the outcomes.

7.6.4. The decision to be communicated to the complainant or appellant is made by the Inspection Engineer and it is reviewed and approved by the Operations Manager. SAG also ensures that the individuals in question in complaint are not involved in the complaint handling or investigation process and shall be handled independently.

Ref: SAG-QP-IQMS-20 Customer Complaints and Appeals

8. Management System Requirements

8.1. Options

8.1.1. General

SAG has established, documented, implemented and maintained a management system that is capable of supporting and demonstrating consistent achievement of the requirements of this document and assuring the quality of inspection results. In addition to meeting the requirements of ISO 17020:2012, SAG implements a management system in accordance with Option A.

As a minimum, the management system of the SAG is addressed the following:

- Management System Documentation
- Control of Documents
- Control of Records
- Management Review
- Internal Audit
- Corrective Actions
- Preventive Actions (referred as risk)
- Complaints and Appeals

8.2. Management System Documentation

8.2.1. SAG's top management has established, documented and maintains a Management System as described in this Manual. The system implements and maintains policies, systems, programs, procedures and instructions as per requirements of ISO/IEC 17020:2012, and other industry specific requirements as required by customers. SAG Management is committed to maintain a management system for inspection activities that meets the requirements of the standard and customers. The Manual is the principal document that defines the management system for inspection activities. Quality and Technical Procedures are documented to establish and maintain continuity of each



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activity or function affecting inspection activities. Procedures will be readily available to personnel for reference and implementation. The quality document structure contains this Manual, Quality Procedures, Technical Procedures, Operating Procedures and Quality Forms/Records. The effectiveness of the Inspection Quality Management System is assessed in several ways:

- By a program of planned internal & external audits, covering all aspects of the operation of the LMS in adherence to the Management and Technical Clauses of ISO/IEC 17020 Standard
- By conduct of regular, scheduled Management Reviews for the suitability and effectiveness of the IQMS
- By analysis of potential and actual problems as shown by customer complaints and supplier and subcontractor assessments
- By review and analysis if objectives are met by SAG

8.2.2. SAG management is committed through the IQMS Policy for the development and implementation of the management system and its effectiveness in achieving consistent fulfilment of the ISO/ IEC 17020:2012 International Standard.

8.2.3. SAG's top management has appointed the Operations Manager, who irrespective of other responsibilities, has the responsibility and authority that include the following:

- a) ensuring that the processes and procedures needed for the management system are established, implemented and maintained; and
- b) reporting to the top management on the performance of the management system and any need for improvement.

8.2.4. All documentation, processes, systems, records etc. related to the fulfillment of the requirements of this manual and ISO/ IEC 17020:2012 International Standard is included, referenced, or linked to documentation of the management system.

8.2.5. All personnel involved in inspection activities have access to the parts of the management system documentation and related information that are applicable to their responsibilities.

Ref: IQMS-Annexure-1 IQMS Policy
IQMS-Annexure-2 IQMS Objectives

IQMS Policy Statement

To ensure accurate and timely monitoring services, and to continuously meet or exceed the stated, or implied, expectations of customers through day-to-day interactions, SAG is committed to providing the very best in inspection services to clients to help them meet their needs ensuring impartiality and confidentiality in the process or activities administered. SAG will adhere to published procedures required by regulatory agencies while utilizing documented Quality and Technical Procedures created internally. The principles and practices of this policy apply to each employee of SAG. The IQMS Policy Statement of SAG is established in IQMS-Annexure-1.

Management Commitment

Management commitment to highest level of professional practice and quality of services provided to the customer assuring impartiality and confidentiality in the services offered. Inspections are always carried out in accordance with stated methods and customers' requirements.

Standards of Service

SAG commits to highest standard and most-updated roster of equipment and services in order to cope with the ever changing and current requirements of customers.

Purpose of the Management System related to Quality

The IQMS is implemented in adherence to ISO/IEC 17020 Standard to assure its focus on Quality documentation in coordination with the SAG's policies and employed documented procedures for inspection activities.

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Personnel Awareness

The commitment for the employee familiarization and awareness with the implementation of Inspection Quality Management System is realized by providing the required resources, efficient trainings, and adopting advancements in technology to maximize and improve staff skills and capabilities.

Commitment to the Management System

Top management is committed to impartiality and confidentiality and towards the development and implementation of the management system and continually improving its effectiveness. The results of the management system are regularly reviewed during Management Reviews, audits, and implementation of quality control measures as documented in the inspection procedures.

Communication of Requirements

Top Management communicates to its employees the importance of meeting customer requirements, statutory and regulatory requirements. Meeting customer requirements ensures that ongoing business relationships secure the contracts that keep everyone employed. Meeting statutory and regulatory requirements ensures that inspection operations will not be disrupted, and the organization can continue to meet customer needs.

IQMS Manual:

This Manual outlines the structure of the documentation used in the inspection quality management system. This Manual refers to supporting procedures including technical procedures and is maintained up to date. This inspection quality management system is structured into four tiers of documentation and the different levels are illustrated below:

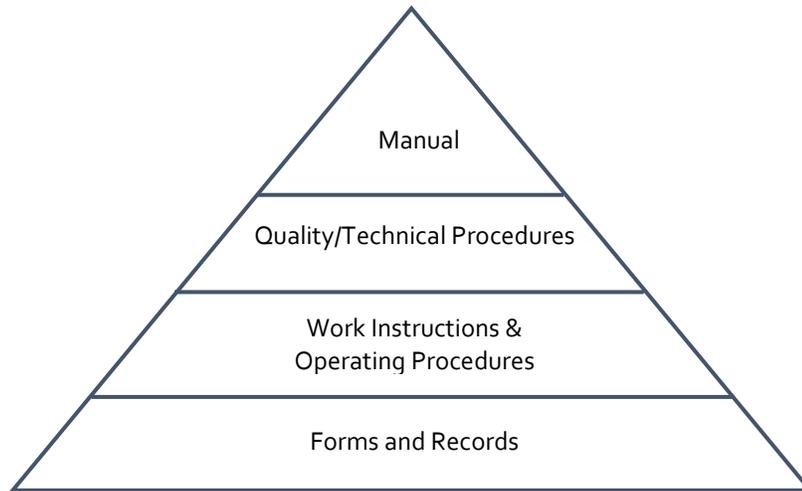


Figure 1. IQMS Documentation Hierarchy

For most customers, this IQMS Manual and the associated documents form a general quality plan. The following records and directive documents are referenced in the IQMS Manual, but maintained separately:

- Organizational chart
- Copies of the IQMS Policy and Objectives posted in the inspection facilities
- Identification of resources and management review



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- Job Descriptions
- Test Reports
- Identification of the SAG’s approved signatures for inspection activities
- Equipment inventory and records
- Corrective Action records
- Customer Complaint records
- Audit schedule and records
- Procurement and subcontracting records
- Training records
- Master list of Documentation
- Contract reviews and assessment records
- Subcontractor/ Supplier Evaluations
- Other records as required and documented in the Quality, Technical and Operating Procedures

8.3. Control of Documents

8.3.1. Documents both internal and external that are required by the Inspection Quality Management system are controlled. Control documents could be policy statement, procedures, specifications, calibration tables, charts, text books, posters, notices, memoranda, software, drawings, plans, etc. SAG has established procedures to control the documents that relate to the fulfilment of this manual and ISO/ IEC 17020:2012 International Standard.

8.3.2. SAG ensure through its documented procedure that:

- Documents are approved for adequacy prior to issue by authorized personnel.
- Documents are periodically reviewed and updated as necessary
- Changes and the current revision status of the documents are identified
- Relevant versions of applicable documents are available at points of use and their distribution is controlled where necessary
- Documents are uniquely identified and legible
- Documents of external origin are identified and their distributions are controlled;
- The unintended use of obsolete documents is prevented and suitable identification is applied for retention if needed

Personnel at all levels are encouraged to review the procedures and work instructions they use and to identify the need for revisions or new documents/data systems. Any one may submit a draft of the proposed changes or additions to the appropriate level authority for review and approval.

All control documents shall be continuously reviewed for effectiveness by the actual users, by means of suggestions for improvement made by Management Review activities system. Changes in industry standards or regulations, customer requirements, etc., may require that the current Inspection Quality Management system be reviewed and amended accordingly. This may result in revision of pertinent documents.

A master list of documents shall be maintained by the SAG Management with current revision status of each document, this may preclude the usage of obsolete documents. The approval of appropriate documents and/or data systems for use is the responsibility of the Operations Manager. Operations Manager shall review and approve all documents prior to issue to the inspection personnel.

The master list of documents shows the current status of all controlled documents. The master list document is organized with the following information:

- Document #
- Title
- Revision #
- Date of Issue



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Controlled documents are approved before issue. All type of correspondences, reports, original observations, derived data, and other documents shall be retained for a period of 5 years. The Standard Operating Procedures (SOP) for document control ensures that:

- Authorized editions of appropriate documents are available at all locations where operations essential to the effective functioning of the inspections are performed.
- Documents are periodically reviewed and where necessary revised to ensure continuing suitability and compliance with applicable requirements.
- Invalid or obsolete documents are promptly removed from all points of issue or use to assure against unintended use.

Obsolete documents retained for either legal or knowledge preservation purposes are suitably marked (i.e.; stamped "OBSOLETE" and dated). All IQMS documentation is identified by:

- Date of issue and/or revision number
- Page numbering
- Total number of pages (e.g. Page 2 of 2)
- Issuing authority (i.e.; approval and signature)

To maintain a current and progressive inspection quality management system, documents and databases may be revised on an "as needed" basis. All revisions are reviewed and approved by the Operations Manager.

The IQMS Manual is reviewed annually by the Operations Manager. Records are kept for review. Test methods and SOP's (Standard Operating Procedures) are reviewed on a regular basis.

Ref: SAG-QP-IQMS-02 Control of Documented Information

8.4. Control of Records

- 8.4.1. SAG have established and implemented procedure to define the controls needed for the identification, storage, protection, back up, archive, retrieval, retention time, and disposal of its records.
- 8.4.2. SAG retains record for a period consistent with its contractual obligations. Accesses to these records are consistent with the confidentiality commitment and records are readily available.

In the SAG, records are established, identified, and indexed to facilitate their retrieval, and are stored in a suitable environment to prevent deterioration. Records are retained for a period of 5 years or as determined in the contractual agreement (for reports, worksheets etc.), as applicable, and are suitably disposed of at the completion of the retention period.

Records for each inspection and personnel responsible for each inspection, samplings (if relevant), checking or results and calibration etc. shall be maintained by respective personnel in properly labelled files and shall be easily identified and retrievable. Soft copies shall be maintained wherever applicable and the location shall be appropriately identified on the record.

Ref: SAG-QP-IQMS-03 Control of Records

8.5. Management review

8.5.1. General

- 8.5.1.1. SAG's top management has established procedures to review its management system at planned intervals (annually) in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of this Manual.
- 8.5.1.2. These reviews are conducted annually with an option to review the elements separately over a period of 12 month time frame depending upon the availability and convenience of the Top Management.



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8.5.1.3. Records of review are maintained.

8.5.2. Review inputs

The inputs to the management review includes information related to the following:

- a) results of internal and external audits;
- b) feedback from clients and interested parties related to the fulfilment of this Manual
- c) the status of risk and corrective actions;
- d) follow up actions from previous management reviews;
- e) the fulfilment of objectives;
- f) changes that could affect the management system;
- g) appeals and complaints.

8.5.3. Review outputs

The outputs from the management review includes decisions and actions related to:

- a) improvement of the effectiveness of the management system and its processes;
- b) improvement of SAG relate to the fulfilment of this manual and ISO/ IEC 17020:2012.
- c) resource needs.

Ref: SAG-QP-IQMS-04 Management Review

8.6. Internal audits

8.6.1. SAG have established procedures for internal audits to verify that it fulfils the requirements of this Manual and ISO/ IEC 17020:2012 and that the management system is effectively implemented and maintained.

8.6.2. An audit program is planned, taking into consideration the importance of the processes and areas to be evaluated and audited, as well as results of the previous audits.

8.6.3. SAG conducts internal audits for IQMS annually covering all procedures in a planned and systematic manner, in order to verify that the management system is implemented and is effective.

8.6.4. Internal audits are performed once in every 12 months however, this frequency of internal audits may be adjusted depending on the demonstratable effectiveness of the management system and its proven stability.

8.6.5. SAG ensures that:

- a) internal audits are conducted by qualified personnel knowledgeable in inspection, auditing and the requirements of ISO/ IEC 17020:2012;
- b) auditors do not audit their own work;
- c) personnel responsible for the area audited are informed of the outcome of the audit;
- d) any actions resulting from internal audits are taken in a timely and appropriate manner;
- e) any opportunities for improvement are identified;
- f) the results of the audit are documented.

Ref: SAG-QP-IQMS-08 Internal Audit

8.7. Corrective actions

8.7.1. SAG have established procedures for the identification and management of nonconformities in its operations.

8.7.2. SAG also takes actions to eliminate the causes of nonconformities in order to prevent recurrence.

8.7.3. Corrective actions and corrections are identified to be appropriate to the impact of the problems encountered.

8.7.4. The procedure defines requirements for the following:

- a) identifying nonconformities;
- b) determining the causes of nonconformity;
- c) correcting nonconformities;
- d) evaluating the need for actions to ensure that nonconformities do not recur;
- e) determining the actions needed and implementing them in a timely manner;



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- f) recording the results of actions taken;
- g) Reviewing the effectiveness of corrective actions.

Ref: SAG-QP-IQMS-09 Control of Nonconforming Work
SAG-QP-IQMS-25 Corrective Action

8.8. Preventive actions (risk management)

- 8.8.1. SAG has established procedure for considering risk by a process of risk assessment and SWOT analysis to eliminate the cause of potential non-conformities.
- 8.8.2. Risk assessment performed is appropriate to the probable impact of the potential problems.
- 8.8.3. The procedure for risk assessment defines requirements for the following:
 - a) identifying potential risks/ nonconformities and their causes;
 - b) evaluating the need for action to prevent the occurrence of the nonconformity;
 - c) determining and implementing the action needed;
 - d) recording the results of actions taken;
 - e) reviewing the effectiveness of the risk control actions taken.

Ref: SAG-QP-IQMS-22 Risk & Opportunity

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