

**QUALITY ASSURANCE  
AND  
QUALITY CONTROL  
MANUAL**



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# INTRODUCTION & QA/QC POLICY

## 1.1 INTRODUCTION

**M/s OCEAN STAR CONSTRUCTION L.L.C** is a locally registered company and started to establish in Dubai with (G+1) commercial license. The launch of **M/s OCEAN STAR CONSTRUCTION L.L.C** as a competent, efficient Construction LLC in the **year 2008** to distinguish itself as an organization to contribute in its own way for the economical growth of the nation.

## 1.2 SCOPE

**M/s OCEAN STAR CONSTRUCTION L.L.C** recognizes that in today's competitive marketplace, effective quality systems are essential when providing quality cost effective services to our clients. Management is totally committed to providing Commercial and Residential General Contracting & Interiors fitout Services that comply fully with the specifications and expectations of our valued clients. Therefore, it is the policy of our company to adhere strictly to this quality control program and to insure that this program and the requirements of our customers are met on each and every project we execute.

## 1.3 PURPOSE

The purpose of QA is to ensure that the project team's processes are sound and that QC is properly provided on every substantive environmental document.

- Quality work is consistently performed and that quality deliverables are consistently produced.
- Project continuity occurs in record-keeping and document review.
- Orderly procedures are established to provide QC for scientific calculations, technical analyses, conclusions, and determinations.
- Demonstrate to clients of M/s Ocean Star Construction L.L.C., the total commitment to Quality and service.

## 1.4 QA/QC POLICY

**M/s OCEAN STAR CONSTRUCTION L.L.C** policy is to maintain an effective “ Quality Management System” to ensure that the required level of services excellence if achieved to meet the requirements of international standards, Project Specifications and this Company’s quality assurance manual.

- The quality can be obtained through appropriate planning and control of environmental documents and by specific quality control activities such as reviewing, checking, testing, and quality assurance.
- The maintenance and operations of the company quality system will be the responsibility of all employees within the company.
- The quality system incorporates company quality management policy, objectives, organizations and procedures associated with all of the company activities.
- The policy is full endorsed on behalf of the company by the Managing Director. Company’s Management Team who will by direction and example, ensure that this policy is understood, accepted and implemented, throughout the organization.

# MANAGEMENT RESPONSIBILITY

## 2.1 RESPONSIBILITY

The Management has the responsibility to define and document its policy and objectives for and commitment to quality. Management will ensure that its policy is understood, implemented, and maintained at all levels of the organization.

- The structure for reporting relationship and interfaces for projects as per the contract requirements.
- Quality Representative shall be nominated by management to maintain the Quality system. It is the responsibilities of the key personnel to manages, performs, or verifies work affecting QA/QC.
- All resource requirements shall be identified and provided on an ongoing basis Job responsibilities / authorities are defined in the Quality Manual, Procedures and work instructions for key personnel.

## 2.2 ALLOCATION OF RESOURCES AND PERSONNEL

Management shall identify in-house requirements and provide adequate resources and trained personnel as needed to support required QA/QC verification activities. Verification activities shall include inspection, testing and monitoring of the construction processes and audits of the quality systems.

## 2.3 MANAGEMENT REVIEW

The QA/QC Manual policies and procedures shall be reviewed at appropriate intervals by management to ensure continuing suitability and effectiveness. These reviews will include assessment of the results of internal audits and shall assess overall conformance to client's requirements and expectations. Records of such reviews and audits shall be maintained.

# QUALITY SYSTEM

## 3.1 QUALITY SYSTEM

The quality system has been developed to produce awareness that encompasses the elements in international standards and to provide a base from which to build on the efficiency of the quality system.

M/s Ocean Star Construction L.L.C. has established and shall maintain and document this QA/QC system as a means of ensuring that the services we provide our clients conform to specified requirements. This QA/QC system shall include:

- a. Documented quality system procedures and instructions to ensure that all activities are performed in accordance with established requirements.
- b. Effective management support to ensure compliance and the use of the QA/QC procedures and instructions.

All employees of M/s Ocean Star Construction L.L.C. shall strive to improve the quality of our services to our clients. The QA/QC program is a process of continuous improvement which requires input from everyone in our organization. Everyone in our organization shall comply and endeavor to improve the process where possible.

# PROJECT AND CONTRACT REVIEW

## 4.1 PROPOSAL/TENDER SUBMISSION

When the Company received an inquiry/tender Invitation from the Consultant/Client, management will review the requirements of the inquiry/tender and determine if a proposal will be submitted to perform the work. If management decides to submit a proposal for the work, a Project Manager and Quantity Surveyor are assigned the responsibility of generating the proposal to perform the work. The proposal must include all costs related to completing the work in accordance with the client's requirements and specifications.

## 4.2 CONTRACT REVIEW

The contract review shall commence at the contract award stage when the actual contract document is reviewed against the inquiry and tender documents.

The contract reviews are an ongoing process, which continues throughout the project. Any resulting changes shall be review and distributed to relevant department heads.

The project documents and contract review activities, interfaces, and communication shall be coordinated with the client as required to clarify all issues and to ensure that the responsibilities of both parties are well defined and documented.

## 4.3 PROJECT EXECUTION

When the project/work award to M/s Ocean Star Construction L.L.C., Project Manager shall immediately setup the project in accordance with the execution and staffing plan established during the proposal. All key staff members shall be notified and sent as much information concerning their responsibilities to the project as soon as possible. The Project Manager shall develop a project QA/QC file containing the basic QA/QC manual and all related specific activities' QA/QC procedures and instructions.

# DOCUMENT CONTROL

## 5.1 DOCUMENT CONTROL

All documents both internal and external relating to the requirements of the quality system shall be controlled through documented procedure, reviewed and approved prior to release.

Upon award, each project is assigned a project number and the Project Manager establishes a "Project Job File". This file shall contain a complete set of all project related contract documents, specifications, drawings, etc. All information generated during the life of the project shall be maintained in this job file.

A listing shall be made of all drawings, specifications, vendor data, etc. that are to be submitted to the client for review and approval. A copy of all documents returned by the client approved, or approved as noted, shall be maintained in the job file.

A complete set of all documents required for proper execution of the work shall be maintained at the project site. Any revisions received shall be immediately forwarded to the project site for use while executing the project.

All changes after contract award shall be properly documented and any associated addition or deduction to the contract price shall be immediately identified and submitted to the client for review and approval

Master register shall be maintained within quality assurance archives showing the current status of the documents at all times.



# PURCHASING AND MATERIAL CONTROL

## 6.1 PURCHASING

Purchasing of materials shall be strictly in accordance with documented procedure to ensure correct data is included on purchase orders and only companies on the approved vendor/supplier list.

Purchase orders shall be clear and precise on the goods and certification required. The content of the purchase order shall be checked by authorized for adequacy prior to dispatch.

All subcontractors shall be selected on the basis of their ability to meet subcontract requirements, including established quality requirements. The selection of subcontractors, and the type and extent of control exercised by the Project Manager shall be dependent upon the type of service, client requirements, and where appropriate on records of subcontractors' previously demonstrated capability and performance.

All purchasing documents shall contain data clearly describing the material or service ordered for the specific project.

## 6.2 MATERIAL CONTROL

All material delivered will be inspected before and during installation, any damage found will be reported to the concerned vendor/supplier.

All material ordered will be stock/place in good condition and properly accounted during and after completion of the project.

# PRODUCT IDENTIFICATION & TRACEABILITY

## 7.1 PRODUCT IDENTIFICATION & TRACEABILITY

Where appropriate, the Project Manager shall establish and maintain procedures for identifying materials and equipment from applicable drawings, specifications, or other documents, during all stages of production, delivery, and installation.

Various method may be used for identification and traceability purposes; these can be color code, tagging, drawing, unique number or other classifications.

Records shall be maintained for all traceable items as defined in the quality procedures. These records shall be comprehensive enough to ensure total traceability for the life of the product.



# PROCESS CONTROL

## 8.1 PROCESS CONTROL

All stage of process shall be controlled through documented procedures and work procedures/method statements.

Documented work instructions defining the manner of executing the work to ensure that an acceptable level of quality is maintained at all times. The instructions shall also specify equipment, materials, skills and working environments required to comply with applicable standards, codes, and quality plans.

In process inspection and test shall be pre-determined through quality plans, all stage inspections shall be verified as being successfully carried out and accepted prior to final inspection.

Management shall continue review of established QA/QC procedures to ensure ongoing suitability and effectiveness. As the need for new activity QA/QC process procedures is identified they will be created and implemented. Records shall be maintained for qualified processes, equipment, and personnel, as appropriate.

# INSPECTION & TESTING

## 9.1 INSPECTION & TESTING

Inspection and test requirements shall be determined through approved quality plans, procedures or other documented methods.

## 9.2 INSPECTION & TESTING OF PURCHASE MATERIALS

All materials and equipment shall be inspected and tested to ensure conformance with the project requirements before it is released for use.

Where incoming materials are released for urgent construction purposes, it shall be positively identified and recorded in order to permit immediate recall and replacement in the event of nonconformance to specified requirements.

## 9.3 INSPECTION & TESTING DURING CONSTRUCTION

During actual construction of a project, the Project Manager shall ensure that;

- a) All inspection and testing activities are performed in accordance with the quality plan and documented procedures;
- b) Ensure specification and drawing conformance by the use of established process monitoring and control methods;
- c) Ensure that all required inspections and tests have been completed and necessary reports have been received and verified before the finished work is released to the client.
- d) Identify and correct any nonconforming work.

## 9.4 FINAL INSPECTION & TESTING

The quality plan or documented procedures for final inspection and testing require that all specified inspection and tests, including those specified either by established quality procedures or the client, are carried out and that the work meets specified requirements.

The Project Manager shall ensure that all final inspections and testing activities are in accordance with the quality plan and documented procedures.

## **9.5 INSPECTION & TEST RECORD**

The Project Manager shall ensure that all records which give evidence that the work has passed specified inspection and / or testing acceptance criteria are maintained in the project QA/QC file for future reference.

Records shall be maintained as evidence that all items have passed inspection and test to the defined acceptance criteria.

## **9.6 INSPECTION & TEST STATUS**

The inspection and test status of items in the process of being built into the product shall be identified in accordance with approved project procedures.

The identification of inspection and test status shall be maintained, as necessary, throughout the project to ensure that all work has passed the required inspections and testing specified.

Records shall be maintained to verify any inspection authority who shall be responsible for the release of the goods.



# INSPECTION, MEASURING & TEST EQUIPMENT

## 10.1 INSPECTION, MEASURING & TEST EQUIPMENT

The Project Manager shall ensure that all inspection, measuring, and test equipment is controlled, calibrated, and maintained, whether owned by M/s Ocean Star Construction, rented or provided by the client. Equipment shall be used in a manner which ensures that measurement uncertainty is known and is consistent with the required measurement capability.

Any inspection, measuring or test equipment required to give precise, accurate results shall be calibrated to recognized standards or specifications.

Any items of equipments, which requires calibration, shall be calibrated by an approved laboratory, who shall supply a certificate, signed by an authorized person to confirm conformance of the equipment.

Records shall be maintained of all inspection, measuring and test equipment in the calibration system



# CONTROL OF NON-CONFIRMING ACTIONS & CORRECTIVE ACTIONS

## 11.1 CONTROL OF NON-CONFIRMING ACTIONS

The Project Manger shall establish and maintain procedures to ensure that any work that does not conform to specified requirements is prevented from inadvertent release to the client. Control shall provide for identification, documentation, evaluation, segregation when practical, disposition of nonconforming work, and for notification to management as required.

## 11.2 CORRECTIVE ACTIONS

Corrective actions requirements shall be controlled by the Project Manager by establish, documents and maintained procedures.

Procedures shall provide for identification of the non-conformance and timely resolution through approved corrective action methods.

The procedures shall provide for an investigation into the cause of the non-conformance and identity of a corrective action to prevent recurrence.

**OCEAN STAR**  
CONSTRUCTION LLC.

# AUDIT RECORD & TRAINING RECORD

## 12.1 INTERNAL QUALITY AUDITS

An auditor who is independent of the activity being audited shall carry out internal quality audits. Audits shall be scheduled on the basis of the status and importance of the activity. The finding from the internal audits shall be documented and a report issued to the auditor. A proposed corrective action shall be submitted for approval in the event of any non-compliance found in accordance with this manual.

## 12.2 QUALITY RECORDS

Quality records are to be maintained to demonstrate achievement of the required quality and the effective operation of the quality system.

All quality records shall be legible and identifiable to the project involved. Quality records shall be stored and maintained in such a way that they are readily retrievable in facilities that provide a suitable environment to minimize deterioration or damage to prevent loss of the records.

## 12.3 TRAINING

Management and supervision shall maintain a training program to ensure all personnel are fully competent to carry out their assigned task. Personnel performing specific assigned tasks shall be qualified on the basis of appropriate education, training, and / or experience, as required. Appropriate records of training shall be maintained on each individual's training and qualifications.