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Airpack B.V. - Air Compressor – Integrated Methanol and Ammonia Plant 17735-COM Quality manual

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Quality Manual



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1. Introduction of Airpack Nederland BV

1.1. Core business

The core business of Airpack is manufacturing custom made, turn-key compressor, dryer and nitrogen generator installations for the oil & gas industry around the world. We design, engineer and build all of our packages according to the requirements of the customer within our facilities in Zierikzee from which each package is accordingly transported by sea, truck, train or plane to its final destination.

1.2. A complete package

Airpack packages, whether a compressor, dryer or nitrogen generator are all completely interconnected, cabled, programmed and tested within our workshop and are ready to operate upon arrival at site. This turn-key philosophy has been the strength of Airpack since the start of the company and significantly reduces expensive commissioning time in the field.

1.3. One package, one responsible supplier

As Airpack is an independent manufacturer with all the needed expertise within its facilities we are free to cooperate with any sub-supplier. This high level of customization creates a package that is completely according to the customers' requirements and is designed just right for the application. As we guarantee the high quality of each of our packages Airpack takes the warranty of the entire installation, giving the customer one responsible supplier for the entire package.


1.4. Build to last

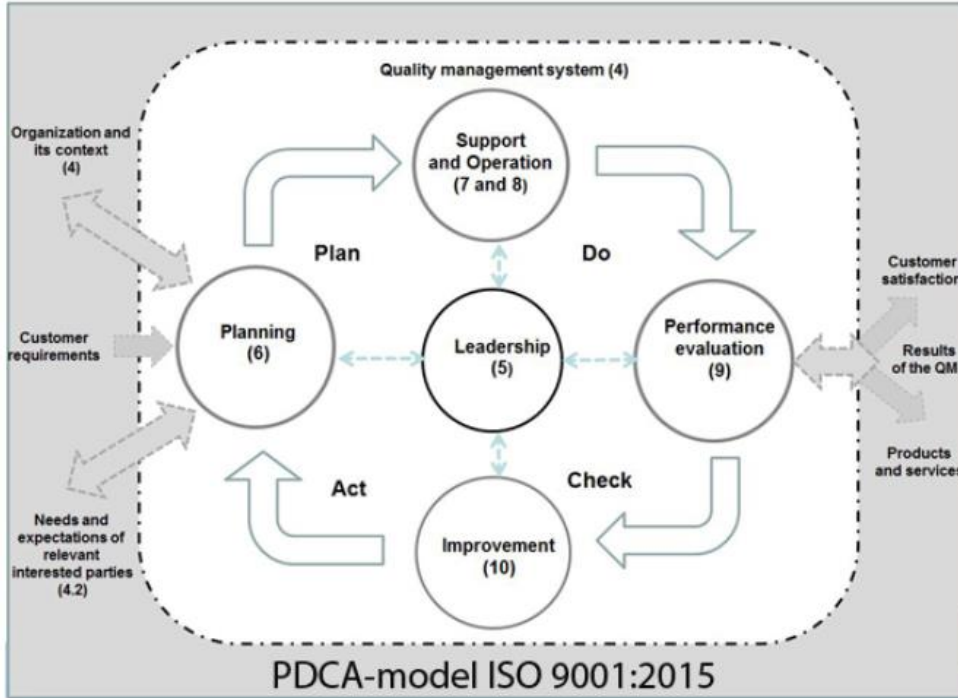
Because Airpack packages are completely designed and built according to the given specifications, our client is assured of the required performance and durability. The custom design allows us to make the installations operate flawlessly within the harsh conditions of a petrochemical facility. Whether it is a desert, arctic, elevated or earthquake sensitive environment, Airpack always has the right solution.

1.5. Quality Management System Airpack Nederland BV

The Quality Management System of Airpack Nederland BV complies with the requirements of the International Standard ISO 9001:2015.

Airpack Nederland BV has adopted risk-based thinking throughout the company by addressing applicable risks and opportunities. In combination with our processes-based approach we develop, implement and improve the effectiveness of our quality management system, to enhance customer satisfaction by meeting customers' requirements.

	
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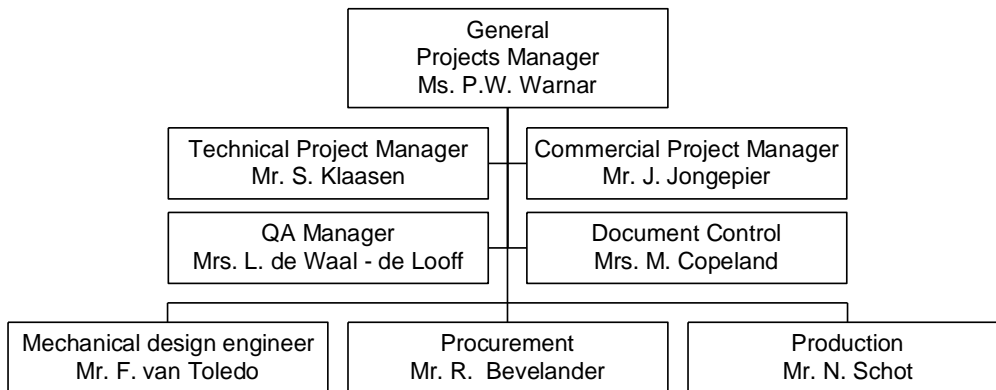
1.6. Scope of QMS

The Quality Management System of Airpack Nederland BV is applicable to:




Sales, design and manufacturing of following products and services;

- Air and gas compressor packages;
- Air and gas dryer packages;
- Gas generators;
- Static blender installations;
- Supply and delivery of spare parts;
- Commissioning, start up and service

1.7. Project Organisation



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1.8. Appointment QA manager

The general manager has appointed a quality assurance manager and management representative with the responsibility and authority:

To ensure that processes needed for the QMS are established, implemented and maintained (in accordance with the ISO 9001: 2015 standard);

- To report to general management on the performance of the QMS and on any need for improvement;
- To ensure the promotion of awareness of customer requirements throughout the organisation;
- To ensure the promotion of awareness of risk based thinking throughout the organisation;
- To work with external parties on matters relating to the quality management system.

1.9. QM Software

Airpack Nederland BV uses Qooling software to administrate and maintain procedures, registers, issues, internal audits and other documentation applicable for the QMS.

Key personnel is equipped with a login and password to sign off on tasks, procedures, issues, etc. Furthermore, every employee has access to procedures and task-descriptions in Qooling.



All printouts and pdf documents derived from Qooling are "Uncontrolled Copies". The same goes for Work Instructions and Standard Forms. Latest versions are always available in Qooling or on our network.

2. Quality policy and objectives

2.1. Quality policy statement




Airpack Nederland BV's mission is to provide our global users in the oil and gas industries with high-quality, innovative, customized and turnkey compressor, dryer and nitrogen generator packages that best suit their needs and requirements. We design, engineer and build these packages for reliable operation throughout their lifetime.

Our vision is to grow sustainably and become the preferred supplier for high-quality, customized products in the oil and gas market and beyond. We offer our users one responsible supplier providing the best support and service.

	
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Airpack Nederland BV is committed to:

- Deliver high quality products and service to our customers according to their requirements, national and international standards, regulations and legislation.
- Quality Control by President, Vice-President, management and staff through the Quality Management System seeking continual improvement by constant review.

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- Ensure all employees are provided with the means necessary to achieve the standards required
- Encourage sub-suppliers to co-operate in delivering the best possible products and services
- Achieving customer satisfaction by the use of quality procedures which meet or exceed the requirements of ISO-9001

For Health, Safety and Environment we refer to our HSE Policy Statement

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required.

2.2. Quality objectives

General management is responsible for communicating the company's quality policy and quality objectives as stated above in such a way that they are understood correctly within the entire organisation. This is done through annual new-year speech, mailings about our Quality Management System, management team meetings and internal training.

Objectives for individual jobs are to carry out their work to the satisfaction of the customer and in accordance with the contract as agreed with the customer within time and price limit.

During management team meetings and management reviews internal and external issues are discussed and quality objectives are determined evaluated and if necessary adjusted. Measures which result from these meetings are registered and tracked in Qooling.

3. Personnel & Infrastructure


The human resource manager is responsible for all affairs regarding personnel. Decisions regarding personnel are taken in consultation with (vice) president.




3.1. Job descriptions

Job Descriptions per function have been described in the Qooling Program and all employees have been given one or more functions.

They describe what is expected in terms of tasks, education and competencies and state what is their authority.

They are available for all personnel at all times. In case an employee is offered a (new) contract or if changes have been made the job description is discussed with the employee, his/her responsible manager and the (vice) president. The HR Manager is responsible for keeping job descriptions up to date.

	
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3.2. Review

Employee performance is reviewed at different occasions:

During MT meeting departments and their employees are discussed, if necessary action is taken

During the performance review. The frequency of this review can vary from once every 3 months to once every 3 years depending on person, function, experience, etc. Every employee may at any time request a review.

Progress and agreed measures are noted and kept by the HR Manager.

3.3. Education and Training

Education and training needs are identified as follows:

- Demands stated at the job descriptions
- In case his/her manager or management think it is necessary
- The employee communicating his own need for training and education
- Because of technical developments, identified by employee or his/her manager
- Because of new rules/laws/requirements, often identified by the manager

The responsible manager and (vice) president will discuss the need for education with the employee and together they will decide whether it will be useful.




3.4. Safety and working conditions

Safety and working regulations are described in our HSE Manual (ARBO Handboek) and in Airpack House Rules. Every employee will receive and sign Airpack house rules (consisting of safety & Work regulations) at the start of his/her employment for Airpack and will be shown safety & ISO video.

Visitors sign the logbook upon arrival and at departure, they will be shown safety and ISO video. House rules are available in the logbook. Upon signing they agree with Airpack House rules.

Safety and working conditions for our employees who work abroad have to be at acceptable level as stated in our general terms for Commissioning and Service. General Management will decide in case this is questionable, however employee is allowed to refuse service and leave site at any time in case HSE is not at an acceptable level.

	
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3.5. Infrastructure

Airpack has determined that in order to achieve conformity to product requirements the following infrastructure is required:

- Buildings, workspace and associated utilities:
 1. Modern and safe workspace;
 2. Office and conference space.
- Process equipment (hardware as well as software):
 1. Calibrated measuring and monitoring devices;
 2. Calibration devices;
 3. Personal protection equipment;
 4. Approved and safe tools;
 5. Software for designing systems and products;
 6. Software for testing products;
 7. Software for administration and accounting.
- Supporting services:
 1. Start-up and commissioning of projects;
 2. Maintenance for the customer;
 3. Maintenance instruction for the customer.

Employees can always do a proposal to their manager or general management for additions/alterations/improvements of the above mentioned.

4. Communication

4.1. Internal communication

4.1.1. Management Review

Agenda As per ISO-9001:2015 and "Agenda MR and Planning Frequency Split into different meetings as per "Agenda MR and Planning" Participants (Vice) president, Management Team Initiator QA Manager Output Minutes of meeting, Context, Risks & Opportunities. Actions are stated in Qooling

4.1.2. Management Team Meeting




Agenda As per standard agenda Frequency Four times per year, after each quarter.

Participants (Vice) president, Management Team Initiator General Management Minutes of meeting, Context, Risks & Opportunities, Actions are stated in Qooling

4.1.3. Sales Meeting

Agenda As per MOM of Sales Meeting (New inquiries, Agents, Hot projects, Gazpack active projects, Exhibitions, Marketing, General, Travel Schedule) Frequency Weekly Participants (Vice) president, Sales Team Initiator General Management Output Minutes of meeting

	
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4.1.4. Project Sales Meeting

Agenda Minutes last meeting added with suggested items from participants (items concerning both Sales and Project department) Frequency Approximately 5 times a year Participants (Vice) president, General Sales Manager, Sales department, Project department, anyone concerned Initiator General Management Output Minutes of meeting.

4.1.5. Project Meeting

Agenda Minutes last meeting added with suggested items from participants (items concerning Project department) Frequency Approximately 5 times a year Participants (Vice) president, General sales manager, Project department, anyone concerned Initiator General Management Output Minutes of Meeting

4.1.6. Pre-definition Meeting

Agenda Scope of supply Prices calculated Risks concerning EPC, end user, country, etc.

Input from agent (if any Frequency Before LOA (Letter of Award) Participants (Vice) president, Commercial sales manager, Technical sales manager, Project Team, Engineering and E& I if necessary Initiator Commercial Sales Manager Output Final price, pricing strategy. In PBD summary tab is stated who are present, discussed risks, other matters discussed, measures and conclusion.

Agenda As per items stated in HANDOVER folder in Standard project document/Offer stage Frequency For each project Participants (Vice) president (if required), Sales manager (technical & commercial), Project manager (technical & commercial), Mechanical engineer, E& I manager, Production manager Initiator Commercial Sales Manager Output Project summary list, Specifications




4.1.7. Specification Review

Agenda Specification review sheet Frequency Approximately two weeks after Handover meeting Participants (Vice) president (if required), Sales manager (technical & commercial), Project manager (technical & commercial), Mechanical engineer, E& I manager, Production manager Initiator Commercial Project Manager Output Specification Review Sheet and decisions incorporated in Project Summary

4.1.8. Spaghetti Meeting

Agenda GA Drawing (pipe routing) and 3D checklist (H-33) Frequency For each project, when first draft of GA is ready Participants (Vice) president (if required) Project manager, Mechanical engineer, E& I manager (if required) Initiator Mechanical engineer Output 3D checklist (H-33).

	
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4.1.9. Project Planning Meeting

Agenda Planning per project Frequency Weekly Participants (Vice) president, Manager Sales & Projects, Project managers, E& I Manager, Production mana Initiator General Management Output Minutes of meeting

4.1.10. Production Planning Meeting

Agenda Planning per project Frequency Weekly Participants Vice president, Project managers, Production manager Initiator General Management Output Minutes of meeting, new planning

4.1.11. Project Evaluation

Agenda Project Evaluation Sheet Frequency After shipment of project Participants (Vice) president, Project managers, Sales Manager, Management Team, Workshop manager, others if necessary Initiator Project manager Output Project Evaluation sheet à Qooling

4.1.12. Start-up Evaluation

Agenda Start-up Evaluation Sheet Frequency After Start-up of a project Participants (Vice) president, Project managers, Sales Manager, Management Team, Workshop manager, others if necessary Initiator After Sales Assistant Output Start-up Evaluation sheet à Qooling

4.1.13. Toolbox Meeting




Agenda News per project, General notes, Safety, Quality, Items Evaluations, News from General Management Frequency Once a month Participants Workshop Manager, Workshop Personnel, Project Managers, (Vice) president, Initiator Workshop Manager Output Minutes of meeting, Attendance List

4.2. Communication with Customer/end user

If requested by customer a Kick-off-Meeting (KOM) will be held either in person or by teleconference. Contract and outstanding issues are discussed with our project manager(s). Commercial Project manager is first contact for customer regarding documents/questions. Technical Project manager is his/her back-up in case of technical issues. Commu can occur by:

- • Email airpack@airpack.nl
- • Phone +31 (0) 111 415 455
- • Teleconference +31 (0) 111 415 455
- • Documentation doc@airpack.nl

	
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5. QUALITY PERFORMANCE

Information on following subjects is used to monitor, analyse and evaluate performance:

- Customer satisfaction
- Sub suppliers performance
- Sales performance
- Spare parts performance
- Manufacturing performance
- Delivery according to specifications
- Status of incidents
- Status of measures taken (to take up risks and opportunities, after MR)

The exact methods, frequency and time of analysis/evaluation is stated in the “KPI’s General Management” and the minutes of MT and MR Meetings

5.1. CUSTOMER SATISFACTION

To keep track of customer satisfaction we register the following:

- Customer complaints: This is a complaint of a customer after our start-up engineer has finished his job and package has been running. Complaint can come from our customer or the end-user. Complaint is filed in Qooling and discussed during first possible meeting with concerned engineers, Sales Manager, Project Manager, Start-up Manager, QA Manager and (Vice) president. Measures taken are stated in Qooling and incorporated in our standards if necessary.
- Guarantee costs
- Customer satisfaction notes and feedback. Sales department registers customer feedback in the Sales Force System.

5.2. INTERNAL AUDIT

Plan

The audit program takes into account the status and importance of the processes an areas to be audited, as well as the result of previous audits. The program is updated at least yearly, but adjusted if QA Manager or General Management finds it necessary.

Audits may be carried out by QA Manager or external company.




Do

Findings during internal audit are discussed with MT and registered in Qooling. Actions taken are also registered in Qooling.

Check

QA Manager will follow up on above-mentioned outstanding issues and verifies the implementation and effectiveness of the actions taken.

	
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It is the QA Manager's responsibility to report the results of the audit and the implementation and effectiveness of actions taken to the management team. At any time different summaries can be derived from Qooling.

5.3. MANAGEMENT REVIEW

Management review is done according to "Management Agenda & Planning" which contains the items stated in ISO-9001:2015.

Review output:

- Decisions and actions related to risks & opportunities
- Decisions and actions related to the need for changes in the QMS
- Decisions and actions related to the need for resources
- Decisions and actions are stated in Qooling and minutes of the management revise.

6. Improvement

Airpack is constantly trying to improve her quality system, her products and services. Below mentioned is contributing to this.

6.1. OPPORTUNITIES

Opportunities for improvement are determined during:

- Management Review
 - Project Evaluation
 - Start-up evaluation
 - Internal/external audits
- Actions are registered in Qooling.

6.2. NON CONFORMING PRODUCTS




Each employee can identify and record non-conformities in the logbook (per project):

Customer complaints

This is a complaint of a customer after our start-up engineer has finished his job and package has been running. The complaint can originate from our customer or the end-user. Management determines if any other complaints from customers have to be filed as customer complaint.

	
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The complaint is filed in Qooling and discussed during first possible meeting with concerned engineers, Sales Manager, Project Manager, Start-up Manager, QA Manager and (Vice) president. Measures taken are stated in Qooling and incorporated in our standards if necessary.

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Complaints about sub-suppliers

This can involve:

- Late or wrong offering
- Late or wrong delivery
- Bad quality of the product
- Bad quality of service

Sub suppliers performance is registered in Sales Force, so performance can be measured. Result of this may lead to sub supplier audit.

Non conformities

These can involve:

- Product does not perform according to requirements
- Product does not conform to customer requirements
- Product does not conform to Airpack standard
- Production delay
- Cost over-runs

Ideas for improvement

Any ideas that can contribute to improving our quality, effectiveness or save costs can be brought to the attention of the General Management.

During project evaluation all items in the logbook are discussed with concerning employees. If necessary the incidents will be registered in Qooling and follow up will be done by QA Manager.

Start-up engineers will fill in the logbook as well and after they have finished their job these items will be discussed during start-up evaluation. If necessary incidents will be registered in Qooling and follow up will be done by QA Manager

6.3.

CORRECTIVE ACTIONS

Corrections




As soon as a non-conformity is noted action is taken to correct the problem. This is the correction.

Corrective actions

During project evaluation the following happens:

- Cause is determined
- Measures are determined to prevent re-occurrence (if necessary) and registered in Qooling

	
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- Managers are responsible for implementation of the measures (Cooling task)
- QA Manager follows up to check effectiveness

7. CONTROL OF MONITORING & MEASURING DEVICES

7.1. Measuring equipment

The equipment used by Airpack is subject to the control of monitoring and measuring devices necessary to ensure valid results. The monitoring and measuring equipment stated in the file "Test Equipment" (under E&I) is tested yearly. E&I Department is responsible for keeping this list up to date.

7.2. Planning of calibration

The appointed project assistant takes care of the calibration of measuring devices according to planning.

An external expert bureau carries out calibration.

Reports of calibration are filed in the database of the external bureau. This database is accessible for a number of persons within Airpack. We get a warning when equipment is due for calibration.

7.3. Identification of calibrated equipment

A sticker with expiry date is attached to the calibrated measuring equipment. Only approved, calibrated measuring equipment is used when testing products.

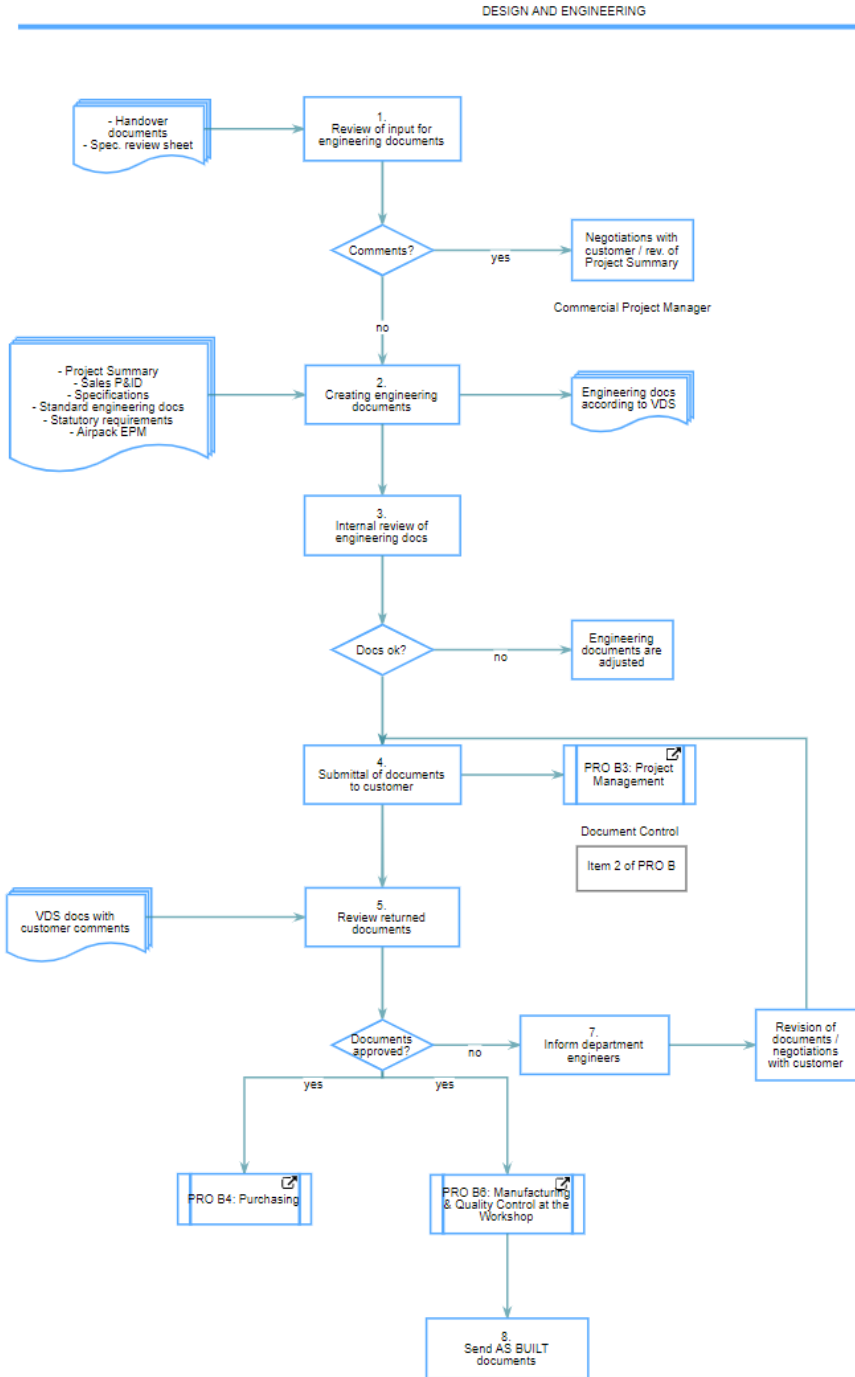
When a measuring device is needed in the shop, the instrument has to be signed off on a list that is kept by the project assistant. When the device is returned again this will be signed off.

7.4. Failures

If the measuring equipment is found to be defective during testing it will be replaced and the test results will be declared invalid. The measuring equipment replacing the defective measuring equipment will, of course, also be tested.

	
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8. Design and Engineering



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8.1. Review of design input

9. At sales stage main equipment is selected and criteria are being discussed with customer as per PRO B1 item 1.3 to 1.5. After order Sales Department creates documents for the handover meeting as stated in the standard handover folder. This contains f.e. Project

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Summary, PO and applicable specifications At the project handover meeting each department receives applicable specifications to study. Each department will note any discrepancies / impossibilities found in these specifications in the “Specification Review Sheet” in the project folder. Project Manager and Sales Manager assess the items and if necessary contact the customer to reach a final decision. This decision will be incorporated in the Project Summary List and engineers will be informed by the Project Manager.

9.1. **Creating engineering documents**

Project Management initiates creating engineering documents according to VDS and provides departments with relevant information (input for design):

- Project Summary
- P& I Diagram
- Specifications

Further design inputs are:

- Standard engineering documents
- Statutory requirements
- Professional knowledge
- Relevant information from the Engineering and Production Manual

Based on this information necessary documents/drawings for customer approval and manufacturing/ordering will be provided by dedicated departments:

Project Department: Main equipment (compressors, motors, membranes, coolers, filters) and all other documents on the Vendor Document Schedule (VDS), project planning and Project Summary

The E& I Department: Electrical equipment, PLC, Instrumentation and Valves

Engineering Department: General Arrangement Drawings, vessels




Work Preparation: 2D drawings for fabrication, piping and construction materials

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9.2. **Internal Review of engineering documents**

Key Engineering documents are reviewed before they are sent to the customer for approval:

- P& ID: General Management, E& I dept., Engineering dept.
- GA: During Spaghetti Meeting

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- Instrument Data Sheets: Engineering Department and Project Manager

9.3. Review of engineering documents by customer

The Project Manager signs off the documents electronically before submitting all necessary documents/drawings to the customer for approval. This will be done according to the Vendor Document Schedule (VDS) which has been negotiated during Sales stage.

9.4. Return of commented documents

Documents/drawings are returned by the customer with or without comments:

- Approved without comments”
- Approved with minor comments
- Approved with comments
- Not approved
- Not subject for review

This results in revisions of the documents/drawings and/or negotiations with the customer. To minimize number of revisions and create clarity about the agreements a Comment Review Sheet is used. The Project Summary is updated and changes are highlighted before internal distribution. A specific project assistant is responsible for distributing the correct revision of documents/drawing to the departments.




9.5. Release for Manufacturing and Ordering

Manufacturing and ordering will be done according to drawings/documents after documents have been at least “code B” approved by the customer. The project manager can make an exception after approval of General Management.

9.6. Managing changes

- Changes during the process of getting customer approval are handled as per item recorded in the Doc Book of the project
- The Project Manager checks if changes affect other documents and informs the departments, so documents can be adjusted
- If changes in one document have an effect on documents already approved also customer is informed
- If an engineer notices an effect of changes, they will inform the Project Manager

	
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9.7. As Built Documents

At delivery AS BUILT documents are provided to the customer. This includes the Data book and Instruction and Operating Manual.

10. Project Management

10.1. Project management

10.1.1. Project Planning

After Project Transfer Meeting and Specification Review the Project Manager will prepare an Overall Project Planning.

This document contains planning regarding documents, drawings, ordering of materials, manufacturing and testing and is discussed with all departments weekly during the Project Planning Meeting.

10.1.2. Planning changes

Changes in project planning can be caused by our customer:

- Late return of documents for approval
- Ongoing discussion about scope of supply with customer
- Non-payment by customer

Or changes can be caused by Airpack:

- Late submittal of documents for approval
- Late delivery of materials by sub suppliers
- Mistakes in production process

During Project Planning Meeting the impact on the delivery time is discussed to see if delivery delay can be avoided.




If this is not the case, the customer is informed about the impact on the delivery time by project manager and Overall Project Planning is adjusted and distributed to the departments.

10.1.3. Project Documents

- The Project Document Book contains all documents, which are stated on the Vendor Document Schedule. The 1st date of submittal and turn-around-time are discussed with the customer, often during Kick Off Meeting (KOM). In the second part of this procedure is described how Project Document Control is arranged.
- The Project Data book contains all certificates (index is part of VDS)
- The Instruction and Operating Manual (index is part of VDS)

	
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The document controller is responsible for submitting/receiving documents according to the Overall Planning (and VDS) according to item 2 of this procedure.

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Furthermore, the project manager is responsible for all correspondence with the customer, which is saved on our network and for keeping the Project Summary up-to-date.

10.1.4. Purchasing parts, manufacturing parts and assembling

During Project Planning Meeting is decided when parts can/need to be ordered, this is often after key documents are approved (with minor comments). Purchasing is done according to PRO B4.

Manufacturing parts and assembling the package is done according to PRO B5. Project Manager is responsible to keep manufacturing within planning.

10.1.5. Project Cost Accounting

Throughout the project the concerned engineers compare actual prices with the prices in the final price breakdown (refer to Sales Department). When big positive or negative discrepancies occur the sales department is informed. Financial results are also discussed during project evaluation.

10.1.6. In-house testing

In-house testing is done according to PRO B5. The project manager is responsible for the execution of the items on the Punch list and re-testing if necessary.

10.1.7. Final Inspection

Final inspection with customer and/or third party including review of the manufacturing data book is accompanied by the Project Manager. Any defects are noted on the Punch List and are resolved (and re-tested) before shipment as much as possible. Unresolved items are noted on the Field Punch List and resolved at site.

10.1.8. Packing and delivery

If the final inspection is satisfactory the customer will provide a release note for shipment and seaworthy packing will be applied in accordance with PRO B6.




If agreed packing inspection will take place.

Delivery will be arranged according to PRO B6, including the Final Project Documents (according to VDS).

	
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10.1.9. Project Evaluation

As soon as possible after Final Inspection a project evaluation meeting is held according to PRO A3 where non-conformities, ideas for improvement, complaints about sub-suppliers and the actual costs of the projects are discussed.

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Note that corrections take place immediately and non-conformities that are urgent are discussed in petit comité immediately. Hence sometimes corrective actions are already taken when project evaluation takes place, this is noted in the project evaluation form.

Financial administration is responsible for actual cost calculation.

10.2. PROJECT DOCUMENT CONTROL

10.2.1. Vendor document Schedule

Project Manager discusses content of the Vendor Document Schedule (VDS), first date of submittal and turn-around-time with customer, often during Kick Off Meeting (KOM). They provide the Document Controller with the results.

10.2.2. Document Tasks

The Document Controller makes Outlook Tasks for the Commercial Project Manager according to the VDS. After review the project manager sends the tasks to the concerned engineers.

10.2.3. Providing Project Documents

The concerned engineer prepares the documents required. After review the engineer saves the document on the network and marks the Outlook Task as "Complete". A hyperlink to the document is sent with the completed task.

The Project Manager and Document Controller receive a message that the document is ready to be submitted.

10.2.4. Submitting Project Documents

The Document Controller will submit the required documents per mail or upload them to customer FTP. The mail with document list or transmittal sheet is saved on the network and the VDS is updated.

10.2.5. Document Distribution




All latest revisions of project documents are saved on the network. For all project documents on the VDS a hard-copy is kept in the Document Book.

A hard-copy of the P&ID is provided to the different departments by the Document Controller. In case it is not the first revision, changes are highlighted.

10.2.6. Receipt of Project Documents

In case documents are not returned in time (according to VDS), the Document Controller sends a reminder to the customer and informs the Project Manager.

	
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Received documents are saved on the network by the Document Controller and the Project Manager is informed. A hard-copy is kept in the document book. The VDS is updated. Tasks are sent as per step 2.1.

In case a document is overdue, either Project Manager or Customer will get a reminder.

10.2.7. Incorporating comments

The Project Manager reviews the comments, discusses consequences with concerned engineers and customer. A Comment Review Sheet is used to reach agreement with customer about changes. This is also noted in the VDS.

Project Manager gives the order to incorporate changes in documents, raise the revision number and the process repeats itself from step 2.2

Document controller is responsible for updating the VDS throughout the project.

10.2.8. As Built documents

At the end of a project all documents are sent to customer one last time with the code: "As Built". This includes the Data book and Instruction and Operating Manual.

A hardcopy of the As Built documents is stored in our fire proof archive and the complete project folder is moved to the "Archive Disk".

11. Purchasing


11.1. SELECTION & EVALUATION OF SUBSUPPLIERS

11.1.1. Selection of Sub suppliers

Airpack Sub Suppliers of project materials are registered in Sub Supplier List. New sub suppliers can be added for the following reasons:




- They are on our customer's Preferred Vendor List
- Current sub suppliers cannot deliver the requested product
- Current sub suppliers are not performing well enough
- Extension of our sub supplier list

Concerned engineer will decide if a new sub supplier is added to our sub supplier list. Depending on the importance of the materials and the order amount this will be discussed with the department manager and/or (vice) president. For different types of products, different criteria for acceptance are applicable. This can even differ per project.

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11.1.2. Evaluation of Sub suppliers

Sub supplier performance on following criteria is registered in Sales Force throughout the purchasing process:

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- Response time to inquiry
- Quality of the offer
- Delivery time
- Delivery according to order
- (Access to) information
- Quality of the product
- Response time to complaints

Complaints about sub suppliers that have had influence on our ability to deliver according to customer requirements are noted in the logbook of the project and discussed at project evaluation. If Airpack is not satisfied about the performance of a sub supplier, they will be informed about our complaints and if we think it is necessary they will be audited. If performance does not improve Sales Department will be informed, so they can inform customers if necessary.

For the suppliers of services other criteria are used.

Once a year, during MR, the performance of the sub suppliers is discussed and ,if necessary, actions are taken.

11.2. PURCHASING PARTS

11.2.1. Determining required parts

After project handover meeting and specification review meeting the concerned engineers determine which parts are required for the project based on PO, specifications, P&ID and Airpack offer. For some parts Project documents have to be approved first.

11.2.2. Sending inquiries

Inquiries are sent to different sub suppliers if this is possible. Every inquiry will bear its specific reference number with product code. Also inquiries are registered in Sales Force.

For spare parts inquiry is only sent to the supplier of the requested part and in some cases supplier has been selected by the customer.




If planning requires it and it does not concern main parts it is allowed to make inquiry to just one supplier or not make inquiry but order directly.

	
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11.2.3. Receipt and review of (revised) offers

Received offers are registered on the network. The concerned engineer (purchaser) receives the offers and contacts sub supplier in case this is necessary.

Concerned engineer will decide, in some cases together with the project manager, about awarding the order. This may depend on:

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- Pricing
- Delivery time
- Quality
- Specifications

Criteria for this decision differs per item and project.

11.2.4. Submitting the order

The concerned engineer submits the order to the selected sub supplier. If they are not allowed to sign for the amount of the order the department manager or (vice) president will do so. Each order should contain the following information as a minimum:

- Description of requested parts (+ documentation)
- Specifications (acceptance criteria)
- Delivery time
- Delivery conditions
- Purchase conditions of Airpack
- Unit- and total price
- Payment conditions

For stock-items or services not all above mentioned is applicable. Also in cases as mentioned in step 2.2 it is allowed to differ from this step.

11.2.5. Verification

The ordered parts are inspected upon arrival as a minimum according to PRO B5. Depending on the item, inspection may take place at sub supplier site (sometimes also during fabrication).




For small electrical stock items and mechanical stock items our sub supplier is checking and keeping the stock up-to-date on a regular base, these items are not checked according to PRO B5.

11.3. Verification of purchased products

11.3.1. Receipt

Incoming products are placed in a special pre-inspection area, depending on the size of the material this may be in different places. All purchased products are subjected to a visual inspection against the packing list (concerning damage and quantity) by personnel assigned for warehousing. Non-conformities are registered on the packing list using the stamp "incoming goods".

	
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11.3.2. Temporary storing

Visually inspected correct products are marked with project number & tag number if possible and stored temporarily on a shelf with the project number that is marked: "Nog niet gecontroleerd" (= uncontrolled). Items at these shelves are not yet released for construction!

Materials such as piping and caps are stored at a specially reserved location. Materials that do not fit on the shelves are stored in de workshop, if damaged they are marked.

Damaged/incorrect materials are brought to the attention of the purchaser, who will follow up.

11.3.3. Inspection by purchaser

Visually inspected products are subject to a (technical) inspection by the purchaser or representative, using AIRPACK's purchase order. Tagnumbers are placed in case they are not there yet. It is also checked and registered if all required certificates are available.

Non-conformities are also registered on the packing list using the above-mentioned imprint. If so required, the purchaser contacts the sub-supplier for corrective actions. The purchaser informs the product manager about the findings. For the verification of piping, see the notes.

Rejected items are placed at REJECTED area and labeled with reason for rejection and responsible person. The purchaser will follow up. If the item is too big to be placed here, it will be placed in the workshop with a note that this item is not ready for assembly. Furthermore the workshop manager is informed.

11.3.4. Filing

After verification of the product the packing list is filed under the project and the sub supplier's name. These files are kept at the construction bureau.

11.3.5. Ready for use

For each project special shelves are reserved for all components. After releasing the inspected goods the purchaser stores the products on the project shelf where they are ready for use (GECONTROLEERD)




Before assembly/construction the items are checked by the workshop employee against the manufacturing documents released to the workshop.

	
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11.4. TRACEABILITY & IDENTIFICATION

11.4.1. Serial number

At receipt of a purchase order from a customer a serial number is given to each package (skid).

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11.4.2. Tag number

Items will have a tag number (if applicable) according to the P&ID. This may be a loose tagplate or a bolted one. During production this may also be a sticker.

11.4.3. Heat numbers

Upon receipt of piping material (including flanges, caps, etc.) heat numbers are checked against the material certificates. Above-mentioned heat numbers are registered in the dedicated drawing. If piping is cut the heat number is written on each piece of piping and also registered on the dedicated drawing.

12. Manufacturing & Quality Control at the Workshop

12.1.1. Planning

During project progress meeting the production leader is informed by the project manager when a project is ready to be manufactured. The project progress meetings are held every week. General manager, production manager, project manager and concerned engineers are present.

12.1.2. Production documents

All relevant documents are handed over to the production manager by the project manager or engineer in question. The production manager is the only one who may provide drawings to the production personnel and takes care of removing old revisions.




- P&ID;
- Construction drawings;
- Paint specifications;
- summary of all relevant information about the project
- Cabling and instrumentation production manual (SF G-08).

The production manager is responsible for manufacturing according to the documents provided and for revising / adding to the standard work instructions and for making them available to the working staff.

	
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12.1.3. Changes

If any changes occur during manufacturing, the project manager will inform the engineer in question and he will inform the production manager. In case the production manager is not available he will be informed by written notice.

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12.2. QUALITY CONTROL AT THE WORKSHOP

12.2.1. Inspection & Test Plan

Project manager provides Inspection and Test Plan to customer as part of the VDS. This contains quality controls during project and is signed off after each check. Signed ITP is part of the data book provided with the package.

12.2.2. In-house testing

When package is ready it will be subject to in-house testing according to our standard forms. In case non-conformities are found they are noted on the punch list and will be corrected and re-testing will be done. Project manager is responsible for this process.

12.2.3. Factory Acceptance Test

After manufacturing and in-house testing have taken place the customer will be invited for FAT. This will take place according to the Inspection & Test Plan

In case non-conformities are found they will be solved at Airpack site and retesting will be done. Or, if no time is available, at customer site. In this case it will be noted on the Start-up punch list.

12.2.4. Release note

Customer provides a "release not" in case FAT has been satisfactory, so we can arrange packing and shipment.

13. Preservation and delivery

13.1. PRESERVATION

13.1.1. Inspection

Preservation is very often subject to inspection by the customer and has been described in detail in the Inspection and Test Plan. The production manager is responsible for preserving the conformity of the product during internal processing and delivery to the intended destination.




13.1.2. Packing / preservation

Preservation & Packing is done according to Standard Form I-22 which is subject for customer's approval and part of the VDS.

13.1.3. Pictures and photo archive

Before shipment pictures are taken of each vital part of the installation because of the following reasons:

	
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- For start-up, commissioning and maintenance
- For reproduction

Project manager is responsible for detail pictures, sales department is responsible for overall pictures. They are stored on our network

13.1.4. Spare parts

Loose items are usually boxed in substantial crating to prevent damage during shipment of storage at job site for at least 6 months.

13.1.5. Delivery

After packing delivery is done according to PO

13.2. ADMINISTRATION OF PURCHASE ORDERS

13.2.1. Preparation of documents for payment

If an order is ready to be shipped the financial administration will prepare the documents for payment:

- Invoice (standard form J-01)
- Packing list (standard form J-01)
- Letter of Credit
- Release note
- Legalisation by Chamber of Commerce and/or Embassy (standard forms J-03 and J-04)

13.2.2. Preparation of documents for transport

The financial administration will prepare the documents for transport:

- Invoice (standard form J-01)
- Packing list (standard form J-01)
- CMR
- Customs Form

13.2.3. Submitting documents for bank (if required)

When the customer or Airpack requires that payment is effected by LC, down payment or bank guarantee, the necessary documents will be submitted to the bank.




	
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13.2.4. Review documents by bank (if required)

The documents are reviewed by the bank and if required changes will be made.

13.2.5. Submittal of approved documents to customer's bank

If the documents are approved the bank will submit them to the customer's bank.

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13.2.6. Payment receipt

Payment of the invoice will be effected by customer's bank to Airpack.

13.2.7. Accounting check

Accounting of the invoice after receipt of the payment will be effected by the financial administration. The date and statement number are registered.

14. Service and guarantee

14.1. Instruction manual

For each customer's engineered product, the project manager writes an instruction manual. This manual is delivered to the customer and a copy is kept in our fire-proof archives. The content and/or a complete instruction manual can be subject to customer approval.

14.2. Reference number

When a request for service is received, it will be given a reference number according to PRO B1.1 (added codes FE for start-up, GAR for guarantee and RM for repair and maintenance).

In case it is not a matter of guarantee or start-up was not part of the original order an offer will be made to the customer under the reference number using standard form E-06b Pre Service Contract. This form shall be signed by the customer and returned to Airpack before any other steps are taken.

14.3. Registration

Files are kept in the office of the service engineer under reference number and customer name. After a year the files are kept in our fire-proof archives.

14.4. Network

On the network a file is created under Start-up and reference number.




14.5. Assignment

Based on the requested personnel and availability after sales and vice-president decision which engineer will be assigned to the project.

	
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14.6. Commissioning, start-up and maintenance

Commissioning & start-up as well as maintenance are done according to the instruction manual and commissioning checklist (standard forms).

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The customer will have to fill in and sign standard form E-06c Commissioning/Service Time Sheet every day. If the time sheet of the previous day is not signed no further assistance will be given.

14.7. **Guarantee**

If a customer contacts Airpack regarding a failure of the equipment Airpack will respond on short notice and register the customer complaint. We will produce a plan for trouble shooting and if possible, decide whether it is a matter of guarantee or not. This decision will be made during the engineering meeting. The customer will be contacted to discuss the problem and to come to a solution. From this point on the guarantee matter will be handled as a regular project.

14.8. **Service reports**

The service engineer writes a service report every day. These reports are signed by the customer and are kept in the above-mentioned file.

14.9. **Invoice**

The invoice will be checked by the service engineer and will be sent to customer by financial administration.

14.10. **Evaluation**

During assignment engineers will fill in logbook. After finished assignment items from the logbook will be evaluated during start-up evaluation. Issues will be discussed and registered.

	
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