



Oviswift
Engineering & Consultancy Limited
RC 305354

QA/QC Policies & Procedures

Quality Assurance

Revised:

March, 2020

Date for policies review:

February, 2025

www.oviswift.com

Quality Assurance & Quality Control

Policy Statement

Oviswift Engineering and Consultancy Limited (OECL) prides itself on delivering the highest levels of service to all its clients. OECL recognizes the importance of maintaining strict international and local quality standards to ensure that all Oviswift's work meets and exceeds its commitments to clients.

Continuous improvement and feedback are essential to the development of Oviswift's quality processes, and are documented and retained to ensure that quality management principles are rigorously enforced. Oviswift requires all staff to use the quality management system.

A copy of Oviswift's quality management system is made available to all staff via the Policies and Procedure Manual.

This policy is regularly updated to ensure that it complies with the latest standard in quality system management.


Ovudiche S. Iroanwusi
Managing Director/CEO

Date: 10th March, 2020

Section 1

General Corporate QA&QC Statements

- Vision:** To become a global brand when it comes to delivering excellence in engineering & facility services.
- Mission:** Integrating people, places and processes with focus on sustainable best practices and leveraging innovative technology, which satisfies the needs and exceeds the expectations of our clients, trusted partners and other stakeholders.
- Core Values:** The success of projects we handle is not only judged by the smoothness and efficiency with which it operates, but by our attentive listening, creative thinking and team approach to work.
- Policy Review:** The policies contained in this manual shall be reviewed after every five years. However, a review can be done earlier if the need arises.
- Procedure Review:** The procedures for work as contained in this manual shall be reviewed after every two years. However, a review can be done earlier if the need arises. New work procedures shall be added as often as new and better ways of doing works are researched, tested and approved as working procedures.
- Policy Objectives:** To offer maximum service at the best and at cost efficient standards to clients.
- To get maximum life of all assets without compromising on standards and to ensure statutory compliance of all the assets.
- Purpose:** The control of the quality of products and services shall be of paramount importance and shall receive consideration in all its services to customers.
- Objectives:** To establish, document, implement, and maintain a quality management system and continually improve its effectiveness in accordance with client, supplier, and business needs.
- To ensure that client's needs and expectations are determined and fulfilled in order to deliver a consistently high standard of service, in accordance with Oviswift's corporate values and business objectives.
- To communicate quality assurance principles to all staff, clients, associates and stakeholders in order to meet customer needs and to fulfil legal requirements.
- To establish the quality policy and quality objectives across all Oviswift's processes

To enhance sustainability (including the principles laid out in Oviswift's Environment Sustainability Policy) of Oviswift's business, reducing waste and minimizing environmental impact.

Oviswift QA & QC principles

- i. Oviswift will take a monthly internal audit of its quality management system, to ensure that systems and processes, including internal recording of all relevant information and the archival of relevant documentation are fulfilled for each job.
- ii. Oviswift will invite feedback during each job process, and ask clients to complete a satisfaction questionnaire at the end of each completed project to facilitate continuous improvement.
- iii. Oviswift welcomes external auditing of its quality assurance process, including site visits from clients.
- iv. Oviswift uses documented process to ensure that the accountability and responsibility of its staff at all stages of a job or process. Records kept within the job document decision making at each stage. Continuous feedback during each job or project ensures that staff input is fairly assessed and monitored and that issues are escalated and dealt with. Weekly team meetings and on-going internal project meetings ensure that knowledge and best practice are shared and incorporated into on-going project management.
- v. Oviswift manages all processes to ensure the effective use of resources, and maintains accurate records, including contact reports, time sheets and project drawings, schedules, and specifications to document the use of processes. Responsibility for different process elements is assigned to named stakeholders, and their performance monitored and evaluated. Clear processes, from the selection of suppliers and sub-contractors to construction standards for outcomes enable Oviswift to minimize risks and maximize team performance. Feedback and review of completed jobs enables Oviswift to ensure that its project outcomes fulfil client's needs and objectives.
- vi. Oviswift follows the document record keeping process identified above to ensure that quality systems are adhered to.
- vii. Oviswift uses feedback gathered from client meetings (documented in contact reports and archived within the job), on-going feedback from briefings, project specifications, schedules of work, drawings, programmes or timelines and post-project evaluation to ensure that processes are effective. Where improvements are identified, these are incorporated into the ongoing quality management process.
- viii. Oviswift maintains records of all decision-making processes to analyze the impacts upon clients and stakeholders. Supplier records are monitored to ensure that best value is achieved for all projects. Client feedback and decision making is incorporated into decision making. Oviswift ensures that the confidentiality of client data. Records held by Oviswift are never transferred to third parties without full consent of affected parties.

- ix. Oviswift regularly audits its supplier lists to ensure value for money is achieved for all projects. Oviswift strives to use suppliers and sub-contractors with accredited quality assurance and environmental standards. Regular contact is made with suppliers and sub-contractors to manage quality and adherence to deadlines is documented with project timeline records. Usually three quotations are obtained for each given task to ensure transparency in competition. Oviswift seeks to balance the needs of clients and suppliers to ensure mutually advantageous outcomes.

Section 1

Definition of Terms

Accident: Adverse event involving personal injury or illness without sick leave, or with sick leave for fewer than 6 weeks, and / or minor damage to / loss of property, minor damage to the environment or a third party.

Quality Assurance (QA): Refers to the process used to create the deliverables, and can be performed by a manager, client, or even a third-party reviewer. Examples of quality assurance include process checklists, project audits and methodology and standards development.

Quality Control (QC): Refers to quality related activities associated with the creation of project deliverables. Quality control is used to verify that deliverables are of acceptable quality and that they are complete and correct. Examples of quality control activities include inspection, deliverable peer reviews and the testing process.

Acceptance Number: The maximum number of defects or defectives allowable in a sampling lot for the lot to be acceptable.

Acceptance quality limit (AQL): In a continuing series of lots, a quality level that, for the purpose of sampling inspection, is the limit of a satisfactory process average.

Defect: A product's or service's nonfulfillment of an intended requirement or reasonable expectation for use, including safety considerations. There are four classes of defects: class 1, very serious, leads directly to severe injury or catastrophic economic loss; class 2, serious, leads directly to significant injury or significant economic loss; class 3, major, is related to major problems with respect to intended normal or reasonably foreseeable use; and class 4, minor, is related to minor problems with respect to intended normal or reasonably foreseeable use. Also see "blemish," "imperfection" and "nonconformity."

Defective: Defective: A defective unit; a unit of product that contains one or more defects with respect to the quality characteristic(s) under consideration.

Feedback: Communication of information from customers or users related to a process or performance. Feedback is used to make decisions directed toward improving or adjusting a process or performance as necessary.

Section 2

Quality Assurance and Quality Control

The control of the quality of products and services shall be of paramount importance and shall receive consideration in all its services to customers. In regards to this policy objectives OECL shall seek to:

- i. Ensure that our engineering products and services comply with the relevant industrial codes and standards, statutory regulations and customer's product specifications.
- ii. Ensure that construction absolutely conforms to customer's design studies. This will entail the application of appropriate engineering data for construction, supplies and inspection at every stage of works before the commissioning and transfer of property to the customer.
- iii. Ensure that the implementation of the customer's engineering data conforms with the technical requirements in terms of performance, reliability and safety. In this regard, work shall not commence on the customer's facility until valid approved construction drawings are available.
- iv. Establish systematic quality control audit viz-a-viz non-conformity data collection and statistic processing with a view to reducing the frequency of product non-conformity.
- v. Ensure that changes in industries codes and standards are made available for references. These shall include those published by bodies on engineering subjects such as: API, ASME/ANSI, ASNT. BS, AWS, IEC, NSO, ISO and ICI.
- vi. Establish a well-defined procedure for quality control, plans, personnel roles and functions and ensure that these are adequately communicated to all levels of the Organisation.
- vii. Investigate all operational non-conformities in time in order to correct, and prevent future reoccurrence.
- viii. Prevent "Failure in service" by a consistent approach quality assurance and reassurance at every stage of contract implementation.
- ix. Ensure that Quality Assurance records are readily available for easy reference in every contract. Also, training shall be used as a strategic weapon for identifying poor quality and eliminating the associated costs.
- x. All facilities, equipment and material to be taken over by the customer shall undergo visual inspection to ensure that product specifications, dimensional,

- tolerances, alignments materials properties, face value etc., are within specified limits. To this end, inspection aids such as quantifiers, thickeners, meters, samplers, magnetic particle, dye and florescent penetrant, etc., shall be employed as necessary to ensure that QA requirements are adhered to.
- xi. Non-destructive test (NDT) techniques shall also be employed in the determination of the internals of some materials where contractually defined or required by industry codes and standards.
 - xii. Any systems, structures, materials of equipment's for customer take-over which does not pass quality tests will be replaced at the company's expense after consultations with relevant QA authorities.
 - xiii. Oviswift will take a monthly internal audit of its quality management system, to ensure that systems and processes, including internal the recording of all relevant information and the archival of relevant documentation are fulfilled for each job.
 - xiv. Oviswift will invite feedback during each job process, and ask clients to complete a satisfaction questionnaire at the end of each completed project to facilitate continuous improvement.
 - xv. Oviswift will welcomes external auditing of its quality assurance process, including site visits from clients.
 - x. Oviswift's quality assurance policy applies to all work undertaken by Oviswift on behalf of its clients, including goods and services produced by third party agents and suppliers, and sub-contractors.
 - xi. The policy applies to all staff, who are actively required to engage in quality assurance procedures including record keeping, and proactively responding to feedback.
 - xii. Responsibility for the quality assurance policy lies with the Managing Director.
 - xiii. The Project/Facility Manager is responsible for ensuring that all staff are compliant in maintaining documents and records necessary for compliance with Oviswift's quality standards.
 - xiv. The Contracts Manager is responsible for maintaining standards across all construction output.
 - xv. Oviswift's quality assurance policy is designed to mirror the outcomes expected of internationally recognized quality systems, such as ISO 9001:2008 and its equivalents. Oviswift is currently in the process of actively developing its policy to meet these standards.

- xvi. Oviswift strives to ensure that it closely works in partnership with the client and the client's professional representatives to deliver a finished project on time, on budget and to the exacting qualities expected.
- xvii. A Contracts Manager is assigned to each project to ensure that all services are delivered in accordance with the Schedule of Works, issued drawings and to the issued programme. The Contracts Manager acts as a key point of liaison for raising any issues regarding changes to specification or project timelines, which can be escalated to director level if the Contracts Manager is unable to resolve them. The contracts Manager is also responsible for ensuring the feedback on project outcome is monitored and retained within the quality system.
- xviii. Oviswift communicates its vision to all employees, clients and stakeholders. Oviswift's values are stated to all staff upon induction and reinforced with regular corporate training. Oviswift's management team ensures that appropriate resources, including the latest technology and access to health & safety, and professional training for staff, are available for all projects. A Contracts Manager is assigned to every project to ensure that all resources committed to a project are sufficient for the task, and to encourage responsibility within the workplace.