



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

ENDEL EGYPT

Inspection Services

QMS



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

1. Scope

The scope of this Endel Egypt Inspection Services Quality Management System (QMS) is designed to cover:-

- a) NDT examination and inspection services in accordance with National and Provincial Regulatory requirements.
- b) The management and analysis of data derived from the inspection information acquired.
- c) The acquisition and retention of appropriately qualified Personnel.
- d) The consistent delivery and execution of our services to our customers

It is established to enhance customer satisfaction through its effective application, system process improvement and assurance of conformity to customer and applicable statutory and regulatory requirements.

2. Normative References

- e) **ISO 9001:2008**, Quality Management Systems: Requirements.
- f) **ISO 9000:2015**, Quality Management Systems: Fundamentals and Vocabulary.
- g) **American Society for Nondestructive Testing (ASNT)**, Recommended Practice No. SNT-TC-1A, Personnel Qualification in Nondestructive Testing.
- h) **ANSI/ASNT CP-189**, A Standard for Qualification and Certification of Nondestructive Testing Personnel.

3. Terms and Definitions

- **API**: American Petroleum Institute
- **ASME**: American Society of Mechanical Engineers
- **ASME Codes**: Section I, Section III, Section V, Section VIII, Section IX, B31.1, B31.3
- **ASTM**: American Society for Testing and Materials
- **AWS**: American Welding Society: Section D1.1, D1.2
- **CAR** Corrective Action Request: Any condition that could ultimately or in the course of a service, compromise an item unacceptable or indeterminate for use because it may potentially not comply with the intended outcomes. Examples of Corrective Actions include circumstances that do not fit within the procedures being executed that could ultimately render the test invalid. Equipment that is not quite correct for the application being applied and potentially invalidating the inspection. Corrective actions are taken as part of a continuous improvement process.
- **Certification**: The action of determining, verifying and attesting to the qualification of personnel and material, and retaining this certification in job files
- **Client**: The party of representatives issuing a contract for providing services.
- **Client's Representative**: Representative designated by the Client to verify that the required inspection, examination and testing has been completed.
- **Company**: Shall generally refer to Endel Egypt.
- **CRM** : Customer Relation management



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

- **DCS or DMS:** Document Control System or Document Management System
- **Disposition:** A specific action implemented to resolve a given non-conformance.
- **Documentation:** Any written information describing, defining, specifying, reporting or certifying any activity, requirement or result.
- **ERP :** Enterprise Resource Planning
- **Examiner:** A company employee charged with the duty of interpreting, testing, and passing upon the validity of documents dealing with Non-destructive testing.
- **External Non-conformance:** A deficiency in equipment, parts, or services provided by suppliers to Endel Egypt Inspection Services, or found during inspection of a client's product.
- **IMTE:** Inspection, Measuring, Testing Equipment
- **Inspection:** The examination, measurement and testing of a product or service to determine its acceptability.
- **Internal Non-conformance:** A deficiency in Endel Egypt Inspection Services' process control or system.
- **Job File:** A file developed to encompass the required details related to an activity. The Job File is organized by client or number.
- **NCR:** Non-conformance Report
- **NDE:** Non-destructive Examination MT: Magnetic Particle Testing PT: Liquid Penetrant Testing UT: Ultrasonic Testing VI: Visual Inspection and various other methods for non-destructively testing materials and welds.
- **Non-conformance:** Any condition that renders an item unacceptable or indeterminate for use because it does not comply with the Alberta Safety Codes Act and Regulations, the Owner's specifications, the design specifications of the ASME or CSA Codes or this Quality System Manual. Examples of non- conformance include physical defects, test failures, incorrect or inadequate documentation, material identification/deviations from prescribed processing, inspection, or test procedures.
- **PCN Certification:** The PCN Scheme is an international program for the certification of competence of non-destructive testing personnel which satisfies the requirements of a number of European and international standards.
- **Product Non-conformance:** Any service, material, equipment or item in which one or more characteristics do not conform to the requirements specified in the contract documents.
- **QMS:** Quality Management System.
- **Quality Manager (QM):** An employee of Endel Egypt Inspection Services designated by the General Manager to have the responsibility and authority to maintain a Quality System Program, with the organizational freedom to recognize quality system problems and to provide solutions to those problems.
- **RSO:** Radiation Safety Officer
- **REV:** Revision
- **Technician:** Performs basic quality techniques, possibly including calibration, to track, analyse and report on materials, processes and products to ensure they meet the company's quality standards.
- **SN or S/N:** Serial Number



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

- **SNT-TC-1A** (latest ASME Code Adopted Edition): Latest ASME Code accepted edition "Recommended Practice for Non-destructive Testing Personnel Qualification and Certification" published by the American Society of Non-destructive Testing.
- **SO:** Safety Officer
- **System Non-conformance:** A failure to comply with the requirements of the quality program Manual or associated documents
- **Uncontrolled Manual:** A Quality Manual issued upon request and current at the time of issuance, but which is not maintained by subsequent revisions or updating.
- **VER:** Version.

4. Organization overview and context (ISO Clause 4.1)

Endel Egypt Inspection Services is a provider of Non-Destructive Testing services to manufacturers, Oil and Gas operators, Steel structure, Steel manufacturing, Power Generation groups and infrastructure owners within the provinces of British Columbia, Alberta and Saskatchewan. It undertakes these inspections on newly built and operating plant using various forms of NDT as required by the customer and in accordance with approved procedural elements.

Endel Egypt operates in accordance with Provincial regulatory requirements. It also adheres to code and standard requirements for the certification of its personnel.

ENDEL EGYPT has its own approved "Written Practice" as a basis for the certification of its technicians and service providers in accordance with international codes and standards. It also operates using other code specific requirements and international standards in support of customer needs.

Operationally we operate within an "Order to Cash" process flow system that accommodates all organizational interactions and processes to a controlled and managed level, that is supportive of the QMS.

Using this as a basis for assessment we undertake an annual strategic plan for the company to align with the budget in support of our interested party's interests and expectations.

To maintain market position and a reputation for Quality and continuous improvement it must have an established and certifiable Quality System.

Endel Egypt are committed to adhering to those elements of ISO 9001 2015 except for the following:

Section 8.3 of the standard "Design and Development of products and Services"

Endel Egypt are not a design or development organization and only provide services in support. The removal or exception to this element will have no impact on our overall QMS implementation or effectiveness.

5. Needs and Expectations of Interested Parties (ISO Section 4.2)

Endel Egypt Inspection are implementing this QMS to meet the needs and expectations of all interested Parties. We have put in place systems and processes to ensure these obligations are met through Compliance, Accuracy, Consistency and Efficiency in support of continuous improvement.



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

These generic components of needs and expectations described below shall all be controlled through our systems and processes and evaluated in our Management Reviews. The risk assessment was carried out in conjunction with the Order to Cash development and our internal management review process.

Who are our interested parties	What are their interest and needs				Risk Assessment elements	Risk
	Compliance	Accuracy	Consistency	Efficiency		
Our Customers	X	X	X	X	Technician Certification, experience and reputation. Technology, continuous improvement. Regulatory compliance	Low
Our Employees	X	X	X	X	Remuneration, benefits culture, career development	Med
Partners and Suppliers		X	X		Compliance and Accuracy through audit	Low
Our Owners	X	X	X	X	Market penetration and customer retention	Med
The regulatory Authorities	X		X		Ongoing customer audits and regulatory audits.	Med
Our Management	X	X	X	X	Management reviews, KPI's trending	Low
Society	X	X	X		Compliance, safe and socially responsible.	Low

6. The Endel Egypt Quality Management System Details and Objectives (ISO Section 4.3)

6.1 External Quality Objectives

The regulatory environment under which we operate requires ENDEL EGYPT to ensure the correct application of its NDT services in accordance with its approved procedures and “Written Practices” as it is applied on our defined scopes of work. Our internal risk analysis and Quality controls ensure our services are supplied consistently, accurately and efficiently.

Customers with Quality Management System obligations will be obliged to undertake process and operational audits upon request or on a scheduled basis. Customers who manufacture or



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

construct using ASME, AWS or other codes require a service level that adheres to their construction requirements and the regulatory environment under which they operate.

The Quality of our services on our projects through Accuracy and Consistency, ensures we reduce our risk of failure and protect our clients and ourselves from the potential for litigation through external and internal audits

6.2 Internal Quality Objectives

Internal considerations are met by ensuring adherence to our own processes and procedures as an assurance of our need to meet customer requirements and a measure of our efficiency, this is achieved through analysis, auditing and well as management review. The following elements are also contributory internal considerations.

- Meeting the requirements of the ISO 9001 2015 standard through continuous ISO registration.
- Building all necessary processes to ensure our services are integrated and supportive of our Enterprise systems. (Continuous improvement and analysis through dashboard and management reviews)
- The measurement of ENDEL EGYPT Quality Performance in support of Key Performance Indicators and to prove to our clients we can manage what we measure.
- Recruiting, training and retaining our skilled personnel
- Capturing non-conformances and analyzing their causes in support of continuous improvement.
- Documenting and retaining information to validate processes are correctly implemented.
- Supporting our culture through continuous improvement in all we do.

6.3 Quality Management System and Process. (ISO Clause 4.4)

The integration of individual QMS elements has been described in our Order to Cash Process flow diagram and our library of Quality Procedures and Forms that support the entire program. This is fully supported with our Enterprise program resources which are integral to the implementation

Organization chart

7. Leadership (ISO Section 5)

7.1 General



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

ENDEL EGYPT Senior Management are committed to the QMS program as a fundamental tenet of our organizations success. They have been given clear accountabilities and responsibilities with respect to its development, implementation and continuous improvement. These are outlined in the Section 7.3 of this document and supported in their job descriptions. The CEO also approves the QMS in support of these commitments.

7.1.1 Leadership and Commitment (ISO Section 5.1)

ENDEL EGYPT executive and management shall demonstrate leadership and commitment to our QMS by: -

- a. Being accountable for its effectiveness through management review meetings, resourcing and participating in QMS program elements e.g. audits.
- b. Ensuring that the Quality Policy and objectives are compatible with the strategic direction of the company through a review of annual performance that are relevant to their needs e.g. customer complaints and NCR's
- c. Ensuring the integration of the QMS requirements and processes into the organizations enterprise system.
- d. Promoting the use of the Process approach and Risk based thinking through regular risk review meetings and quantification or analysis through Data analysis.
- e. Providing the necessary resources to maintain the QMS e.g. job descriptions and positions.
- f. Promoting the Quality Management system and its benefits through Business Development, achievement of ISO accreditation and continuous improvement in its processes.
- g. Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system.

7.1.2 Customer Focus (ISO Section 5.1.2)

ENDEL EGYPT Managements commitment to customer focus is through ensuring the customers applicable statutory and regulatory requirements are understood and consistently met. This is fully supported through appropriate training, task reviews and equipment provision to ensure accuracy, consistency and efficiency. Following up on a regular basis with our customers to ensure satisfactory levels of service have been maintained and documented through D-base or personal calls.

7.2 Quality Policy (ISO Section 5.2)

7.2.1 General

ENDEL EGYPT Executive management have established a Quality Policy intended to meet the requirements of our Customer focus, technical competency and continuous improvement. The Policy shall be reviewed annually in support of our ISO renewal. This document shall be promoted in all our technical procedure manuals.

7.2.2 Communicating the quality policy (ISO Section 5.2.2)



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

ENDEL EGYPT personnel assigned functional responsibilities shall be oriented on the QMS and their responsibilities within it at time of onboarding; they shall understand through this orientation how they contribute to the achievement of the company's quality objectives.

Regular Lunch and Learn sessions shall also be put in place to both educate and communicate method and intent for individual elements of the QMS. Retention of all records of orientation, qualification, education, training and/or experience shall be maintained by the Quality Manager.

ENDEL EGYPT personnel shall be made aware of the relevance of their activities to the overall success of the QMS

7.3 Organizational roles, responsibilities and authorities (ISO Section 5.3)

The following ENDEL EGYPT personnel are Accountable or Responsible and have the authority for ensuring that the QMS will be implemented as outlined in this manual and that the services provided by Endel Egypt are in accordance with customer requirements, codes and standards and maintain independence of process for Quality within the organization.

I. CEO Chief Executive Officer

The CEO will clearly establish the Quality Policy and quality strategies of ENDEL EGYPT and will finalize responsibility and authority relating to all QMS elements, the overall integrity of the services provided by Endel Egypt Inspection Services its ability to meet customer requirements and the approval of policies. Independence of process in the interests of safety and quality shall be a cornerstone of the program.

The VP Operations shall be accountable for the implementation of the Quality Management System throughout Endel Egypt and all its offices and projects. This shall be accomplished through resourcing and KPI's that shall be established in support of this responsibility. Customer Focus shall be a key element of the allocated roles responsibilities

II. CFO

The CFO shall be responsible to ensure that all order to cash fiscal requirements are fully integrated with the provision of NDT services, the invoicing is accurate and necessary quality requirements are in accordance with client needs. This shall be accomplished through delegation or KPI's that shall be established in support of this responsibility.

III. QM Quality Manager

The (QM) Quality Manager will ensure the Quality Policy and quality strategies of ENDEL EGYPT are fully implemented and will assume full responsibility and authority relating to the quality system.



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

The QM is responsible for managing and monitoring all functions as outlined in this manual and for ensuring its continued effectiveness and compliance with quality requirements.

The QM shall be responsible for: -

- Reporting to management on the performance of the quality system with a focus on continuous improvement
- The promotion and awareness of customer requirements throughout the organization.
- The evaluation and quantification of risk as required throughout the organization
- The integration and development of processes in support of continuous improvement
- The effective implementation of processes.
- Regulatory Compliance

The QM shall report directly to the CEO on the QMS performance and recommend requirements and resources in support of a continuous improvement strategy.

IV. Functional Managers and designates

These persons are responsible to ensure the implementation of the QMS within their designated areas of responsibility.

V. Radiation Safety Officer/Safety Officer or designates

The Radiation Safety Officer (RSO) and the Company Safety Officer will ensure that all work proceeds in full compliance with all relevant safety requirements.

VI. Level 3 Technical Function

The Level 3 Technical Function shall be responsible for developing and controlling the Inspection and NDT procedures in accordance with customer and regulatory requirements and relevant codes and standards. They will uphold the role of Subject Matter Expert for all Inspection related activities.

This person shall be the point contact for Professional Memberships and the Presentation of Technical papers for the company.

They must hold Graduate specializations in NDT, ASNT Level 3 certification in RT, UT, MT, PT as a minimum to support our ASME programs.

Visual certification in API/CWI or CSWIP should also be an attribute.

8. Actions to address Risk and Opportunities (ISO Section 6.1)

Our organizational structure and purpose influences our planning requirements and center around our execution to attain customer satisfaction in the prescribed service components and address risks and opportunities as identified and presented.



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

The key elements of risk in the execution of this model are related to accuracy of communication, training, documentation, equipment, tasks and acceptance criteria. One of the key purposes of a QMS is to act as a preventive tool, to mitigate execution and deployment risks we need to ensure that: -

- Requests for Services are received and actioned within a set time.
- The information provided is accurate and sufficient to allow ENDEL EGYPT personnel to undertake the work in accordance with the codes and specifications and to the satisfaction of the customer and regulatory entities.
- Personnel are adequately certified trained and experienced.
- Accuracy in invoicing is substantiated.

This is achieved using contract terms and conditions, Dispatch instructions and confirmations of understanding on client specifications and requirements. The consequence of this is that our resource base may need to be expanded or trained and this is fulfilled by the following procedures:-

- Tender and Contract Procedure
- Procedure for Onboarding

In complex situations ENDEL EGYPT would undertake a formal Risk analysis to determine if there are unknown or unincluded risks that should be considered in the development and execution of the submission. This review would also include an evaluation of whether our QMS can be applied successfully during the project execution in support of measurement and continuous improvement opportunities.

The Endel Egypt Risk Matrix shall form the basis for the Qualitative analysis of Risk and shall be undertaken with the Quality Manager, the CEO , the functional manager and the Safety Manager as a minimum.

A SWOT analysis has been undertaken and is updated regularly as conditions change, this has been the basis of our QMS along with the Order to Cash Process developed as part of this analysis.

The ENDEL EGYPT Project Management group will be the coordinators of our bids and submissions and will utilize their internal systems and processes to ensure customer satisfaction and ENDEL EGYPT quality elements are fulfilled.

9. Quality objectives and planning to achieve them. (ISO Section 6.2)

Every project or Purchase order shall be undertaken in accordance with our QMS, and our quality Policy. The weekly dashboards collate all performance indicators the management have mandated and regularly review. These performance indicators have been determined through risk analysis and management review and consider the applicable requirements of execution and delivery. By way of example, measurement of key trends in execution, may be through statistical evaluations to establish: -

- When High volumes are achieved that might impact Quality .
- When repair rates on certain codes fall outside normal limits

QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

- When change occurs that can impact quality

Additionally, line management responsibilities shall undertake routine quality audits in the form of process and procedural reviews, report analysis and review and in some cases physical cross checking. In accordance with the Auditing procedure guidelines.

These actions are implemented to ensure we achieve our key objectives with the QMS as defined within our Quality Policy and our Program. All shall be documented and analyzed in support of this objective.

10. Planning of changes (ISO Section 6.3)

Change in all its forms as identified by ENDEL EGYPT can have an impact on customer satisfaction. As such ENDEL EGYPT have identified the following elements of change that can impact the overall quality of the service: -

- People - Any change to the contractually identified personnel, their certifications and experience and client approvals shall warrant a change action.
- Infrastructure - Any change to equipment, situation or software shall warrant a change action.
- Environment for the operation of processes - Any change to Environment e.g. temperature limitations or weather outside of anticipated conditions shall warrant a change action.
- Monitoring and measuring resources - Any change to circumstance where calibration frequency or manner of calibration shall warrant a change action.
- Resources - Where equipment, vehicles or other resources are revised in any way, this shall warrant a change action.
- Competence - Where competency elements of the project are modified or expanded in any way, this shall warrant a change action.
- Communication - Communication protocols for contract management and reporting or tracking shall be established at contract start any change to these requirements, shall warrant a change action.
- Documented Information - Approved procedures and control documents are stored within the ENDEL EGYPT enterprise system Connex and on Endel Egypton and the "ExtraNet". All such documents are controlled. Where changes occur to any documentation or reporting requirements this shall warrant a change action.
- Processes - Any change to personnel involved with processes or elements that impact the successful implementation of a process shall warrant a change request.
- Quality - Any change to the output quality or service quality intended or agreed shall warrant a change request.
- Control of Change shall be managed through the Change Management Procedure . All documentation shall be stored within Endel Egypton records Dbase.

11. QMS Support (ISO Section 7.1)



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

Due to the Enterprise systems under which ENDEL EGYPT operate all communications and reporting are undertaken through Endel Egypt on and / or email, as every person within ENDEL EGYPT has a dedicated email address.

This allows a coordinated approach to Dispatch, Reporting, billing, analysis and Quality management in support of Customer satisfaction and contract requirements. A library of key procedures and Quality Forms is available to ensure consistency and data is maintained on our system.

A list of key contacts is also provided within the system to enable direct contact to be made with all responsible individuals.

12. Monitoring and Measuring resources (ISO Section 7.1.5.1)

ENDEL EGYPT shall provide a working log of all equipment that requires calibration on a prescribed frequency. This log located within the equipment dbase, shall be maintained by the Operations functional managers and updated as required. All calibration requirements shall be determined from this Data base and dispatched to the approved vendor for calibration. The Control of Measuring and Testing Equipment Procedure shall be applied.

13. Organizational knowledge (ISO Section 7.1.6)

ENDEL EGYPT recognizes that organizational knowledge is a valuable resource that supports our quality management activities and ensures continual product and service conformity. There is a strong link between Organizational knowledge and the competence of our people, the latter being peoples' ability to apply knowledge to their work.

All processes within the ENDEL EGYPT QMS suite shall integrate. A body of knowledge on how our processes integrate shall be established through the Order to Cash process flow, which identifies the key processes and how they connect the QMS to the output documentation. This along with the collective experience and skills of our functional management are the key support mechanisms for the programs implementation.

To ensure that Organizational knowledge is retained and transferred, Organizational knowledge is recorded in documented information, and is embedded in our processes, products and services. Examples of Organizational knowledge include:

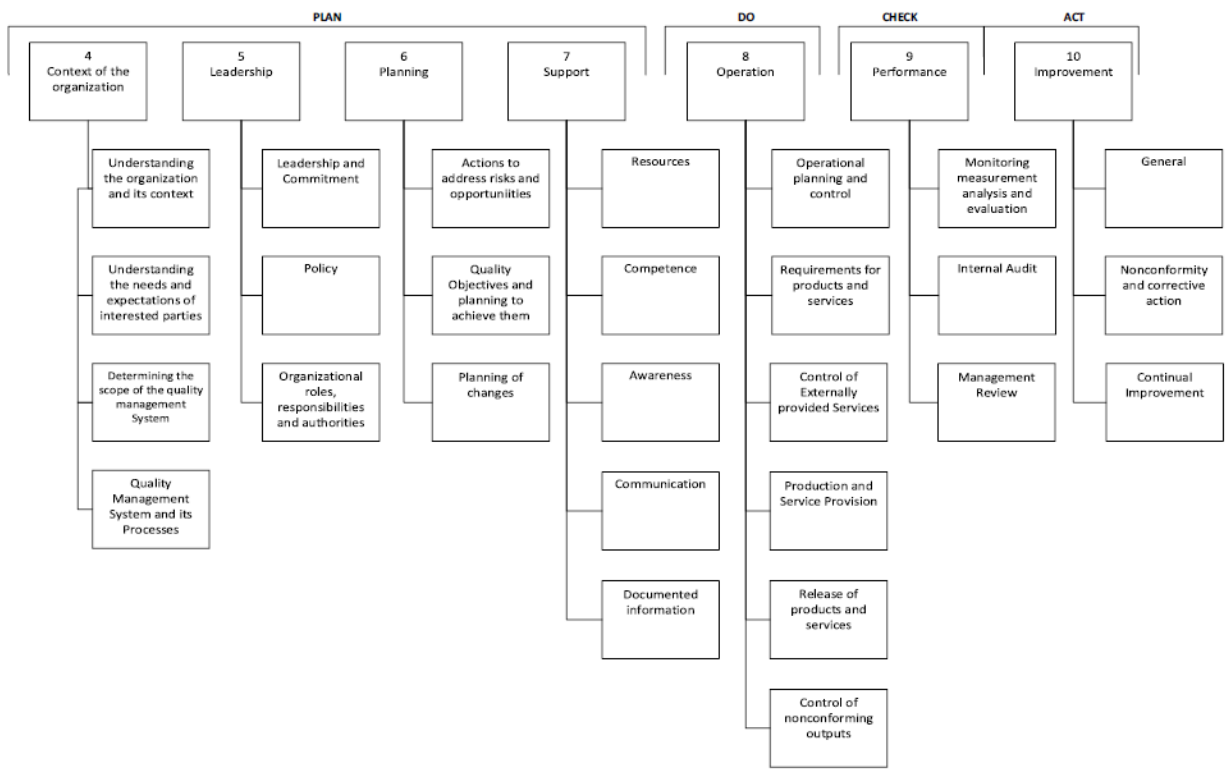
- a) Documented information regarding a process, product or service;
- b) Previous specifications and work instructions;
- c) The experience of skilled people and their processes and operations;
- d) Knowledge of technologies and infrastructure relevant to our Organization.

Sources of internal knowledge also include our intellectual property; knowledge gained from experience and coaching; lessons learnt from failures and successes; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services. This is done through procedural development and revision as required by code updates, or client requirements or lessons learned. It is included in our case studies for clients where specific problems are evaluated and resolved by recording an application format or procedure.

QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

Sources of external knowledge often include other ISO standards; research papers; webinars from conferences; or knowledge gathered from customers, stakeholders or other external parties. Endel Egypt determines and reviews internal and external sources of knowledge, such as: -

- a) Lessons learnt from non-conformities, corrective actions, and the results of improvement;
- b) Gathering knowledge from customers, suppliers and partners, benchmarking against competitors;
- c) Capturing knowledge existing within the Organization, e.g. through mentoring/succession planning;
- d) Sharing knowledge with relevant interested parties to ensure sustainability of the Organization;
- e) Acquiring knowledge through Professional development and membership of industry institutions such as ASNT.
- f) Knowledge from conferences, attending trade fairs, networking seminars, or other external events.





QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

14. Training Skills and experience. (ISO Section 7.2)

ENDEL EGYPT operate within an engineering code environment so all personnel in key roles must have competencies that align with this situation.

The executive and senior management roles within ENDEL EGYPT demand critical thinking skills that should be supported with a suitable education level and the necessary business experience to ensure the essential Body of Knowledge.

All technical roles shall have the code requirements such as API, ASME and SNT-TC-1A requirements shall be supported with the ENDEL EGYPT Written Practice and procedures for each inspection discipline.

Additional international certifications in support of customer requirements may also be adopted e.g. CWI and/or CSWIP on an as required basis.

Endel Egypt shall only assign qualified personnel to perform examination and tests. All qualifications shall be documented, and shall as a minimum include the following:

- Subject Matter
- Date
- Instructor Name
- Approval of qualifications
- Supporting documentation when applicable, e.g. education, experience, or any quantified results of examination, etc.

Qualification records shall be documented and maintained in our HR records files by the Quality Manager or designate and shall be available to the customer's representative upon request.

15. Control of documented information (ISO Section 7.5.3)

ENDEL EGYPT shall utilize electronic documentation as frequently as possible and as comprehensively as possible. All documentation required by or integrated with the QMS shall be stored wherever and whenever possible in electronic form with clearly understandable nomenclature.

The principle repositories for documentation shall be Endel Egypt on Dbase. Dedicated files are allocated for key information on our servers. Inspection data in digital form are stored on a separate drive due to their size. These drives are maintained by the relevant functional managers and the QM as required. This is validated on a report issued monthly by our IT service providers.

Responsibility for the structure management and updating of documentation shall reside with the relevant functional managers in Administration, Operations and Accounts; The QM shall have unlimited access to these repositories to ensure accuracy and completeness are being maintained.

Core considerations of our Document management systems include but are not limited to: -



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

- Distribution, access retrieval and use
- Storage and preservation, including preservation of legibility
- Control of changes
- Retention and disposition
- Virus Scanning and deletion
- Continuous improvement to format and content through analysis and Management Review.

Documented information shall be controlled by: -

- Having a unique identification number or name
- A title
- A date of release
- Identification of the author

16. Control of External Documents (ISO Section 7.5.3.2)

All client documentation shall be retained electronically within the respective client files on the server. The exchange of information during the bidding and request process is all stored on ENDEL EGYPT servers within the specific customer files.

Customer complaints, NCR's or other noncommercial documents, would be stored within the respective areas .

17. Operational Planning and Control (ISO Section 8.1)

ENDEL EGYPT as a service organization rely heavily on the efficient receipt of service orders and dispatch of our personnel and their respective equipment to the right place at the right time and with the correct certifications and equipment to fulfill customer requirements.

The control of this process is a foundational element of our QMS and is heavily supported within our Quality management program through: -

- Dispatch and documenting all essential requirements for the work scope.
- Personnel competencies and experience
- Reporting and invoicing

NDT requests shall be documented on our NDT Request Form all NDT requests shall be documented with an NDE assignment form as well; and for RT there is a requirement that the client sign off in support of Code requirements and the accuracy of the information provided.

Personnel orientations and training on the client specifications will be undertaken on an as required basis and the necessary reference specifications shall be placed into Endel Egypton for public access. Such specifications shall be updated as and when required.

All reports generated by the technicians appointed to undertake the work shall be reviewed on a random basis or in accordance with a specified analysis formula or filter. Any deviation from normal



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

or expected results (repair rates or quantities inspected) shall trigger an audit by the functional manager or Level 3 or Quality Manager.

18. Communication (Internal and External) (ISO Section 8.2)

ENDEL EGYPT shall inform all our customers and staff on the Quality Management System through our onboarding process for staff and as part of our contract kick off discussions with clients and contractors.

The control and accuracy of information in the QMS is a controlled distribution update and is managed through the Enterprise Management CRM Database. So, all our customers receive updated information at the same time and the updates are recorded within the system.

All QMS related communication shall be undertaken by the QM or designate. The Single Point of Contact with the Customer shall be established through the CRM or contract documentation and respective kick off meeting details.

Endel Egypt employ the following communication tools for both internal and external communications: -

- Common mailing address
- A corporate phone line and phone directory
- Cell phones for key personnel
- Messaging functionality within the company cell phones
- Email addresses for all staff
- CRM linkage to email addresses for control and recording of client specific emails
- ExtraNet where access to external and internal clients can be given
- GPS for all field trucks to locate and communicate with as required
- Regular meetings for operations, Risk, Management and Contracts
- Conferencing facilities and technology to link distant meeting participants in.

19. Business Development / Requirements for products and services. (ISO Section 8.2.1 & 8.2.2)

ENDEL EGYPT operate in a competitive environment and maintaining the confidence of our customers is essential to our growth. The ongoing education and introduction of new services and technology to our customer base is a fundamental element of the ENDEL EGYPT business model.

Whenever new technology is introduced into our service offering we will ensure that all our clients are aware of the service through emails or direct visits. The amendment or updating of all procedures is also undertaken and such updates are transmitted via Connex or the Extranet to our customers. The CRM shall document all correspondence to our customer base.

Should new customers be developed due to the introduction of new services or the competitive tendering process. The ENDEL EGYPT CRM shall record all necessary details to ensure key information is recorded and all administrative information required for us to service and bill our client is maintained.



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

20. Supplier Selection and evaluation (ISO Section 8.4)

ENDEL EGYPT are a large consumer of consumables such as RT Film and processing chemicals, MPI and Penetrant components and specialized etching and ultrasonic couplant. As a prerequisite to purchase ENDEL EGYPT shall ensure that all product purchases are compliant with codes, regulations and customer requirements. This will be achieved through our purchasing request form.

Contractors and external office sites are also deemed to be Suppliers as they operate from a centralized QMS, Safety and ERP system and have audits undertaken upon them on a regular basis.

21. Control of production and service provision (ISO Section 8.5.1 and 8.6)

All service provision is controlled through the Dispatch process and as described in the order to cash process flow diagram through the supporting Procedure, NDE Request and the NDE Assignment form.

22. Property belonging to customers or external providers (ISO Section 8.5.3)

When product or test pieces are delivered to the ENDEL EGYPT workshop for inspection or testing they shall be in a dedicated area either on a pallet or within a defined space and may have screens surrounding them if hazardous testing components are applied.

Upon completion of testing the components will be marked with visible marker to confirm they have been examined and are complete and ready for pick up. The reporting of all tests undertaken will be recorded in Connex and will be presented to the customer at pick up.

Should damage or loss occur during out control of components and NCR will be issued along with an incident report. These will be maintained as a mandatory record within the NCR files for that customer and retained on Endel Egypton.

23. Control of non-conforming outputs (ISO Section 8.7)

Non-Conformances are a key measurement tool for ENDEL EGYPT in the effectiveness and implementation of our QMS. We have a dedicated procedure for the process and it is part of our onboarding training.

All NCR's are introduced into the system for review and action as required. ENDEL EGYPT have a service level agreement for all NCR's of 2 weeks or less, from issuance to closure and acceptance.

NCR's are tracked within a dedicated log and are a core part of the management review process.

The NCR process takes into consideration the following key elements as a minimum.

- Correction (All NCR's shall reference a process element for clarity)
- Containment or suspension of products and services (Persons or work shall halt until a compliant solution is implemented)
- Customer feedback (The customer shall always be made aware and copied on all NCR's)
- Authorization for acceptance under concession (Unique circumstance or change shall all be authorized by the customer through a concession or other change mechanism)



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

- Conformance to requirements shall always be verified when non-conforming outputs are corrected.
- Documentary records

The NCR Procedure highlights the details of the ENDEL EGYPT NCR process and how it links to our ERP systems.

24. Monitoring, measurement, analysis and evaluation (ISO Section 9.1)

“What is not measured cannot be Managed” is how ENDEL EGYPT approach their Quality Performance evaluation. Key Performance indicators adopted for the ENDEL EGYPT Quality Management System shall consider: -

- Service compliance and conformity (internal and external audits)
- Customer Satisfaction (Evaluation results)
- QMS Performance and effectiveness (NCR’s and customer complaints)
- Planning implementation and effectiveness

A weekly dashboard shall document all key data analysis trends for management review.

25. Customer satisfaction (ISO Section 9.1.2)

Customer Satisfaction is the core element for our QMS and encompasses measurements on: -

- Customer surveys (Phone and Survey Forms)
- Customer feedback on executed projects (Project Close out Meetings)
- Meetings with customers
- Compliments

The compilation of these results in a graphical display can offer a perspective on our overall performance which should be included as part of our management review to spot negative or positive trending.

ENDEL EGYPT aspire to a Customer satisfaction score of 80% or better based on the scoring reconciled from , Customer Survey form. Formal market surveys are undertaken on a more objective evaluation basis and are documented accordingly.

Customer complaints shall follow the CAR and NCR procedure, when verified. They shall be forwarded to the Quality Manager for consideration and processing. Depending on the nature and severity of the complaint, most can be handled at the department level; customer complaints are dealt with in accordance with Customer Complaints Procedure and form

If the customer complaint has been forwarded to the Quality Manager, the Quality Manager will issue a CAR or NCR number and log it in the CAR/NCR Log. (Following the CAR and NCR procedure)

The Quality Manager shall forward the complaint to the relevant department manager to conduct the investigation into the cause of the complaint. If the complaint is valid and a corrective action is required to correct the problem, the assigned department manager will propose a corrective action.



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

The NCR is then forwarded to the Quality Manager for follow up and for verifying the effectiveness of the corrective action. The Quality manager shall close the NCR once deemed the corrective action is effective.

Update the NCR log.

The results of the action taken shall be reported to the customer in line with keeping our clients informed on all quality issues where services are undertaken that did not initially conform with the supplied requirements. Action taken to resolve customer complaints may be included in the reporting of the status of corrective action which is brought to the attention of senior management during the management review of the company Quality Management System.

26. Analysis (ISO Section 9.1.3)

ENDEL EGYPT perform analysis using regression data and risk analysis tools. We employ the Principles of the Null Hypothesis to evaluate both acceptance of results from technicians and projects as well as sample size auditing on an as required basis. NCR's and Customer feedback as part of our performance evaluation shall also be part of our overall analysis suite to ensure we have the full context of our measures in support of valid and focused continuous improvement and customer satisfaction. We shall plot data to identify trends where practicable.

27. Internal Audits (ISO Section 9.2)

All personnel within ENDEL EGYPT have an obligation and a duty to ensure the QMS is effectively implemented. Line management have the additional responsibility of physically auditing and crosschecking where applicable all ENDEL EGYPT field and shop activities on a technical and process level.

A focus shall be placed on ENDEL EGYPT process adherence and execution along with the allocated requirements of the internal auditing procedure.

Internal Auditing Procedure to include Corporate elements and will be undertaken on an annual basis.

Corporate Audits by the Quality Manager shall be undertaken on an annual basis in conjunction with the functional management assessments. Corporate audits will focus on holistic elements of the QMS and technical understanding of the processes and technical elements involved. These audits shall be formally documented, and updates stored on Connex or on the CRM subject to the focus of the audit. The scheduling of audits is open, but the focus is on one audit per tech per discipline per year.

The technical supervisor shall be responsible for their respective discipline audits using the templated audit sheets provided.

All audit findings shall be actioned as required and NCR's or CAR's shall be documented as a result and retained for analysis.

28. Management Review (ISO Section 9.3)



QMS Manual	Revision	Revision Date	Approval Date	Approved By
Endel Egypt	002	25 th Jan 2022	20 th Feb.2022	

All senior management and personnel have a responsibility to uphold our QMS and our Quality Policy as outlined in the Organizational roles and responsibilities. The integration and outcomes of these accountabilities and responsibilities is achieved through our management review process and its deliverables through Management Review Procedure.

Performance and effectiveness reviews by management shall include but not be limited to: -

- Customer feedback and relevant interested parties (Surveys)
- Performance targets for Quality (KPI's)
- Process performance (audit results)
- NCR's and CAR's
- Analysis outputs as part of monitoring and measuring results
- Resourcing
- Risk and opportunity reviews for effectiveness of any actions undertaken
- Performance of external providers
- Opportunities for Improvement

Management review outputs should include as a minimum decisions and actions related to: -

- Identified opportunities for Improvement
- Changes to the QMS
- Resource needs

All management reviews shall be minuted and documented for reference.

29. Continual improvement (ISO Section 10.1 and 10.3)

ENDEL EGYPT shall continually improve the suitability, adequacy and effectiveness of the QMS and its services through consideration of all analysis and evaluation and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

The NCR and CAR process as above are an integral component of this activity and are regularly reviewed by management as part of the overall measure of performance and continuous improvement.

The weekly dashboards constitute a continuous trending of our key performance indicators for improvement.

The financial analysis for Gross Margin monitoring and measurement are continuously reviewed to ensure efficiency and optimization on key variables.

The fundamental driver for improvement and its ongoing continuity is data collected in support of our QMS and ongoing Risk analysis. The subsequent analysis and review of it and the incremental advancement of our Quality objectives wherever and whenever possible.