

QMS Procedure

8.2. Requirements for Products and Services

Scope

This procedure details the application of Contract Review, Contract Control and Documentation Control as an essential part of the Company Quality System.

Contract Review is carried out to ensure that the customer's requirements are identified, available and fit for purpose.

1. Contract Review

All Manufacturing, Re-manufacturing, Installation, Service, Maintenance, Supply and spare contracts are to be the subject of a Contract Review.

In the case of Service, Maintenance, Supply of Re-manufacturing and Spares contracts this review is carried out on the IFS System.

Traceability of persons reviewing contracts is maintained via the companies supplied IT equipment and this equipment has restricted network access depending on functions required.

Modifications or additions to contracts may need a further Contract Review.

Manufacturing and Installation contracts are reviewed using Tender Assessment Meetings (TAMS).

The TAMS are chaired by a director and attended by a senior management team.

In all cases, confirmation of adequate contract review must be recorded and held or referenced in the Contract Master file.

For larger contracts, "wash up" meetings will be conducted and chaired by a director with senior managers and any other company representatives that are required.

2. Contract Review Requirements

The requirements to be met include all technical and quality aspects, regulatory and legal requirements and the stipulated delivery or completion dates.

Where necessary and feasible, modifications, additions or exclusions to the contract requirements and conditions shall be negotiated with the customer before proceeding with the contract.

3. Contract Planning

Contract planning identifies key milestone dates by which elements of the contract are to be completed and is an essential tool in large and/or complex contracts.

Where standard forms are available for this purpose they should be used (available in the Contracting Departments) Contract plans/programmes should be filed in the Contract file.

4. Contracts Subject to Statutory Regulations

All Contracts for EC customers are subject to the following EC Directives:

- The Machinery Directive 2006/42/EC;
- The Electromagnetic Compatibility Directive and amendments 2004/108/EC;
- The Pressure Equipment Directive PED 2014/68/EU;
- The Low Voltage Directive 93/68/EEC.

The following standards and regulations will also apply:

- The Construction (Design and Management) Regulations 2015;
- The Control of Substances Hazardous to Health Regulations 2002;
- BS EN 378 (four parts) Refrigeration Systems and Heat Pumps – Safety and Environmental Requirements.

The regulations form part of the Library of National and International Standards and Codes of Practice relating to the company's operations, which are held under the control of the Technical Publications Office. Copies of Regulations, Standards and Codes of Practice are available to any member of the company on request.

5. Contract Documentation

The Department Manager shall be responsible for ensuring that a Contract Master file is raised for each contract and that all relevant documents as required by the contract are kept in that file.

This includes documents relating to Quality, i.e. certificates, test records, etc. as well as drawings and specifications, parts lists, purchase orders, non-conformance concessions and notes on modifications.

The file must also contain the original tender and customer order and/or specifications.

6. Records

On completion of the contract, the Contract Master file shall be stored for a minimum of ten years or longer when required by Legal, Product or Contract conditions.

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