

## **SCOPE AND GENERAL REQUIREMENTS OF THE SAUDI AMERICAN GLASS QUALITY SYSTEM**

The Company's Quality Management System covers all our processes for the provision of glass and glass systems; for advising on applications mainly concerned with the construction industry. The system is based on identifying, developing and implementing measurable and Customer focused business processes which form a basis for continual improvement.

Due to the nature of the business, there are two exclusions to the requirements of the standard;

**Clause 7.3 Design and Development** - the company is not involved in product design and development and is therefore unable to meet the requirements of this clause.

**Clause 7.5.2 Validation of Processes for Production and Service Provision** – all such processes can be verified by appropriate inspection and test activities and therefore this clause is not applicable

### **1. DOCUMENTATION**

A documentation overview is given in SECTION 5 of this manual and detailed in our procedure for document control. In order to ensure that no-one is working to incorrect documents, controls are established for Review; Approval; Change and Distribution. All documents and records are legible, properly indexed, filed, readily retrievable and protected against damage deterioration and loss. The retention time and disposal authority for all records are defined.

Documents existing in electronic media are subject to access security and back – up where required.

### **2. MANAGEMENT PLANNING AND COMMUNICATION**

We recognize that an organization is only as good as its weakest link. It is therefore our policy and practice to rapidly identify potentially weak areas and take pro-active action to strengthen them or remove them.

Therefore policies and Quality objectives relevant to our business are established, and these, together with the systems to implement them, are communicated throughout the organization so that every employee understands their individual role in our aims to fully satisfy our Customers requirements. The processes are fully integrated so that their individual performance supports and is reflected in our Corporate Objectives.

Systems are also established for communicating with, and caring for, our Customers. Owing to the technical complexities of providing the correct product for the application, Customer Liaison is a fundamental part of our project and application design work - and is essentially a continuous process. Therefore systems are established for monitoring Customer Satisfaction.

Responsibilities, authorities and their interrelation are defined in the organization chart, job descriptions and process details as appropriate. A Quality Management Representative (QMR) has been appointed whose responsibilities include:

- Ensuring that the system is fully implemented and monitored via Internal Audit
- Ensuring that system performance is adequately reported to the Executive Management Team and communicated throughout the Organization
- Ensuring that all members of the organization understand the requirements of the Customer and their individual role in enabling these requirements to be met.

### **3. MANAGEMENT REVIEW**

The General Manager will conduct a senior management meeting to review our Quality System at least twice per year, to establish measures for continual effectiveness and improvement. The QMR arranges the meeting and ensures that all relevant data is available. A minimum agenda is given in APPENDIX III. Minutes of the meeting shall be taken, and a report issued detailing the outcomes and identifying an action plan for continuous improvement.

### **4. PROVIDING RESOURCES**

We recognize that to achieve reliability and consistency in our Quality products and services, it is essential to have a robust infrastructure including properly trained and experienced people. We ensure that all resources, including buildings, utilities, plant, equipment and competent trained staff are provided as required. Our plant is very capital intensive and operates as a continuous flow process. We recognize the importance of preventive maintenance processes and of measuring the overall performance of the plant.

In order to ensure that our personnel are well motivated and always up to date, we ensure that training needs are continually reviewed and the training outcomes are evaluated for effectiveness. We also ensure that personnel are made aware of their contribution to the overall Quality objectives of the business. Systems are also established to ensure, as far as is reasonably practicable, that the overall safety of our working environment and practices is controlled and monitored.

## **5 . CUSTOMER CARE**

We ensure that our Customer's needs and expectations are fully understood and resourced - including specific requirements of any Project Quality Plan that might apply. Our policy is to ensure continual communication with our Customer - and potential Customers - in order to pro-actively respond to his needs.

Contracts are also reviewed against any bids or quotations (if applicable) and differences are resolved with the Customer. Of special importance is the rigorous review and recording of all contract variations and how these reflect on any supply arrangements that we have agreed.

## **6 . DESIGN AND DEVELOPMENT**

Reconfiguration of existing designs will be undertaken. These will generally relate to the optical, thermal, acoustic, mechanical and aesthetic properties of the glass and glass systems. They will be planned in accordance with the Customer's requirements - including the requirements of any applicable product standards. Methods of communication are established with the Customer and Suppliers - as necessary - to establish the requirements.

Samples of the variations are reviewed and discussed with the Customer, and tests carried out as required. These will include validation tests as far as is feasible for products used in construction works.

## **7. PROCUREMENT CONTROL**

It is our policy to establish good Supplier relations. We are conscious of the value of our Suppliers in helping us to afford first class services to our Customers.

Owing to the continuous nature of our production runs, we are heavily dependent on accuracy of supply. Systems are therefore established to ensure that our purchasing requirements are fully and accurately specified - and shipments (especially for imported raw materials) are monitored and controlled.

We have implemented systems for monitoring the performance of our Suppliers - especially in respect of product and service standards that apply to supplies.

## **8 . PROVIDING PRODUCTS AND SERVICES**

We usually provide for very high profile projects demanding first class reliability both in the product performance and service provision – especially with respect to promptness of delivery. We therefore ensure that we are always able to provide proper control and full resourcing for projects of any size.

For elements of a project that are difficult to fully verify before installation, we ensure, as far as possible, that our systems will perform to requirements when in use. To achieve this, we make certain that all process production and measuring plant and equipment is suitable for the task, and the operational personnel involved are fully trained.

We also interrogate any historical information that might apply (eg previous maintenance and test results) and carry out any required pre-qualification tests of the process during the design and pre-production phases.

## **9. IDENTIFICATION AND TRACEABILITY**

It is our policy to ensure that methods are established for identifying all goods, materials, finished and part finished products and components. Also, all status parameters for inspection, test and other measurements are identified at relevant stages and records are maintained. Where necessary, we provide for full traceability to source (eg batch coding).

## **10 . HANDLING AND CARE**

We are working with fragile materials and sensitive coating systems. Therefore, throughout our operations, systems are established to ensure that all goods, materials and products are properly handled, stored and packaged to protect them from damage, deterioration and loss. These practices apply to all our working areas – including offices and sites.

When handling and processing Customers' property (eg "U" channels for double glazing units), we ensure that it is properly identified, allocated to the particular job number and cared for – and that the Customer is informed of any damage or unsuitability for use.

## **11. MONITORING AND MEASUREMENT**

We recognize the benefits to the Company in capitalizing on continual improvement. To achieve this we have established key process performance indicators which are monitored, measured and analyzed against objectives and targets. This enables us to measure the quality of our products and services against defined criteria which, in turn, provides a basis for continual improvement. Of special importance is the measure of our performance on satisfying the Customer.

We also ensure that all aspects of our services are properly verified at stages normally defined in the production work plan documents and / or a Project Quality Plan - or otherwise as required by the Customer. All equipment used for monitoring and measurement is controlled and calibrated to continually provide the required accuracy and precision.

It is also our policy to ensure that any application software used for monitoring and measurement is validated – essentially by calibration of the sensing and monitoring equipment.

## **12 . CONTINUAL IMPROVEMENT**

Pro-active prevention is part of our culture and permeates all sections of our business, especially in those areas of our business dealing with safety critical construction elements.

Processes are established to deal with all problems and concerns that do arise with the products and services that we supply, to ensure that they are fully investigated and appropriate corrective action is taken.

Documented systems are established to ensure that all nonconforming product is identified and prevented from being used until decisions are taken as to its disposal.

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