

# QUALITY ASSURANCE MANUAL

## Table of contents

- Section 1 – Management Responsibility
- Section 2 – Quality Management System
- Section 3 – Contract Review
- Section 4 – Design and Development
- Section 5 – Document Control
- Section 6 – Purchasing
- Section 7 – Customer Property
- Section 8 – Identification, Traceability, and Status
- Section 9 – Project Management
- Section 10 – Inspection and Testing
- Section 11 – Inspection, Measuring, and Test Equipment
- Section 13 – Control of Non-Conforming Product
- Section 14 – Corrective and Preventive Action
- Section 15 – Control of Records
- Section 16 – Internal Audits
- Section 17 – Training, Awareness, and Competence
- Section 18 – Servicing
- Section 19 – Monitoring, Measurement, and Analysis of Data



## **1) Scope / Purpose**

This Quality Manual documents the goals and policies of the Quality Management System implemented at: Procurex 3 Place Ville-Marie, Suite 400 Montréal (Québec, Canada H3B 2E3).

The Quality Management System has been established in compliance with ANSI/ISO/ASQ Q9001-2015 and is applicable to: provision of systems, procurement, inspection and expediting such as found in high technologies, mine and minerals, pulp and paper, power and environmental industries.

The management team of Procurex is committed to the implementation and continual improvement of the Quality Management System.

## **Section 1 – Management Responsibility**

### **1) Quality Policy**

1.1 The Quality Policy is established by the Top Management of Procurex Inc., and is reviewed for continuous suitability.

1.2 Policy Statement:

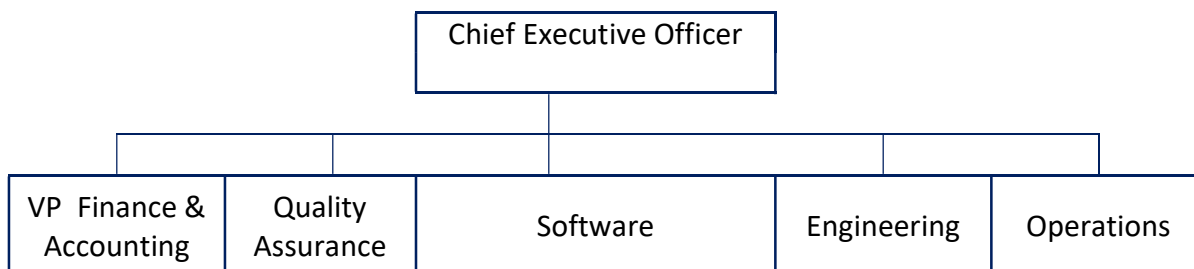
Procurex is committed to provide high quality and high value solutions, products and services that create satisfied and loyal customers. This commitment includes creating strong relationships with customers, suppliers and other stakeholders that make us a preferred partner.

Our employees are committed to the company's Quality Management System and to the continual improvement of the system and the entire organization.



## 2) Organization

3.1 The management structure of Procurex is depicted by the Functional Organizational Chart found below.



## 3) Responsibility, Authority, and Communication:

4.1 Top Management ensures that responsibilities, authorities, and objectives are defined and communicated within the organization.

4.2 The Quality Council represents the broader management group within Procurex Inc., and consists of top management as well as the managers of Finance, Sales, Engineering, Operation, and Quality. As such, this group has the responsibility to communicate the established quality policy and objectives and to ensure that these elements are understood, implemented, and maintained throughout the organization.

4.3 Procurex services:

4.3.1 Finance: Responsible for company accounting and financing. Also for providing potential human resources as required by Procurex. They will provide orientation of company administrative policies.

4.3.2 Software: Responsible for reviewing the software acquisitions, IT, follow-up and software project advancement. Responsible for the establishment and maintenance of electronic archives.

4.3.3 Quality Assurance: responsible for ISO standards implementation. Responsible for all quality assurance activities such as inspection and expediting. Review inspection reports from subcontractors.

4.3.4 Engineering Services: Responsible for drawing control, research and development.

4.3.5 Operations: responsible for on house software development. Responsible for the final hardware development and manufacturing, also to service the systems after sales.

4.4 Internal Communications:



4.4.1 Top Management ensures that appropriate communications processes are established within Procurex Inc., and that the implementation of these processes includes communicating the effectiveness of the established Quality Management System.

#### **4) Management Representative:**

5.1 The Director of Quality, who reports to Top Management, is appointed to execute the duties of the Management Representative. This person has full responsibility and authority for the establishment, implementation, and maintenance of the Quality Management System. The Management Representative provides reports to Top Management regarding the demonstrated suitability, adequacy, and effectiveness of the established Quality Management System, and identifies opportunities by which the System can be improved. In addition, the Management representative ensures the promotion of awareness of customer requirements throughout the organization.

#### **5) Management Review:**

5.1 Top Management carries out periodic reviews of the Quality Management System to ensure that the System's suitability, adequacy, and effectiveness are maintained on an ongoing basis. Management Reviews are conducted on a frequency of no less than once per year. Such reviews include assessment of opportunities for improvement, as well as discussion of the demonstrated and/or perceived need for changes to the System, including the Quality Policy and Quality Objectives.

#### **6) Resource Management:**

7.1 The management of Procurex provides sufficient resources for the maintenance and continual improvement of the Quality Management System, and for the enhancement of customer satisfaction.

#### **7) Infrastructure and Work Environment:**

8.1 The management of Procurex establishes, provides, and maintains an infrastructure and work environment that is effective in achieving both product conformity and overall business objectives.

#### **8) References:**

9.1 ANSI/ISO/ASQ Q9001-2015



## Section 2 – Quality Management System

### 1) Policy Statement:

1.1 The Quality Management System established at *Procurex* shall be documented, maintained, and continually improved upon in accordance with the requirements of the ANSI/ISO/ASQ 9001-2015 standards.

### 2) Responsibilities:

2.1 Top Management is responsible for the establishment of the Quality Policy.

2.2 Top Management is responsible to ensure that Quality Objectives are established at relevant levels of the organization.

2.2.1 Objectives shall be both measurable and consistent with the Quality Policy.

2.3 Top Management is responsible to ensure that Quality Management system planning is carried out in accordance with the requirements of ANSI/ISO/ASQ 9001-2015.

2.4 The Quality Department is responsible for the establishment of the Quality Policy Manual.

2.5 Department heads are responsible for the establishment of Quality System Procedures and Work Instructions.

2.6 All employees of *Procurex* are responsible for compliance with the established Quality Management System.

### 3) Quality Management System Processes:

3.1 The sequence of the established Quality Management System's key processes, their function, their application, and their interaction throughout the organization are depicted in the flow chart contained in Exhibit A.

### 4) Documented Quality Management System:

4.1 The documented Quality Management System consists of the following elements.

4.1.1 Quality Policy Manual (Level I documents) defining scope, overall goals, and objectives of the Quality Management System.

4.1.2 Quality System Procedures (Level II documents) defining the processes employed to carry out the Quality Policy.

4.1.3 Quality System Work Instructions (Level III documents) ensuring effective planning, implementation, and control of the Quality System Procedures.

4.1.4 Records providing evidence of conformity to the requirements, and effective operation of the Quality Management System.



## **5) Quality Objectives and Planning:**

5.1 Quality objectives and planning shall be established and carried out at relevant levels of the organization. These activities shall be applicable to both the Quality Management System and Product Realization.

## **6) References:**

6.1 ANSI/ISO/ASQ Q9001-2015

## **Section 3 – Contract Review**

### **1) Policy Statement**

Before the order stage Procurex shall review the customer's requirements and all applicable standards to ensure that the customer's requirements are defined and documented in the proposal and that Procurex can comply with the customer's requirements, with the aim of enhancing customer satisfaction. Any differences between the internal documents and the customer's requirements stated in the order shall be identified and resolved, prior to acceptance of a contract.

1.1.2 Contract Review records will be maintained in the contract file.

### **2) Responsibility**

2.1 Quality Council: Establish the guidelines for contract review.

2.2 Department Managers: Department Managers with defined contract review responsibilities are responsible for the implementation and effectiveness of this policy.

2.3 Employees: Of departments with defined contract review responsibilities are responsible for complying with this policy.

### **3) Reference**

3.1 ANSI/ISO/ASQ Q9001-2015

## **Section 4 – Design and Development**

### **1) Policy Statement**

1.1 Procurex shall design according to documented procedures and standards to ensure that product conforms to *Procurex* specifications and to contract documents.



## 2) Key System Elements

- Planning of Design Projects
- Assignment of Appropriate Personnel
- Documented Design Input
- Documented Design Output
- Documented Design Review
- Documented Design Verification
- Documented Design Validation
- Control of Design Changes

## 3) Responsibility

3.1 All managers within their respective departments, function, or group are responsible for the implementation and effectiveness of this policy.

## 4) Reference

4.1 ANSI/ISO/ASQ Q9001-2015

## Section 5 – Document Control

### 1) Policy Statement

1.1 Procurex shall document and maintain procedures for the control of documents and data essential to the effective functioning of the Quality Management System, including the review and approval of all documents and data prior to issue, or after changes and removal of all obsolete documents.

1.2 Documents requiring control are:

1. Quality Management System Documentation Level I, II, and III
2. Contracts
3. Purchase Orders
4. Drawings – controlled by Procurex, Inc. Engineering Services
5. Reference Documentation of Codes and Standards – controlled by the *Procurex* Library

### 2) Responsibility

2.1 Department Managers: All department managers are responsible for implementing and reviewing the effectiveness of this policy. Defined department managers are responsible for the control of documents within their department.

2.2 Employees: Are responsible for complying with this policy.



**The full quality assurance manual is available upon request**

