Administrative Change Management

Version	Date	Approved By	Summary of Changes
01	6/4/2026	Wesley King	Initial Release

1. Introduction

Smith Brothers Pipe determines and provides the resources needed to ensure valid and reliable results when measuring and monitoring is used to verify the conformity of products and services. The Company ensures the following aspects are considered and reviewed:

a. Suitability;

b. Identification;

c. Maintenance of equipment to ensure continuing fitness for the purpose;

d. Status identification;

e. Knowledge required to perform the task;

f. Changing needs, evaluated against knowledge and equipment capabilities;

g. Additional equipment required or work to be outsourced;

h. Calibration

2. Scope

This procedure applies to all internal sources: equipment, knowledge, personnel, intellectual property, experience (good and bad) and capturing and sharing knowledge gained.

The procedure also covers external sources: Standards, academia, conferences, and gathering knowledge from clients or external providers.

These sources are used to monitor or measure product or processes for verification of product conformity conducted for the Company.

3. Responsibility

Management will provide adequate resources as required to ensure valid and reliable monitoring and measuring results. These resources will be suitable to meet the Company's monitoring and measuring requirements and will be maintained to ensure their continued fitness for purpose.

Management will allocate responsibility for verifying the status of measuring and monitoring equipment, resources, knowledge etc. prior to commencing any production or provision of services.

In the case of equipment, it is the person using the tool that is responsible for suitability and conformity. Should his not be evident, by way of an expired calibration sticker and damage to the equipment, Senior Management is to be advised immediately to provide rectification processes as necessary.

Management will allocate responsibility for maintaining calibration records, scheduling and coordinating calibrations, both internally and with external suppliers.

Management is also responsible for appropriate and suitable resources being applied to any task and that these are available prior to commencement. Once determined and documented, this information may be used as a basis for similar operations.

Allocated responsibilities are defined within the position descriptions.

Supplier – Refers to the outside supplier responsible for calibrating equipment or supplying additional resources.

4. Procedure

4.1 Calibration of equipment

- Identification of measurements to be made and the required tolerances are documented in drawings, specifications, inspection and testing procedures.
- Management is responsible for selecting appropriate measuring and monitoring equipment.

4.2 Calibration

- Management is responsible for maintenance, calibration and control of all inspection, measuring and test of equipment on loan/hire. All calibrations, whether completed externally or internally, will be traceable to international or national standards, or, when such standards are not practicable, the basis for calibration will be documented.

- When calibration is completed by an outside subcontractor, Management will schedule pickup/delivery, verify the identity of all equipment transferred to and received from the service, and verify all appropriate records are completed and received.
- All calibration subcontractors will be selected and qualified based on their ability to meet company requirements for calibration. Performance of subcontractors will be monitored to ensure effectiveness.
- In-house measuring equipment is calibrated in accordance with written instructions or other controlled documentation.

- The tool owner/user is responsible for protecting calibrated equipment from damage and deterioration and for submitting the equipment to Management when scheduled for calibration. The tool owner also ensures that suitable, calibrated replacement measuring equipment is used whenever a primary piece of equipment is out of service for calibration.
- Calibrated equipment is labelled with a sticker indicating the due date of the next calibration. Equipment that is past its due date shall be deemed out of tolerance, must not be used and shall be reported to Management immediately.
- All measurement standards used in the calibration system shall be supported by certificates and calibration records demonstrating their traceability to relevant national standards.
- Management maintains Calibration Register. The Register contains the following information:

  a. Item description;

  b. Make;

  c. Model;

  d. Equipment N^{o}. ;

  e. Method of calibration;

  f. Calibration interval;

  g. Last calibration;

  h. Next calibration date;

  i. Comments.

4.3 Out of Tolerance

- Monitoring and measuring equipment found to be "Out-of-Tolerance" must be brought into tolerance or should be clearly labelled as unusable and sent for disposal.
- Management may initiate a Corrective Action if necessary.
- Identification of such equipment and the impact of its use are reported using the relevant form.
- Where production may have been affected, previous results will be reviewed and appropriate corrective actions taken. Clients will be notified if product quality or safety has been impacted.
- Equipment not requiring calibration should be clearly marked as such.

4.4 Resources other than equipment

- Prior to undertaking a process, or as determined through the tender or design process, a full assessment of the suitability of existing equipment, physical resources, intellectual property and shared knowledge is to be made, and documented information maintained covering the points outlined in the scope of QMS PRO 01.

4.5 General

- The review of resources will be formally carried out as part of the management review process but is also part of the day-to-day management of the organization.

- Training records for all employees are filed, in accordance with QMS PRO 04 Document Control and Records, and reviewed at least once per year.

4.6 Human Resources

- The organization will identify the personnel needed to ensure that it operates the QMS effectively:

- Identified personnel may be directly or indirectly responsible for product conformity requirements;

- Specific responsibilities and authorities are defined in relevant QMS procedures, developed work instructions, standard operating procedures (SOP) and in the Quality System Manual.

- New personnel will be selected by the management. The organization's policy of recruiting and procuring personnel with the required level of skills, experience and education is reviewed in the light of labor availability and for changes in the nature of the organization's work.

- The training needs of all organization personnel will be identified by approved management practices and documented as relevant.

- Where possible, measurable objectives will be set to ensure that necessary competences have been achieved and to assist in continual improvement.

- Where a specific training need is identified, from internal audits or reviews staff, then this will be arranged by management

All personnel will be given induction training including an explanation of the QMS and the health and safety requirements, when they start work with the organization.

Training will be by means of In-house training and formal internal or external courses, as necessary:

- All training will be assessed by management to check that it was effective.

- Training Records are used to record all training.

- Copies of certificates and qualifications will be kept on file.

4.7 Facilities

Management will ensure that all equipment, facilities and information/supporting services are regularly maintained in accordance with statutory legislation, the equipment manufacturer's recommendations, applicable IT practices or recognized good practice, as appropriate.

Records of maintenance will be retained, where required, showing details of the work carried out. Where appropriate, copies of certificates or other evidence of maintenance work will be filed (e.g. test certificates, service & maintenance reports)

4.8 Work Environment

- All organization employees will maintain a good standard of housekeeping and appropriate personnel working conditions within their work areas, which will comply with all relevant legislation. Where required, all employees will follow the customer’s instructions or safety rules, when working on their site or premises.
- Any faulty production or production equipment or administration information/supporting systems must be reported to, and will be rectified by, management, as necessary.
- While operating within the organization, employees will follow the instructions issued from management or the organization’s safe practices, as applicable.

5 Related Documentation

QMS REC 11 Job Description
QMS REC 17 Calibration Register
QMS REC 13 Training Records, with additional documented records as applicable
QMS REC 07 Non-conformance Corrective Action Report