Administrative Change Management

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

1. Introduction

To ensure customer requirements are consistently met, production and service activities are controlled, documented, and verified at every stage of the process.

2. Scope

This procedure applies to all processes, personnel, materials, and technologies used in the production and service provision of Smith Brothers Pipe's flow control and inspections services and repairs products; from the receipt of materials, handling and storage of materials, pre and post inspection and repairs services, and completion. It also covers warranty support and other post-delivery obligations.

3. Responsibility

- Top Management: Approves commitments to customers and ensures adequate resources are provided.
- Operations Manager: Ensures production is scheduled, resourced, and monitored in line with customer and regulatory requirements.
- Quality Manager: Oversees inspection, testing, traceability, and conformance records.
- Production Personnel: Follow approved work instructions and report any issues affecting product conformity.

4. Procedure

4.1 Control of Production and Service Provision

This procedure establishes controls for providing products and services, ensuring that all requirements are met from initial review to final customer acceptance.

The following steps are implemented to define requirements, verify organizational capability, and control the execution process before a formal commitment is made to the customer.

- **Define Requirements:** Define and document all customer requirements. This includes, but is not limited to, service specifications, delivery dates and locations, identifying paint band markings and description stenciling, logistics, and pricing. Acknowledge and agree to these requirements in writing.
- **Verify Capability:** Verify that the organization has the necessary resources to meet the defined requirements. This assessment includes competent personnel, financial resources, materials, equipment, and infrastructure.
- **Secure Commitment:** Obtain all required internal approvals before formally committing the organization to deliver a product or service (e.g., prior to signing a sales order or contract).

- **Coordinate and Schedule:** Coordinate resource allocation and establish schedules, integrating them with other ongoing projects and activities to ensure timely delivery.
- **Control Execution:** Throughout the process, monitor resources, schedules, and adherence to specifications. Implement measures to maintain product and service conformity until delivery.
- **Obtain Customer Acceptance:** Verify that all customer requirements have been fulfilled through final inspection and completion. Record all verification results and, when contractually required (e.g., for OEM or military contracts), obtain documented confirmation that the customer accepts the product or service.

4.2. Identification and Traceability

• All products are assigned Material ID numbers, work order numbers, and/or paint stenciled following API guidelines.

• Customer specifications and any modifications to API standards are controlled through the document management system.

• Inspection stamps, electronic approvals, and authority media are issued and controlled by Quality.

• Traceability records (e.g., equipment calibration certs, machining programs, inspection reports) are retained per record retention requirements.

4.3 Post-Delivery Activities

This procedure defines the post-delivery activities for products and services to ensure customer requirements and statutory obligations are met.

The scope of these activities is determined by a review of the following:

- Statutory and regulatory requirements.
- The nature, use, and intended lifetime of the product or service.
- Potential risks or undesired consequences associated with the product.
- Customer requirements, feedback, and contractual obligations.

Post-delivery support and obligations are formally documented in our retail sales policies, which include provisions for warranties and returns. These policies are available to the customer at the time of sale.

Should a product or service nonconformity be identified after delivery, the organization will take appropriate action, including investigation, reporting, communication with all relevant parties, and corrective actions.

4.4. Control of changes

• All changes affecting design, manufacturing files and programs, assembly, testing, or packaging are reviewed and approved by authorized personnel before implementation.
• Documented records include the reason for change, approval authority, and impact assessment.
• Change approvals are limited to Operations Manager, Quality Manager, or Executive Management.
• Customers are notified of changes when contractual or regulatory requirements apply.

5. Related Documentation

Work Instructions – QMS Folder 07 Smith Bros Pipe SOP
Change Records – QMS Folder 06 Records Current

Shipping/Receiving Protocols - QMS Folder 07 Smith Bros Pipe SOP
Inspection Flowchart- QMS Folder 07 Smith Bros Pipe SOP