



QUALITY MANAGEMENT

QUALITY MANAGEMENT

Contents

Purpose	3
Scope	3
1. Introduction and Scope	3
2. Organization Structure and Responsibilities	3
3. Policy	3
4. Objectives	4
4.1 Finance	4
4.2 Customer.....	4
4.3 Internal Process.....	4
5. System Overview	5
5.1 Management System Manual	5
5.2 Management System Documents.....	5
6. Reference Documents	6
6.1 Policies.....	6
6.2 Procedures.....	6
6.3 Guidelines	6
6.4 Forms / Indexes.....	6
7. Revision Schedule	6
8. Approvals	6
9. Appendixes	7
9.1 Quality Policy	7
9.2. Organisation Structure – Top Management	8

Purpose

The purpose of this procedure is to explain the OIL SUPPLY LLC Quality Management System.

Scope

This procedure applies to all quality management system arrangements across OIL SUPPLY LLC.

1. Introduction and Scope

The quality management system implemented by OIL SUPPLY LLC is designed to:

- Provide consistent processes in support of Perfect Production, Sales and Delivery.
- Provide a mechanism for measurable continual improvement.
- Provide a framework for applicable regulatory requirements.

The system adopts the “Plan-Do-Check-Act” approach where:

PLAN – objectives and processes necessary to deliver results in accordance with Customer requirements and OIL SUPPLY LLC policies are established.

DO – the processes are implemented.

CHECK – processes and the services provided are monitored and measured against the policies, objectives and Customer requirements and results reported.

ACT – actions taken to continually improve process performance.

The scope of activities covered by the OIL SUPPLY LLC:

“Safety and Personal Protective Equipment (PPE) Supply and Manufacturing Services” - Design, Manufacture (own textile production), Sales, Maintenance, Repair of PPE items (Personal Protection Equipment) and Construction tools & materials, as well as authorized supply of the state of the art PPE items of foreign genuine manufacturers .”

2. Organization Structure and Responsibilities

The organization structure is appended to this manual as Appendix 1 and 2. As the structure is subject to regular review and update the appended version may not be current.

The Director for Business Development fulfills the responsibilities of the ‘Management Representative’ with reporting responsibility to the General Manager. The General Manager will ensure that the management system is implemented.

3. Policy

The quality policy is appended to this manual.

4. Objectives

The key objective of the management system is to provide the support processes for Perfect Production, Sales and Delivery where we aim to:

- Complete all works and deliveries on the agreed date.
- All works and deliveries shall be completed snag free at this time.
- Submission of required products quality certifications issued by manufacturers.
- Meet the Customer's key objective agreed.

The management system is also designed to help OIL SUPPLY meet its business objectives, which are broken down into five key values. These are:

- Customer – we will always put the customer first.
- Talent – talented people are the key to our success.
- Innovation – we challenge the status quo.
- Financial – accurate financial management is crucial.
- Safe – we will be uncompromising in creating a safe environment

The management system is also designed to help OIL SUPPLY LLC meet its business objectives, which are broken down into four 'Key Performance Indicators' (KPI's). These are:

Finance:

- Turnover Secured
- Profit Before Tax (PBT)
- Average Cash Generation
- Unrealized Cash

Customer:

- Perfect Delivery
- Relationship Based Work
- Innovation

Internal Process:

- Internal Process
- Internal Assessment
- Contracts on Program
- Supply Chain Feedback
- All objectives are subject to review and updating to continue alignment with the OIL SUPPLY LLC strategy

5. System Overview

The quality management system is a company level system that applies to the production services and sales provided to all Customers, from initial enquiry, building long-term relationships, seeking new and innovative ways to meet requirements, goods and expectations, interpreting requirements into achievable supplies and the implementation of plans through to completion and delivery of each order.

Management initiatives and improvement programs are implemented throughout the organization to identify methods for gathering and analyzing data that lead to opportunities for sharing best practice and further improvement until we achieve Perfect Production, Sales and Delivery on all projects. Employees, subcontractors, suppliers and Clients are actively encouraged to contribute ideas and provide feedback in order to continuously improve the service.

Management System Manual

This document details the OIL SUPPLY LLC organization structure, policies, measurable objectives, and a brief overview of the management systems

Management System Documents

These documents describe the processes and controls applied to all key activities covering the scope of services provided and goods supplied by OIL SUPPLY LLC from business planning through to post handover arrangements together with the associated support processes.

These documents include:

- Production Schedules
- Procedures
- Policies
- Good Practice Guidance Notes
- Standard Forms and Templates
- Worked Examples

The process maps are designed to show the interaction of key tasks and activities across the functions, which include:

- Business Development and Support (which includes Quality Management)
- Commercial
- Procurement
- Planning and Programming
- Human Resources
- Safety, Health and Environment

The Function Heads are responsible for the development, communication and implementation of the management system relevant to their function and for ensuring effective communication between functions where processes impact on other functions.

6. Reference Documents

Policies

- Quality Policy
- HCE Policy
- HR Policy
- Financial Policy

Procedures

- Process Flow Chart
- Standard operation Procedures (SOP)
- Purchasing Procedures
- Customer Related Processes

Guidelines

- Archiving

Forms / Indexes

- Management System Register – this Register lists all policies, procedures, Forms and Models within the quality management system and their revision status.

7. Revision Schedule

Rev. No.	Date	Details of change
Rev 0	05/01/16	Original quality manual for OIL SUPPLY LLC Management systems

8. Approvals

Rev. No.	Name	Position in Company
Approved by	Ph.D I.Safarli	Business Development Manager

9. Appendixes

QUALITY POLICY

OIL SUPPLY LLC is committed to consistently provide the best of and exceptional customer service.

Successful management of quality is considered to be of prime importance and accordingly the business has developed an underpinning philosophy of Perfect Production, Sales and Delivery which seeks continuous improvement across the full spectrum of its activities.

It is the policy of OIL SUPPLY LLC to:

- 1. Manage the business in line with our vision which is 'Quality and Quickness Makes us Different'. Live the associated values of:
 - Customer – We will always put the customer first
 - Talent – Talented people are the key to our success
 - Innovation – We challenge the status quo
 - Financial – Accurate financial management is crucial
 - Safe – We will be uncompromising in creating a safe environment
2. Comply with all regulatory requirements, contract requirements and company standards
3. Develop and regularly review clear business objectives and performance measures
4. Review and if necessary revise the policy on an annual basis

The General Manager has overall responsibility for this policy. OIL SUPPLY LLC has appointed a Business Development Manager to be responsible for perfect delivery which includes quality. OIL SUPPLY LLC will produce and update detailed organisation charts, manuals and procedure, and all necessary resources will be made available for the implementation of the quality policy.

It is the responsibility of management and all employees to implement the quality policy together with their collective and individual responsibilities.

J.Rzayev
General Manager – Oil Supply Ltd
January 2016

ORGANIZATIONAL CHART