QUALITY DOCUMENTS

Q.P. NUMBER 9

CONTROL OF DOCUMENTS AND RECORDS

This document forms an integral part of the Company Quality system, and adherence to the requirements specified within are mandatory upon all Company personnel and upon any subcontractor required to work in accordance with it.

This is a controlled document and must not be altered in any way without authorisation from the Company Quality Manager.

Issued by: SYoung.

Title: Quality Manager

Date: 01/04/16

Authorised / Approved by: R CThompson

Title: Executive Manager

Date: 01/04/16

DOCUMENT AMENDMENTS AND UPDATES

Date Amended	**Section Amended**	**Amendment made**	**Name of person inserting change**
01.04.16	24.3	Text amended	S. Young
	25.5	Text inserted	

All changes are hi-lighted
Copies of this document are sent to PCN/BINDT & AINDT.

CONTENTS

1.0 SCOPE

1.1 To identify the methods of control for all documents and records which form part of the Company's Quality Management System.

1.2 To define the documents to be controlled and to identify the responsibilities with regard to documentation control and the records that are to be maintained in order to meet the company's specified approval needs.

1.3 To identify the control those records which are compiled and which are maintained in order to demonstrate conformity with the Company's documented Quality Management System.

NOTE: The term 'document' can mean either hard copy paper documents and records, or those maintained electronically and/or on CD, DVD Memory Stick or other such mediums etc.

2.0 RESPONSIBILITIES

2.1 All personnel within the Company are responsible for adherence to this procedure when amending/issuing/re-issuing documents. All personnel are also responsible for the compilation and maintenance of those records that are identified as necessary for the correct operation of the Company's Quality Management System and to demonstrate conformity with applicable Approval Scheme requirements etc.

2.2 All centrally controlled Quality Documents used within Lavender International will be written, amended and issued by the Quality Manager after approval by the appropriate Senior Manager.

2.3 The Quality Manager delegates responsibility for day to day control of documents and records at remote training centres to the relevant Office Manager as appropriate.

2.4 Where there is a need to supplement centrally controlled documents with additional forms/documents in any specific location in order to meet a specific need that would not be applicable to other locations, the Office Manager will maintain such controls.

2.5 The Quality Manager maintains control of documents at AMP but may delegate this task to an appropriate nominated individual as the need arises.

3.0 OBJECTIVES

3.1 To ensure that all QMS documents that are created are approved and issued in a controlled manner and are free from unauthorised additions or amendments and are at the latest issue (or at the issue status appropriate to the exercise being undertaken).

3.2 To ensure that applicable records are available to demonstrate satisfactory achievement of our processes and objectives.

4.0 RELATED DOCUMENTS

- Company Quality Manual - Section 4
- The latest revision of ISO 9000 – QMS – Fundamentals and Vocabulary
- The latest revision of ISO 9001 – Section 4 requirements
- All applicable Company authorised Quality Procedures, Work Instructions and Records forms.

5.0 CONTROL OF MASTER COPY QMS DOCUMENTATION

5.1 The Quality Manager shall be responsible for the control of the Master Copy of all QMS Documents.

5.2 The Master copies of the Quality Manual, Quality Procedures and Work Instructions shall be electronic master documents which are uncontrolled when printed.

5.3 The Master Copy will reflect the up to date issue and amendment status of all Quality Documents and shall be made available as "Read-Only" copies for all staff to see on the Company's Network and Live Drive system.

5.4 Documents are amended as detailed in Section 7 of this document and the superseded document saved on the network.

5.5 Where there is a need for a Quality Document in a particular department the relevant document will be created, approved, issued and made available to all relevant personnel at the point of use.

5.6 Read only copies of all such QMS documents shall be made available for all members of staff on the Lavender network and on Live Drive.

5.7 Copies of the Company's Quality Manual, all Quality Procedures and Work Instructions will be sent to BINDT and AINDT at each issue (3-monthly) in order that they are made aware of our total QMS for external audit and Scheme approval basis.

6.0 STRUCTURE AND CONTROL OF QUALITY DOCUMENTATION

6.1 The company's Quality Manual is generally formatted to respond to the QMS requirements listed within the latest issue of ISO 9001 under Sections 4 to 8; and then identifies additional appendices showing Company Structure and all other related QMS documentation etc.

6.2 All Quality System Procedural and Work Instructional Documents shall be produced to a generic layout and format - similar to the format of this particular document – in that the majority of these will have sections that cover Purpose, Scope, Responsibilities, Objectives, Reference Documentation etc., however arranged.

6.3 Some of these documents will also a have a "Definitions" Section prior to them going on to then identify the applicable process controls and methods that are employed by the company – as relevant to their title.

6.4 All QMS documentation is page numbered throughout showing the individual page numbers and the total number of pages making up each document – so that anyone making reference to them may understand that they have access to each complete document.

7.0 AMENDMENTS TO QUALITY DOCUMENTS

7.1 All amendments to Quality Documents shall be notified by email to all staff every three months with attention drawn to the altered portion of the text by hi-lighting the changes in yellow and as indicated in the amendment and update table at the beginning of the document. The previous issue of the document is also included so that staff can compare issues if required.

7.2 Staff are requested to confirm receipt of new issue/amendment by signing a statement that they have read and understood the amended Quality Documents within a given time period. Signed statements will be retained by the Quality Manager.

7.3 In order to maintain traceability of document re-issue, all superseded documents shall be moved into a 'superseded' folder and retained on the network.

7.4 QD 44 and QD 26 are updated on a three-monthly basis to show the current issue of Quality Procedures and Work Instructions respectively.

7.5 The Quality function maintain a Quality Document (QD) Database showing current issue status of all Quality Controlled Documents. Previous issues of Quality documents are filed in a 'superseded QD folder'.

7.6 See section 5.7 above for issue of QMS updates to BINDT/AINDT.

8.0 NATIONAL AND INTERNATIONAL STANDARDS, SPECIFICATIONS AND PCN DOCUMENTS

8.1 Copies of Standards shall be controlled by the Quality Manager.

8.2 When a new issue or amendment of a standard is received all relevant members of staff at all company sites are informed by email so that they are kept up to date with any changes to standards which may affect their activities (see 8.8. below).

8.3 The Company have entered into contractual arrangements with Informe London Information (ILI) for maintenance of all such standards/specifications.

8.4 A controlled set of standards for each method for use as reference material by students in the UK (see 8.5 for control of standards in Unit 8) is produced and maintained by the Quality Manager on form QD 140(UK) and QD 282 (Australia). Individual standards are stamped 'controlled copy' and put into sets according to method. This responsibility is devolved to the Office Manager in remote training and examination centres. A list of controlled sets is produced by the Office Manager and sent to the Quality Department to retain on file. No hard copies of standards are held in the USA.

8.5 Standards subject to copyright laws and used by Level 3 Services are accessed via the main network. Those standards and specifications that are relevant to each contracted customer are provided by the customer or accessed with the permission of the Prime Contractor via their websites. The Quality manager carries out an on-line monthly check of Prime Contractor documents for Rolls Royce, Agusta Westland and Boeing. BAE Systems document updates are supplied to the Quality Manager on CD every three months.

8.6 It should be noted that in the absence of any information from a client concerning the appropriate issue and amendment status of specifications which should be used to control our activities then the Company's policy is to always use the latest issue of such referenced specifications and standards.

8.7 It should be noted that in the absence of any information from a client concerning the appropriate issue and amendment status of specifications which should be used to control our activities then the Company's policy is to always use the latest issue of such referenced specifications and standards.

8.8 When new standards/specifications are received, a nominated person is appointed to review and identify any further actions that may be necessary to update our processes and/or any aspect of our QMS controls etc. The review form is returned to the Quality Manager to action as necessary. Standards and Specifications are reviewed using the Standard Review Report Form QD 29.

8.9 PSL/8A which details the current issue status of all BINDT/PCN documents is issued to the PCN Co-ordinator by BINDT on a three-monthly basis on CD together will all of the documents listed. The Quality Manager prints off the documents which have been up-issued, together with the previous issue and lists all up-issued documents on QD 28. These are reviewed by the Co-Managing Director (Business Services) and all actions observed from their review are passed down to the relevant personnel and suppliers as appropriate. Centrally issued PCN documents shall be controlled by the QM who shall ensure that current versions are available on the network. PCN documents are reviewed using the Review of PCN Documents form QD 28.

8.10 Regarding obsolete documents held in hard copy, the front sheet is marked superseded and held in the same file as the new issue.

9.0 COMPANY RECORDS

9.1 All Company personnel are responsible for the completion and maintenance of records and reports that clearly and objectively substantiate that all processes have been satisfactorily completed and to demonstrate conformity against the Company's documented QMS and applicable Approval Scheme requirements etc.

9.2 All personnel share in the responsibility to ensure that all such records are legible and are identifiable to the items tested, the personnel involved or the service being given; and are filed, indexed and maintained in such a way that they may be retrieved to demonstrate conformity/compliance with all applicable requirements.

9.3 It is general Company Policy that all major records shall be kept for a minimum of 11 years - or as otherwise stated in our relevant procedures that are created to conform with applicable Scheme Approval requirements etc.

9.4 In the event of the Company ceasing to trade, all PCN examination records will become the property of BINDT or the relevant organisation as appropriate.

9.5 The Quality Manager maintains a controlled list of all authorised Company records forms showing their unique reference numbers and titles, their issue status and their specified retention or maintenance periods. This list shall also show the Process Owners who are responsible for their maintenance and retention and where they are kept stored for maintenance purposes.

9.6 All authorised company records forms are made freely available for use by all Lavender International staff via their placement on the Company's Network and Live-Drive system. Only the latest issued and authorised records forms on this system are permitted to be used. Authorised personnel shall include BINDT and PCN personnel.

10.0 RECORDS STORAGE

10.1 The company utilises an electronic Document Management System of which there are two versions (Docman and Quality Docman) and all documents and records are scanned onto these systems (see Work Instruction 14 – Scanning of Documents onto Docman). Only the Quality function have access to Quality Docman. All administrative staff, including those in USA and Australia, have access to Docman. There are 3 levels of access:

i. Level 1: View and Print (all administrative staff)
ii. Level 2: View, Print, Scan and Edit (B. Scott and Reception)
iii. Level 3: Ultimate access (B. Scott and Praxsoft)

Note: All documents and records printed from Docman for reference purposes will be shredded after use.

10.2 All records will be kept in secure locations and are to be made available to authorised personnel only in line with applicable Data Protection Act requirements etc.

10.3 Records that are archived and which are kept off-site are stored at Self Store Solutions, Ravens House, Pond Street, Barnsley S70 1NQ.

10.4 On completion of examinations/training the individuals' portfolios and examination papers are scanned and filed on the Document Management System.

10.5 The joining instructions and other personal information removed from the portfolio and are scanned and filed separately on Docman.

10.6 All portfolios are then given a unique index number which consists of the box number in which it is subsequently filed, followed by a sequential record number. This index number is also entered onto the Examination Folder Locator database.

10.7 When full, the boxes are removed to the remote storage location identified above.

10.8 Retrieval from remote storage will follow the following steps:

a) File identity by box number and record number confirmed from index file
b) Telephone request to remote storage location for record retrieval
c) Collect folder from storage in person.

11.0 COMPUTER SOFTWARE

11.1 The Company has a Policy with respect to the use and control of Computer Software which is detailed in the Employee Handbook.

12.0 ARRANGEMENTS FOR LEVEL 3 CANDIDATES WHO CHOOSE TO CREATE NARRATIVE ANSWERS OR OTHER WORD DOCUMENTS DURING AN EXAMINATION

12.1 All such material will be produced on Lavender International computers. Dedicated machines have been established and are made available when required.

12.2 Word processing facilities only are available and all equipment is sufficiently disabled to prevent material entry or exit from the computer.

12.3 The candidate's work may be saved to the hard drive and a copy printed on completion.

12.4 These records are then deleted.

13.0 INTERNAL CERTIFICATES OF EYE TESTS:

13.1 Internal eye tests will be carried out on an annual basis (maximum 12 monthly intervals) on all members of staff who hold a current PCN, EN4179/NAS410 or ASNT/SNT certificate.

13.2 It is the responsibility of the Quality Manager to ensure that eye tests are kept up to date and carried out before the expiry date.

13.3 A Level 3, or his deputy, who has been trained in accordance with the requirements of SNT-TC-1A, NAS410, EN4179, PSL/44 and/or NANDTB24 will carry out the eye test and generate the certificate QD 352 which will be signed by the Level 3, or his deputy, and held on file by the Quality Manager.

14.0 LAVENDER INTERNATIONAL NDT WRITTEN PRACTICES

14.1 Lavender International have 3 Written Practices in accordance with the following specifications:

a. SNT-TC-1A for NDT
b. EN4179/NAS410 for NDT
c. EN4179/NAS410 for Material Evaluation

14.2 When SNT-TC-1A, EN4179 or NAS410 are up-issued the specification is reviewed by a Level 3 who will ascertain whether any changes to the relevant written practice(s) are required.

14.3 When a change or amendment to one of the Lavender International Written practices is required, this will normally be requested by a Level 3 and carried out by the Quality Manager who will then up-issue the document and retain it on file. Previous issues are archived so that only the current issue is available.

15.0 CUSTOMER WRITTEN PRACTICES

15.1 Changes to Written Practices produced for customers in receipt of Outside Agency L3 Consultancy services shall be made in accordance with those systems outlined in Company Quality Procedure QP10.

16.0 PRODUCTION, WRITING, REVIEW AND AMENDMENT OF TRAINING NOTES, TRAINING ASSESSMENT, EXAMINATION PAPERS AND MARKING SCHEMES

16.1 See Company Quality Procedures QP3A and QP4 for appropriate controls related to these documents.

17.0 CONTROL OF POWERPOINT PRESENTATIONS AND TRAINING NOTES FOR TRAINING COURSES

17.1 All training notes (including Power Point presentations contained therein) are controlled by the Quality Manager. All such training notes and Power Points are password protected and only the current issue is available on the Network/Live Drive.

17.2 Each individual element of the training notes has a separate issue status, however the issue status of the training pack as a whole, which includes all elements, is identified on the inside front cover of the pack. A spreadsheet showing the issue status of each training pack is updated and maintained by the Quality Manager.

17.3 The PCN/BINDT document update disc which is issued every three months by BINDT is checked by the Quality Manager for changes to the Z1 syllabus. If the Z1 syllabus changes, a review of the training notes is initiated by the Quality Manager. This will be carried out by an appropriately qualified Level 3. The Curriculum is reviewed at the annual Management Review meeting.

18.0 COMPANY HEALTH & SAFETY POLICY AND PROCEDURES MANUAL (QP5 SERIES OF DOCUMENTS)

18.1 The Company Health and Safety Policy and Procedures Manual is written and revised by the company external Health and Safety advisor (Prosafe) and maintained by the Quality Manager.

18.2 The training centres in Houston, USA and Perth, Australia have their own individual Health and Safety Policy and Procedures Manuals, QP5A and QP5B, respectively which are written in accordance with the Health and Safety requirements specific to those countries.

19.0 COMPANY EMPLOYEE HANDBOOK

19.1 The Employee Handbook is written and revised annually by the company Solicitor (HLW Keeble Hawson) and maintained by the Executive Manager. Additional policy information is added and updated by the Executive Manager when necessary.

20.0 STORAGE OF CALIBRATION CERTIFICATES

20.1 Calibration Certificates are stored by the Quality Manager in accordance with Company Quality Procedure QP7 controls.

21.0 CERTIFICATES OF CONFORMITY

21.1 Certificates of Conformity are filed on the Document Management System by the Quality Manager. The Company recognises that certificates of conformity may not be available for equipment purchased some time ago as these may have been transferred to remote storage.

22.0 USE OF PCN LOGO, BINDT ACCREDITATION MARK & NANDTB LOGO

22.1 The use of the PCN logo and BINDT accreditation mark will be in accordance with PSL/31. The Marketing Manager will be notified of any changes to this document by the Quality Manager. The use of the NANDTB Logo will be in accordance with NAndtB_22. The Level 3 Services Secretary will be notified of any changes to this document by the Quality Manager.

23.0 BACK UP OF NETWORK DATA

23.1 All data on the Lavender network is backed up regularly as follows:

- Layer 1 - Shadow copies. This is an automatic process which stores changes to files so that previous versions and deleted files can be easily recovered.

- Layer 2 - Hardware level. All of the disk storage at Lavenders uses RAID 5. This provides a fault tolerant disk storage system so that in the event of a disk failure, the system will run without error until the disk can be changed. It is designed so that the disk can be replaced while the system is running without causing downtime.

- Layer 3 - Bare metal recovery. This is achieved using a local removable hard disk. This is for the purpose of restoring the server and data in the event of all of the above failing. This is monitored by Praxsoft.

- Layer 4 – Offsite backups of data files. This is a cloud-based system that is stored at a datacentre in London. The system keeps up to 10 versions of files and is accessible externally in the event of the building or services at Lavender International main office becoming unavailable.

23.2 In addition to this, the Accounts system is also backed up to the server at Unit 8 as well as on cloud.

23.3 Unit 8 data is copied across to Unit 7, in addition to having its own backup disk and cloud backup.

24.0 TRAINING RECORDS

24.1 On completion of training the relevant training student's portfolio, fully compiled by each assigned NDT Tutor, is returned to the administration department.

24.2 All completed training student portfolios (and their contents) are scanned and saved on Docman in accordance with WI 14. This ensures that all relevant records covered under section 7.1 of the ATO Document are maintained and are held for a minimum period of 11 years.

24.3 TOFD training data files created on the PC by the student during the training course are wiped before the beginning of each course.

24.4 See 25.5 below for control of training records in Australia and USA.

25.0 EXAMINATION RECORDS

25.1 All completed examination papers will be filed in a secure room.

25.2 Access is limited to authorised personnel only; under no circumstances will access be granted to any other persons. Authorised personnel are identified as people nominated on the Company PCN certificate and/or Approval Schedule –plus other relevant members of the Administration and Quality Departmental staff. Authorised personnel shall include BINDT and PCN personnel.

25.3 The hard copy of the examination documents are enclosed in the portfolio and filed in a secure filing location in numerical file order. These records are retained for a minimum of 11 years.

25.4 These records will be retained for a minimum of 11 years but will not be disposed of except with prior permission from PCN and/or any other relevant Approval/Accreditation Scheme Lead Bodies.

25.5 For training and examinations that take place in Australia and the USA, the contents are scanned by the Office Manager before the portfolio is sent or collected by courier to the UK for processing. Once the completed portfolios have been received by the Penistone office, the scanned copies are destroyed.

25.6 Portfolios for training and examinations which take place at AMP are collected by a member of staff and transported by car to Penistone for processing.

25.7 Portfolios for examinations which take place at Oceaneering are transported back to Penistone for processing by the invigilator.

26.0 CONTROL OF MASTER REPORTS FOR EXAMINATION SPECIMENS

26.1 See WI 10 Introduction, Procurement, Maintenance, Rotation, Removal and Disposal of Examination Specimens.

27.0 CONTROL OF AUTHORISED STAMPS

27.1 See WI 14

28.0 CONTROL OF DAILY TRAINING ASSESSMENT WORKBOOKS

28.1 All Daily Training Assessment Workbooks are controlled by the Quality Function and kept in a folder on the Lavender network.

28.2 They all have a unique QD number and issue status.

28.3 All obsolete workbooks are archived electronically in a 'superseded' folder.