




Quality Assurance Procedure		CP-00-9009
Approved: 	Date: 14 May 2004	
Title: Process Control (ISO 9001, 6.3, 6.4, 7.5.1, 7.5.2)	Rev NC	Page 1 of 8

1.0 POLICY/PURPOSE

SBAR conducts all production, installation, and servicing processes, which directly affect the quality of products and services; under a system that emphasizes thorough planning and control. This procedure establishes the SBAR process control system.

2.0 SCOPE

This procedure applies to all SBAR operations and includes subcontractors when appropriate.

3.0 REFERENCES AND DEFINITIONS

3.1 References

ISO 9001: Quality Management Systems-Requirements, Third Edition (2000-12-15)

- ISO 9001 Elements 6.3 (Infrastructure), 6.4 (Work Environment), 7.5.1 (Control of Production and Service), 7.5.2 (Validation of Processes for Production and Service)

SBAR Documentation

- SBAR *Quality Manual(QAP 2000)*
- SBAR *Document and Data Control Procedure (CP-00-9005)*
- SBAR *Control of Quality Records Procedure (CP-00-9016)*

3.2 Definitions


Functional Area Manager (FAM): A senior supervisory individual who is responsible for the leadership, direction, and overall success of an area of the company, such as procurement, operations and maintenance, specific contracts, logistics, quality, safety, and engineering.

Objective Evidence: Data supporting the existence or reality of something. Specifically, information that can be proved true based on facts obtained through observation, measurement, test or other means.

SBAR Procedure: Corporate-level written direction that defines the specific strategy SBAR employs in performing a task, e.g., quality, human resources, and financial. Procedures give general guidance, and, where applicable, apply throughout all levels of the Corporation.

Process: Set of interrelated resources and activities that transform inputs into outputs. Specifically, processes are the manner in which SBAR combines resources (e.g., personnel, equipment, and materials) in order to deliver its products and services. Processes include, but are not limited to, program management, contracts management, financial management, quality program, operations and maintenance, corrosion control, logistics, etc.



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Product: Result of activities or processes. A product may include services, software, hardware, processed materials, or a combination thereof. A product can be tangible (e.g., assemblies or processed materials), intangible (e.g., knowledge or concepts), or a combination thereof.

Quality: Degree to which a set of inherent (i.e., permanent) characteristics fulfills requirements. Specifically, quality relates to actions that are taken to comply with both SBAR and customer expectations.

Quality Assurance Office (QAO): SBAR agency responsible for managing the quality assurance program at the applicable level within the Company. QAOs are located at the corporate, division, and when appropriate, contract level.

Service: Service is the result of at least one activity performed at the interface between SBAR and a customer. Service includes actions taken by SBAR after delivery of the product, in accordance with the contract statement of work (SOW).

Statement of Work (SOW): A written agreement between SBAR and a customer that defines the products and services SBAR provides.

Suitable Working Environment: Conditions that must be present in the production/servicing process that enables the delivery of a quality product or service. Conditions may include temperature, humidity, light, wind, moisture, etc.

Validation: Confirmation by examination and provision of objective evidence that the particular requirement for a specific intended use is fulfilled. In process control, validation techniques include prior approval of equipment and personnel qualifications, etc.

Work Instruction (WI): Written details that, when appropriate, state what shall be done and by whom; when, where, and how it shall be done; what materials, equipment, and documents shall be used; and how it shall be controlled and recorded. WIs will normally be used to implement corporate procedures and/or specific contractual requirements.

4.0 RESPONSIBILITIES

4.1 Corporate Quality Manager

The Corporate Quality Manager is responsible for developing this procedure.

4.2 Functional Area Managers (FAMs)

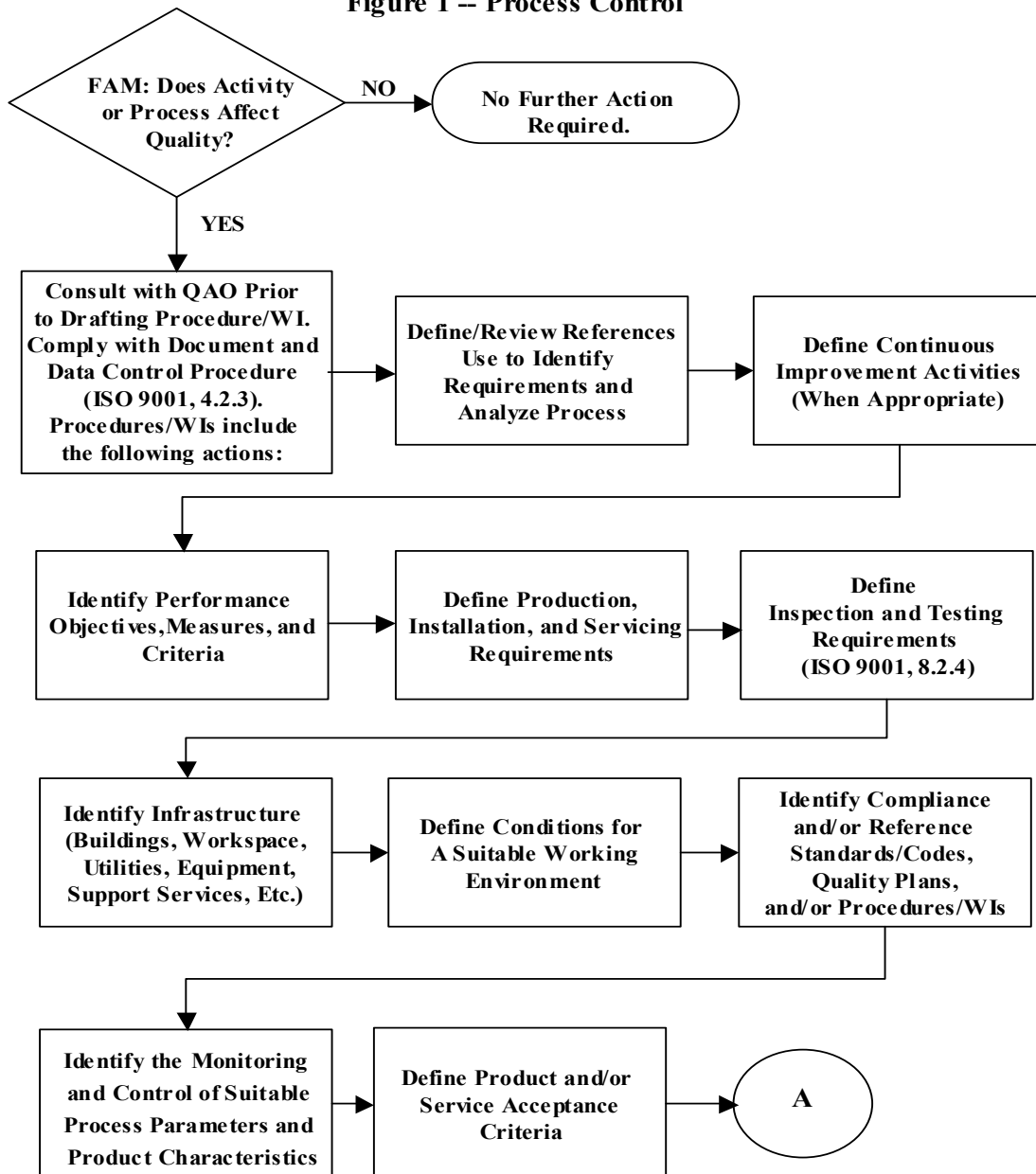
FAMs ensure that there is a procedure or WI for each process that affects quality.

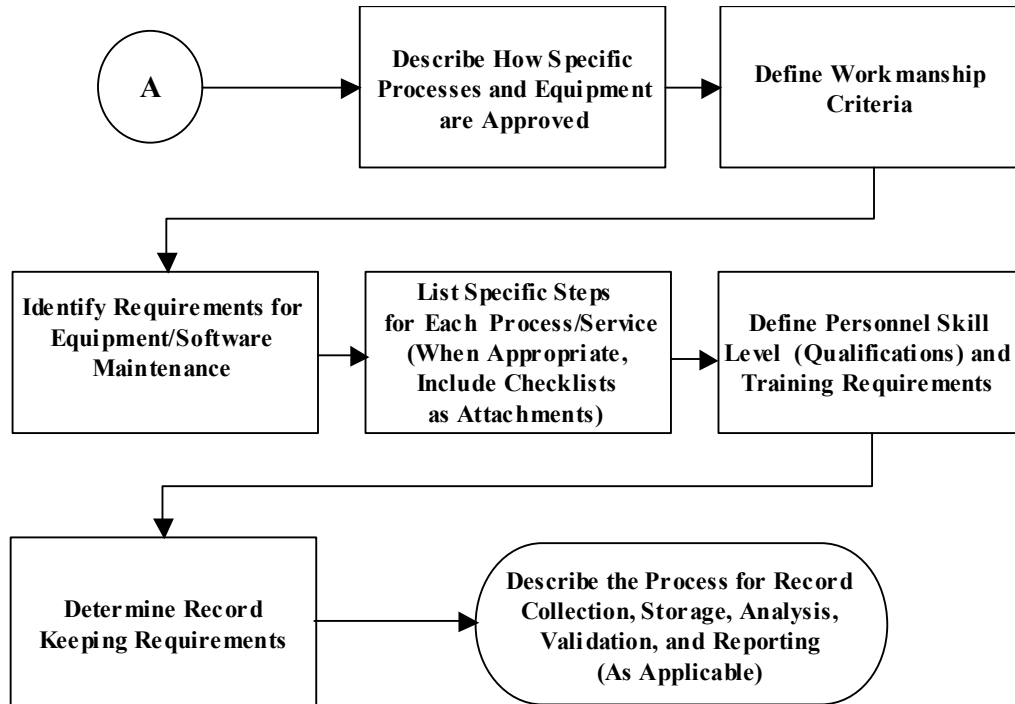
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5.0 REQUIREMENTS/PROCEDURES

Figure 1 -- Process Control



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5.1 General

All SBAR activities and processes that affect quality are controlled by a documented procedure or work instruction. FAMs, after consultation with the QAO, are required to develop the necessary procedure/WI within their area of responsibility to ensure the quality of their products and services. Procedures/WIs are developed, controlled, and distributed in accordance with SBAR's Document *and Data Control Procedure (CP-00-9005)*. Examples of activities and processes that may require a procedure and/or WI are:

- Preventive Maintenance WIs
- Project-Specific Work Plans
- Contract-Specific Requirements
- Safety (Injury and Illness Prevention Program, confined spaces, etc.)
- Preparation of Specific Reports/Customer Deliverables
- Business Development
- Human Resources
- Financial Accounting
- Environmental
- Independent Research and Development
- Contract Phase-In/Phase-Out
- Legal (Policy statement only)
- Computer Operations
- Security
- Mission Statement (Policy statement only)
- Other Activities and Processes Affecting
- Quality


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5.2 Process Control

As applicable, procedures/WIs include the following actions:

- Define the references that are used to identify the requirements and analyze the process (listed in the reference section of all procedures/WIs).
- Define continuous improvement activities.
- Identify performance objectives, measures, and criteria.
- Define the infrastructure for the product/service to be produced. Infrastructure includes:
 - Buildings, workspace, and associated utilities.
 - Process equipment (both hardware and software).
 - Supporting services (such as transportation and communication).
- Define product identification and traceability requirements, if appropriate. See *Product Identification and Traceability Procedure (CP-00-9008)*.
- Define inspection and testing requirements in accordance with *Inspection and Testing Procedure (CP-00-9010)*.
- Define the work environment to include suitable production, installation, and servicing equipment.
- Identify the compliance and/or reference standards/codes, quality plans, and/or documented
- Procedures/WIs, e.g., safety and environmental requirements (also listed in the reference section.)
- Identify the availability and use of monitoring and measurement devices, to include the control techniques to be used for crucial product characteristics at appropriate
- Points in the process.
- Define the acceptance criteria
- Define how the product/service is released to the customer as well as delivery and post-delivery activities (e.g., maintenance/servicing the product).
- Define how specific processes and equipment are approved.
- Define criteria for workmanship, which are stipulated in the clearest practical manner (e.g., written standards, representative samples, or illustrations).



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- Identify suitable maintenance of equipment requirements to ensure the continued production of quality products/services.
- Identify and define the specific steps to follow for each process/service.
- Define the skill level (i.e., qualifications, and training requirements) for those personnel providing the product and/or service.
- Identify the records that are maintained documenting the process/service, equipment used, and personnel employed, as appropriate. Include the process for record collection, storage, analysis, evaluation, and reporting (as applicable).


(NOTE: Refer to SBAR *Document and Data Control Procedure* for directions on developing procedures/work instructions.)

5.3 Process Validation

When a process output cannot be verified through subsequent monitoring or measurement, or when deficiencies in the process do not become apparent until the product is already in use, the applicable procedure/WI identifies the actions to be taken. Generally, those activities include, but are not limited to:

- The controlling procedure/WI defines specific methods and procedures,
- Criteria for review and approval of the process,
- The approval of specific equipment, and the qualifications of personnel producing the product or service (e.g., certified welder, BS in mechanical engineering), and/or
- The controlling procedure/WI defines any specific record requirements, the need to reevaluate the process to ensure conformity, etc.



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