



# Quality Manual

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## **Table of Contents**

### **1. Introduction**

- 1.1 Purpose of the Quality Manual
- 1.2 Scope
- 1.3 Quality Policy

### **2. Quality Management System**

- 2.1 General Requirements
- 2.2 Documentation Requirements
- 2.3 Management Responsibility

### **3. Resource Management**

- 3.1 Provision of Resources
- 3.2 Human Resources
- 3.3 Infrastructure
- 3.4 Work Environment

### **4. Product Realization**

- 4.1 Planning of Product Realization
- 4.2 Customer-Related Processes

- 4.3 Design and Development
- 4.4 Purchasing
- 4.5 Production and Service Provision
- 4.6 Control of Monitoring and Measuring Equipment

## 5. Measurement, Analysis, and Improvement

- 5.1 Monitoring and Measurement
- 5.2 Customer Satisfaction
- 5.3 Internal Audit
- 5.4 Control of Nonconforming Product
- 5.5 Analysis of Data
- 5.6 Improvement

# 1. Introduction

## 1.1 Purpose of the Quality Manual

The purpose of this Quality Manual is to outline the quality management system of Bin Samah Contracting and Trading LLC. This manual describes the scope of our quality management system and provides a reference for the implementation of our policies, procedures, and processes.

## 1.2 Scope

This Quality Manual applies to all activities, processes, and functions within Bin Samah Contracting and Trading LLC. It is applicable to all employees and stakeholders involved in the delivery of products and services.

## 1.3 Quality Policy

Bin Samah Contracting and Trading LLC is committed to providing high-quality oil field equipment, exceeding customer expectations, and continuously improving our processes. We strive to comply with applicable statutory and regulatory requirements while fostering a culture of quality within our organization.

# 2. Quality Management System

## 2.1 General Requirements

Our quality management system complies with the requirements of ISO and is designed to consistently meet customer needs and enhance customer satisfaction.

## **2.2 Documentation Requirements**

We maintain a comprehensive set of documented procedures and records to ensure effective planning, operation, and control of processes.

## **2.3 Management Responsibility**

Top management is committed to the development and implementation of the quality management system. Responsibilities, authorities, and communication processes are defined and maintained.

# 3. Resource Management

## **3.1 Provision of Resources**

Resources, including personnel, infrastructure, and technology, are provided to ensure the effective operation and continuous improvement of the quality management system.

## **3.2 Human Resources**

Employees are selected, trained, and evaluated to ensure competence and adherence to quality standards.

## **3.3 Infrastructure**

Infrastructure, facilities, and work environments are maintained to facilitate the achievement of product conformity and customer satisfaction.

## **3.4 Work Environment**

A safe and conducive work environment is provided to protect the health and well-being of employees and prevent work-related injuries and ill health.

# 4. Product Realization

## **4.1 Planning of Product Realization**

Processes are planned to meet customer requirements, including product specifications, delivery schedules, and quality expectations.

## **4.2 Customer-Related Processes**

Customer needs and expectations are determined, communicated, and met to enhance customer satisfaction.

## **4.3 Design and Development**

Design and development processes ensure that products meet specified requirements and comply with relevant regulations and standards.

## **4.4 Purchasing**

Suppliers and subcontractors are selected and evaluated based on their ability to supply products and services that meet our requirements.

#### 4.5 Production and Service Provision

Processes for production and service provision are carried out under controlled conditions to ensure product conformity and customer satisfaction.

#### 4.6 Control of Monitoring and Measuring Equipment

Monitoring and measuring equipment are calibrated, maintained, and safeguarded to ensure accurate measurement results.

## 5. Measurement, Analysis, and Improvement

#### 5.1 Monitoring and Measurement

Processes are monitored, measured, and analyzed to verify conformity and identify opportunities for improvement.

#### 5.2 Customer Satisfaction

Customer satisfaction is regularly evaluated to gauge the effectiveness of our products and services.

#### 5.3 Internal Audit

Internal audits are conducted to ensure compliance with the quality management system and identify areas for improvement.

#### 5.4 Control of Nonconforming Product

Nonconforming products are identified, documented, and controlled to prevent unintended use or delivery.

#### 5.5 Analysis of Data

Data is analyzed to assess the performance of the quality management system and drive continuous improvement initiatives.

#### 5.6 Improvement

We are committed to continuous improvement in our processes, products, and services. Improvement opportunities are identified, and corrective and preventive actions are implemented to enhance the effectiveness of the quality management system.

#### Review and Approval:

[Ahmed Saud], Quality Manager  
Bin Samah Contracting and Trading LLC  
[10/01/2023]

