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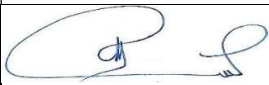
Quality Management System Manual

Context, Scope and Responsibilities

ISO 9001:2015

WI 00001 R1

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Submitted by:		Date:	
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Approval Signature & Release Date:		Date:	1/1/2021

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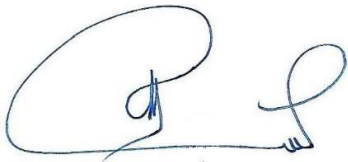
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1 Preface

The Quality Management System (QMS) presented within this manual and its supporting documents consisting of Work Instructions, Processes, Procedures, and Job Descriptions reflect Mustadim's strategic decision to adopt a process approach throughout our organization, in order to ensure compliance with customer requirements and to enhance customer satisfaction.

This approach considers the application of a system of processes throughout our organization, as well as the identification and interaction of these processes, and their management. This management system is consistent with the requirements specified by ISO 9001:2015, as it applies to the products and services provided by our organization.

The procedures, policies and practices presented herein are applicable throughout all areas and levels of the organization. All personnel under the control of MUSTADIM are responsible for ensuring the quality of their work and for operating in conformance with the requirements of this QMS.



Usama Alamoudi
CEO and President

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2 Purpose

- 2.1 This manual has been developed in order to determine, define and describe the context, requirements and scope of Mustadim LLC Quality Management System (QMS). All bellow mentioned issues are integrated in the companies Processes and Procedures listed in the Controlled document [WI 00002](#) "Controlled Document Index".

3 Organizational Context & Scope

3.1 Scope of this QMS

- 3.1.1 This QMS has been developed by MUSTADIM considering the aspects of Quality, Health, Safety and the Environmental.

3.2 Covered Activities

- 3.2.1 Activities addressed by this QMS are those services performed by MUSTADIM at the following business location(s):

6300 King Fahd Rd.,
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2222
Saudi Arabia

- 3.2.2 QMS requirements also cover on-site activities performed at the client's facility or offices, as specified by contract or agreement.

3.3 Business Functions

- 3.3.1 Marketing and Business Development
- 3.3.2 Project Administration and Management
- 3.3.3 Sales & Contracting
- 3.3.4 Training
- 3.3.5 Auditing
- 3.3.6 Office Administration
- 3.3.7 Accounting and Payroll

3.4 Products & Services

3.4.1 Management Systems

- 3.4.1.1 Process Study / Gap Analysis
- 3.4.1.2 Quality System planning
- 3.4.1.3 Quality System documentation
- 3.4.1.4 Quality System implementation
- 3.4.1.5 Quality System maintenance
- 3.4.1.6 Performance of Internal Audits
- 3.4.1.7 Management Representative support

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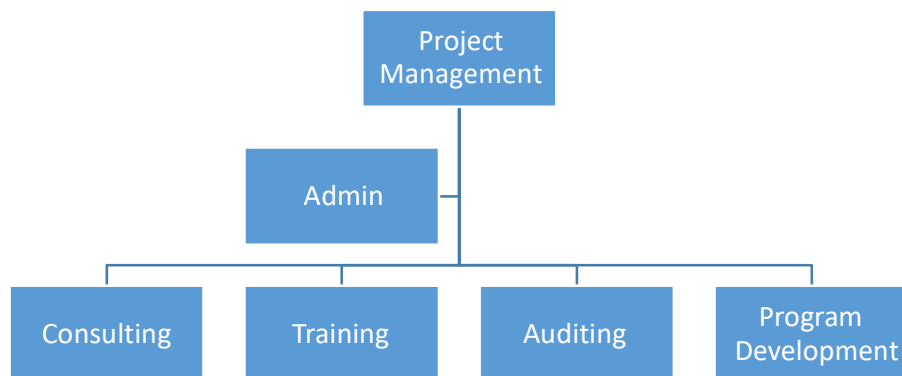
- 3.4.1.8 Facilitation of Management Reviews
- 3.4.1.9 Employee training and skills development
- 3.4.1.10 Registrar selection assistance and related support
- 3.4.1.11 Certification audit, surveillance audit and re-certification support
- 3.4.1.12 Analysis of data - process performance and product conformance
- 3.4.1.13 Process Improvement
- 3.4.1.14 Supplier surveillances; inspections; supply chain audits
- 3.4.1.15 Other outsourced QHSE support

3.4.2 Compliance Programs (Health and Safety):

- 3.4.2.1 General Safety
- 3.4.2.2 Construction Safety
- 3.4.2.3 Safety Audits / "Mock" Inspections
- 3.4.2.4 On Site Safety Manuals and Program Development
- 3.4.2.5 Management Support
- 3.4.2.6 Incident / Accident Investigation
- 3.4.2.7 Inspection Support
- 3.4.2.8 Client Specific Safety Consulting
- 3.4.2.9 Employee Training

3.5 Project Structure

Figure 1 – Typical Project Structure



3.6 Partnerships

- 3.6.1 At this time there are no partnerships. MUSTADIM may elect in the future to form joint ventures with other companies (Joint Venture Partners) from time to time depending on the size and scope of projects. Each JV will decide whether to follow the MUSTADIM QMS, the JV partners' QMS, or adopt a project-specific one.

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3.7 Supply Chains

- 3.7.1 Procurement and purchasing activities are controlled by MUSTADIM's processes and procedures and this includes products and provision of professional services such auditing, consulting, certification, etc.
- 3.7.2 Vendors used by MUSTADIM are subject to pre-qualification prior to use and are monitored for the duration of the project to which assigned. Client designated sources may also be used, where specified by contract.

3.8 Relationships with interested parties

- 3.8.1 In addition to our suppliers, MUSTADIM has various other interested parties which it deals with. A list of these parties is shown in 4.0 below.

3.9 QMS Policy Statement & QMS Objectives

- 3.9.1 As part of our commitment to providing industry-leading Quality Management, MUSTADIM has established a QMS Policy statement (see QMS.0001). This policy includes a commitment to quality, customer satisfaction and continuous improvement, and serves as the foundation for establishing our QMS performance objectives (see QMS.0002).

4 Interested Parties and Requirements

4.1 Interested Parties that are considered relevant to this QMS include the following:

- 4.1.1 Clients
- 4.1.2 Vendors
- 4.1.3 Employees of the organization
- 4.1.4 Contractors providing services to the organization
- 4.1.5 Insurance companies
- 4.1.6 Regulatory bodies

4.2 Legal, regulatory and other requirements relevant to this QMS include the following:

- 4.2.1 Client contracts
- 4.2.2 Industry Codes and Standards (e.g., IEC, ANSI-NEMA, ASME, API, ASTM, NACE, AISC, AWS, etc.)
- 4.2.3 International Standards (e.g., ISO 9001),
- 4.2.4 Statutes and regulations (e.g., OSHA, EPA, HIPAA)
- 4.2.5 Other international laws

4.3 Legal, regulatory and other requirements are identified and assessed as part of the proposal review process and form part of MUSTADIM's contractual obligation with the client.

4.4 Such requirements are accessed electronically where possible from their originating sources, and verified periodically as appropriate to the project.

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5 Responsibilities and Authorities

5.1 Top Management

- 5.1.1 Define the QMS Policy and QMS Objectives;
- 5.1.2 Ensure the communication and understanding of the QMS Policy throughout the organization;
- 5.1.3 Take accountability for the effectiveness of this QMS;
- 5.1.4 Ensure the integration of this QMS into the organization's business processes;
- 5.1.5 Promote the use of process approach and risk-based thinking;
- 5.1.6 Ensure the resources needed for the QMS are available;
- 5.1.7 Communicate the importance of conforming the QMS requirements;
- 5.1.8 Engage, direct and support persons to contribute to the effectiveness of the QMS;
- 5.1.9 Promote improvement;
- 5.1.10 Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.2 Management Representative*

- 5.2.1 Ensure that the processes of this QMS are delivering their intended outputs;
- 5.2.2 Report on the performance of this QMS and on opportunities for improvement, in particular, to top management;
- 5.2.3 Ensure the promotion of customer focus throughout the organization;
- 5.2.4 Ensure the integrity of the QMS is maintained when changes to the QMS are planned and implemented;
- 5.2.5 Document and maintain the QMS, and the development of QMS Processes and Procedures and their subsequent revisions;
- 5.2.6 Establish a QMS awareness program for MUSTADIM personnel;
- 5.2.7 Assign qualified personnel to perform scheduled audits of the QMS as implemented within the organization and report results to MUSTADIM's Top Management;
- 5.2.8 Perform evaluations of external parties providing services to, or on behalf of, MUSTADIM;
- 5.2.9 Initiate or direct actions which result in solutions to quality problems and verify results;
- 5.2.10 Control further processing, delivery or installation of nonconforming products / services until the deficiency or unsatisfactory condition has been corrected.

**Note: While MUSTADIM acknowledges that the position of Management Representative is no longer a requirement in ISO 9001:2015, we have chosen to retain an individual in this position to support and oversee the activities covered by this QMS.*

5.3 Managers / Supervisors

- 5.3.1 Implement the QMS as defined by this manual and related procedures;

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- 5.3.2 Obtain and communicate customer requirements to the appropriate personnel or functional organization;
- 5.3.3 Ensure that qualified personnel and other resources are available to implement the QMS;
- 5.3.4 Ensure that products/services satisfy customer requirements including quality, safety, cost, schedule, and performance; and
- 5.3.5 Ensure that personnel comply with applicable laws, regulations, specifications, standards and documented procedures.

5.4 All Personnel

- 5.4.1 Ensure the quality of their work;
- 5.4.2 Operate in conformance with the requirements of this QMS; and
- 5.4.3 Stop work in progress to make appropriate notifications when unsafe conditions exist or requirements are not being met.

5.5 Organizational Chart

- 5.5.1 Additional details on MUSTADIM' organizational structure and reporting can be found in the controlled document WI 00003.

6 Risk Factors

6.1 Risk Tolerance

- 6.1.1 MUSTADIM's QMS is designed to address the major risks that are identified related to the provision of products and services.
- 6.1.2 In general, MUSTADIM's tolerance for risk is said to be LOW. MUSTADIM's strategy is to avoid risk where possible and to invest resources in mitigating residual risk through effective business control measures.

6.2 Internal Uncertainty Factors

- 6.2.1 With regards to MUSTADIM's business itself, there are a number of internal factors that create uncertainty that gives rise to risk. These include:
 - 6.2.1.1 Uncertainties in employee relations
 - 6.2.1.2 Significant organizational changes
 - 6.2.1.3 Company financial performance
- 6.2.2 These general internal uncertainty factors will be considered in more detail as part of the risk assessment process.

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6.3 External Uncertainty Factors

6.3.1 With regards to the external environment in which MUSTADIM operates, there are a number of external factors that create uncertainty that gives rise to risk. These include:

- 6.3.1.1 Potential legislative or regulatory changes
- 6.3.1.2 Inherent environmental risks (fire, flood, hurricane)
- 6.3.1.3 Economic factors
- 6.3.1.4 Changes in technology

6.4 Risk Criteria

6.4.1 The criteria for assessing risk within the context of the organization is defined in MUSTADIM procedures (see Appendix A).

7 Applicability

7.1.1 There are no areas of MUSTADIM's operations that are excluded from the scope of this QMS. In the case of a Joint Venture (JV), each JV will decide whether to follow MUSTADIM's QMS, the JV partners' QMS, or adopt a project-specific one.

7.1.2 The following requirements of ISO 9001:2015 are considered by MUSTADIM as not applicable:

- 7.1.2.1 Validation of processes (8.5.1a)
- 7.1.2.2 Calibration (7.1.5; 8.5.1b)

7.1.3 As a provider of professional services, MUSTADIM provides deliverables and services that can be validated through usual methods; therefore, special process validation is not required. In the provision of its services, MUSTADIM does not use any instruments or monitoring devices for verifying deliverable/process quality. Verification is limited to visual examination.

8 Revision History

Revision	Date	Description of Change	Approval
1	01/01/2021	Initial	Y

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Appendix A QMS Documents

All quality management systems documents are listed and detailed in the Controlled Document [WI 00002](#).

End.