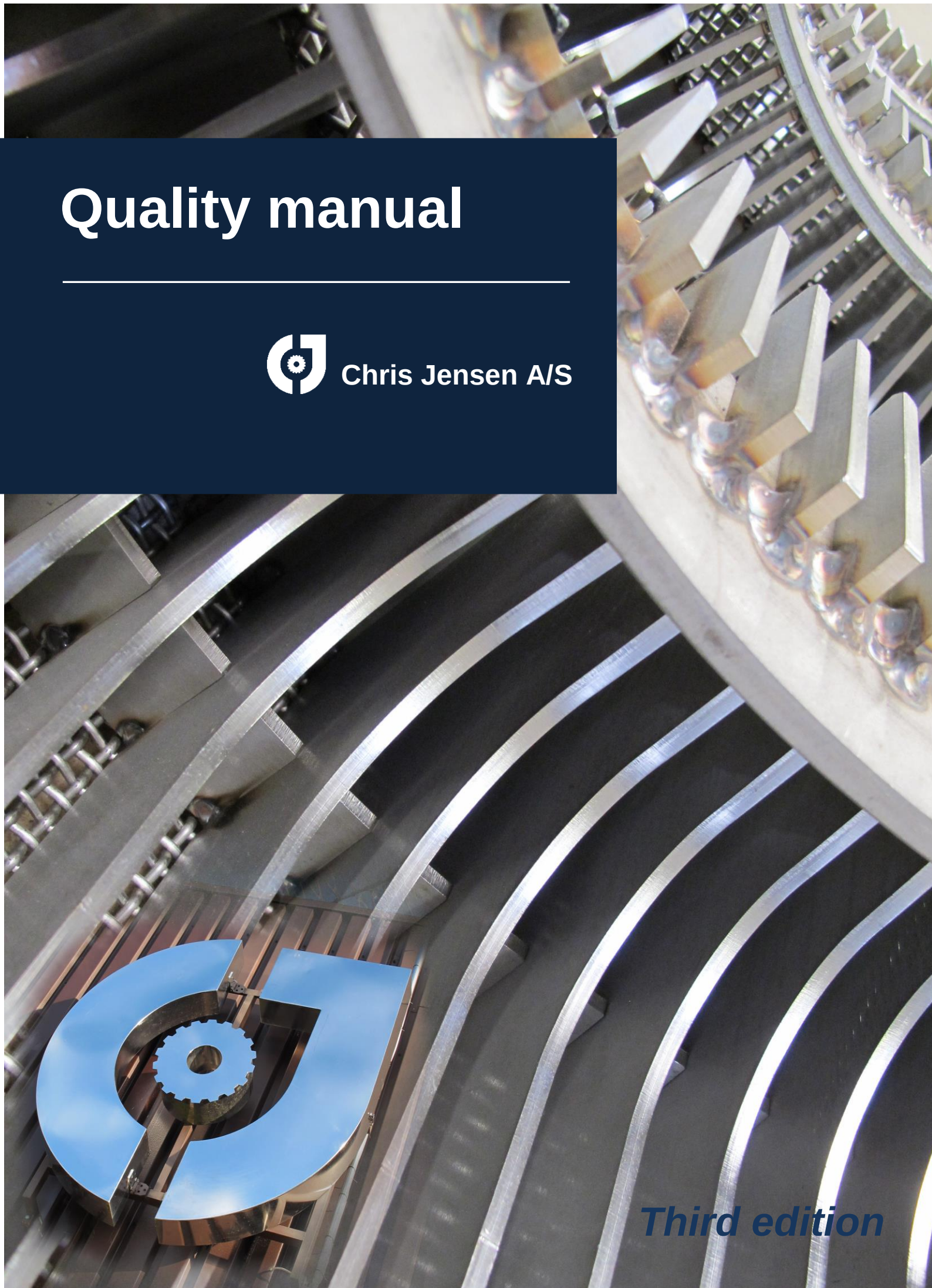
Quality manual

Chris Jensen A/S



Third edition

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Section 0 is always revised and therefore always has the highest revision status.

Introduction

1.1 Introduction

Chris Jensen A/S is a modern company that specialises in the welding and machining of stainless steel materials.
The company's head office is in Stenlille, Denmark. This is where the company's senior management are located and where most of the production takes place.
The company's branch in Slagelse (Vedbysønder) reports directly to the company at Stenlille. It is in Slagelse that production of the largest units takes place.
Over the years, the company, which was established in 1973 by Chris Jensen, has built up a good, solid and extensive customer base in almost all branches of industry which use stainless steel.

The company has DS/EN 287, DS/EN 1418, and DS 322 certified welders.
The company developed its quality management system in accordance with DS/EN ISO 9001 and the system is adapted so that it covers all of the company's functions except assembly (clause 7.3 – design and development has been omitted as we only manufacture to order).
The company works in accordance with BR10/DS/EN 1090 when required.
Since 4 May 1993, Chris Jensen A/S has been certified in accordance with DS/EN ISO 9001.

1.2 Company data

Name	Chris Jensen Stenlille A/S
Address	Stenmaglevej 20 DK-4295 Stenlille
Tel.	+45 57 80 46 00
Fax	+45 57 80 42 58
E-mail	chrisjensen@chrisjensen.dk
Bank	Danske Bank
Office hours	7 am – 4 pm
Management	Chris Jensen
Quality management	Jeanette Jensen

Manufacturing
– Industrial assembly and piping
– Stainless work
– Construction of special machines
– Turning and milling
– Rolling of pipes
– Shearing
– CNC bending
– Plasma cutting
– Containers
– Steel structures

Quality system	DS/EN ISO 9001
Company type	Public limited company

CVR no.	50 86 27 12
Founded	1973
No. of employees	approx. 50 Of which approx. 43 are iron and metal workers, primarily fabricators and fitters, and seven are administrative staff.

1.3 References

Procedure 1.1 “Capacity and machinery”

1.4 Attestation

Chris Jensen A/S hereby undertakes to follow this manual, which meets the requirements of DS/EN ISO 9001since it describes the real activities of the company.

The company also undertakes to allow “*DQS GmbH”* to verify
that the system continues to satisfy DS/EN ISO 9001 and DS/EN 1090.
All contracts that are drawn up, whether with customers or suppliers, follow the rules of this system, with the exception of assembly.

Stenlille, 24/05/2013

Chris Jensen, CEO _____

1.5 Person responsible for introduction

CEO

Quality goals and policies

2.1 Quality goals

Customer satisfaction is always in focus at Chris Jensen A/S. To live up to this, we strive to do the following:

2.1.1. Ensure complete clarity as regards the customer's product requirements.

2.1.2. Manage processes with a view to minimising errors.

2.1.3. Carry out ongoing quality checks.

2.1.4. Retain staff by providing continuous information updates, as well as responsibility and authority for their own work.

2.1.5. Ensure and maintain a quality system that is documented and well-functioning and that complies with the requirements of the standard for such a system.

2.2 Quality policies

To achieve the company's quality goals, we do the following:

Re. 2.1.1 Conduct a full review of the customer's requirements before starting production.

Re. 2.1.2 Draw up a production basis in the form of working drawings and instructions so that the quality of the finished product will be as agreed with the customer.

Re. 2.1.3 Check the quality of processes immediately after operation.

Re. 2.1.4 Give a description of the quality agreements to the employees working on the individual tasks, so that the employee can stop production if the quality of the items does not meet the requirements.

Re. 2.1.5 Test the quality system regularly in order to maintain and continually improve the system.

2.3 Measurable quality goals

– Maintain DS/EN ISO 9001 certification
– Maintain DS/EN ISO 1090 certification (CE)

– Other specifics are indicated in procedure 2.1 Preparation and follow-up of quality goals.

2.4 Management's evaluation of the system

In order to maintain, improve and update the quality management system, once a year the quality group conducts an evaluation of the effectiveness and suitability of the quality system for meeting the requirements of DS/EN ISO 9001 and the quality goals in place.

The following documents/data are reviewed and evaluated.

- The last minutes of the management evaluation
- Error reports/Corrective and preventive measures
- Complaints
- Quality overview/Quality goals/CE
- Test reports
- DQS Audit reports
- Supplier evaluation
- Customer focus
- Training

The evaluation is primarily aimed at amending the quality goals and implementing preventive and corrective measures which are not considered relevant at the individual quality meetings, but which are considered relevant at a comprehensive review.

The results of the management evaluation are documented in the minutes of the meeting, in which the person responsible as well as the agreed deadline for implementation of the decisions are recorded.

2.5 References

Procedure 2.1 Preparation and follow-up of quality goals

2.6 Person responsible for setting quality goals and policies

CEO

3.1 Structure of the quality management system

The quality management system at Chris Jensen A/S is based on DS/EN ISO 9001 “Quality management systems – system requirements” and is adapted to the requirements of DS/EN 1090.

The system is primarily based on product flow and then on the cross-disciplinary activities, and therefore does not follow the order of the standard.

1 – Quality manual:

- Presentation of the company and the quality system
- The company’s quality goals
- Organisation and division of responsibilities
- Activities regarding product flow and cross-disciplinary actions

2 – Procedures:

- Operational goals
- General rules for observance of workflows

3 – Instructions:

- Specific rules for observance of workflows

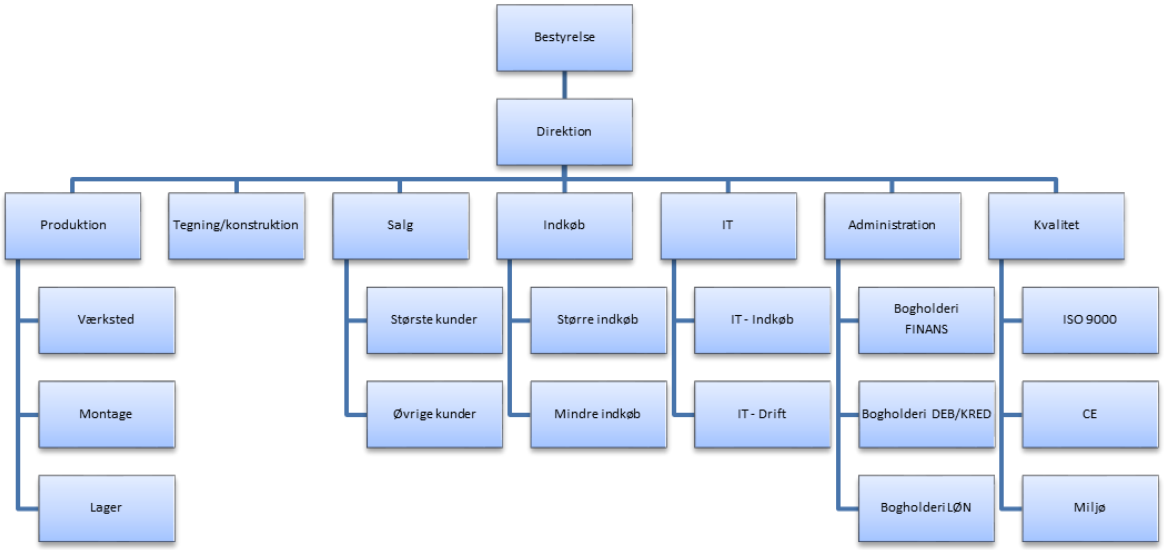
3.2 References

Procedure 3.1 Preparation of procedures
Procedure 3.2 Preparation of instructions
Procedure 3.3 Changes to the quality manual

3.3 Person responsible for the quality management system

CEO

4.1 Organisation chart



Fitters who work outside of Chris Jensen A/S's geographic area are subject to the individual customer's quality management system and are therefore not covered by this quality management system.

4.2 Responsibility and skills

All employees at Chris Jensen A/S are responsible for providing and maintaining the quality of the work they perform.

As a representative of management, the CEO of the company is responsible for ensuring that the quality management system is described, introduced and continuously updated so that it is effective and meets the requirements and intentions of the DS/EN ISO 9001 standard.

The quality manager is responsible for stopping the processes if it is found that they do not follow the guidelines described or that the agreed quality is not maintained.

Employees with a management function are responsible for communicating any information that may have an impact on the finished product. They are also responsible for making a decision on the deviations detected within their area of responsibility.

All employees are responsible for reporting detected deviations to others in the organisation and, if necessary, to the quality manager or CEO so that the deviation can be identified and corrective measures taken.

4.3 Staff

Job descriptions have been drafted for each member of staff.

CEO (management representative)
Responsible for daily operations.

CFO
Responsible for administration and accounts.

Production manager
Responsible for production, training, tendering and order registration, including assembly.

Foreman:
Order registration, case management and production management.

Mechanical engineer
Prepares technical drawings according to instructions. Responsible for compiling the documentation.

Technical designer
Prepares technical drawings according to instructions.

Administrative assistant
Daily administration functions.

Quality manager:
Internal audits, document management and compilation of quality data.

Fabricator/Welder
Production, process management

Machine operator
Production, process management

Person responsible for incoming/outgoing goods inspection:
Calibration, incoming inspection of semi-manufactures, final inspection and monitoring of corrective measures.

National welding coordinator:
Visual welding inspection
Inspection of NDT reports

Warehouse manager:
Incoming goods inspection and responsible for materials/tool management, shipping and general maintenance.

Service assistant:
Performs tasks according to instructions.

4.4 References

Procedure 4.1 Preparation of job descriptions
Procedure 4.2 Recording of experience
Procedure 4.4 Organisation chart

4.5 Person responsible for organisation

CEO

5.1 Inquiry

When Chris Jensen A/S receives an inquiry from a customer, some basic information is recorded about the customer and the potential order.
This is done in order to handle the inquiry correctly before tendering.

5.2 Review of tender documents (contract review)

In order to provide a correct tender and investigate whether the job can be handled by Chris Jensen A/S, a review of the tender documents is conducted (contract review). The “Checklist/Agreement review” and, if applicable, the “1090 specification” (for CE marking of steel structures in accordance with DS/EN 1090-1) are used to help with this contract review. If information is missing in connection with CE marking, the “1090 specification” is sent to the customer, who fills in the form with the missing information. These forms can be found under Project documentation, which is an Excel file integrated in VISMA.

This review ensures that Chris Jensen A/S has a sufficient tendering basis and adequate skills and machinery, and that any missing information is clarified.
The contract review is undertaken by the Production Manager in close cooperation with the customer.

5.3 Tendering

Based on the customer’s inquiry and the contract review, a tender is drawn up, which contains:

- Item
- Number
- Delivery date
- Materials
- Payment terms
- Delivery terms
- Special quality requirements
- Certification requirements
- Any conditions/special agreements
- DS/EN 1090 requirements

As a rule, all tenders are provided in DKK (Danish kroner). Any deviation from this must be indicated in the tender.

5.4 Order registration

When Chris Jensen A/S receives an order from a customer, we check whether the delivery date can be met as planned before an order confirmation is sent to the customer. However, this does not apply to fast track orders (orders that are completed within two days).
After this, a case number is created and the order becomes part of the company’s planning.

5.5 Handover procedure

On completion of a job and handover of this to the customer, a handover procedure is carried out. For this purpose, the “handover procedure” form or equivalent from the customer is used. This form can be found under Project documentation, which is an Excel file integrated in VISMA.

5.6 References

Procedure 5.1 Tender/Sales

5.7 Person responsible for tender/sales

Production manager

6.1 Planning of product development

The work is planned based on the customer's tender documents, the "Checklist/Agreement review" and the customer's requested delivery date.

When the main activities have been established, the required production basis is drawn up.

If there are requirements for welding according to a welding procedure specification (WPS), this is sent to the customer for approval.

Welding is always performed by certified welders.

A special case file is set up for each of the customer's orders.

6.2 Planning of assemblies

If the job involves assembly, the process is planned in close cooperation between the customer, Sales and the assembly manager.
The "Assembly management" checklist can be used to help with this, and can be found under Project documentation, which is an Excel file integrated in VISMA.

At the same time, a decision is also made about which reports will be compiled/handed over to the customer.

6.3 References

Procedure 6.1 Planning of product development

6.4 Person responsible for production preparation

Production manager

Materials management

7.1 Handling

All materials are handled as described in the procedures.

7.2 Storage

All materials are stored as far as possible under cover. If there are special requirements for storage, this will be indicated on the purchase requisition.

Products supplied by the buyer are clearly marked or kept separate from other products.

7.3 Management and marking of materials

Chris Jensen A/S has set up a materials management system which ensures that the agreed materials are always used for jobs.

Furthermore, there is strict separation between stainless and other materials to ensure that a mix-up does not occur.

All materials are marked according to established procedures.

7.4 Shipping

It is agreed with the customer how the finished item will be packaged and shipped.

7.5 References

Procedure 7.1 Materials management

7.6 Person responsible for materials management

Material certificates: Mechanical engineer
Other: Warehouse clerk

Production/inspection

8.1 Receipt of materials

All materials that are received at Chris Jensen A/S must go through goods reception and incoming goods inspection.

Goods reception consists of checking that:

- There is no transport damage
- The quantity, delivery note and order match
- The specified documentation is supplied

The incoming goods inspection consists of:

- Review of the documentation
- Visual quality inspection
- Geometric measurement (performed using calibrated measuring equipment)

If the incoming goods inspection accepts the delivery, it is released to production/the warehouse.

8.2 Production/inspection

Production and inspection take place in accordance with customer drawings, working drawings, instructions and welding procedures.

8.3 Final inspection

Final inspection is always carried out by the person responsible for incoming/outgoing goods inspection or their deputy. Part items with drawing numbers are considered finished items. Welding is always inspected by the National welding coordinator or another authorised body.

Inspection comprises:

- Review of inspection forms and production basis
- Geometric measurement (performed using calibrated measuring equipment)
- Visual inspection

The product can only be released to the customer and/or for further processing when the designated inspection process has approved the delivery.

8.5 Welding

If the use of a welding procedure is required, this is used for all welding.

8.6 Restamping

Restamping takes place according to an established procedure.

8.7 References

Procedure 8.1 Goods reception and incoming goods inspection
Procedure 8.2 Restamping
Procedure 8.3 Production/inspection

8.8 Person responsible for production/inspection

Inspection on receipt: Warehouse/person responsible for incoming/outgoing goods inspection
Other: Foreman

Assembly

Not covered by the quality management system

Welding certificates must be held by the individual employee at the site of assembly.

If the customer requires it, materials documentation will be provided with regard to the job/assembly.

During the assembly itself, Chris Jensen A/S's staff will always follow the customer's quality management system as well as the customer's safety requirements. Any deviations from this must be agreed in writing with the customer.

Production and measuring equipment

10.1 Registration and marking of production equipment

All production equipment is marked and registered, so that at any time it is possible to see if Chris Jensen A/S has the equipment necessary for an order.

10.2 Maintenance of production equipment

All production equipment is inspected at regular intervals.

10.3 Registration and marking of measuring equipment

All measuring equipment is registered and marked.

Identity cards are kept for each piece of measuring equipment.

Measuring equipment is divided into two groups:
1. Equipment which is calibrated regularly according to national or international standards.
2. Equipment which is not used for recordable measurements.

Calibration of group 1: The measuring equipment is sent to an accredited laboratory for calibration according to national or international standards. The equipment is sealed as far as possible to prevent unauthorised access.
When the equipment is received from calibration, the accompanying certificate is checked to make sure that the information is correct and to ensure compliance with technical and environmental requirements.
If the measuring equipment used for measuring is not approved, the inspection sheet for projects produced since the last calibration is reviewed to check whether it should be subject to deviations.

10.4 Use of third-party inspection

If third-party inspection is used, calibration documentation is required for the equipment used, or an authorised test.

10.5 Equipment without calibration

If equipment is not used for a long period and the equipment is therefore no longer operative, it is clearly marked “NOT CALIBRATED”.

10.6 References

Procedure 10.1 Production equipment
Procedure 10.2 Registration and marking of measuring equipment
Procedure 10.3 Third-party inspection

10.8 Person responsible for production equipment

Measuring tools: person responsible for incoming/outgoing goods inspection
Other production equipment: warehouse

11.1 Deviation management

Each deviation that is determined either by Chris Jensen A/S's staff, suppliers or customers is used constructively.

The deviation and its scope are described in an error report. A stop card is created for the deviation, which indicates that the product has a deviation and therefore cannot be used in production.

The production manager/foreman make a decision about the relevant deviation and what measures will be taken.
The decision may be:

- Reworking
- Repair (the customer must be contacted for approval if this is specified in the contract)
- Exemption (the customer must always approve this)
- The item being discarded

11.2 Corrective measures

When the quality group meets, error reports and the related decisions are reviewed.

When the current deviation has been processed successfully, the error report is given to the quality manager for registration.
If it is thought that the deviation could be repeated, the group will decide what corrective measures are to be implemented.
This decision must always be made by the person responsible for the activity.
A deadline is set for implementing the corrective measures. The person responsible for incoming/outgoing goods inspection tests the effectiveness of the measures once they have been taken and reports the results to the quality group.

11.3 Customer focus

At Chris Jensen A/S, our focus is always on the customer. Handling of any complaints as described in the procedure.

11.4 References

Procedure 11.1 Inspection/deviation management

11.5 Person responsible for deviation management

Registration of error reports: Quality manager
Corrective measure: Person responsible for incoming/outgoing goods inspection
Current deviations: Production manager and foreman in collaboration

Procurement

12.1 Selection of suppliers

The approval of suppliers is carried out in accordance with defined requirements and also depends on the type of supplier.

12.2 Sample orders

If a supplier requests it, a sample order can be taken.

12.3 Approval of suppliers

If a supplier meets the quality and delivery requirements in the purchase requisition, this supplier can be used by all buyers at Chris Jensen A/S.

12.4 Procurement

Supplies may only be purchased from approved suppliers.
When a purchase is made, a purchase requisition is always created, which shows the following:

- Item/service
- Quantity
- Delivery date
- Quality requirements/scope
- Documentation
- Buyer

If the purchase is difficult to define, the purchase requisition is sent to the supplier.

12.5 Critical suppliers

If deliveries do not meet all requirements at the goods reception or incoming goods inspection, an error report is created to assess whether the supplier should be added to the list of critical suppliers.
The list of critical suppliers is produced once a year for the management evaluation.

12.6 References

Procedure 12.1 Procurement
Procedure 12.2 Evaluation and approval of suppliers

12.7 Person responsible for procurement

Production manager and foreman

13.1 Testing

Chris Jensen A/S regularly tests the whole quality management system:

Since Chris Jensen A/S's quality management system is designed to comply with DS/EN ISO 9001 and DS/EN 1090, the documentation is tested according to the relevant standards. The quality management system is updated as required so that it always functions optimally and meets the requirements of the standard.

13.2 Conducting tests

The documentation is tested in accordance with the requirements and intention of the standard.

The testing is documented in test reports.

13.3 Approval of tests

The person responsible for the tested area must accept any deviations found, and account for what corrective measures will be introduced, if necessary, to correct the deviation, and when they will be implemented.

13.4 Follow-up

If deviations are found which result in corrective measures, a deadline must be set for implementing the agreed corrective measures.

The person responsible tests and monitors the effectiveness of the corrective measures after they have been implemented.

13.5 Reference

Procedure 13.1 Testing

13.6 Person responsible for testing

The quality manager in collaboration with the production manager

Document management

14.1 The company's paper flow

All the company's completed forms are managed by the company.

14.2 Registration and maintenance of forms

The company has two types of forms.

1. Forms which are an integrated part of VISMA (accounting, project management, etc.) These are printed out in connection with setting up a project (e.g. case summary, work permits, bill of materials, etc.)
2. Forms which have a four-digit number.

All forms are updated regularly as required.

14.3 Registration and management of documentation

When a correction is made in the quality system, the updated versions are printed. These are distributed to the quality group and copies are available in the office for interested parties/customers.

Copies of obsolete versions are archived for five years.

14.4 References

Procedure 14.1 Document management

14.5 Person responsible for document management

All functions are responsible for following these rules

15.1 Records

All records relating to produced items:

Are stored at Chris Jensen A/S for a period of 15 years from delivery. However, accounting documents are stored for only five years.

Examples of records:

- Restamping reports
- Error reports
- Certificates/PMI
- Welding certificates

All records must be legible (in a readable media) throughout the storage period.

15.2 References

Procedure 15.1 Compilation and archiving of records

15.3 Person responsible for records

All functions are responsible for following these rules

16.1 CE marking of steel structures in accordance with DS/EN 1090

Chris Jensen A/S carries out CE marking of steel structures where there is a legal requirement for this or the client requests it.

16.2 Conformity assessment

In order to be able to carry out CE marking, a conformity assessment is conducted, which covers the production characteristics and, where relevant, the design characteristics.

For the purposes of the conformity assessment, various forms are used to monitor the work carried out. These forms can be found under Project documentation, which is an Excel file integrated in VISMA.

16.3 Issuing the CE mark

To issue the CE mark, the different forms are examined in order to ascertain whether the product has been made in accordance with the product specifications. If this is the case, the CE mark is issued. To help with this, CE mark masters have been created for declaration methods M1, M2, M3b and M3a. These masters can be found under Project documentation in VISMA.

16.4 Reference

Procedure 16.1 Issuing the CE mark

16.5 Person responsible for CE marking

Production manager

Overview of procedures

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5.1	Tender/Sales
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7.1	Materials management
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8.3	Production/inspection
10.1	Production equipment
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10.3	Third-party inspection
11.1	Deviation management
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16.1	Issuing the CE mark

Cross-references to DS/EN 9001:2008

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