Quality Management Manual

according to

DIN EN ISO 9001:2008

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1 Scope

This manual shall be the basis for the quality management system recommended by CICIND for its members. This document is in compliance with the standard:

DIN EN ISO 9001:2008

"Quality management systems – model for quality assurance / QM guidelines for design, development, production, installation and maintenance"

Chapters and sections in this manual are structured as in the standard and its commentary (9004) for reference and comparison.

The responsibilities are described on the basis of the organ gram in the annex 9.1.

This manual shall be applicable to all fields of business of The Company, for all services of chimney construction as there are:

- Engineering
- Material supply
- Installation
- Demolition
- Installation supervision
- Specific services such as inspection or maintenance

For these fields the manual provides a specific interpretation of the standard and a guideline how to install a Quality management system (QMS) for The Company. To get a complete QMS the manual has to be amended by procedure instructions (PI) which describe the processes in detail adjusted to the specific structures and resources of The Company. It is up to The Company how to structure the PIs.

The PIs should give precise instructions to the employees of The Company and should refer to flow charts, forms and other data which may actually are applicable in an EDP-System. A list of appropriate and suitable PIs is given in the annex 9.3.

Finally an important element of the QMS will be a comprehensive quality control (QC) plan, prescribing in detail all tests that have to be performed when building an industrial chimney.

Annex 9.4 shows a schedule for a QC master plan which may be applied to the various stages of work as there are: Foundation, shaft, lining and accessories.