

Quality, Health, Safety & Environmental Management System (QHSE) Manual

Star light airline

Dream city (No.1176) Erbil. Kurdistan, Iraq

Tel: +964 750 144 7485

Tel: +964 770 766 1213

	Designation	Name	Signature
Prepared By	QHSE Management Representative	Halimat Fuad Rasheed	
Checked By	General Manager		
Approved By	General Manager		

Amendments Sheet

Revision	Page Number	Section of Amendment	Amended by	Date
-----------------	------------------------	-----------------------------	-------------------	-------------

Section 2.0

Scope

STAR LIGHT AIRLINE has developed and implemented a QHSE Management System to better satisfy the needs of its clients, comply with applicable laws and regulations and improve the QHSE management system of the company.

QHSE management system demonstrates **STAR LIGHT AIRLINE** ability to consistently provide products and / or service that meets or exceeds the requirements of the client and applicable regulatory (if any). In addition to this, it also aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

Section 3.0 TERMS & DEFINITIONS

TERMS	DEFINITIONS
Conformity	Fulfilment of specified requirements
Contract Review	Systematic activities carried out by the supplier i.e. . in this QMS, before signing the contract to ensure that requirements for quality are adequately defined, free from ambiguity, documented and can be realized by the supplier.
Defect	Non-fulfilment of an intended usage requirement or reasonable expectation, including one concerned with safety.
Inspection	Activity such as measuring, examining, testing or gauging one or more characteristics of an entity and comparing the results with specified requirements in order to establish whether conformity is achieved for each characteristic.
Management Review	Formal evaluation by top management of the status and adequacy of the quality system in relation to the quality policy and objectives.
Objective Evidence	Information, which can be proved true, based on facts obtained through observation, measurement, test or other means.
Preventive Action	Action taken to eliminate the causes of a potential non-conformity, defect or other undesirable situation in order to prevent occurrence.
Procedure	Specified way to perform an activity
Process	Set of inter-related resources and activities which transform inputs into outputs (resources may include personnel, finance, facilities, equipment, techniques and methods)
Product	Result of activities or processes
Qualification Process	Process of demonstrating whether an entity is capable of fulfilling specified requirements
Quality Assurance	All the planned and systematic activities implemented within the quality system, and demonstrated as needed, to provide adequate confidence that an entity will fulfil requirement for quality
Quality Control	Operational techniques and activities that are used to fulfil requirements for quality
Quality Management	All activities of the overall management function that determine the quality policy, objectives and responsibilities, and implement them by means such as quality planning, quality assurance, quality control and quality improvement within the quality system.
Quality Manual	Document stating the quality policy and describing the quality system of an organization.
Quality Plan	Document setting out the specific quality practices, resources and sequences of activities relevant to a particular product, project or contract
Quality Planning	Activities that establish the objectives and requirements for quality and for the application of the quality system elements

TERMS
DEFINITIONS
Quality Policy

Overall intentions and direction of an organization with regard quality, as formally expressed by the top management

Quality System

Organizational structure, procedures, processes and resources needed to implement quality management

Quality

Degree to which a set of inherent characteristic meets requirements.

Record

Document which furnishes objective evidence of activities performed or results achieved

Specification

Document stating requirements

Traceability

Ability to trace the history, application and location of an entity (a product, process or an activity) by means of recorded identification

Verification

Confirmation by examination and provision of objective evidence that specifies requirements have been fulfilled

QHSE

Quality, Health, safety & environment

HSEMS

Health, safety & environmental Management System

OHS

Condition & Factors that affect or that could affect, the health and safety of employees or other workers (temp/contract), visitors or any other person in the workplace.

Environment

Surrounding in which the organization operates, including air, water , land, natural resources, flora, fauna, Humans and their interrelations.

Supplier

Subcontractor or Vendor

Organization

DELTADESIGN DÉCOR LLC

Document

A source for communication of information and evidence of conformity to specified requirements of an internal / external standard(s).

External Document

shall mean applicable standards and codes that are not originated from within the company. (Client guidelines, local & international standards)

Retention period

The time period, up to which the record shall be kept before it is either discarded or sent to store

Environmental Aspect

An aspect is an element of an organization"s activities, products or services, which can interact with the environment.

Hazard

Source or situations with a potential for harm in terms of injury or ill health, damage to property, damage to the work place environment, or a combination of these.

Risk

Combination of the Likelihood (probability) and Consequences (severity) of a specified hazardous event occurring.

Tolerable Risk

Risk that has been reduced to a level that can be endured by the organization having regard to its legal obligations and its own HSE policy.

**Consequence/ severity
ALARP**

Is the loss that can be inflicted if the hazard event occurs.
means to reduce a risk to a level which is „As Low As Reasonably Practicable" and involves balancing reduction in risk against the time, trouble, difficulty and cost of achieving it. This level represents the point, objectively assessed, at which the time, trouble, difficulty and cost of further reduction measures become unreasonably disproportionate to the additional risk reduction obtained.

Emergency

An emergency is any unplanned event that can cause deaths or significant injuries to employees, customers or the public; or that can shut down the business, disrupt operations, cause physical or environmental damage, or threaten the facilities financial standing or public image

TERMS

Incident

DEFINITIONS

Work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred, or could have occurred

An **accident** is an incident which has given rise to injury, ill health or fatality.

An incident where no injury, ill health, or fatality occurs may also be referred to as a “**near-miss**”, near-hit”, “close call” or “dangerous occurrence”.

An **emergency situation** is a particular type of incident.

Ill health

identifiable, adverse physical or mental condition arising from and/or made worse by a work activity and/or work-related situation

Lost time accident (LTI)

Any work related injury or illness, which prevents that person from doing work after the accident.

Audit

Systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

Internal Audits

Internal audits, sometimes called first-party audits, are conducted by, or on behalf of, the organization itself for internal purposes and can form the basis for an organization’s self-declaration of conformity.

Audit Programme

set of one or more audits planned for a specific time frame and directed towards a specific purpose.

Audit Criteria

set of policies, procedures or requirements used as a reference

Audit Evidence

records, statements of fact or other information which are relevant to the audit criteria and verifiable.

Auditee

organization/person being audited

Auditor

person with the competence to conduct an audit

Non-Conformity

Any failure to address a specified requirement of the standard, failure to achieve the fundamental aim of a system requirement and failure to achieve legal or statutory requirements.

Observation

An area of concern, a process, document, or activity that is currently conforming that may not if improved, result in a non-conforming system.

Nonconformity

non-fulfillment of a requirement

(Note - A nonconformity can be any deviation from relevant work standards, practices, procedures, legal requirements, etc. & QHSE management system requirements.)

Nonconforming products

When one or more characteristics of a product fail to meet specified requirements, it is referred to as a nonconforming product.

Customer Complaint

any communication from the customer, whether written or verbal, in which he expresses dissatisfaction with the product/ service provided by the company.

Continual improvement

Recurring process of enhancing the QHSE management system in order to achieve improvements in overall QHSE performance consistent with the organization’s QHSE policy

Corrective action

Action to eliminate the cause of a detected nonconformity (3.11) or other undesirable situation in order to avoid recurrence.

Preventive action

Action to eliminate the cause of a potential nonconformity (3.11) or other undesirable potential situation in order to avoid occurrence.

Section 4.0

QHSE MANAGEMENT SYSTEM

4.1 General Requirements

STAR LIGHT AIRLINE has established, documented, implements and maintains a QHSE Management System (QHSEMS) with an aim and commitment to continually improve by meeting the Policy and Objectives.

The QHSEMS comprises of processes identified and sequentially implemented considering the interaction between the processes is controlled through criteria and methods communicated to the appropriate level and monitored through measurements and analysis to achieve planned results and continual improvement.

In case organization is choosing to outsource any of its processes that could affect the product conformity with requirements, it will select only approved sources and control the processes in accordance with the defined parameters in the section 7.4 as per Purchasing Process.

Such outsourced processes may include Workforce subcontracting, Decorative False Ceiling, Dry Wall Partitions, Coating, Decorative Painting and Water Proofing Works, Calibration & Laboratory tests, Maintenance activities, Publicity/ publication services etc

4.2 Documentation Requirements

4.2.1 General

STAR LIGHT AIRLINE QHSE MS documentation includes in addition to this QHSE Manual, procedures, list of legal and other requirements and forms to ensure effective operation and control of the processes.

4.2.2 Quality Manual

STAR LIGHT AIRLINE has established and maintains a QHSE manual, which explains how, the requirements of ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007 have been incorporated into the QHSE system. Furthermore references of the QHSE procedures, documents, plans and records are given in the manual wherever required.

Description of the interaction between the processes of the QHSE management system has been identified in the ***Annexure – C - QHSEMS Processes interaction chart***.

4.2.3 Control of Documents

STAR LIGHT AIRLINE has established, documented, implemented and maintained the documented procedures for control of all documentation relating to the QHSE Management System.

These procedures facilitate to locate records and control issuance of forms and procedures. The availability of Quality System Operating Procedures and cancellation and withdrawal of superseded documents are identified through this procedure.

The procedure defines adequacy of documents prior to issue. It reflects the status of the changes and current revision of documents identified as well as relevant versions available at points of use. The procedure also defines how external origin documents are identified and how its distribution is controlled. It prevents the unintended use of obsolete documents.

4.2.4 Control of Records

STAR LIGHT AIRLINE has established a procedure for identification, collection, indexing, access filing, storage, retrieval, protection and disposition of records necessary to demonstrate the requirements for QHSE are met and the QHSE system is working effectively. Pertinent QHSE records from the subcontractor are also controlled.

The QHSE records are legible, readily retrievable, and are stored in suitable environment to prevent damage, deterioration or loss.

The procedure defines, where and by whom the records are maintained. The procedure also provides for the disposition of QHSE records after prescribed retention period is over. When contractually required, the customer shall be afforded access to the QHSE records pertaining to the relevant contract.

The procedure addresses the control of electronic data fed to the computer. The backup of this data is produced and all backup operations are monitored and recorded. Safety and security aspects of backup data operations are defined in the procedure.

Section 5 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

The top Management of Organization firmly believes in continual improvement in the business growth and stability through the establishment of QHSE Management System. It has communicated to all members of the organization the importance of meeting customer as well as statutory & regulatory (legal) requirements.

STAR LIGHT AIRLINE top Management has established QHSE Policies & Objectives at relevant functions & processes. Organizations management is committed to provide adequate and timely resources for the implementation of the system and conduct management reviews at planned intervals to assess its' effectiveness.

5.2 Customer Focus

Customer satisfaction is an essential part of the QHSE Policy and the top management will ensure that the current & future needs and expectations of the customer are identified with an aim to not only meet them but to exceed them.

5.3 Quality Policy

STAR LIGHT AIRLINE QHSE Policies are defined and approved by Top Management (General Manager). This Policy is part of this Manual. The contents of the QHSE Policies are disseminated throughout organization. QHSE Policies are communicated and understood at all levels in the Company and reviewed for continuing suitability in the Management Review and provides a frame work for establishing and reviewing QHSE Objectives.

QHSE Policies are also available to interested parties & public.

Reference: Annexure A for Quality Policy, Health, Safety & Environmental Policy

5.4 Planning

5.4.1 General

STAR LIGHT AIRLINE management has identified and established resources required to satisfy the requirements of its customers, both regarding equipment and personnel and to achieve the QHSE Objectives

Top Management are responsible to ensure that adequately trained personnel are assigned to manage, perform and verify work affecting Quality of product and services supplied to clients, the Health & Safety of the employees or those working on organization's behalf and the Environment.

Adequacy of resources including trained personnel, equipment, machines, etc., with regards to meeting the client's QHSE requirements, are reviewed periodically by Projects Manager/ Project In-Charges during the Project Reviews/ Management Review and necessary actions are taken.

The management also ensures that any change process is controlled and does not affect the integrity of the QHSEMS.

5.4.2 QHSE Objectives

STAR LIGHT AIRLINE has established measurable objectives that are consistent with the QHSE Policy and pursued at relevant levels and functions in the organization. Some of the objectives pertain to the project requirements and all the objectives aim at continual improvement of the QHSEMS.

Objectives and Targets:

STAR LIGHT AIRLINE defines set objectives and targets for QHSE Management System to enable and prove to be continually improving QHSE performances. QHSE Management Representative and Project/Department Managers are responsible for setting QHSE objectives and targets on an annual basis. Objectives & targets are prioritized on the basis of customer requirements, significant HSE Aspects/Impact & legal requirements.

The following inputs are considered for setting objectives:

- QHSE Policy;
- Legal and other requirements;
- Customer Requirements;
- List of significant HSE aspects/hazards and risks;
- Views of interested parties;
- Operational and business requirements; and,
- Financial and technological options.

Organization will establish and maintain documented QHSE objectives and targets at different levels of the company. Actual performance against specified targets will be measured and documented periodically. At the Management Review meeting, each objective shall be reviewed, evaluated, and maintained, updated, or replaced as appropriate. QHSE objectives will be monitored and be met within the time frame defined.

QHSE Management Programs:

Organization will establish and maintain annual QHSE Management Programs & identified in the format. QHSE Management Program will address the following:

- Responsibilities for achieving objectives and targets; and,
- The means and time scale by which they are to be achieved

5.5 Environmental Aspects and OH&S Hazards Identification and Risk Assessment

Identification of Health, Safety & Environmental aspects and their associated impacts are performed by various functions whose activities are relevant to QHSE management system under the guidance of the head of relevant Project/Department. Similarly, risk assessment is performed to ensure that all activities associated risks are considered while setting objectives & targets and management programs.

The management of risk is based on identification, assessment, and control of risk. Risk Management is a loss control program where identification of risk and its potential consequence is the key element. Therefore, all employees should be trained to recognize potential hazards, think defensively and anticipate problems through preparation and planning, to carry out the operation with the proper protection, training, awareness, coordination and skill to avoid incidents.

HSE aspects and associated risk of organizations activities are maintained and these will be reviewed and updated as per the procedure for identification of HSE aspect and assessment of risks

Risk assessment is an important factor in the effective planning of all organization's HSE activities. All significant HSE aspects associated with organization's business are identified, existing control measures assessed, and the required risk control plans implemented.

All identified risks shall be reported to the Project/ Department Managers and QHSE Management Representative, these are categorized, analyzed and prioritized with respect to areas of operations with high potential for loss to be re-appraised and effective changes to be determined, documented, communicated, implemented and monitored.

5.7.2 Management Representative

STAR LIGHT AIRLINE top Management has appointed a member(s) of management with specific responsibility for QHSEMS, irrespective of other responsibilities, as Management Representative. The Management Representative works under the authority of the General Manager and reports directly to him, with the following responsibilities and authorities:

- Ensuring that the QHSE management system is established, implemented and maintained in accordance with this QHSE Standards
- Ensuring that reports on the performance of the QHSE management system are presented to top management for review and used as a basis for improvement of the QHSE management system.
- To promote throughout the organization, the awareness of meeting Customer requirements and thus achieving Customer satisfaction through effective implementation of all these processes.

5.8 Communication, participation and consultation

5.8.1 Communication

Documented procedures have been developed and implemented which clearly shows internal communication among the various levels and functions of the organization, communication with contractors and other visitors to the workplace & receiving, documenting and responding to relevant communications from external interested parties.

Organization will not communicate with externally about its significant environmental aspects.

Project Manager & Management representative is responsible to ensure that communication from external parties is received, documented & responded to in an effective manner.

5.8.2 Participation and consultation

STAR LIGHT AIRLINE have establish, implement and maintain a documented procedure for the participation of workers & consultation with contractors where there are changes that affect their OH&S.

Reference Procedure:

Communication, Participation and Consultation - QHSEP-03

5.9 Management Review

5.9.1 General

Top management shall review the Star light airline QHSE management system, once a year, to ensure its continuing suitability, adequacy and effectiveness.

All the key personnel like process/department heads will participate in the Management Review. If the formal meeting is conducted then shall be chaired by General Manager and if any key person is absent, MOM will be sent to him.

5.9.2 Review Input

Agenda (Input) of the QHSE Management Review is as below minimum.

- Follow-up actions from previous management reviews;
- QHSE Policies
- The extent to which QHSE objectives & target have been met;
- Results of QHSE internal & external audits
- Evaluations of compliance with applicable legal requirements and with other requirements to which the organization subscribes;
- Customer feedback and Relevant communication(s) from external interested parties, including complaints;
- The results of participation and consultation
- Process performance & product Conformity
- The HSE performance of the organization;
- Status of incident investigations
- Status of corrective actions and preventive actions;
- Changing circumstances, including developments in legal and other requirements related to OH&S & Environmental Aspect;
- Changes that could affect the Management System.
- Recommendations for improvement.

5.9.3 Review Output

The Review output shall include decisions & actions regarding:

- QHSE policies and objectives, target
- Improvements of the effectiveness of QHSEMS and its processes
- Improvements of product/ service related to customer requirements.
- Resource needs
- OH&S performance;
- Other elements of the HSE management system.

Relevant outputs from management review shall be made available for communication and consultation.

Minutes of the Management Review are recorded and filed by QHSE Management Representative.

Section 6.0 RESOURCE MANAGEMENT

6.1 Provision of Resources

STAR LIGHT AIRLINE Management has identified and established resources required to implement and maintain the QHSEMS and continually improve its effectiveness and to enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

STAR LIGHT AIRLINE General Manager with the process owners like Department Managers and Project Managers etc, ensure that the personnel performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, Training and Awareness

Documented Procedures are established and maintained by STAR LIGHT AIRLINE for the identification of training needs and for providing training to organizational personnel, whose activities affect quality. Personnel performing specific assigned tasks are qualified. They are chosen with the required experience and/or are trained accordingly.

The procedure defines how training requirements are identified and how evaluation of the effectiveness of training is provided.

The organization gives great importance to ensure that all personnel performing activities affecting quality have adequate education and experience. This is achieved through recruitment of suitably qualified personnel and the provision of adequate training.

The procedure also requires the review of the training needs of personnel, at least once every year. This is achieved through staff appraisals and where training requirements are identified, a plan for further training is established. The procedure also assigns responsibility for the provision of any further training.

All the records pertaining to their training, performance, education and experience are maintained by personnel department.

6.3 Infrastructure

STAR LIGHT AIRLINE has identified, provided and maintains necessary facilities to achieve the product as well as HSE requirements. The facilities include workspace, appropriate equipment, hardware and software, associated utilities and supporting services like preventive maintenance, transport, accommodation, communication systems etc.

The facilities are reviewed for adequacy and suitability for the existing and future requirements through different forums/meetings.

6.4 Work Environment

The management has determined and manages the necessary work environment needed to achieve conformity to the product/service requirements.

ORGANIZATION identifies and manages the Environmental, physical and other factors of the work environment needed to achieve conformity of the product. These are included in the QHSE Plans, procedures, work instructions and safety practices as appropriate. Every project execution starts with the mobilization phase of equipment, offices and temporary accommodation for the employees as per the project requirements and conditions.

The work environment is reviewed for adequacy and suitability for existing and future requirements in the internal audits/ inspections/meetings

Section 7 **PRODUCT REALIZATION**

7.1 Planning of Product / Service Realization

STAR LIGHT AIRLINE not only maintains but also to improve the quality of services by ensuring the effective controls on the processes. Management plan & develop the processes needed for service/product realization, which will be consistent with the requirements of the QHSE MS.

STAR LIGHT AIRLINE carries out Quality & HSE planning based on project specific contract documents, procedures and work instructions that are prepared from customers' specifications, international codes and practices and internal expertise and experience. The customer requirements & quality objectives are identified at an earlier stage (Contract review stage) and are incorporated into the "Project/contract specific QHSE Plans" or appropriate document required by client which are prepared for each project outlining all QHSE issues and how they will be managed.

The procedures specify processes, equipment and controls. The persons using the procedures are qualified and skilled. Where contractually required, the QHSE plans are agreed with the clients.

7.2 Customer-related Processes

7.2.1 Determination of Requirements Related to the Product

STAR LIGHT AIRLINE gives adequate consideration to identification of customer requirements, which include product requirements, specified or unspecified by the customer but required for the intended use, requirements about availability, delivery and support and legal and regulatory requirements.

All the defined /undefined customer requirements are part of our contract reviews therefore the customer requirements are properly identified and evaluated at the preliminary stages.

The management will review all new contracts in accordance with the client's requirements and ensures that each agreement is reviewed for:

- a) Thorough documentation of requirements.
- b) Complete resolution of differences in understanding requirements.
- c) Issues that may challenge the capability of organization to fulfill the intended contract.

Changes to contracts can only be made by co-agreement between the designated representative of organization and the client representative.

7.2.2 Review of Requirements Related to the Product/Service

STAR LIGHT AIRLINE reviews the requirements related to the product. The review is conducted prior to the Company's commitment to supply a product to the Customer (e.g. submission of tenders, acceptance of contracts, acceptance of changes to contracts or orders) and ensures that:

- Product/project requirements are defined
- Tendering process which include review of tender documents, site visit, clarification for details and ambiguities from Client, preparation of purchase inquiries, quantity takeoff, submission of tender are carried out in a systematic way in line with the set procedures.

- Receipt, review and acknowledgement of orders are performed in strict compliance to procedural rules. Any conflict between tender submitted and order received are resolved prior to job execution.
- Modifications to contract either proposed by the Customer or by organization are recorded and transferred to all departments for incorporation during execution of the job. As required cost implication of such proposed changes are submitted to Client for approval.
- Records of the results of the review and actions arising from the review are maintained.

7.2.3 Customer Communication

STAR LIGHT AIRLINE has determined and implemented effective arrangements for communicating periodically with the Customer at different levels :

- Customer feedback in terms of suggestions or complaints related to products and/or services received are prioritized and relevant actions taken and properly recorded along with corrective and preventive action procedure and client feedback form.
- All communications related to products are maintained in the relevant project files including inquiries, orders and amendments.

Excluded, not applicable

7.4 Purchasing

7.4.1 Purchasing Process

STAR LIGHT AIRLINE has established documented procedures to ensure that procured material, equipment and services are conforming to the Client's requirements and that the HSE requirements are met.

- Evaluation and selection of suppliers/ vendors/ sub-contractors based on their ability to meet subcontract requirements with respect to QHSE. Criteria for selection and periodic evaluation are defined and results of the evaluations and follow up actions are recorded.
- Communication of adequate details of requirements to vendors/ subcontractors,
- Receiving inspection and verification of purchased products.

7.4.2 Purchasing Information

Purchasing documents clearly and completely describes the ordered products and the QHSE requirements including where applicable.

- The type, class, grade or other applicable precise information.
- The title, and applicable issue of specifications, drawing process
- Requirements for approval, or qualification of product, procedures, processes, equipment and personnel.
- QHSE Management system as well as project specific requirements.

The purchasing documents are reviewed for accuracy and adequacy prior to release of the documents.

7.4.3 Verification of Purchased Product

Verification of purchased products is carried out through an inspection process. Materials receiving inspection ensures that only Quality approved items are procured.

If verification of materials is required at supplier's premises or by Client's representatives, the arrangements for, the same shall be specified while a purchase order is placed. If required, the Client and /or his representative shall be given access to verify at source that the products are in conformity with the contract requirement.

7.5 Service/Product Provision

7.5.1 Operations Control

All activities of STAR LIGHT AIRLINE that affect QHSE Management System are planned and controlled so that staff can perform a task correctly under various operating conditions including emergency situations.

Assigned Project Manager or lead shall collect all related information, requirements of the Customer and establish the mobilization plan and construction plan where he shall describe the scope of work and details, all the possible activities to execute the project within the defined time frame. The construction activities/services are executed in accordance with the client or our Project Quality Plan & HSE plan. In case of changes, all amendments are recorded and controlled. Controlled conditions that may include the following:

- Availability of work instruction, applicable procedures, Quality Plan, HSE Plans, ITP's, method statements as applicable.
- Availability of resources including equipment's & monitoring & measuring equipment's to perform the activities
- Implementation of monitoring & measuring activities including inspections, product release, delivery and post-delivery activities in controlled conditions in accordance with the Project Quality Plan, HSE Plan & Inspection & Test Plans as applicable
- Procedures to control the operations associated with the identified significant HSE aspects/risks of the company's activities, products and services, and these are communicated to suppliers/contractors.
- Implement controls related to purchased goods, equipment and services and control related to contractors and other visitors to the workplace;

7.5.2 Validation of Processes for Production and Service Provision

When STAR LIGHT AIRLINE uses processes where the resulting product cannot be fully verified by subsequent measurements and monitoring, the processes are validated to demonstrate the ability of the processes to achieve the desired results. The validation includes qualification of equipment, personnel and procedures, records to support the validation and specified interval of revalidation.

7.5.3 Identification and Traceability

STAR LIGHT AIRLINE has established, documented and maintains systems to ensure that the product/ service is clearly identified during all stages from receipt to delivery and is traceable where contractually traceability is required.

Processes are established to ensure that product or services can be traced to their source and quality by:

- Identifying documents in relation to the service provided during specified stages of the service.
- Identifying the personnel performing work at each stage in the preparation and supply of the service.

7.5.4 Customer Property

The status of Customer properties and facilities handed over during project execution is recorded. While receiving such Customer property the suitability and working condition are notified to the Customer.

The Project Manager / Lead is responsible for the implementation of this process.

In the case where clients provide STAR LIGHT AIRLINE with certain properties includes intellectual properties (engineering drawings, specifications, agreements, personal data or any other type of documents) special conditions and actions are taken at organization for:

- verification of customer supplied products,
- care (Storing & protecting) for such customer supplied products,
- Communicating any loss or damage of customer supplied products which may occur on them while still under organizations custody.

7.5.5 Preservation of Product

Several methodologies are established, documented, implemented and maintained to preserve the conformity of product/item during internal processing and delivery to the intended destination. This preservation includes identification, handling, storage and protection.

The receiver will be provided with a copy of the purchasing documents (e.g. LPO) in order to be able to verify that the received items are according to specifications, All received items are subject to receiving inspection (refer to 7.4), if found acceptable, they are accepted in the workplace / site store according to special documentations (e.g. receiving vouchers...etc).

Where rejected items are identified, they are either marked or placed in designated rejection areas at the project site and segregated from other conforming items until a decision is made regarding them in accordance with accounts / GM.

7.6 Control of Monitoring and Measuring Equipment

Star light airline. determines the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements. The organization establishes processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment are calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification are recorded, are adjusted or re-adjusted as necessary, are identified to enable the calibration status to be determined, are safeguarded from adjustments that would invalidate the measurement result, are protected from damage and deterioration during handling, maintenance and storage.

In addition, the organization assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained.

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This is undertaken prior to initial use and reconfirmed as necessary.

7.7 Emergency Preparedness & Response

General

STAR LIGHT AIRLINE has established a procedure for ensuring that it has identified the potential emergency situations, established preventive measures and response plans to respond at any time to accidents, emergency and hazardous situation involved in its operations. These have been developed in such a way so as to provide an effective response to any foreseeable emergency to mitigate the HSE impact associated with them.

These emergency procedures have been formulated and developed based on the information obtained from Aspect/Hazard identification and risk assessment process and will be reviewed and revised on a regular basis. In particular after the following:

- The occurrence of any accidents or emergency situation; and,
- After periodical testing

Organizations emergency procedures will compliment and support all client emergency response arrangements.

Drills and Exercises

Emergency response exercises will be conducted periodically, wherever possible. All emergency response exercises will be carried out in such a way as to comply with organizations QHSE Policies, aims and objectives and meet all client emergency response requirements.

Drills and exercises reports are documented and recorded.

Fire Fighting and Life Saving Equipment

Fire Fighting and Life Saving Equipment are provided at organizations Head office & project sites. This equipment are surveyed and certified periodically.

Section 8

MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

STAR LIGHT AIRLINE has planned and implemented the monitoring, measurement, analysis and improvement processes needed to demonstrate conformity to product /service requirements, to ensure conformity of the QHSE management system and continually improve the effectiveness of the QHSE management system.

Organization will include applicable methods, including statistical techniques and the extent of their use during the analysis of data.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

Management System performance of the organization is monitored by getting information through the customer feedback/ Satisfaction Survey or meetings or compliments relating to customer perception as to whether the organization has met customer requirements.

STAR LIGHT AIRLINE management encourages introduction of innovative schemes for obtaining customer response. The analysis of the feedback, including complaints is done by QHSE Management Representative, using appropriate tools like statistical techniques as required. The feedback is used as a key performance indicator for the QHSE MS.

STAR LIGHT AIRLINE process requires that customer's complaints whether written or verbal are recorded and reviewed by authorized personnel to establish if they are justified. In case of unjustified complaints a reasonable explanation is offered to the customers. All justified complaints are subject to analysis in order to determine immediate correction actions as well as to establish the root causes of the problems and to implement suitable corrective actions. Customers are notified of immediate correction measures as well as informed of what corrective action will be taken to avoid recurrence. Controls are established to ensure the processing of customer complaints in timely and effective manner. The results are discussed in the management review meetings.

8.2.2 Internal Audit

STAR LIGHT AIRLINE has established a documented procedure to ensure the QHSE activities and related results throughout the organization are regularly audited to check their compliance to plan arrangements and to determine the effectiveness of the QHSE Management system. Audits are scheduled on the basis of the status and importance of the activity.

The procedure requires that each activity to be audited periodically. QHSE Management Representative establishes an annual internal audit plan. The procedures ensure that in all cases the auditors are independent from the persons responsible for the area being audited.

All non-conformities discovered during the audit are recorded separately and the audit report is established. The results of the audit are communicated to the Management after audit or in the management review. The respective department/project managers are responsible for taking the agreed corrective actions in a timely manner.

The procedure requires that the implementation and the effectiveness of the corrective action is verified and recorded in the follow-up audit, which is initiated by QHSE Management Representative.

8.2.3 Monitoring and Measurement of Processes

While QHSE Plans or specified procedures are prepared for each project, the process control activities are identified and inspections are to be conducted as per inspection & test plan or any other requirements identified through specifications, drawings etc. Records of such inspection results shall be maintained as evidence of conformity. When planned results are not achieved, correction and corrective action shall be taken, as appropriate.

8.2.4 Monitoring and Measurement of Product/Service

Inspection and Testing Activities are carried out in order to verify that the specified requirements for the product / service (projects) are met.

Inspection and checking of all incoming materials is carried out to verify the compliance with the requirements. Organization ensures that no incoming product is used until inspected. Consideration has been given to the amount of control exercised at the customer premises to tailor receiving inspection accordingly.

Provision is made in the process for enabling the use of material for urgent needs prior to verification. In such cases, the procedure however, ensures positive identification of such material to enable immediate recall, if found non-conforming in subsequent inspection to specified requirements.

All products/ services are inspected at appropriate stages to ensure that they meet the contracted requirements.

Complete product/ service is subjected to final inspection and is not considered as complete unless the final inspection has been carried out in accordance with documented procedures or inspection and test plan, the product/ service conforms to specified requirements and the associated data and documentation are available and authorized.

The acceptance criteria for final inspection and testing are defined in relevant quality procedures/ inspection and test plans. In some cases, interfaces with the customer will be explored to find out how the customer assesses the quality of service provided.

Inspection records are maintained to demonstrate that required inspection and test have been undertaken and clearly indicate the pass/ fail status of the products/ service. In case the product/ service fail to pass inspection and/or test; the procedure for control of non-conforming products applies.

Inspection records clearly identify whether the product/ service was satisfactory or not. The inspection authority is identified in the records.

The inspection and test status is clearly shown to ensure that only material that has passed inspection and test is stored or released to the customer, and service will not be regarded as complete until all the inspection and tests have been completed.

The inspection and test status of the materials and service is identified in the records.

The Projects Manager is authorized to deliver the final product / services to the customer.

8.2.5 HSE Performance measurement and monitoring

STAR LIGHT AIRLINE has established, implemented and maintain a process to monitor and measure HSE performance on a regular basis. This procedure(s) shall provide for:

- both qualitative and quantitative measures, appropriate to the needs of the organization;
- monitoring of the extent to which the organization's OH&S objectives are met;
- monitoring the effectiveness of controls (for health as well as for safety);
- proactive measures of performance that monitor conformance with the OH&S programme(s), controls and operational criteria;
- reactive measures of performance that monitor ill health, incidents (including accidents, near-misses, LTI etc.), and other historical evidence of deficient OH&S performance;
- Recording of data and results of monitoring and measurement sufficient to facilitate subsequent corrective action and preventive action analysis.

8.3 Control of Nonconforming Product

STAR LIGHT AIRLINE has established a procedure for identification, recording, evaluation, segregation (when practical), disposition and immediate reporting of any instances of non-conforming incoming material, in-process products and final delivery of service.

The authority and responsibility for review and disposition of non-conformities in materials, products and services are defined in the procedure. Non-conforming material/ product/ service can be:

- Reworked/ Redone to meet specified requirements
- Accepted with or without concession which shall be reported to the customer or customer's representative
- Rejected

The procedure requires that, in addition to the immediate disposition, the reason for non-conformities are analyzed for root cause to determine corrective and preventive actions required to avoid recurrence. In all cases, information concerning a non-conforming material, product or service is fed back to appropriate personnel.

When the non-conformance is rectified by rework, it is re-inspected in accordance with the documented procedures.

8.4 Analysis of Data

STAR LIGHT AIRLINE collects and analyses appropriate data to ensure the suitability and effectiveness of QHSEMS.

The analysis of data provides information relating to customer satisfaction, Suppliers, conformity to product/service requirements and characteristics and trends of processes and products, including opportunities for preventive action

8.5 Incident Investigation

STAR LIGHT AIRLINE has established, implemented and maintain a procedure to record, investigate and analyse incidents in order to:

- determine underlying OH&S deficiencies and other factors that might be causing or contributing to the occurrence of incidents;
- identify the need for corrective action;
- identify opportunities for preventive action;
- identify opportunities for continual improvement;
- Communicate the results of such investigations.
- The investigation is performed in a timely manner.

Any identified need for corrective action or opportunities for preventive action is dealt with in accordance with corrective action or preventive action procedure. The results of incident investigations is documented and maintained.

8.6 Improvement

8.6.1 Continual Improvement

STAR LIGHT AIRLINE has continually improve the effectiveness of the QHSE management system through the use of the QHSE policy, QHSE objectives, audit results, analysis of data, corrective and preventive actions and management review. PLAN – DO – CHECK – ACTION philosophy/ process approach is followed.

8.6.2 Corrective and Preventive Action

STAR LIGHT AIRLINE has established documented and implemented a Corrective and Preventive procedure and has taken/ determine action to eliminate the causes of nonconformities/ potential nonconformities in order to prevent recurrence/ occurrence. Corrective / Preventive actions shall be appropriate to the effects of the nonconformities encountered/ potential problems