



<p>MASTER QUALITY DOCUMENTS</p>	<p>MQ-QQ-001-003 Master Quality Management Manual</p>	
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MASTER QUALITY MANAGEMENT MANUAL

Reviewed by	Curtis Sims	Issue Number	3
Approved by	Peer Review Board	Issue Date	18 Aug 2009

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Revision Table:

Number	Description	Date	Approved
1	Initial Release		
1.1	Reviewed and updated	04/28/2008	
2.0	Added Employee Quality and Red/Green Tag policy	08/02/2008	
2.1	Added Training Matrix	11/18/2008	
2.2	Added Safety Mgmt. System	07/15/2009	
2.2	Edited content and layout	07/26/2009	
3	Applied revised document numbering	08/18/2009	

ABBREVIATIONS

CPAR	Corrective and Preventative Action Report
QHSE	Quality Health Safety and Environment
TZ	Transition Zone
GIS	Geographic Information System

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1. INTRODUCTION

This document details the various components of the NCS SubSea, Inc. Master Quality System. This system was designed to use a hierarchical structure of plans and procedures to ensure standardization throughout company operations.

2. SCOPE

This document is intended to educate NCS SubSea employees and clients on the structure of the quality system in place within NCS SubSea.

3. RESPONSIBILITY AND AUTHORITY

This document was created and approved by the NCS SubSea peer review board. This document may not be altered in any way without approval by the NCS SubSea peer review board.

4. MISSION STATEMENT

NCS SubSea, Inc. provides superior services to our Clients by attracting and retaining the best talent in the industry. We expect to exceed the expectations of our Clients on every job, and generate a business environment where the Quality of Service is the deciding factor in conducting business.

5. EMPLOYEE QUALITY RESPONSIBILITY

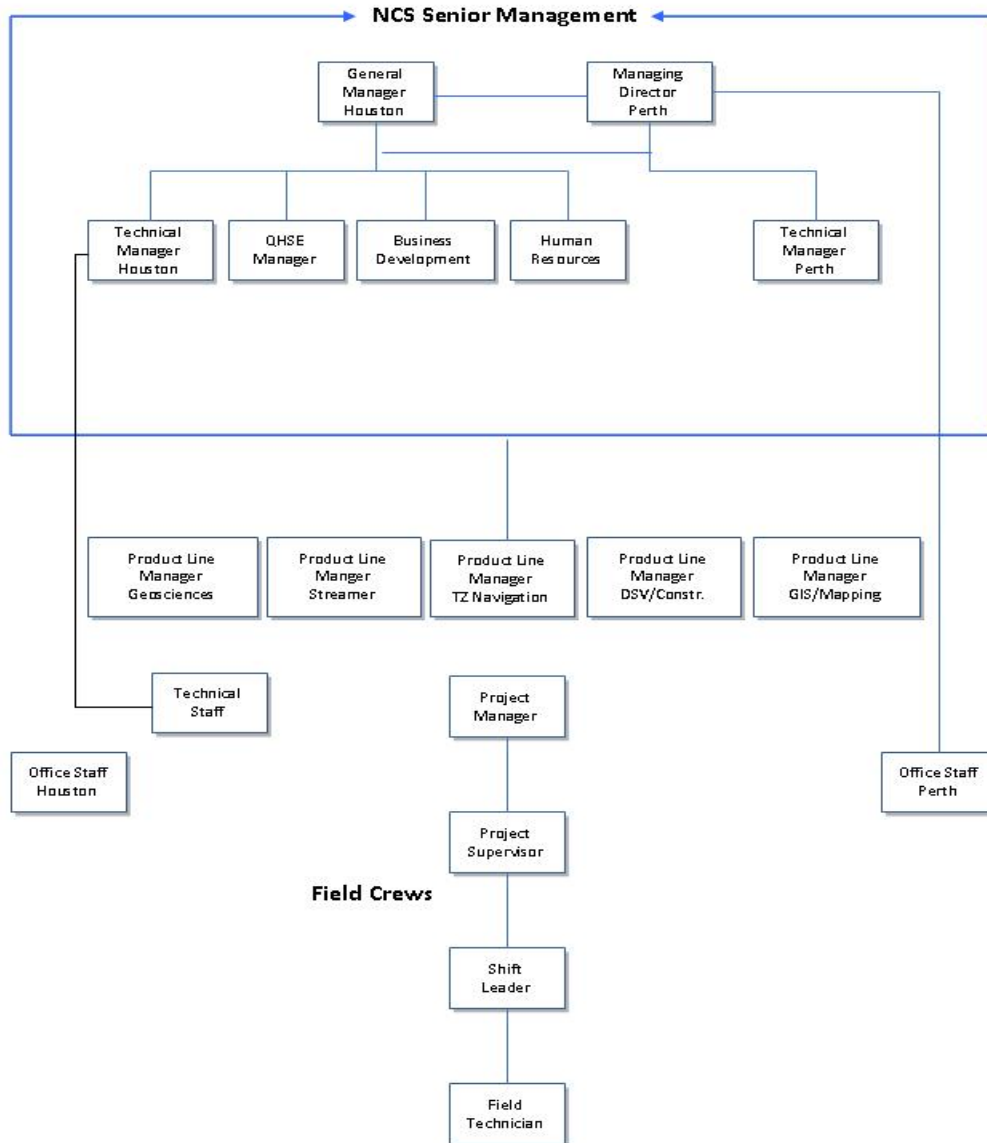
It is the responsibility of every employee at NCS SubSea to maintain the company's reputation of delivering a quality product.

Any employee, who at any time has reason to believe that a quality Deliverable is not being produced for our Client, will accept responsibility for the lack of quality unless that employee alerts their supervisor to the situation and receives subsequent confirmation that the data is acceptable. If it is believed by the employee that the situation will result in a Deliverable failure, a member of Senior Management must be notified immediately.

Any employee, who believes that an existing practice, process, or procedure can benefit from improvement, should address this via the Peer Review Board and with their immediate supervisor. Active participation in the ongoing improvement of the QHSE Management System is the job of everyone in the company.

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6. COMPANY ORGANIZATION



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7. QHSE MANAGEMENT SYSTEM DESIGN

7.1 QHSE SYSTEM COMPONENTS

7.1.1 MASTER QUALITY MANAGEMENT MANUAL

Top level document detailing NCS SubSea’s management system to ensure QHSE conformity during routine operations. All employees of NCS SubSea must read and adhere to the Master Quality Management Manual.

7.1.2 HUMAN RESOURCES MANUAL

All employees of NCS SubSea must read and adhere to the Policies and Procedures defined in the HR manual.

7.1.3 SAFETY MANAGEMENT SYSTEM

Document that outlines the specifics of managing the Safety aspect of NCS SubSea operations to ensure that our collective goal of an Incident Free Workplace is maintained.


7.1.4 TRAINING MATRIX

The Training Matrix is a key component of the quality system that defines the training courses conducted by NCS SubSea and tracks each employee’s training record. Before a new employee is qualified to work in the field that employee must complete a minimum training curriculum consisting of all Orientation and Positioning Theory courses.

Training courses are categorized into three tiers. These tiers determine who may author and approve a training course.

- Tier 1 courses written by senior management and ratified by the peer review board. These courses may be instructed by a member of senior management and consist of:
 - Orientation courses
 - Positioning Theory courses
 - Basic guides

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- Tier 2 courses are written by a Product Line Manager and ratified by senior management. These courses may be instructed by Product Line Manager or above and consist of:
 - Quality plans
- Tier 3 courses are written by a Product Line Manager and ratified by peer review. These courses may be instructed by a Project Manager or above and consist of:
 - Operational procedures

7.1.5 PRODUCT LINE SPECIFIC QUALITY MANUALS

The operational substructure of NCS SubSea has been divided into a group of Product Lines. The Product Line Manager is responsible for their Quality Manual and the direct execution of the processes outlined within. The Quality Manual provides the specific mechanisms for executing works specific to that Product Line.

7.1.6 EQUIPMENT CONFORMITY SYSTEM

All NCS field equipment will be subject to a conformity system in which the equipment’s suitability for use in the field will be determined by a formal “Checkout Procedure” resulting in tagging where green is conforming and fit for use, and red is non-conforming and not fit for use. Green tags must be signed by the technician performing the checkout procedure.

7.1.7 PROCEDURES DATABASE

A folder on the Houston common server containing NCS SubSea procedures approved by the Peer Review Board. The approved procedures can also be accessed on the internet via the login space on the NCS SubSea website.

7.1.8 CPAR DATABASE


A web based database available on the NCS SubSea website used to identify corrective and preventative action requirements company wide.

7.1.9 JOB SPECIFIC DOCUMENTS

7.1.9.1 Bid Document

Contains the Request for Quote from the Client and the Response, including pricing, from NCS. This document requires a Scope of Work from the client, and technical/pricing review from Senior Management.

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7.1.9.2 Work Order

Outlines the specific work(s) to be carried out by NCS during the contract, including a full list of deliverables and a project timetable.

7.1.9.3 Job Book

A collative document containing all relevant documentation created during the course of a contract.

7.1.9.4 Trip Report

A document detailing all relevant activities executed by NCS while servicing a contract. It encompasses the period of time from when a field employee arrives on a crew, until he or she departs the crew.

7.1.9.5 Final Report

The final deliverable document containing a chronological synopsis of all works executed by NCS SubSea during the course of the contract, along with any specified deliverables.

7.1.10 MASTER SERVICE AGREEMENT

Optional Legal Document defining terms and conditions between NCS SubSea and Client.

7.1.11 ROUTINE MEETINGS

The following meetings are conducted at periodic intervals in the NCS SubSea office in Stafford, TX. All employees are invited to attend and take part in these meetings.

7.1.11.1 Operations Meeting

Scheduled Frequency: Bimonthly

Preferred Meeting Time: 0930 hr, Tuesday

Quorum: One member of Senior Management and one Product Line Manager.


Purpose: Operations meetings are held to discuss the current state of all ongoing operations. Meeting format will include job by job review of all operations addressing all aspects of the job weekly reports.

7.1.11.2 CPAR Review Meeting

Scheduled Frequency: Bimonthly

Preferred Meeting Time: 0930 hr, Thursday

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Quorum: One member of Senior Management, two Product Line Manager or above.

Purpose: To discuss and define the requirements for closure of the CPAR reports.

7.1.11.3 Peer Review Board

Scheduled Frequency: Monthly

Preferred Meeting Time: 1300 hr, First Thursday of Month

Quorum: Either the GM or MD, plus at least one member of Senior Management and a combination of two Project Managers or above.

Purpose: To analyze and approve or reject procedures submitted as proposed company policy.

7.1.11.4 Product Line Managers Meeting

Scheduled Frequency: Semi Annually

Preferred Meeting Time: Second Week of December, Second Week in June

Quorum: 3 members of Senior Management and at least 1 Product Line Manager.

Purpose: General discussion on operations and company performance.

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7.2 QHSE SYSTEM MODEL

NCS QHSE Management Model




7.2.1 MANAGEMENT COMMITMENT

Demonstrated via the existence of this document and the subsequent documents mentioned herein. Commitment is also visible by participation of management in all phases of the system, and practice of the system in all areas of the company.

7.2.2 POLICY & OBJECTIVES

These are outlined in the primary documents that are referenced herein (HR Manual; Product Line Specific Quality Plans; Safety Management System). Ongoing improvement of policy & objectives is achieved through active participation by all employees in the CPAR reporting database, procedures manual, and the Peer Review Board.

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7.2.3 ORGANIZATION, DOCUMENTATION, RESOURCES

The organizational structure of the company and the functional implementation of the Management System is outlined herein; with the broader scale and scope being encompassed by the documentation and processes referred to within this document. Resources are training; Quality Plans; CPAR database; Safety Management System; Peer Review, and scheduled meetings.

7.2.4 RISK MANAGEMENT

The system addresses Risk Management through utilization of Product Line Specific Quality Plans; Job Specific Documentation; the CPAR database; Safety Management System; and Training.

7.2.5 PLANNING

The system requires the Quality Plans, which address what is required to execute a job within each particular Product Line. Prescribed meetings address planning on the macro level. The transparent nature of the system as facilitated by the CPAR database and the Peer Review Board allow for ideas & input from across the company, which is utilized in the planning processes.

7.2.6 IMPLEMENTATION & MONITORING

The Product Line specific Quality Plans, along with the Peer Review Board, oversee implementation of the System. Monitoring is achieved primarily via the CPAR database.


7.2.7 AUDIT & REVIEW

The CPAR meetings provide the platform for auditing the system; augmented by the prescribed meetings outlined herein.

8. REFERENCES

The Company maintains a Master List of Documents, which resides on the common server in the Houston Office at the following address:

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["N:\Data\Policies and Procedures\Company Policies and Documents\Master List of Documents.xls"](#)

All documents linked to this spreadsheet represent Company Policy and can be relied upon to reflect the most current information available *if accessed through the hyperlinks on the spreadsheet.*

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