



<b>QUALITY MANAGEMENT SYSTEM MANUAL</b>
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# QUALITY MANUAL

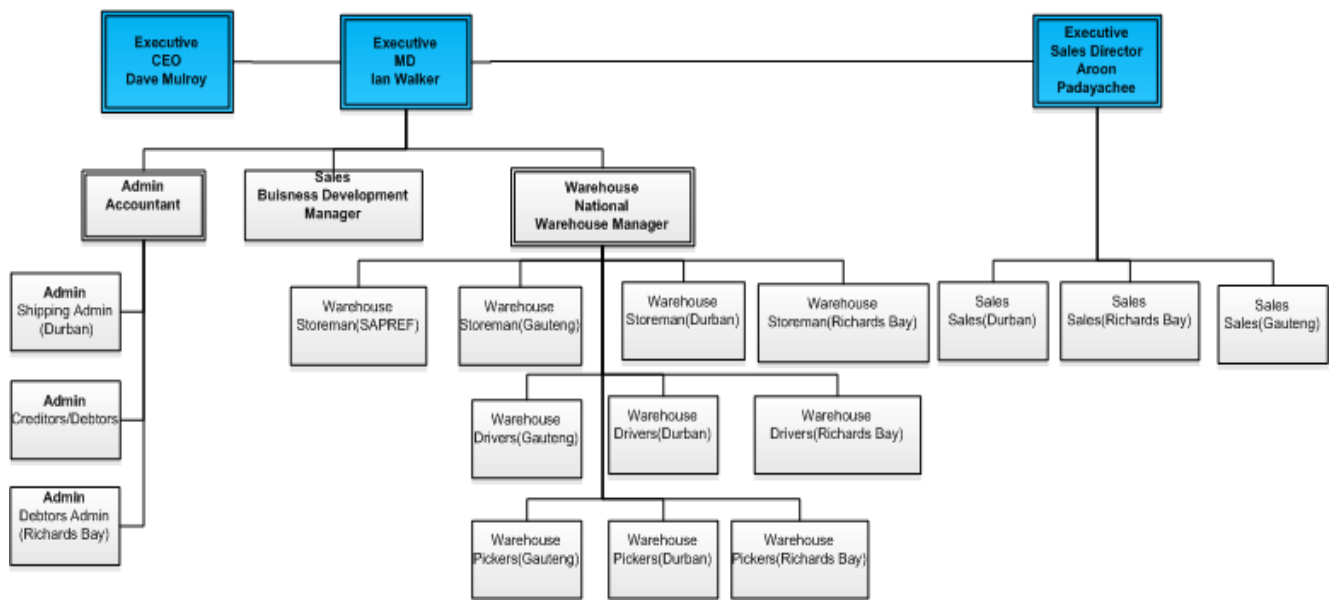


**QUALITY MANAGEMENT SYSTEM MANUAL**

**INTRODUCTION**

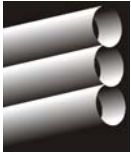
BTA Pipe - specializes in the supply of pipes and fittings to the Petro Chemical industry and related industries.

**ORG CHART**



**QUALITY SYSTEM**

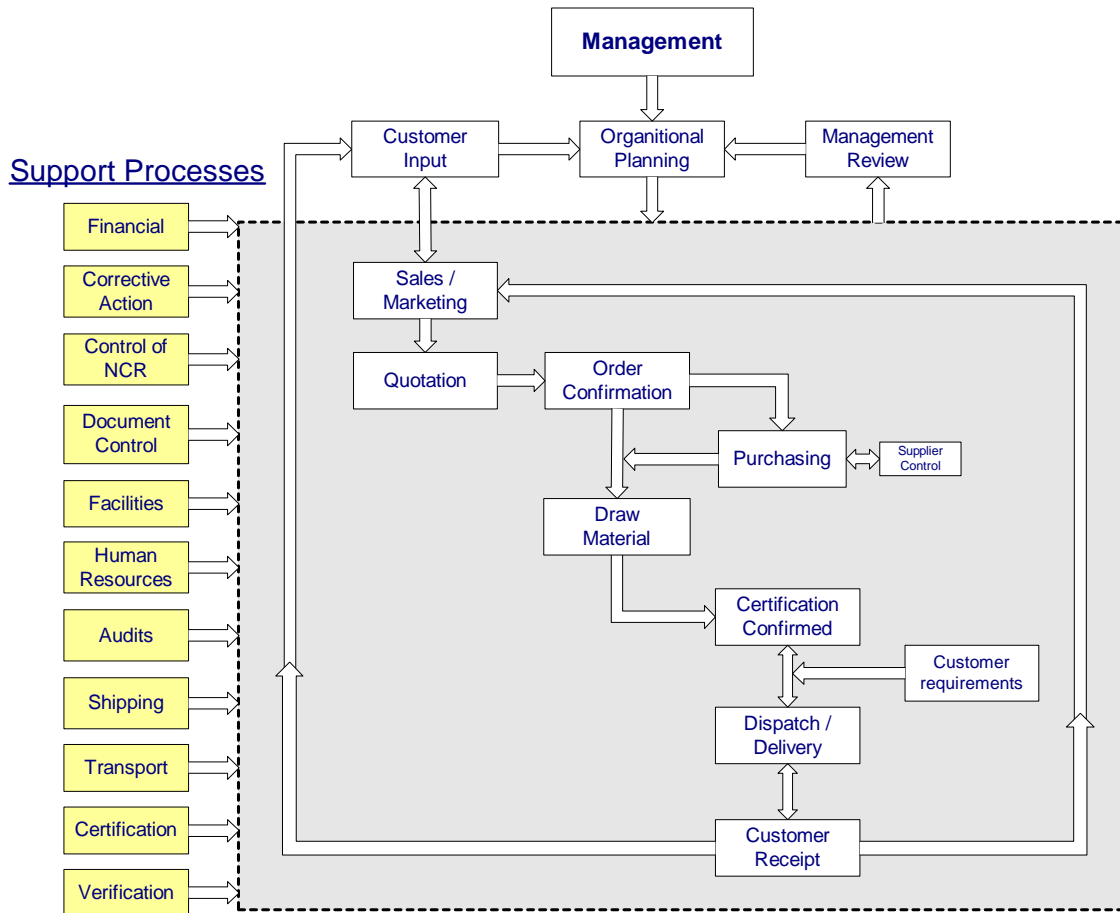
The BTA PIPE quality system complies with the requirements of ISO 9001:2008 and was implemented to add value to the company.



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**SCOPE**

The Quality Management System complies with the requirements of ISO 9000:2008 and defines the companies business and quality processes. Flow processes have been developed for all main activities and their interaction clearly defined. The system was developed to add value to the business and continually improve the service to customers.



**Exclusions In terms of ISO 9001: 2008**

Clause 7.3 Design and Development is excluded from the quality management system, as BTA PIPE does not design or develop the provided service



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**OUTSOURCED PROCESSES**

Manufacture of pipes and fittings

Machining

Blasting and painting

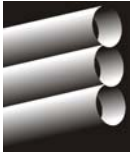
Galvanising

Third Party Inspection

Material analysis / testing

Heavy transport

Shipping

**QUALITY MANAGEMENT SYSTEM MANUAL****QUALITY POLICY**

Being recognised for unfailing customer satisfaction is our foremost objective

Meeting the expectations of our customers is the primary task for every BTA PIPE employee. We will always strive to deliver products that meet or exceed the requirements and expectations of our customers by:

- ✚ Listening to and acting on input from our customers
- ✚ Maintaining harmony between our vision, principles and strategy and our quality policy
- ✚ Translating our quality philosophy into tangible action actions to improve our service and the way we do business.
- ✚ Living up to and surpassing our commitment to conform to the requirements of ISO 9001 and our Quality Management System
- ✚ Committing our company to the relentless pursuit of perfection through continual improvement of our service
- ✚ Rigorously controlling all our processes
- ✚ Never releasing goods that does not conform to customer requirements and expectations
- ✚ Enlisting the involvement of experts - all our employees, partners and suppliers - in the quest to continual improvement.
- ✚ Providing training for our employees growth and skill enhancement
- ✚ Bringing team work to all our tasks
- ✚ Full, complete and timely, communication throughout the company

*Management*



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## Our Mission

To supply in the most *reliable*, safe and responsible manner the agreed volume, quality and range of products required to meet the needs of our customers.

## QUALITY POLICY

The staff and management of BTA Pipe Supplies (Pty) Ltd are committed to:

- **Maintain our market position as industry leader by being a responsible supplier of quality products**
- **Consistently meet national specifications and customer's requirements at the lowest possible cost and maximum return on investment for our share holders.**
- **Continually prevent non-conformances by applying our 8 quality principles and improving our effectiveness through training and development.**

**QUALITY MANAGEMENT SYSTEM MANUAL**

<u>Number</u>	<u>Title</u>	<u>ISO Clause</u>	<u>Issue Date / revision</u>
<a href="#">BTA P-101</a>	<u>Management Responsibility</u>	<b>5.0</b>	April 2006
<a href="#">BTA P-102</a>	<u>Management Review</u>	<b>5.6</b>	April 2006
<a href="#">BTA P-103</a>	<u>Development of Quality System Documents</u>	<b>4.2.3</b>	April 2006
<a href="#">BTA P-104</a>	<u>Control of External Documents</u>	<b>4.2.3f</b>	April 2006
<a href="#">BTA P-105</a>	<u>Supplier Selection and Evaluation</u>	<b>7.4.1</b>	June 2012
<a href="#">BTA P-106</a>	<u>Sales / Customer Communication</u>	<b>7.2.1/2/3</b>	April 2006
<a href="#">BTA P-107</a>	<u>Purchasing</u>	<b>7.4.2</b>	April 2006
<a href="#">BTA P-107A</a>	<u>Project Purchasing</u>	<b>7.4.2</b>	May 2006
<a href="#">BTA P-108</a>	<u>Contractor Control</u>	<b>7.4.1/3</b>	April 2006
<a href="#">BTA P-109</a>	<u>Customer Complaint</u>	<b>8.2.1 /2/3</b>	April 2006
<a href="#">BTA P-110</a>	<u>Non-Conformance Procedure</u>	<b>8.3</b>	May 2006
<a href="#">BTA P-111</a>	<u>Concession Procedure</u>	<b>7.2.3</b>	April 2006
<a href="#">BTA P-112</a>	<u>Corrective and Preventive Action</u>	<b>8.5.2/3</b>	May 2006
<a href="#">BTA P-113</a>	<u>Records</u>	<b>4.2.4</b>	April 2006
<a href="#">BTA P-114</a>	<u>Internal Audit</u>	<b>8.2.2</b>	April 2006
<a href="#">BTA P-115</a>	<u>Training</u>	<b>6.2.2</b>	April 2006
<a href="#">BTA P-116</a>	<u>Continual Improvement</u>	<b>8.5.1</b>	April 2006
<a href="#">BTA P-117</a>	<u>System Backup</u>	<b>4.2.4</b>	TBC
<a href="#">BTA P-118</a>	<u>Material Certificate Control</u>	<b>7.5.3</b>	May 2006
<a href="#">BTA P-119</a>	<u>Identification of Non Conformance Goods</u>		April 2006
<a href="#">BTA P-120</a>	<u>Product Identification &amp; Traceability</u>		April 2006
<a href="#">BTA W-121</a>	<u>Dispatch</u>	<b>7.5.3</b>	Feb 2012
<a href="#">BTA W-122</a>	<u>Goods returned for Credit</u>	<b>7.5.3</b>	April 2006
<a href="#">BTA W-123</a>	<u>Goods Receipt / Inspection</u>	<b>7.4.3</b>	Feb 2012
<a href="#">BTA P-124</a>	<u>Goods Supply Non Conformance</u>		April 2006
<a href="#">BTA P-125</a>	<u>Customer Non Conformance</u>		April 2006
<a href="#">BTA P-126</a>	<u>Incident Investigation</u>		April 2006