



QUALITY ASSURANCE & QUALITY CONTROL (QA/QC) POLICY

Transcont Global Limited

Document No.:	TGL-QAQP-001
Version:	1.2
Effective Date:	14 August 2025
Owner:	QA/QC Manager
Approved By:	Managing Director/CEO

1. Document Control

Policy Owner	Review Cycle	Next Review Due	Distribution
QA/QC Manager	Annually or upon major change	14 October 2026	All Departments; Subcontractors (controlled copies)
Note: This policy aligns with ISO 9001:2015 and Nigerian oil & gas regulatory requirements (NCDMB, NUPRC).			

Revision History

Ver.	Date	Change Description	Prepared By	Approved By
1.2	14 Oct 2025	Expanded policy to ~10 pages; mirrored format; added detailed procedures and templates.	QA/QC Manager	MD/CEO

2. Purpose & Scope

This policy establishes Transcont Global Limited's QA/QC framework to ensure that products and services delivered to our clients in the oil & gas sector consistently meet contractual, regulatory, and statutory requirements. It applies to all Transcont personnel, temporary staff, and subcontractors engaged in engineering, procurement, construction, fabrication, maintenance, decommissioning, and related services.

Scope Breakdown

- Engineering, procurement, construction, fabrication, installation, commissioning, maintenance, and decommissioning across onshore/offshore assets.
- Specialized services: valve testing/certification (API 598/6D), skid package assembly/integration (mechanical, electrical, instrumentation), OEM-supported field services.
- Project phases: bid/no-bid, contract review, planning, execution, handover/close-out, after-sales support.
- Interfaces: clients, OEMs, subcontractors, regulatory bodies (NCDMB, NUPRC), and inspection agencies.

Exclusions & Assumptions

– Design development excluded where not contractually required; in such cases we verify/validate OEM/third-party deliverables.

– Activities outside Nigerian jurisdiction follow equivalent codes and local regulations while maintaining the policy's intent.

3. References & Definitions

- ISO 9001:2015 Quality Management Systems – Requirements
- ISO 19011:2018 Guidelines for Auditing Management Systems
- API Q1 / applicable API specifications
- NCDMB guidelines; NUPRC regulations and permits
- Client specifications, contracts, project quality plans, and ITPs

Definitions:

QA – Planned and systematic activities to provide confidence that quality requirements will be fulfilled.

QC – Operational techniques and activities used to fulfill quality requirements.

ITP – Inspection & Test Plan establishing controls, hold/witness points, acceptance criteria, and records.

Compliance Mapping to ISO 9001:2015 (Extract)

Clause	How Transcont Complies	Section
4	Context/stakeholders and QMS scope in PQP; risks/opportunities logged.	6, 7
5	Leadership sets policy/objectives; management reviews held.	4, 9
6	Objectives and planning integrated with risk register.	6
7	Support: competence/awareness/communication; documented info control.	5, 7.1, 7.13
8	Operation: contract review, design control, procurement, production/service.	7.2–7.15
9	Performance evaluation: monitoring, audits, management review, KPIs.	6, 7.12, 9
10	Improvement: NCR/CAR, 8D, continual improvement register.	7.9

4. Quality Policy Statement

Transcont commits to first-time-right outcomes through a robust QMS rooted in risk-based thinking, process approach, competence development, and continual improvement. We will:

- Meet or exceed client, statutory, and regulatory requirements;
- Plan and execute work using approved procedures, ITPs, and competent personnel;
- Engage qualified suppliers/subcontractors and verify conformity via monitoring and audits;
- Prevent defects through risk controls and learning from nonconformities;
- Measure performance using KPIs and review the QMS for continual improvement.

This policy is communicated, understood, implemented, and maintained at all levels of the organization.

5. Roles & Responsibilities

MD/CEO:

- Approves the QA/QC Policy and ensures adequate resources.
- Chairs Management Review and sets quality objectives.

QA/QC Manager:

- Owns/maintains the QMS; develops procedures and ITPs.
- Leads audits, NCR/CAR, calibration, and competence programs.
- Reports QMS performance to management.

Project Manager:

- Ensures project quality plans and ITPs are implemented.
- Coordinates inspections, manages MOC, and client interfaces.

QC Inspectors/Site Engineers:

- Execute inspections per ITPs and record objective evidence.
- Raise NCRs/observations and verify corrective actions.

Procurement & Warehouse:

- Qualify/evaluate vendors; ensure traceability and preservation.
- Control receiving inspection and material identification.

Subcontractors/OEMs:

- Comply with Transcont QMS, ITPs, and hold/witness requirements.
- Provide required certifications, procedures, and records.

RACI Matrix – Key QA/QC Activities

Activity	MD/CEO	QA/QC Mgr	Proj Mgr	QC Insp.	Procure.
Approve QA Policy & Objectives	A	R	C	I	I
Management Review	A	R	C	I	I
Project Quality Plan & ITPs	I	R	A	C	C
Supplier Qualification/Audits	I	R	C	I	A
Receiving/In-Process/Final Inspection	I	C	A	R	I
NCR/CAR & 8D Problem-Solving	I	R	A	R	I
Calibration & Measuring Control	I	R	I	A	I
MOC (quality impacting)	A	R	A	C	I

Quality Authority & Escalation

- QC Inspectors are authorized to stop work where requirements are not met. Escalation ladder: QC Inspector → QA/QC Manager → Project Manager → MD/CEO.
- Acceptance disputes are resolved per contract and governing standards; unresolved issues escalated to MD/CEO or Client Representative as stipulated.

6. QMS Overview & Quality Objectives

Transcont's QMS follows the process approach and PDCA cycle. Risk-based thinking is applied at bidding, planning, execution, and close-out. Quality objectives are cascaded to departments and projects.

6.1 Risk-Based Thinking & Process Approach

- Identify quality risks/opportunities at bid and kick-off; record in a project Risk Register with owners and dates.
- Apply PDCA to core processes (Project Delivery, Procurement, Fabrication) and support processes (HR/Training, Finance, HSE).

- Use criticality assessments to set inspection/verification levels (review, witness, hold).

6.2 Quality Planning

Deliverable	Quality Control	Acceptance Criteria	Record
Valve testing	Hydrostatic/seat leakage to API 598/6D	No visible leaks; hold per spec	Test report + charts
Skid assembly	Dimensional/functional checks; FAT	Meets P&ID; loop checks passed	FAT protocol & punchlist
Welding/NDT	WPS/PQR/WPQs; VT/PT/MT/RT/UT	Meets code; % coverage per ITP	WPS, NDT reports
Incoming materials	COC/MTC verification; ID/traceability	Matches PO/spec; heat nos. recorded	Receiving report

6.3 Document Hierarchy & Process Interaction

- Hierarchy: Policy → QMS Procedures → Project Plans (PQP/ITP) → Work Instructions → Records.
- Process groups: Leadership; Business Development; Project Delivery; Supply Chain; Asset Management; Support (HR/Finance/ICT).
- Interfaces and feedback loops defined via PDCA; KPIs measure process performance.

6.4 Quality Objectives (Examples)

- Reduce NCR recurrence by 50% year-on-year through root-cause actions and training;
- Achieve client satisfaction $\geq 4.5/5$ across all closed projects;
- Maintain 100% calibration compliance and improve first-pass yield to $\geq 97\%$ in valve testing.

KPI Dashboard

KPI	Definition	Target	Frequency
NCR Closure Time	Avg. days from NCR issue to verified closure	≤ 30 days	Monthly
First-Pass Yield	% activities accepted at first inspection	$\geq 95\%$	Monthly
Supplier OTIF	% on-time, in-full deliveries	$\geq 95\%$	Monthly
Calibration Compliance	% instruments within due date	100%	Weekly
Audit Findings Closure	% closed within agreed timeframe	$\geq 90\%$	Quarterly

7. Core QA/QC Procedures**7.1 Document & Data Control**

Maintain controlled procedures, forms, drawings, and records. Use unique identifiers, revision status, and distribution lists.

7.2 Contract Review & Planning

Review client requirements; identify codes/standards; develop PQP and ITPs with hold/witness points.

7.3 Design & Engineering Control (as applicable)

Apply design reviews, verification/validation, and change control. Maintain design records and approvals.

7.4 Procurement & Supplier Qualification

Prequalify suppliers; specify quality requirements in POs; perform source inspections where required.

7.5 Material Identification & Traceability

Identify materials at receipt; maintain heat numbers/serials; ensure traceability through fabrication/installation.

7.6 Receiving & In-Process Inspection

Inspect incoming goods; control nonconforming items; perform in-process inspections and tests per ITP.

7.7 Special Processes (e.g., Welding, NDT)

Qualify WPS/PQR/WPQs; control consumables; manage NDT per procedures; maintain certifications and reports.

7.8 Measuring & Monitoring Resources

Calibrate and maintain measuring instruments; segregate OOT devices; maintain registers.

7.9 Nonconformance & Corrective Action (NCR/CAR)

Record nonconformities; contain and correct; perform root cause analysis; verify effectiveness.

7.10 Management of Change (MOC)

Assess and approve quality-impacting changes; update documents/ITPs; communicate to stakeholders.

7.11 Records & Retention

Retain objective evidence per contract/regulatory periods; protect and archive records for retrieval.

7.12 Internal Audits

Plan/conduct audits per ISO 19011; track and close actions; verify effectiveness.

7.13 Training & Competence

Maintain competence matrices; provide training; verify qualifications/certifications.

7.14 Preservation, Handling, Storage & Packing

Define PHSP requirements; protect product integrity; control environmental conditions/packaging.

7.15 Subcontractor & OEM Control

Impose Transcont QMS requirements; approve subcontractor procedures/personnel; monitor performance.

7.1.a Purpose

- Ensure only current, approved documents are used at point-of-work.
- Maintain traceability of revisions and distribution.

7.1.b Minimum Requirements

- Unique numbering (e.g., TGL-QMS-PROC-###); title, owner, revision, date, status.
- Change control via revision history; obsolete copies stamped “Superseded”.
- Point-of-use control for sites/workshops (hardcopy registers, daily checks).
- External standards/specs controlled list and currency checks.

7.1.c Records/Forms

- Master Document Register
- Distribution List

– Superseded Copy Log

7.1.d Metrics & Risks

– % of documents at correct revision (target 100%)

– No. of document-related NCRs

7.2.a Purpose

- Confirm capability/capacity and compliance prior to commitment.
- Translate client requirements into a PQP and ITPs.

7.2.b Minimum Requirements

- Bid/no-bid criteria; contract review checklist; open risk register at LOA.
- Identify codes/standards, special processes, testing, documentation, and NCDMB deliverables.
- Hold project kick-off to align scope, deliverables, schedule, quality responsibilities.

7.2.c Records/Forms

- Contract Review Form
- Risk Register
- PQP
- ITPs

7.2.d Metrics & Risks

- Post-award scope disputes
- % PQPs approved before execution start

7.3.a Purpose

- Ensure designs meet requirements and are verified/validated before release.

7.3.b Minimum Requirements

- Document inputs; calculations and drawings checked/approved.
- Design reviews/gates; verification/validation records.
- Change control through MOC; as-built documentation control.

7.3.c Records/Forms

- Design Review Minutes
- Check prints & approvals
- Validation reports

7.3.d Metrics & Risks

- % first-pass approvals
- Late design change count

7.4.a Purpose

- Source competent suppliers/OEMs meeting quality and local content requirements.
- Prevent defects by specifying quality upfront and verifying performance.

7.4.b Minimum Requirements

- Supplier onboarding: profile, certifications (ISO/API), NUPRC permits, past performance.
- Risk-based evaluation; quality clauses in POs; audits for critical suppliers.
- SQA Plan for high-risk items; source inspections where required.

7.4.c Records/Forms

- Approved Supplier List (ASL)
- Supplier Audit Reports
- SQA Plan
- PO quality clauses

7.4.d Metrics & Risks

- Supplier OTIF $\geq 95\%$
- Critical supplier audits closed on time

7.5.a Purpose

- Maintain traceability from receipt through fabrication/assembly to final documentation.

7.5.b Minimum Requirements

- Record heat numbers/serials at receiving; affix durable IDs; preserve markings.
- Traceability matrix linking components to MTCs/COCs and location on P&IDs/BoMs.
- Segregation of nonconforming/suspect items with red tags and quarantine area.

7.5.c Records/Forms

- Receiving Inspection Reports
- Traceability Matrix
- MTC/COC dossiers

7.5.d Metrics & Risks

- % components with complete traceability (target 100%)

7.6.a Purpose

- Verify inputs meet requirements and prevent nonconforming product from entering production.

7.6.b Minimum Requirements

- Incoming inspection per ITP; sampling plans; status identification (accepted/blocked).
- In-process inspections using calibrated instruments and approved procedures.
- Final inspection and release by QC; MDR compiled.

7.6.c Records/Forms

- Receiving Inspection Reports
- In-Process Checklists
- Final Release/COC
- MDR index

7.6.d Metrics & Risks

- First-Pass Yield $\geq 95\%$
- % lots blocked at incoming inspection

7.7.a Purpose

- Ensure special processes are validated and repeatedly produce conforming results.

7.7.b Minimum Requirements

- Qualified WPS/PQR/WPQs per code; consumable control and storage.
- NDT procedures per international codes; % coverage per ITP; technique selection.
- Welder continuity logs; repair rates tracked and trended.

7.7.c Records/Forms

- WPS/PQR/WPQ files
- NDT Reports
- Welder Continuity Log
- Repair Log

7.7.d Metrics & Risks

- Repair rate $\leq$ target
- NDT rejection trends monitored

7.8.a Purpose

- Ensure measurement accuracy and reliability for inspections and tests.

7.8.b Minimum Requirements

- Calibration register with unique ID, range, accuracy, location, due date.
- Calibration to traceable standards; OOT devices quarantined and impact evaluated.
- Environmental controls for storage; pre-use verification checks.

7.8.c Records/Forms

- Calibration Certificates
- Calibration Register
- OOT Impact Assessments

7.8.d Metrics & Risks

- Calibration compliance 100%
- No. of OOT incidents

7.9.a Purpose

- Capture and eliminate nonconformities; prevent recurrence using root-cause tools.

7.9.b Minimum Requirements

- Immediate containment and segregation; customer notification as required.
- Root cause using 5-Why/Ishikawa/8D; verify effectiveness of actions.
- Trend analysis by category (supplier, process, material, human, documentation).

7.9.c Records/Forms

- NCR forms
- 8D/CAR reports
- Lessons Learned log

7.9.d Metrics & Risks

- Average NCR closure ≤ 30 days
- Repeat NCRs $\rightarrow 0$

7.10.a Purpose

- Control modifications impacting quality, safety, schedule, or regulatory compliance.

7.10.b Minimum Requirements

- Categorize changes; assess risks and approvals needed.
- Update affected docs (PQP, ITP, drawings); communicate to stakeholders.
- Record as-built and handover updates.

7.10.c Records/Forms

- MOC forms
- Updated drawings/ITPs

- Approval records

7.10.d Metrics & Risks

- % changes implemented with full documentation (target 100%)

7.11.a Purpose

- Ensure integrity, retrievability, and protection of quality records for statutory/contractual periods.

7.11.b Minimum Requirements

- Controlled repository with permissions; backup strategy; records index (MDR).
- Retention periods per policy/contract; secure disposal of expired records.
- Electronic signatures/time stamps where permitted.

7.11.c Records/Forms

- Master Records Index
- Back-up logs
- Disposal records

7.11.d Metrics & Risks

- Retrieval time ≤ 2 business days
- Missing/illegible records = 0

7.12.a Purpose

- Verify conformity/effectiveness and drive continual improvement.

7.12.b Minimum Requirements

- Risk-based audit program covering all processes at least annually.
- Competent, independent auditors; closing meetings and action tracking.
- Verification of prior findings' effectiveness.

7.12.c Records/Forms

- Audit plan & schedule

– Audit reports

– Action tracker

7.12.d Metrics & Risks

– ≥90% actions closed by due date

7.13.a Purpose

- Ensure personnel are competent for assigned tasks; maintain certifications.

7.13.b Minimum Requirements

- Role-based competence matrices; induction and refresher training.
- Certification validity checks for inspectors/welders/NDT personnel.
- Effectiveness evaluation via tests/observation and KPI outcomes.

7.13.c Records/Forms

- Competence Matrix
- Training records
- Certification files

7.13.d Metrics & Risks

– % mandatory trainings completed (target 100%)

7.14.a Purpose

- Protect product integrity from receipt to delivery.

7.14.b Minimum Requirements

- Storage conditions by material class (elastomers, electrical, painted items).
- ESD controls for instrumentation; humidity control where applicable.
- Packing lists and preservation records for shipment; tamper seals as required.

7.14.c Records/Forms

- Storage condition log
- Preservation checklist

- Packing list/photos

7.14.d Metrics & Risks

- Damage on receipt/shipment → 0

7.15.a Purpose

- Extend Transcont QMS controls to external parties delivering on our behalf.

7.15.b Minimum Requirements

- Pre-qualification and technical capability checks aligned with scope.
- PQP/ITP alignment and hold/witness rights; access to facilities for inspection.
- Performance reviews and lessons learned after completion.

7.15.c Records/Forms

- Subcontractor approval pack
- PQP/ITP approvals
- Performance review

7.15.d Metrics & Risks

- Downward trend in subcontractor NCR rate

8. Inspection & Test Planning (ITP)

Project teams shall establish ITPs covering each activity with defined inspection stages, acceptance criteria, responsibilities, and records.

- Pre-inspection meeting (PIM) requirements;
- Criticality rating and identified hold/witness points;
- Applicable codes/standards and acceptance criteria;
- Inspection methods (visual, dimensional, NDT), sampling plans;
- Records to be generated (checklists, test reports, photos).

Example ITP Extract – Valve Testing & Skid Package Assembly

Activity	Stage	Acceptance Criteria	Record	Resp.	H/W
Incoming valve check	Receiving	MTC/COC verified; markings intact	Receiving report	QC/Store	W
Hydrostatic test	In-process	No leakage; hold per API 598/6D	Test report & chart	QC	H
Seat leakage test	In-process	Leak class per spec	Leak test sheet	QC	W
Instrumentation loop checks	In-process	Loop verified vs P&ID; continuity OK	Loop check sheets	QA/QC & E&I	W
FAT	Final	Meets FAT protocol; all punches closed	FAT report	PM/Client/QC	H

Legend: H = Hold (attend before proceeding); W = Witness; R = Record review only.

9. Management Review

Top management shall review QMS performance at least annually, evaluating audit results, client feedback, KPIs, process performance, NCR/CAR status, resource adequacy, opportunities for improvement, and policy/objective suitability.

Management Review Schedule Template

Quarter	Key Inputs	Owner	Due Date
Q1	Prior year KPIs, client feedback, audit close-out	QA/QC Manager	
Q2	Mid-year KPI trends, supplier performance, risks	MD/CEO	
Q3	Process capability reviews, training effectiveness	Project Manager	
Q4	Full-year results, objectives for next year	MD/CEO	

10. Appendices & Forms (Index)

- F-ITP-001 – ITP Template
- F-NCR-001 – Nonconformance Report

- F-CAR-001 – Corrective Action Request (8D)
- F-CAL-001 – Calibration Register
- F-SUP-001 – Supplier Evaluation Form
- F-TRN-001 – Training & Competence Matrix

Records Retention Schedule (extract)

Record Type	Minimum Retention	Owner
Project Quality Plan, ITPs, FAT/SAT dossiers	Project life + 5 years	QA/QC
NCR/CAR & 8D reports	5 years	QA/QC
Supplier audits & approvals	3 years	Procurement/QA
Calibration certificates & registers	3 years after expiry	QA/QC
Training & competence records	Employment + 2 years	HR/QA

11. Policy Communication, Distribution & Acknowledgment

- Controlled copies are distributed to department heads and project leadership; subcontractors receive relevant extracts as controlled copies.
- Policy is communicated during induction and toolbox talks; updates are highlighted and acknowledged.
- All recipients shall sign the acknowledgment below.

Name / Role	Signature	Date	Copy No.

12. Project Quality Plan (PQP) – Minimum Contents

1. Project scope, organizational chart, responsibilities and authorities.
2. Applicable codes, client specifications, and regulatory permits (incl. NCDMB/NUPRC).
3. ITPs and inspection schedule; welding/NDT plans; calibration plan; preservation requirements.
4. Supplier/subcontractor controls; documentation deliverables and MDR index.
5. Risk register with mitigation plans; NCR/CAR workflow; change control (MOC).

6. Handover and final documentation; client satisfaction survey process.