

Frontline Resources, Inc.

Frontline Resources, Inc. • 5773 Woodway #1241 • Houston, Texas 77057 • 713-266-9607

Frontline Resources, Inc. is pleased to provide you with the following six procedures to assist you with documentation and implementation requirements for ISO 9001: Rev. 2000 certification.

Document Control Procedure

This procedure covers the method to control the necessary documents of the quality system, including the quality policy, quality objectives, quality manual, and procedures. Quality Records are controlled according to the Quality Records Procedure.

Quality Records Procedure

This procedure covers the method for controlling the records required by this quality system. These records are maintained to provide evidence of conformity to requirements and the effective operation of the quality management system.

Nonconforming Products Procedure

This procedure covers the method for controlling nonconforming products/services. It includes the decisions on how to process the nonconformance and a record of the decision.

Corrective Action Procedure

This procedure covers the method for taking action to eliminate the cause of nonconformities in order to prevent recurrence. This procedure is used to analyze and remove the root cause of actual nonconformities within the quality system and to process customer complaints.

Preventive Action Procedure

This procedure covers the method for taking action to prevent potential nonconformities. This procedure is used to analyze and remove the potential cause of nonconformities within the quality system.

Internal Auditing Procedure

This procedure covers the methods for performing internal audits.

Document Control Procedure

Scope: This procedure covers the method to control the necessary documents of the quality system, including the quality policy, quality objectives, quality manual, and procedures. Quality Records are controlled according to the Quality Records Procedure.

Responsibility: The ISO 9001 Management Representative is responsible to ensure that the quality manual, procedures, and other applicable documents are kept up to date and available to the employees.

Procedural Steps:

Approval

The highest executive position at this site (i.e., President/General Manager) approves the quality manual, procedures, the quality policy, and the objectives prior to issue. Each will be signature-approved or included in a signature-approved document. The Management Representative will approve any other documents created for the quality system.

Re-Approval

When any of the above documents are revised, they will be reviewed and re-approved by the same authority as the original approval. For the quality manual and the procedures manual, the new revision dates will be listed in the Quality Manual Table of Contents.

The Management Representative will review the quality manual and the procedures at least once per year. Proof of this review will be the signing of the "Proof of Annual Review" page in the front of the quality manual.

Revision Status

For the quality manual and procedure, any changes will appear ~~old text~~ with the ~~old text lined out~~ The current revision date will be listed in the header of the document and match the current revision date listed in the Quality Manual Table of Contents. Changes to the quality policy or quality objectives will not use this method, only a re-approval signature and the current date. Any changes to existing records will be a lineout with a new entry.

Available at Point of Use

The ISO 9001 Management Representative will make sure that all employees have access to the latest revisions of the Quality Manual, Procedures, and other necessary documents at the point-of-use or as near as practical to the point-of-use.

Legibility and Identification

The ISO 9001 Management Representative will oversee these documents and ensure that they remain legible. The header of the quality manual and procedures will state the title

Quality Records Procedure

Scope: This procedure covers the method for controlling the records required by this quality system. These records are maintained to provide evidence of conformity to requirements and the effective operation of the quality management system.

Responsibility: The ISO 9001 Management Representative is responsible to ensure that the quality manual and procedures are kept up to date and available to the employees.

Procedural Steps:

Legible

All quality records will be maintained so that they can be readable throughout the retention period.

Identification

Quality records will be identified according to the title at the top of the document or on a cover page when applicable.

Retrievable

Using the attached Quality Records Matrix, the person desiring legitimate access to a record can retrieve the record using the retention time, storage location, storage format, identification of indexing method, and disposition requirements, if any.

If no disposition requirement is listed, the record may be disposed at the discretion of the person responsible for the original filing.

Nonconforming Products Procedure

Scope: This procedure covers the method for controlling nonconforming products/services. It includes the decisions on how to process the nonconformance and a record of the decision.

Responsibility: The President or General Manager will make the decisions on how to disposition nonconformances. The President or General Manager may delegate this authority when appropriate. The ISO 9001 Management Representative will keep track of NCR's in an NCR binder.

Procedural Steps:

When any employee identifies a nonconforming situation, it will be brought to the attention of the President or General Manager. The President or General Manager will initiate the attached Nonconformance Report (NCR) as follows:

- 1.) Clearly document the situation or occurrence, including the date, on the NCR form.**
- 2.) As appropriate, the President or General Manager will select one of the following choices to disposition the nonconformance:**
 - a.) Take action to eliminate the nonconformity;**
 - b.) Authorize its use, release or acceptance under concession by his/her authority, and where applicable, by the customer; and**
 - c.) Take action to preclude its original intended use or application.**

The decision must be recorded on the NCR form that is forwarded to the ISO 9001 Management Representative to be entered into the NCR Binder.

Any nonconforming product/service resulting in corrective action shall be subject to re-verification to demonstrate conformity to the requirements.

When nonconforming product/service is detected after delivery or use has started, the organization shall take action appropriate to the effects of the nonconformity. This may include completing the NCR form or completing a Corrective Action Request (CAR) as a customer complaint.

Corrective Action Procedure

Scope: This procedure covers the method for taking action to eliminate the cause of nonconformities in order to prevent recurrence. This procedure is used to analyze and remove the root cause of actual nonconformities within the quality system and to process customer complaints.

Responsibility: The ISO 9001 Management Representative is responsible for overseeing the implementation of the corrective action process and the Corrective Action Request (CAR) form. Top management is responsible for the final approval of the actions taken.

Procedural Steps:

Any Employee

- 1.) Any employee receiving a customer complaint or judging that a system nonconformance needs the attention of management to remove the root cause will document on a CAR form, the type of nonconformance and “The Situation Requiring Root Cause Analysis”.
- 2.) Forward the form to the ISO 9001 Management Representative.

ISO 9001 Management Representative

- 3.) The ISO 9001 Management Representative will determine the proper person to process the root cause analysis and assign this person. Record the assignment on the CAR form.
- 4.) Enter the CAR in to the CAR Log (kept in Binder by ISO 9001 Management Rep.; numbering with CAR followed by 2 digits for the year and three digits for the sequence of occurrence: example – CAR 03-014).
- 5.) Copy the CAR and place the copy in the CAR Binder. Forward the original to the Assignee.

Assignee

- 6.) Determine and document the root cause of the situation.
- 7.) Determine and document the actions necessary to remove the root cause and prevent the reoccurrence of future nonconformities.
- 8.) Implement the actions.

- 9.) Record the results taken and the apparent effectiveness of these actions. If this is a customer complaint, contact the customer and verify resolution with the customer. Document this contact and resolution on the CAR form.**
- 10.) Return the CAR form to the ISO 9001 Management Representative.**

ISO 9001 Management Representative

- 11.) Review the CAR form for completion of all necessary steps. Follow up with assignee if necessary.**
- 12.) Submit the CAR form in the next ISO 9001 Management Review Meeting for final approval. If the CAR is approved, document the closure in the CAR Log and replace the temporary copy in the CAR Binder with the signed original. If the management committee refuses to approve the CAR, assist the assignee and repeat steps 6 thru 12.**

Preventive Action Procedure

Scope: This procedure covers the method for taking action to prevent potential nonconformities. This procedure is used to analyze and remove the potential cause of nonconformities within the quality system.

Responsibility: The ISO 9001 Management Representative is responsible for overseeing the implementation of the preventive action process and the Preventive Action Report (PAR) form. Top management is responsible for the final approval of the actions taken.

Procedural Steps:

Any Employee

- 1.) Any employee identifying a potential nonconformity within the quality system will document the situation on a PAR form as the “The Situation Requiring Analysis”.
- 2.) Forward the form to the ISO 9001 Management Representative.

ISO 9001 Management Representative

- 3.) The ISO 9001 Management Representative will determine the proper person to evaluate the need for action to prevent occurrence of the nonconformity, and will record the assignment on the PAR form.
- 4.) Enter the PAR into the PAR Log (kept in Binder by ISO 9001 Management Rep.; numbering with PAR followed by 2 digits for the year and three digits for the sequence of occurrence: example – PAR 03-014).
- 5.) Copy PAR and place the copy in the PAR Binder. Forward original to Assignee.

Assignee

- 6.) Evaluate and document the need for action to prevent occurrence of the nonconformity.
- 7.) Determine and document the actions necessary to prevent the occurrence of the nonconformance.
- 8.) Implement the actions.
- 9.) Using the PAR form, record the results of preventive actions taken and the apparent effectiveness of these actions.

- 10.) Return the PAR form to the ISO 9001 Management Rep.**

ISO 9001 Management Representative

- 11.) Review the PAR form for completion of all necessary steps. Follow up with assignee if necessary.**
- 12.) Submit the PAR form in the next ISO 9001 Management Review Meeting for final approval. If the PAR is approved, document the closure in the PAR Log and replace the temporary copy in the PAR Binder with the signed original. If the management committee refuses to approve the PAR, assist the assignee and repeat steps 6 thru 12.**

Internal Auditing Procedure

Scope: This procedure covers the methods for performing internal audits.

Responsibility: The ISO 9001 Management Representative is responsible for overseeing the implementation of the internal audits, including planning, conducting the audits, reporting the results, and maintaining records.

Procedural Steps:

The quality system is internally audited at least once per year. Various areas of the quality system may be audited more frequently based on status and importance.

The quality system will be audited sufficiently to determine if it meets the planned arrangements of the system and the ISO 9001:2000 Standard, including the effective implementation and maintenance of the system.

Each internal audit will be planned (using the Internal Audit Plan), taking into consideration, the results of the previous audits of this area. The audit criteria and scope shall be documented in each plan.

Standard internal auditing methods as those stated in ISO 10011 (ISO 19011, when appropriate) will be used when conducting the internal audits. The internal audits will be conducted by trained internal auditors, independent of the area being audited, or outsourced to a consultant with at least three years experience in quality system implementation and auditing.

The internal audit results will be documented in a report to top management (see suggested sample attached) and the management of the area audited. The auditor will enter each internal audit nonconformance on the Internal Audit Nonconformance form (see attached) and process according to requirements listed on this form.

The manager responsible for the area being audited will determine the corrective action, and ensure that actions are taken without undue delay to eliminate the detected nonconformities and their causes. The follow-up by the original auditor will verify the effectiveness of the actions taken to correct the nonconformance. This verification will be recorded on the Internal Audit Nonconformance form. The form will be returned to the Management Representative for overall audit closure and record retention.