

ENGITECH Quality Assurance

This document is our Quality System manual and is available online for all our customers to see. Our Quality Assurance system and implementation are to the latest standards and are fully applied to all Engitech products and services. Engitech provides a number of services in the engineering and information technology areas. It provides service solutions to meet customer needs of cost, form, fit, and function by analysing requirements, investigating technology and options, and developing designs, plans and specifications that meet customer expectations.

Services include provision of technical advice in engineering and information technology, engineering analyses, technical reports, technical consultation, cost estimates, value engineering, plans, specifications, contracts, facilities management and construction support. The quality system applies to all the services provided.

Quality Management System (QMS)

Due to the need to continuously improve responsiveness to and satisfaction of our customers, to grow in overall quality of performance, and to carry out its operations, Engitech management has established a QMS that complies with ISO 9001 standards.

Engitech management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

Our responsibilities include:

- Set priorities.
- Provide quality service deliverance.
- Provide required resources.
- Develop and monitor key performance measures.
- Direct corrective/preventive actions.
- Evaluate system effectiveness.
- Ensuring agreement with clients.
- Accomplishing work in conformance with requirements.
- Conducting a review of each work request to determine our ability to accomplish the effort within established budget and schedule.

Engitech is dedicated to continuing its quest for timely quality performance, to be responsive to our customers, and the pursuit of customer satisfaction. Our QMS requires an understanding of the customer's requirements, and addresses the ability and capability to meet those requirements.

Quality Policy

Engitech's quality policy is contained in the Quality Policy Statement, and is as follows:

Quality Statement

We at Engitech take pride in our work.

We also have the highest respect for our clients, personnel and the communities in which we work, and we are grateful for their contribution to our continuing success.

We feel honoured and privileged to work with them. We are committed to meeting their expectations, as well as our obligations under every project entrusted to us.

We listen to their feedback, and respond to the best of our technical and managerial abilities. We are committed to their complete satisfaction.

To best serve these various stakeholders, we have implemented Client Satisfaction and Continual Improvement Programs in every business area. These programs are based on the applicable requirements of ISO 9001 Standard for Quality Management Systems.

We are committed to meeting the expectations of our clients by providing advanced technical and managerial skills with the highest levels of professional integrity.

The quality of our service is the reason for our success. We at Engitech are committed to contributing to this overall success.

Quality at Engitech means satisfying clients on each and every project that we execute. It is the policy of Engitech to achieve client satisfaction through the careful management of our work processes, with due attention to value creation through scope, schedule, cost control, and with emphasis on safety and the environment at all times.

Quality is an integral part of every aspect of our business. Engitech develops and implements a Quality Management System (QMS) specific to the line of business or specific project undertaken, based on Corporate Procedures and Systems.

A Quality Plan shall be developed for **every project**. The Quality Plan shall address the specific needs of the client, key technical features, and execution measures to ensure success and a monitoring plan to deliver results. The Quality Plan shall incorporate appropriate methods to obtain feedback from the client during project execution for measuring and monitoring client satisfaction.

Monitoring of Quality Plans shall focus on the application and improvement of work processes and methodology. At the completion of each project, the lessons learned shall be documented by the project manager and disseminated within the business unit.

Based on feedback from the clients, as well as the lessons learned from the projects, each business unit shall develop a continuous improvement program, focusing on the improvement of work processes and its own QMS.

Engitech shall maintain proper documentation and archiving systems ensuring the preservation of objective evidence of compliance with legal, contractual and QMS requirements.

At least once in each calendar year, Engitech shall perform a Management Review of the QMS, evaluating its effectiveness in areas such as compliance with Corporate Quality Policy, procedures, customer satisfaction and continuous improvements.

This Quality Policy applies to all Engitech's areas of operation. The degree of confidence we have in our QMS system has resulted in Engitech providing life-time warranty on some products especially if fabricated in-house and not by external contractors.

The Managing Director of Engitech is responsible for Quality Policy and shall evaluate the effectiveness of the application of this Policy, and provide an assessment and welcome any recommendations from its valued clients for its improvement, as required.

Management Representative and Management Team

Engitech management formally reviews the suitability and effectiveness of its QMS at least annually. Informal reviews are conducted, as needed. The objective of the review is to examine overall performance of Engitech and to identify necessary changes.

Informal quality management assessments are made on an ad hoc basis, when necessary, using a variety of quality performance measurement tools including customer surveys.

Resource Management

Engitech management is responsible for ensuring that the qualifications of employees under their supervision are appropriate for all assigned tasks and resulting quality.

Provision of Resources

Management ensures that adequate equipment and systems are available to implement and maintain the quality management system and continually improve its effectiveness.

Human Resources

All Engitech personnel are trained to the degree necessary or possess the skills necessary to ensure that Engitech services conform to stated project requirements.

Our QMS requires that we:

- Develop, plan and schedule overall project efforts.
- Develop a design budget.
- Allocate resources.
- Maintain liaison between different entities that input to the project.
- Review, identify, and verify the project requirements.

Control of Monitoring and Measuring Devices

Our QMS calls for the calibration and maintenance of measuring and test equipment used for inspection, measurement or testing purposes. Engitech maintains procedures to control, calibrate, and maintain inspection, measuring, and test equipment (including test software) whilst conducting project works.

Measuring and test equipment, including special tools developed for inspection purposes, shall be calibrated, maintained and inspected.

All equipment requiring control is identified, and records are kept to demonstrate item identity, storage requirements, and frequency of calibration, standards to be used, calibrations carried out, remedial actions and state of accuracy prior to and after calibration.

All such equipment is used in a manner that ensures that the measurement uncertainty is known and is consistent with the required measurement capability. The documented procedures also establish the extent and frequency of checks and specify the maintenance of records as evidence of control. All records are available to the customer.

Internal Audit

Our QMS provides for the planning, scheduling, implementation, and documentation of internal audits to ensure quality-related activities comply with written procedures.

Each operational area shall be audited on a periodic basis.

Internal audit results include a statement as to the effective application of the QMS and possible suggestions of what corrective/preventive actions are needed.

When nonconforming conditions are found, a corrective action plan shall be developed and implemented. Special follow-up audits shall be scheduled to ensure the corrective/preventive action was implemented and effective.

To verify that quality activities and related results comply with planned arrangements and to determine the effectiveness of the EMS, Engitech maintains a documented procedure for conducting internal audits. This procedure specifies the schedule and ensures that independent personnel conduct the audit, results are recorded, timely corrective action is taken, and appropriate follow-up audits are conducted to verify compliance.

Engitech's Quality System Manual is a live document and is updated on an ongoing, as needs basis.

Dr HASSAN A. SADAFI

Managing Director

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