



TINIUS OLSEN USED EQUIPMENT SERVICE AND CALIBRATION Quality Management System

Revision 0

06-01-2018

Conforms to ISO 9001:2015

(c) 2018 Tinius Olsen Used Equipment; all rights reserved. This document may contain proprietary information and may only be released to third parties with approval of management. Document is uncontrolled unless otherwise marked; uncontrolled documents are not subject to update notification.

0.0 Revision History and Approval

Rev.	Nature of changes	Approval	Date
0	Original release.	Roger Cooper	06-01-208

1.0 Welcome to Tinius Olsen Used Equipment

TOUE service and calibration offers repair and calibration services for most pressure, torque, portable hardness and CEP Load devices. The calibration provided by our lab uses test equipment standards traceable to the National Institute of Standards and Technology (NIST).

Our Client portal provides copies of your current and past calibration certificates.

2.0 Quality Policy

Our Team has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organization.

The Quality Policy of TO Used Equipment is as follows:

We are committed to providing customers with service of the highest possible level of quality. To achieve this, we are continually improving processes, products and services, meeting and exceeding customer satisfaction always. The implementation of the quality policy is the responsibility of all Team Members. It is compulsory that all Members recognize and accept our philosophy of quality service delivery, accepting accountability for their own output.

3.0 Context of the TO Used Equipment Organization

TO Used Equipment has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the division. This requires understanding internal and external issues that are of concern to Tinius Olsen Used Equipment and its interested parties; the interested parties are identified per the document context of the Process Document.

Such issues are monitored and updated as appropriate and discussed as part of management reviews.

The issues determined above are identified through an analysis of risks facing TO Used Equipment and its interested parties. "Interested parties" are those stakeholders who receive our Products or Services or who may be impacted by them or those parties who may otherwise have a significant interest in our company. These parties are identified per the process document.

4.0 Scope of the TO Used Equipment Quality Management System

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, TO Used Equipment has determined the scope of the management system as follows:

The scope of our quality management system applies to all products and services offered by our company including design, production and post-delivery activities. The relevant internal and external issues for the QMS and actions to address identified risks and improvement opportunities are considered. The quality system applies to all processes, activities and employees within the company. The facility is located at:

11358 Jones Road West
Houston, Texas 77065
Phone: 281-330-6670
Web: <http://toused.com>

5.0 QMS Processes

TO Used Equipment has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming Products or Services discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for TO Used Equipment:

- Pressure TOUE-1065-1
- Torque TOUE-1065-2
- Portable Hardness TOUE-1065-3
- CEP Load Devices TOUE-1065-4
- Misc. repair Processes TOUE-1065-5

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a Process Definition Document which defines:

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

Additional QMS documented procedures have been developed to support the QMS and its processes; these are listed in Appendix A. This list only provides some top-level procedures and may not reflect the entirety of all QMS documentation.

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one “metric” or key performance indicator (KPI) which is then measured to determine the process’ ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, to present the data to Senior Management. The data is then analyzed by Senior Management in order that they may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the applicable Process Definition Document.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

Appendix A: Subordinate QMS Procedures

- Calibration Process and Procedures
- Context of the Original Documents
- Control of Documents
- Control of NCP
- Control of Nonconforming Service
- Control of Records
- Corrective Preventive Action
- Customer Property Isolation
- Equipment Validation
- Identification & Traceability
- Internal Auditing
- Management Review
- Outsourced Processes and Verifications
- Records Preservation
- Preventive Maintenance
- Purchasing Requirements and Controls
- Quoting and Orders
- Receiving and Inspection
- Special Process
- Training and Certification