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QUALITY PROCEDURE

Purpose:

The purpose of this Quality Management Process is to establish and maintain a systematic approach to quality throughout EnergiBridge Trading LLC. This procedure outlines the steps for ensuring the delivery of high-quality oilfield equipment and trading services in accordance with customer requirements, applicable standards, and regulatory obligations.

Scope:

This procedure applies to all processes within EnergiBridge Trading LLC related to the sourcing, trading, and delivery of oilfield, marine and engineering equipment trading.

1. Responsibilities:

- **Top Management:**

- Ensures the establishment, implementation, and maintenance of the Quality Management System (QMS).
- Provides leadership and commitment to quality, setting quality objectives, and reviewing their effectiveness.

- **Quality Manager:**

- Oversees the implementation of the QMS and ensures compliance with ISO 9001:2015 requirements.
- Conducts regular internal audits to verify compliance and identify opportunities for improvement.

- **Department Heads:**

- Implement and maintain the QMS within their respective departments.
- Ensure that employees are aware of and trained in quality procedures relevant to their roles.



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- **Employees:**

- Follow established quality procedures and work instructions.
- Report any deviations, non-conformities, or opportunities for improvement.

2. Documentation:

- **Quality Manual:**

- Describes the QMS and provides an overview of the company's commitment to quality.

- **Procedures and Work Instructions:**

- Detailed documents outlining specific processes and step-by-step instructions for employees.

- **Forms and Records:**

- Templates and records used to capture and document information related to quality processes.

3. Supplier Process Flow:

- **Identification of Customer Requirements:**

- Obtain and document customer requirements for oilfield, marine and engineering equipment trading.

- **Supplier Evaluation and Selection:**

- Evaluate and select suppliers based on their ability to meet quality standards.

- **Product Procurement:**

- Ensure products received from suppliers meet specified quality criteria

- **Quality Control and Inspection:**

- Conduct inspections at various stages of the trading process to verify quality.

- **Non-Conformance Management:**

- Identify and document non-conformities, initiate corrective and preventive actions.

- **Customer Feedback and Satisfaction:**



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- Collect and analyze customer feedback to measure satisfaction and identify areas for improvement.
- **Continuous Improvement:**
 - Regularly review processes, conduct internal audits, and identify opportunities for improvement.

4. Monitoring and Measurement:

- Conduct regular internal audits to ensure compliance with quality procedures.
- Monitor key performance indicators (KPIs) to assess the effectiveness of quality processes.

5. Record Keeping:

- Maintain records of customer requirements, supplier evaluations, inspection results, and corrective actions.

6. Review:

- Conduct periodic management reviews to assess the performance of the QMS and identify areas for improvement.

7. Training:

- Ensure that employees involved in quality-critical processes are adequately trained and aware of quality procedures.

8. Revision Control

- Periodically review and update quality procedures to ensure they remain relevant and effective.

9. Communication



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- Ensure that all employees are aware of and understand the quality procedures relevant to their roles.

10. Non – Conformance Handling:

- Document and investigate any identified non-conformities, implementing corrective actions to prevent recurrence.

11. Document Control:

- Establish and maintain a document control system to manage the creation, review, approval, and distribution of quality documents.

12. Customer Responsibilities:

- **Sales and Customer Service Teams:**
 - Responsible for understanding and documenting customer requirements accurately.
 - Act as the primary point of contact for customer inquiries and order processing.
- **Quality Manager:**
 - Monitor customer feedback and ensure appropriate actions are taken to address any concerns.
- **Operations Team:**
 - Responsible for ensuring that customer requirements are communicated effectively to the relevant departments.

13. Customer Process Flow:

- **Identification of Customer Requirements:**
 - Engage with customers to clearly understand their specific requirements for oilfield equipment.
 - Document customer specifications, preferences, and any special requests.
- **Quotation and Proposal:**



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- Prepare accurate and comprehensive quotations and proposals based on customer requirements.
- Ensure that the proposed solutions align with the quality standards and capabilities of Tayar Alqyma.

14. Order Processing:

- Verify customer orders against documented requirements.
- Communicate order details to relevant departments for processing.
- Communication with Customers
 - Provide regular updates to customers regarding order status, delivery schedules, and any relevant information.
 - Proactively communicate any potential delays or issues that may impact the customer.
- **Product Inspection and Testing:**
 - Conduct inspections and tests on products to ensure they meet or exceed customer specifications.
 - Document and maintain records of inspection results.
- **Delivery and Documentation:**
 - Ensure that products are packaged, labeled, and delivered in accordance with customer requirements.
 - Provide accurate documentation, including certificates of compliance, as required by the customer.

15. Customer Feedback:

- Collect and analyze customer feedback through surveys, direct communication, or other means.
- Use customer feedback to identify areas for improvement and implement corrective actions.
- Issue Resolution:



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- Establish a process for addressing and resolving customer complaints or issues promptly.
- Document and analyze the root causes of issues and implement corrective actions.

16. Continuous Improvement:

- Regularly review customer satisfaction data and performance metrics.
- Identify opportunities for continuous improvement in customer interactions, order processing, and post-delivery activities.

17. Customer Training:

- Ensure that employees involved in customer interactions and order processing are trained on the requirements of this procedure.

18. Customer Record Keeping:

- Maintain records related to customer interactions, order processing, inspections, and customer feedback.

19. Customer Document Control:

- Establish and maintain a document control system to manage customer-related documents and communications.

Closure:

This Quality Procedure is reviewed annually or as needed for updates to maintain alignment with business processes and ISO 9001:2015 requirements.



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Date: 24TH July 2024

SYED ZAHID HASAN

CHIEF EXECUTIVE OFFICER (CEO)