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REVISION HISTORY

REV	EFFECTIVE DATE	REVISION DESCRIPTION	Originator	Review By	Approved By
00	June 2013	Formerly QA Manual Rev.0 – 2003, revised as part of overall QHSE System rejuvenation project.	Emma Beeddie	Annie Lau	Simon Hay
01	January 2015	Updated organigram to reflect current organisational structure. Clarified frequency of Management review i.e. annually.	Simon Hay	Annie Lau	Simon Hay
02	16/11/2020	Update to new version ISO 9001 :2015	Norsiha Hassan	Dzulkifli Ahmad	Simon Hay
03	18/12/2020	To Added: 1. Location of certification 2. Clause 8 To removed: 1. Clause 7.1.5.2	Norsiha Hassan	Dzulkifli Ahmad	Simon Hay
04	21/12/2020	To added /updated: 1. Location of certification 2. List of Appendix & latest revision 3. Quality manual contents and document related reference.	Norsiha Hassan	Dzulkifli Ahmad	Simon Hay
05	26/03/2021	Exclude: 1. Clause 8.5.1 (f) Control of production and service provision	Norsiha Hassan	Dzulkifli Ahmad	Simon Hay

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STANDARD FOR CERTIFICATION

**QUALITY MANAGEMENT SYSTEMS REQUIREMENTS
ISO 9001: 2015**

SCOPE OF CERTIFICATION

**PROVISION OF DESIGN OF MARINE AND OFFSHORE LIVING
QUARTERS**

LOCATION OF CERTIFICATION

**A-23-3A, MENARA UOA
BANGSAR, 5, JALAN BANGSAR UTAMA,
59000 WILAYAH PERSEKUTUAN, KUALA LUMPUR**

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1.0 INTRODUCTION

Affinity Offshore was established in 2012, specialising in the design of marine living quarters. The Company consists of a dynamic team of architects and designers from around the globe, each with their own area of expertise, which has enabled them to design projects around the world for a wide variety of Marine, Onshore and Offshore applications including specialist work on drilling rigs, production platforms, FPSO's, cruise ships and casino boats. As such, we have some of the most experienced personnel in this specialist niche industry where quality and safety are paramount.

In addition to carrying out design work on a wide variety of commercial and domestic projects, the company also has a further area of expertise in the design of LNG (Liquefied Natural Gas) buildings for the energy industry, where not only architectural services are carried out, but due to a talented and dynamic workforce the design of Electrical, Plumbing, HVAC, Structural and Passive Fire Protection systems. Affinity Offshore has a number of ongoing international projects in this niche market.

Affinity Offshores success has been built, based on the knowledge and commitment of our experienced design team. This coupled with continual in-house development utilising the latest technology ensures that Affinity Offshore delivers the best service to our clients.

Affinity Offshore have a large client base of small design projects on an ongoing basis and this coupled with the larger accommodation new build and total refit contracts has ensured the continual growth and development of Affinity Offshore.

Affinity Offshore wish to continue the steady growth through expanding our existing client base, and through providing the optimum accommodation design solutions for clients through experience and innovation of existing and new ideas.

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4.2 Understanding the needs and expectations of interested parties

Affinity Offshore Sdn. Bhd. strives to consistently provide services that meet and / or exceed customer requirements. To achieve this goal, the top management of Affinity Offshore Sdn. Bhd. have through several rounds of brainstorming sessions determined and identified the following interested parties who can directly or indirectly affect Affinity Offshore Sdn. Bhd.'s service, business and quality management systems.

- a) The interested parties that are relevant to the quality management system
 - 1) Customers
 - 2) Competitors
 - 3) Regulatory bodies
 - 5) Shareholders
 - 6) Employees
 - 7) General public

- b) Needs & expectations of interested parties
 - 1) Client – good design quality & service, reasonable pricing service
 - 2) Competitors – to be the market leader
 - 3) Regulatory bodies – to ensure Affinity Offshore Sdn. Bhd. complies with all regulatory requirements
 - 4) Shareholders – to remain profitable
 - 5) Employees – no health and safety regulatory requirement violation
 - 6) General public – Public nuisance

Affinity Offshore Sdn. Bhd. will ensure to monitor and review information about these interested parties and their relevant requirements on a yearly basis during the management review meeting. The details of the requirements of the interested parties are described in Appendix 5 AFF-QM-01-005 (Identification of Internal / External Issues Interested parties' requirements)

4.3 Determining the scope of the quality management system

Affinity Offshore Sdn. Bhd. has determined the boundaries and applicability of the quality

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management system. In determining the scope, Affinity Offshore Sdn. Bhd. had considered:

- a) the external and internal issues referred to in 4.1 above
- b) the requirements of relevant interested parties referred to in 4.2 above
- c) Service offered to customers

Affinity Offshore Sdn. Bhd. scope of quality management system is as follows: -

No.	Scope	Product / Service	Location o Certification
1	Provision of design of marine and offshore living quarters	Architectural Design	A-23-3A, Menara UOA Bangsar, 5, Jalan Bangsar Utama, 59000 Wilayah Persekutuan, Kuala Lumpur

4.4 Quality management systems & its processes

4.4.1 Affinity Offshore Sdn. Bhd. has established and implemented a quality management system in accordance with the requirements of ISO 9001:2015. Affinity Offshore Sdn. Bhd. ensures its quality management system is effectively maintained and the processes of the quality management system are continually improved. As such Affinity Offshore Sdn. Bhd. has determined and established the following: -

- (a) the inputs required and the outputs expected from its processes. The details are described in the Appendix 6 AFF-QM-01-006 (Process Risk and Opportunity Evaluation)
- (b) the sequence and interaction of all these processes and is indicated in the business process chart Appendix 4 AFF-QM-01-004 (Quality Management System Process Interaction Chart & Business Operation Process Flow)
- (c) the criteria and methods needed to ensure effective operation and control of these processes. The criteria and methods applied are described in the Quality Plan and relevant procedure.
- (d) the resources needed for these processes. The top management of Affinity Offshore Sdn. Bhd. ensures that the necessary resources are adequately available.
- (e) the responsibilities and authorities for the effective operations of these processes.

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- (a) the risks and opportunities are identified and acted upon as required. The details are described in risk and opportunities evaluation Appendix 5 AFF-QM-01-005 (Identification of Internal/External Issues Interested parties' requirements) & Appendix 6 AFF-QM-01-006 (Process Risk and Opportunity Evaluation)
- (b) the processes of the quality management system are evaluated on a periodic basis and any changes arising are implemented to achieve the intended results.
- (c) continual improvement of the processes of the quality management system.

4.4.2 Affinity Offshore Sdn. Bhd. ensures

- a) to maintain documented information to support the operation of its processes. The documentation includes relevant procedures, quality plan, work instruction and service specifications or customer specified requirement.
- b) retain documented information to have confidence that the processes are being carried out as planned

5.0 LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

Affinity Offshore Sdn. Bhd.'s top management is fully committed to the development, implementation and continual improvement of the quality management system. In ensuring that this commitment is seen, believed, understood, and followed through by all employees, the top management

- a) takes full accountability for the effectiveness of the quality management system
- b) ensures that the quality policy and quality objectives are established and are compatible with Affinity Offshore Sdn. Bhd.'s context and strategic direction
- c) ensures the integration of the quality management system requirements into Affinity Offshore Sdn. Bhd.'s business process
- d) promotes the use of process approach and risk-based thinking
- e) ensures that resources needed are adequate
- f) communicate the importance of effective quality management of conformity to the quality management system requirements.
- g) ensures that the quality management system achieves its intended results

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- h) engages, direct and support persons to contribute to the effectiveness of the quality management system
- i) promotes improvement
- j) support other management roles

5.1.2 Customer focus

Affinity Offshore Sdn. Bhd. is a customer driven organization. As such, the top management always ensures that customer requirements are determined, understood, and met. Efforts are always concerted in ensuring that every customer of Affinity Offshore Sdn. Bhd. is happy and satisfied. In achieving the above Affinity Offshore Sdn. Bhd. ensures: -

- a) customer and applicable statutory and regulatory requirements are determined, understood, and consistently met
- b) the risks and opportunities that can affect conformity of service and the ability to enhance customer satisfaction are determined and addressed
- c) the focus on enhancing customer satisfaction is maintained

5.2 Policy

5.2.1 Establishing the quality policy

Affinity Offshore has developed Company QHSE Policies relevant to its activities, products, and services. These policies take into account all relevant legislation pertaining to the Company's scope of operation and form the basis for strategic planning. These policies will be communicated through the policy statements, which will be displayed internally on all sites and made available to external agencies on request.

Each Policy is endorsed by the Managing Director, who bears ultimate responsibility in ensuring that the policies are implemented throughout the organisation.

- Health & Safety Policy Statement
- Quality Policy Statement
- Environmental Policy Statement
- Anti-Corruption Policy Statement

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- Code of Conduct Policy Statement

The details are described in the Appendix 1 AFF-QM-01-001 Company Policy

5.2.2 Communicating the quality policy

The quality policy is:

- available and maintained as documented information.
- communicated, understood, and applied within the Affinity Offshore Sdn. Bhd.
- is available to relevant interested parties, as appropriate.

5.3 Organizational roles, responsibilities and authorities

Top management of Affinity Offshore Sdn. Bhd. ensures that the responsibilities and authorities for relevant roles are assigned, communicated, and understood within the organization.

The top management of Affinity Offshore Sdn. Bhd has assigned the responsibility and authority for:

- ensuring that the quality management system conforms to the requirements of ISO 9001.
- ensuring that the processes are delivering their intended outputs.
- reporting on the performance of the quality management system and on opportunities for improvement.
- ensuring the promotion of customer focus throughout the organization.
- ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

The details of the responsibility and authorities are described in the respective Job Description. Job Description maintain by the HR Department. Further details refer AFF-OP-016 Organizational Roles, Responsibilities & Authorities Procedure.

6.0 PLANNING

6.0 Actions to address risk and opportunities

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6.1.1 During the planning for the quality management system, Affinity Offshore Sdn. Bhd. had considered the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:

- a) give assurance that the quality management system can achieve its intended result(s).
- b) enhance desirable effects.
- c) prevent, or reduce, undesired effects.
- d) achieve improvement.

6.1.2 Affinity Offshore Sdn. Bhd. has planned:

- a) to take actions to address the risks and opportunities.
- b) how to:
 - 1) integrate and implement the actions into its quality management system processes.
 - 2) evaluate the effectiveness of these actions.

Affinity Offshore Sdn. Bhd. ensures actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of services. The details of risk & opportunity assessment is described in Appendix 5 AFF-QM-01-005 (Identification of Internal / External Issues Interested parties' requirements) & Appendix 6 AFF-QM-01-006 (Process Risk and Opportunity Evaluation). Further details refer AFF-OP-016 Addressing Risk & Opportunity Procedure.

6.2 Quality objectives and planning to achieve them

6.2.1 Quality objectives at relevant functions, levels and processes needed for the quality management system has been established.

The quality objectives are:

- a) consistent with the quality policy.
- b) measurable.
- c) taken into account with respect to applicable requirements.
- d) relevant to conformity of products and services and to enhancement of customer satisfaction.
- e) monitored.
- f) communicated.

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g) updated as appropriate.

Documented information on the quality objectives is maintained by Document Controller.

6.2.2 When planning how to achieve the quality objectives, Affinity Offshore Sdn. Bhd. had determined:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;
- e) how the results will be evaluated.

For details refer to the Appendix 2 AFF-QM-01-002 (Quality Objectives)

6.3 Planning of changes

Whenever Affinity Offshore Sdn. Bhd. determines the need for changes to its quality management system, the changes shall be carried out in a planned manner.

Affinity Offshore Sdn. Bhd. ensures to consider:

- a) the purpose of the changes and their potential consequences;
- b) the integrity of the quality management system;
- c) the availability of resources;
- d) the allocation or reallocation of responsibilities and authorities.

7.0 SUPPORT

7.1 Resources

7.1.1 General

The resources needed for the establishment, implementation, maintenance, and continual improvement of the quality management system has been determined and provided.

When determining the resources Affinity Offshore Sdn. Bhd. had considered:

- a) the capabilities of, and constraints on, existing internal resources.

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b) what needs to be obtained from external providers (eg. contractors).

7.1.2 People

The person's necessary for the effective implementation of Affinity Offshore Sdn. Bhd. quality management system and for the operation and control of its processes has been determined and is provided. For details refer to Appendix 3 AFF-QM-01-003 (ISO 9001 Committee Organization Chart)

7.1.3 Infrastructure

The infrastructure necessary for the operation of Affinity Offshore Sdn. Bhd. has been determined and provided. Affinity Offshore Sdn. Bhd. ensures to maintain its infrastructure in the best possible manner. Updated software, hardware & good connection of internet are highly required to ensure operation going smoothly.

7.1.4 Environment for the operation of processes

The environment necessary for the operation of Affinity Offshore Sdn. Bhd. has been determined and provided. Affinity Offshore Sdn. Bhd. ensures to maintain the necessary infrastructure in the best possible manner.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

Affinity Offshore Sdn. Bhd. ensures that the resources provided:

- a. are suitable for the specific type of monitoring and measurement activities being undertaken.
- b. are maintained to ensure their continuing fitness for their purpose.

Documented information is retained as evidence of fitness for purpose of the monitoring and measurement resources. Document controller to maintain a master list of deliverables used to monitoring and measurement.

7.1.5.2 Measurement traceability

Not applicable. No calibration or verification for measuring and monitoring the conformity of service.

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7.1.6 Organizational Knowledge

The knowledge necessary for the operation of Affinity Offshore Sdn. Bhd.'s processes and to achieve conformity of services has been determined.

Affinity Offshore Sdn. Bhd. ensures this knowledge is maintained and made available to the extent necessary.

When addressing changing needs and trends, Affinity Offshore Sdn. Bhd. will consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

7.2 Competence

Affinity Offshore Sdn. Bhd. ensures:

- a. to determine the necessary competence of persons doing work under its control that affects the performance and effectiveness of the quality management system. The details are described in Appendix 7 AFF-QM-01-007 (Competence Evaluation);
- b. that these persons are competent on the basis of appropriate education, training, or experience;
- c. to take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d. to retain appropriate documented information as evidence of competence.

7.3 Awareness

Affinity Offshore Sdn. Bhd. ensures that persons doing work under its control are aware of:

- a. the quality policy;
- b. relevant quality objectives;
- c. their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- d. the implications of not conforming with the quality management system requirements.

7.4 Communication

The internal and external communications relevant to the quality management system has been determined and includes:

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- a. on what will be communicated;
- b. when to communicate;
- c. with whom to communicate;
- d. how to communicate;
- e. who communicates.

For details on internal / external communication refer Appendix 8 AFF-QM-01-008 (Communication)

7.5 Documented Information

7.5.1 General

Affinity Offshore Sdn. Bhd.'s quality management system shall include:

- a. documented information required by ISO 9001;
- b. documented information determined by Affinity Offshore Sdn. Bhd. as being necessary for the effectiveness of the quality management system.

7.5.2 Creating and updating

- a. When creating and updating documented information, Affinity Offshore Sdn. Bhd. will ensure appropriate:
 - b. identification and
 - c. format and media;
 - d. review and approval for suitability and adequacy.

7.5.3 Control of documented information

7.5.3.1 Documented information required by the quality management system and by ISO 9001 is controlled to ensure:

- a. it is available and suitable for use, where and when it is needed.
- b. it is adequately protected

7.5.3.2 For the control of documented information, Affinity Offshore Sdn. Bhd. has addressed the following activities:

- a. distribution, access, retrieval and use;
- b. storage and preservation, including preservation of legibility;
- c. control of changes;
- d. retention and disposition.

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The details are described in the Document control procedure AFF-OP-001 & Control of Records Procedure AFF-OP-002.

8.0 OPERATION

8.1 Operational planning and control

Affinity Offshore Sdn. Bhd. ensures to plan, implement, and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by:

- a. determining the requirements for the services.
- b. establishing criteria for:
 1. the processes.
 2. the acceptance of products and services.
- c. determining the resources needed to achieve conformity to the product and service requirements;
- d. implementing control of the processes in accordance with the criteria;
- e. determining, maintaining, and retaining documented information:
 1. to have confidence that the processes have been carried out as planned
 2. to demonstrate the conformity of products and services to their requirements.

Affinity Offshore Sdn. Bhd. ensures to control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

For further details refer AFF-OP-007 Project Internal Management Procedure.

8.2 Requirements for products and services

8.2.1 Customer communication

Communication with customers includes:

- a. providing information relating to the services;
- b. handling enquiries, contracts or orders, including changes;
- c. obtaining customer feedback relating to products and services, including customer complaints;
- d. handling or controlling customer property.
- e. establishing specific requirements for contingency actions, when relevant.

For further details refer AFF-OP-008 Contract Management Procedure.

8.2.2 Determining the requirements for products and services

When determining the requirements for the services to be offered to client, Affinity Offshore Sdn. Bhd ensures that:

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- a. the requirements for the services are defined, including:
 - 1. any applicable statutory and regulatory requirements.
 - 2. those considered necessary by the organization.
- b. Affinity Offshore Sdn. Bhd ensures can meet the claims for the services it offers.

For further details refer AFF-OP-008 Contract Management Procedure.

8.2.3 Review of the requirements for products and services

8.2.3.1 Affinity Offshore Sdn. Bhd. ensures that it has the ability to meet the requirements for the services to be offered to client. As such Affinity Offshore Sdn. Bhd. conducts a review before committing to provide the service to a customer, to include:

- a. requirements specified by the customer
- b. requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c. requirements specified by the organization;
- d. statutory and regulatory requirements applicable to the services;
- e. contract or order requirements differing from those previously expressed.

Affinity Offshore Sdn. Bhd. ensures that contract or order requirements differing from those previously defined are resolved.

Customer's requirements are confirmed by Affinity Offshore Sdn. Bhd. before acceptance when the customer does not provide a documented statement of their requirements.

For further details refer AFF-OP-008 Contract Management Procedure.

8.2.3.2 Documented information is retained to provide evidence of:

- a. the results of the review
- b. any new requirements for the services.

8.3 Design and development of products and services

8.3.1 General

Affinity Offshore Sdn. Bhd. ensures to plan, implement, and control the processes needed to meet the requirements for the provision of products and services

8.3.2 Design and development planning

In determining the stages and controls for the design and development, Affinity Offshore Sdn. Bhd to considered such:

- a. the nature, duration and complexity of the design and development activities;
- b. the required process stages, including applicable design and development reviews,

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- c. the required design and development verification and validation activities
- d. the responsibilities and authorities involved in the design and development process;
- e. the internal and external resource needs for the design and development of products and services;
- f. the need to control interfaces between persons involved in the design and development process;
- g. the need for involvement of customers and users in the design and development process;
- h. the requirements for subsequent provision of products and services;
- i. the level of control expected for the design and development process by customers and other relevant interested parties;
- j. the documented information needed to demonstrate that design and development requirements have been met.

For further details refer AFF-OP-008 Project Management Procedure & AFF-OP-009 Design & Drawing Management Procedure.

8.3.3 Design and development inputs

Affinity Offshore Sdn. Bhd have determine the requirements essential for the specific types of products and services to be designed and developed. Affinity Offshore Sdn. Bhd to considered :-

- a. functional and performance requirements;
- b. information derived from previous similar design and development activities;
- c. statutory and regulatory requirements;
- d. standards or codes of practice that the organization has committed to implement;
- e. potential consequences of failure due to the nature of the products and services.

Affinity offshore Sdn. Bhd shall retain documented information on design and development inputs.

For further details refer AFF-OP-008 Contract Management Procedure.

8.3.4 Design and development controls

Affinity offshore Sdn. Bhd to apply controls to the design and development process to ensure that:

- a. the results to be achieved are defined;
- b. reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
- c. verification activities are conducted to ensure that the design and development outputs meet the input requirements;

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- d. validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;
- e. any necessary actions are taken on problems determined during the reviews, or verification and validation activities;
- f. documented information of these activities is retained.

For further details refer AFF-DCP-F-001 Design Control Plan & AFF-OP-009 Design and Drawing Management Procedure.

8.3.5 Design and development outputs

Affinity Offshore Sdn. Bhd. to ensures that design and development outputs:

- a. meet the input requirements;
- b. are adequate for the subsequent processes for the provision of products and services;
- c. include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;
- d. specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

Affinity Offshore Sdn. Bhd to retain documented information on design and development outputs

For further details refer AFF-OP-007 Contract Management Procedure, AFF-OP-008 Project Management Procedure & AFF-OP-009 Design and Drawing Management Procedure

8.3.6 Design and development changes

Affinity Offshore Sdn. Bhd. ensures to identified, review and controlled changes made during, or subsequent to, the design and development of services, to the extent to ensure that there is no adverse impact on conformity to requirements.

Affinity Offshore Sdn. Bhd shall retain documented information on:

- a. design and development changes;
- b. the results of reviews;
- c. the authorization of the changes;
- d. the actions taken to prevent adverse impacts

8.4 Control of externally provided processes, products and services

8.4.1 General

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Affinity Offshore Sdn. Bhd. ensures that externally provided processes, products and services conform to requirements.

The controls to be applied to externally provided processes, products and services are determined when:

- a. products and services from external providers are intended for incorporation into the Affinity Offshore Sdn. Bhd.'s services.
- b. products and services are provided directly to the customer(s) by external providers on behalf of the Affinity Offshore Sdn. Bhd.
- c. a process, or part of a process, is provided by an external provider as a result of a decision by the management of Affinity Offshore Sdn. Bhd

Criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers (limited only for office appliances) based on their ability to provide processes or products and services in accordance with requirements. For project vendors, usually client already have their list of vendor/supplier, as sub-contractor Affinity just need to make reference to the client approved products.

8.4.2 Type and extent of control

Affinity Offshore Sdn. Bhd. ensures that externally provided processes, products and services do not adversely affect its ability to consistently deliver conforming products and services to its customers.

In achieving the above Affinity Offshore Sdn. Bhd.:

- a. ensures that externally provided processes remain within the control of its quality management system.
- b. defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c. takes into consideration:
 1. the potential impact of the externally provided processes, products and services on the Affinity Offshore Sdn. Bhd.'s ability to consistently meet customer and applicable statutory and regulatory requirements.
- d. the effectiveness of the controls applied by the external provider.
- e. determines the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for external providers

The adequacy of requirements prior to their communication to the external provider is ensured. Communication to external providers includes requirements for:

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- a. the processes, products and services to be provided;
- b. the approval of:
- c. products and services;
- d. methods, processes and equipment;
- e. the release of products and services;
- f. competence, including any required qualification of persons;
- g. the external providers' interactions with the Affinity Offshore Sdn. Bhd.;
- h. control and monitoring of the external providers' performance to be applied by the Affinity Offshore Sdn. Bhd.
- i. verification or validation activities that Affinity Offshore Sdn. Bhd. or its customer, intends to perform at the external providers' premises.

8.5 Production and service provision

8.5.1 Control of Production and service provision

Service Provision is implemented under controlled conditions. Controlled conditions include:

- a) the availability of documented information that defines :
 - 1) the characteristic of service to be provided as specified by customer in the purchase order
 - 2) the result to be achieved;
- b) the availability and use of suitable monitoring and measuring resources
- c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met.
- d) the use of suitable infrastructure and environment for the operation of processes;
- e) the appointment of competent persons, including any required qualification
- f) *Not applicable.*
- g) the implementation of actions to prevent human error;
- h) the implementation of release, delivery and post-delivery activities.

For further details refer AFF-OP-007 Contract Management Procedure, AFF-OP-008 Project Management Procedure & AFF-OP-009 Design and Drawing Management Procedure

8.5.2 Identification and traceability

Complete drawings and documents are suitably identified to ensure conformity of service. Project Manager or Lead architect will do the final review before final issuance of drawings and documents issued to client. Document controller responsible to compile complete drawings /documents, file and issue together with transmittal.

For further details refer AFF-OP-009 Design and Drawing Management Procedure & AFF-OP-001 Document Control Procedure.

8.5.3 Property belonging to customers or external providers

Affinity Offshore Sdn. Bhd. ensures to exercise care with property that belonging to Customer or External Providers while it is under the Affinity Offshore Sdn. Bhd. control or

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being used by Affinity Offshore Sdn. Bhd. Affinity Offshore Sdn. Bhd to identified, verified, protect and safeguard customer's or external provider property for use or incorporation into the products or services. Any lost, damaged or otherwise found to be unsuitable for use Affinity Offshore Sdn. Bhd. shall report this to the customer or external provider and retain documented information on what has occurred.

8.5.4 Preservation

Affinity Offshore Sdn. Bhd. shall preserve the outputs (design drawings and documents) during service provision, to the extent necessary to ensure conformity to requirements.

8.5.5 Post-delivery activities

Affinity Offshore Sdn. Bhd. ensures to meet requirements for post-delivery activities associated with the services.

In determining the extent of post-delivery activities that are required, the following issues are considered:

- a) statutory and regulatory requirements;
- b) the potential undesired consequences associated with its products and services;
- c) the nature, use and intended lifetime of its products and services;
- d) customer requirements;
- e) customer feedback.

8.5.6 Control of changes

Changes for production or service provision are reviewed and controlled to ensure continuing conformity with requirements. Documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review are retained. Refer to AFF-PCL-F-001 Project checklist form & AFF-DCP-F-001 Document Control Plan.

8.6 Control of changes

Affinity Offshore Sdn. Bhd. ensures to review and verified the drawings before issued to client.

Affinity Offshore Sdn. Bhd to retain documented information on the release of products and services. The documented information includes:

- a) evidence of conformity with the acceptance criteria (Design Control Plan)
- b) traceability to the person(s) authorizing the release.

8.7 Control of nonconforming outputs

8.7.1 Affinity Offshore Sdn. Bhd ensures that design outputs that do not confirm to their requirements are identified and controlled to prevent their unintended use.

Affinity Offshore Sdn. Bhd ensures to take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also apply to

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nonconforming products and services detected after delivery of products, during or after the provision of service.

Nonconforming Design outputs are dealt with in one or more of the following ways:

- a) correction;
- b) segregation, containment, return or suspension of provision of products;
- c) informing the customer;
- d) obtaining authorization for acceptance under concession.

Conformity to the requirements is verified when nonconforming Design outputs are corrected.

8.7.2 Affinity Offshore Sdn. Bhd retains documented information that:

- a) describes the design nonconformity;
- b) describes the actions taken;
- c) describes any concessions obtained;
- d) identifies the authority deciding the action in respect of the nonconformity.

9.0 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Affinity Offshore Sdn. Bhd. has determined:

- a. what needs to be monitored and measured;
- b. the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c. when the monitoring and measuring shall be performed;
- d. when the results from monitoring and measurement shall be analysed and evaluated.

The performance and the effectiveness of the quality management system are evaluated. Appropriate documented information is retained as evidence of the results. Refer to Appendix 9 AFF-QM-01-009 (Monitoring and Measurement)

9.1.2 Customer satisfaction

Customers' perceptions of the degree to which their needs and expectations have been fulfilled are monitored. Affinity Offshore Sdn. Bhd uses a supplier performance evaluation form (AFF-SPF-F-001 Supplier Performance Feedback Form) to obtain this information. The survey is carried out once the project is completed. The customer satisfaction information is analysed, and the analysis results are reviewed by the management team. Specific issues raised by the respective customers are further analysed and appropriate actions implemented.

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For further details refer AFF-OP-010 Monitoring & Measurement of Customer Satisfaction and AFF-OP-015 Handling of Customer Procedure.

9.1.3 Analysis and evaluation

Appropriate data and information arising from monitoring and measurement is analysed and evaluated. The results of analysis are used to evaluate:

- a. conformity of products and services
- b. the degree of customer satisfaction (Customer Satisfaction Analysis Report);
- c. the performance and effectiveness of the quality management system (Internal Audit Report);
- d. if planning has been implemented effectively (Production Schedule);
- e. the effectiveness of actions taken to address risks and opportunities (Refer to Appendix 5 AFF-QM-01-005 Identification of Internal external issues Interested Parties Requirement and Appendix 6 AFF-QM-01-006 Process Risk and Opportunity Evaluation);
- f. the performance of external providers (Supplier Performance);
- g. the need for improvements to the quality management system.

9.2 Internal Audit

9.2.1 Internal audits of the quality management system are carried out once a year. The purpose is to ensure that the quality management system:

- a. conforms to:
 1. the Affinity Offshore Sdn. Bhd.'s own requirements;
 2. the requirements of ISO 9001;
- b. is effectively implemented and maintained.

9.2.2 The following has been addressed:

- a. An internal audit programme has been established and implemented which provides details of the audit frequency, methods, responsibilities, planning requirements and reporting of internal audit results. The importance of the processes concerned, changes affecting the Affinity Offshore Sdn. Bhd. and the results of previous audits are considered when the internal audit programme is established.
- b. the audit criteria and scope for each audit is defined.
- c. auditor's selection and audits are conducted to ensure objectivity and the impartiality of the audit process.

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- d. results of the audits are reported to the top management
- e. appropriate corrective actions are taken without undue delay
- f. documented information are retained as evidence of the implementation of the audit programme and the audit results.
- g. For details refer Internal Audit Procedures (AFF-OP -004).

9.3 Management Review

9.3.1 General

Management review is carried out by the top management on twice a year to ensure the quality management system continues to be suitable, adequate, effective, and aligned with the strategic direction of the organization. Refer AFF-OP-011 Management Review Procedure.

9.3.2 Management review inputs

The following issues are discussed during the management review:

- a. the status of actions from previous management reviews;
- b. changes in external and internal issues that are relevant to the quality management system;
- c. information on the performance and effectiveness of the quality management system, including trends in:
 - 1. customer satisfaction and feedback from relevant interested parties;
 - 2. the extent to which quality objectives have been met;
 - 3. process performance and conformity of products and services;
 - 4. nonconformities and corrective actions;
 - 5. monitoring and measurement results;
 - 6. audit results;
 - 7. the performance of external providers;
- d. the adequacy of resources;
- e. the effectiveness of actions taken to address risks and opportunities
- f. opportunities for improvement

9.3.3 Management review outputs

The outputs of the management review includes decisions and actions related to:

- a. opportunities for improvement;
- b. any need for changes to the quality management system;

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c. resource needs.

The minutes of the management review is retained as evidence of the results of management reviews.

10.0 IMPROVEMENT

10.1 General

Opportunities for improvement are determined and selected and any necessary actions to meet customer requirements and enhance customer satisfaction are implemented.

These includes:

- a. improving products and services to meet requirements as well as to address future needs and expectations;
- b. correcting, preventing or reducing undesired effects;
- c. improving the performance and effectiveness of the quality management system.

10.2 Nonconformity and corrective action

10.2.1 When nonconformity occurs, including any arising from complaints, Affinity Offshore Sdn. Bhd. will:

- a. react to the nonconformity and, as applicable:
 1. take action to control and correct it;
 2. deal with the consequences;
- b. evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 1. reviewing and analysing the non-conformity;
 2. determining the causes of the non-conformity;
 3. determining if similar nonconformities exist, or could potentially occur;
- c. implement any action needed;
- d. review the effectiveness of any corrective action taken;
- e. update risks and opportunities determined during planning, if necessary;
- f. make changes to the quality management system, if necessary.

Corrective actions will be appropriate to the effects of the nonconformities encountered.

10.2.2 Documented information is retained as evidence of:

- a. the nature of the nonconformities and any subsequent actions taken;

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b. the results of any corrective action.

10.3 Continual Improvement

Affinity Offshore Sdn. Bhd. ensures to continually improve the suitability, adequacy and effectiveness of the quality management system.