

SCHEDULE 13

SERVICES QUALITY PLAN OUTLINE

<p>1 Introduction</p> <p>1.1 General</p> <p>1.2 Quality Policy</p> <p>1.3 Communication</p> <p>1.4 Senior Management Commitment</p> <p>2 Planning for Quality</p> <p>2.1 Scope of Services</p> <p>2.2 Responsibility and Authority</p> <p>2.3 Quality Management Representative</p> <p>2.4 Resources</p> <p>2.5 Authority and Responsibility</p> <p>2.6 General Responsibility and Authority</p> <p>2.7 Management Review</p> <p>2.8 Quality System</p> <p>2.9 Quality System Procedures</p> <p>2.10 Quality Planning</p> <p>2.11 Document and Data Control</p> <p>3 Contract Mobilization</p> <p>3.1 Purpose</p> <p>3.2 Responsibilities</p> <p>3.3 Attachment</p> <p>4 Service Delivery</p> <p>4.1 Purpose</p> <p>4.2 Scope</p> <p>4.3 Definitions</p> <p>4.4 Authority and Responsibility</p> <p>4.5 Description of Services</p> <p>4.6 Inspection and Testing Requirements</p> <p>4.7 Review of Best Practice Documents</p> <p>4.8 Experience, Skills and Training Requirements</p> <p>4.9 Application of Legislation, Standards and Codes</p> <p>4.10 Work Environment</p> <p>4.11 Service Delivery Process and Procedure Maps</p> <p>4.12 Service Delivery Model Documentation</p> <p>4.13 Service Delivery Procedure Documentation</p> <p>4.14 Non-Conformance</p> <p>4.15 Calibration</p> <p>4.16 Identification and Traceability</p> <p>4.17 Control of Customer Supplied Product</p>	<p>5 Service Delivery Improvement</p> <p>5.1 Purpose</p> <p>5.2 Scope</p> <p>5.3 Responsibility and Authority</p> <p>5.4 Rewards and Recognition</p> <p>5.5 Communication</p> <p>5.6 Definition of Corrective Action</p> <p>5.7 Definition of Preventive Action</p> <p>5.8 Statistical Techniques</p> <p>5.9 Methods for Service Delivery Improvement</p> <p>6 Training</p> <p>6.1 Purpose</p> <p>6.2 Policy</p> <p>6.3 Internal/External Training/Resources Courses</p> <p>6.4 Unforeseen Training Requirements</p> <p>6.5 Training Measurements</p> <p>6.6 Pre-Qualification</p> <p>6.7 Measurements</p> <p>6.8 Responsibilities</p> <p>6.9 Details</p> <p>6.10 Company Procurement Cards</p> <p>6.11 Verification of Purchased Product</p> <p>6.12 Records</p> <p>6.13 Procurement Process</p> <p>6.14 Customer Supplied Product</p> <p>7 Internal Audits</p> <p>7.1 Purpose</p> <p>7.2 Scope</p> <p>7.3 Auditing Frequency</p> <p>7.4 Qualification of Auditors</p> <p>7.5 Responsibilities</p> <p>7.6 Audit Results</p> <p>7.7 Transition Performance Audits</p> <p>7.8 Transition Performance Checklist</p> <p>7.9 Review of Results</p> <p>8 Quality Records</p> <p>8.1 Purpose</p> <p>8.2 Scope</p> <p>8.3 Definition of Quality Records</p> <p>8.4 Measurements</p> <p>8.5 Responsibilities</p> <p>8.6 Details</p>
--	---