

QUALITY MANAGEMENT SYSTEM MANUAL



RELATIONSHIP

CLIENT

IMPROVEMENT

LEADERSHIP

PROCESSES

INFORMATION

PEOPLE

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00

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Area
QUALITY

Area
QUALITY

INTRODUCTION:

This manual formally describes the specifications of the Quality Management System - QMS of **Deep Sea Company** Itaguaí Ltda ME, as well as its suitability to the requirements of the ABNT NBR ISO 9001:2015 Standard.

Purpose

Deep Sea Company's Quality Management System aims to demonstrate the ability to deliver services that consistently meet the requirements of our clients, increasing their satisfaction through the continuous improvement and effectiveness of our system.

Reference Standard

ABNT NBR ISO 9001:2015 – Quality Management System

Created by
Quality Area

Person in charge:
Director

Issued on
12/04/2017

Revision
As Per List of Alterations

Approved by			
NAME	SIGNATURE	POSITION	DATE
Gustavo Carvalhinho		Director	10/05/2017

2- TABLE OF CONTENTS

1- INTRODUCTION	2
purpose	2
Reference Standard	2
2 – TABLE OF CONTENTS	3
3 – QUALITY MANUAL CONTROL	5
Control of Alterations	5
3.1 – List of Alterations	6
4. CONTEXT OF ORGANIZATION.....	7
4.1 Understanding the Organization and its Context	7
4.2 Understanding the needs and expectations of stakeholders.....	7
4.3 Determining Scope of Quality Management System	7
4.4 Quality Managment System and its Processes.....	8
5. LEADERSHIP.....	9
5.1 Leadership and Commitment	9
5.2 Quality Policy, Mission, Vision and Values.....	10
5.3 Organizational Roles, Responsibilities, and Authorities	11
6. PLANNING	12
6.1 Actions to Address Risks and Opportunities	12
6.2 Quality Objectives and Planning to Achieve Them	12
6.3 Planning of Changes.....	13
7. SUPPORT	14
7.1 Resources	14
7.2 Competence.....	14
7.3 Awareness	15
7.4 Communication.....	15
7.5 Documented Information.....	15
8. OPERATION	16

8.1 Operational Controle and Planning	16
8.2 Requirements for Products and Services	16
8.3 Design and Development of Products and Services	17
8.4 Control of Processes, Products and Services Provided Externally	17
8.5 Production and Provision of Service	18
8.6 Clearance of Products and Services	19
8.7 Control of Non-conforming outputs	19
9. PERFORMANCE ASSESSMENT	20
9.1 Monitoring, measurement, analysis and Assessment	20
Client Satisfaction	20
Analysis and Assessment	21
9.2 Internal Audit	21
9.3 Management's Critical Analysis.....	21
10. IMPROVEMENT.....	22
Non-conformity and Corrective Action	22

APPENDICES:

Map of Processes

02 – Table of Interaction and Analysis of Processes

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3 – QUALITY MANUAL CONTROL

The Quality Manual is prepared by the Quality area and approved by the Director / Partner, according to "Presentation".

Copies of the Manual are identified on the front cover, containing the numbering, last revision and job position of the recipient.

The Quality Manual is distributed as a PDF extension file in the clouds.

Valid copies of the Quality Manual are in the digital directory. All physical copies will be identified as "copy for information only".

Control of Alterations

Whenever necessary, changes to the Manual can be made, as the responsibility of the Quality area. The implementation of these changes must be made only after final approval of this Manual.


Revisions can be made throughout the Manual or in some parts, provided that duly recorded and approved in the "List of Alterations".

At each revision, the new pages should replace old ones in each copy of the Manual, and the old pages should be destroyed. The owners of the Manuals are responsible for their care, zeal and application, and the Quality area, for updating them.

Obsolete copies retained for any purpose will be stored in the "Obsolete Copy" folder. This form of control avoids unintentional use of such documents.

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Approved by			
NAME	SIGNATURE	POSITION	DATE
Gustavo Carvalhinho		Director/Partner	10/05/2017

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4 – CONTEXT OF ORGANIZATION

4.1 Understanding the Organization and its Context

Deep Sea Company is a consulting, ship and load inspection, and conformity verification company with headquarters in Itaguaí - Rio de Janeiro, where one of the largest port complexes of Brazil is located.

Deep Sea Company is ready to help our clients operate sustainably, improve quality and reduce risk.

Since our founding, we offer a wide range of services to shipowners, shipping agencies, charterers, sellers, buyers, traders, insurance companies, classification societies, port operators, lawyers and anyone involved in world shipping.

Deep Sea Company determined the external and internal issues through the "Context Analysis - FOR 029" register, which involved the Company Management and identified the strengths, weaknesses, opportunities and threats, aiming to guide the Quality Management System planning, taking into account those that affect the ability to achieve process results.

Monitoring of the context takes place every semester through the "Critical Analysis Meetings", where the current scenario is analyzed. These meetings are chaired by the Administrative Director and the Operating Officer, which may be in shorter intervals, should the market scenario change.

4.2 Understanding the needs and expectations of stakeholders

Deep Sea Company, in order to monitor and review the information of stakeholders that are relevant to the QMS and its interests and taking into account the company's ability to meet the proposed service demands, has identified these requirements through the register "*Partes Interessadas* (Stakeholders) – FOR 027", analyzing and updating them every six months through the register "Critical Analysis Meetings - FOR 030", which were carried out by the Management, providing measures to increase the processes, and when necessary, to be analyzed at shorter intervals in the Company's Administrative Meetings .

4.3 Determining Scope of Quality Management System

Deep Sea Company defined the following scope for the Quality Management System, considering the services offered by the company:

Services related to the international trade market, inspections and verification services

Business unit(s) comprised:

- **Deep Sea Company Itaguaí Ltda – ME**
 - CNPJ: 24.805.363/0001-62
 - Address: Street Landulfo Alves, 75, Center, Itaguaí - RJ – Zip code: 23815-400

The Scope above was defined in harmony with the considerations made for organization setting according to the document "Context Analysis - FOR 029" and the relevant stakeholder requirements defined in the document "Stakeholders - FOR 027".

Note: Item 8.3 does not apply. The relevant justification is described in the text to which it refers.

4.4 Quality Management System and its processes

The processes required for minimum control of the QMS are mapped in the company's "Map of Processes", as well as their interaction and analysis described in the "Interaction of Processes", both presented in appendices 01 and 02, respectively.

The criteria and methods necessary to ensure that the operation and control of processes are effective. They are defined in the Quality Manual and in the developed procedures, including monitoring, measurement and performance indicators, providing the effective operation and control of the processes.

Processes are evaluated so that the planned needed changes achieve the intended results, maintaining and retaining documented information to support the QMS.



INSPECTION AND QUALITY
FOR INTERNATIONAL TRADE

5 - LEADERSHIP

5.1 Leadership and Commitment

5.1.1 Generalities

The top management of **Deep Sea Company**, represented by the Directors, shows leadership and commitment to the Quality Management System by personally participating in all QMS processes; analyzing the performance of the QMS; establishing the policy and its objectives consistent with the scenario and the risk; making available all the necessary resources for the processes so as to the achieve of the desired results; meeting the requirements for the continuous improvement of the QMS.

QMS performance will be analyzed and criticized as per systematic of requirement “9.3 Critical Analysis” of this manual.

5.1.2 Focus on Client

Top Management is committed to maintaining customers’ satisfaction through leadership and commitment to meeting their requirements, bylaws, and regulations, as well as analyzing and addressing risks and opportunities that may affect service compliance.

5.2 Quality Policy, Mission, Vision and Values

5.2.1 Quality Policy Development

The Top Management established the Quality Policy, presented below, as a clear way to present to stakeholders their quality related commitment.

QUALITY POLICY

Deep Sea Company develops activities in compliance with current legislation and requirements, always seeking continuous improvement and client satisfaction.

Revision: 00 Date: May/10/2017

INSPECTION AND QUALITY
FOR INTERNATIONAL TRADE

5.2.2 Mission, Vision and Values

Mission

Provide inspection, certification and verification of conformity services that meet the needs of our clients.

Vision

To be an entity globally recognized for the diffusion of the activities of Inspection and Verification of Conformity, through the excellence of our actions.

Values

- ✓ Commitment to the quality of our services;
- ✓ Client satisfaction about services rendered;
- ✓ Ethics, integrity, impartiality and confidentiality;
- ✓ Respect for others, for life and for nature.

5.2.3 Communicating Quality Policy, Mission, Vision and Values

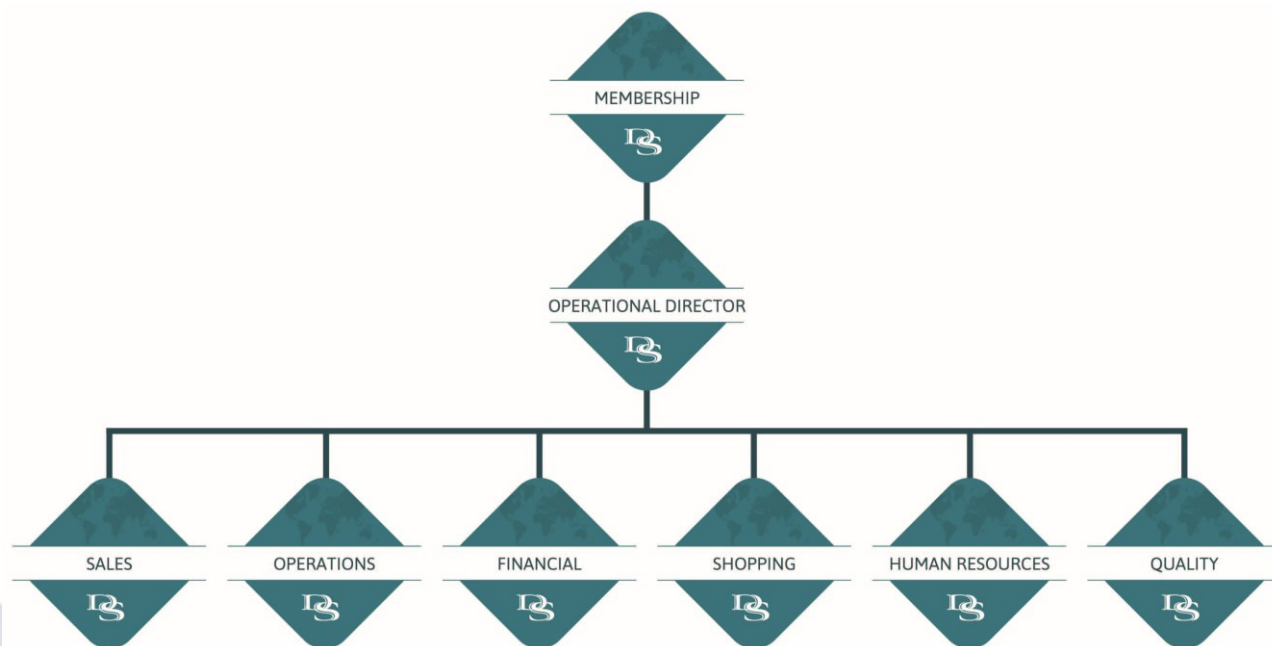
The Quality Policy, mission, vision and values are displayed in strategic points of the company and kept updated, to be communicated at all levels and understood by all our employees. Communication can be in the following ways: through the Quality Manual, website, training, stickers, meetings with the teams or other means that the company deems most appropriate.



5.3 Organizational Roles, Responsibilities, and Authorities

The roles, responsibilities and employees' authority are defined and documented in the procedures, Quality Manual and in the "Job Description - FOR 023" record. Employees are informed of their responsibilities and authorities, as well as their contribution to the continuous improvement of the QMS, through the procedures manuals, as well as at the moment of integration and training, when necessary.

The Organizational Structure is defined according to the organization chart below:



6 - PLANNING

6.1 Actions to Address Risks and Opportunities

The Top Management of **Deep Sea Company** addresses our risks and opportunities constantly, involving all management teams, which are documented in the “Risk and Opportunities Analysis FOR 028” form. It focuses on strengths and weaknesses, opportunities and threats, from which the “Stakeholders - FOR 027” form is employed to monitor and address these risks and opportunities, controlling the desired or undesired results inherent to the risks that may impact on the improvement of its processes. The effectiveness of the actions will be analyzed at meetings of critical reviews by management, even though follow-up is continuous.

6.2 Quality Objectives and Planning to Achieve Them

The quality objectives are defined in a way consistent with the quality policy, so as to establish specific purposes to act, aiming to increase the capacity of the organization to provide services that meet the clients’ requirements. These quality objectives are measurable and are presented in the Quality Objective document, which is followed by an Action Plan to evaluate the results and set new quality objectives or even the challenge of existing goals.

Overall, the results, in relation to the effectiveness of the system, are communicated to the relevant levels through the indicators by electronic mail.



6.3 Planning of Changes

As the organization implements our actions related to the quality management system, several changes and practices become necessary. These needs are identified in relation to the organization's scenario, leadership, planning, support, performance evaluation and improvement.

When the organization identifies situations that require changes, they are identified in the document "Planning of Changes", where the actions determined for implementation will be evaluated. This will involve the integrity of the QMS, the allocation of resources, the definition of responsibilities and authorities and any other necessary measures.

Whenever necessary, the needs for change are determined in a planned manner at the semiannual Critical Review meetings. The purpose of the changes will always be related to increasing client satisfaction and meeting their requirements.



7 - SUPPORT

7.1 Resources

Deep Sea Company provides among its resources suitable facilities, healthy working environment and analytical potential to identify the constraints and needs to outsource and meet our demands, with necessary equipment and personnel establish and maintain the QMS.

Equipment maintenance is carried out periodically by external suppliers for the necessary preventive and corrective interventions.

The facilities and support services are kept in an appropriate state of conservation; organized, and available for use by **Deep Sea Company** employees.

Monitoring and measurement capabilities should ensure valid and reliable results to verify the conformity of products and services, ensuring that gauging of this equipment is traceable to international or national measurement standards. The company does not use such resources in our activities. Therefore, the requirements specified in subsection 7.1 (Resources) with respect to Monitoring and Measurement Resources (item 7.1.5 of ISO 9001: 2015) cannot be applied to the quality management system, and their non-application does not affect the ability of the company to provide services to its customers.

Deep Sea Company determines actions to improve the organizational knowledge necessary for the operation of processes, such as: staff experience, meetings, trainings, notice boards, procedures, standards, among other means, aiming to achieve compliance with the requirements determined by the client to perform the services.

7.2 Competence

The necessary competences of the persons performing work under its control and affecting the performance and effectiveness of the QMS, based on education, training or appropriate experience, withholding this information through the record "Description of Positions - FOR 024". The events carried out to improve the level of competence of the teams are identified by the directors and shown in the "Attendance List - FOR 001". Events performed by third parties are shown through "Certificates" issued by them, not requiring the opening of attendance lists .

7.3 Awareness

Deep Sea Company has determined that all staff be aware of the quality guidelines described in the Policy, the achievement of the objectives and the contribution of each employee, within their work process, to the effectiveness of the QMS. This awareness can occur through dissemination in training, integration, meetings with teams, adhesives or other means that the company deems most appropriate.

The selection of **Deep Sea Company** employees is carried out through advertisements in newspapers and specialized websites. Hiring takes place through face-to-face interview, documental analysis and other procedures that the company may deem relevant for each case.

7.4 Communication

The definition of communication (internal and external) involving all stakeholders is determined in the procedure "PSQ-05 Internal and External Communication".

7.5 Documented Information

Control of the documents required by the reference standard and others is in accordance with the procedures "PSQ-01 - Quality System Document Control", "PSQ-02 - Control of External Origin Document " and "PSQ-03 - Control of Quality Records" that determines:

- Critical analysis and approval of adequacy and sufficiency of documents prepared;
- Control of Alterations;
- Distribution, access, recovery and use;
- Storage, preservation and legibility, as well as its retention and disposal, using the "Map of Control of Documented Information - FOR 004".

INSPECTION AND QUALITY
FOR INTERNATIONAL TRADE

8 - OPERATION

8.1 Operational Control and Planning

Deep Sea Company has a well-defined production system for the purpose of serving the definitions in its certification scope.

The services are planned and scheduled to meet client contracts and/or requests, in accordance with item 8.2 of this manual, defining the requests, and recording them properly.

When necessary, the company carries out technical visits to verify the conditions of the work place, type of material and/or equipment to be used, specification of the cargo and other situations for an effective service.

The planning of the service is performed in order to meet the quality objectives and the client requirements, making available the resources for the execution and completion of the service. It is initiated in the commercial process, analyzing the requirements requested by the clients, namely: type of cargo, length of journey, quantity, continuity of service, obligations regarding the availability of transport (water, air and land), service value and payment conditions, place of performance of the service. Thus, it is complemented in the operational process where the availability of the equipment to be used as well as the rental of resources and observations are verified, which are registered/created in the proposal.

8.2 Requirements for Products and Services

Deep Sea Company determines as the requirements specified by clients those gathered through the critical analysis of requests, questioning details not presented regarding the nature of the cargo, routes, etc. in accordance with documented information via e-mail, fax, proposals, contracts etc. It also identifies requirements not stated by the client, such as: applicable statutory and regulatory requirements, as well as failure to comply with the request, if any irregularity or impossibility of service is detected.

Deep Sea Company defined the following as a means of communication with its clients, to provide information about its products/services, performance, consultations, possible changes related to services,

control of clients' properties and their complaints: e-mail, website, telephone, personal contact, among others.

8.3 Design and Development of Products and Services

At **Deep Sea Company**, due to the characteristics of our activities geared towards meeting our certification scope, the services are performed according to clients' requirements and controlled by the systems of item 8.5.1. The specification of the equipment to be used in the services, as well as the methods of operation and accessories used are determined for each service.

Therefore, the requirements specified in subsection 8.3 (Design and Development of Products and Services) cannot be applied to the quality management system, and its non-application does not affect the ability of the company to provide services that comply with our clients' needs.

8.4 Control of Processes, Products and Services Provided Externally

The control of products and services purchased through external suppliers is carried out according to the "PSQ-04 Acquisition" procedure, which establishes a sequence of activities to ensure that the items purchased comply with the specified requirements, identifying the purchase documents, the approver and the inspection methodology.

Controlling the process of contracting/purchasing products and services takes into account the potential impact on **Deep Sea Company's** ability to consistently meet customers' requirements, in compliance with statutory and regulatory requirements.

Situations that do not require purchase order:

- Emergency purchases;
- Situations that are governed by contracts;
- When necessary to hire adequate resources;

The external suppliers of inputs and services are selected based on price, product quality/service, service capacity and service deadline, where they are evaluated and revalued according to the following criteria:

INSPECTION AND QUALITY
FOR INTERNATIONAL TRADE

- **External suppliers of products and services:** **Deep Sea Company** carries out initial evaluation and annual revaluation, serving as a basis for conducting an analysis of suppliers, and we may opt for the de-accreditation or suspension of those considered inappropriate to the company. For new suppliers, the company will carry out a pilot purchase, where an initial evaluation will be performed and if approved, suppliers will be apt.

If there is any verification or validation that **Deep Sea Company** intends to perform in the supplier's premises, it will be informed in advance.

8.5 Production and Provision of Service

Every **Deep Sea Company's** production process is in accordance with the legislation on services related to the international trade market, inspections and verification services, including those in charge, monitoring and inspections in appropriate steps, in accordance with requirements 8.1 and 8.2 of this manual. The information is defined in the Activity Schedule sent by the client used by the company, enabling the accomplishment of the activities and the resulting outputs according to the requirements initially set. Any changes that are necessary during the operation of service will be analyzed immediately and controlled through documented information, documenting those in charge of the analyses of change.

Traceability of the operational process is according to the records mentioned in the schedule sent by the client (and throughout the text), indicating the release of the services.

At **Deep Sea Company** clients' ownership is understood as the products being transported. The identification of this product is done through the invoice and CT-e. The loading/unloading process and the conference are performed by the shipper and the receiver, and **Deep Sea Company** is responsible for inspecting the ship documentation. In the event of loss and/or damage resulting from theft, loss or packaging of the cargo, the fact shall be registered and communicated to the client.

The goods are placed on the vehicle by the shipper according to their predetermined loading criteria so that it is protected until delivered to the receiver.

Deep Sea Company addresses the after-sales appropriately, taking into account statutory and regulatory requirements, as well as clients' complaints.

INSPECTION AND QUALITY
FOR INTERNATIONAL TRADE

8.6 Clearance of Products and Services

The methodology described in requirement 8.5, including loading procedures and authorizations, ensures the release of services with identified requirements to meet client needs. Clearance is duly registered identifying the approval or disapproval of the service, the acceptance criteria, as well as the person authorized to release it.

8.7 Control of Non-Conforming Outputs

Services that do not meet established requirements are controlled by the "PSQ-09 Non-conforming Service Control" procedure, presenting the sequence of activities for identification, immediate treatment, re-examination and appropriate treatment. Non-conforming services are segregated appropriately.



9 – PERFORMANCE ASSESSMENT

9.1 Monitoring, measurement, analysis and Assessment

Deep Sea Company assures that its processes are continuously monitored, aiming to evaluate the ability of the results to achieve the defined planning and stipulated goals, and continuous improvement of the effectiveness of the quality management system.

In order to better follow the quality objectives, arithmetic averages and percentages are used where the data are compiled, facilitating decision making for implementation in the processes, which are presented in charts and/or spreadsheets.

The operational activities are monitored by the operational director together with the managing director, including the QMS. The documented information created facilitates the monitoring of the processes in general, allowing identification of any deviations and the immediate corrective actions. The presented results are taken for critical analysis by the management according to the systems of item 9.3 of this manual.

Client Satisfaction

In order to meet clients' requirements, **Deep Sea Company** has developed and implemented "Satisfaction Survey".

Every six months, the satisfaction survey of the clients served in the period is carried out to verify the service received and identify situations that lead to improvements. The surveys are carried out and the Director/Partner's goal is to attain at least eighty percent satisfaction.

If the client has its own survey evaluation system, it will replace the survey carried out by **Deep Sea Company**.



INSPECTION AND QUALITY
FOR INTERNATIONAL TRADE

Analysis and Assesment

Deep Sea Company analyses the appropriate data and information relating to service compliance, customer satisfaction, effectiveness of actions to address risks and opportunities, performance of external providers, and needs for actions to improve QMS.

9.2 Internal Audit

Internal audits are governed by the procedure "PSQ-08 - Internal Quality Audits", indicating the planning, frequency, methods, responsibilities and all forms of control to guarantee the impartiality of the process, as well as the appropriate recording.

9.3 Management's Critical Analysis

It is the top management's responsibility to perform the **Deep Sea Company's** QMS critical analyses. A meeting is held throughout the year, or more frequently if necessary, which is shown in the "CRITICAL ANALYSIS MEETING MINUTES". These meetings include the minimum entries and exits required by the standard and other matters relevant to the QMS, and are presented in the topics in the form "CRITICAL ANALYSIS REPORT - FOR 030".



10 - IMPROVEMENT

Deep Sea Company defines improvement opportunities by selecting those which increase the capacity of meeting the requirements and customer satisfaction, taking into consideration the correction, prevention and reduction of undesirable situations that may occur.

Non-Conformity and Corrective Action

Identified nonconformities are treated according to the procedure "PSQ-10 - Corrective Action and Preventive Action", indicating those in charge, the sequence, identification of causes and appropriate correction treatment, as well as appropriate records.

Created by Richard Kill		Analyzed by Olcinio Santos Vieira		Approved by Gustavo Carvalhinho	
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