



Exploration & Production

GENERAL SPECIFICATION

PROJECTS & CONSTRUCTION

GS EP PJC 501

Requirements for Contractor Quality Management

07	01/2012	Addition of customer satisfaction paragraph
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1. Purpose

This specification defines the requirements for the Quality Management System that CONTRACTOR shall establish and maintain during each phase of the WORK (e.g.: Design, Engineering, Procurement & Supply, Construction, Installation, Hook-up, Commissioning, Start up).

These requirements are also applicable to CONTRACTOR controlled SUB-CONTRACTORS and VENDORS through the complete supply chain.

The aim of Quality Management is to give confidence to COMPANY that the activities (or processes) under the CONTRACT will be planned, executed, monitored and recorded in a controlled manner to meet all contractual requirements to COMPANY full satisfaction, especially for the operability of the deliverables with due respect to Health, Safety and Environment in operating conditions.

This **Quality Management system specific to the CONTRACT** must be documented in a **Quality Plan**, based on CONTRACTOR perennial Quality Management system (supposed to be effective regardless the CONTRACT) and on COMPANY contractual requirements pertaining to the deliverables, the execution processes and to the Quality Management itself.

2. External references

The reference documents listed below form an integral part of this General Specification. Unless otherwise stipulated, the applicable version of these documents, including relevant appendices and supplements, is the latest revision published at the EFFECTIVE DATE of the CONTRACT.

Standards

Reference	Title
ISO 9000	Quality Management system - Fundamentals and vocabulary
ISO 9001	Quality Management system – Requirements
ISO TS29001	Petroleum and natural gas industries – Sector specific Quality Management system
ISO 10002	Quality Management systems – Customer satisfaction – Guidelines for complaints handling in organizations
ISO 10005	Quality Management systems – Guidelines for quality plans
ISO 10006	Guidelines for Quality Management in projects
ISO 19011	Guidelines for quality and/or environmental management systems auditing

**Professional Documents**

Reference	Title
Not applicable	

Regulations

Reference	Title
Not applicable	

Codes

Reference	Title
Not applicable	

Other documents

Reference	Title
Not applicable	

Total General Specifications

Reference	Title
GS EP PJC 502	Requirements for Contractor criticality rating of a Unit
GS EP PJC 503	Requirements for Contractor Quality Surveillance

The terms in BLOCK letters refer to the definition of Total standard contracts.

NB: the term "SUPPLIER" mentioned in the definition of [ISO 9000](#) has been replaced by the contractual defined term of "SUB-CONTRACTORS and VENDORS".