

RNT McLaren

Company Profile 2023

Architecture



Energy



Maritime



From Designing to erection, your "turnkey" partners



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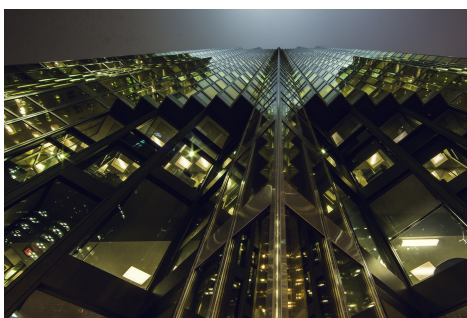


RNT Maclaren Engineering is a leading manufacturing company specializing in designing and manufacturing premium products for a wide range of industries. Founded in 2010 in Cyprus. We serve leading customers in these regions with a strong sales network in Europe and the Middle East.



Today RNT Maclaren is a company with a capacity of 4 production plants. Greece, Qatar, China, and India. Through hard work, significant investment, collective effort, and measurable results, RNT Maclaren Engineering maintain and enjoys its outsourcing clientele's credibility and trust. Because credibility and reliability are our most valuable assets, along with integrity and collaboration, we at RNT Maclaren Engineering deliver superior quality, value, and trust to our customers.

OUR MARKETS



• Building envelopes, Steel superstructures and Interior Fit out

Building envelopes, Steel superstructures, and Interior Fit-out
RNT Maclaren Engineering is a leading Facade designer and fabricator of customized architectural envelopes for residential, commercial, or industrial buildings. The solid experience gained in more than 20 years has allowed RNT Maclaren Engineering to grow and consolidate itself Internationally, with successful references worldwide.

When it comes to organic structures, we hold the experience of structural steel from design to build. We are well known for incorporating the superstructure with the buildings envelope in Fluid shape buildings. Due to our constant R&D activity, RNT Maclaren Engineering has accrued its know-how and capability, always aiming to offer the best technical solution at a competitive price when it comes to custom structures.

• Energy, oil, and gas components

RNT Maclaren Engineering has been developing and manufacturing power, oil, and gas components since 2010. Much of the power, oil, and gas innovation comes from the use of specialty materials. Therefore, we attach unparalleled importance to engineering and metallurgy.

We are known for our work ability with a large stock of high-quality specialty materials to form custom shapes. We are industry specialists in producing complex parts thanks to our highly skilled engineers. From copper to alloy steel, our design and manufacturing teams can meet your application's material and technology needs.



• Yacht superstructure & interiors build & refit

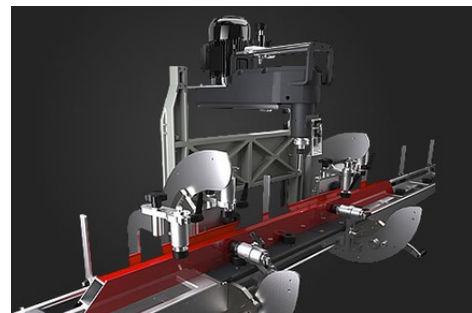
We provide any technical fabrication concerning CNC parts, or any metal works to shipbuilding or refit contractors for any vessel, commercial, military or recreational.

RNT Maclaren has many years of experience in marine vessels and high-end machinery that can cut and form materials in complex shapes. We understand the build of the marine industry.

- **Doors, Windows, Curtain walls, Skylights**

In business since 2009

We have completed significant projects around the world. We design and manufacture high-quality, aesthetic aluminum profiles based on 15 years of experience in industrial production. We have built an impressive track record providing specialist design and build services. RNT Maclaren Engineering is a company built on proven methodologies. Our professionalism speaks for itself. We never lose sight of our client's end goal, which is why our clients come back repeatedly because they know we can be trusted and will deliver an exceptional result on time, on budget, and to the desired standard.



- **Metal Sheet processing**

SS, Aluminum, Steel, Brass, Copper, Titanium

Cutting and forming sheet metal is a crucial process in the manufacturing industry. RNT Maclaren Engineering has invested in such machinery to meet the fabrication requirements of nowadays. There are five basic types of cutting, CNC by Laser, torch, water jet, and shear, and there are two types of forming, Press brake and rolling. RNT Maclaren Engineering utilizes these, each defined by the qualities of the material and the specific forming process applied.

We Maximize the production capacity and deliver performance within the budget and on time.

- **Metal Tubes Processing**

SS, Aluminum, and Steel. CNC cutting and forming

RNT Maclaren provides advanced CNC cutting services. Plasma tube cutting is a highly productive and flexible method of tube processing that is now finding applications in all industries.

It enables the integration of intelligently combining the advantages of sheet metal and tube constructions. As a result, many elements traditionally formed in sheet metal can be replaced or optimized.

The Forming of pipes is basically two types. Rolling and Bending.



- **Machining CNC processing of parts**

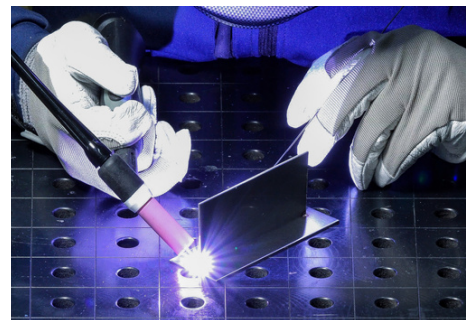
SS, Aluminum, Steel & Industrial Plastics

Machining is the process of manufacturing in which raw material is cut into the desired final shape and size using a CNC removal machine. By constantly upgrading and renewing its technology infrastructure, RNT Maclaren Engineering can more effectively respond to the needs of the precision machining market.



- **Welding**
SS, Aluminum, and Steel

- IShielded Metal Arc Welding (SMAW)
- Gas Metal Arc Welding (GMAW)
- Flux-Cored Arc Welding (FCAW)
- Gas Tungsten Arc Welding (GTAW)



- **Wood 3D CNC carving**

When creativity, and quality workmanship is needed RNT Maclaren provides quality CNC cutting services for every aspect imaginable, from reshaping a large image to detailing a custom sign.

CNC (Computer Numerically Controlled) machine allows us to mass produce specific custom orders. From cabinet door design to custom cabinet component fabrication, the capabilities of our CNC machines are endless to create any custom CNC woodworking project.

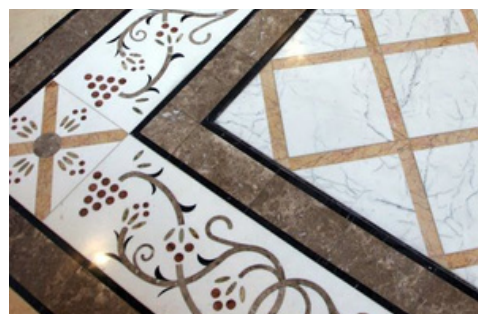
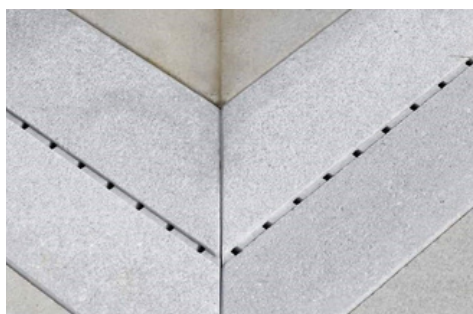
- **Membranes Processing**
CNC cutting and welding

Our primary services include processing polytetrafluoroethylene (PTFE) film by CNC cutting and welding to the professionals in the market. We do also design and build (ETFE) Ethylene Tetrafluoroethylene membranes in single layers or inflatable cushions. RNT Maclaren Engineering is using the top number one material of AGC.



- **Marble processing**
CNC cutting, engraving, sculptures

RNT Maclaren Engineering processes stone, marble, and granite for the architectural market. We are a one-stop service, design, and fabricate solution provider. The Design and Build concept is fundamental to our business. We can work with material supply to your project or help deepen your design before production.



- **Wire Ropes & Terminals**

In RNT Maclaren Engineering, we have the latest technology in hydraulic wire rope swaging machines. We swage Architectural and Structural terminals onto wire ropes from 1.6mm to 28mm. And we can swage on site avoiding wrong measurements and gaining speed of completion.

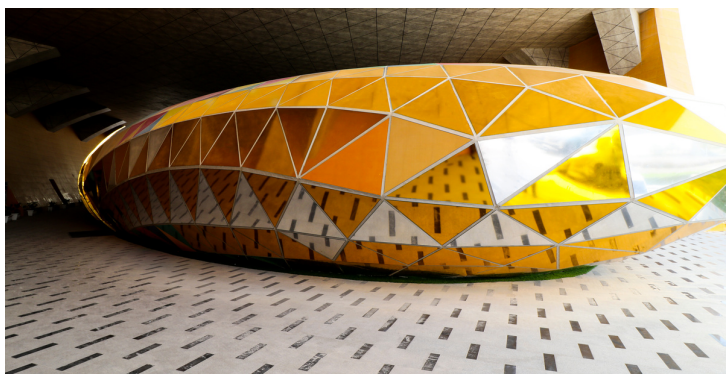
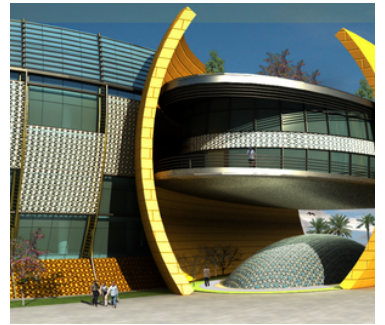
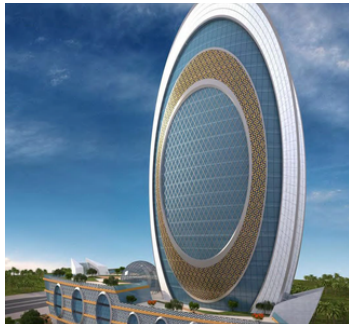
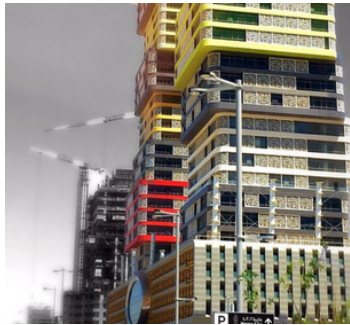


- **Surveying**

RNT Maclaren engineering is the continuation of QST as a leading engineering and contracting firm providing professional services for surveying As-Built, Architectural, Façade, Steel, and Organic structures.

RNT Maclaren's Engineers have decades of project experience in complex commercial, government, industrial and energy structures.

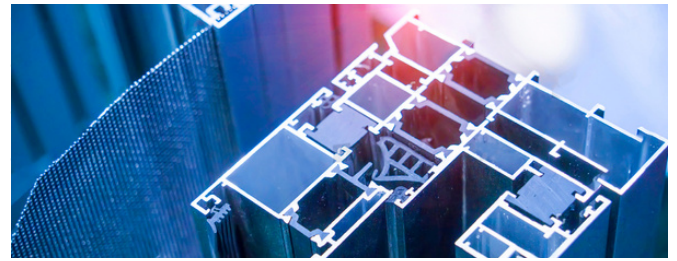
SOME OF OUR LANDMARK PROJECTS



Aluminum Processing

- **Doors & Windows**

Opening - Tilt & Turn - European systems - Thermal Break



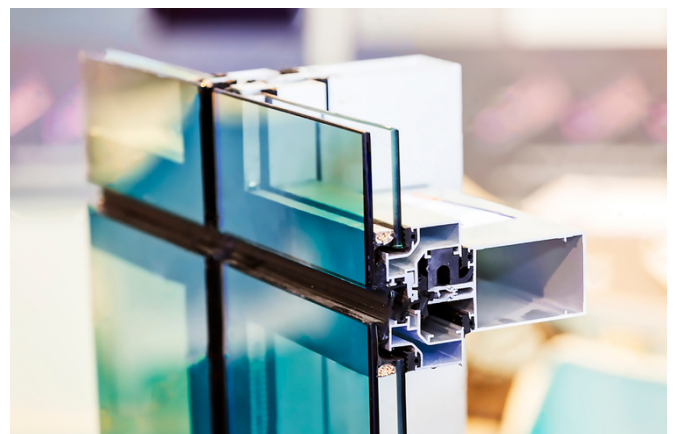
- **Sliding**

Sliding, - Lift & Slide - Semi Minimal - Minimal - European systems, Thermal Break



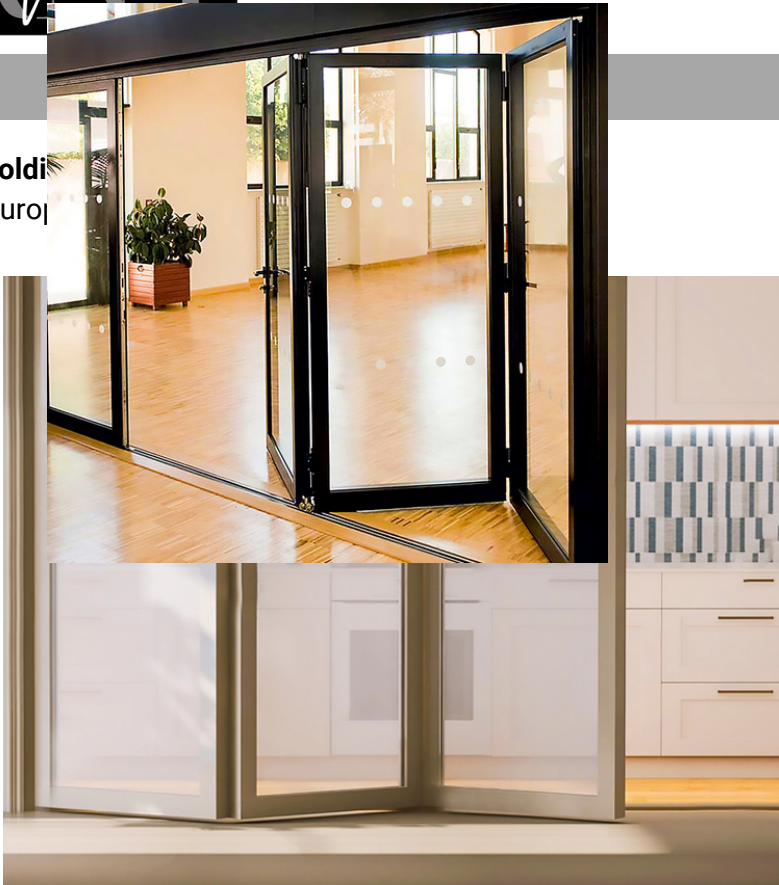
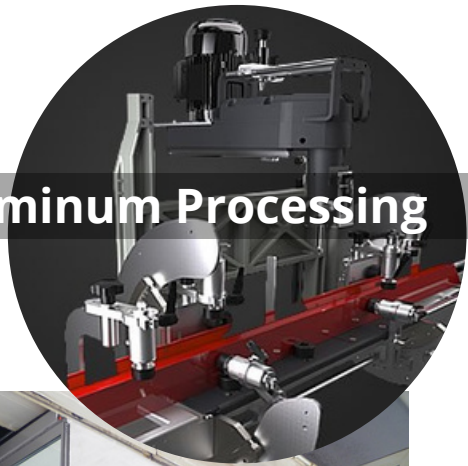
- **Curtain Wall**

European systems, Thermal Break

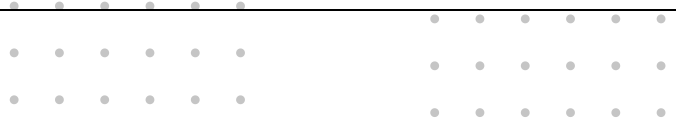


Aluminum Processing

- **Foldi**
Euroj

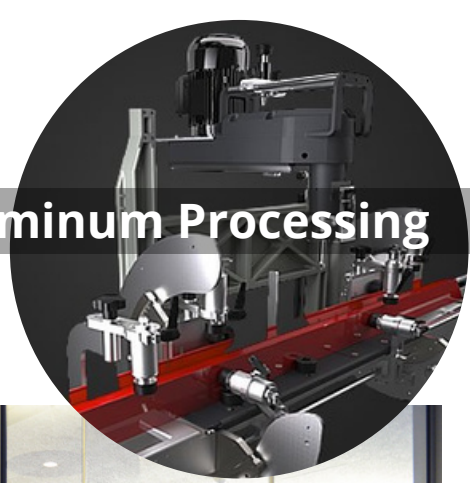


- **Pergolas**
Motorized & Fixed



TRADES

- **Minimal office partition systems**
European - Hydraulic closing doors

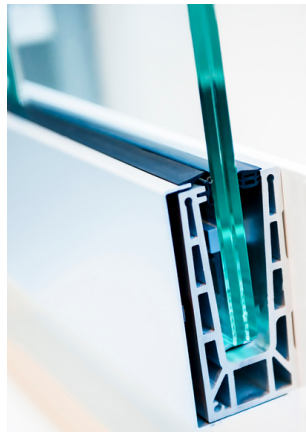


Aluminum Processing

- **Shower booths**
Minimal aluminum frames



- **Glass balustrades**



TRADES

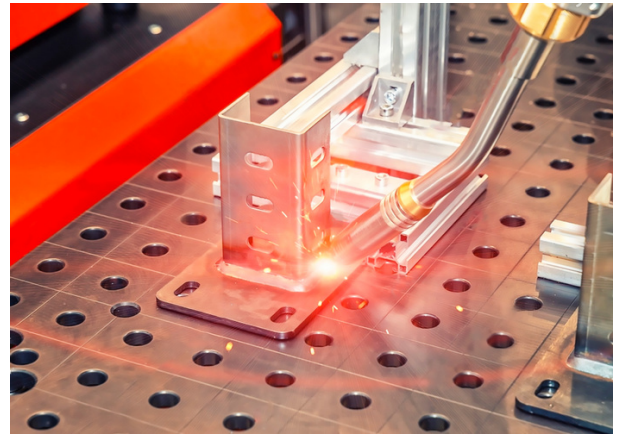
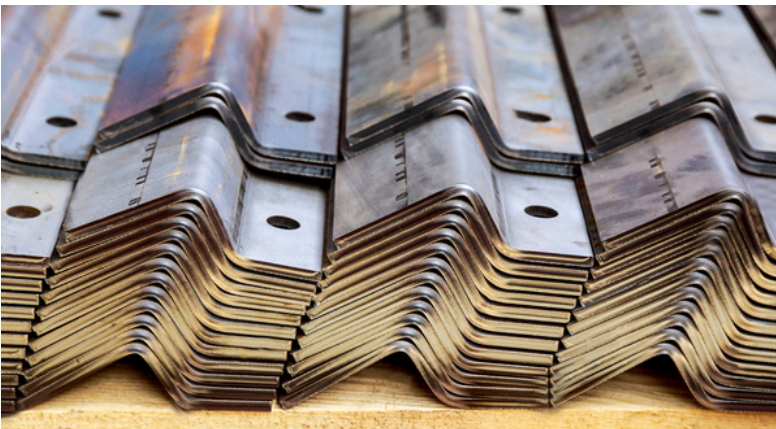
- CNC cutting and welding of members



- 3D CNC Cutting of members



- Parts fabrications



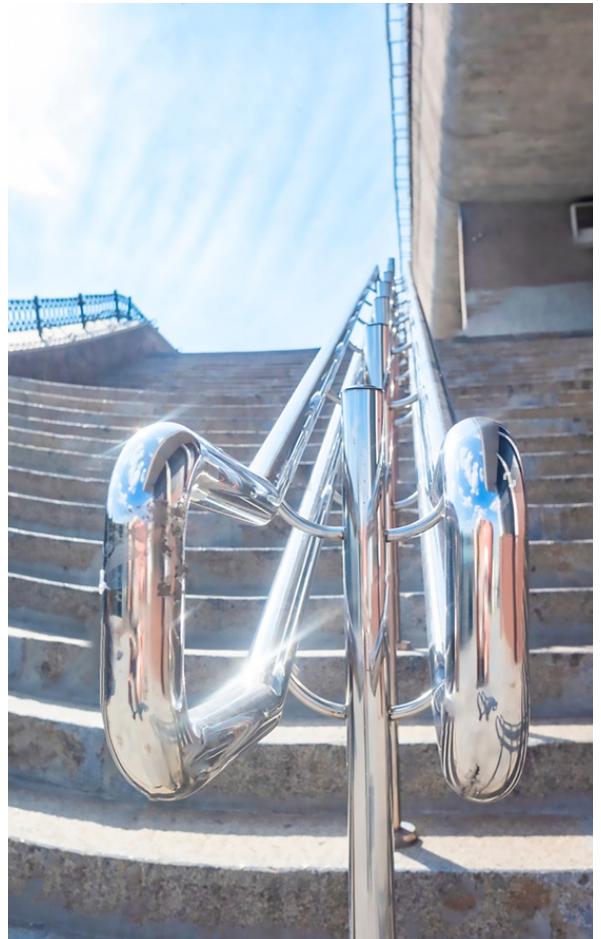
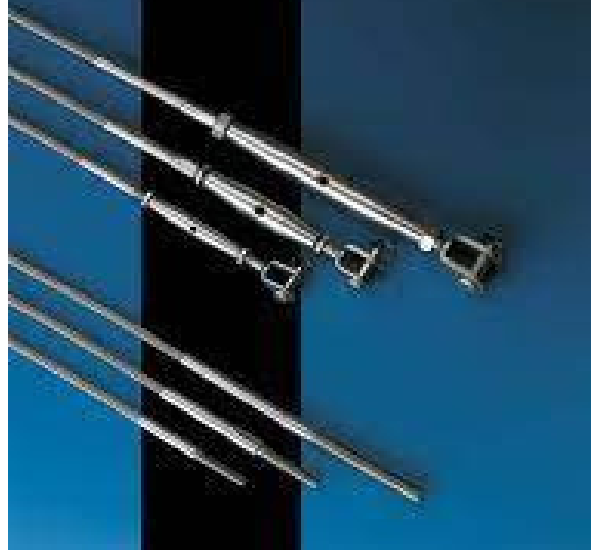
- Architectural Stainless Steel Fabrications



Stainless steel fabrications



WE SWAGE WIRE ROPES



TRADES

- We welcome Interior Architects and Fitout companies where we can design and process a variety of Materials for High End Residential and Professional spaces.

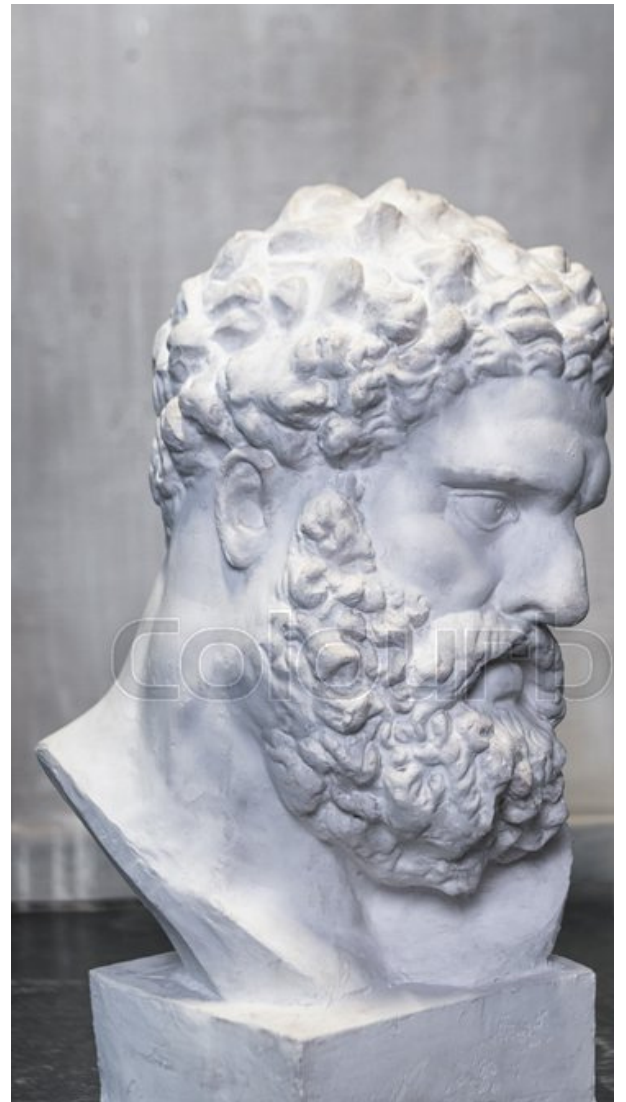


WE PROCESS:

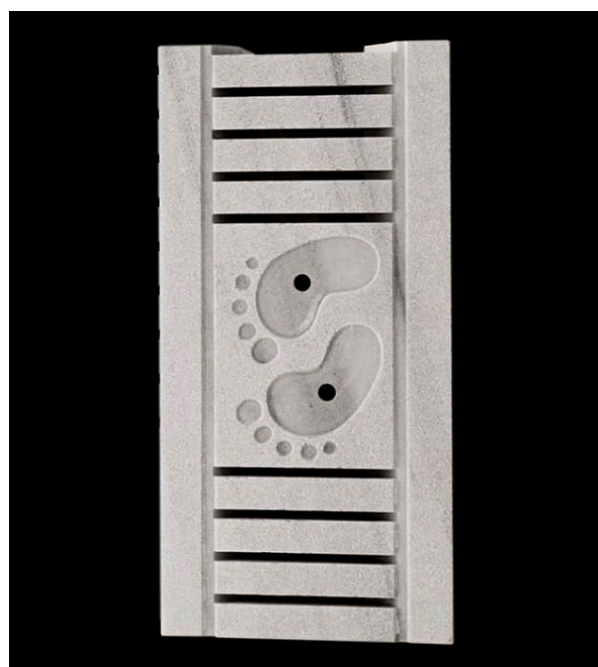
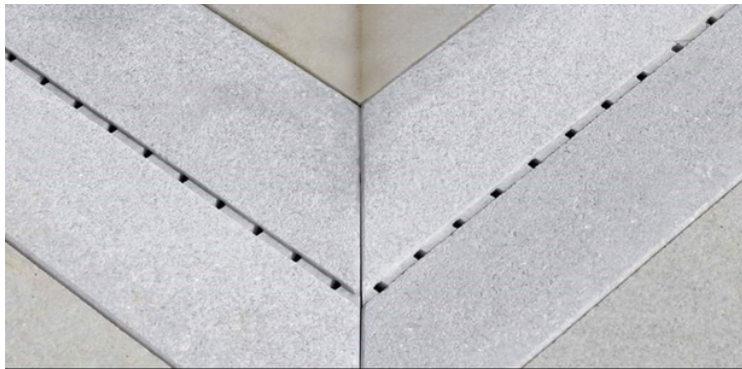
- | | | | |
|-------------------|----------------------|----------------|----------------------|
| • Steel | • Stone | • Stainless CP | • Glass |
| • Stainless steel | • Marble | • Aluminum CP | • Plexiglass |
| • Aluminum | • Granite | • Zinc CP | • Fiber cement |
| • Copper | • Quartz | • Titanium CP | • HPL |
| • Zinc | • Ceramic | • Copper CP | • PTFE Membranes |
| • Titanium | • Industrial plastic | • Acrylic | • ETFE Membranes |
| • Brass | • Composites | • Wood | • Textiles & Leather |



- Marble Inlays & 3D CNC Carving



- Marble overflows



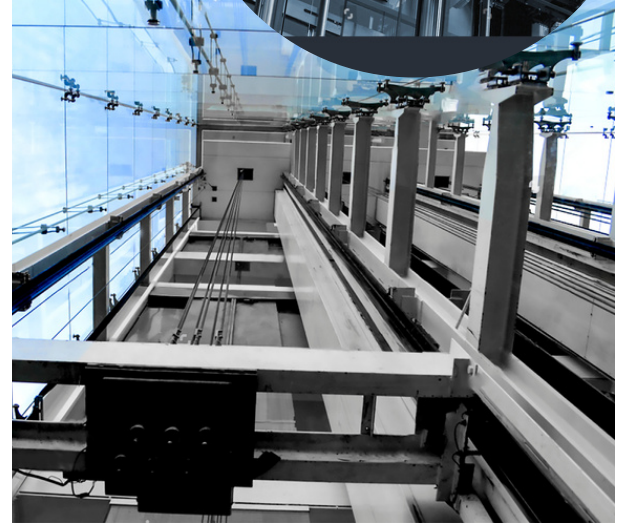
- 3D wood CNC carving



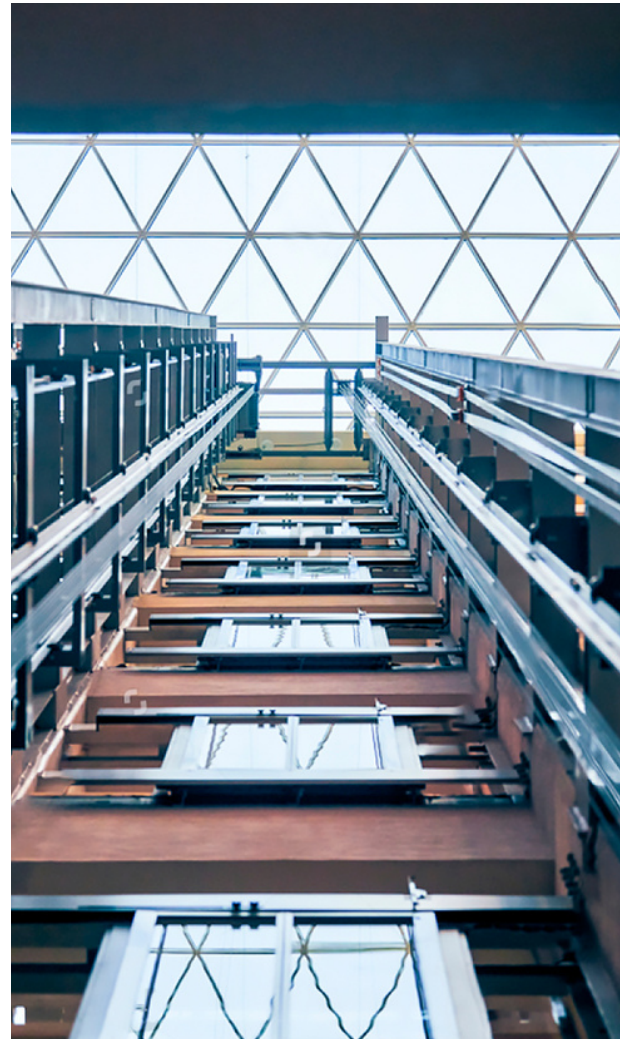
Wood processing



- Fabrication of Steel shafts according to the requirements



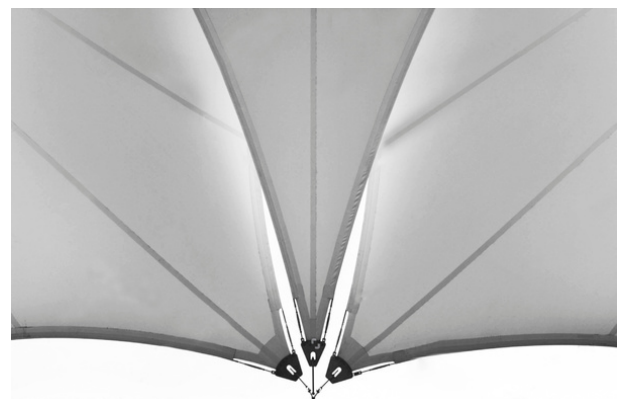
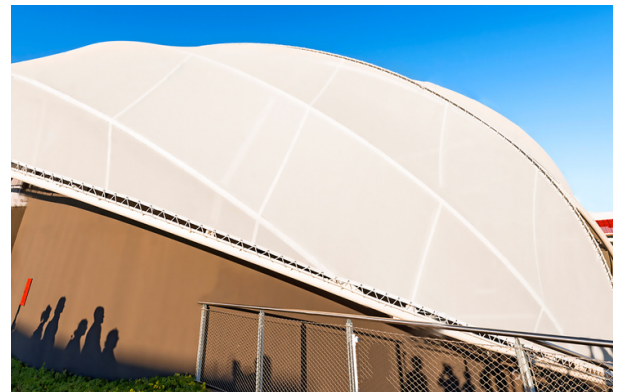
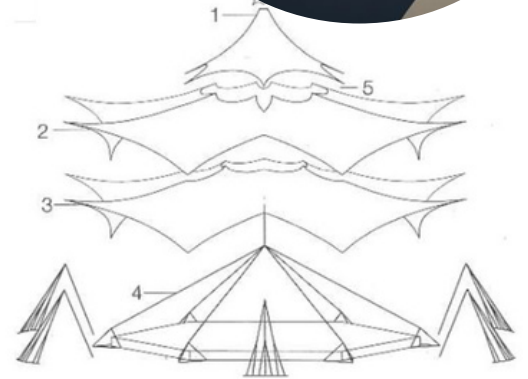
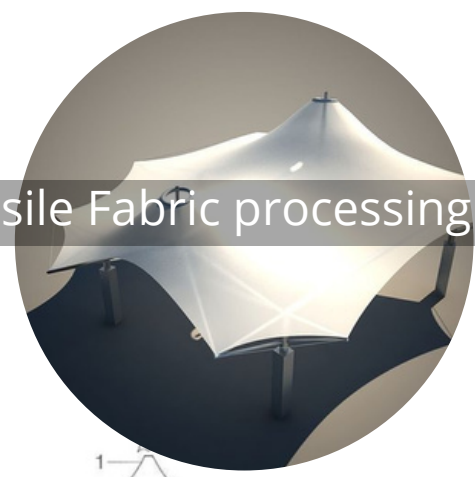
- Gladding of the frames and Glass wall point fixing



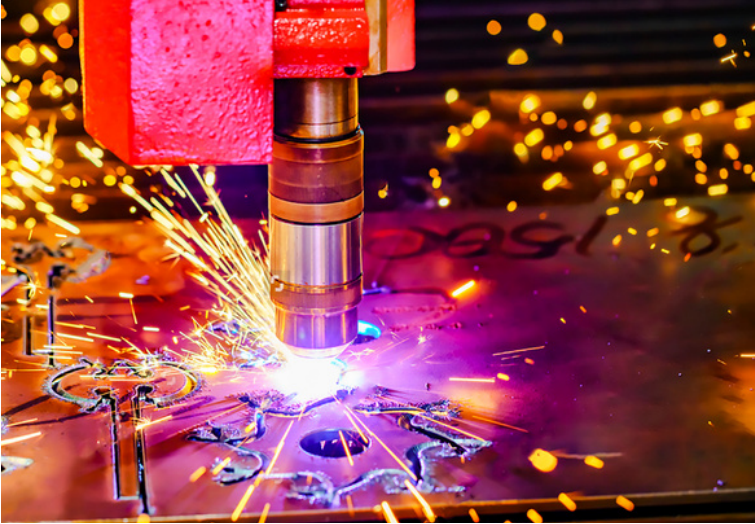
- Tensile fabric CNC Cutting, welding & wire rope swaging



Tensile Fabric processing



- One stop for EPC Contractors



- Precision CNC Parts Fabrication



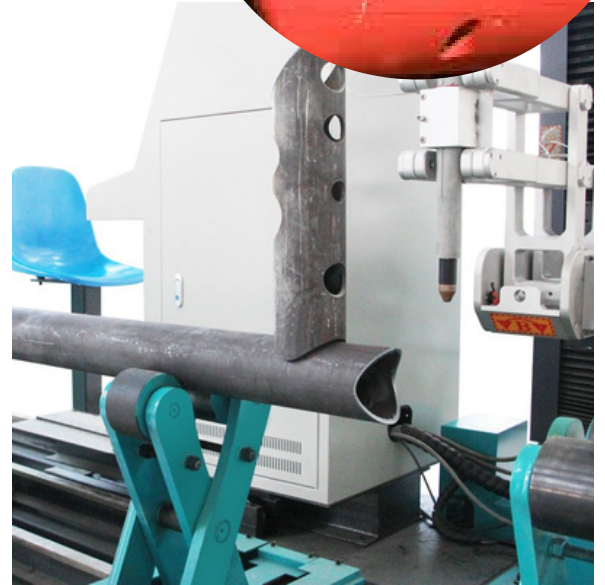
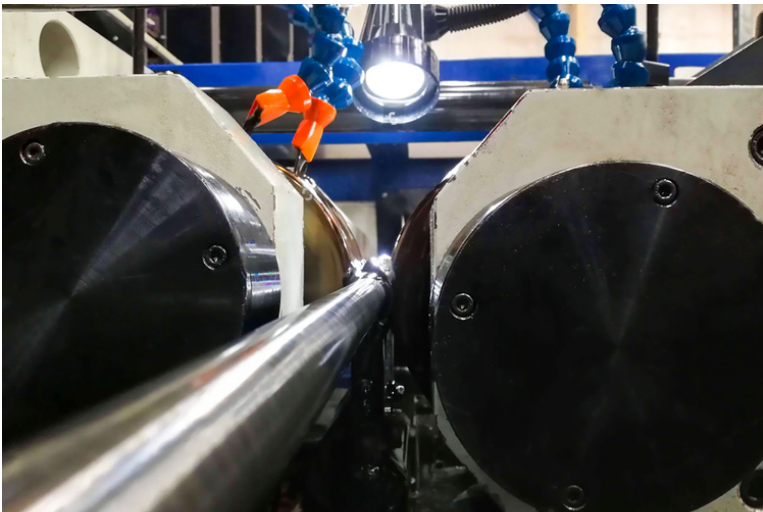
For EPC Contractors



- All metals cutting and forming



- CNC Processing





CNC Laser 3 Axis



CNC Laser 5Axis



CNC Plasma 3 Axis



CNC Laser 3 Axis



CNC Router 4 Axis



NC Shearing



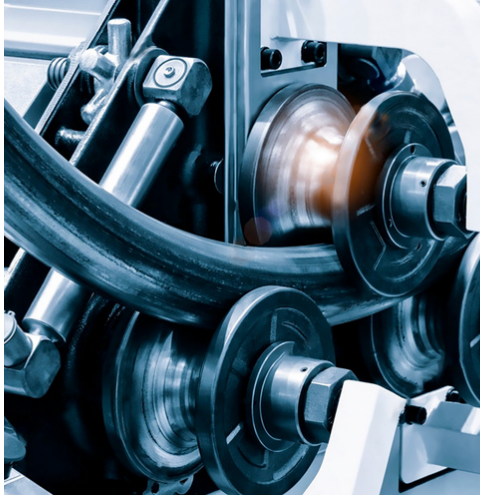
Punching



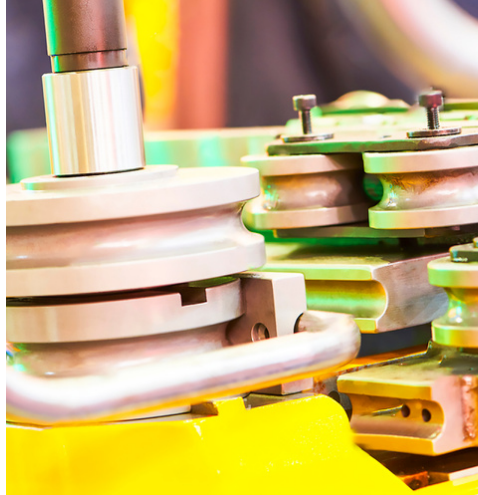
NC Press brake



Sheet Rolling



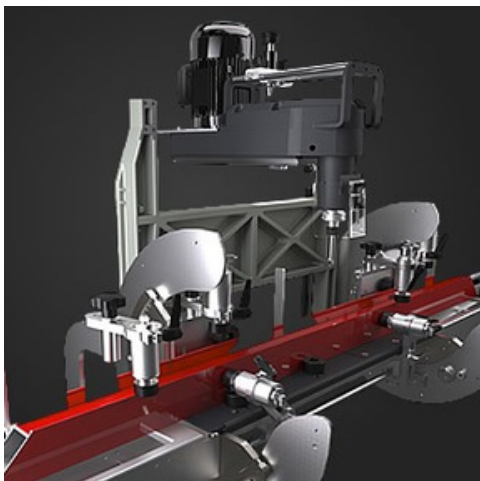
Pipe rolling



Pipe bending



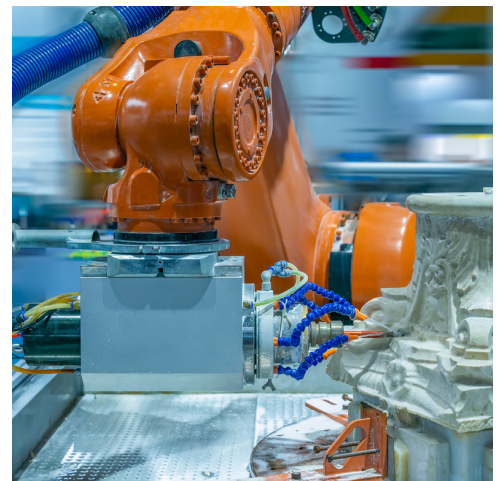
Profile cutting



Aluminum cutting with peripherals



CNC Waterjet 3 Axis



CNC Marble 4 Axis



CNC Marble 5 Axis



Marble cutting



Marble multi head



CNC Membrane 3 Axis



Membrane welding



Wire rope swaging



Painting



Blasting



Welding



Trading



GI Sheets



St. Steel Sheets



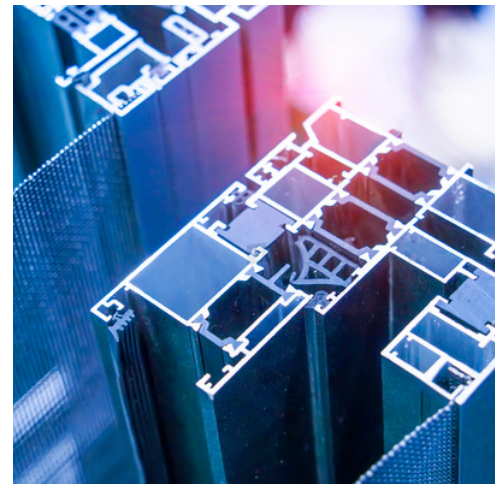
St Steel Fastenersg



St Steel wire ropes



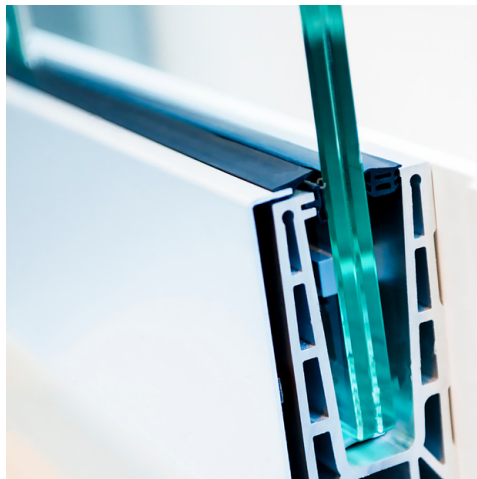
Door , Window, European profiles



Sliding European profiles




Curtain wall systems




Glass balustrade system





Wire rope terminals

Project ref. 1	
1. Name, Address, Tel.no. of customer	Red Line Contracting P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Shell Tower Scope of works: Supply and Install of steel structures & building envelope	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
32,900,000.00 US\$ Thanos Tsamadias	Date of Award: Aug. 2021
	Completion date: Oct. 2022
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Atef Mohamed / Project manager Tel. +974 55817871	

Project ref. 2	
1. Name, Address, Tel.no. of customer	Red Line Contracting P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Cubes Tower Scope of works: Supply and Install of steel superstructure & building envelope	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
55,800,000.00 US\$ Thanos Tsamadias	Date of Award: Jan. 2019
	Completion date: Oct. 2019
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Atef Mohamed / Project manager Tel. +974 55817871	



Project ref. 3	
1. Name, Address, Tel.no. of customer	Red Line Contracting P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Al Mansour Gate Scope of works: Supply and Install of steel superstructure & building envelope	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
54,700,000.00 US\$ Thanos Tsamadias	Date of Award: Feb. 2014
	Completion date: Nov. 2015
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Atef Mohamed / Project manager Tel. +974 55817871	

Project ref. 4	
1. Name, Address, Tel.no. of customer	Red Line Contracting P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Eye of Qatar Scope of works: Supply and Install of Building envelope	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
27,400,000.00 US\$ Thanos Tsamadias	Date of Award: Sept. 2013
	Completion date: June. 2014
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Atef Mohamed / Project manager Tel. +974 55817871	



Project ref. 5	
1. Name, Address, Tel.no. of customer	Red Line contracting co P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project VIP Hotel Scope of works: Supply and Install of Structural steel superstructure & Building envelope	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
16,430,000.00 US\$ Thanos Tsamadias	Date of Award: April . 2014
	Completion date: Jan. 2015
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Atef Mohamed / Project manager Tel. +974 55817871	



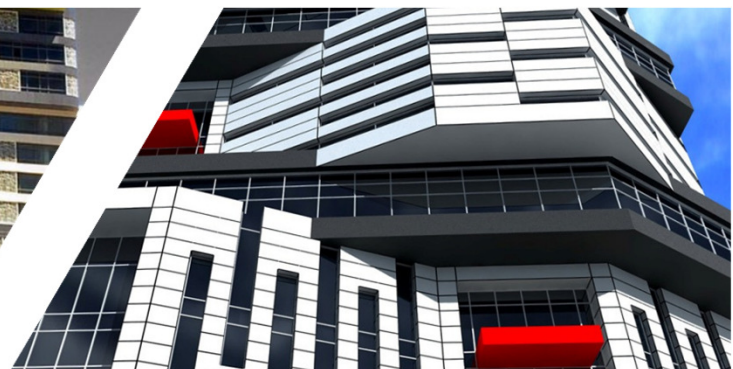
Project ref. 6	
1. Name, Address, Tel.no. of customer	Red Line Contracting P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Al Mansour suites Hotel Scope of works: Supply and Install of Building envelope	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
9,400,000.00 US\$ Thanos Tsamadias	Date of Award: JAN. 2015
	Completion date: Oct. 2015
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Sameel Hamza / Project manager Tel. +974 77709948	



Project ref. 7	
1. Name, Address, Tel.no. of customer	Red Line contracting co P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Lusail Marina Twin Towers Scope of works: Supply and Install of Building envelope	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
54,600,000.00 US\$ Thanos Tsamadias	Date of Award: April . 2013
	Completion date: Oct. 2014
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Atef Mohamed / Project manager Tel. +974 55817871	



Project ref. 8	
1. Name, Address, Tel.no. of customer	Red Line Contracting P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Old Slata Commercial building Scope of works: Supply and Install of Building envelope	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
12,500,000.00 US\$ Thanos Tsamadias	Date of Award: March. 2013
	Completion date: Dec. 2013
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Sameel Hamza / Project manager Tel. +974 77709948	



Project ref. 9	
1. Name, Address, Tel.no. of customer	Red Line contracting co P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Al Mansour Plaza Scope of works: Supply and Install of Building envelope	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
5,600,000.00 US\$ Thanos Tsamadias	Date of Award: March . 2014
	Completion date: Dec. 2014
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Atef Mohamed / Project manager Tel. +974 55817871	



Project ref. 10	
1. Name, Address, Tel.no. of customer	JMJ Properties P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Alsaad Residential building Scope of works: Supply and Install of Building envelope	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
2,800,000.00 US\$ Thanos Tsamadias	Date of Award: Jan. 2014
	Completion date: Sept. 2014
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Sameel Hamza / Project manager Tel. +974 77709948	



Project ref. 11	
1. Name, Address, Tel.no. of customer	JMJ Properties P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Alsaad Residential building Scope of works: Supply and Install of Building envelope	
<div> <div>3. Performed as</div> <div> <div>Prime contractor</div> <input type="checkbox"/> </div> <div> <div>Supplier / Sub-contractor</div> <input checked="" type="checkbox"/> </div> </div>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
2,600,000.00 US\$	Date of Award: March . 2014
Thanos Tsamadias	Completion date: Dec. 2014
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Sameel Hamza / Project manager	
Tel. +974 77709948	



Project ref. 12	
1. Name, Address, Tel.no. of customer	REDLINE CONTRACTING COMPANY P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Alsaad commercial building 2B+G+M+7 , 31800 mtr ² Scope of works: Supply of Steel superstructure & Building envelope	
<div> <div>3. Performed as</div> <div> <div>Prime contractor</div> <input type="checkbox"/> </div> <div> <div>Supplier / Sub-contractor</div> <input checked="" type="checkbox"/> </div> </div>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
10,958,000.00 US\$	Date of Award: Sept. 2012
Thanos Tsamadias	Completion date: Dec. 2013
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Atef Mohamed / Project manager	
Tel. +974 55817871	





Project ref. 13	
1. Name, Address, Tel.no. of customer	REDLINE CONTRACTING COMPANY P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Montaza Commercial building 2B+G+4 Scope of works: Supply & Install of Building Envelope	
<div> <div>3. Performed as</div> <div> <input type="checkbox"/> Prime contractor <input checked="" type="checkbox"/> Supplier / Sub-contractor </div> </div>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
2,200,000.00 US\$	Date of Award: Jan 2014
Thanos TSamadias	Completion date: May 2014
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Atef Mohamed / Project manager	Tel. +974 55817871



Project ref. 14	
1. Name, Address, Tel.no. of customer	BLUU Qatar Doha Qatar tel. +974 66764854
2. Project Name: Sidra Scope of works: Supply & Install of water features	
<div> <div>3. Performed as</div> <div> <input type="checkbox"/> Prime contractor <input checked="" type="checkbox"/> Supplier / Sub-contractor </div> </div>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
150,000.00 US\$	Date of Award: Aug. 2012
Thanos Tsamadias	Completion date: Nov 2012
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	



Project ref. 15	
1. Name, Address, Tel.no. of customer	HMR Hydeg AS, Norway Doha Qatar tel. +974 335518114
2. Project Name: Qatalum Scope of works: Supply of Vehicle Tanks	
<div>  </div>	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
80,000.00 US\$ Thanos Tsamadias	Date of Award: Sept. 2010
	Completion date: Dec. 2010
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Odvar / Project manager Tel. +974 3358114	

Project ref. 16	
1. Name, Address, Tel.no. of customer	BLUU Qatar Doha Qatar tel. +974 66764854
2. Project Name: Tornado Tower Scope of works: Supply & Install of Stainless steel claddings	
<div>  </div>	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
120,000.00 US\$ Thanos Tsamadias	Date of Award: Jan. 2010
	Completion date: March 2010
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Adam Salapezi / Project manager Tel. +974 44913719	



Project ref. 17	
1. Name, Address, Tel.no. of customer	Aktor Darwish Cimolai Cybargo Joint Venture P.O. box 9213 Doha Qatar tel. +974 44562400
2. Project Name: Hamad International Airport Scope of works: Supply & Install of Syeel Louver supports, doors, aluminum & glazing works (doors, windows, skylights& curtain walls), Spider support glass walls, aluminum cladding	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
2,191,781.00 US\$ Thanos Tsamadias	Date of Award: Sept. 2010
	Completion date: March 2011
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Richard Harkink / Project manager Tel. +974 55881692	



Project ref. 18	
1. Name, Address, Tel.no. of customer	Red Line Contracting co. poBox 7135 Doha Qatar. Tel. +974 4319819
2. Project Name: Handasa Building Scope of works: Supply & Install of Steel structure, Façade envelope.	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
1,370,000.00 US\$ Thanos TSamadias	Date of Award: December 2010
	Completion date: March 2011
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Toulba Aldiasty / Project manager Tel. +974 55872334	



Project ref. 19	
1. Name, Address, Tel.no. of customer	SEG Qatar, po box 24469 Doha Qatar te;. +97444327911
2. Project Name: Khalifa Hotel Scope of works: Supply & Install of spiral staircases and polycarbonate railings	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
167,124.00 US\$ Thanos TSamadias	Date of Award: May 2010
	Completion date: September 2010
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Jihad Abou Rjeily / Project manager Tel. +974 55840286	

Project ref. 20	
1. Name, Address, Tel.no. of customer	REDLINE CONTRACTING COMPANY P.O Box 7135 Doha, Qatar Tel # +974 - 4319819
2. Project Name: Dukhan Tower Scope of works: Supply & Install Steel Structure of Glazing , Aluminum Wall Cladding & Curtain Wall / Glazing Works System.	
3. Performed as Prime contractor <input type="checkbox"/> Supplier / Sub-contractor <input checked="" type="checkbox"/>	
4. Total contract / Purchase order value / Director	5. Duration of project / Award & completion dates
8,495,000.00 US\$ Thanos Tsamadias	Date of Award: Jan. 2010
	Completion date: March 2011
6. Reference for a contact with whom Owner can Verify Supplier's / Vendor's past experience	
Mr. Toulba Aldiasty / Project manager Tel. +0974 - 55872334	



RNT Maclaren trading & contracting WLL

C.R. No. 176074

Office:

Lusail Marina twin towers, Tower A, Floor 9
Industrial area , str. 18 , gate 79 ,

Factory:

Industrial area, str 18 gate 79

Po.Box 91892 Doha , State of Qatar

Tel. +974 66726325

Email: info@rntmaclaren.com

url: www.a1.rntmaclaren.com

General manager: Eng. Karim Moghazy

Staff:

Civil & Mechanical engineers
Industrial designers
Quantity surveyors
Procurement

Fabrication:

Production manager
Production Forman
Steel sheets & profile operators
Master welders & welders
Metal workers

Erecting:

Projects supervision
Foremen erecting
Master welders & welders
Metal workers

Technology

Cnc cutting machines, Plates forming ,
sheet rolling , profile bending & rolling ,
sheet forming, composite Cutting,
stainless steel polishing, welding,
Stone CNC processing
Aluminum systems proccessing

Materials

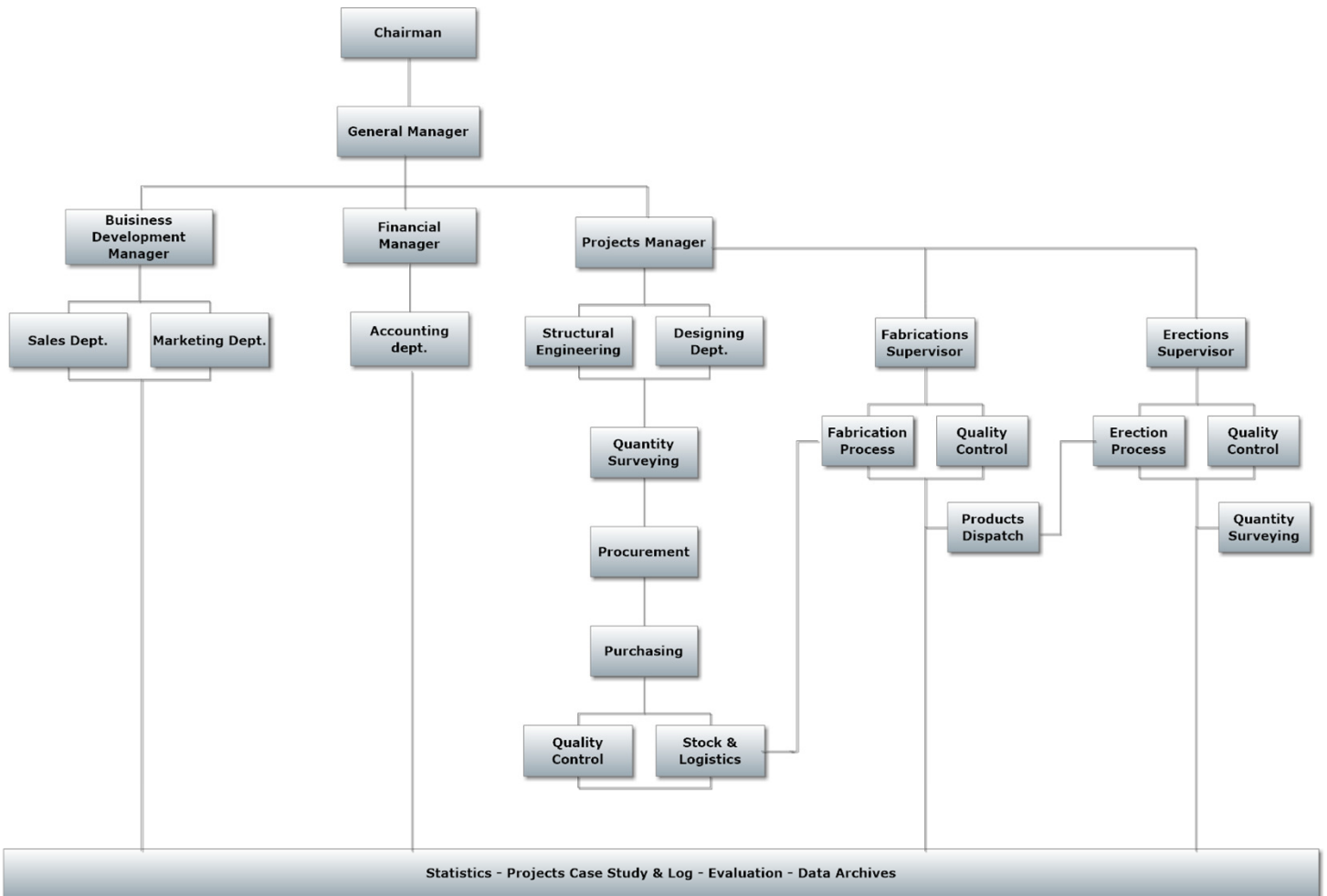
Steel, stainless steel, aluminum,
titanium, copper, brass, glass, marble,
tensile fabrics.

Services

To subcontractors in sectors of :
Aluminum, steel, stainless steel,
Titanium, Brass, copper,
glass, interiors, marine, energy,
food industry.

Contracting

Curtain wall unitized facades,
Composite panel fire rated cladding
Back ventilated cladding (green buildings)
Point fixed glass facades
Skylights , domes and canopies
Architectural steel structures
Steel & stainless steel works
Interior claddings
Exterior solar shading
Tensile fabric structures
Shop fronts
Glass partitions
Stairways, Balustrades stainless steel
Architectural & structural wire rope ,
swage systems
Stone, marble proccessing



Health & Safety Policy

RNT Maclaren is committed to preventing the accidental loss of any of its resources, including employees and physical assets. In fulfilling this commitment to protect both people and property, Management will provide and maintain a safe and healthy work environment, in accordance with industry standards and in compliance with legislative requirements, and will strive to eliminate any foreseeable hazards which may result in property damage, accidents, or personal injury/illness.

We recognize that the responsibility for health and safety are shared. All employees will be equally responsible for minimizing accidents within our facilities and on our work sites. Safe work practices and job procedures will be based on main contractor Health and Safety Manual for all employees to follow. Accidental loss can be controlled through good management in combination with active employee involvement. Safety is the direct responsibility of all managers, supervisors, employees, and Sub-contractors. All management activities will comply with main contractor safety requirements as they relate to planning, operation and maintenance of facilities and equipment. All employees will perform their jobs properly in accordance with established procedures and safe work practices.

Responsibilities

- 1) Before commencing work, ensure compliance with project health and safety policy and program and make it clear to employees that failure to do so could result in termination of contract.
- 2) Provide training in the requirements of the site safety policy and program.
- 3) Coordinate all work activities through the site superintendent.
- 4) Provide, inspect, and maintain PPE as required for direct-hire employees.
- 5) Monitor site conditions daily and record all injuries, accidents, or near-misses.
- 6) Conduct clean-up of work areas at least daily.
- 7) Conduct regular safety talks for employees and provide site-specific training as required.
- 8) Provide compensation and time necessary to employees who participate on safety committees.
- 9) Provide adequate facilities (e.g. lunch area, wash-up area and toilets, tool storage, and first aid) for employees.
- 10) Notify superintendent of any lost-time injuries, medical aid cases, and reportable occurrences on the project.
- 11) Cooperate in accident investigations.
- 12) Comply with the Occupational Health and Safety Act and all relevant regulations.

Hazard Reporting

Purpose:

The purpose of hazard reporting is to try to stop accidents before they occur. Employees must be aware of their surroundings to prevent injury if possible.

Objective:

Our company objective is to eliminate the possibility of injury due to hazards that have not been identified. We need to keep the workplace a safe environment, and our workers need to be able to report any danger that may cause risk to the employee.

Standard:

It is in our best interests to make sure that our employees are able to recognize and assess any dangerous or hazardous situations. Common sense plays a key role in this aspect of Health and Safety.

Being aware of the surroundings also helps to eliminate uncertainty. We encourage all of our employees to take time to walk around the workplace and get a feel for their surroundings before starting any work.

Employees are to report any problem areas immediately. If areas of concern pose a threat to the health and safety of an individual, that individual must report immediately to the supervisor on site as well as to the safety supervisor or to the HSE Coordinator of main contractor.

The supervisor will assess the situation and take necessary steps to correct the problem. If the situation requires a great deal of attention, then action must be taken.

Each employee is trained in rigging, fall protection, asbestos, and job specific hazards as they arise.

We have put into place a set of standards that employees will follow when reporting hazards.

1. Each employee will inspect the workplace prior to commencing work.
2. Each employee will record any hazardous conditions on the job site.
3. Any hazards that are detected must be reported immediately to the acting site supervisor. The supervisor will then assess the degree of hazard and act accordingly.
4. The supervisor will determine if a third party will need to be called in (e.g. for asbestos removal).
5. The employee must always be aware of his/her surroundings. It is the **responsibility of the worker** to report anything that he/she deems as hazardous.
6. Common sense is a key factor in preventing a hazardous situation.

Communication:

- Communication with the site supervisors
- Communication with the workers
- Communication by way of Tool Box Talks

Training:

Training is provided to all workers. Employees will review on their own time or RNT Maclaren will conduct proper orientation & training for general safety procedure.

Evaluation:

Elements will be reviewed on an annual basis to determine if the expectations are being met and training is adequate. Feedback from employees is an excellent tool to evaluate the training. CSAO may be able to provide assistance with the evaluation if little change has taken place.

QM 001 Revision 00

Reviewed by: Management Representative Date: 1st Dec
2022

Signature

Approved by: General Manager Date: 1st Dec 2022
Signature

QM-001, Rev. 00, Dated Dec 01, 2022 Page

INTRODUCTION TO THE MANUAL

This manual describes the quality management system of **RNT Maclaren**.

The requirements specified in the manual are aimed at achieving its commitment to Quality Policy and the Quality Objectives by providing guidance to all company personnel and other interested parties.

As a commitment to ensure customer satisfaction, Company has decided to implement quality management system in accordance with ISO 9001:2008.

To demonstrate its commitment, Company has established its Quality policy as described in Section 1. The subsequent section describes the commitment, process approach methodologies, interactions, sequence, structure of organization, responsibilities and authorities to implement the quality management system. Sections are organized as per the index and provide overall guidance about the implementation of quality management system.

This manual also serves as a reference to the customers, suppliers, auditors and all interested parties for the purpose of understanding the quality system followed by **RNT Maclaren**.

INTRODUCTION OF RNT Maclaren WLL

RNT Maclaren WLL is under the RNT Maclaren Holdings Cyprus.

The companies are leaders in the steel sheet and profiles forming, Aluminum Processing Marble processing, Tensile fabrics processing.

The company is continuously investing in new technologies, with main target the industrial, architectural and energy subcontracting market, in order to provide its customers with a ready to install product.

With latest technology , Laser cutting cnc of high speed, waterjet, sheet cnc punching, cnc press brakes , and custom made production with professional and well trained technical staff, places the companies in one of the most competitive in the MENA markets.

Along with the contribution of 4 and 5 axis CNC machinery the company covers almost the whole scope of their customers demands.

The group is occupying space for its production in the State of Qatar.

ABBREVIATIONS

Following abbreviations will be referred in the Manual as mentioned in the table;

Sl. No	Abbreviations used
1	Quality Management System QMS
2	Management Representative MR
3	Document Controller DC
4	Management Review Meeting MRM

USAGE OF TERMS

Throughout this manual, the reference to the term “**PRODUCTS**” refer to the various types of associated services offered by **RNT Maclaren**.

Throughout this manual, the term “**COMPANY**” refers to **RNT Maclaren**.

A NOTE FOR THE USERS

This manual is intended for the sole use of **RNT Maclaren** and is provided to customers for information purpose only. The content of this manual may not be reproduced or reprinted in whole or in part without the written permission from the general Manager of **RNT Maclaren**.

TERMS AND DEFINITIONS

Term Definition

- **Organization** Company, corporation, firm, enterprise, authority or institution, or part of combination thereof, whether incorporated or not, public or private, that has its own function and administration
- **Quality** Degree to which a set of inherent characteristics fulfils requirements
- **Customer Satisfaction.** Customer's perception of the degree to which the customer's requirements have been fulfilled
- **Quality Management System.** Management system to direct and control an organization with regard to quality
- **Quality Policy** Overall intentions and direction of an organization related to quality as formally expressed by top management.
- **Quality Control** Part of quality management focused on fulfilling quality requirements
- **Quality Assurance.** Part of quality management focused on providing confidence that quality requirements will be fulfilled
- **Continual improvement.** Recurring activity to increase the ability to fulfill requirements
- **Customer** Organization or person that receives a product/services. Example Consumer, client, end-user, retailer, beneficiary and purchaser.

Note: Customer can be internal or external to the organization.

- **Supplier** Organization or person that provides a product/services
Example: Producer, distributor, retailer or vendor of a product, or provider of a service or information.
Note 1 Supplier can be internal or external to the organization.
Note 2 In a contractual situation a supplier is sometimes called “contractor”.
- **Interested Party** Person or group having an interest in the performance or success of an organization. Example: Customers, owners, people in an organization, suppliers, bankers, unions, partners or society.
Note a: Group can comprise an organization, a part thereof, or more than one organization.
- **Process** Set of interrelated or interacting activities which transform inputs into outputs.
Note 1: Inputs to a process are generally outputs of other processes.
Note 2: Processes in an organization are generally planned and carried out under controlled conditions to add value.
- **Procedure** Specified way to carry out an activity or a process.
- **Nonconformity** Non-fulfillment of a requirement.
- **Corrective Action:** Action to eliminate the cause of a detected nonconformity or other undesirable situation
- **Preventive Action:** Action to eliminate the cause of a potential nonconformity or other undesirable potential situation
- **Document** Information and its supporting medium. Example: Specification, procedure document, drawing, report, standard.
- **Record** Document stating results achieved or providing evidence of activities performed

Quality Policy Statement

The directors and management of **RNT Maclaren** are committed to operate every aspect of the business to those ISO 9001:2015 Quality Management System Standards. that offer the highest possible quality of service to all clients. This is supported by a progressive management style, commitment, and effective implementation that encourage the Quality culture throughout the company. The management is committed to continuous improvement of the Quality Management System by establishing, documenting, maintaining, and reviewing quality objectives for all areas of the company. This is to ensure that the company operates effectively and efficiently and meets the needs of customers. Implementation of the Quality Policy is the responsibility of every member of staff, starting with the General Manager who takes the policy decisions which enables the correct action to be implemented throughout the organization, and reviewed its continuing suitability.

The Quality Policy has the full support of Senior Management and, together with Quality Assurance Procedures, ensures that activities are controlled in a manner compatible with achieving required service levels and obligations effectively.

All personnel have been made aware of the management commitment to this policy in particular and quality in general and are encouraged to demonstrate their own support to the system by continuous active participation.

CUSTOMER SATISFACTION IS THE HIGHEST PRIORITY OF RNT MACLAREN

2.0 SCOPE AND EXCLUSION

2.1 SCOPE

The Company has Established, Documented the system for Designing, Fabricating & Erecting Architectural Energy and Marine structures for steel, Stainless Steel, Aluminum, Marble, Wood for the construction sector.

This constitutes the official scope of registration to ISO 9001:2008 "Quality Management System requirements"

2.2 EXCLUSION

As of now, all the clauses of the standard ISO 9001:2008 are included.

3.0 AMENDMENT RECORD

Doc. No.	Rev. No.	Date	Brief Description of Change
QM 001	00 Dec	01, 2022	Initial documentation of Quality Manual, and Master list of Documents

4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

RNT Maclaren has established a quality management system in line with ISO 9001: 2008 standard as documented in this manual to implement, maintain and continually improve the effectiveness of its systems and Division.

For the effective implementation of the quality management system, **RNT Maclaren** has identified;

- Organization structure with various functions and their flow through organization chart (Appendix 4).
- Responsibilities and authorities of personnel through **Job Descriptions**.
Process flow and their sequence, and interactions of major processes through Process Chart (Appendix 3).
- Interactions amongst personnel are also defined through the organization chart as listed above.
- Organizational objectives deployed at functional level (**Appendix 2**).
- Criteria of operation and measurement of the processes through various procedures, forms, Job description and functional objectives.
- Criteria & method of operation & control through this manual as well as procedures defined by the company, referred in this manual.
- All the processes are monitored and analyzed for the performance to achieve the planned results and continual improvement of these processes as per Analysis of Data & Management
- Review as detailed later in this manual. In case of outsource process; their controls which affect the service conformity are identified through Purchasing Procedure (QMS-PR-PU-008).
- Presently company does not out source any of its processes.

4.2. DOCUMENTATION REQUIREMENT

4.2.1 General

The documentation of the quality management system developed by **RNT Maclaren** includes,

- The statement of quality policy and objectives.
- The quality management system manual.
- Documented Procedures as referred in Document Master List (QMS-DML-001).
- Quality records for all the processes as identified under relevant sections and procedures.

4.2.2 Quality manual

This quality manual is developed and established to include the scope of the quality management system and details of exclusions and justification as stated earlier in this manual (2.0).

The procedures for the quality management system are stated and where additional procedures exist, they are referenced in this Manual and listed in Document Master List (QMS-DML-001).

The processes and their interactions are described through the different clauses of this manual.

4.2.3 Control of Documents

A system is established for the process for controlling the documents, within the organization as per quality management system procedure- Control of Documents (QMS-PR-COD-001) in line with clause 4.2.3 Control of Documents, which demonstrate its commitment and method for,

- Controlling and the controlling need.
- Establishing.
- Preparation, review for adequacy, approval, re-approval and issue.
- Condition of changes.
- Controlling the changes.
- Identification of changes.
- Identification.
- Legibility.
- Readability.
- Ensuring the latest version of applicable document available at the point of use.
- Controlling the documents of external origin.
- Controlling method for obsolete documents.
- Responsibilities and authorities involved.

Reference:

- Procedure for Control of Documents - QMS-PR-COD-001

4.2.4 Control of Records

A system is established for the process of controlling the records, within the organization as per quality management system Procedure Control of Records (QMS-PR-COR-002) in line with clause 4.2.4 - Control of records of ISO 9001:2008, which demonstrates its commitment and method for:

- Evidence of conformity to requirement
- Effective operation of quality management system
- Legibility
- Identification
- Readability
- Retrieve ability
- Storage
- Protection
- Retention period
- Disposition
-

Reference:

- Procedure for Control of Records - QMS-PR-COR-002

5.0 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

The management is committed to the development and implementation of the documented quality management system and to continually improve the effectiveness of the system by:

- Communicating to all levels of the organization the importance of meeting the customer requirements with quality services and timely delivery, through regular meetings, memos, notices etc.
- Meeting and fulfilling statutory and regulatory requirements by ensuring that those performing the activities are made aware of these requirements and the Compliance is ensured through adequate supervision. This is carried out through reviewing the applicable regulations for the Company thoroughly by the designated persons.
- Appropriate training, identified through Training Procedure (QMS-PR-TR-007).
- Display of quality policy and making everyone understand the policy and purpose of the organization.
- Deployment of functional or departmental objectives across all levels and periodical monitoring of the performance.
- Management review meetings.
- Internal quality audits.
- Customer complaints analysis.
- Reviewing and ensuring the availability of resources during Management Review Meeting.

Management Representative ensures that all the personnel responsible for the above functions are trained and competent. The General Manager is responsible for providing the resources required for maintaining quality management system.

All managers demonstrate their commitment to the development and improvement of the QMS through the provision of necessary resources, through their involvement in the internal audit process, and through their proactive involvement in our continual improvement activities where emphasis is placed on improving both effectiveness and efficiency of our key QMS processes.

5.2 CUSTOMER FOCUS

Top management of **RNT MACLAREN** ensures a proper customer focus is established and maintained through the following activities;

Customer complaints and other customer input/feedback are continually monitored and measured to identify opportunities for improvement.

We continually look for other ways to interact directly with individual customers/clients to ensure a proper focus to their unique needs/expectations is established and maintained: e.g. customer visits, meetings, etc. (where applicable)

Customer satisfaction survey is being carried out on regular basis by Technical Support Team to identify the areas to be improved.

In addition, we have established an interactive web site: www.qsteeltech.com to provide customers with quick access to information and points of contact within our organization. Providing information related to the services through brochures, company profile etc.

Reference:

- Customer Feedback Form – QFM-002
- Appreciation letters, awards and recognitions from clients
- Loss business analysis reports

5.3 QUALITY POLICY

The extent to which **RNT Maclaren** is committed to continually improve the effectiveness of the documented and established Quality management system and the purpose of the organization are documented as quality policy of the organization as defined earlier in this manual (1.0).

The documented quality policy is communicated across all levels of the organization by displaying at appropriate places, imparting training to all levels to make the staffs understand the contents of the policy.

The objective measures taken to achieve the stated quality policy are translated into objectives as listed in **Appendix 2** of this manual.

The documented quality policy and the objectives are reviewed (and revised as needed) during management review meeting for ensuring the continuing suitability to the established quality management system and the changing needs of the customers.

5.4 PLANNING

5.4.1 Quality Objectives

Quality objectives at functional level are identified across the organization and documented in consistency with the documented quality policy. The General Manager in coordination with Management Representative (MR) reviews (and revises where needed) these measurable parameters in the management review meeting when there are changes in the existing product requirements. Quality objectives at functional level are defined through **Appendix 2** and organization chart defining the functions are explained through organization chart (**Appendix 4**). Functional objectives are measured and monitored on a periodic basis by the relevant section heads in coordination with Management Representative and reported to the General Manager during Management Review Meetings.

5.4.2 Quality Management System Planning

Planning is done with respect to the organization chart (**Appendix 4**) to meet the stated quality policy (**Section 1.0**) through drafting the quality objectives at functional level (**Appendix 2**), identifying and establishing the documentation required for implementing the QMS in line with the ISO 9001:2008 requirement and a system of periodical monitoring. These are objectively evidenced through this manual. For meeting the general requirements of the ISO 9001:2008 - 4.1 General Requirements, all the essential systems, practices, methods are deployed as described in the respective clauses of this manual. Planning of achieving quality objectives is carried through continual improvement (**Section 8.5.1**).

When there are changes required in the existing service requirements, Management Representative ensures through management review meeting that the suitability & integrity of the quality management system is maintained during the planning and the implementation to the smooth transition of the system. Necessary planning is also carried out through management review meetings.

5.5 RESPONSIBILITIES, AUTHORITIES AND COMMUNICATION

5.5.1 Responsibilities and Authorities

The responsibilities and the authorities of the person doing work affecting service quality are defined through the Job Descriptions (JD-01) of the individual.

Apart from the defined responsibilities and authorities, respective process linkages and the interrelation of all the organizational personals are defined in Process chart (**Appendix 3**). Interpersonal organizational relationships are defined through the Organization Chart (**Appendix 4**).

5.5.2 Management Representative

The General Manager has appointed a Senior Management member who will fulfill the responsibilities of the Management Representative. An appointment letter has been issued which identifies the Management Representative (**MR**). The MR will be responsible for the following along with other responsibilities;

- Coordination of activities to ensure understanding of quality management system documentation to all concerned.
- To ensure that the related processes (service) needed for the quality management system are established, implemented, and maintained.
- Planning and managing internal audits.
- Monitoring, measuring and analyzing the performance of the implemented quality management system and identifying the need for further improvements.
- Coordination of corrective action follow-up after audits.
- Training to all concerned on ISO 9001: 2008 and the documented quality management system thereby ensuring the promotion of the awareness of the customer requirements and achieving the quality objectives at functional level.
- Generating reports regarding the status, progress and the performance of organization in implementing the quality management Status and communicating these to the rest of the organization as required.
- Take the maintenance responsibility of the Quality Management System.

5.5.3 Internal Communication

The process sequence, linkage / interrelation, interactions, method of operation & control and process criteria of monitoring & measurement are carried out as stated in general requirement **(Section 4.1)** and are communicated across all levels of the organization through this documented system. Where the performance of one-process is affected due to the other process, MR takes appropriate actions in consultation with General Manager with an objective evidence of analysis, for taking immediate correction measures and initiates the corrective actions to address the root causes.

As a part of this quality management system effective communication system is established throughout **RNT Maclaren** through:

- Internal Notes.
- Verbal instructions.
- Display of quality policy and objectives.
- Circulars.
- Monitoring and Measurement Reports.
- Audit schedules.
- Minutes of Management Review Meeting.
- Internal staff meetings.

5.6 MANAGEMENT REVIEW

A management review process is established to review **RNT Maclaren** quality management system to ensure its suitability, adequacy and effectiveness. This review includes assessment of opportunities for improvement and the need for changes to the quality management system including the quality policy and quality objectives. Records from the management review are maintained by the Management Representative.

Various aspects of quality management system are reviewed at various stages.

Details of the Management Review process are available in Management Review Procedure (QMS-PR-MRM-003).

This procedure defines the review input, agenda for the meeting, responsibilities, review outputs and records.

6.0 RESOURCE MANAGEMENT

6.1 PROVISION OF RESOURCES

The resources needed for the implementation and the maintenance of the quality management system, continual improvement of the effectiveness of the system, and to enhance the customer satisfaction by meeting the customer requirements are identified and provided as follows;

- Providing qualified personnel and equipment as needed
- Providing calibration and maintenance to machinery/ test equipment as needed
- Identification and allocation of the measuring equipment / test facilities etc
- Appropriate trained internal auditor
- In-house and external training for employees
- Periodical monitoring of the departmental objectives and targets and assess the resource requirement.
-

In case of new service for which human resource, infrastructure and work environment are required, these are determined, identified and established through internal meetings, management review as per Section 5.6, as well as during the Planning of services before provision of services.

6.2 HUMAN RESOURCES

Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate Qualification, knowledge and Experience in cement work, designing, different applications (auto CAD) and other supporting functions such as Administration, Purchase and Stores. The Management of **RNT Maclaren** ensures this through proper recruitment of the most appropriate personnel for the required jobs.

Competence requirements are determined through Job Descriptions. Where additional training is required to enhance the competence of personnel, these are handled in accordance with Procedure for Training (QMS-PR-TR-007).

All training carried out is evaluated for effectiveness. The method for this is also defined in the above mentioned procedure.

It is the responsibility of the Management Representative to ensure that all personnel carrying out activities are made aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. To this effect, the company's quality objectives are deployed at the functional levels and all relevant personnel made aware of their roles.

Records of education, training, skills and experience are maintained in the personnel files of the employees and in training record files maintained by the HR departments.

6.3 INFRASTRUCTURE

The infrastructure facilities required to achieve planned results are identified and maintained as follows.

- All machinery & testing equipment required for provision of services are identified and made available.
- Their calibration and maintenance activities are carried out in a planned manner to ensure reliability.
- Software and hardware used are controlled and maintained to ensure the availability of licensed and updated versions as required.

The availability of the process equipment and supporting services like communication, transport & information system are reviewed by management during the management review meeting and internal meetings, for the capability to meet to the requirements of the customers and interested parties.

Reference:

- Equipment Maintenance Schedule – DFM -017
- Calibrations Schedule – QFM -008

6.4 WORK ENVIRONMENT

RNT Maclaren determines and maintains the work environment needed to achieve conformity to service requirements. All personnel are provided with proper 'Personnel Protective Equipment', good ventilation and light, working environment suitable to provide efficient services to company assets. All the safety requirements of Ministry of Environment (**MOE**) are observed and special care is taken for the personnel protection of company & public.

Any new or changed requirements are discussed during the Management Review. Required environmental conditions that can affect quality during works are defined and maintained.

The present work environment is determined to be suitable to the range and scopes of the services provided at **RNT Maclaren** these are ensured through the following;

- For material handling methods as per the company procedures.
- Safety & Hygiene rules and Protective equipment – To create awareness, respective safety instructions are displayed and provided with necessary protective equipment. Safety requirements established for visitors are also strictly followed.
- Proper housekeeping is maintained taking safety & hygiene into consideration.
- However the top management reviews the suitability of the work environment needed to achieve the conformity to service requirements and to enhance the organization in achieving the Quality Policy, Objectives, and the Customer Satisfaction, through Management review meeting as per **Section 5.6** of this manual.

7.0 PRODUCT REALIZATION

7.1 PLANNING OF PRODUCT REALIZATION

RNT Maclaren plans and develops the processes needed for realization of the services. The planning is consistent with the requirements of other processes of the quality management system. Various stages and its method are explained through various clauses of this manual. The complete flows of these activities are defined through procedures, process flow diagrams and Work Instructions for specific activities.

RNT Maclaren provides the resources, manpower, equipment and facilities to achieve the services completion in line with the planned schedule.

The outputs of quality planning are carried out in accordance with planned monitoring and measurement activities, which may also include the use of appropriate statistical techniques date analysis graphs, charts etc . During planning, **RNT Maclaren** determines:

- The quality objectives and requirements of the projects/contracts/ customer agreements.
- The need to establish processes, documents, and provide resources specific to the services.
- Required verification, validation, monitoring, inspection and test activities specific to the service criteria for acceptance.
- Records needed to provide evidence that the realization process and resulting meet desired service requirements.
- The output of this planning process is in a manner suitable for **RNT Maclaren** and is identified through testing reports etc.

7.2 CUSTOMER RELATED PROCESSES

7.2.1 Determination of requirements related to the product/service

RNT Maclaren determine, understand, and consistently meet or exceed our customers' requirements and expectations, and that we establish effective communication systems with our customers with regards to service information, tender inquiries, contract or order handling and related changes, and customer feedback, including complaints. The Sales and Marketing Incharge in consultation with the General Manager, has overall responsibility for developing and implementing effective customer-related processes in accordance with the policies. The Sales and Marketing Manager generates quotes/bids for tenders/contracts/orders; Requirements for most customers are identified in contracts documented and reviewed regularly. In other cases, a customer order constitutes a contract, and we ensure that the customer's requirements are clearly identified and confirmed through Job order prior to Acceptance. Following defines our process for determining service related requirements, including; Service requirements specified by the customer, including the requirements for availability, delivery and technical support including any post-delivery servicing (where applicable) provided as part of the customer contract or purchase order.

Requirements not specified by the customer but necessary for intended or specified use and obligations related to services, including regulatory and legal requirements; this may include environmental impacts, and characteristics identified as a result of **RNT Maclaren** knowledge of the service processes.

All applicable government, safety, and environmental regulations applied to the services & disposal of materials are also being followed.

RNT Maclaren shall determine the requirements related to the services (stated/ implied) as below, but not limited to;

- Customer/Industry needs
- Cost Involved
- Relevant Statutory & regulatory requirements (if applicable)
- Reference to international standard (if applicable)
- Organizational Codes of practice
- Organizational policies & Objectives
- Organizational capability
- Relevant similar past experience
- Source of purchase
- Mode of transportation
- Present Storage, handling & service delivery methods
- Present over heads
- Storage reliability
- Suppliers reliability
- Service Reliability
- Competitive Services
- Competency of present available personals
- Inspection requirements
- Anticipated Market Requirements
- Inventory cost
- Identification & Traceability requirements
- Testing specifications
- Transport requirement
- HSE requirements
- Do's & Don'ts

Reference

- Master List of Documents -QMS-DML-001

7.2.2 Review of Requirements related to the services

RNT Maclaren review the requirements related to the services prior to the commitment of supply to the customers by reviewing the requirements from the customers & specifications. The review is carried out by the relevant functional heads & General Manager.

Requirements related to the customers are also identified clearly at the enquiry/tendering process itself. The scope of work and the deliverables clearly indicate the needs of the customer. The specifications and instructions that accompany the tender/enquiry documents are clear in identifying the requirements of the customer, related to the service requirements. Clarifications and further information is received through the discussions and meetings with the customer, etc. All enquiries/ tenders shall be recorded with its status.

Where service requirements are changed, **RNT Maclaren** ensures that the relevant documentation is amended and relevant personnel are made aware of the changed requirements.

7.2.3 Customer Communication

For the effective implementation to meet the requirements of **RNT Maclaren** customer, appropriate channel of communication is established in relation to service information, contracts, amendments, Contract information, enquiries, and feedback including customer complaints etc.

The various modes of communication used are;

- E- mail through Internet
- Fax/ Letters
- Telephone
- Displays
- Personal meetings with customers
- Company Brochures/Profiles
- Visits of clients to **RNT Maclaren** facilities.

The complaints received from the customers are reported through Customer Complaint Register (DFM-027) with action taken. A Non compliance report is initiated for the major complaints in order to investigate the problem.

Customer communication records are also retained throughout the liaison with the customer. The method for handling complaints is identified in Procedure for Corrective and Preventive Action (QMS-PR-CPA-006).

7.3 DESIGN AND DEVELOPMENT

7.3.1 Design and development planning

The Company planned and controlled the design & development of product through emedia. During the design & development planning, the company determined the following:

- a) The design and development stages,
- b) The review, verification and validation that are appropriate to each design and development stage, and
- c) The responsibilities and authorities for design and development.

Ref. :- IFC Drawing

Bill Of Quantity

Client Specification Document

7.3.2 Design and development inputs

Inputs relating to product requirements are determined, recorded and maintained to suit customer needs such as:

- a) Functional and performance requirements,
- b) Applicable statutory and regulatory requirements where applicable,
- c) Where applicable, information derived from previous similar product & services designs, and
- d) Other requirements essential for design and development.

These requirements/ feedbacks are essential from customers for such inputs.

Ref. :- IFC Drawing

Bill Of Quantity

Client Specification Document

7.3.3 Design and development outputs

All inputs will be in a form to enable verification against the designed and develop product shall be approved prior to release. The company's Design and development outputs shall

- a) Ensure customer's requests are met,
- b) Provide appropriate information for purchasing, production and for service provision,
- c) Specify the characteristics of the product and its services that are essential for proper use.

Ref. :- Shop Drawing

Structural Calculation

Process Plan

7.3.4 Design and development review

At suitable stages, systematic reviews by the following departments:

- The head of the Company will be performed in accordance with planned arrangements, and must

- a) Evaluate the ability of the results of design and development to meet requirements, and
- b) Identify any problems and propose necessary actions.

Functions and steps concerned with the design and development stage(s) will be reviewed by management. Recorded results of the reviews and any necessary actions will also be maintained.

Ref. :- Shop Drawing Approval from Client

Process Plan Approval

7.3.5 Design and development verification

Verification of the product is performed in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions will also be maintained as required.

Ref. :- Shop Drawing Approval from Client

7.3.6 Design and development validation

Design and development validation will be performed in accordance with planned arrangements and objectives of the concerned department to ensure that the resulting products are meeting the requirements for the specified application. Records of the results of validation and any necessary actions will be monitored and checked with the customers.

Ref. :- Quality Check list (for production)

7.3.7 Control of design and development changes

Design and development changes will be identified and records maintained. Any changes will be reviewed, verified and validated, as appropriate, and approved before implementation by relevant department heads. The review of design and development changes will also include evaluation of the effect of the changes on constituent parts and product already delivered. Records of the results of the review of changes and any necessary actions shall be maintained.

Ref. :- Revised (1,2,3...) Shop Drawing.

7.4 PURCHASING

RNT Maclaren evaluates its suppliers and purchases only from those that can satisfy quality requirements. Quality performance of suppliers is monitored and evaluated as described in 7.4.1. Purchasing documents clearly and completely describe ordered products, including quality, quantity requirements. Purchasing documents are reviewed and approved by Purchasing Manager prior to release. Purchased materials are verified by Procurement and Logistics personnel before they are used & recorded in Incoming material records. Supplier quality assurance certificate also obtained (if necessary) in order to make sure appropriate quality parameters are met. Details of purchasing procedures are in (QMS-PR-PU-008).

7.4.1 Purchasing process

All new suppliers are evaluated with regard to their quality and process capability. New Supplier Evaluation form (GFM-009) is used. The Purchasing Manager establishes the criteria for selection of suppliers, and Logistic Supervisor conducts supplier evaluation. The criteria includes quality of products, quality of service, delivery time, local availability where applicable, sole suppliers where applicable, price, credit terms, past performance where applicable, availability of an ISO certification where applicable.

Quality performance of suppliers is monitored. Suppliers showing inadequate performance may be asked to implement corrective actions, and be downgraded or discontinued as per the decision made by the General Manager.

Logistics and Purchasing In-charge/ Manager maintains a List of Approved Suppliers (DFM-028). Orders may only be placed with suppliers that are on the list. All current suppliers of **RNT Maclaren** are considered as "APPROVED"; however they will be re-evaluated using the Supplier Evaluation Form (QFM-010) in every year from the date of issuance of this manual to determine their continued suitability. Records of supplier evaluation, approved supplier list etc are maintained by the Logistics and Purchasing Manager.

7.4.2 Purchasing Information

RNT Maclaren ensures that purchasing documentation contains:

- Information clearly describing the product/service ordered
- Requirements for approval or qualification of product/service, procedures, processes and equipment.
- Any quality management system requirements
- Review and approved for adequacy of the requirements prior to release.

Purchasing documents are prepared by the Purchasing offices and in specific cases by the assigned personnel by the Purchasing Manager for specific purchasing. The documents clearly and completely describe ordered products, including precise product identification and quality requirements. The Purchasing Manager or his appointed deputy reviews and approves all purchasing documents prior to release.

However, these should clearly specify the requirements, specifications, terms and conditions. The document should also include the requirements for approval of product, procedures to follow (if applicable) and quality management system requirements. The documents must be reviewed for adequacy of specified requirements and approved before sending to the supplier.

7.4.3 Verification of Purchased Product

RNT Maclaren establishes the arrangements necessary for verification of the purchased product /service by the company. This is specified in the purchasing documentation as necessary.

Purchased products are inspected by requestor or the relevant division head for every consignment against the material specifications. This includes verification of product identity and quantity, visual inspection and, where applicable, verification that all requested certificates and quality records are available. Review also ensures that the purchased produce meets the specified requirements.

When deviations are identified, the supplier is contacted to discuss the corrective action. The corrective action may include replacement, refund, or other means of compensation as agreed with the supplier. Non-compliance report (QMS-NCR-008) is also filled in. A copy is retained in the supplier's records and a copy is handed over to the Management Representative for his analysis and requirements.

7.4.5 Procurement of Outsourced Services

Where specialized services are required and have to be outsourced, the suppliers of such services are also identified, selected and approved in a manner similar to that mentioned above. Same controls are established for such activities.

Reference:

- Procedure for Purchasing - QMS-PR-PU-008

7.5 PRODUCTION & SERVICE PROVISION

7.5.1 Control of production and service provision

RNT Maclaren utilizes a process-focused approach to plan and control Division and support services related to service provision. Our initial focus is to assure the quality of process inputs - that is, employees, material, facilities and equipment, and methods. Employees must be equipped to perform the process properly through appropriate qualification, training, and skills. Material must meet specified requirements and be properly identified, stored, and issued. Equipment and facilities must be adequate, accurate, available and properly utilized. Work instructions and other important data must be current and correct.

Methods must be appropriate and proven capable of accomplishing the desired results.

The appropriateness of all these fundamental process inputs must be assured, and processes must be measured, monitored and controlled to assure effectiveness and/or to identify opportunities for improvement.

The General Manager ensures that service process is planned, scheduled, and carried out in accordance with specific requirements as summarized below:

7.5.1. (a) Information.

The General Manager, through his supportive staff ensures that all appropriate information including service specifications, material characteristics and the required service parameters, is provided to relevant personnel throughout the service provision process. Such information is provided through briefings, procedures, guidelines work instructions posted in areas where they are needed, and/or through job specific information (where applicable).

7.5.1. (b) Work Instructions.

The necessity for and required detail of work instructions is dependent upon the knowledge, skills, and abilities of our employees and the complexity of the work process they are assigned to perform. Technical personnel identify critical service work steps in process included in work instructions posted in areas where they are needed.

7.5.1. (c) Equipment.

Supervisors ensure the suitability and availability of all equipment, facilities and tooling used for service Division.

7.5.1. (d) Monitoring and Measurement Devices.

The **Supervisors** ensure that monitoring and measurement equipment capable of meeting our measurement requirements are available for use during service provision.

7.5.1.(e) Monitoring Activities.

The Project Manager through his supportive staff ensures that operational personnel monitor the quality of their own work and understand the procedures for reporting service related problems and/or suspected nonconforming conditions.

Reference:

- Machine Maintenance Schedule – DFM - 003
- Calibrations Schedule – GFM-008

7.5.1.(f) Release, Delivery, and Post-Delivery Activities.

Release of services is dependent on its compliance with all service specifications and its ability to meet additional customer/project requirements. The Technicians shall ensure that such requirements are met where applicable.

The General Manager periodically reviews operational data as well as progress towards achievement of corporate level service performance objectives and provides related recommendations for review by General Manager.

Reference:

- Daily Production Reports - DFM – 009

7.5.2 Validation of processes

RNT Maclaren determines processes requiring validation, where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the service is in use or the service has been delivered.

The arrangements for validation shall include;

- Defined criteria for review and approval of the processes
- Approval of equipment and qualification of personnel
- Use of specific methods and procedures
- Requirement of records

Necessary competency verification (personnel qualifications), equipment verification and technical procedures are maintained by Human Resource Manager and Technical Support Supervisor.

7.5.3 Identification and traceability

The Company establishes identification system that identifies the product/service by suitable means throughout all realization processes. Where traceability is a requirement, Company controls the identification of product/service to ensure traceability to the original job work.

7.5.4 Customer property

For customer supplied product or service, including intellectual property, Company ensure;

- Verification of product or service before acceptance
- Proper storage and maintenance while under organization's control
- Reporting of loss, damage or unsuitability for use

Since most of the jobs are being carried out at company premises, necessary controls, protections and safety measures are being established. In case any loss or damage to the customer properties, non-conformity report is being generated by personnel involved and communicated to area supervisor and client for further investigation and action.

Reference:

- non-conformity report –QMS-NCR-008

7.5.5 Preservation of Product

RNT Maclaren ensures during internal processing and final delivery of the product/service, materials are stored, segregated, handled and protected to maintain their suitability. The shelf life is monitored to prevent potential deterioration of the material.

7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENT

RNT Maclaren establishes a system for control, calibration, maintenance, handling and storage of applicable measuring, inspection and test equipment used to demonstrate conformance to the product specific requirements.

It is ensured that measurement uncertainty, including accuracy and precision is known and is consistent with the required measurement capability.

The calibration is done at specified intervals or prior to use against national or international standards where no such standards exist, the basis used for calibration or verification shall be recorded.

The record of calibration includes;

- Details of equipment type
- Unique identification, location
- Frequency of checks
- Check method acceptance criteria
- Gauge conditions if applicable
- Actual and calibrated readings if applicable

The company takes appropriate action to safeguard measuring, inspection and test equipment from adjustments that could invalidate setting.

Appropriate handling, preservation and storage techniques are used to maintain accuracy and fitness for use.

Whenever the instrument goes out of calibration, Company assesses and records the validity of the previous measuring results.

As per nature of our business, some instruments and gauges are not being used for a considerable time. Due to this reason their calibration is not up-to-date. Whenever we require their services, these will be calibrated.

Necessary verification and testing shall be performed for the Software which used in Data Analysis or designing Unit and records of the results shall be maintained.

Reference:

- Calibration Schedule - QFM – 008

8.0 MEASUREMENT, ANALYSIS, AND IMPROVEMENT

8.1 GENERAL

RNT Maclaren plans and implements the monitoring, measurement, analysis and improvement processes to demonstrate conformity of services, to ensure conformity with the Quality Management System and to continually improve the effectiveness of the Quality Management System.

8.2 MONITORING AND MEASUREMENT

8.2.1 Customer Satisfaction

RNT Maclaren establishes the system of measuring the customer satisfaction in meeting the customer requirements through, but not limited to one or more of the following;

- Customer satisfaction survey form
- Customer complaint record
- Repeat orders
- Appreciations from the customer

Through this measurement, Company evaluates the satisfaction and dissatisfaction level of the customers on tender/contracts and every six months basis and it is reviewed through the management review.

Any major dissatisfaction identified is recorded and analysed using a Non Compliance Report (QMS-NCR-008), results of which are analysed by the Management Representative and reported during the Management Review Meetings.

8.2.2 Internal Audit

RNT Maclaren conducts internal audits as per procedure (QMS-PR-IA-004):

Planning and scheduling

Management Representative establishes an Audit plan (QMS-AP-005) ensuring that every activity and area is audited at least once a year. Selected activities are audited more frequently, depending on their importance, results of past audits and quality performance history. The audit criteria, scope, frequency and methods are defined in Internal Audit Schedule (QMS-IAS-006) which also lists the auditor, auditee, date, and time. Internal Audit Schedule is prepared prior to the audit by MR.

Audit team and preparation for audit

Only suitably trained and qualified personnel independent of the audited activities are assigned to conduct internal audits. List of internal auditors (QMS-LIA-010) is maintained by the Management Representative.

Auditors prepare for audits by reviewing applicable standards and procedures, analyzing records, and establishing questionnaires and checklists.

Conducting the audit

Auditors seek objective evidence indicating whether the audited activities comply with the requirements of the documented quality system and ISO 9001: 2008, and whether the quality system is effective. The evidence is collected by observing activities, interviewing personnel, and examining records.

Findings are recorded on Audit Observation sheet (QMS-AOS-007). Negative findings are reported as non conformities and documented using Non compliance report (QMS-NCR-008).

Audits are conducted in a way that minimizes disruption of the activities.

Corrective action and follow up

When nonconforming conditions are identified, the process owner for the affected area or process is requested to propose and take corrective action. Implementation and effectiveness of the action are verified by a follow-up audit. (if required). Non compliance report is used for monitoring and recording the implementation of the corrective actions. The Company also uses the non compliance report form to identify and initiate preventive actions as applicable.

Non compliance reports are closed out by the Management Representative after evaluating effectiveness of action taken. Where a non compliance is raised against the activities of the Management Representative, only the General Manager is authorized to close out these reports.

Reporting

When the auditing cycle is completed, all nonconformity reports established during the cycle are compiled and analyzed, and are presented at the management review meeting by the Management Representative.

Reference:

- Procedure for Internal Audit - QMS-PR-IA-004

8.2.3 Monitoring Of Quality System Processes

Process monitoring

Quality system processes are monitored by variety of approaches and techniques, as appropriate for a particular process and its importance. These include:

- Functional Objective Monitoring Log Sheet
- Conducting internal audits of the quality system
- Monitoring trends in corrective and preventive action requests
- Analyzing service conformity and other quality performance data and trends
- Measuring and monitoring customer satisfaction

Response Actions

When a quality system process does not conform to requirements, Non-compliance report is raised and the corrective action taken by the relevant division head/ process owner.

8.2.4 Monitoring and Measurement of Product

RNT Maclaren has established measuring and monitoring of its services through one or more of the following methods;

- Progress monitoring and measurement through appropriate stages of service provision
- Evidence of conformity of product/ service through feedback from customers and where applicable certifications by third parties
- Final release of the service is authorized by the General Manager. Records related to the stages of the service process and communications related to the acceptance of the product/ service by the customer is maintained.
- Repeat jobs received from customers.
- Characteristics to be inspected
- Responsibility for inspection and test, including third party inspection
- Special tools/techniques or personnel qualification require
- Order amendments or additional requirements received from customers.
- Negative feedback is indicated directly through customer satisfaction surveys.

Reference:

- Operational non-conformity Report – DFM 020

8.3 CONTROL OF NONCONFORMING PRODUCT

RNT Maclaren ensures that the nonconforming product /service is identified and controlled to prevent its unintended use or delivery. It is the responsibility of all employees to report discovered or potential non conformities at any stage of the processes.

RNT Maclaren defines personnel, including process owners, responsible for:

- Responding to nonconformities
- Taking corrective and preventive actions
- Monitoring of related activities

Non-conforming product/service is reviewed by designated and competent authority.

The disposition includes

- Rejected / Scrapped
- Accepted by concession

Trends related to the nonconforming product/service is analyzed and suitable actions are formulated to prevent occurrence of the nonconformance.

It is ensured that where required by the contract, the proposed use or repair of nonconforming product or deliveries of a nonconforming service or modified service are reported for concession to the customer.

Whenever the nonconformities are detected after the handover/delivery, **RNT Maclaren** considers that as a customer complaint and appropriate correction/disposition, corrective and preventive actions are initiated.

Reference:

- Procedure for Control of Non-conforming Products/Services QMS-PR-NCPS-005

8.4 ANALYSIS OF DATA

RNT Maclaren Collects, complies and analyzes information and data required for evaluating the suitability and effectiveness of the quality system and for identifying opportunities for continual improvement.

Data and information recorded in quality records are compiled and analyzed periodically to determine trends in the performance and effectiveness of the quality system and to identify opportunities for improvement.

The Management Representative is responsible for coordinating these activities, and for reporting conclusions and trends to the top management. This is usually done within the framework of management reviews of the quality system.

Scope

Following categories of information and data are recorded, compiled and analyzed;

- a) **Customer Satisfaction** Customer satisfaction levels — recorded in Analysis Customer Satisfaction (QFM - 002) and reports and evaluated for trends by Management Representative. Customer complaints — recorded in Customer Complaint Register (DFM 001) & Noncompliance reports (QMS-NCR-008) and evaluated for trends by Management Representative.
- b) **b) Conformity to service requirements:** Process performance variation — evaluated based on reports
- c) **Characteristics of trends and processes and products :** (Sales & Marketing In-Manager/MR)
Market Trends evaluated based on review of enquiry trends/Request for Quotation Log
Areas of Non-Compliance - Evaluated based on NCR Status Register (QMS-NCSR-011)
Tender Status
- d) **Suppliers :** (Logistic Supervisor / Management Representative)
Supplier quality performance — based on Supplier Re-Evaluation (QFM -010)

8.5 IMPROVEMENT

RNT Maclaren has deployed continual improvement principle throughout the entire organization. The improvement effort is driven by goals defined in the quality policy and quality objectives. Improvement opportunities are identified by analyzing quality performance data and information. Improvement projects are defined and implemented through the system of corrective and preventive actions, and management review actions.

Causes of identified nonconformities are investigated and, where appropriate, corrective actions are implemented to ensure that nonconformities do not recur. Preventive actions are implemented to eliminate the causes of potential nonconformities. Corrective and preventive actions taken are recorded and are followed up to ensure that they have been properly implemented and that they are effective.

8.5.1 CONTINUAL IMPROVEMENT

Opportunities for improvement

Opportunities and priorities for improvement are identified by comparing present quality performance to objectives defined in the quality policy (**Section 3**) and quality objectives (**Appendix 3**). Quality performance is determined by analyzing information about customer satisfaction, records of service and process nonconformity, results of internal audits, and other data and information relevant to quality performance. Analysis of Data, defines the scope and system for collecting and analyzing such information.

Quality performance is evaluated by management reviews of the quality system. Where quality performance falls short of a defined objective, the management review identifies specific improvement actions to reach the objective. When a quality objective is reached, the management review may set a new, higher objective in this area and specify new improvement actions for reaching it.

Continual improvement is facilitated through the use of quality policy, objectives, and analysis of data, corrective and preventive actions, and management review meetings as defined in this manual.

In addition to management reviews, departmental managers identify improvement opportunities continually, based on daily feedback from their Division and other activities. Employees are also encouraged to come forward with ideas for improving services, processes, systems, productivity, and working environment. These improvement opportunities are evaluated and prioritized by the division heads and, where appropriate, are discussed during the Management Reviews.

Implementation of improvement projects

Improvement projects are usually implemented through management review actions and through corrective and preventive actions. Where appropriate, improvement projects may be also initiated by management directives, such as policy statements, announcements, memorandums, and so forth. Details are also available in Procedure for Continuous Improvement (QMS-PR-CI-009).

8.5.2 Corrective actions

The need for corrective action is determined on the basis of identified actual nonconformities. Corrective action requests are typically triggered by such events as a failed inspection, customer complaint and, nonconforming delivery from a supplier or a quality system audit finding.

RNT Maclaren have established a procedure for handling corrective actions as below, details of which are available in Procedure for Corrective and Preventive Action (QMS-PR-CPA-006).

Requirement for corrective actions are documented in a Non compliance report where the nature of the non compliance is recorded. The process owner identifies the proposed corrective action and sets reasonable time frames for implementation. After the due date, the Management Representative reviews the action taken and evaluates the effectiveness of the corrective action. The purpose of the corrective action is to;

- Review the nonconformities including the customer complaints
- Determining the root causes of the non conformity
- Taking action to eliminate the root cause of the problem to ensure that the non conformity does not recur
- Determining and implementing the action needed
- Record the result of the actions taken
- Reviewing and recording the effectiveness of the action taken
- Identifying the need and possibility for preventive actions in areas similar to where the non conformity was identified (in a proactive manner).
- The Management representative / Documents Controller maintain records of all the preventive actions initiated, analyze and report trends periodically and during management
- review meetings.

8.5.3 Preventive actions

The need for preventive action is determined on the basis of information and data regarding capability and performance of processes, service nonconformity rates, post-service experience feedback, service records, customer complaints, and quality system audit findings. Such information and data are collected and analyzed to detect unfavorable trends that, if not checked, will increase the risk of nonconformities. The system for collecting and analyzing quality performance information and data is as per the following procedure, and details of which are available in Procedure for Corrective and Preventive action (QMS-PR-CPA-006).

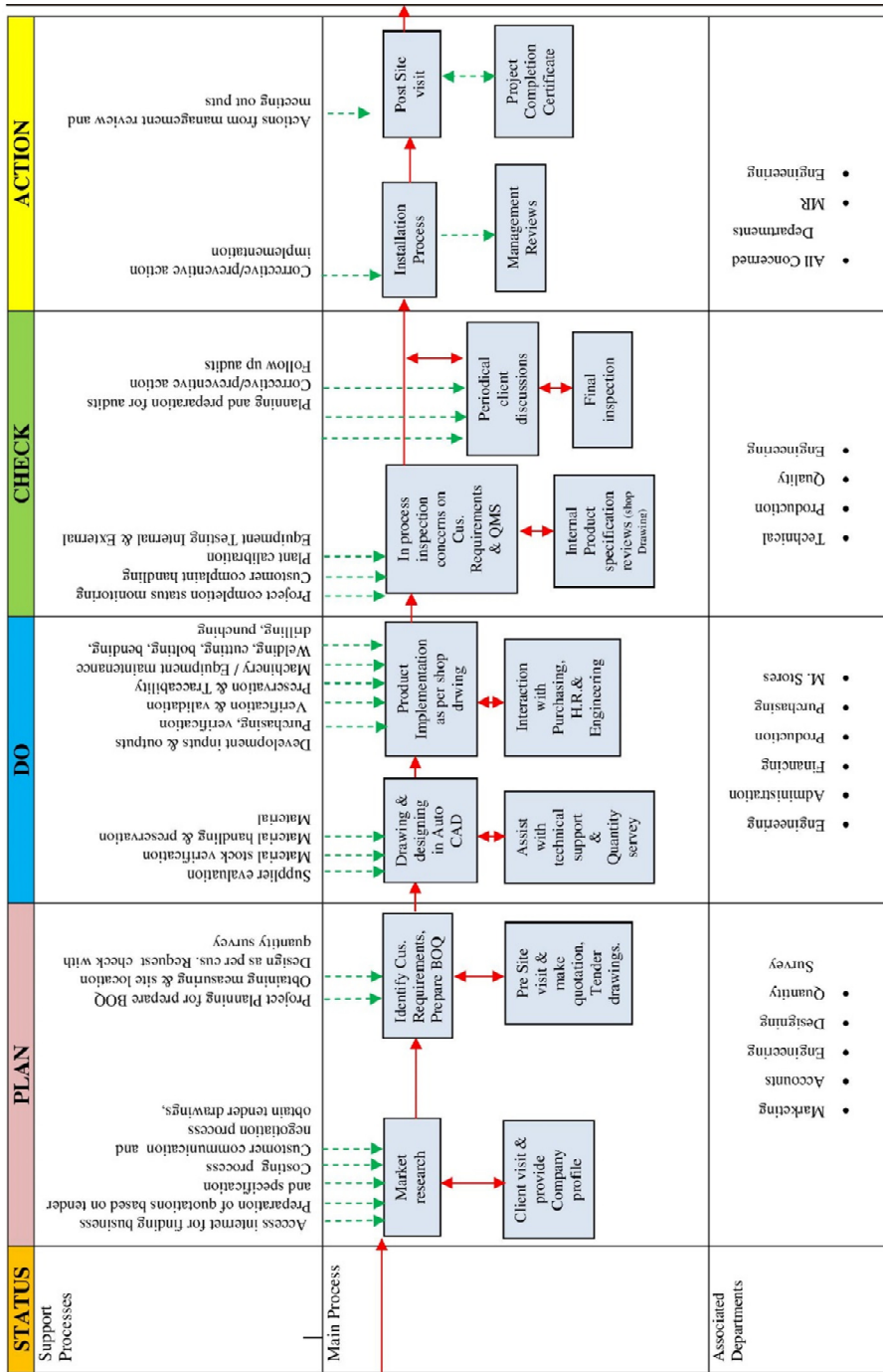
Requirement for preventive actions are documented in the 'preventive action' section of a Non compliance report where the nature of the potential non compliance is recorded. The process owner identifies the proposed preventive action and sets reasonable time frames for implementation. After the due date, the Management Representative reviews the action taken and evaluates the effectiveness of the action. Preventive actions taken shall be appropriate to the effects of the potential problems identified. The purpose of the preventive action is to;

- Determine the potential non conformity
- Determining the root causes
- Taking action to eliminate the root cause of the potential problem to ensure that potential non conformity does not occur
- Determining and implementing the action needed
- Record the result of the actions taken
- Reviewing and recording the effectiveness of the action taken

The Management representative / Documents Controller maintain records of all the preventive actions initiated, analyze and report trends periodically and during management review meetings.

INTERACTION OF PROCESSES (PROCESS CHART)

EXTERNAL CUSTOMER



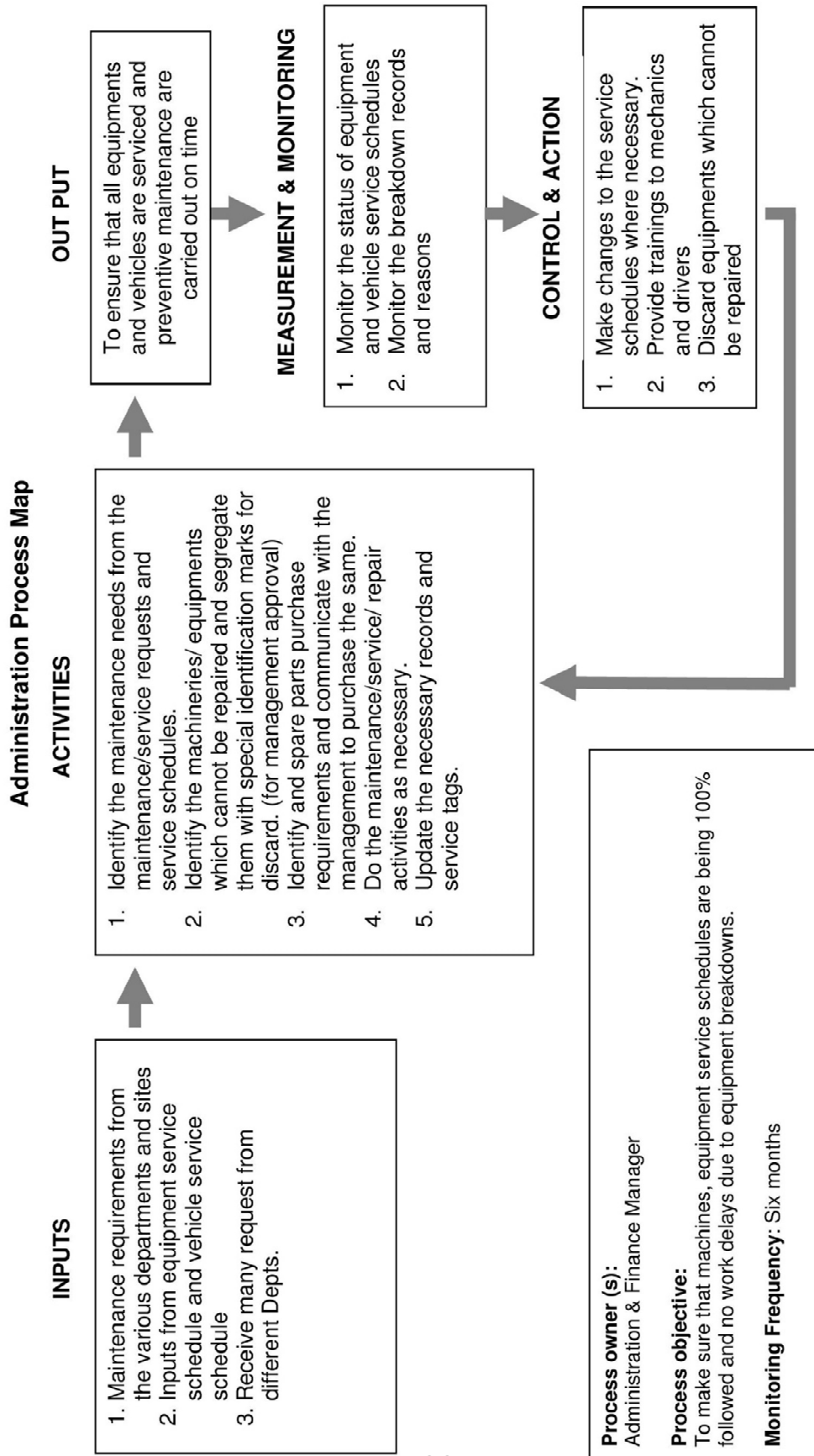
OS = Out Sourced
 — Main process interaction
 - - - Support process interaction

Appendix -03 Rev.0 Dated 20th Nov 2010

FUNCTIONS	OBJECTIVES	TARGET	RESPONSIBLE	FREQUENCY OF MONITORING	RELATED DOCUMENTS
Marketing	Customer Satisfaction - Long Term	> 75 %	Marketing Manager	Annually	Cus. Satisfaction survey report
Marketing	New business for the Company -Short Term	At least 2	Marketing Manager	Six Months	Quotations, contracts, cus. Files
Purchasing	Supplier Evaluation - Short Term	> 70 %	Purchasing Manager	Annually	Pur. evaluation sheet
Production	Achieve Weekly Production Plan -Short Term	80 %	Project Manager	Monthly	Pro. Plan, daily pro. Sheet
Production (Site Engineering)	Accurate Installations at client's site -Short Term	90 %	Engineers	Project wise	Project consultant approval certificate
HR	Accident free working place -Short Term	0 Accidents	HR Manager	Monthly	Monthly safety hour sheet
HR	Train all employees in Quality Management Requirements -short Term	All Employees By end 2023	HR Manager	Annually	Training records
Administration	Establish competent Quality control/assurance officer/department -short Term	Establish department By end 2023	Administration Manager	Annual	QC/QA document, appointment letters
Document Control	Identify all departmental files, records, books & documents into proper doc. Control system -Short Term	Doc Control Sys. End of 2023	Admin Manager	Annual	Master list of documents

.....
General Manager

.....
Management Representative



Human Resource (Recruitment) Process Map

INPUTS

- 1 Projected Manpower
- 2 Personnel Requisition Form
- 3 Job Offer Letter
- 4 Demand Letter
- 5 Power of Attorney
- 6 Approved Manpower Agency List

ACTIVITIES

1. Concern Dept. to request for manpower
2. Administration to coordinate with the Recruitment agency (Ads, Interview and etc)
3. Reviewing CV's of Applicants
4. Vice President Construction/ Admin Manager to do the final interview
5. Administration to finalize the employment requirements (Visa, travel and QID, HC, and D/L if applicable)
6. Admin to prepare required items for newly hired arrival (accommodation, medical and etc.)
7. Orientation

OUTPUT

To recruit Qualified Staff as per the project requirements

MEASUREMENT & MONITORING

1. Performance appraisal
2. Follow Up with Manpower agencies
3. Initial review of CV's

CONTROL & ACTION

1. Thorough interview
2. Assessment of applicant
3. Back ground investigation of passed applicant, whenever necessary
4. Reject if not suitable
5. Look for another agencies/sources
6. Make changes to recruitment standards / policies

Process owner: Admin Manager

Process objective: To recruit and deploy competent manpower with adequate skills

Scope: This process covers both local and international recruitment, from selection of candidate to deployment.

Process Implementation Team: Admin Manager, Admin assistant, GRO, Vice President Construction,

Reference: Personnel Requisition Form, Demand Letter, Power of Attorney, Offer Letter, Applicant Information Sheet., Application forms for visa, QID, Health card and etc.

Monitoring frequency: Annually

Prepared by:

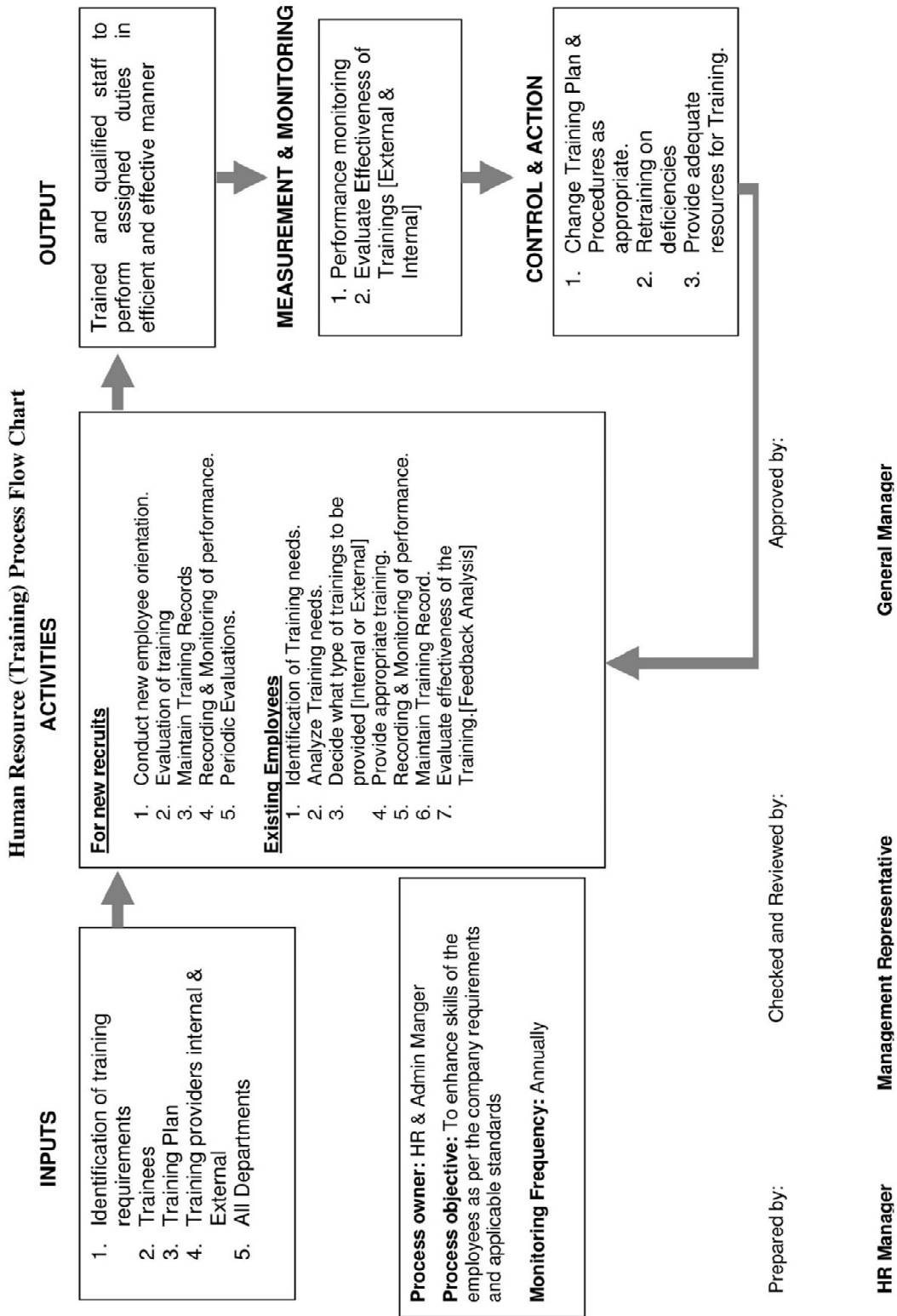
Checked and Reviewed by:

Approved by:

Admin Assistant

Management Representative

General Manager



Purchasing Process Map

ACTIVITIES

OUTPUT

INPUTS

1. Approved list of Suppliers
2. Material Catalogue
3. Approved Purchase Request
4. Approved Purchase Order

1. Evaluate Supplier
2. Refer the specification
3. Prepare purchase request/reviewed by concerned personnel.
4. Select Vendor
5. Get Quotation
6. Prepare comparison chart, if required
7. Prepare purchase order
8. Get approval from top management
9. Fax PO to the Vendor.
10. Collect material from Vendor
11. Check the materials against the order (Quantity and Quality)
12. Update the status of P/O in the system prepare the P/O delivery Note
13. Hand over purchased materials to store

Purchase of quality material in a cost effective / timely manner

MEASUREMENT & MONITORING

1. Annual Supplier re-evaluation.
2. Quality and Quantity of material

CONTROL & ACTION

1. Change the supplier
2. Better communication and negotiation with supplier
3. Raise NCR against supplier for major deviations
4. Remove /Discontinue the supplier

Process owner: Purchasing Manager

Process objective: To procure materials and equipment in timely and cost effective manner.

Scope: Purchase materials as per the company policy and procedure.

Process Implementation Team: Logistic Supervisor, Store Supervisor

Reference: Approved Material Requisition, Approved Purchase order and Quotations and List of Approved Suppliers.

Monitoring Frequency: Every Six Months

Prepared by:

Checked and Reviewed by:

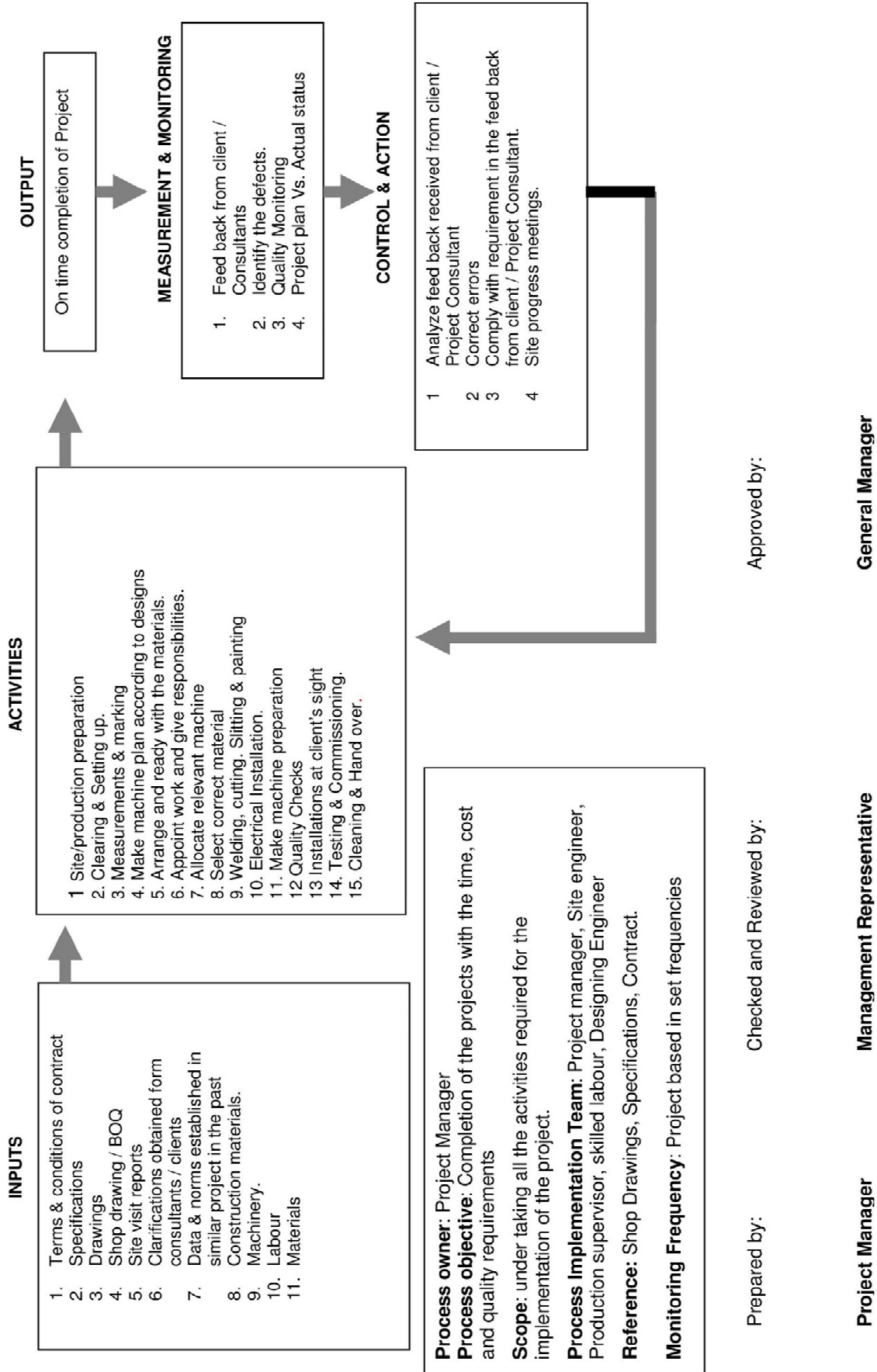
Approved by:

Logistic Supervisor

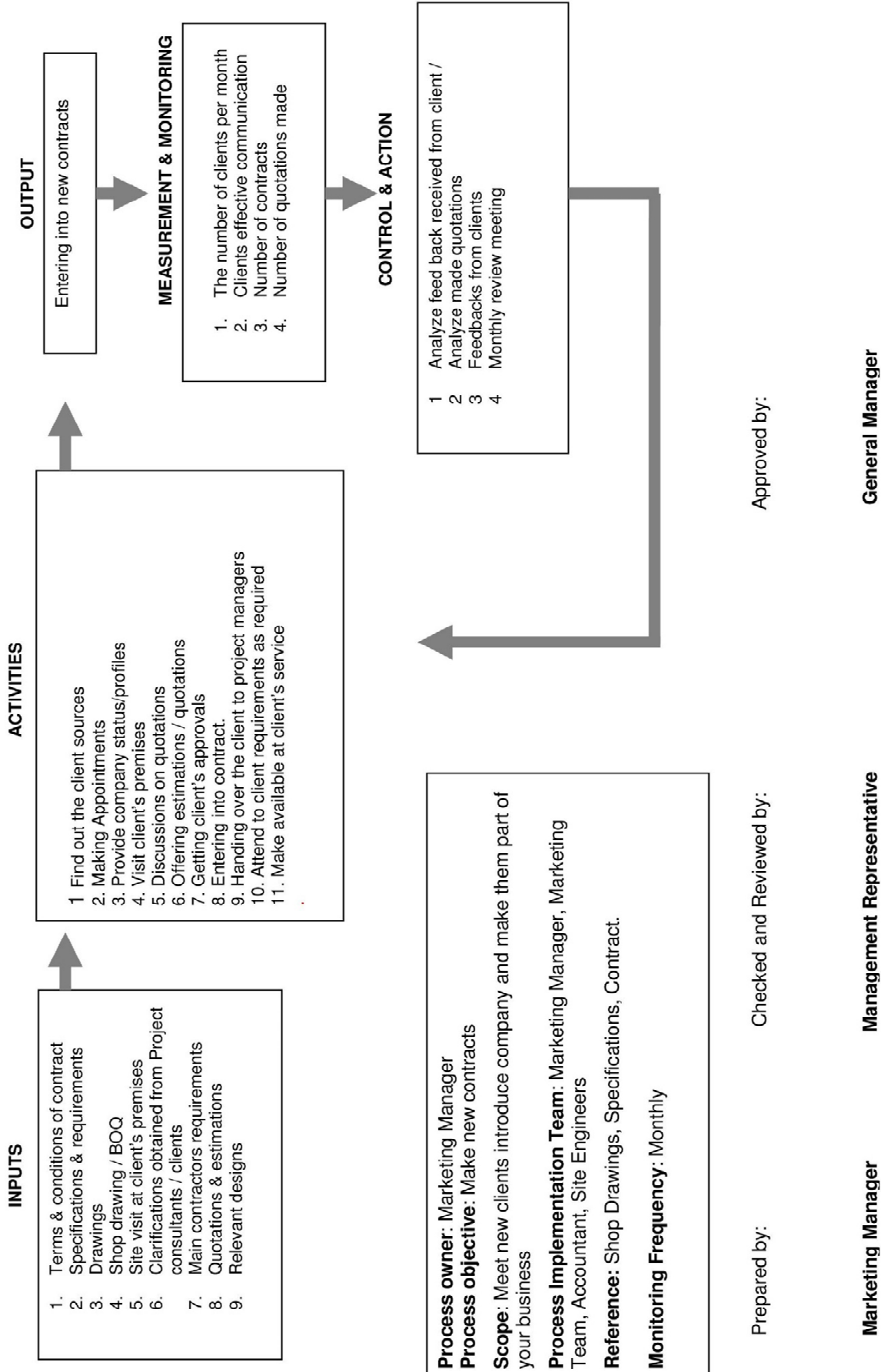
Management Representative

General Manager

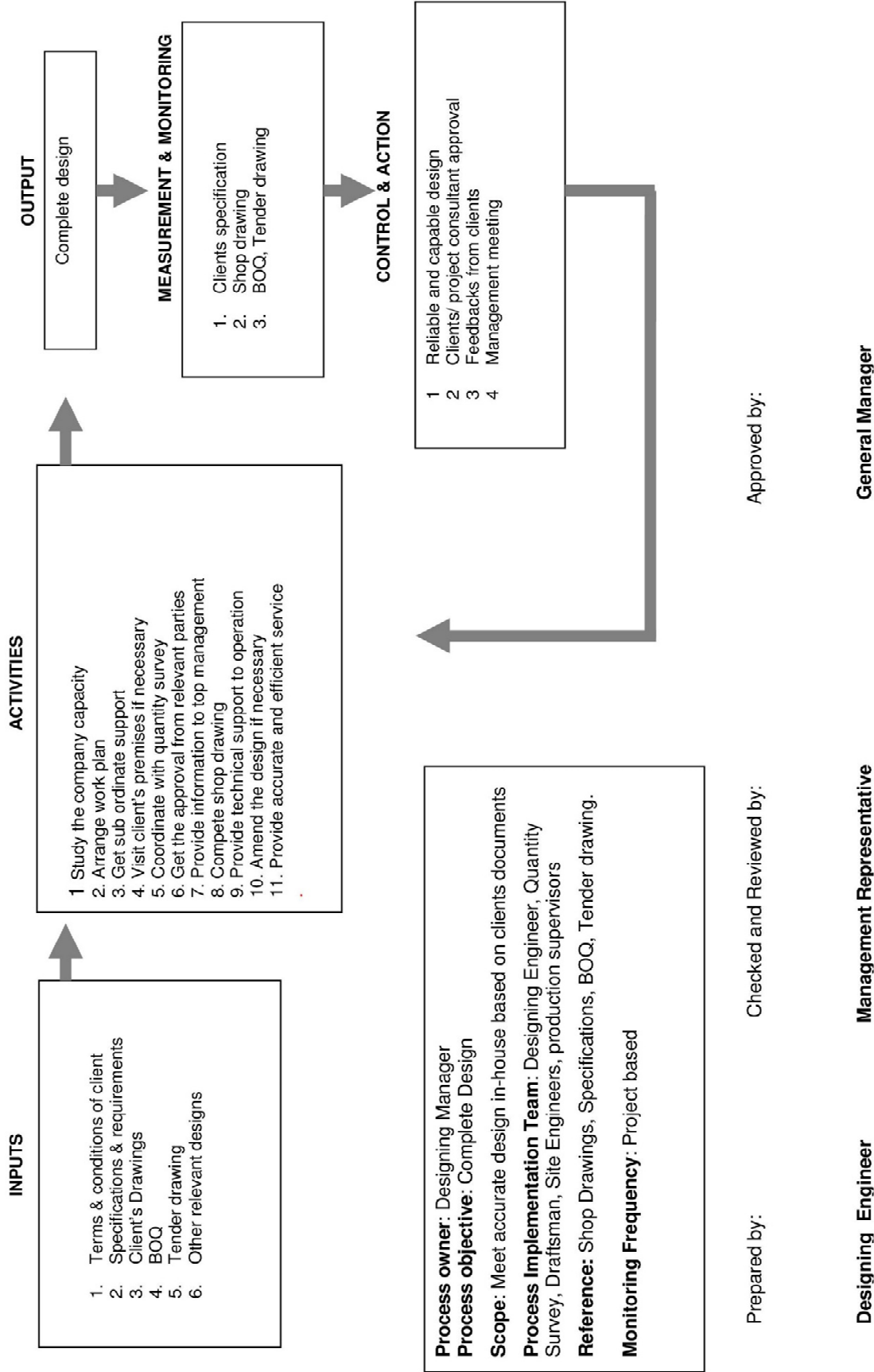
Production Process Map



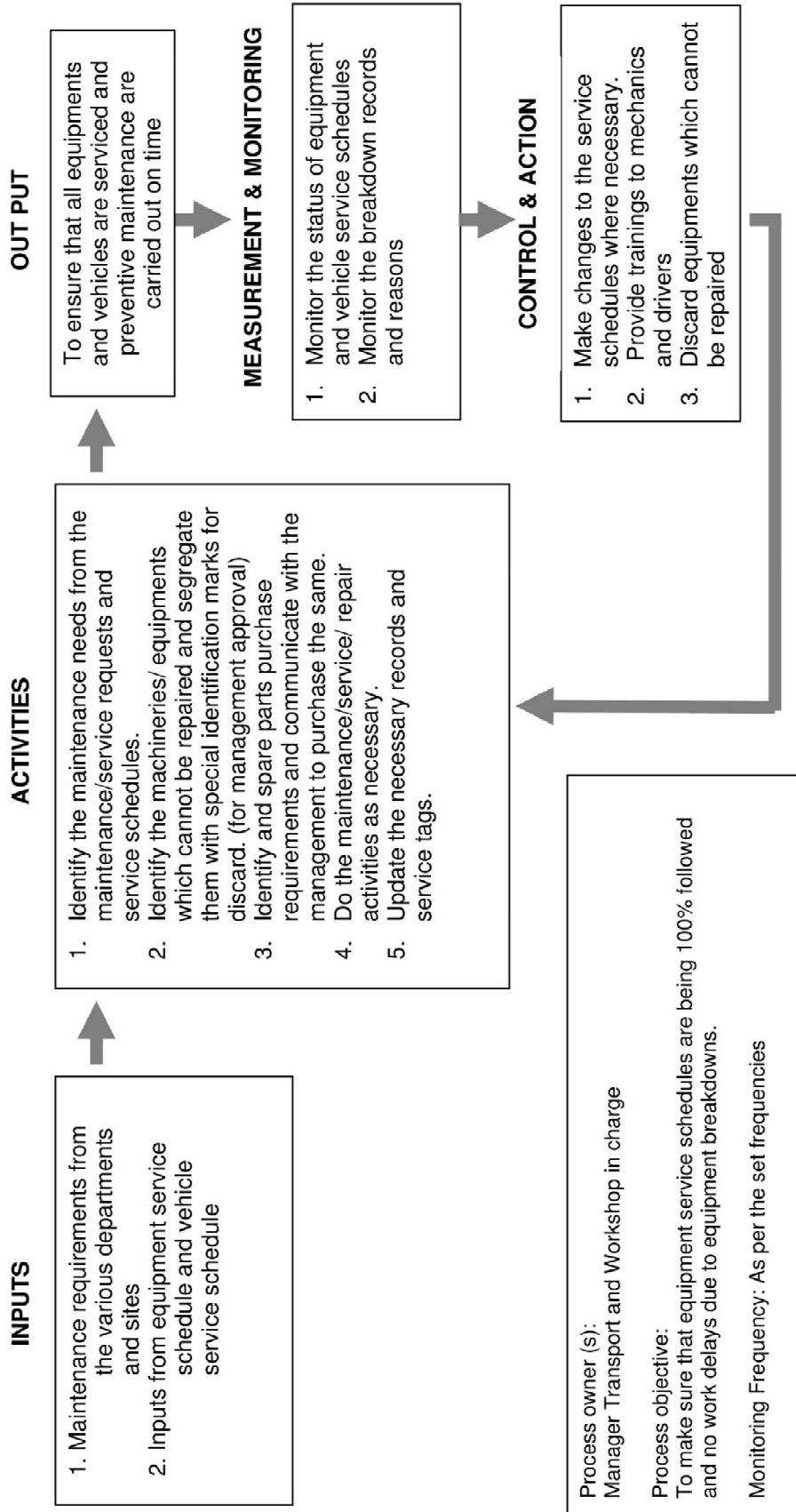
Marketing Process Map



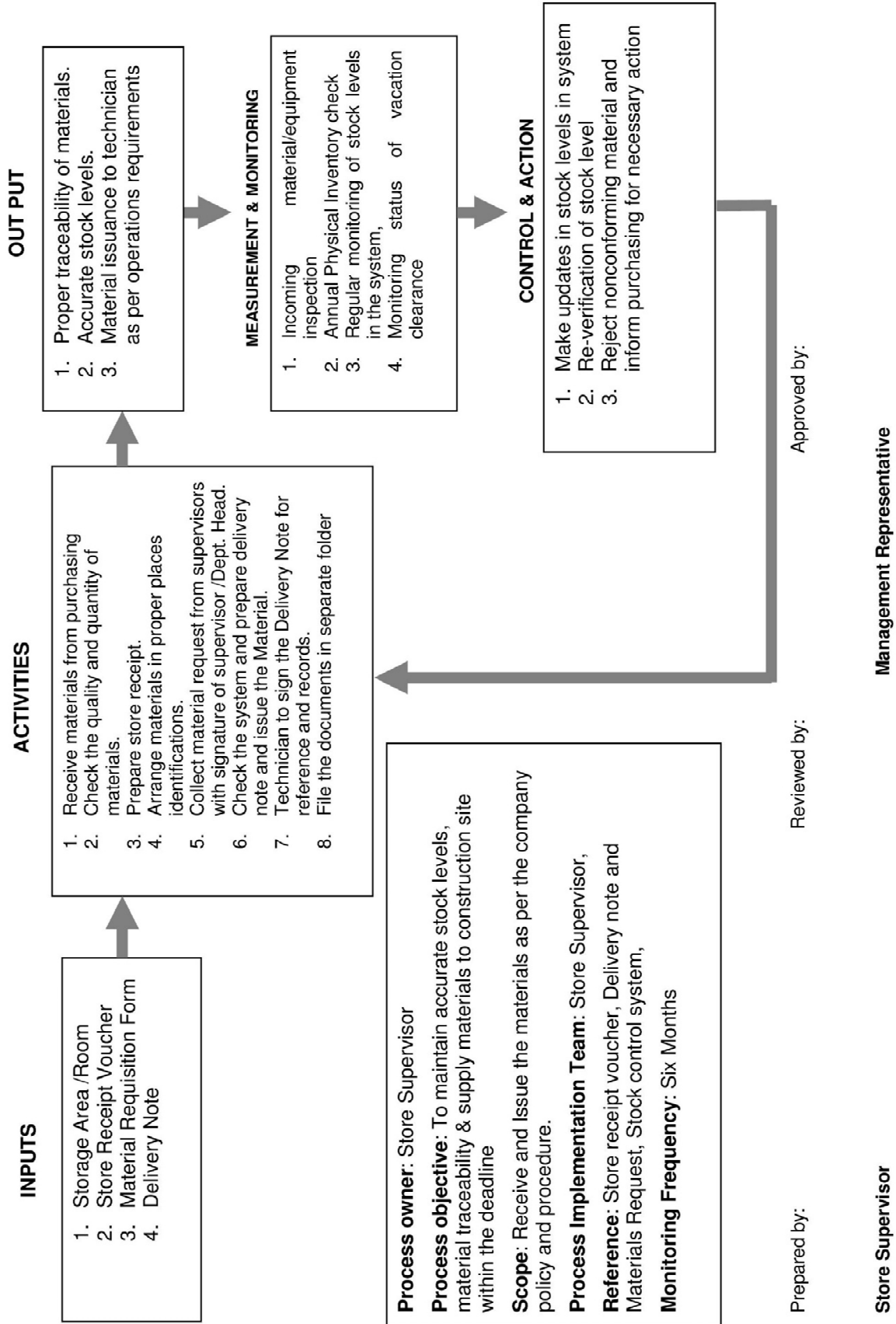
Designing Process Map



VEHICLE / EQUIPMENT MAINTENANCE PROCESS MAP



STORES/ MATERIAL. STOCK - PROCESS MAP





وزارة التجارة والصناعة

Ministry of Commerce and Industry

Registration and Commercial
Licenses Department

إدارة التسجيل
والتراخيص التجارية

مستخرج ببعض بيانات السجل التجاري

تاريخ الاستعلام: 2022/12/21

176074

رقم السجل	176074	رقم التسجيل	5001566850
التجاري: الأسم	أر إن تي ماكلارين للتجارة و	الضريبي: السمة	20/09/2023
التجاري:	المقاولات 20/09/2022	التجارية:	50000
تاريخ انشاء	شركة ذات مسئولية محدودة	تاريخ انتهاء	قطر
السجل: الشكل	نشط	السجل:	راس
القانوني: حالة	0	المال:	معلومات المنشأة:
السجل:		المنشأة:	معلومات الاتصال
عدد الفروع:		أرقام الاتصال:	66486116
صندوق البريد:			

المالك

الأسم	رقم الاثبات	رقم السجل	الجنسية	الحالة
اتاناسيوس تسامدياس	26330000015		اليونان	نشط

المدرء (المخولون بالتوقيع)

الأسم	رقم الاثبات	رقم السجل	الجنسية	الصفة (الصلاحية)
اتاناسيوس تسامدياس	26330000015		اليونان	مدير (صلاحيات كاملة ومطلقة)

الأنشطة التجارية

رقم السجل :
176074

2022/12/22

No 1 of 1

تاريخ الطباعة:

صفحة رقم:

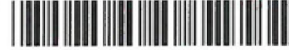


Registration and Commercial
Licenses Department

وزارة التجارة والصناعة
Ministry of Commerce and Industry

إدارة التسجيل
والتراخيص التجارية

رخصة تجارية



رقم الرخصة: 233378
الأسم التجاري: أر إن تي ماكلارين للتجارة و المقاولات
نوع المنشأة التجارية: شركة
السمة التجارية:
تاريخ اصدار الرخصة: 2022/12/22
تاريخ انتهاء الرخصة: 2023/12/17
رقم السجل التجاري: 176074

بيانات المدير المسؤول :

اسم المدير المسؤول: اتاناسيوس تسامدياس
رقم الإثبات: 26330000015

جنسية المدير المسؤول: اليونان

نموذج ختم المنشأة التجارية :

بيانات الموقع :

تصنيف الموقع: تجاري
نوع الموقع: مكتب تجاري
المنطقة: 69 الخرايج
الشارع:
رقم الشارع : 319
عقار رقم: 34
رقم الدور/ الوحدة: 9
اسم مالك العقار : الشيخ منصور جبر جاسم
نوع الرخصة : دائمة
وصف العنوان : فرع الخور

الأنشطة التجارية :

رقم النشاط	إسم النشاط	رقم النشاط	إسم النشاط
4663005	التجارة في الالمونيوم	2511603	اعمال تركيب الالمونيوم
4752801	التجارة في مواد البناء	4330801	اعمال لحام الزجاج والبلاستيك



مدير إدارة التسجيل والتراخيص التجارية



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