



API Spec Q2 Documentation Kit – American Petroleum Institute

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1.	Quality Policy
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APPROVED BY:	
SIGNATURE:	

5 Realization of Service and Service-Related Product

5.1 Contract Review

5.1.1 General

The Organization Name has established and implemented a documented procedure for reviewing requirements related to the provision of service and servicing of service-related products.

5.1.2 Determination of Requirements

In Organization Name, customer requirements are identified, including:

- a. Customer-specified service and service-related product requirements, covering availability, delivery, and post-delivery activities.
- b. Service-related obligations, including legal and regulatory requirements.
- c. Any additional requirements identified by the company.
- d. Requirements essential for the intended or specified use, regardless of whether specified by the customer.

If the customer does not provide a documented statement of requirements, the customer requirements are confirmed by our sales departments and recorded in the order confirmation sheet. Necessary records for the same are maintained accordingly.

5.1.3 Review of Requirements

Organization Name conducts reviews of requirements related to the provision of service and service-related products prior to committing to deliver the product to the customer, ensuring that:

- a. Upon receiving customer inquiries regarding their requirements, they are promptly reviewed to ensure clarity and understanding of the customer's needs and whether they can be fulfilled.
- b. The internal contract review, conducted as outlined in the Process Approach, evaluates the capability to provide the service and service-related products while ensuring compliance with requirements. If any disparities arise with customer specifications, they are addressed by implementing necessary changes as per the customer's requirements.

Identification of Service-Related Products Procedure

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1 Purpose

This procedure aims to outline the steps for identifying service-related products, packing materials, and miscellaneous items stored in stores, process areas, and warehouses.

2 Scope

These covers identifying all products situated in the storage areas, production zone, and dispatch section.

3 Responsibility

3.1 **The QC Manager, Operation In-charge, and Packing In-charge** are responsible for ensuring proper product identification and traceability of service-related products within their respective areas. Supervisors and Operators support them in their day-to-day tasks.

3.2 **The Stores In-charges and Dispatch In-charge** are responsible of accurately identifying the service-related products within the Stores and Dispatch Area.

4 Description of Activity

4.1 Identification

Service-related products stored in the inventory are identified based on the parameters printed or written on their packaging or labeled affixed to them.

- Name of products,
- Batch No.
- Size, Name, Brand Name etc.
- Self-identification
- Other Precise Identification.
- Storage Condition etc.

Packing materials and spares are identified through one or more of the following means:

- Name and type of materials
- Group-wise or individual tags, labels, or stickers
- Boxes labeled with types and names of stored materials

Execution of Service Procedure

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1 Purpose

This document outlines a procedure for conducting drilling services in compliance with specified requirements for the oil and gas industry.

This document explains the integration of processes involved in executing the service.

2 Scope

This procedure covers fulfilling service requirements for delivering drilling services to the oil and gas industry.

It details the integration of processes involved in service execution, project execution, and the verification of adherence to quality plans, procedures, and relevant standards/codes.

3 Responsibility

3.1 **The Operation Head** is responsible for consolidating the data collected during service execution and submitting it to the Management Representative.

3.2 **The Operation Manager and Engineers** are accountable for ensuring that the execution of service aligns with service quality plans, procedures, and relevant standards/codes and providing the data collected during service execution.

4 Description of Activity

- The Operation Manager obtains clearance/confirmation from the customer to proceed with the service.
- They prepare the Service Quality Plan (SQP) to execute the project according to T-SQP- 01.
- To develop the SQP, they ensure that the following documents/information/data are ready and available within the company:
 - ✓ Documentation of personnel training and competency
 - ✓ Clear contract requirements
 - ✓ Risk assessment and management for both the services and SQP
 - ✓ Information outlining the characteristics of the service and SRPs to ensure design requirements are met
 - ✓ Identification of testing, measuring, monitoring, and detection equipment

SERVICE EXECUTION REPORT		
Cust. Name:		Project Name:
Service Details:		Location:
Engineer Name :		Customer Representative:
Requirement / Skill / Documents to Execute the SQP		
Checks	Status	Date
Data on personnel training and competence		
Manpower availability		
Equipment availability		
Contract requirements status		
Risk assessment and management for services		
Risk assessment and management for SQP		
Service and SRP characteristics information		
Identification of testing, measuring, monitoring, and detection equipment		
Service execution status:		
Final SQP number and date with revision number:		
Engineer:	Customer:	
Signature	Signature	
Re-Service Execution Details		
Require changes, if any:		
Re-service execution date:		
Re-service execution report reference number:		
Final SQP no and date with revision number:		
Engineer:	Customer:	
Signature	Signature	

INTERNAL AUDIT NON-CONFORMITY REPORT			
NC Report No:		Date:	
Department / Area:		Document Ref:	
Auditor:		Clause No:	
Audit Criteria:		Control #:	
Description of Non-Conformity:			
Person Responsible:			
Date of Completion	Planned:	Actual:	
Auditee:		Auditor:	
Signature		Signature	
Root Cause of Non-Conformity:			
Action Taken to Resolve the Non-Conformities:			
Corrective Action Taken:			
Review of Action Taken:		Status:	☐ Closed ☐ Open
		Signature:	
		Date:	
Planned Date for Reviewing Effectiveness:			
Review of Effectiveness of Action Taken (Next Audit):			
Effectiveness Checked On	Date:	Sign:	