

Q.H.S.E. Policies & Procedures

Quality Control

Aims International
Q. H. S. E.
Quality Control
Assets

Trucks:

All trucks must be inspected as per the enclosed sheet after each time the truck returns from a trip and prior to it leaving on a new trip. The inspection, repair and passing mark shall be done by the following:

- Vehicle Driver
- Mechanic Shop
- Electrical Shop
- Tire Shop
- Body shop and paint

In case trucks are staged for a particular project/mission in a camp other than the main company camp, they must then be met upon return from missions by a maintenance vehicle with representative from the 4 garage shops. They must inspect / repair the trucks and make them available for the quality control supervisor and the vehicle driver or, recommend moving them to the main camp/workshop for extensive repair.

In this regard, the decision of the quality Control Supervisor and Safety Engineer supersedes that of the project manager and Assets Movement Manager.

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Trucks: Cont'd

All trucks that are found damaged due to accidents, misuse and/or negligence of drivers or other employees must be reported to:

- Assets Movement Manager
- H.R Department Manager
- Transport Department Manager

All of our Trucks that are on the road executing missions for customers reflect the quality of Aims International's operation.

No truck shall be permitted to leave on a new trip/mission unless first passed by the quality control supervisor and safety engineer and condition report signed by the driver who prepared such report

AIMS International Co., Ltd. – Saudi Arabia

Drivers Name: _____

Type Of Trailers	BT	FB	LB	TANK	BT+FB	BT+LB	BT+TNK
Inspection date	Insp time	Inspector					
Project Name							
Plate #	Made	Model	Year	Colour	VIN #		
Km Reading	Remarks						
Trailer Make	T/L TYPE	T/Colour	T/L chassis#				
Driver No	Name						
Required Driver docs.				Required truck docs.			
P/PRT	CID	D/ Lic	Bor. docs	Regis.	Ins.docs	Bor. Docs	
Item	Pass	Fail	Remarks				Ok
Fuel Sys./Full Tank							
W/Shield & Wipers							
Lights & Reflectors							
Steering sys.							
Tires / Wheels /Rims							
Tractor spare x 1							
Fire Ext. 2 x 20 lb							
Jack I tools							
Warning Equipment							
Electrical Wiring							
Braking System							
Suspension							
Exhaust System							
Tow bar / Tow Pin							
Body Damage							
Mechanical damage							
Pers. Prot. Equipmt(driver)							
12 Chains=6 Meters (FB)							
12 Binders (FB)							
Straps & Ratchets (FB)							
Lights & Reflectors (FB)							
8 Pineapples (FB)							
Landing Gear/Handle (FB)							
5 th Wheel							
2 Spare tires on T/L							
Body Damage							
Trailer Data Plate							
8 Binders (LB)							
8 Chains +2 Belly (LB)							
2 Ramps (LB)							
Winch (LB)							

Pass

Driver _____

Date: _____

Fail

Q.C.E.: _____

Date: _____

Safety _____

Date: _____

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Trailers and Tankers:

Trailers and Tankers are handled very much the same way trucks are inspected, repaired and passed. They are included in the inspection sheet in page no. 5

Tankers that transported Hazardous materials, chemicals and/or petroleum products must be cleaned tested and passed before loading other products on a new mission.

Equipment Leasing:

All equipment leased to customers must be periodically inspected for proper operation, at such time technicians must check fluids, belts, They must observe periodical maintenance as recommended by the manufacturer of the equipment and change oil, filters, and other parts necessary to be changed under preventive maintenance procedures.

Upon return from short lease contracts, equipment shall be comprehensively inspected and passed by quality control for a new lease contract.

Equipment on a long lease contract must be replaced by another equipment and brought in to the companies maintenance shop for inspection and repairs to the satisfaction of the quality control supervisor

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- Other Equipment & Vehicles
 - Pumping Systems
 - Earth moving Equip.
 - Cranes & Fork-lifts
 - Company vehicles and pick-up trucks
 - Recovery trucks
 - Maintenance trucks
 - Garage tools & Equip.

The above listed equipment have to be dealt with exactly the same attention as if an asset on a mission / contract.

A quality operation pays attention and give importance to the little things specially those not observed by their clients.

Remember we care about quality because it is an attitude.

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General Policies:

1. Operators, Technicians and quality control supervisors shall use internationally approved instrumentation and equipment to measure:
 - a. Output
 - b. Measurement of tire threads.
 - c. Flow.
 - d. Volume
2. Instrumentations must be calibrated to international standards and manufacturer's recommendations.
3. All assets must be kept clean and washed periodically.
4. All drivers, mechanics, outside maintenance technicians, recovery personnel must have uniforms and ID badges.
5. All company assets must proudly display company name, telephone & fax numbers

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General Policies:

6. Most of the company's activities falls under the service industry accordingly the following policies shall complement the quality of our assets and bring forward the senior management's required picture of the company.

1. **Presentation:**

1. The company shall be presented in a manner consistent with quality such to include: Proposals, Brochures, pre-qualification documents, business cards, etc.
2. All correspondence shall be in English (US) free of grammar and language mistakes.

2. **Dependability:**

1. The employees must commit the company only to achievable targets in relation to dates and deadlines for delivery of products and services.
2. Employees shall respond to customers in a timely manner and be available to answer customer's questions and/or complaints regardless of situation.
3. Employees shall submit competitive prices and above standard market quality.

3. **Customer's trust:**

1. Employees dealing with the customer shall be up-front and truthful in relations to set-backs delays.
2. Employees must attempt to call the customer before he calls them.
3. Employees shall present a solution to the problem and in absence of such then only the truth.
4. Customers can surprise the employee as to how understanding they can be especially if the problem is beyond the company's control.

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General Policies: Cont'd

4. Pride:

1. We are proud of our company and the quality products and service we provide our customers
2. The employees shall demonstrate this pride in their company and translate that to confidence in dealing with customers.

The above 4 general policies shall be controlled by department heads and the company directors.