

	RESOURCE MANAGEMENT PROCESS	P-GR-02
	PROCEDURES FOR THE CONTROL OF SURVEYORS AND SERVICE SUPPLIERS ON BOARD	Revision 05
		01/12/2021

PROCEDURES FOR THE CONTROL OF SURVEYORS AND SUPPLIERS OF SERVICES ON BOARD

	POSITION	DATE	SIGNATURE
PREPARED BY	QUALITY MANAGER		
REVIEWED BY	TECHNICAL MANAGER		
APPROVED BY	GENERAL MANAGER		

Prepared by: Quality Manager	Reviewed by: Technical Manager	Approved by: General Manager
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1. TITLE

PROCEDURES FOR THE CONTROL OF SURVEYORS AND SUPPLIERS OF SERVICES ON BOARD

2. OBJECTIVE

Delineate the parameters and requirements for the procedures of evaluation, selection, approval, audit and monitoring of surveyors and offices supplying services in order to ensure a high quality level.

3. SCOPE

Control of Surveyors: selection, periodic or extraordinary evaluation of the surveyors and appropriate measures shall be conducted.

Control of service suppliers on board: verification of the service suppliers on board when required.

Control, evaluation and verification of our procedures, instructions and rules according to the case.


4. RESPONSIBILITY

- 4.1. The Technical Manager is responsible for enforcing and implementing the standards and guidelines presented in this procedure.
- 4.2. The Technical Officer is responsible for supporting the Technical Manager in enforcing full compliance of this procedure, keeping control and monitoring of the surveyors to ensure full compliance with the requirements of the agreement.
- 4.3. The Quality Department is responsible for the audit and processes the results.

5. DEFINITIONS

- 5.1. NASHA: National Shipping Adjusters, Inc., is a Maritime Recognized Organization to carry out survey and certification works to vessels registered by a Maritime Administration. In some cases it is identified as Recognized Organization (RO) or Recognized Security Officer.
- 5.2. CONTROL: Is the analysis / evaluation that the Technical Department periodically carries out to the surveyors and offices providing services with the objective to determine whether the work performed during a certain period is acceptable. The analysis should conclude to whether the surveyors is kept as such or is withdrawn.

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- 5.3. **EVALUATION:** Is the analysis that the Technical Officer carries out with the documentation duly rendered by the applicant when supplying the Application / Update Form for the purpose of determining whether it meets the minimum requirements established by NASHA, and if it has the experience and qualities to be deemed as a surveyor.
- 5.4. **SURVEYORS:** Personnel performing the survey, verification, testing or calibration activity of one or more characteristics of the entity by comparing the results with the specific requirements for establishing conformity in each characteristic.
- 5.5. **SERVICE SUPPLIERS ON BOARD:** Are those that perform specific works required on vessels; these includes Radio technicians, Companies to perform thickness measurements, divers, Companies for inspection of Lifesaving Equipment, Companies for inspection of firefighting equipment, etc.
- 5.6. **SELECTION:** is the result of the analysis conducted by the Technical Officer on the information contained in the Application Form and by means of the Surveyors Approval Form. In which the approval and scope of the surveyor is concluded.
- 5.7. **WARNING LETTER:** communication sent to the exclusive inspector through which NASHA calls attention, advises, prevents.
- 5.8. **TEMPORARY SUSPENSION LETTER:** notice sent to the exclusive inspector by which NASHA deprives of the position for a specified period of time.
- 5.9. **VOLUNTARY RESIGNATION:** it is the ratification that the exclusive inspector makes when resigning his position.
- 5.10. **FINAL CANCELLATION LETTER:** communication sent to the exclusive inspector through which NASHA finalizes the commitment signed by both parties.
- 5.11. **VERTICAL AUDIT OF THE AGREEMENT (VAA):** Audit of a specific agreement or order of a production process, which includes witnessing work during the survey, audit or plan approvals, and, as appropriate, relevant process. A vertical contract audit is performed in a place or site (recognition post/ approval office/ place) to verify the correct application of the relevant requirements in performing services for the specific work covered by the agreement or order, and interaction (relevant process include for example the above partial recognition or UTM processes linked to the survey). The vertical audit of the agreement for the approval of plans may be carried out for tasks that have been completed.
- 5.12. **COMPLAINTS:** Manifestation of dissatisfaction with some actions / services.
- 5.13. **DESIGNATED PERSON:** person or persons that NASHA designates the responsibility to perform vertical audit.

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5.14. EXTRAORDINARY MEETINGS: When a meeting is called before a specific topic, without being scheduled.

6. ACTIVITIES

6.1. Control of Surveyors

6.1.1. *Evaluation and Selection of Surveyors*

General Manager / Technical Department

6.1.1.1. Send a Service Proposal(F-GR-01-04-01)or receives the documentation of the new applicant.

Note: in case of inspectors who wish to return to NASHA's exclusive group of inspectors, the acceptance of the proposal will be subject to review, evaluation and analysis of the cause of resignation or cancellation; coordinates an extraordinary meeting, in order to analyze the admission, according to the nature of the cause or recidivism.

Inspectors whose unethical behavior constitutes a commercial risk and can generate large costs at the organizational level will not be accepted, some of them:

- Legal sanctions
- Business consequences
- Damage to reputation
- Lower levels of satisfaction
- Violation of confidentiality
- Lower customer retention and loyalty reduction
- Risk of negative reaction from the community in which it operates


Technical Department

6.1.1.2. Reviews the application and verifies that it contains all the information requested. If necessary the applicant will be requested to provide additional information.

Quality Manager

6.1.1.3. Prior to the approval, requests authorization to the Maritime Administration, in order to confirm that surveyor does not belong to any other OR and may exercise exclusivity according the circular MMC 272.

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Technical Department

6.1.1.4. Evaluates and selects the surveyors with the information received. Verifies minimum requirements that must have a surveyor according to the OR Code and the Organization itself, which are detailed below:

6.1.1.4.1. Degree from an institution of higher education in the field of engineering or physical science (minimum two year program); or

6.1.1.4.2. Qualifications from a marine or nautical institution and relevant experience on board a ship as a qualified officer entitled; and

6.1.1.4.3. English language proficiency proportional to the scope of the certifications and statutory services.

6.1.1.4.4. For surveyors applying to render Classification services, they shall be required the pertaining experience in the field related to:

- Ship maintenance and repairs or
- Supervision of new shipbuilding or survey tasks or
- Classification as surveyors from other Classification Societies or
- Flag Inspector or
- Surveyor with proper training in marine engineering and structural area (documented).


6.1.1.4.5. For inspectors that apply for ships smaller than 500 gt, they must comply with the appropriate training for ships of this tonnage (modules, certifications); minimum requirements that the inspector must have:

- Maritime Inspector Certification (Marine Surveyor); or
- certification as a Flag Inspector, indicating the scope for which it has been certified; or
- experience letter indicating the scope and
- comply with the appropriate internal training for ships of this tonnage (modules)

In the case of internal personnel, they must attend 10 inspections as observer in training, under the supervision of the responsible inspector; minimum requirements that must have:

- Record of inspections as observer in training and
- comply with the appropriate internal training for ships of this tonnage (modules).

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Note: to expand the approved certificates, must attend 10 inspections as an observer in training, under the supervision of the responsible inspector, and inform the Technical Department of the date of the inspection, the name of the vessel, the IMO number, the type of inspection and inspection evidence such as video, photos. The information provided will be reviewed according to the requirements indicated for each certificate, concluding if the request is made.

6.1.1.5. Verify that the documents contain evidence that the applicant has completed training according to the modules described in the OR Code, or having training / certification in the following points:

6.1.1.5.1. Modules established in appendix 2 of the OR Code, "specifications on the survey and certification functions of recognized organizations acting on behalf of the flag state", as applicable: 2A (Hull Structure), 2B (Machinery Systems), 2C (Subdivision and Stability), 2D (Load Line), 2E (Tonnage), 2F (Structural Fire Protection), 2G (Safety Equipment), 2H (Oil Pollution Prevention), 2I (NLS Pollution Prevention), 2J (Radio) - (Radio Technicians), 2K (Carriage of Dangerous Chemicals in Bulk), 2L (Carriage of Liquefied gases in bulk), 4B (Radio Survey Qualifications), or

6.1.1.5.2. Certification of Marine Surveyor (Marine Surveyor); or

6.1.1.5.3. Certification as Flag Surveyor, pointing the extent to which it has certified; or

6.1.1.5.4. To carry out the SMC/DOC audit, must have:

- Training / Certification as ISM auditor pursuant with the provisions of IMO Resolution A. 1022 (26): Item 3 of Annex (Standard of Competence for ISM Code).

6.1.1.5.5. To carry out ISSC audit, must have:


- Certification as: Onboard Security Officer or Port Facility Security Auditor for ISPS Code.

6.1.1.5.6. To carry out MLC audit, must have:

- Certification of Maritime Labour Inspector, complying with the provisions of the Maritime Labour Convention, 2006 (MLC, 2006).

Technical Manager

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6.1.1.6. Analyzes the content of the information provided by the surveyor according to the requirements for each certificate, concluding his evaluation when:

6.1.1.6.1. Approved as a surveyor, proceeds to verify the activities that the aforesaid may exercise, according to the RO Code by type of Certificate.

6.1.1.6.2. Not approved as an inspector, informs the inspector of the reasons why the request is not approved.

Quality Manager

6.1.1.7. Sends documentation along with the Surveyor's Application (F-GR- 02-01) and Approval (F-GR-02-02) establishing the certificates that the aforesaid may issue to the General Manager or Technical Manager for final verification and approval.

General Manager or Technical Manager

6.1.1.8. Evaluates and finally decides the approval or rejection of the application, stamping his signature on the approval form.

Quality Manager

6.1.1.9. The numerical assignment:

6.1.1.9.1. If being an exclusive surveyor for NASHA it is set as follows:

Example: 15-01


15	Consecutive number of the Company
01	Consecutive number of the Surveyor

6.1.1.9.2. If a company that is under the surveyor's exchange agreement between Recognized Organizations the number 35 shall be appointed, with prior approval of the administration, according to the circular MMC 272.

Example: 52-01

52	Exclusive number for the Surveyor's Exchange agreement between Recognized Organization
01	Consecutive number of the Company

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Note: the number appointed to the company will be used by all surveyors who are laboring under it.

6.1.1.10. Respective preparation of the Identification Card (ID) for the Approved Surveyor.

6.1.2. Control and Administrative Monitoring

Quality Manager

6.1.2.1. Proceeds to incorporate into the appropriate office file the surveyor that has been selected by the General Management or Technical Management along with its own ID number. Such file being organized numerically by office shall indicate in the individual section for ID numbers designated to each surveyor.

6.1.2.2. Once approved, in the Surveyor's file the following information shall be kept:

- 6.1.2.2.1. Surveyor application form (F-GR-02-01)
- 6.1.2.2.2. Curriculum Vitae (CV).
- 6.1.2.2.3. Surveyor's Evaluation and Approval Form (F-GR-02-02)
- 6.1.2.2.4. Copy of ID
- 6.1.2.2.5. Copies of certificates and seminars obtained
- 6.1.2.2.6. Agreement of the Representative Office (F-GR-02-03)
- 6.1.2.2.7. Agreement as **NASHA's** exclusive surveyor (F-GR-02-04) for statutory and / or Class certification, as applicable.
- 6.1.2.2.8. Training recognition form - Module A
- 6.1.2.2.9. Code of ethics signed 05-CE-S-CA


Note: For surveyors who are serving under other recognized organization shall comply with items 6.1.2.2.2 and 6.1.2.2.5 (survey to be performed) and with prior permission of the administration.

6.1.2.3. Prepares, as directed by the General Manager, Agreement (F-GR-02-03) with the corresponding Representative Office and the exclusive agreement for the Surveyor (F-GR-02-04).

Note: For companies that are under the condition of Surveyor's exchange agreement between Recognized Organizations the agreement (F-GR-02-05) is prepared.

6.1.2.4. Sends to the Surveyor or Office the contract (s) or agreement (s) (as applicable) which describes working conditions, Code of Ethics 05-CE-S-CA and Module A.

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6.1.2.5. Proceeds to update the List of Exclusive Surveyors (L-GR-02-06) and enables the access to NASHA's web page where all the instructive, procedures and forms will be available and to the extent to which the aforesaid is authorized to.

Note: as a guarantee or training, the internal training modules shall be sent to the surveyor (See Master list of the NASHA Modules of training L-GR-02-07). Once the instructor has sent the exams by module, the Approval Certificate as Surveyor (F-GR-02-02) shall be updated and at the same time the List of Exclusive Surveyors (L-GR-02-06).

Technical Manager / Quality Manager

6.1.2.6. Prepares and sends in an annual basis the list of exclusive surveyors to the administration in pursuance to MMC 272.

Technical Department

6.1.2.7. Prepares and sends a package which contains a seal, NASHA's ID card(s)

6.1.3. **Communication with the Surveyor**

Technical Manager / Surveyor

6.1.3.1. Keeps all the surveyors updated by means of emailing any modified documents or technical letters of whatever new regulation or amendment to which is to be complied with. Such will be posted in our web page.

6.1.4. **Periodical evaluation of Surveyors and appropriate measures.**

Quality Manager

6.1.4.1. Prepares the Performance Evaluation Form (F-GR-02-08) for each active surveyor in accordance to the list of exclusive surveyors and handles such to the Technical Manager for its evaluation.

Technical Manager

6.1.4.2. Evaluates the performance of the surveyor once a year.

Requirements to be evaluated:

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6.1.4.2.1. "Productivity", volume of work with regards to the geographical area (by the Technical Manager or General Manager), representing 30% of the evaluation.

6.1.4.2.2. "Compliance and Cooperation", complying with the Quality Procedures and Technical Instructive, support and cooperation with Head office (by Technical Manager or General Manager), representing 30% of the evaluation.

6.1.4.2.3. "Objectivity", impartial criteria during the verification of enforcing international and national maritime regulations at the vessel surveys, (by the Technical Manager or General Manager), including any fines due to negligence, representing 40% of the evaluation.

6.1.4.3. After obtaining the results from the evaluation, taking into account the previously mentioned areas (productivity, compliance and cooperation, objectivity), the status shall be determined for the surveyor, which such will be established on a 0-100 scale as follows:

1. **OUTSTANDING (91-100)**: The surveyor demonstrated an excellent performance, surpassing widely the patterns and levels established for the services.

2. **SUPERIOR (81-90)**: the surveyor demonstrated a good performance, according to the patterns and levels established for the services.

3. **GOOD (71-80)**: The surveyor fulfilled the expectations.

4. **REGULAR (51-70)**: The surveyor needs to improve.


5. **UNSATISFACTORY (0-50)**: The surveyor was found below expectations. Required to apply more endeavor and enter the training program.

Note: In case the results from the evaluation are less than 71, the surveyor must be contacted.

6.1.4.4. Prepares a warning letter, if necessary, and one proceeds to train the surveyor targeting the weak points.

6.1.5. Extraordinary evaluations and appropriate measures.

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Technical Department

- 6.1.5.1. Carries out nonscheduled evaluations, whether partial or individual, in those cases for evidenced complaints that have been received from approved surveyor(s) or received by clients or other surveyors, maritime Administrations or when detected by the office.
- 6.1.5.2. Requests to the affected office / surveyor(s), their defense against the complaints and their supporting evidence.
- 6.1.5.3. Presents all the related documentation with regards to this case.

Technical Manager / General Manager

- 6.1.5.4. Evaluates all the related criteria in relation to the complaint; among these, the lack of objectivity, dishonesty, attitude that indisposes the image and seriousness of our company, noncompliance of the procedures and instructive of the Quality System or, noncompliance of the National and International Maritime Regulations.
- 6.1.5.5. May conclude the extraordinary evaluation with the continuity, warning, temporal suspension, acceptance of voluntary resignation or definitive cancelation.

Technical Department / Quality Manager

- 6.1.5.6. Prepares a Warning, Temporal Suspension or Cancellation Letter, whichever the case, to be signed by the General Manager / Technical Manager; and sends the Letter to the surveyor/office.
- 6.1.5.7. Informs the Quality Manager about the result of the evaluation.

6.1.6. Notification / Cancellation of a Surveyor

Technical Department / Quality

- 6.1.6.1. Coordinates extraordinary meetings, in order to analyze the actions to be taken or sanction, analyze the nature of the cause or repetition.
 - 6.1.6.1.1. Prepares a Warning Letter, signed and sealed by the Technical Manager or General Manager, for the following situations:
 - a) In case of one detention after an inspection has been carried out in a period of three (3) months.

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- b) In case the vessel has been detained in two (2) occasions within a period of 1 year.
- c) In case of noncomplying with the established procedures of Head Office.

Note: Training shall be given for the previously mentioned items in connection to the warning letter.

6.1.6.1.2. Prepares Temporal Suspension (3 months) letter, signed and sealed by the Technical Manager / General Manager, for the following situations:

- a) In case of having 3 warning letters within a minimum period of 1 year.
- b) In case a vessel has been detained three (3) times within a minimum period of 1 year.

Note: Training shall be provided for the aspects showing deficiency.

6.1.6.1.3. Prepares cancellation letter, signed and sealed by the Technical Manager / General Manager for the following situations:

- a) In case of having a vessel gets detained five (5) times within a two (2) year period.
- b) In case of having 3 temporal suspensions.
- c) In case of threatening the integrity of the company.

Note: in case of voluntary resignation the inspector must notify to NASHA by email or note.

Quality Manager


6.1.6.2. Keeps a copy in the file of the document sent to the penalized surveyor / vessel, in connection to the aforementioned cases.

6.1.7. Annual Training Program

Technical Manager

6.1.7.1. Prepares an Annual Training Program (F-GR-01-04) stipulating the courses to be developed, whether on a refreshment approach or to cover the necessities of exclusive surveyors.

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6.1.7.2. Ensures that the content of the training is duly rendered for each as established in the program.

Technical Department

6.1.7.3. Provides monitoring to the Annual Training Program, for the purpose of sending via email the corresponding course of the month.

6.1.7.4. After receiving the exam, this will be reviewed and shall be proceed to prepare a certification; in case of not being sent by the surveyor, this shall be likewise taken into account for the annual evaluation and at the same time the surveyor shall be contacted in order to know the cause of not complying with such.

6.2. Control of Service suppliers on board

6.2.1. Verification of service suppliers onboard

6.2.1.1. The following shall be considered service suppliers onboard:

- a) Radio Technicians
- b) Companies rendering thickness measurement services
- c) Divers (under water survey)
- d) Companies for the Inspection of Lifesaving Equipment
- e) Companies for the Inspection of Firefighting Equipment

Technical Department / Quality Manager

6.2.1.2. In the case of companies carrying out thickness measurements, it shall be verified that such have been approved or are approved by a Classification Society (IACS) or by a RO authorized by the administration.

Additionally it shall be requested:

- a) List of surveyors of the company,
- b) List of the equipment with the last calibration date.
- c) Possesses a Radiographic Testing (RT) o Ultrasonic Testing (UT) certification.

6.2.1.3. In the case of companies for inspection of Lifesaving equipment, companies for inspection of liferafts¹, companies for inspection of lifeboat devices¹, and companies for inspection of firefighting equipment, it shall be verified that such have been approved or are

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approved by a Classification Society (IACS) or by a RO authorized by the administration.

¹ As required by the merchant marine circular 258.

6.2.1.4. In the case of companies carrying out Under Water Survey, it shall be verified that such have been approved or are approved by a Classification Society (IACS) or by a RO authorized by the administration or certified divers may be also accepted.

Additionally it shall be requested:

- a) List of the surveyors of the company
- b) List of the equipment

6.2.1.5. Completes and sends the request for evaluation of companies (F-GR-02-09), along with the previously mentioned documents of item 6.2.1.2, 6.2.1.3 y 6.2.1.4 to the General Manager / Technical Manager for its verification and approval.

Note: The F-GR-02-09 Form may be completed by Head Office after carrying out such review and evaluation.

6.2.1.6. In the case of Radio companies, it shall be verified that such have been approved or are approved by a Classification Society (IACS) or by a RO authorized by the administration, where the radio technician is included in the approved list of such company.

It shall be requested (if applicable):


- a) List of surveyors, each one of them with their respective Curriculum Vitae and/or documentation that certifies such as radio technician.

Note: In case the company does not comply with the provisions established in item 6.2.1.6, it shall be verified that the technicians are holders of module 2J, 4B (Radio) – (Radio Technicians) of the RO Code as established.

6.2.1.7. Completes and sends the request for evaluation of companies (F-GR-02-10), along with the previously mentioned documents of item 6.2.1.6.

General Manager / Technical Manager

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6.2.1.8. Evaluates and finally decides the approval or rejection of the application, stamping his signature on the approval form (F-GR-02-08 / F-GR-02-09).

Quality Manager

6.2.1.9. Once approved, the service supplier proceeds to prepare the approval certification (F-GR-02-11).

6.2.1.10. Updates list of on-board service providers (F-GR-02-17).

6.2.2. Periodical evaluation of service suppliers

Quality Manager

6.2.2.1. Prepares the Evaluation and Performance Form (F-GR-02-12).

Technical Department

6.2.2.2. Evaluates the performance of the service suppliers once a year.

Note: In case the results from the evaluation is less than 71, the surveyor that employed the services of the supplier shall be contacted and all possible causes must be determined for the deficiencies found during the evaluation and proceed with necessary measures.

6.3. Vertical contract audit

6.3.1. Planning


Quality Manager / Technical Manager

6.3.1.1. Programmed and prepare the annual plan for vertical audit (F-GR-02-13).

The following process will be audit:

- a) Plan approval;
- b) Audit or periodical recognition in services; and
- c) Homologation (if applicable) or the recognition of other materials and equipment.

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6.3.1.2. The plan will not exceed the 12 months and will be available in the 4 first months of every year.

6.3.1.3. It can be performed internal or external of the Technical Department.

6.3.1.4. Can be performed on any location (main office, ship, plan approval, and others).

6.3.1.5. The exclusive surveyors can be authorized to perform the vertical audit to service suppliers.

6.3.1.6. The results, complaints or follow-up of previous audits can be taken into account.

6.3.2. **Performance**

Technical Department / Exclusive Surveyors

6.3.2.1. The vertical audit should be performed by a person or persons with the relevant knowledge and proved experience to perform the audit.

Note: should have at least these requirements:

- a) A certification on the area that is going to be audited. (For example: ISM/ISPS/MLC, vessel survey)
- b) At least one year of experience with NASHA

Technical Department

6.3.2.2. Send the request via email of the period in which the work will be conducted and the points that are going to be audited.

Technical Department / Designated Person

6.3.2.3. The vertical audit should have at least the points in the list of the Vertical Audit Control. (F-GR-02-14).


6.3.2.4. Format must be completed F-GR-02-15.

6.3.2.5. In case of results they should be reported on the format F-GR-02-16.

Note. The results should be categorized on:

- a) Recommendations: compliance is given, but the auditor presents a way in which can be process and accomplished easier and quicker.

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- b) Observation: a fact made by the auditor that is based on an objective test, but is not a nonconformity.
- c) Nonconformity: it's the noncompliance of a process or procedure.

6.3.3. Control and follow up of the vertical audit

Technical Department

6.3.3.1. Will follow from the Main office

Note: if it is:

- a) Recommendation: it is used to improve the system does not require monitoring.
- b) Observation: follow-up should be given based on the process in which the observation was found.
- c) Nonconformity: will have one month to present the action to be taken for the nonconformity found and then (3) three months to verify that the measures were correct.
 In case of complying with the stipulated time, another vertical audit will be planned.
 If the nonconformity continues, a meeting with the management group must be held and the measures to be followed must be determined.

6.3.3.2. Will use the results of the audit to improve the system and for future audits.

6.3.3.3. Management revision will verify the results, conclusions, and the actions taken on the vertical audits.

6.3.4. Documented information

Quality Department

6.3.4.1. Maintain documented information of the realized vertical audits.

Note: the documented information should be retained for a period of 5 years unless otherwise specified elsewhere on the Quality System.

7. RELATED DOCUMENTS

7.1. Marine surveyor certificate of approval

F-GR-02-01

Prepared by: Quality Manager	Reviewed by: Technical Manager	Approved by: General Manager
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	RESOURCE MANAGEMENT PROCESS	P-GR-02
	PROCEDURES FOR THE CONTROL OF SURVEYORS AND SERVICE SUPPLIERS ON BOARD	Revision 05
		01/12/2021

7.2. Marine surveyor certificate of approval	F-GR-02-02
7.3. Representation office agreement	F-GR-02-03
7.4. Exclusive surveyor agreement	F-GR-02-04
7.5. Recognized organization (RO) agreement	F-GR-02-05
7.6. List of exclusive surveyors	L-GR-02-06
7.7. Master list: modules	L-GR-02-07
7.8. Periodic performance evaluation	F-GR-02-08
7.9. Application for services supplier	F-GR-02-09
7.10. Application for assessment of firms engaged in servicing and testing of radio communication equipment	F-GR-02-10
7.11. Approval of manufacturers and service suppliers	F-GR-02-11
7.12. Evaluation format of service suppliers	F-GR-02-12
7.13. Vertical audit program	F-GR-02-13
7.14. Vertical audit control list	F-GR-02-14
7.15. Vertical contract audit checklist	F-GR-02-15
7.16. Vertical audit non-conformity report	F-GR-02-16
7.17. List of service suppliers on board	F-GR-02-17

8. REFERENCE

Quality Manual MAN-01

9. RECORD OF CHANGES

Revision	Date	Summary of the change from the previous revision
00	01/02/2018	Initial edition
01	30/11/2018	Section 6, point 6.3.3.1, is attached a note to established the follow-up for each finding.
02	01/02/2020	Section 5, definition of extraordinary meeting point 5.14 and section 6, point 6.1.6.1 is included.
03	01/07/2020	Section 6, point 6.1.1.4.5 is added.
04	01/06/2021	Section 6, point 6.1.1.1 note is added.
05	1/12/2021	Section 6, point 6.1.2.4 "module A" is added, point 6.1.2.2.8. Is added, and in point 6.1.2.5 "personal security" is eliminated and a personal security training recognition form is included.

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