Quality Guide

Quality Management System
FORCE Certification
ISO 9001

Published by: C.C.JENSEN A/S | Løvholmen 13 | 5700 Svendborg | Denmark

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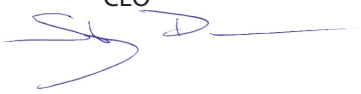
CJC® Quality Guide

An introduction to C.C.JENSEN's Quality Guide

It is important that our customers know what C.C.JENSEN A/S stands for when talking Quality.

Content:

Stig Due
CEO



Lars Qvistgaard
QHSE Manager

CEO Stig Due
C.C.JENSEN A/S

Quality Policy

"It is our intention to fulfil the customer's expectations and needs in regard to quality in such a way that no employee, during the execution of their sub-functions, creates unnecessary work for others in either the customer's or C.C. JENSEN A/S' organisations.
This is done by meeting the agreed requirements, quality management documents and internal standards, by all staff working towards continually minimising costs and by everyone contributing to ensuring a healthy business environment, competitive prices and an ongoing improvement of the quality management system."

General

C.C.JENSEN has resolved that all activities which directly or indirectly affect the quality of products and services sold or provided to customers must be maintained, defined and controlled in an ISO 9001 quality management system, certified by Force.
This manual defines the scope of the quality management system in a general and abbreviated form. It is designed to provide an uncomplicated picture of the system and its procedures. The manual cannot substitute the quality management documents in use.
Please refer to www.cjc.dk for further formal details of the company profile, products and other services, and to http://forcecert.com/certificatesearch/index.html#!/#%2F for documentation of valid certificates.

The Quality Management System

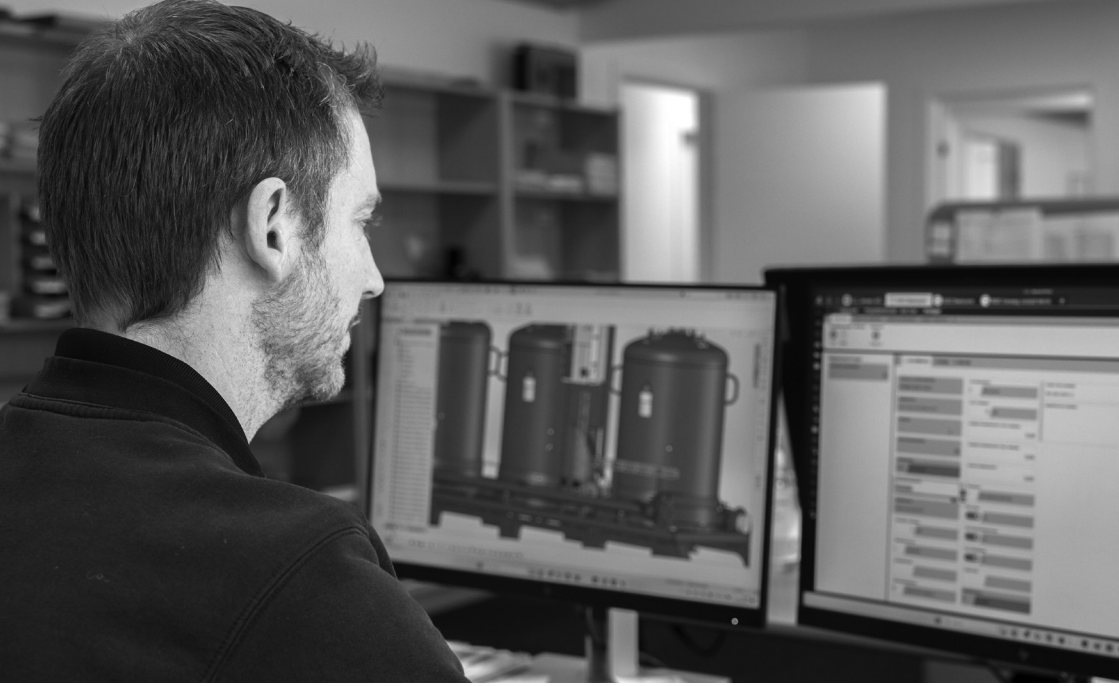
The system is based on requirements in full compliance with DS/EN ISO 9001:2015 and is structured in a Sherlock web database. The documentation includes a quality manual containing the quality policy, quality plan with controls and action plans via internal audits, procedures/instructions and registrations.
The documents are managed in such a way that they are approved, complete and available in valid and validated versions at all points of use, and that they are identifiable and easy to read.
Registrations are made to ensure compliance between quality requirements and the expected function of the quality management system.

The Management's Responsibility

The management of C.C.JENSEN A/S plays an active role in the development and implementation of the system. Annual management evaluations, customer focus, knowledge gathering, ensuring sufficient resources, defining goals if required, planning, delegation of responsibility and authority and communication at all levels are management responsibilities.

Resource Management

C.C.JENSEN A/S allocates sufficient resources to quality management. Our employees are competent and possess the relevant training skills and experience within work that has an influence on product quality. Employee training is an ongoing process via annual performance review interviews, and relevant registration is used accordingly. The necessary infrastructure for workplace, buildings, process equipment and support services such as transportation and communication is well maintained. The working and external environments are areas given the highest priority, and applicable legislation within these areas is always observed as a minimum requirement, and managed in accordance with the management's guidelines. CO_2 emissions in particular are controlled and restricted by the use of energy consumption parameters, on which the management focuses and prioritises.



Product realization

All order confirmations etc. must be checked before they are signed, orders confirmed and work commenced. Project requirements must be well-defined, deviations from the quote must be fully resolved and requirements including a schedule must be achievable. The result of such checks will be documented in the form of the order confirmation.
Prior to an internal order being raised, the processes, resources, requirements, controls and registrations necessary for fulfilment of customer and official requirements additional to standard procedures, must be planned and set up. These must be defined in a quality/control plan.
Prior to internal issuing of the order, the Project Manager is responsible for holding a project review meeting with the factory. A similar review is to be performed if necessary by the Project Manager with subcontractors involved.

Development & Construction

When development and construction are parts of a project, their execution must comply with the relevant internal procedures or with the guidelines given by an external consultant. Planning, input on product requirements, output from development and construction, including checks for fulfilment of requirements, are major points in the process.

Purchasing

Suppliers of products and services will be selected and assessed according to the criteria written in the relevant procedures and/or according to experience of working together with them. Procedure descriptions ensure that purchases comply with the specified requirements. Purchase specifications depend on the influence of the purchase on the final product. These procedures state that the purchase order must contain requirements governing the scope, approvals procedure/quality requirements, personnel qualifications, quality system requirements, documentation and delivery times. Verification of fulfilment of special requirements will be based on checking compliance with the supplier's own quality management system. Inspection at suppliers' premises will take place in accordance with applicable procedures.

Goods received inspection often consists of checking for transport damage, quantities and compliance between product and its certificate/documentation. If the check reveals non-conformities, the product is to be clearly marked in accordance with applicable procedures.

Production, Installation & Service Provision

Planning of process control will ensure that the process complies with actual planning, including definition of relevant controls in the process with associated registrations, and approval of equipment and personnel qualifications.
Planning and execution are ensured using specified documents such as procedures/instructions, working drawings and other equipment, including monitoring and testing equipment. Control plans define the execution and documentation of planned control activities.
Controls are performed on individual working processes, and no product or sub-product can leave a process before its acceptance criteria have been fulfilled.
Before release and delivery, a final check is performed if necessary to ensure that the finished product complies with the requirements applied.
Products supplied by the customer must be identified and if possible stored separately. All non-conformities must be registered and the customer informed. Internal instructions will ensure that materials and products are handled and packaged in such a way that degradation and damage are avoided.

Checking, Measurement & Testing Equipment

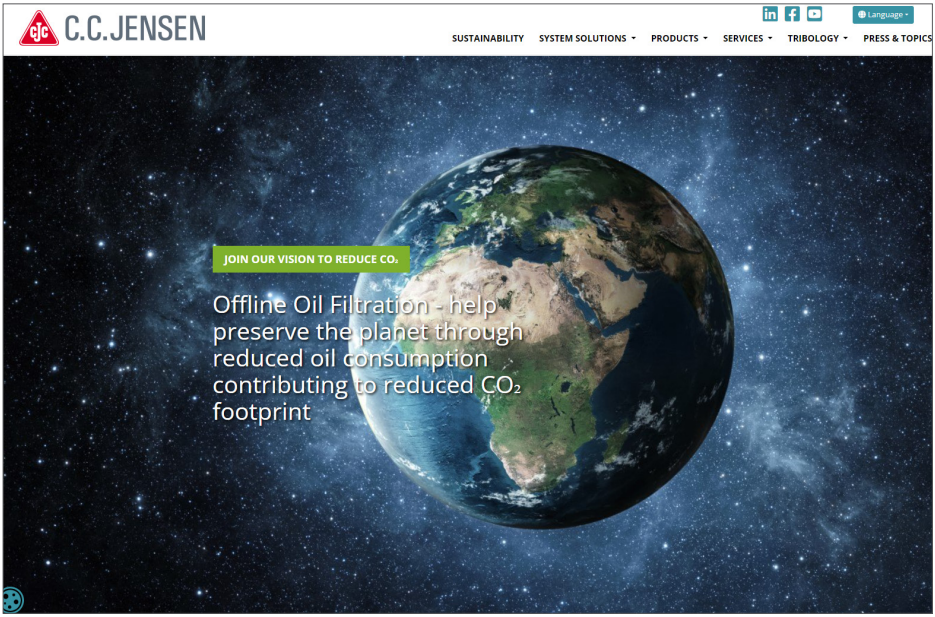
Normal workshop equipment will not usually be used for checks performed by an operator or controller. When special equipment is used, it must be handled, maintained and stored in accordance with applicable instructions. A list of calibrated equipment must be maintained. Verification is to be performed by the relevant suppliers.

Non-conformities

Products which fail to fulfil product requirements must be identified and controlled according to the relevant procedures. This will prevent accidental use or supply. If a product is corrected before delivery, it must comply with the product requirements. If a non-conformity is discovered after delivery, measures must be implemented according to the effect of the non-conformity. As such, all reports of non-conformities are kept within Quality Circles, and an annual report is given to the management for evaluation purposes.

Continuous Improvement

Improvements to the quality management system are ensured by defining, collecting and analysing data on customer satisfaction, compliance with product requirements, process efficiency, risks and opportunities.
The data is compared with the quality policy and with quality targets, audit results, corrective actions, plus management evaluations. Corrective actions must define and remove the cause of non-conformities or defects to avoid repetition.



Go to www.cjc.dk and learn more about clean oil, and the great benefits clean oil can give to your oil system and components in your machinery!

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