



QADP 6ML - ORDER FILLING AND PRODUCT SERVICING PROCESS - LIFERAFT

PURPOSE:

To ensure that processes that directly affect quality are planned and carried out in a controlled manner.

SCOPE:

All processes within the Liferaft and Safety Department of Maritime Services that directly affect quality.

DEFINITIONS:

None

RESPONSIBILITIES:

The Manager of the Liferaft and Safety Department of Maritime Services is responsible for planning and performing processing work and for ensuring that the work performed reflects customer requirements.

The Manager, Maintenance, Triton Marine Group is responsible for the preventive maintenance program.

REFERENCES:

Liferaft Servicing/Receiving Report
Inspection and Repair Schedule
“HOLD” tag
Preventive Maintenance Schedule



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PROCEDURE:

6.1 Process Links

Process Inputs	Process Activities	Process Outputs
<i>Customer Related Processes</i> <i>Purchasing Process</i> <i>Inspection and Testing Process</i>	Order Filling Product Servicing	<i>Handling, Shipping Packaging Process</i> <i>Product Realization</i> <i>Improvement Process</i>

6.2 Order Processing - Liferaft Servicing

- 6.2.1 After an order for liferaft servicing has been accepted, the Department Manager remains in contact with the customer to ensure that the liferaft for service is received as soon as practical.
- 6.2.2 When Maritime Services arranges for the collection of the liferaft, the carrier is selected from the Approved Suppliers List.
- 6.2.3 When the liferaft is received, receiving inspection is performed and the Liferaft Servicing/Receiving Report is initiated.
- 6.2.4 After receiving inspection has been successfully completed, liferaft, with the Liferaft Servicing/Receiving Report is kept in the Liferaft Receiving area until service work is ready to start.
- 6.2.5 When servicing is ready to start, the liferaft is moved into the Liferaft Service and Inspection Area.
- 6.2.6 Servicing is controlled by the Inspection and Repair Schedule and performed by qualified inspectors. The procedures for performing the inspection work required are documented in the Service Manual supplied by the manufacturer of the liferaft.



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- 6.2.7 The inspector checks the line item on the Inspection and Repair Schedule as that particular item has been successfully completed and signs the completed report.
- 6.2.8 If at any time, product is found to be nonconforming, the employee finding the nonconformance places a "HOLD" tag on the product to indicate that it is suspect or nonconforming. As far as practical, it is segregated to ensure that it cannot be inadvertently used. The nonconformance is processed as per QACP 10 (Control of Nonconforming Product).
- 6.2.9 When the inspection is complete, a Senior Technician verifies the work and signs the Inspection and Repair Schedule.
- 6.2.10 The liferaft is removed from the Liferaft Service and Inspection Area into the F.G. (Fiberglass) Repairs and Painting Area, and the packaging requirements completed.
- 6.2.11 When the servicing has been completed, a label is attached to the container that indicates when the next service is due. Applying the label indicates that the servicing is complete and that all inspections have been successfully completed.
- 6.2.12 All liferaft inspections meet the requirements of the Canadian Coastguard.
- 6.3 Process Planning**
- 6.3.1 When the Liferaft and Safety Department of Maritime Services commits to selling a new range of products, the Manager of the Department is responsible for planning the order processing and product control and ensuring that the work required is performed under controlled conditions.
- 6.3.2 The controlled conditions that are addressed include:
- (a) the provision of Work Instructions, as required, to define the method of performing the work required and the quality of workmanship, in order to ensure control of the process,
 - (b) monitoring and control of the process,
 - (c) provision of adequate resources to process the work required,
 - (d) the amount and quality of product inspection and testing,
 - (e) compliance with applicable Standards and Codes,



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- (f) use of equipment required to perform the work and a suitable working environment,
- (g) suitable maintenance of operational and testing equipment.

6.4 Preventive Maintenance

6.4.1 Equipment, whose operation is required to ensure continuous process capability, is regularly serviced in accordance with the Equipment Maintenance Schedule using qualified technicians or approved service providers.

6.4.2 The Equipment Maintenance Schedule is maintained by the Manager, Maintenance of Triton Marine. The schedule lists all processing equipment, the maintenance required, and the scheduled maintenance dates. A record is kept indicating that the maintenance has been performed.

6.5 Special Processes

6.5.1 There are no special processes. If special processes are identified, Work Instructions will be created to address and control the activity specifically.

6.6 Records

6.6.1 Records are maintained to demonstrate control of process checks and verifications as per QACP 13 (Control of Quality Records).