Ethanolamines/Glycol Ethers
In Plant Training (IPT)

Section Number :2A
Issue Number :1.2
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Basics
ISO 9002 Quality System

Answers:

1. **State what ISO stands for.**
   International organization of standards.

2. **State what the ISO 9002 quality standard is.**
   A model for quality assurance in production and installation.

3. **State what management must ensure in stating it's policy and objectives for and commitment to quality.**
   That this policy is understood, implemented and maintained at all levels in the organization.

4. **State what quality verification activities shall include.**
   Inspection, test and monitoring of the production process and/or product.

5. **State who has the authority and responsibility for ensuring that the requirements of the standard are implemented and maintained.**
   The management representative.

6. **State what quality element deals with the suppliers capability to meet contractual requirements.**
   Contract review.

7. **State what two things document control shall ensure.**
   A. That pertinent issues of documents are available at all locations where operations essential to the effective functioning of the quality system are performed.

   B. Obsolete documents are promptly removed from all points of issue.

8. **Stat the three tiers of documents in our quality system.**
   1) Quality manual.
   2) Quality system procedures.
   3) Safework/operating procedures.

9. **State who the supplier is from the view point of our customers.**
Ethanolamines/Glycol Ethers.

10. **State who the supplier is from our view point.**
Organizations that supply us with raw materials or services.

11. **Stat who the customer is from the view point of Glycol II.**
Ethanolamines/Glycol Ethers (among others).

12. **State what must be done with incoming product (raw material) prior to being used in the process.**
It must be inspected or otherwise verified as conforming to specified requirements.

13. **Stat what non-conforming product is.**
Raw materials, stored intermediates, in-process material and final product that does not meet specifications.

14. **State what quality element 4.14 deals with.**
Corrective action.

15. **State why quality records must be maintained.**
To demonstrate achievement of the required quality and the effective operation of the quality system.

16. **State why the supplier (us) must carry out internal audits.**
To verify quality activities and to determine the effectiveness of the quality system.

Revisions:

Revision No. 1	06-28-93	Yearly Review
Revision No. 2	12-02-94	Deleted Numbers 17 & 18