

## ABSTRACT

This Quality Manual specifies the NQSA organization, policy and procedures to be in-line with the relevant requirements of NF EN ISO/CEI 17011 in its operation of the NSQ-100 certification scheme.

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### SUMMARY

- NQSA Organization
- Management
- Human Resources
- NSQ-100 Scheme Management
  
- Annex 1 : Job description – Technical Manager
- Annex 2 : Job description – NSQ-100 Scheme Manager

Version	Date	Comments
0	October 2013	///
1	September 2014	Updated following the changes of the certification procedures

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## 1. SCOPE

The scope of this Quality Manual covers the policy and procedures used by the association of NQSA (Nuclear Quality Standard Association) in its operation of the NSQ-100 Certification Scheme. These policy and procedures are designed to be in-line with the relevant requirements in ISO17011:2005-05.

## 2. NQSA STRUCTURE

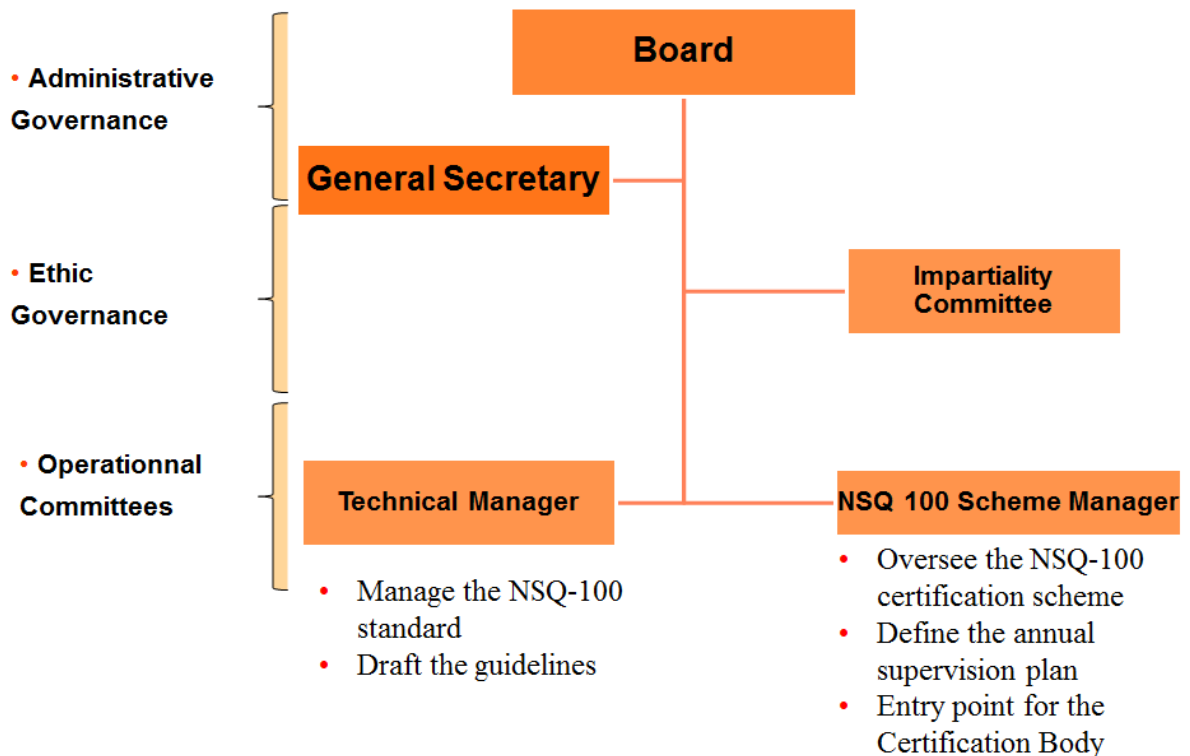
### 2.1 Legal Responsibility

NQSA is a legal entity and its mission, board and structure is defined in its "Article of Association".

### 2.2 Structure

NQSA organisation structure and responsibilities for managing the NSQ-100 scheme are defined below (Organization Chart with names of NQSA representatives is published separately):

### NQSA Organization Chart



NQSA have developed procedures relating to the:

- i – Management and Operation of NQSA (Quality Manual)
- ii – Scheme for entry, approval, suspension and withdrawal for a Certification Body to operate the NSQ-100 certification scheme
- iii – Scheme for entry, approval, suspension and withdrawal for a supplier to be NSQ-100 certified

## 2.3 Impartiality

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NQSA has policies to safeguard its impartiality.

- **Policy 1:** Annually NQSA performs a risk assessment of its activities and considers potential, perceived and actual threats to its management and operation of NSQ-100. The results of this assessment and any associated actions are recorded.
- **Policy 2:** Annually NQSA holds an impartiality committee meeting. Where it reviews the outputs from its activities and considers potential, perceived and actual threats to its management and operation of NSQ-100. Minutes of this meeting and any associated actions are recorded.

The impartiality committee will:

- be made of independent persons coming from Nuclear Industry to ensure that NQSA is not driven by individual interests,
- ensure that our process is fair without conflict of interests,
- be able to study appeal or claims.

The criteria to be part of this committee are to be a person recognized by the nuclear industry.

## 2.4 Confidentiality

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NQSA has policies to safeguard its confidentiality.

- **Policy 1:** All members of NQSA sign a confidentiality agreement.
- **Policy 2:** Nothing is disclosed on any NQSA member or scheme approved certification body or its personnel, except when required by law, without the written consent of the appropriate parties.

## 2.5 Liability and Financing

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The Articles of NQSA Association define the arrangements in place to cover the liabilities and financing of its activities.

NQSA is mainly financed by two sources:

- contribution from members of the association (annual membership fee)
- certificates delivery fee

More information about those fees can be found in the Appendix 1 of the NQSA services agreement.

## 2.6 NSQ-100 qualification scheme

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NQSA has a specific procedure in place to manage the “qualification process for certification bodies” which includes:

- i - Requirements for Certification Bodies
- ii - Responsibilities of NQSA and Certification Bodies

NQSA has a specific procedure in place to manage the “qualification of auditor and lead auditor to perform an assessment according to NSQ-100”.

## 2.7 NSQ-100 certification scheme

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NQSA has a specific procedure in place to manage the “certification process for suppliers” which includes:

- i - Requirements for the Certification Body
- ii – Requirements for the candidates for NSQ-100 certification

## 3. MANAGEMENT

### 3.1 Management system

NQSA has developed its management system which is defined in this manual for the operation of the NSQ-100 certification scheme and qualification of **Certification Bodies as well as** auditors. NQSA appoints specific person responsible for ensuring procedures are established and reporting to management on any improvement required.

This manual and any subsequent changes are approved by the NQSA board and distributed to the members by the Secretary.

### 3.2 Records

NQSA collates, indexes, files and therefore can retrieve all records concerned with the governance and scheme management of NSQ-100 certification bodies.

Records are retained in accordance with statutory/legal requirements or for 10 years where not specified. The recorded data are stored in a specific electronic folder managed by the Secretary of NQSA. In addition, legal original signed documents issued by the NQSA internally or with other stakeholders are stored in the NQSA secretary office.

This includes, at least, the following documents:

- Articles of the Association
- Registration of the Association
- Minutes of the Board of Directors and Impartiality Committees
- Confidentiality agreements
- Applicant qualification files
- Internal Procedures
- NSQ-100 certificates and associated data
- Certification Bodies qualification and associated data
- Other records listed in this Quality Manual

### 3.3 Internal audit

NQSA performs an annual internal audit, carried out by a qualified auditor selected by the NQSA Board of Directors and independent from audited activities. The internal **audit** will cover the management system, including testing the effectiveness of corrective actions taken.

Any non-conformance is recorded, root cause analysis undertaken, correction and corrective action taken in a timely manner.

### 3.4 Management review

NQSA performs an annual management review during a board of Directors and, after conclusion of the internal audit of its management system. The review covers all points as defined in 5.8.2 of ISO17011:2005.

Minutes of this meeting and any associated actions are recorded.

Actions list is attached to the minutes of meeting of the NQSA Board of Directors, which agenda includes its systematic review of status and follow-up.

### 3.5 Complaints

NQSA records all written complaints. All complaints are fully investigated and any non-conformance is recorded, root cause analysis is undertaken, correction and corrective action taken in a timely manner. NQSA responds to all complaints on the results on their investigation and any actions taken in a timely manner.

Significant complaints are submitted to the Impartiality Committee.

### **3.6 Nuclear safety authorities surveillance**

The association **NQSA** or its representatives offer to authorities all reasonable cooperation required, including:

- Access to all its premises, personnel, documents and records covered by the request and useful for the conduct of their surveillance;
- Communication, prior to the surveillance, of the documentation required for the preparation

## **4. HUMAN RESOURCES**

NQSA ensures it has adequate and competent resources to perform its duties of managing the NSQ-100 scheme, including the certification bodies in applicant, approval, maintenance, suspension and withdrawal stages.

All resources used as described above have signed non-conflict of interest and confidentiality statements and fully comply with the operating rules of NQSA.

The NQSA board approves all personnel, including their competence (which may include use of external experts) prior to them exercising their duties as described in section 2.2.

The impartiality committee monitors annually the activities of NQSA and its personnel.

## **5. APPENDIX**

- Annex 1 : Job description – Technical Manager
- Annex 2 : Job description – NSQ-100 Scheme Manager

## Appendix 1: Job description – Technical Manager

### I. Missions

- ▶ To be responsible for:
  - The development of quality standard NSQ-100
  - Drafting and updating NSQ-100 Guidelines
- ▶ To lead the Technical Committee
- ▶ To keep the Board informed of its activities as needed

### II. Activities / Responsibilities

#### 1 - General Tasks

- ▶ To bring together the technical committee members
- ▶ To arrange development (scope) of NSQ-100
- ▶ To perform NSQ-100 changes in accordance with the NQSA articles,
- ▶ To provide a technical monitoring development with respect to "quality" nuclear standards changes
- ▶ To participate in the oversight of CBs
- ▶ To support the Certification Scheme Manager in the development of the audit check-list
- ▶ To be the NQSA preferred partner for internal / external audit relating technical aspects

#### 2- Standard and associated documents

- ▶ To ensure the development of guidelines for explaining the implementation of NSQ-100 and its changes
- ▶ To develop NSQ-100 correspondence matrices with other nuclear "quality" standard
- ▶ To assist and to advise the NSQ-100 certified organization through specific requests
- ▶ To analyze and to valid technical interpretations
- ▶ To valid training documentation from training bodies selected by NQSA

#### 3 - Communication

- ▶ To have a part of the communication relating the NSQ-100 and its Guidelines
- ▶ To help the NQSA webmaster in his function (structure, update, FAQ, ...)
- ▶ To represent NQSA within professional bodies (AFCEN, Technical meetings, ...)

### III. Profil

- ▶ Engineering school degree or equivalent with proven expertise in technical and quality standards for suppliers of the nuclear industry
- ▶ Significant experience (at least 10 years) in the industry
- ▶ Good English level

### IV. Other

- ▶ Can delegate under its responsibility, tasks relating to their duties

## Appendix 2: Job description – NSQ-100 Scheme Manager

### I. Missions

- ▶ To specify the certification scheme NSQ-100
- ▶ To be the preferred partner for Certification Bodies (CBs)
- ▶ To define the requirements for the oversight of CBs
- ▶ To prepare files for any claim of a CB or organization in order to have a decision from the Impartial Committee
- ▶ To ensure management of complaints and appeals
- ▶ To keep the Board informed of its activities as necessary.

### II. Activities / Responsibilities

- ▶ To bring together members of the Certification Committee
- ▶ To develop and to update the specifications defining the requirements for CBs
- ▶ To arrange the deployment and control of the certification scheme
- ▶ To plan by ensuring the non-conflict of interest, the necessary investigations (supervision, audits, reviews, ...) to check the effective implementation of the policy of the certification scheme within CBs
- ▶ To analyze the CB requests and complaints then to prepare files in order to have a decision from the Impartial Committee
- ▶ To update the list of certified suppliers NSQ-100, CBs and their qualified auditors
- ▶ To manage NSQ-100 certificate numbers and annual activity reports issued by the CBs
- ▶ To be the NQSA preferred partner for internal / external audit relating the certification aspects

### III. Profile

- ▶ Engineering school degree or equivalent with proven expertise in quality systems
- ▶ Significant experience (at least 10 years) in a Certification Body
- ▶ Holds a quality auditor experience (at least 5 years) in the field of ISO 9001, TS 16949 and ISO or EN 9100
- ▶ Good English level

### IV. Other

- ▶ Can delegate under its responsibility, tasks relating to their duties