

Quality Requirements

The carrier shall be approved according to ISO9001 (year 2000) standard. Carrier adaption to the CEFIC Safety and Quality Assessment System (SQAS) during the initial contract term is recommended by Borealis.

The carrier shall have a Quality Assurance System that covers following issues:

- A well defined company policy on Quality Assurance
- The organisation structure and lines of communication as regards to quality
- Clearly defined responsibility, authority and interfaces
- The methods whereby the continuous improvement principle is controlled.
- The methods whereby the quality of the performance is controlled
- The method whereby delivery times will be controlled and measured
- Assessment and selection of suppliers/sub-contractors
- The method whereby the processing of customer orders is being controlled
- The method whereby customer special quality request is being handled and controlled.
- The method whereby handling of non-conforming product/service and corrective actions are controlled
- The method whereby purchasing activities are controlled
- The method whereby the effectiveness and adequacy of the QA system are controlled
- The methods whereby the vehicle/container maintenance is controlled
- Establishing of training programs
- Issue revision and distribution of controlled documents

Following quality matters shall be handled:

- Quality targets are set, communicated and followed up
- Contract review with customer and supplier/sub-contractors on a regular basis
- Follow up of supplier/sub-contractor performance at least twice a year
- Organisation able to act in a preventive way to be able to minimise non-conformances and complaints
- Organisation capable of being a “preferred supplier” to Borealis, as regards HSE, on-time performance, non-conformances and claims

Claims/complaints:

Shall be answered in writing within 3 working days. Corrective actions shall be given in writing and be implemented at the latest within 30 days from the day the complaint/claim was received by the carrier.

Quality reviews:

Reviews shall be made on a regular basis as agreed in the contract

Performing targets:

Based on the carrier's total volume for Borealis