Quality Management System Requirements for Service Supply Organizations for the Petroleum and Natural Gas Industries

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Introduction

This specification has been developed to address the development and implementation of quality management systems for service supply organizations working in the upstream petroleum and natural gas industries. It defines the fundamental requirements of quality management systems for those service supply organizations claiming conformity to this specification.

The requirements of this specification are consistent with those of other QMS documents. This specification provides additional requirements that target the execution of services or provision of service-related product in the execution of the service. The requirements are structured in a way to minimize the likelihood of nonconformity during the execution of a service and/or provision of service-related product.

While this specification may include some elements of other quality management systems, it does not include all requirements specific to those systems. This specification may be used either in conjunction with or independent of other industry-specified documents. It can be used by internal and external parties, including certification bodies, to assess the organization's ability to meet customer and legal requirements applicable to service execution and the organization's own requirements.

This specification promotes the integration of a process approach into the application of specific requirements when developing, implementing, and improving the effectiveness of a quality management system, thereby providing continuous control over the stated requirements and facilitating the overlap of processes.

For a service supply organization to function effectively, it must determine and manage numerous linked activities. An activity that transforms inputs into outputs can be considered a process. Process activities include determination of need throughout the service supply organization, provision of resources, provision of service-related product, identification of the proper sequence or order in a series of activities, monitoring and measuring the effectiveness of the activities performed, and applying changes or corrections to those activities as needed.

Goal of the Specification

The goal of this specification is to identify the minimum requirements for the development of a quality management system that provides for continual improvement, emphasizes the prevention of nonconformities, and strives to minimize variation and waste from service supply organizations. It is designed to promote reliability in service supply organizations for the upstream petroleum and natural gas industries.

Changes from the Second Edition to the Third Edition

Highlights of some of the notable changes between the second and third editions include:

— alignment with API Q1 where applicable;

— clarification of API Q2 scope;

— elimination of exclusions;

— revised applicability statement;

— introduction of deferrals or concession under a preventive maintenance, inspection, and test program (PMITP);

— record retention period expanded to 10 years;

— added definition of performance acceptance criteria (PAC);

— updated purchasing requirements to emphasize risk-based approach.

Quality Management System Requirements for Service Supply Organizations for the Petroleum and Natural Gas Industries

1 Scope

1.1 General

This specification defines the quality management system (QMS) requirements for upstream service-sector supply organizations to consistently and reliably provide and manage services that meet customer, legal, and other applicable requirements.

1.2 Applicability

This specification was developed to apply to organizations that provide well site services and services associated with well site activities in oil and gas well construction, intervention, production, and abandonment.

This specification was not developed to apply to organizations that only provide calibration, engineering, design, training/technical consulting, NDE inspection, transportation, project management, provision of software, or manufacturing and/or product realization services.

2 Normative References

The following document is referred to in the text in such a way that some or all of the content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any addenda) applies.

ISO 9000:2015 [1], *Quality management systems—Fundamentals and vocabulary*

3 Terms, Definitions, Abbreviations, and Acronyms

3.1 Terms and Definitions

For the purposes of this specification, the terms and definitions given in ISO 9000 and the following shall apply. When identical terms are defined in ISO 9000 and this specification, the following definitions shall apply.

3.1.1
acceptance criteria
Specified requirements of acceptability applied to a service, process, service-related product, or component characteristics.

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[1] International Organization for Standardization, BIBC II, Chemin de Blandonnet 8, CP 401, 1214 Vernier, Geneva, Switzerland, www.iso.org.