

PURPOSE & STATUS

Quality through clear controls.

A control framework for BIM coordination, ETAP power studies, engineering design, fit-out, construction, supply and maintenance projects.

What this document provides

A practical model for defining requirements, controlling documents, checking materials and work, recording decisions, and closing issues. It includes proposed procedures and blank register layouts that can be adapted to a project.

Current status

Prepared as an implementation framework. It is not evidence that every control has already been introduced or audited. Modern Synapse is not currently ISO certified. No ISO conformity statement, QatarEnergy approval or other client accreditation is claimed.

Before adoption

The General Manager should review the framework with the competent quality and project leads, assign actual personnel, provide resources, confirm training and issue a controlled internal procedure set. Project-specific requirements, approved drawings, specifications and contract obligations govern acceptance.

Function	Intended responsibility
General Manager	Authorise the project control arrangements, appoint responsible personnel and resolve resource or contractual escalations.
Project lead	Translate the contract into work packages, approvals, inspection points and handover requirements.
Quality reviewer	Review acceptance criteria, verify records and track nonconformances. Independence must meet the client requirement.
Document-control function	Maintain registers, revision status, formal distribution and retention. This is a function, not a claim of a dedicated appointment.

Public overview: discuss the project scope and evidence required with our team. Completed project records are provided only where they exist and disclosure is authorised.

PROCEDURE QPC-01

Requirements, reviews & release.

01 / Review the enquiry

Record the client, scope, exclusions, deliverables, applicable licences, specifications, acceptance criteria, interfaces and dates. Identify missing information before quotation; keep technical clarifications separate from assumptions.

02 / Check capability

Compare the scope with actual staff competencies, equipment, software and approved external support. Escalate gaps to the General Manager; do not describe planned capability as available capability.

03 / Agree the execution controls

Develop a deliverable list, drawing/submittal schedule, inspection and test plan, quality records index and responsibilities. Record which reviews require client approval, witnessing or a mandatory hold point.

04 / Review technical information

Use competent reviewers for calculations, coordinated drawings, material submissions and work methods. Record comments, responses and closure; any independent check must have a named checker.

05 / Authorise the work package

Release only the agreed revision and status, with required material approvals and inspection points. An internal check does not replace statutory or client approval. Do not proceed through a required hold point without recorded release.

06 / Manage changed requirements

Log the change and its technical, cost, programme and safety effects. Obtain the required written decisions before implementation. Update affected drawings, procurement, inspection plans and briefings.

Records to retain

Enquiry/contract review; clarification log; capability assessment; responsibility matrix; deliverable schedule; review comments; approval records; inspection plan; change register. Each record should identify its owner, date, revision and related package.

PROCEDURE QPC-02

Document control. One current version.

01 / Register and identify

Assign a unique document number, title, discipline, author, reviewer, approver, revision and status. Follow the client numbering system when specified; otherwise agree the project convention at mobilisation.

02 / Review and approve

Record who checked and authorised the issue. Use explicit statuses such as For Review, Approved for the Stated Purpose and As-Built, mapped to client status codes. A file in a shared folder is not automatically approved for work.

03 / Issue by transmittal

Send controlled documents through the agreed channel. Record the transmittal number, document/revision list, recipient, purpose, date and required response. Log client comments and track the response deadline and resubmission.

04 / Control site copies

Maintain a current approved set at the point of use. Notify affected staff of revisions, withdraw superseded working copies and mark archive copies as superseded. Check subcontractor and printed copies as well as digital files.

05 / Protect and recover

Set role-based access, restrict confidential information and record who may publish externally. Establish a backup schedule and restoration check appropriate to the project system. The document controller records completion and unresolved failures.

06 / Close and archive

Reconcile model revisions, clash closure, study assumptions, calculation reviews, the final deliverable index, approvals and as-built status. Agree retention periods and access restrictions against contract and applicable requirements; record any disposal authorisation. Preserve the revision trail and handover transmittals.

Suggested numbering example only: MS-[Project]-[Discipline]-[Type]-[Sequence], with revision and status as separate fields. Confirm the project convention before use.

PROCEDURE QPC-03

Materials, suppliers & inspections.

Supplier and subcontractor assessment

Check scope capability, licences where relevant, competence, references, capacity, required certificates and the proposed quality/HSE arrangements. Record the basis for selection and any conditions. Flow down specifications, inspection duties, document requirements and change controls in the order or subcontract.

Material approval and receiving

Submit the required data before purchase or installation. On receipt, check identity, quantity, damage, specification, traceability and certificates against the approved submittal. Segregate unverified or nonconforming items; define storage and preservation requirements. Do not substitute materials without the required approval.

Inspection and test planning

Define the characteristic to check, acceptance criteria, method, competent inspector, instrument, calibration/verification status, frequency, notification and hold/witness points. Agree these before the activity. Record actual results and the document revision used; photographs supplement the record.

Activity / location	Acceptance basis	Control / evidence
To be defined	Drawing/specification clause and revision	Inspection method; responsible person; hold/witness requirement; record ID
Incoming materials	Approved submittal, purchase order and delivery documents	Receiving inspection, certificate check and release/quarantine status
Installation / concealed works	Approved details and manufacturer instructions	Pre-cover inspection, actual measurements and client release where required
Testing / handover	Approved test procedure and acceptance limits	Instrument status, test results, witnesses, exceptions and signed acceptance

This is an ITP structure, not an approved inspection plan. No technical acceptance limits or test methods are prescribed by this public framework.

PROCEDURE QPC-04

Issues, corrective action & learning.

01 / Identify and contain

Record the deviation, affected location/item, requirement and evidence. Stop or segregate the affected work/material as appropriate and notify the project and quality leads. Prevent unintended use or concealment.

02 / Evaluate and decide

Assign an owner to assess impact and propose rework, repair, replacement or another disposition. Obtain competent technical review and client approval where required. A concession must be authorised; it is not an informal site decision.

03 / Correct and verify

Record the action, required inspection/testing and actual result. The designated verifier checks closure evidence; do not close an issue solely because an action has been promised.

04 / Remove the cause

For significant or recurring issues, identify causes, define proportionate corrective actions and set owner/due date. Check effectiveness after an agreed interval; reopen ineffective actions.

05 / Review performance

Agree project measures such as overdue approvals, first-pass inspection results, open nonconformances and close-out delays. Report actual counts and periods. Keep unknown or unavailable data explicit; do not invent historical performance.

06 / Improve the system

Review lessons at project milestones and close-out. Update controlled procedures and brief affected personnel. The General Manager records decisions on unresolved risks, training and resources.

Client feedback and complaints

Log the issue and acknowledgement, agree an investigation/action owner, record the response and check the client outcome. Escalate unresolved contractual matters through the agreed route. Feedback does not bypass technical or safety release requirements.

WORKING TEMPLATES & ADOPTION

Registers that make the process visible.

Register	Minimum fields
Master document register	Document ID/title; discipline; author/reviewer/approver; revision; status; issue date; transmittal; recipient; response due; response/closure; site-copy status.
Transmittal	Number/date; sender/recipient; document and revision list; issue purpose; response requirement; acknowledgement and return reference.
Nonconformance / action log	ID; requirement/deviation; location/item; containment; owner; disposition approval; due date; verification evidence; closure and effectiveness check.
Supplier assessment	Scope; evaluation evidence; approvals/licences; capacity; conditions; reviewer; selection decision and review date.
Document-control review	Current register checked; latest site copies confirmed; superseded copies withdrawn; overdue submissions escalated; access/backup check; action owner/date.

Implementation sequence

Nominate accountable people; review these controls against the enquiry; adopt internal procedures; brief the team; trial the registers on a real project; retain completed records; review results and improve. Management approval and client acceptance are separate decisions.

Blank field layout: Project ____ | Register owner ____ | Review date ____ | Open action / owner / due date ____.
These are templates, not completed records.

Reference basis

ISO - quality management principles and standards family

<https://www.iso.org/standards/popular/iso-9000-family>

QatarEnergy - vendor registration and qualification distinction

<https://www.qatarenergy.qa/en/SupplyManagement/Pages/Vendorregistration.aspx>

Public sources checked 22 October 2026. These are context references, not a claim of certification, client approval or complete compliance. Obtain current client-issued documents for each enquiry.