



QUALITY MANUAL				
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MITAS

Energy and Metal Construction Works, Inc.



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0. INTRODUCTION

This quality manual, based on ISO 9001:2008 standard, has been prepared for the activities of MITAŞ Energy and Metal Construction Inc., and aims to convey the way how customer requests are being met, to the clients, company personnel, quality auditors and all other associated parties.

Authorization to make revision and/or amendment on this Quality Manual belongs Management Representative only.

The original copy of Quality Manual is kept by Management Representative. In order to provide easy access of company employees to this document, a copy is issued in the MITAS sharepoint server in pdf format. Copies printed from the sharepoint server are not considered as controlled document. In case that printed documents are distributed as controlled copy, they are recorded in 'Document Distribution Form'.

Amendments done on Quality Manual are given on 'Publication, Revision and Distribution' page.

1. PROCESS APPROACH

'Process approach' is adopted at MITAS Energy to establish, implement, and provide continual effectiveness of the quality management system in order to increase the customer satisfaction by meeting the customers' requirements.

For this reason, the below mentioned 'Plan-Implement-Check-Take Measures' methodology is implemented at MITAS Energy :

- Plan : Preparation of the objectives and processes in order to achieve results concordant to the customer requirements and MITAS Energy policy.
- Implement : Implementation of the processes.
- Check : Monitoring and measuring the processes and products according to the policies, targets and product specifications, and reporting the results
- Take Measures : To initiate activities which will continuously enhance the performance of the processes

In order to assign the order and interaction of these processes, process interaction chart has been prepared (Figure 1).

QUALITY MANAGEMENT SYSTEM PROCESS MAP

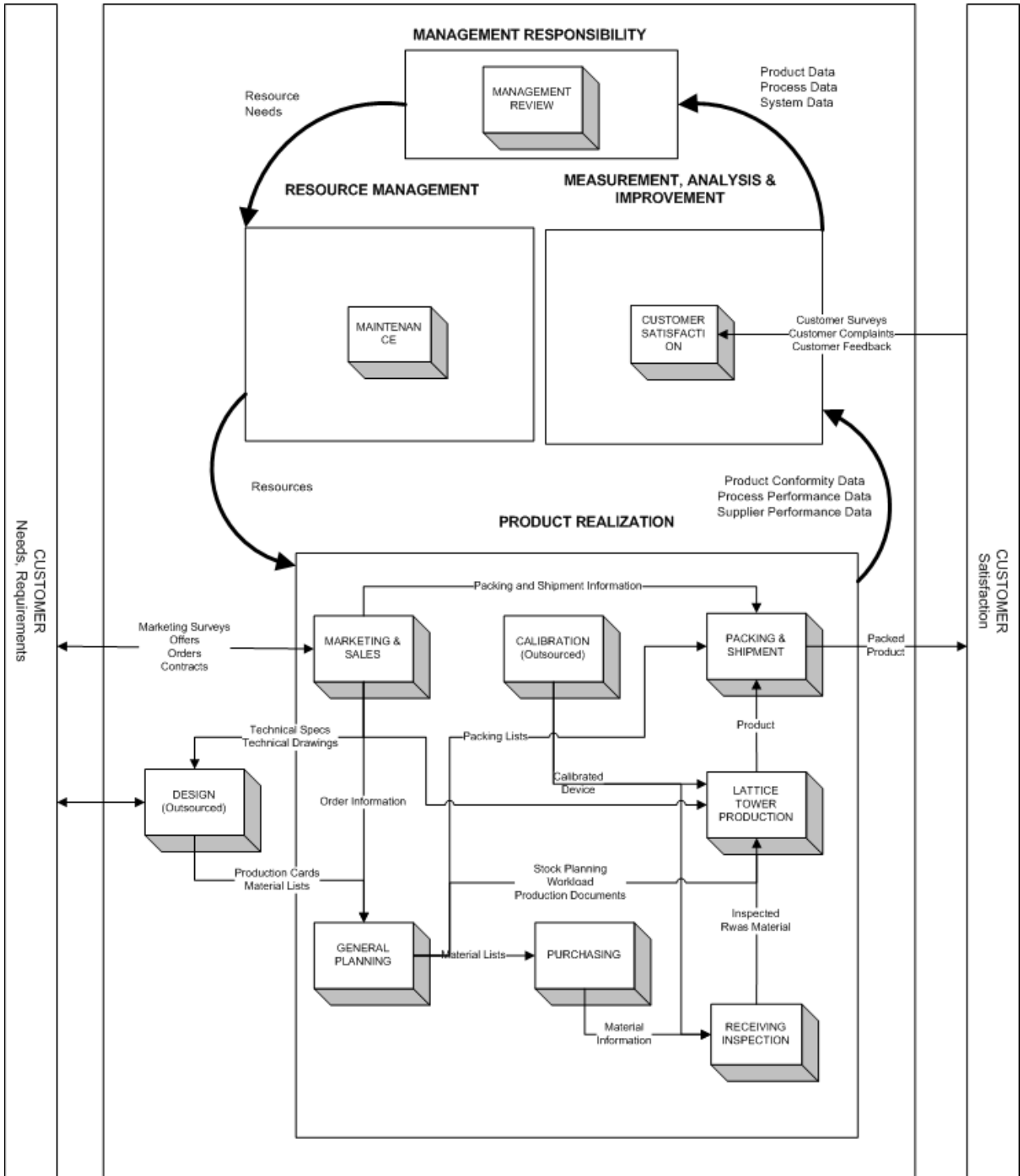


Figure 1. Process interaction chart

2. SCOPE

This Quality Manual outlines the requirements of quality management system necessary to achieve customer satisfaction by showing the ability of MITAS Energy to offer products and service that suits customer specifications and legal requirements.

The scope of the manual covers the manufacturing of lattice type energy transmission and distribution line towers, steel construction for substations, towers for lighting, telecommunication, advertisement and projection. In addition, it covers production of polygonal and/or circular poles, welded steel structures, telecom towers and galvanizing of all above products through Valmont-MITAS Poles, Inc., MITAS Galvanizing, Inc., MITAS Telecom Systems, Inc. and MITAS Steel Structures, Inc. which are joint capital group companies. MITAS Energy has the authorization to include the above companies to its internal audit plan to verify if their activities are done in accordance with the customers' specifications and Quality Management System necessities, and if required, to prepare and follow up the 'Corrective / Preventive Actions Report'.

The requirements in item "7.3. Design and Development" of ISO 9001:2008 standard, concerning the product design activities, are excluded of the scope.

3. COMPANY PROFILE

MITAS Energy and Metal Construction, Inc. was founded in 1955 as a government held production company that specialized in production and galvanized coating of lattice type steel energy transmission and distribution towers.

The early mission of MITAS focused on supplying towers for country's energy power grid. The company managed and executed projects of 380 kV and 154 kV transmission lines throughout all the country's land and became the major energy transmission line contractor.

After became a privately held company in 1989 by uniting with EMTA, Inc., MITAS devoted its resources to renewing its human resources, modernizing production lines and developing new products during the years 1990s. This changed MITAS from a one-product firm and opened the doors to more products development such as telecommunication and lighting towers and poles. By focusing on improvement and paying care of customers, MITAS evolved within a decade from a small local company to the steel tower supplier globally.

Through the years of focused and dedicated improvement in human resources and technology, today MITAS has 1300 employees and exports its products and services to more than 115 countries in 5 continents

4. QUALITY MANAGEMENT SYSTEM

In order to provide easy access and follow up, the quality system elements in this manual are defined under the same titles as in ISO 9001:2008 standard.

4.1. General Provisions

In order to provide products and services that meets the requirements and specifications, MITAS Energy has implement and documented an ISO 9001:2008 quality management system.

In this scope, the processes that the quality management system requires and the implementation of them at MITAS Energy are identified in this quality manual and in quality management system documentation. The information required for effective application and follow up of these processes are determined and the processes are measured, followed, analyzed and managed in accordance with the requirements of ISO 9001:2008 standard.

At MITAS Energy, following external processes are present that effect the compliance of the products to the specifications : “Design and Development”, “Galvanizing” and “Calibration”. These processes are held under control by quality system documentation.

4.2. Documentation Conditions

4.2.1. General

The processes required for the quality management system, flow and interaction of them, methods and criteria required for their efficient application and control have been described.

Quality management system of MITAS Energy is defined and documented in detail in its quality system documentation which contains :

- Quality policy, quality objectives, quality manual, process map, processes, procedures, instructions and other documents (forms, reports).

The elements forming the quality management system documentation are kept updated by regular reviewing of them. Management Representative is responsible to coordinate updating.

4.2.2. Quality Manual

MITAS Enerji'nin kalite yönetim sistemi stratejisini ortaya koyan, kalite yönetim sisteminin kapsamı ve hariç tutmanın ayrını ve gerekçelerini tanımlayan, kalite yönetim sistemi için dökümanite edilmiş prosedürleri ve bunlara atıfları içeren ve kalite yönetim sistemi süreçleri arasındaki etkileşimi açıklayan kalite el kitabı oluşturulmuş ve sürekliliği sağlanmıştır.

A quality manual that defines MITAS Energy's quality management systems strategy and scope, details and reasons of exclusions, procedures documented for quality management system and references to them, interaction of quality management system processes has been prepared and provided its continuity.

4.2.3. Control of Documents

Control of documents at MITAŞ Energy is done in accordance with the ‘Control of Documents’ procedure. The quality management system documents are controlled documents. Documents that are issued or revised under the responsibility of management representative are put into application after approval by General Manager, concerned Deputy General Manager or Management Representative. Access to these documents are provided by their uploading to sharepoint server and defining the access levels of personnel. By this way all company units which are affected from issuing or revisions of documents can access current documents immediately. Old and invalid documents are removed from the system by the same way.

Customer specifications, standards, and similar external documents are also issued through the sharepoint server..

4.2.4. Control of Records

Quality records at MITAŞ Energy quality management system are created in accordance with the 'Control of Records' procedure. These records are held and kept in order to show system's compliance to the defined provisions and effective operation of the quality management system. Some of the records are in the form of printed hard copies and handwritten documents, and some are in electronic media as computer files. The records in electronic media are regularly backed up according to the instruction. The hard copies are kept by suitable methods (binder, plastic file, closed cage etc.) in order to avoid deterioration and absence. In this way, they are both easily accessible and reusable when needed.

Quality records are kept for predefined periods and then destructed in accordance with defined methods by persons held responsible..

In order to show the appropriateness and effectiveness of the quality system, the relevant records are shown to the customers, 3rd parties and auditors when needed. Management Representative is responsible for the execution of this application.

5. MANAGEMENT RESPONSIBILITY

5.1. Commitment of Management

Top management of MITAS Energy that has the responsibility of execution, ensures its commitment to implement, improve and continuously enhance the effectiveness of the quality management system by the below means:

- Establish and maintain a customer-focused organization
- Convey and implement in the processes the importance of meeting the customer requirements along with the legal and regulatory requirements.
- Establish quality policy, quality targets and process performance parameters
- Review the quality management system
- Determine and provide the resources

5.2. Customer Focus

In order to increase the customer satisfaction, MITAS Energy top management ensures that the customer requirements are determined and met by the below means.

- Prepare and implement the product realization processes as defined in process map in order to define, understand and satisfy customer's product requirements,
- Prepare and implement 'Customer Satisfaction' process for customer perception about the level of meeting the customer requirements,
- Evaluate customer feedbacks at management review meetings,
- Form a customer focused organization
- To constitute quality management system documentation in a customer focused way.

In order to provide the customers a better service, these practices also aim to ensure that all customers - including the prospected ones - are determined and identified, important product and service characteristics are cleared, the competition in the market is evaluated, opportunities, weaknesses and strength of the company are identified and specialization is achieved.

5.3. Quality Policy

At MITAS Energy, 'quality' is perceived as a performance superiority which will provide full compliance to customer specifications and customer satisfaction is accepted as a key issue.

The quality policy of MITAS Energy is given below :

MITAS Energy and Metal Construction Inc., aimed intensive competition in international and domestic market, will provide quality products and good service that meet and exceed customer requirements and expectations in order to enhance customer satisfaction and ensure customer loyalty.

To achieve this goal and in order to be a global name through, the full effort of all employee;

MITAS Energy shall aim constantly and continuously at improvement in all processes, product and service quality, while keeping the customer needs on to, MITAS Energy produces the quality defied by customer during process in product and service base.

This policy is under the responsibility of the top management.

Quality policy is conveyed to all personnel by means of training and announcements. It is ensured that quality policy is understood by everybody and activities are done in according to the policy.

5.4. Planning

5.4.1. Quality Objectives

Every year management team determine annual 'quality targets' that will help quality policy to be realized and customer requirements and expectations are met. Determined targets are periodically monitored against the established criteria and the differences between the realized performances and the targets, and its reasons are evaluated.

5.4.2. Quality Management System Planning

Management team ensures that the quality management system is planned to meet all relevant conditions including the quality targets, and that the quality system integrity is maintained when modifications are planned and implemented in the quality management system. For this reason these issues are discussed at the management review meetings which are done at least once a year, and activities are planned together with the responsible persons and deadlines.

5.5. Responsibility, Authority and Communication

5.5.1. Responsibility and Authority

The organization structure of MITAS Energy is illustrated in organizational chart and job definitions of all personnel who have mutual relations and manage, implement and verify the tasks effecting the quality are defined in 'Job Descriptions'.

5.5.2. Management Representative

A management representative, who has the following responsibilities, has been appointed and announced by General Manager :

- Ensuring that the quality management system processes are established, implemented and maintained
- Reporting on the performance and needs for improving the quality management system to the management
- Ensuring the promotion of awareness of customer requirements within the organization.

5.5.3. Internal Communication

In order to ensure that all undertaken tasks are realized completely, communication resources for presenting all news, hearing and information about the quality management system and customer requirements and sharing these with the relevant level and personnel, are provided. For this aim, network connected computers and wireless phones are given, and notice boards are placed where necessary. Employees are also informed with regular meetings.

5.6. Management Review

MITAS Energy quality management system is reviewed by top management to ensure its continuing suitability, adequacy, effectiveness and evaluating the changes relating to the policy, targets and new requirements. General Manager presides the meeting and department managers participate it. When necessary, other persons can be invited to the meeting. The review meeting is held once a year in February.

In meetings, results of audits, customer feedback, process performance and product conformity, status of preventive and corrective actions, follow-up actions from previous management reviews, changes that could affect the quality management system, and recommendations for improvement are reviewed taking into account of ISO 9001:2008 standard, performance of the system and customer needs.

In meetings, decisions taken for improvement of the effectiveness of the quality management system and its processes, improvement of product related to customer requirements, and resource needs.

Preparation and execution of the management review meeting's agenda, and registration process are under the responsibility of management representative. Discussed agenda is recorded in the 'Minutes of Meeting'.

6. RESOURCE MANAGEMENT

6.1. Provision of Resources

MITAS Energy top management determines and provides the necessary resources for to implement, maintain and continuously enhance the effectiveness of the quality management system and to improve the customer satisfaction by meeting the customer requirements

6.2. Human Resources

MITAS Energy top management reserves sufficient resources to provide employees, who likely affect the product quality, have proper training, experience and abilities. Skills and proficiencies of employees are improved by external and internal trainings. Trainings are planned as per the needs such as management techniques, quality system, equipment usages and other cases requiring qualification, and records of trainings are kept in accordance with 'Human Resources' procedure.

Training activities are applied as below :

- Training needs are determined to gain or to improve skills that employees must have at their works,
- Trainings are planned according to the needs by taking into consideration who will attend the training and when, and which resources will be used,
- Planned trainings are realized,
- Efficiency of training is evaluated after completion.

Trainings approved are documented as yearly training plan for each year. The plan may cover both internal and external trainings. Raising needs for training during the course of the year are also taken into account and planned when necessary. Orientation training is given to the new employees after they join the company.

Due to the strategic importance of training and high resources spent, effectiveness of them is assessed, and decisions are directed as per the results of assessment. Assessment is done by considering whether the knowledge obtained from training is used at works effectively and whether the performance criteria is met.

6.3. Infrastructure

MITAS Energy top management assigns, provides and maintains the infrastructure needed to ensure that provided product / service is appropriate.

Infrastructure consists of the followings :

- Process equipment (software and hardware)
- Buildings, working areas and relevant facilities
- Supportive services (transportation, communication etc.)

For the determination and allocation of the infrastructure, process and operations and requirements relevant for these are considered.

In order to maintain the infrastructure to meet the operational requirements, preventive maintenance approach are developed and implemented for equipment which effects the continuity and quality of the task.

6.4. Work Environment

MITAS Energy top management assigns, provides and maintains the work environment needed to ensure that provided product/service is appropriate.

Work environment covers the conditions such as temperature, noise, light, illumination, health conditions, humidity, cleanliness, air flow, pressure and vibration.

For the determination and allocation of the work environment, process and operations, and requirements relevant for these are considered. The cleaning procedures for the working environment and areas are carried out periodically by responsible personnel.

7. PRODUCT REALIZATION

7.1. Planning of Product Realization

MITAS Energy plans the product realization with the followings :

- Quality targets and conditions for the product
- Processes, documents and resources particular for the product
- Necessary verification, validation, control and test activities particular to the product and acceptance criteria for the product
- Records which show that the product meets the conditions specified.

The output of this planning is documented by the 'Quality Plan'.

7.2. Customer Related Processes

7.2.1. Determination of Requirements Related to the Product

Customer inquiries are received in written to provide requirements for the products and services are completely and clearly defined, understood and documented. If no written statement available from the customer, oral inquiries are converted into written document.

Changes at the inquiry state are reviewed by responsible personnel, and related divisions at the company are informed about these changes.

7.2.2. Review of Requirements Related to the Product

Inquiries from the customers are reviewed in order to make it clear if the customer specifications are fully acknowledged and clearly identified. Uncompleted information found is provided from the customer or the other sources.

Reviews are done to determine the technical, production, quality, packaging-delivery, commercial, legal and any special requirements defined by customer and the requirements that may arise during the service life of the product. Review results are evaluated to clear out if they are met by MITAS Energy.

A bidding document is prepared and submitted to the customer if customer requirements can be met. This document includes product description, price, delivery time, payment conditions and other information necessary according to the scope of the tender.

If customer offers amendment or additional requests, further review is done as stated above and related division and people are informed about these changes.

7.2.3. Customer Communication

In order to establish an efficient and constitutive relation with customers, MITAS Energy organization has been structured based on project management.

The scope of communication with customers covers mutually items (from MITAS Energy to customer and customer to MITAS Energy) such as requirements of the customer and the product, requests for modifications, customer complaints, customer satisfaction, giving/getting information about the order / contract.

Necessary activities required for internal monitoring and provision of the received work orders according to the reference conditions are coordinated and carried out by the responsible personnel. Any communication about the order / contract must be written by means of e-mail, fax or letter. When this can not be done (in oral communication), a written record is prepared.

7.3. Design and Development

Because design requirements are done by MITENG, a joint capital group company, no design and development activity is performed at MITAS Energy. Therefore this item is excluded from the scope.

7.4. Purchasing

Materials and services needed for MITAS Energy requirements are grouped as level I, II and III as such that the ones directly affect the quality of the products and/or used at production of products are called Level I, the ones which indirectly affects quality of products are called Level II and the ones that have no effect on the quality of products are called Level III.

MITAS Energy applies receiving inspection to purchased products to ensure their conformance to the 'Raw Material Inspection' instruction' purchasing specifications.

When verification of the purchased product is to be performed at supplier premises by MITAS Energy or its customer following actions are applied :

- MITAS Energy verification in supplier area : In such cases MITAS Energy defines the arrangements about the verification and release methods of the products.
- Customer verification of the purchased products: MITAS Energy prepares a verification program according to the customer requests and customer determines which verification activities it will participate. This verification should not be perceived by MITAS Energy that the supplier checked the quality efficiently. The customer verification neither remove MITAS Energy responsibility of procuring acceptable product nor prevent rejection of the product by the customer in further stages.

Materials to be purchased are supplied from the companies at the 'Approved Supplier List'. Purchase orders that defines the relevant characteristics of the materials are prepared and forwarded to suppliers to ensure that the materials meet the requirements. Suppliers are evaluated and selected at the criteria including their performance to the specified technical standards, their technical skills and quality, deadline and quantity of the material they supply.

7.5. Production and Service Provision

7.5.1. Control of Production and Service Provision

MITAS Energy plans and applies production processes under controlled conditions. These conditions cover below definitions;

- Providing the information defining products, preparation of operator workorders, using proper equipment, using proper measuring and monitoring equipment, applying monitoring and measuring systems, delivery actions.

Production processes that affect quality directly are defined, planned and applied under control. Controlled situations are documented in quality plans which are prepared in conformity with operator instructions, customer requirements and technical specifications. To keep continuous process adequacy, machinery and equipment that are vital for production are maintained according to annual maintenance plan.

7.5.2. Validation of Process for Production and Service Provision

At MITAS Energy there is not any process that their outputs cannot be validated and/or faults exist after transportation to customers.

7.5.3. Identification and Traceability

In every stage at product realization from the material purchase to the delivery to the customer, it is ensured that materials and products are identified and monitored as below.

Receiving Material

Level I materials are subjected to technical acceptance inspection. Results of inspection is shown on labels and inspection reports.

At the Process

Products at process stages are identified as stated in order/design documents.

Final Product

Final products are defined in the documents as stated in order/design documents.

Monitoring of products is achieved by the use of above mentioned labels, forms, reports etc.

7.5.4. Customer Property

Customers may provide materials, auxiliary materials, products, measuring devices and equipment to be processed or to be used in their own product.

These properties are subjected to processes according to the relevant procedures and any non-compliances, losses and damages are reported to customer in writing.

7.5.5. Preservation of Products

In order to avoid any possible damage on materials, semi-products and products, handling, storing, packing, protecting and delivery of the materials and products are done according to the instructions.

Materials, semi-products and products are stored in specified depots/stock areas. The product reception to and from these areas are carried out according to the documented rules.

In order to determine whether there are deterioration on the receiving materials and products, the preservation conditions are checked periodically. These controls consist of elements such as cleaning, arrangement, environmental conditions and security.

7.6. Control of Monitoring and Measuring Devices

The measuring and monitoring devices used in inspection and tests to provide evidence of conformity of the product to determined requirements are calibrated as outsourced process.

A register number is given to all monitoring and measuring devices used in inspection and tests and included in the 'Calibration Plan'. A Calibration Record Card is also filed which covers device name, type, register number, place of use, measuring capacity, using period, calibration period, acceptance criteria and precautions taken if calibration results are unacceptable.

Devices are used after the calibration results are confirmed with the acceptance criteria and deflection limits. If deflection is higher than acceptance value, precautions are taken.

When the calibration result of a device is not confirmed, the validity of previous measurements with this device are reviewed, and the inspection and tests are repeated with a similar calibrated device and followed backwards. As a result of this reinspection, the deflection in the measurement results analyzed according to their effects on product quality.

8. MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1. General

MITAS Energy uses the relevant monitoring, measurement, analysis and development activities that are required to show the product compliance, assurance of compliance of the quality management system and continuous improvements in efficiency.

8.2. Monitoring and Measurement

8.2.1. Customer Satisfaction

'Data that reflects customer satisfaction is collected via 'Customer Opinion Questionnaire', information submitted by customers (complaints, returns, delivery performance etc) and customer visits. Low scored questions on the surveys, complaints conveyed during the visits, returns and delivery performance information which includes any negative issues show the customer dissatisfaction. Complaints are solved specific to each customer. Customer demands for time restrictions to correct the nonconformities are taken into account. If necessary, inspection of returned products is started in the facility of the customer.

8.2.2. Internal Audits

Internal audits are conducted in accordance with 'Internal Audits' procedure to monitor efficiency of the system.

Audits are done according to documented yearly 'Audit Plan', with the frequency determined according to the status and importance of processes. It is important that internal audits are done by people or organizations which are independent to the audited process.

Results of internal audit results are discussed with the authorities of the audited process. Corrective actions are initiated for nonconformities and effectiveness of the actions are monitored.

Reports of internal audits are presented by Management Representative at management review meetings.

8.2.3. Monitoring and Measurement of Processes

For every process, top management defines 'criteria' which will help realization of the quality policy and meeting the customer requirements and expectations, and sets measurable targets for them. Defined and set criteria and targets are monitored periodically in meetings according to the determined criteria and difference between the actual and targeted performance are determined; reasons are investigated.

As a result of the review, a 'Corrective - Preventive Action Report' is prepared in order to correct and avoid re-occurrence of the determined inappropriateness and to spread the improvement chances to the whole company. The main reason for this is to increase the customer satisfaction and personnel development by ensuring continuous improvement in the performance of the company processes.

8.2.4. Monitoring and Measurement of Product

In order to ensure that determined conditions are met following inspection and tests are done :

Receiving Material Inspections and Tests

Receiving materials are subjected to technical acceptance inspection. It is a principle of MITAS Energy not to allow to use the receiving materials without verification due to urgent situations. But in cases when this is required, product is defined as 'Conditionally Accepted' and monitored in order to immediately withdraw the product party where necessary.

As a result of the receiving inspection there are 3 possible decisions:

- Material acceptance : Material meets every necessary requirement and it is accepted to be used.
- Rejection of the material : Material does not meet the necessary requirements and it is returned to the supplier with a notice.
- Conditional acceptance : Material does not meet the necessary requirements; but conditional acceptance can be used after the deviation permission is given due to the type of the characteristics, the level of inappropriateness and the level of need for the material.

Process Inspection and Tests

Inspection and tests in further stages of the process are done according to the provisions stated in procedures and instructions. Results of these tests are recorded.

Final Inspection and Tests

Considering the production process used in MITAS Energy, final inspection and tests can be interpreted as below :

- Products with all operations completed are subjected to final inspection and tests as per quality plan. When results are successful, delivery of the product is confirmed.
- No product can be delivered without all inspection and and tests specified in the quality plan are completed.

8.3. Control of Non-Conforming Product

Non-conforming products are controlled according to 'Control of Non-conforming Product' procedure. To recognize and block them easily, visual aids (non-conforming product sticker) are used.

After inspection of non-conforming products, related decision is taken as below :

- Products can be repaired. In this case the method of repairing is explained.
- Products can be considered for alternative applications.
- Products can be accepted with deflection permission.
- Product can be scraped.

8.4. Analysis of Data

In order to determine the applicable developments, data analysis is done on quality management system issues. For this reason, evaluations on the data such as quality objectives, satisfaction and dissatisfaction trends, inappropriate products, suppliers etc. for MITAS Energy processes are carried out.

Statistical techniques such as process adequacy, acceptance sampling, control charts etc. are also used where applicable.

8.5. Improvement

8.5.1. Continual Improvement

Continual improvement of performance is aimed at MITAS Energy to provide increasing customer satisfaction and loyalty, and thus increasing the market share. Continual improvement of quality management system is accomplished by means of quality policy, quality objectives, audit results, data analysis, corrective and preventive actions and management review activities

In order to make continual improvement philosophy widespread at MITAS Energy improvement issues are appointed at management review meetings and the results are monitored.

8.5.2. Corrective Actions

Cases where defined acceptance criteria and conditions are not met are considered as inappropriate and immediate action for such cases are called 'corrective action'.

Flow chart for corrective actions is as follows :

- Nonconformity is clearly defined (Identification of nonconformity)
- Reasons for nonconformity are described (root cause)
- Immediate action, responsible person and deadline to solve the nonconformity are determined (Temporary activity)
- Permanent action responsible person and deadline to prevent re-occurrence of the nonconformity are determined (Permanent activity)
- Results of actions are monitored and evaluated for effectiveness (Evaluation of effectiveness of the corrective action)

Corrective actions are provided to be convenient to the nature, level and risk of the nonconformity.

Monitoring of the corrective actions are done with 'Corrective Action Monitor Form' by Management Representative.

Results of corrective actions are presented at management review meetings and decisions are taken where necessary.

8.5.3. Preventive Actions

Preventive actions are done to prevent occurrence of any potential (possible) inappropriatenesses. If the potential inappropriateness does not occur, action can be considered as being effective.

Preventive actions are provided to be convenient to the nature, level and risk of the potential inappropriateness.

Monitoring of the preventive actions are done with 'Corrective Action Monitor Form' by Management Representative.

Results of preventive actions are presented at management review meetings and decisions are taken where necessary.

APPENDIX 1 : CROSS REFERENCE LIST

ISO 9001:2008	Quality Manual Item No	Document No	Name of the Document
4	4	P 4.2.3-01 P 4.2.4-01	Control of Documents Procedure Control of Records Procedure
5	5	S 5.6-01	Management Review Process
6	6	P 6.2-01 S 6.3-01	Human Resources Procedure Maintenance and Repair Process
7	7	S 7.2-01 S 7.4-01 S 7.4-02 S 7.5.1-01 S 7.5.1-02 S 7.5.5-01 S 7.6-01	Marketing and Sales Process Purchasing Process Receiving Inspection Process General Planning Process Lattice Tower Production Process Packing and Shipment Process Calibration Process
8	8	S 8.2.1-01 P 8.2.2-01 P 8.3-01 P 8.5.2-01 P 8.5.3-01	Customer Satisfaction Process Internal Audits Procedure Control of Nonconforming Product Procedure Corrective Actions Procedure Preventive Actions Procedure