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Table 7.1a – QUALITY PLAN (Fire & Other Lines)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
Account Solicitation	Prospective Accounts	Timeliness Volume	Prospective accounts must be sent to FVP-COO every 10 th of the Month Retail: Minimum of 3 prospective accounts (for all lines) Corporate: Minimum of 3 prospective accounts (for all lines) Branch corporate account: Minimum of 2 prospective accounts (for all lines)	Sales Supervisor / Branch Head	Checking and review of prospective accounts by FVP-COO	Monthly	Prospecting Plan sent thru email SLS-7.2.1-001
Renewal of Policies	Renewal Proposals	Timeliness	Must be validated and sent to clients not less than 60 days before expiry date	Account Officer / Branch Personnel	Checking of remarks thru the CGIC Integrated System or mail registry by AVP-Sales/Branch Head	Monthly	CGIC Integrated System SLS-7.5.1-002 SLS-7.2.1-003 SLS-7.5.1-009
		Completeness	All policies due for renewal must be validated and sent to clients				
Risk Identification, Analysis and Control (Applies	Property Inspection	Completeness	Minimum required information must be identified: Name of assured, location of risk, contact information, details of	Underwriting Asst. Mgr. / Branch Personnel	Review of Risk Inspection Report by Underwriting Mgr.	Per account	Risk Inspection Report UND-7.2.1-002~5 UND-7.2.1-008

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Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
only for new accounts and late renewals)			property to be insured Note: 1. Inspection shall be as per discretion of Underwriter				
		Timeliness	Must be performed on the agreed inspection schedule with the client				
	Sum insured	Accuracy	Sum insured must be within capacity as agreed in the Reinsurance Contract	Underwriting Manager / Branch Head / Branch Supervisor	N/A	Per account	Reinsurance Contract
			Note: Should the sum insured exceeds the capacity limit stated in the Reinsurance Contract the balance should be placed through facultative reinsurance				
Proposal Negotiation & Agreement	Policy Proposal	Accuracy	Applicable information in the proposal (e.g. rates) must be adherent to Insurance Commission (IC) regulation and PIRA Manual	Account Officer / Underwriting Manager / Branch Head / Branch Supervisor	Review and approval of proposal by AVP Sales/Branch Head	Per Policy Proposal	SLS-7.5.1-005

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Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
		Timeliness	Must be prepared, reviewed, approved and communicated to the client within 48 hrs upon inspection		Date of review and approval/disapproval must be reflected in the proposal		
Policy Writing	Policy	Timeliness	Policy must be written within 48 hrs upon customer approval of proposal	Underwriting Asst./ Underwriting Asst. Mgr. / Branch Personnel	Review and approval of policy by Underwriting Manager, AVP Sales and Marketing Mgr./Branch Head	Per policy	UND-7.5.1-002~3 UND-7.5.1-005 UND-7.5.1-007
Distribution of Policy Copies	Policy copies	Accuracy	Copies of policy must be distributed to the ff: White/client's copy: Sales Dept. Yellow Copy: Branch or Underwriting Dept. Blue Copy: Underwriting Dept. Pink copy: Finance Dept.	Underwriting Asst./ Underwriting Asst. Mgr./Branch Personnel	Receiving of copies through Transmittal form (inter-branch)	Per policy	UND-7.5.1-006
		Timeliness	Policy copies must be distributed on or before 10AM the following working day upon approval of Policy				

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Table 7.1a – QUALITY PLAN (Fire & Other Lines)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
Posting of Policy	Policy	Timeliness	Policies must be posted in CGIC Integrated System within 7 working days upon receipt of policy	Finance Asst.	Balancing of Sales Premium Production Report and Accounting Production Report by Sales Personnel	Monthly	FIN-7.5.1-003
Policy Transmittal to client	Policy	Timeliness	Policies must be transmitted upon payment (for retail) Policies must be transmitted to agents/brokers upon writing	Account Officer / Branch Personnel	Review of undelivered policy by AVP Sales / Branch Head	Monthly	UND-7.5.1-006
Billing	Statement of Account (SOA)	Timeliness	SOA must be sent to clients on a monthly basis	Account Officer & Finance Asst.	Review of Accounts Receivables (AR)	Monthly	FIN-7.5.1-001
Collection	Payments	Accuracy Timeliness	Payments made must be identified with the account Payments must be identified within 24 hrs upon receipt of email from Cashier	Account Officer	Account Officer will inform thru email the Cashier to issue OR	Per payment	SLS-7.5.1-007

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Table 7.1a – QUALITY PLAN (Fire & Other Lines)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
Receiving of information of claims	Claims information	Completeness	<p>The following minimum information must be gathered:</p> <p>Marine: Policy Copy, Business Permit, Notarized & Original Copy of Secretary Certificate, Owner's Latest Community Tax Cert., ID of Authorized Person, Original Police Incident Report, Sworn Statement of involved driver in the incident, Statement of Witnesses (if any), Sketch of Incident, List of Damaged Items (w/ quantity and amount), Delivery Receipts of Cargo, Acquisition Costs of Damaged Items/Cargo</p> <p>Fire (Corporation): Policy Copy, Business Permit, Notarized & Original Copy of Secretary Certificate, Owner's latest CTC, ID of authorized person, Original Incident from Fire Dept., Sworn Statement of witnesses in the incident, Latest Financial Statement,</p>	Claims Processor / Account Officer	Review of required info by Claims Processor	Per claim	CLM-7.2.1-002~3

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Table 7.1a – QUALITY PLAN (Fire & Other Lines)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
			<p>Latest Purchases (PO), Latest Sale (OR and Invoices w/ DR and Receiving Reports, if any), Inventory before and after the incident, List of damaged items</p> <p>Fire (residential) Policy Copy, Policy Report/Affidavit of Loss, Land Title, List/Inventory of damaged items(w/ acquisition date and amount purchased), OR of the acquired damaged items, CTC</p> <p>GPA Policy Copy, Medical Certificate, Accident Report, Medicine and Drugs Receipts, Hospital Bill</p>				
Verification and investigation	Damaged Property	Accuracy	Actual damage should correspond with initial report	Claims Processor / Claims OIC / Adjuster	Review of investigation report (w/ supporting pictures and necessary attachments) by Claims OIC and FVP-COO (where	Per claim	Investigation Report CLM-7.2.2-002~3

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Table 7.1a – QUALITY PLAN (Fire & Other Lines)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
					appropriate)		
		Timeliness	Damage must be verified within 3 days upon receipt of substantial information from the assured or representative				
Processing of claims	Claims Evaluation Report (CER)	Timeliness	Must be issued within 12 hrs upon completion of documents	Claims Processor	Review of CER by Claims OIC and approval by FVP-COO	Per claim	CLM-7.2.3-002~3
	Settlement Offer	Accuracy	Amount of settlement offer should match the amount indicated in the approved CER	Claims Processor / Claims OIC	Review and Approval of Settlement Offer by Claims OIC	Per claim	
		Completeness	The assured/payee must conform and sign on the settlement offer	Claims Processor	Review of validity of the payee's signature by Claims Processor	Per claim	
Claims recovery	Final Loss Advice (FLA)	Accuracy	Amount in FLA should match the amount accepted by the assured/payee and the pre-agreed distribution of loss	Claims Processor	Review of Treaty Recovery Report by Claims OIC, Finance Head	Per claim	CLM-7.5.1-003

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Table 7.1a – QUALITY PLAN (Fire & Other Lines)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
Cash settlement	Request for Check Issuance (RCI)	Accuracy	Amount indicated in the Request for Check issuance should match the amount indicated in CER and Settlement Offer	Claims Processor	Review and Approval of RCI by Claims Supervisor	Per claim	CLM-7.5.1-007
		Timeliness	RCI must be prepared within 24 hrs upon acceptance settlement offer	Claims Processor/Asst.			
	Claims Folder	Completeness	Must be updated with paid-stamped RCI to indicate settlement of claims	Finance Asst.	Checking of RCI if properly stamped by Claims Processor		
	Check	Timeliness	Must be prepared and approved within 48 hrs	Finance Asst.			
Releasing of Cash Settlement	Check Voucher	Completeness	Check Voucher must be properly signed by payee or authorized representative	Cashier	Posting of check voucher in CGIC Integrated System by Finance Supervisor	Per claim	CLM-7.5.1-007
Account Maintenance – Client visitation	Accounts	Volume	Head Office: All fleet accounts, agents and brokers must be visited at least once every two months Marilao and Libis branches:	Account Officer / Branch Head	Review of Field Work report by AVP Sales / FVP-COO	Monthly	Field Work Report

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Table 7.1a – QUALITY PLAN (Fire & Other Lines)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
			All fleet accounts, agents and brokers must be visited at least once every month				

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
On-line Recruitment	Details of job openings	Completeness	Qualification and work experiences fitting to company's vessel's type manned	President	Regular updating of website job postings	As warranted	Company website
Receiving of walk-in applicant	Application Form	Completeness and accuracy	Standard application form must be completely and accurately accomplished	President	N/A	Per application	Application form
Screening	Application Form	Completeness and accuracy	Qualification, Trainings and Work Experiences meets the company's standard	President	Personal Interview and copies of Certificates, Licenses and Service Records	Daily	Application Form
Selection	Application form	Completeness and accuracy	Qualification, Trainings and work experiences is fitting to a particular vessel where he is planned to be placed	President	N/A	As warranted	Rank Qualification

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
Hiring	Seafarer's fitness for sea duty	Timeliness	Must pass PEME prior planned deployment	President	N/A	As warranted	Medical Certificate
Documents Assessment	National and Flagstate Documents, STCW	Validity	Documents must be valid (i.e. documents must be valid at least two months of crew's contract due date)	Admin/Operation Mgr.	N/A	As warranted	Pre-deployment Checklist; OPN-7.5.1-001 Documents Assessment
Pre-employment Medical Examination (PEME)	PEME Certificates	Timeliness	PEME Certificates must be available within 5 working days upon referral	Admin/Operation Mgr.	Follow-up with PEME Providers	As warranted	PEME Referral Form; PEME Certificates; OPN-7.5.1-001 Documents Assessment
Crew Line-up	Line-up List	Completeness and accuracy	Qualification and work experiences fitting assigned vessel	President	Checking of qualification and work experiences vs. Rank Qualification	Per Line-up List	Rank Qualification; Line-up List; OPN-7.5.1-001 Documents Assessment

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
Contract Signing	Contract	Completeness and accuracy	Details of contract shall adhere to POEA approved Salary Scale	Liaison Officer	Only POEA approved Salary scale is used in Contract preparation	Per contract	Standard Employment Contract (SEC), Crew Complement Salary Scale Form; OPN-7.5.1-001 Documents Assessment
Contract Processing	Contract	Timeliness	Must be processed within 2 working days upon receipt of Line-up List	Liaison and Documentation Officer	Supervision by Admin/Operation Mgr.	Per Line-up List	Line-up List; Contract; OPN-7.5.1-002 Contract Processing
Visa Application	Visa requirements	Completeness	Requirements must be complied	Travel and Visa Officer / HR Officer	N/A	As warranted	Visa requirements; OPN-7.5.1-003 Visa Application (Non-US); OPN-7.5.1-005 Visa Application (US)
Flagstate Requirements	Seaman's Books and	Completeness	Flagstate requirements must be complete	Admin/Operation Mgr.	N/A	Per Line-up	Flagstate requirements, Line-

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
Processing	certificates						up List
Pre-departure Orientation Seminar (PDOS) and Anti-piracy Awareness Seminar (In-house)	Training materials	Completeness and accuracy	Contents must be updated whenever there are changes	President	Document Control for Training Materials	As warranted	QMS Manuals
PDOS – Outsourced	PDOS Certificates	Timeliness	Must be provided prior departure	Admin/Operation Mgr.	Follow-up PDOS providers	Every scheduled departure	PDOS Certificates; OPN-7.5.1-007 PDOS (Outsourced)
Allotment Preparation	Allotment Slip	Accuracy and completeness	Allotment Slip must be completely accomplished and if, necessary, secure photocopies of IDs such as SSS, Philhealth, Pag-ibig	Finance Officer	Verification of bank accounts and IDs	Every Line-up	Bank Referral Forms; Allotment Slip Form; FIN-7.5.1-001 Allotment Preparation
Booking on-signing	Availability and Cost	Timeliness	Given flight details suits the vessels stay in port	Travel and Visa Officer	Conform to Vessel's Schedule	Daily	Line-up List, National

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
							Documents; OPN-7.5.1-006 Booking, Securing OK TO BOARD and Ticketing
		Cost	Cheapest among travel providers	Travel and Visa Officer	N/A	Daily	
		Accuracy	Passenger and vessel assignment details	Travel and Visa Officer	Verification of email received from travel provider	As warranted	Email
Securing of OK TO BOARD	OK TO BOARD Letter	Timeliness	Letter to be received before departure	Travel and Visa Officer	Follow-up Vessel's local agents	Every departure	OK TO BOARD; OPN-7.5.1-006 Booking, Securing OK TO BOARD and Ticketing
		Accuracy	Passenger and vessel assignment details				
Ticketing	Air Ticket	Timeliness	e-ticket must be issued before	Travel and Visa	Follow-up travel	Every	e-ticket; OPN-7.5.1-

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
			planned deployment	Officer	provider	deployment	006 Booking, Securing OK TO BOARD and Ticketing
Dispatching of crew documents through joining crew members	Crew documents	Timeliness and completeness	All documents must be received by vessel's master upon crew's arrival onboard	Admin/Operation Mgr.	Checking of master's acknowledgement receipt thru email	Every deployment	Email from the master; scanned cover letter signed by the master sent thru email
Issuance of crew working gear	Crew working gear	Completeness	Crew working gear must be complete according to company specification	Liaison and Documentation Officer	Acknowledgement receipt of crew	Per issuance to departing crew	Line-up List, Crew Working Gear Receipt
		Timeliness	Stock of crew working gear must be available at least 1 day before departure	Liaison and Documentation Officer			
Sending of crew mails and parcels	Mails and parcels	Timeliness	Mails and parcels must be sent through joining crew	Admin/Operation Mgr.	Acknowledgement receipt of joining crew	Every departure	Record Book; FIN-7.5.1-004 Sending Of Provisions To

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
							Crew Onboard
Releasing of travel allowance and visa allowance	Travel Fund	Cash availability	Must maintain a minimum 400USD	Finance Asst.	Verification of Travel Allowance Logbook	Daily	Travel Allowance Logbook
		Timeliness	Travel allowance must be released to all crews after final deployment from crewing/operations				
Releasing of Euro Visa Allowance	Euro Visa Allowance	Cash availability	Must maintain a minimum 400 Euro	Finance Officer	Verification of Euro Allowance Logbook	Daily	Euro Allowance Logbook; FIN-7.5.1-004 Sending Of Provisions To Crew Onboard
		Timeliness	Must be released to selected joining crew prior to crew deployment				
Releasing of cash to master	Cash to master	Accuracy	Amount of cash must be in accordance with the agreed	Finance Officer	Verification of Letter Request by	As warranted	Letter Request; FIN-7.5.1-004 Sending

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Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
to joining crew			amount between the master and the office		the President		Of Provisions To Crew Onboard
		Timeliness	Must be released to selected joining crew prior to crew deployment				
Processing and Releasing of Regular Home Allotments	Regular Home Allotments	Timeliness	Must be processed and remitted before the last working day of the month	Finance Officer	Verification of amount debited from the bank	Monthly	FIN-7.5.1-002 Regular Home Allotment Processing and Releasing; BPI Expresslink; LOI; Tranfile; Allotment Slip
		Accuracy	Regular Allotments should match the approved Allotment Slip				
Scanning of crew documents	Crew documents	Completeness	Documents to be scanned and posted in Document Management System (DMS) shall be the ff:	ICT Officer	Checking of documents posted in the DMS	Every departure	DMS

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Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
			<ul style="list-style-type: none"> - Biodata - Personal Documents - Philippine Licenses (for officers only) - STCW Mandatory certificates - Principal Requirements - Flagstate requirements 				
Processing and Releasing of 3 rd Allotments	3 rd Allotments	Timeliness	Must be processed and released within 2 weeks after the end of the month	Finance Officer	Verification of amount debited from the bank	Monthly	FIN-7.5.1-003 3 rd Allotment Processing and Releasing; PNB Online Banking; LOI, Confirmation Report; Monthly US\$ Allotment
		Accuracy	3 rd Allotments should match the approved Allotment Slip				
Social Insurance Remittance	SSS, Philhealth, Pag-ibig withheld from	Completeness and Accuracy	Accurate and complete remittance of all on-board crew's social insurances	Financial Assistant	Securing Regular Home Allotment Report	Monthly	Allotment Slip; Regular Home Allotment Report

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
	crew wages				Verification of availability of cash		Social insurance remittance form (outsourced) and remittance report electronic file; Voucher and check; FIN-7.5.1-005 Social Insurance Remittance
		Cash availability	Cash must be available upon payment to government agencies	Finance Officer	Cash control	Daily	Cash control
		Timeliness	On or before the 10 th day of the succeeding month	Financial Asst.	Penalty policy of government agencies	Monthly	Allotment Slip Regular Home Allotment Report Social insurance remittance form (outsourced) and remittance report

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
							electronic file Voucher and check
Social Insurance Contribution Certificate Preparation	Contribution Certificates	Accuracy and Completeness	Accurate and complete social contribution certificates issued to crew upon request.	Accountant	Reference to Social Insurance Remittance Report	Upon request	Social Insurances Remittance Report
		Timeliness	Contribution certificates must be available within 3 working days upon receipt of request		Record Book		
Special Allotment (SA) Payment	Cash	Accuracy and completeness	Approved special allotments are remitted to crews allottee account only	Finance Officer	Verification of allotment slip	Upon request	Special Allotment Request Form; FIN-7.5.1-006 Special Allotment Payment
		Cash availability	Cash must be available prior to payment Note: subject to availability of funds	Finance Officer	Verification of availability of cash	Daily	Voucher and check or w/slip

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
Releasing of checks for SA payment	Checks	Timeliness	Must be released for payment within 3 working days upon receipt of request	Financial Assistant	Acknowledgement receipt or deposit slip	Upon request	Voucher and check; FIN-7.5.1-006 Special Allotment Payment
Payment Cash to Master thru telegraphic transfer	Cash	Accuracy	Cash to master to be sent must conform to approved amount	Finance Officer	Verification of availability of cash	Upon request	Master's Cash Account
			Cash box balance is less than the succeeding month's expenses		Verification of Vessels VMCI cash box balance	Monthly	Master Letter to request for CTM
	Dispatch of cash	Timeliness	Cash must be wired a day before vessel arrive at specified port	Finance Officer	Acknowledgement Receipt (email)	Every wire transfer transaction	Voucher and telegraphic transfer form
		Cash availability	Cash must be available prior to payment Note: subject to availability of funds	Finance Officer	Verification of availability of cash	Daily	Cash control; FIN-7.5.1-007 Payment of Cash to Master Thru Telegraphic Transfer

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
Accounting of Vessels Pre-Delivery cost	Vessels Pre-delivery Expenses	Accuracy Completeness	All related expenses during Vessels pre-delivery activities are to be invoiced to principal for reimbursement.	Accountant	All invoices and replenishments received are checked	Upon owner's advise of new vessels Upon receipt of invoices	Invoices; Owner's advise of new vessel and delivery date; FIN-7.5.1-008 Accounting of Vessel's Pre-delivery Cost
Renewal of National and flagstates licenses and certificates	Licenses and certificates	Timeliness	Permanent licenses and certificates shall be sent onboard before expiration of provisional certificates or licenses	Admin/Operation Mgr.	Monitoring of expiry dates of provisional certificates and licenses	Monthly	Folder of certificates to be renewed; Crew List
		Completeness	All requirements for different flagstates and national licenses and certificates must be complete	Admin/Operation Mgr.			
Financial Reporting	Financial Report	Completeness and accuracy	All disbursements for the month are properly accounted	Finance Officer	Review of Financial Report by Accountant and Finance	Monthly	Cash Control

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
					Officer		
Invoicing	Invoice	Accuracy	Figures stated in the invoice must conform to the agreed lump sum between the company and the principal	Finance Officer	All invoices are complete and accurate	Monthly	Crew Monitoring Report; Owner's advice of delivery date; FIN-7.5.1-009 Invoicing; FIN-7.5.1-008 Accounting of Vessel's Pre-delivery Cost
		Timeliness	Invoice must be submitted within the month before the invoiced month	Finance Officer	Invoice must be ready on 3 rd wk of the month before the invoice month	Monthly	Master's Cash Account
Receiving of lump sum	Lump sum	Accuracy	Amount received conforms to principal's advice	Finance Officer	Verification with the bank	Upon receipt of principal's advice	Principal's advice (email); FIN-7.5.1-008 Accounting of Vessel's Pre-delivery Cost; FIN-7.5.1-009 Invoicing

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
		Timeliness	Amount must be received within 2 working days upon principal's advice	Finance Officer	Follow-up with the principal and the bank	Upon receipt of principal's advice	
Booking off-signing	Availability and Cost	Timeliness	Given flight details suits the vessels stay in port	Travel and Visa Officer	Conform to Vessel's Schedule	Daily	Line-up List, National Documents; OPN-7.5.1-008 Booking, Securing OK TO BOARD and Ticketing
		Cost	Cheapest among travel providers	Travel and Visa Officer	N/A	Daily	
		Accuracy	Passenger and vessel details	Travel and Visa Officer	Verification of email received from travel provider	As warranted	Email
Documents assessment	National and flagstates licenses and	Validity	Documents must be valid within one year from the planned embarkation	Admin/Operation Mgr.	Verification of Accomplished Rejoining Form	As warranted	Rejoining Form

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
	certificates						
Crew performance assessment	Performance report	Crew performance rating	Crew member shall not receive 3 ratings of FAIR or 2 ratings of POOR	President	N/A	Every disembarkation	Performance Report
Final Wage Payment	Final Wage Settlement	Accuracy Completeness	Final wage settlement must be in accordance with approved standard wage scale and the number of days unpaid	Finance Officer	Verification of arrival date specified in the passport or seaman's book Verification of availability of cash	Upon disembarkation of crew	Passport/Seaman's book Final wage account Rejoining form Schedule of cash advance File 201 Voucher and check
Releasing of final wage payment	Cash	Timeliness	Must be released within 3 working days upon receipt of final wage Note: subject to availability of	Financial Asst.	Deposit slip / acknowledgement receipt		

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Table 7.1 – QUALITY PLAN – PROVISION OF QUALIFIED SEAFARERS

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation/ Records Used
			funds				
Social Insurance Contribution Certificate Preparation	Contribution Certificates	Accuracy and Completeness	Accurate and complete social contribution certificates issued to crew upon request.	Accountant	Reference to Social Insurance Remittance Report	Upon request	Social Insurances Remittance Report
		Timeliness	Contribution certificates must be available within 3 working days upon receipt of request		Record Book		

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Table 7.1b – QUALITY PLAN (Machining)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation
Receipt of Customer Requirements	Drawings, specifications per sample product	Completeness	All required information must be available and documented All drawings must be validated and signed by customer	Design Engr. and Sales Engr.	Review and approval of THE COMPANY Drawing by Operations Mgr.	Per conversion of customer drawing to THE COMPANY drawing	OPN-7.2.1.001 Conversion of Customer Drawings
Conversion of customer drawings to THE COMPANY drawings	THE COMPANY Drawings	Accuracy	THE COMPANY Drawings should match customer drawings or sample products	Design Engr.	Review and approval of THE COMPANY Drawing Operations Mgr.	Per conversion of customer drawing to THE COMPANY drawing	OPN-7.2.1.001 Conversion of Customer Drawings
		Timeliness	Must be completed within 5 working days	Design Engr.			

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Table 7.1b – QUALITY PLAN (Machining)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation
Quotation	Price	Accuracy	Price should be according to ff computation: Price = Machine Rate / hr X Run Time / pc + set-up time	Operations Mgr.	Review and Approval by Gen. Mgr.	Per quotation	OPN-7.2.2.002 Preparation and Submission of Quotation
		Timeliness	Per customer deadline	Operations Mgr.	Follow-up by the GM	Per quotation	
Product Pick-up / Receiving	Customer Product	Quality	0 damage	QC	Review of QC Inspection Report by QA Engr.	Per delivery	ADM-7.5.1.001 Delivery
		Accuracy and completeness	Actual quantity, specifications and part numbers (if applicable) should match customer DR or gate pass				QAC-7.4.3.001 Incoming Inspection

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Table 7.1b – QUALITY PLAN (Machining)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation
Production	Products	Quality	Output product dimension and condition should comply with customer / THE COMPANY drawing: Inspection frequency: a) First product b) Last product c) Changing of inserts d) Changing of holder e) Every 10 pcs Sample size (n) = 1pc	Production Operator and Production Supervisor	Review and Approval of reports by Production Supervisor	Per 10-pc output	OPN-7.5.1.001 Production
		Quantity	Actual quantity must be attained per Product Cycle Time Matrix	Production Operator	Monitoring by Production Supervisor	Per hour	

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Table 7.1a – QUALITY PLAN (Fabrication)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation
Receipt of Customer Requirements	Drawings, specifications	Completeness	All required information must be available and documented All drawings must be validated and signed by customer	Design Engr. and Sales Engr.	Review and approval of THE COMPANY Drawing by Operations Mgr.	Per conversion of customer drawing to THE COMPANY drawing	OPN-7.2.1.001 Procedure Conversion of Customer Drawings
Conversion of customer drawings to THE COMPANY drawings	THE COMPANY Drawings	Accuracy	THE COMPANY Drawings should match customer drawings	Design Engr.	Review and approval of THE COMPANY Drawing Operations Mgr.	Per conversion of customer drawing to THE COMPANY drawing	OPN-7.2.1.001 Procedure Conversion of Customer Drawings
		Timeliness	Must be completed within 5 working days	Design Engr.			

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Table 7.1a – QUALITY PLAN (Fabrication)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation
Preparation of Purchase Requisition	Materials and Equipment	Accuracy	Purchasing Information should match the specified requirements in the customer drawings	Design Engr	Review and approval of Purchase Requisition by OM	Per Purchase Requisition	PUR-7.4.1.001 Purchase Ordering
Receiving of Incoming Deliveries	Materials and Equipment	Quality	0 damage	Inventory Officer	Quality and quantity inspection by QC	Per delivery	QAC-7.4.3.001 Incoming Inspection
		Accuracy and completeness	Actual quantity, specifications and part numbers (if applicable) should match w/ PO				

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Table 7.1a – QUALITY PLAN (Fabrication)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation
Storage	Materials and Equipment	Accuracy	Actual inventory should match system inventory	Inventory Officer	Physical Count to be performed quarterly Review and approval of Inventory Report by OM	Quarterly	OPN-7.5.5.001 Storage
Materials and Equipment Issuance	Material	Accuracy and completeness	Actual issuance should match the details in Requisition Form	Inventory Officer	Requestor signs the Requisition Form upon receipt of materials/equipment	Per requisition	OPN-7.5.5.002 Materials and Equipment Issuance
Fabrication	Products	Quality	Output product dimension and condition should comply with customer / THE COMPANY drawing: Inspection frequency:	a) QC Inspector b) QC Inspector c) Production Supv. d) Production Supv.	Review and Approval of reports by Production Supervisor	Per 10-pc output	-In-process Inspection Sheet -Inspection Criteria

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Table 7.1a – QUALITY PLAN (Fabrication)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation
			a) First product b) Last product c) Changing of inserts d) Changing of holder e) Every 10 pcs Sample size (n) = 1pc	e) Production Operator			OPN-7.5.1.001 Production
		Quantity	Actual quantity must be attained per Product Cycle Time Matrix	Production Operator	Monitoring by Production Supervisor	Per hour	
Quality Control and Quality Assurance	Products	Quality	Output product dimension and condition should comply with customer / THE COMPANY drawing Sample size (n) per customer requirement	QC Inspector	Review and approval of Pre-delivery Inspection Report by QA Engr.	Per delivery	QAC-7.5.1.001 QA Outgoing Inspection Report

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Table 7.1a – QUALITY PLAN (Fabrication)

Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Frequency of Monitoring	Support Documentation
Delivery	Products	Quantity	Delivered quantity should match documented quantity (i.e. Delivery Receipt, Sales Invoice and PO)	Production Engr.	Review and approval of DR by OM	Per delivery	ADM-7.5.1.001 Delivery
Billing and Collection	Billing Documents	Accuracy	Data on billing documents should match customer PO	Accounting Staff	Review and approval of billing documents by Finance Mgr.	Per delivery	ACC-7.5.1.001 Billing

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