

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

API SPECIFICATION Q2
FIRST EDITION, DECEMBER 2011

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AMERICAN PETROLEUM INSTITUTE

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Upstream Segment

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Contents

	Page
1	Scope 1
1.1	Application 1
1.2	Exclusions 1
2	Normative References 1
3	Terms, Definitions, Abbreviations, and Acronyms 2
3.1	Terms and Definitions 2
3.2	Abbreviations and acronyms 3
4	Quality Management System Requirements 3
4.1	General 3
4.2	Management Responsibility 4
4.3	Organization Capability 5
4.4	Documentation Requirements 6
4.5	Control of Records 7
5	Realization of Service and Service-related Product 7
5.1	Contract Review 7
5.2	Planning 8
5.3	Risk Assessment and Management 9
5.4	Design and Development 9
5.5	Contingency Planning 10
5.6	Purchasing 11
5.7	Execution of Service 12
5.8	Control of Testing, Measuring, Monitoring and Detection Equipment 15
5.9	Service Performance Validation 15
5.10	Control of Nonconformities 16
5.11	Management of Change 16
6	Quality Management System Measurement, Analysis, and Improvement 17
6.1	General 17
6.2	Monitoring, Measuring and Improving 17
6.3	Analysis of Data 18
6.4	Improvement 18
6.5	Management Review 19
	Bibliography 21

Introduction

This document has been developed to address quality management systems for the service supply organizations for the upstream petroleum and natural gas industries. It defines the fundamental quality management system requirements for those claiming conformity to the requirements of this document. When coupled with customer-specific requirements, the document creates a basis for the quality management system. Although quality management system requirements for service supply organizations may be addressed in other management system documents, this document has been created to provide specific guidance to facilitate quality management system development and implementation for service supply organizations.

The requirements of this document are consistent with those of many other quality management system documents (for example, API Spec Q1). These generic requirements are supplemented by additional requirements that target the execution of services or provision of service-related products in the execution of the service. The requirements are structured in a way to minimize the likelihood of nonconformity in the execution of a service.

While this document may include some elements of other management systems, it does not include all requirements specific to those systems, such as those particular to environmental management, occupational health and safety management, financial management or risk management. This document may be used either in conjunction with or independent of other industry-specified documents.

This document 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 the service and the organization's own requirements.

This document promotes the integration of a process approach into the application of specific clauses when developing, implementing and improving the effectiveness of a quality management system. This provides for continuous control over the stated requirements, as well as facilitating the overlap of processes.

For a service organization to function effectively, it has to 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 and service-related product, identification of the proper sequence or order in a series of activities, monitoring and measuring the effectiveness of the activities performed, applying changes or corrections to those activities as needed.

Goal of the Document

The goal of this document is to provide the minimum requirements for the development of a quality management system that provides for continual improvement, emphasizes defect prevention 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.

It is not the intent of this document to imply uniformity in the structure of quality management systems or uniformity of documentation.

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

1 Scope

1.1 Application

This document defines the quality management system requirements for service supply organizations for the petroleum, and natural gas industries. It is intended to apply to the execution of upstream services during exploration, development and production in the oil and gas industry. This includes activities involved in oil and gas well construction, intervention, production, and abandonment. This document applies to activities associated with well servicing, equipment repair/maintenance, and inspection activities.

This document specifies requirements of a quality management system for an organization to demonstrate its ability to consistently provide services that meet customer, legal, and other applicable requirements.

This document was developed by a group of upstream technical experts. While this document and/or portions thereof could be applicable to other industry segments, it is recommended that other segments carefully review these requirements to determine their applicability and if necessary develop a segment annex identifying any segment-specific requirements.

1.2 Exclusions

When an organization performs activities addressed by this document, including the provision of service-related product, all requirements shall be performed and no claims to exclusion of those requirements shall be permitted. Where exclusions may be possible or where service-related product is not provided, the basis for claiming exclusions shall be identified and such exclusions shall not affect the organization's ability, or responsibility, to meet customer and applicable regulatory requirements. Exclusions shall be limited to requirements within the following clauses:

- 5.7.3 *Identification and Traceability*
- 5.7.4 *Service-related Product Status*
- 5.7.6 *Preservation of Service-related Product*
- 5.7.7 *Validation of Service-related Product*
- 5.7.8 *Preventive Maintenance, Inspection and Test Program*

Where claims of conformity are made, exclusions shall be identified in conjunction with these claims.

The quality management system requirements specified in this document are complementary to requirements for services. Informational statements marked "NOTE" are not requirements but are provided for guidance in understanding or clarifying the associated requirement.

2 Normative References

The following referenced document is indispensable for the application of this document. For this dated reference, only the edition cited applies.

ISO 9000:2005¹, *Quality management systems—Fundamentals and vocabulary*

¹ International Organization for Standardization, 1, ch. de la Voie-Creuse, Case postale 56, CH-1211, Geneva 20, Switzerland, www.iso.org.