

ERL MAINTENANCE SUPPORT SDN BHD

Co. Reg. No. 199901023674 (498574-T)



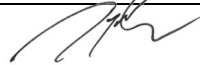





MAINTENANCE DEPARTMENT

**ELECTRONICS REPAIR CENTER
MANAGEMENT PROCEDURE**

Ref. No. G00.OMN.M10002.BT.1001.A

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Release

Released:	Jayarajah S	Maintenance	24.06.2025	
Checked:	Noorzaina Ali	Maintenance	17.06.2025	
Checked:	Mohd Nazim	Maintenance	18.6.2025	
Checked:	Haryati Khalil	CEO Office	17.6.25	
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Author:	Lee Teik Chun	Maintenance	17/06/2025	
	Name	Dept.	Date	Signature

Amendments or additions to this procedure must be indicated with a vertical black line in the adjacent left margin.

Change Record and Configuration Control

A	26.5.2025	Revise the entire document in respect of recent Company Organisation Restructuring changes with effective May 2025.	Lee Teik Chun
Revision	Date	Modification	Name

Planning Of Changes Reference For Revision: G00.OMN.M10002.BT.1001.A

Issues To Consider	Checked <i>(Please mark X)</i>				Remarks
1) Are there any negative impact?	YES		NO	X	
2) Will the integrity of QEMS be affected?	YES		NO	X	
3) Resources available?	YES	X	NO		
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	X	

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1 Purpose

The purpose of this document is to provide an overview and guideline on the management of the Electronics Repair Center group within Maintenance Department; to meet Department's and E-MAS's objective as per Quality and Environmental Management System Manual [G00.OMQ.M11421.AF.1019.*] required by O&M Contract.

2 Scope, Distribution & Access

This procedure applies to all ERC staff. The distribution and access shall be available to all MTN-ERC staff via the EDMS and through the E-MAS portal.

3 Reference, Abbreviations, and Definitions

Abbreviations used in this document are:

*	Refer to the latest version
E-MAS	ERL Maintenance Support Sdn. Bhd. Co.Reg.No. 199901023674 (498574-T)
ERL-CRS System	Obligation towards O&M contract
EDMS	Electronic Document Management System
ERC	Electronic Repair Centre
MTN	Maintenance Department
RST	Rolling Stock Department
SYS	Systems Department
INF	Infrastructure Department
SAS	Safety & Security Department
HRD	Human Resource Department
ITS	Information Technology Support
PRC	Procurement Department
MMT	Material Management Department
HoD	Head of Department
JD	Job Description
OEM	Original Equipment Manufacturer
O&M	Operation & Maintenance
QEMR	Quality and Environmental Management Representative
QEMS	Quality and Environmental Management System
SAP	System Application Product

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SDS	Safety Data Sheet
SW	Scheduled Waste
ZRPO	Type of Work Order - Repair Order
ZSTO	Type of Work Order - Standing Order

Table 1.0 – Abbreviations table

4 Introduction to the Electronic Repair Centre (ERC)

MTN-ERC group was established in 2011 to support the maintenance department in technical expertise to repair and minimize spares turnaround time.

4.1 Objectives

MTN-ERC was created with the following objectives:

- Conducting in-house repairing and reliability improvement on electronics boards.
- Providing technical expertise for RST, SYS & INF system development
- Other engineering activities deem fit by MTN management.

4.2 Working Chart

Detailed of MTN-ERC working chart can be referred to [G00.OMN.M11110.BB.0001.*]

5 Electronic Repair Centre (ERC)

5.1 ERC Working Area

The ERC operates in a room located within the Electronics Workshop, known as the Electronics Repair Center Room.

5.1.1 Access to ERC Room

Access to the ERC Room is controlled by the card access system. Only MTN-ERC members, as specified in the departmental organization chart, are granted access to the ERC. The entrance door shall be locked after office hours or when the room is unattended.

Other staff may enter and conduct their work under the supervision of ERC personnel. Any meeting and dealing with suppliers and vendors shall not to be held in the ERC vicinity.

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5.1.2 Safety inside ERC Room

All personnel working within the ERC vicinity must adhere to a culture of safe working practices.

No work shall be conducted during the cleaning process by cleaning staff. The following actions must be taken before cleaning begins:

- Shut down and allow all soldering equipment to cool.
- Shut down and disconnect all power supplies connected to the workpiece.
- Protect the workplace from contamination during the cleaning process.
- Implement additional safety precautions to prevent hazards to the cleaning staff.
- ERC personnel must supervise the cleaning process thoroughly.

Food, drinks, and smoking are strictly prohibited in the workstation area.

5.2 ERC Activities

The main activities of the ERC are as follows:

- Troubleshooting and repair of electronic equipment.
- Reconditioning and overhauling of electronic equipment.
- Recommending modifications or improvements to electronic equipment where applicable.
- Providing multimeter verification services to all maintenance departments.
- Performing other engineering activities as deemed appropriate by the MTN HoD.

5.2.1 Troubleshooting and Repairing

Troubleshooting and repairing are the main activities in ERC. These involve identifying and removing the faulty element, and restoring the defective unit to working condition.

5.2.2 Recondition and Overhauling

Reconditioning and overhauling are processes used to prolong the lifespan of a working electronic unit and maintain its operational value. They serve as preventive measures to improve reliability and availability, while reducing the system's operating cost.

5.2.3 Modification and Improvement

Modifications and improvements are also being made to enhance the performance and reliability of the working unit.

5.2.4 Multimeter Verification

ERC undertakes the multimeter verification process to ensure the functionality of the MTN department's multimeters.

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5.3 ERC Repair Process and Limitation

Note: The term "*end-user*" in the following sentences refers to the owner of the defective unit or the person responsible for handling such matters.

The respective maintenance departments are responsible for categorizing units that can either be repaired by ERC or sent to the OEM due to safety-critical issues. The decision-making process is at their discretion.

The process is summarized in the **ERC Repair Process** [Appendix 1].

Any new unit type proposed for repair by ERC must first be accepted by ERC. This is done by sending a sample of the unit directly to ERC for evaluation. The evaluation typically considers, but is not limited to, the following elements:

- Availability of spare parts
- Availability of equipment and tools
- Availability of technical knowledge and information
- Board and structural complexity
- Economic viability

MMT will record all incoming and outgoing repair items sent to ERC using the **ERC Gate Pass Record**, as described in Section 8.3. MMT shall retain all defective units queued for repair and testing. Each defective unit will be logged in the record with a unique ERC number.

ERC personnel will then collect the defective units for rectification work. Once ERC's internal processes are completed, the repaired unit will be returned to MMT. MMT is responsible for informing the end-user to collect and test their repaired unit.

If a repaired unit fails testing, it may re-enter the defective unit processing cycle for another repair attempt.

If ERC is unable to carry out further repairs, the ERC supervisor will inform both MMT and the end-user of the status and provide recommendations for further action. However, the final decision rests with the end-user.

6 Staff Handling

Each ERC member shall report to their designated immediate superior as described in the MTN working chart.

If the immediate superior is unavailable, the member must report to the next higher superior, ultimately escalating to the HoD or their delegate.

The following shall be used only as a specific guideline for handling situations relevant to ERC activities. HRD procedures shall serve as the primary guideline.

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6.1 Working Hours

If an ERC member is required to work outside office hours, please refer to the HRD Leave Administration Procedure [G00.OMH.M11750.ZP.0001.*].

6.2 Overtime

The following supplements the established procedure from HRD. Please refer to the Payroll & Salary Management Procedure [G00.OMH.M11760.ZP.0001.*].

All overtime requests must first obtain approval from the HoD or their delegate before commencement. Upon completion, the information shall be immediately emailed to the MTN Department Representative, the immediate superior, and the HoD for record-keeping purposes.

6.3 Leaves

The HRD Leave Administration Procedure [G00.OMH.M11750.ZP.0001.*] shall govern all leave applications.

Any unplanned leave, medical leave, or leave without prior approval must be reported to and acknowledged by the immediate superior and the HoD or their delegate.

6.4 New Staff

This section applies to all newly hired staff and those permanently transferred into MTN-ERC from other departments. They are expected to undergo specific training to enhance their awareness of all related MTN-ERC procedures. Refer to Section 12 – Knowledge Management and Retention for details.

6.5 Staff Resignation

ERC members who are resigning, retiring or permanently transferring to other departments are expected to return all company property under their responsibility to their immediate superior as part of the handover process. Refer to Section 12 – Knowledge Management and Retention for details.

6.6 Working Area and Access for Contractors

Any new contractors working within the MTN-ERC area shall be briefed on safety matters according to the SAS Safety Procedure [G00.OMZ.M11451.NP.0006.*]. Each newcomer shall be briefed before being allowed to perform their duties.

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7 Equipment and Tools

ERC staff are responsible for taking care of the equipment assigned to them. For shared tools and equipment, each group is responsible for their own items.

All personnel are required to maintain tools safely and keep them clean. Tools should be cleaned and stored properly in the designated storage areas.

7.1 Tools Records

The supervisor shall be responsible for maintaining the list for their respective group and verifying the tool list. The list can be referred to as the ERC Department Tools Distribution List [E00.OMN.M15510.RD.1001.*].

7.2 Damage Tools

Damaged tools shall be replaced accordingly. The replacement process is as follows:

1. The damaged tools must be tagged and returned to the supervisor or assignee for repair or replacement.
2. Scrap the damaged tool by initiating the scrapping process. Refer to the Warehouse Operations Procedure [G00.OML.M13500.CA.1001.*] for details and the required form.
3. Issue a one-off purchase request using the ERL Purchase Requisition form to initiate the replacement process. Attach the Scrap Form to the submitted PR.
4. The remaining steps shall be handled by the respective departments accordingly.

The supervisor shall arrange further action and provide spare or loan tools to personnel as needed to carry out maintenance activities.

7.3 Missing Tools

The supervisor shall initiate necessary actions (such as tool audits) as needed for the replacement of missing tools. The owner of the tools is responsible for replacing any missing tool themselves.

The replacement shall be on a one-to-one basis or an equivalent with similar specifications and quality implied.

7.4 Tools/Equipment Calibration

The Measuring Instrument Validation Management Procedure [E00.OMN.M01000.BT.1002.*] shall govern all calibration and related matters within the MTN-ERC department.

The following is a list of instruments owned by ERC that may require validation:

- ERC Calibration Monitoring Records [E00.OMN.M011411.DQ.1001.*].

The supervisor is responsible for planning, monitoring, managing, and verifying the calibration/verification activities for the instruments. For safekeeping of original records and

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certificates, the documents shall be kept and maintained by the Document Controller. Copies of the documents may be maintained within the department.

8 Record and Documentation Management

MTN-ERC utilizes four types of facilities listed in Table 2 for record-keeping. The selection is based on necessity and practicability.

Application / File Location	Access
SAP System	All ERC Personnel
EDMS	All ERC Personnel
Designated Server for MTN-ERC digital storage	All ERC Personnel
Hardcopy Filing at a designated workstation	All ERC Personnel

Table 2 – Record Access

8.1 SAP System

SAP is used for managing repair work orders. The process guideline can be found in the SAP Plant Maintenance Process Guide [G00.OMN.M11070.CZ.1001.*]. The SAP functional locations for MTN-ERC are as follows:

PNE Sub Group	Main Function Location
Electronic Repair Center	01000

Table 3 – SAP Function Location for PNE

In general, all MTN-ERC activities shall be recorded in SAP. The supervisor is responsible for closing the work orders. They are also responsible for ensuring the accuracy of data entered into the work orders and must justify (either in writing or verbally) any unclosed work orders when requested by management.

8.2 EDMS System

To standardize the EDMS structure for MTN-ERC, the guideline in Table 4 is used. However, other profiling may be allowed depending on the situation or requirements.

Access to the EDMS system is granted to all PNE personnel, subject to certain conditions as stated in the Document Control Procedure [G00.OMM.M11160.DD.1003.*].

Usage or Purpose	Document Profiling
General Company-wide, non-technical documents	G00.OMN.MYYYYY.AA.XXXX
ERC usage, specific inter-department reporting, technical documents	E00.OMN.MYYYYY.AA.XXXX

Table 4 – EDMS Document Profiling

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Where:

MYYYYY – is the subject code for internal ERC function structure; refer to Table 4 for details.

XXXX – is the automatic running number generated by EDMS.

AA – is the type of document, selected from the EDMS options.

Function Structure	Subject Code
M01###	ERC internal usage
M02###	ESD internal usage
M03###	Internal Project (within ERL-CRS system, supporting another department)
M04###	External Project (beyond ERL-CRS system)
M05### ~ M08####	Reserved for future usage
M09###,	ERC internal management usage
M10000, M10002 etc.	Companywide circulation

Table 5 – EDMS Subject Code and Function Structure

Where ### / #### is a numerical value for the specific function set by EDMS.

Another reference for EDMS structure can be referred to as the Documentation Manual [G00.OMM.M11160.BT.1007.*].

8.3 ERC Gate Pass

This document represents the record of units handled by ERC. It is generated, kept, and maintained by the MMT department.

8.4 ERC Repair Record

The person performing the repairing, overhauling, or modification must record their findings and other related matters. This recording ensures that information about the task can be retrieved in the future. The report shall be kept internally by ERC in the respective MTN-ERC server folder.

Below are some points that should be included in the report, but are not limited to:

- Unit description and serial number
- ERC Gate Pass number and work order number
- Description of failures
- Description and explanation of findings during troubleshooting and repairing processes
- Materials and parts consumed

8.5 ERC Weekly Update

The ERC weekly update is used for recording data and monitoring the progress of the repair process. This record shall be updated weekly by the ERC supervisor and kept internally in the respective MTN-ERC server folder.

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The record shall be uploaded to EDMS twice a year, with a new version on each upload. The ERC supervisor shall be responsible for managing this process.

8.6 Technical Instruction for ERC

This type of document is used as a guideline for troubleshooting or repairing processes. It is recommended to generate technical instructions for frequently occurring repairs by type so that the repeated processes can be conducted uniformly.

Technical instructions should include the following elements whenever possible, but are not limited to:

- Equipment and apparatus
- Test connections and points
- Acceptable minimum and maximum voltage or current values at each point
- Steps and procedures for conducting the functional check
- Related and referenced documents

Another method to define the troubleshooting or repairing process is via PinPoint Test Programs. This software-based operation is also treated as technical instruction. Only ERC members shall have access to these files, unless authorized by Maintenance HoD.

8.7 Checklist for ERC

The checklist is a record made based on guidelines defined by technical instructions. Repairing and overhauling checklists are typically combined in repair reports, while verification, self-test, and inspection each have their specific checklists. Below are some points usually contained in a checklist:

- The person who performed the inspection and the supervisor who verified the work
- Date of the conducted test
- Failure details, findings, and work performed
- Other related matters deemed essential

All hardcopy checklists will be kept internally in the respective filing folder in the ERC room.

8.8 Hardcopy Documents

The minimum retention period for hardcopy documents are as follows:

Type of documents	Retention Period
Manuals, Drawing and other relevant materials	As long as possible
Checklist	Three years
SDS and material datasheet	As long as the material or part is in use
Work Orders	As long as the document is in use
Other relevant documents	As long as the document is in use

Table 5 – Hardcopy retention period

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However, converting these documents to softcopy is highly encouraged.

8.9 Softcopy Documents

All softcopy documents are expected to be retained for as long as possible. Two specific locations are to be utilized:

1. The designated digital storage facility server provided by ITS
2. EDMS

9 Job Descriptions

The responsibilities and functions of each position are described in their respective Job Descriptions (JDs). The JD is issued and signed by the personnel involved upon new employment and promotion. Guidelines for handling, distribution, and administration of the JD can be referred to in the Job Description Procedure [G00.OMH.M11720.ZP.0004.*].

10 Schedule Waste Management

MMT is responsible for managing and handling all types of SW generated within the Company. All types of SW will be managed in accordance with the regulations prescribed by the authorities. Details on the SW handling and management process can be found in the Warehouse Operations Procedure [G00.OML.M13500.CA.1001.*].

Any SW generated during maintenance activities shall be disposed at prescribed dustbin container located in ERC. Once the dustbin container is nearly full, the SW together with the scrap form, needs to be handed over to MMT for further processing.

11 Chemical Control

A variety of chemicals are used for different purpose in ERC. The process of administrative control for the chemical can be refer to the Safe Chemical Management Guideline [G00.OMZ.M11150.BT.1001.*]

12 Spares and Consumables

All stock items (spares and consumables) needed for performing ERC's activities are kept and maintained by MMT. The inventory of these items is controlled by MMT, which also includes replenishment of the stock. Details of stock item inventory management can be found in the Warehouse Operations Procedure [G00.OML.M13500.CA.10001.*].

For any item required by ERC that is not listed in the inventory, a Purchase Requisition will be raised to procure the required item. The detailed process for PR management can be found in the Purchasing Procedure [G00.OMU.M10540.CD.0008.*].

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12.1 Material Supply for Projects

The project team from MTN departments is expected to maintain an inventory of supplies dedicated to the projects they undertake. Costs for large projects shall be declared on an appropriate platform, such as CAPEX. The procurement of any items required for the projects will be administered in accordance with the Purchasing Procedure [G00.OMU.M10540.CD.0008.*].

13 Knowledge Management and Retention

The training courses are listed in the MTN-ERC Training Calendar, which is kept in the MTN server folders. The training shall be conducted by the superior responsible for the respective group.

13.1 Amendment to Procedures

Any amendment to the department management procedure shall be endorsed to the Maintenance HoD.

13.2 Resignation

In the event that a personnel member is resigning, retiring, or permanently transferred to another department, the immediate superior is responsible for ensuring the handover to others is done properly.

13.3 Knowledge Transfer Methodology

This section applies to knowledge transfer for new staff. The contents of such attachments include, but are not limited to:

1. Whereabouts of documents, materials, and persons in charge
2. Procedures and process flows (if applicable)
3. Job-related safety awareness
4. Specific knowledge and skills required for the job

13.4 Briefing and Training Attendance Record

All other briefing and training attendances shall be recorded using the Training Confirmation & Verification Form. ERC shall keep one digital copy of all training records in the MTN-ERC server folder. All training evidence shall be scanned and saved in a specific folder for internal records. HRD will keep the original forms, as stated in the HRD Training Procedure [G00.OMH.M10580.SD.0006.*], when necessary.

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14 Quality and Environment Management

Any activity carries out in MTN within ERL-CRS System shall comply with the Quality and Environmental Manual [G00.OMQ.M11421.AF.1019.*].

14.1 Responsibilities

The MTN HoD or their assignee is responsible for:

1. Implementing and maintaining the QEMS and documentation structure within MTN-ERC
2. Ensuring that all procedures and work processes conform to ISO standards
3. Ensuring that the MTN-ERC QEMR has adequate time and resources to fulfil the obligations of the role

The MTN QEMR and designated competent persons are responsible for:

1. Ensuring that MTN-ERC adheres to the requirements detailed in the Quality and Environmental Manual [G00.OMQ.M11421.AF.1019.*]
2. Keeping all documented materials up to date and properly stored

Other personnel in MTN-ERC are responsible for:

1. Being aware of the general requirements of the QEMS
2. Properly storing all documentation and records

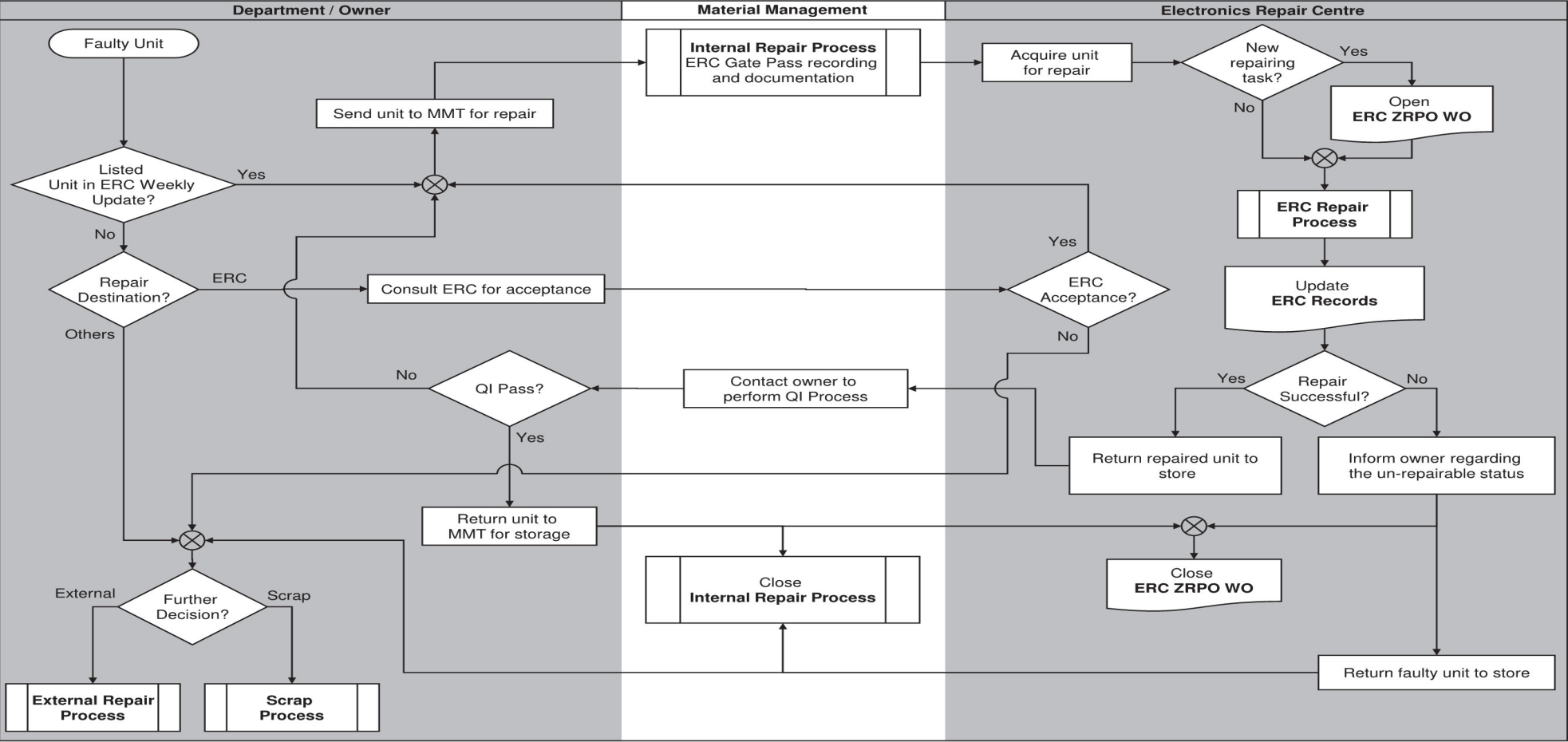
14.2 Risk Management

All risks identified by MTN-ERC are defined through the Risk Opportunity Review List (RORL) and the document is kept in the MTN server folder.

15 ERC Repair Process

The completed workflow of the ERC Process can refer to Appendix 1.

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