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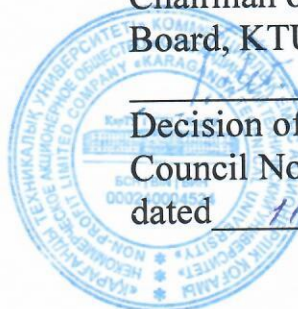
Approved by  
Chairman of the Management  
Board, KTU Rector

M.K. Ibatov

Decision of the Academic

Council No. 3

dated 11. 10 2021



## **DOCUMENTED PROCEDURE**

### **OBJECTIVES AND PLANS IN THE FIELD OF QUALITY**

**KTU DP II – 05 – 2021**

**Developed by:** Compliance officer  
Zhetessova G.S

**Karaganda**

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Effective date 2021.10.11.  
(year, month, day)

## 1 Scope

This documented procedure establishes the order of developing the quality objectives, policy and plans.

This documented procedure is to be used by the officials and divisions of NLC "Karaganda Technical University" (hereinafter KTU) who plan developing the quality management system (QMS), as well as achieving goals and plans in the field of quality and is a part of the QMS documentation.

## 2 Regulatory references

In this documented procedure, references are made to the following regulatory documents:

RK ST ISO 9001-2016 (ISO 9001: 2015) "Quality management systems. Requirements".

RK ST ISO 9000: 2017 (ISO 9000: 2015) "Quality management systems. Basic Provisions and Vocabulary".

The order of the acting Minister of Education and Science of the Republic of Kazakhstan dated September 14, 2009 No. 425 "On amendments to the order of Acting Minister of Education and Science of the Republic of Kazakhstan dated October 23, 2007 No. 502 "On approving the form of strict reporting documents used by education organizations in educational activities".

## 3 Terms, definitions and abbreviations

In this documented procedure, the terms, definitions and abbreviations in accordance with RK ST ISO 9000:2017 are applied:

- KTU - Karaganda Technical University;
- IS - international standard;
- QMS - quality management system;
- DP - documented procedure;
- QMR - quality management representative;
- CQM&A – Center of quality management and accreditation;
- QR – quality representative;
- AC - Academic Council;
- DYP - Department of Youth Policy;
- EMC - educational and methodological complex;
- R&D - research work;
- SR&D - research work of students (students, undergraduates, doctoral students);
- faculty – the teaching staff;

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- AES – auxiliary educational staff;
- DAW - department of administrative work;
- DAA - Department of Academic Affairs.

**An objective** is the result to be achieved.

#### **4 Responsibility and authority**

4.1 This documented procedure (DP) is approved at the meeting of the Academic Council.

4.2 Responsibility for implementing the requirements specified in this DP is borne by the quality management representative (QMR) and the head of the Center of Quality Management and Accreditation (CQM&A).

4.3 The developer of this procedure is the Compliance officer.

4.4 The developer is responsible for the development of the requirements of this DP, their compliance with the requirements of legislative and regulatory documents.

4.5 Responsibility for organization, coordination and the final result of work on the establishment of objectives, policy and plans in the field of quality is borne by the KTU QMR.

4.6 Responsibility for organization, coordination of work at preparing the objectives of subdivisions are borne by the heads of subdivisions.

4.7 Responsibility for safety, unauthorized copying the documents of the quality management system (QMS) located in the department, and leakage of official information are borne by the heads of departments.

#### **5 Description of the procedure**

5.1 Requirements to the objectives and trends of their establishment

5.1.1 Requirements to the objectives

The quality objectives should:

- be consistent with the quality policy;
- be measurable;
- take into account the established requirements;
- be meaningful in terms of the conformity of products and services and the growth of customer satisfaction;
- provide the possibility of their monitoring;
- be communicated;
- updated as needed.

5.1.2 Trends of objectives establishment

KTU establishes objectives in the following areas (Appendix A):

- managerial activities;
- educational activities;

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- economic activities (KTU income);
- educational activities;
- scientific activities;
- marketing activities.

When establishing objectives, the hierarchy of objectives should be maintained, which is decomposition of higher-level objectives into lower-level ones. The hierarchy of objectives establishes the "connectivity" of organization and ensures orientation of the activities of all the departments to achieve the objectives of the top level (example: Figure 1). Each division achieving its objectives makes the necessary contribution to the achievement of the objectives of the organization as a whole (Appendix B).

5.1.3 Rector is responsible for organization, coordination and the final result of work at establishing the objectives of KTU in the field of quality.

The quality objectives of KTU are communicated to the heads of departments. At the meetings, heads of departments inform the employees of the policy and objectives of KTU in the field of quality and fix it in the minutes.

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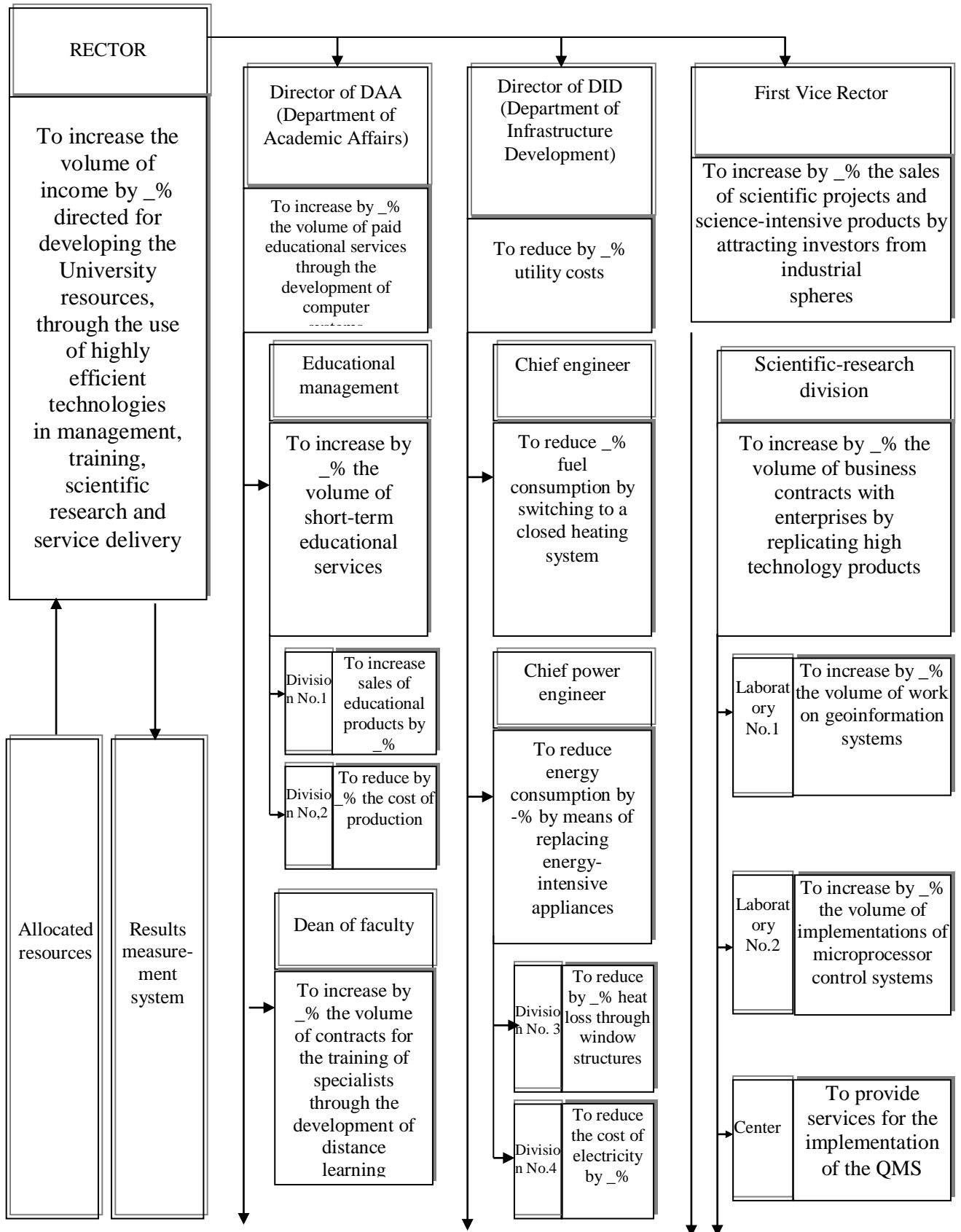


Figure 1 – Hosing Kanri approach to developing objectives at hierarchal levels (example)

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## 5.2 Analysis, adjustment and formation of a consolidated list of objectives

5.2.1 The developed objectives are reviewed and summarized by top management.

5.2.2 Based on the results of the meeting, the consolidated list of quality objectives is reviewed and approved by Rector.

## 5.3 Bringing objectives to the personnel

Bringing quality objectives to the personnel is carried out by the following methods:

- placing on the site of the KTU;
- participating in the development and discussion when approving quality objectives;
- studying at refresher courses;
- when instructing newly recruited employees;
- posting information in departments, in places of concentration of personnel (library, stands of departments, dean's offices).

## 5.4 Requirements to developing the quality policy

5.4.1 The quality policy is a part of the overall policy and strategy of KTU and includes recognition of management's responsibility and commitment to quality.

5.4.2 The quality policy includes commitment to meet the requirements and to improve continually the effectiveness of the QMS, to develop the basis for establishing and analyzing quality objectives.

5.4.3 KTU policy in the field of quality is developed by the management of the University, discussed at the Academic Council and put into effect by an order.

5.4.4 Policy in the field of quality is posted on the website of the University and is brought to the attention of the staff by reviewing it at the meetings of departments, KTU. The results of the discussion are documented in minutes.

5.4.5 Registered copies of Policy in the field of quality are posted on the stands of departments and faculties, in the library, in the offices of the heads of the structural divisions of the university, i.e. in accessible places to ensure that all the employees and students of KTU are familiar with the Policy.

## 5.5 Requirements to preparing the Quality plans

5.5.1 At KTU the Quality plans are a strategic development plan of the University and the annual work plans of the departments (Figure 2). The need for a strategic plan for the development of the University is determined by Rector based on the specific situation in the organization.

5.5.2 The strategic development plan of the University (Appendix B) should contain the following main elements:

- ways to achieve the established quality objectives and the requirements of the quality management system;
- specific measures in the field of quality, responsibility, resources, and consistency of activities;
- criteria and methods of ensuring the efficiency of work and process management.

5.5.3 Based on the strategic plan of the University development in structural divisions,



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they develop annual work plans (a faculty plan, a department plan [according to the Order of the Acting Minister of Education and Science of the Republic of Kazakhstan dated 09.14.09, No. 425], a division plan) with narrower goals, specific work, deadlines and responsible executors (Appendix D), as well as a plan of conducting internal audits of the QMS (Appendix E).

5.5.4 Responsibility for the development of work plans is borne:

- a strategic plan for the development of the University by Rector,
- annual work plans by heads of structural divisions.



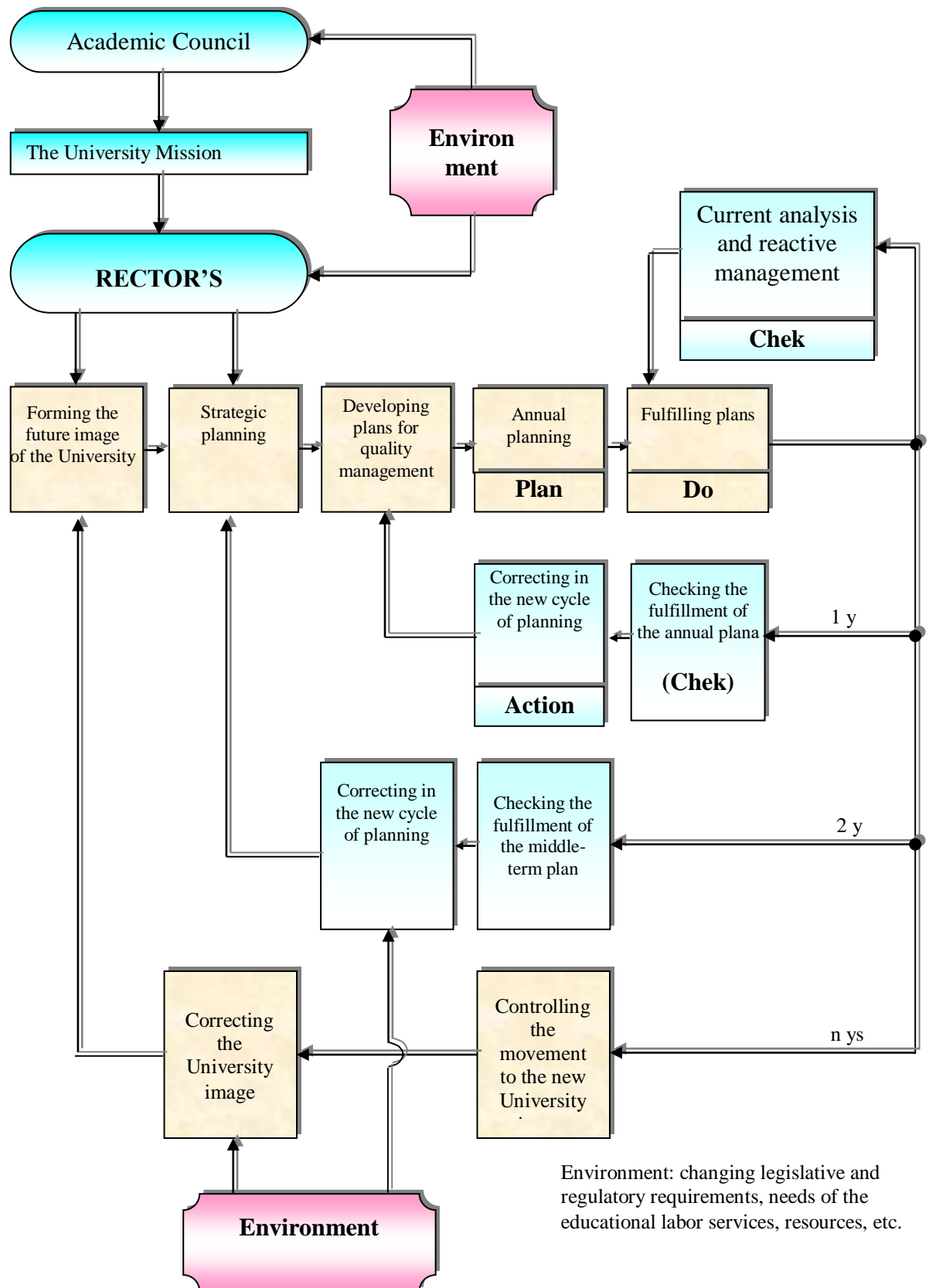


Figure 2 – Contour pattern at the University top level management with the use of Hosing Kanri approach and the Deming- Schuchart cycle

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## 5.6 Procedure of developing and correcting Objectives and Plans of quality at KTU

Algorithm	Work stages	Responsible person	Incoming document
<pre> graph TD     start([start]) --&gt; 1[1]     1 --&gt; 2[2]     2 --&gt; 3[3]     3 --&gt; 4[4]     4 --&gt; 5[5]     5 --&gt; 6{6}     6 -- yes --&gt; 7[/7/]     7 --&gt; 9{9}     9 -- Да --&gt; end([end])     9 -- No --&gt; 8[8]     8 --&gt; 9     6 -- No --&gt; 8     8 --&gt; 9     9 -- No --&gt; 1 </pre>	1 Establishing (updating) quality objectives in accordance with 5.1	Rector	Order, KTU objectives in the field of quality
	2 Development (updating) the Quality plans of KTU	Rector	Strategic development plan of the university and annual work plans of departments
	3 Planning resources in the budget to achieve quality objectives	Rector, Chief accountant	Annual financial plan
	4 Implementation of quality objectives, measurement of the level of achieving the objective, adjustment (if needed)	QMR, heads of subdivisions	Memo, quality objectives
	5 Control of implementing quality objectives	QMR, heads of subdivisions	Analysis of implementing objectives in the field of quality of university departments
	7 Adjustment of the strategic development plan of the University	QMR, heads of subdivisions	Report, memo
	8 Measuring the level of achieving the objective	QMR, AC, faculty boards, department meetings	Strategic development plan of the University with amendments
	9 Is the objective achieved?	QMR, heads of subdivisions	Memo, report
		QMR, heads of subdivisions	Strategic plan for the development of the university with a mark, minutes of the meeting of the AC, minutes of departments meetings

## 6 Coordination and implementation

Coordination of this DP is carried out in accordance with the KTU DP II-01 and is drawn up in the “Coordination sheet” (Appendix D).

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## **7 Replication and document sending**

Copying and distributing this DP should be made in accordance with DP KTU II-01.

## **8 Storage**

This DP should be stored in accordance with KTU DP II-01.

## **9 Making changes to the document**

Amendments to this DP should be made in accordance with KTU DP II-01.

## **10 Removal and withdrawal of the document**

Cancelling and disposing the DP should be made in accordance with KTU DP II-01.

## **11 Ensuring accessibility**

Ensuring accessibility should be made in accordance with KTU DP II-01.

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## Appendix A (informative)

### Decomposing objectives and criteria of management at KTU

1 STRATEGIC OBJECTIVES OF THE UNIVERSITY				
<b>Managerial objective</b> Ensuring the effectiveness of power on the basis of delegation of powers, the development of public self-government, the democratization of management in compliance with high discipline, care for the standard of living and working conditions of employees.	<b>Educational objective</b> Ensuring the growth of high-quality educational services based on the introduction of modern educational technologies, the growth of scientific and pedagogical qualifications of teachers, unification and standardization of the educational process based on the State standard		<b>Economic objective</b> Full satisfaction of the needs of organizations and citizens in educational services of high quality at optimal costs, achieving full material well-being of teachers and employees	<b>Pedagogic objective</b> Comprehensive harmonious development of the individual and the student (education of positive personality traits, spirituality and morality, culture of behavior, active life position, fostering a sense of personal dignity)
<b>Business objective</b> Development of the material and technical base, increase in the total number of training areas, provision of modern equipment, furniture and computer equipment		<b>Scientific objective</b> Implementation of fundamental and applied research based on the growth of scientific qualifications of employees and students, an increase in the volume of contractual research and development and consulting		<b>Marketing objective</b> Providing leadership in the regional education market in selected specialties, the number of students, types of consulting services and the quality of educational services

2 OBJECTIVES OF SUBDIVISIONS				
<b>DYP</b> Formation of personal qualities of student youth, organization of meaningful leisure of youth	<b>Rector's office</b> Ensuring the implementation of strategic goals based on optimizing the proportions of economic and social development, ensuring the competitiveness of the educational institution in the education market	<b>Departments</b> Implementation of educational activities based on the introduction of modern educational technologies of high quality, the growth of scientific pedagogical qualifications of teachers, unification and standardization of the educational process	<b>Deans' offices</b> Ensuring the growth of high-quality educational services in a timely manner with optimal costs in terms of internal self-financing	<b>Department of science and innovation</b> Implementation of fundamental and applied research on the basis of the growth of scientific qualifications of employees and students, ensuring the growth of the volume of business-
<b>Center of professional guidance</b> Carrying out marketing research, expanding the sales market for services, organizing student recruitment and organizing advertising campaigns to maximize the number of students	<b>Department of economy and finance</b> Compliance with the proportions of economic development based on maximizing revenue, increasing net profit, increasing the material well-being of employees, reducing the cost of work and services	<b>Department of administrative work</b> Ensuring the all-round personal development of employees; on the basis of social development plans - provision of the educational institution with qualified personnel, observance of internal morality and work schedule	<b>Department of digital University development</b> Ensuring the introduction of new technology and technology of educational, scientific and methodological processes, ensuring the timely preparation of high-quality works and services	<b>Department of infrastructure development</b> Ensuring modern design and cleanliness of premises, timely repair of furniture and equipment, organization of rational nutrition, effective implementation of commercial and economic activities

3 CRITERIA OF MANAGEMENT				
Maximizing revenue from educational works and services (thousand tenge)	Maximizing the balance sheet profit (thousand tenge)	Growth of the number of students (prs.)	Grows of labor productivity of employees (tenge prs.)	Growth of the education quality and
Minimizing coats per 1 tenge of work amount (tyn)	Growth of the average salary per 1 employee (tenge)	Growing training facilities and their technical equipment (м², теңге)	Growth in the proportion of teaching staff with academic degrees and titles	

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Appendix B  
(mandatory)

F.DP-II-05-01

**OBJECTIVES IN THE FIELD OF QUALITY**

Department, faculty \_\_\_\_\_ for 20\_ - 20\_ academic year

Process name	Objectives of the subdivision	Indicator	Responsible for fulfillment	Time of fulfillment
Training				
Educational-methodological				
Research				
Educational				
Professional development of teaching staff and AEP				
Connecting with consumers				
Improving infrastructure				

Discussed and approved at the meeting of the department (on the council of the faculty), minutes No. \_\_\_\_\_ dated \_\_\_\_\_ 20\_\_

Quality Commissioner

\_\_\_\_\_  
(Name, signature)

Head of the department

\_\_\_\_\_  
(Name, signature)

AGREED:

Dean of the Faculty

\_\_\_\_\_  
(Name, signature)

Head of CQM&A

\_\_\_\_\_  
(Name, signature)

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Appendix C  
(mandatory)

F.DP-II-05-02

**OBJECTIVES IN THE FIELD OF QUALITY**  
of subdivision \_\_\_\_\_ for 20\_\_ - 20\_\_ academic year

Process name	Objectives of the subdivision	Indicator	Responsible for fulfillment	Time of fulfillment
Organizational				
Professional development of employees				
Connecting with consumers				
Improving infrastructure				
Improving the social conditions of employees				

Discussed at the subdivision meeting, minutes No.\_\_\_\_ dated \_\_\_\_\_ 20\_\_

Quality Commissioner

\_\_\_\_\_  
(Name, signature)

Head of the department

\_\_\_\_\_  
(Name, signature)

AGREED:

Head of CQM&A

\_\_\_\_\_  
(Name, signature)

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Appendix D  
(mandatory)

Form of the Strategic plan

F. DP-II-05-03

**Strategic plan**

No	Name of activities	Responsible person	Time of fulfillment
1	2	3	4



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## Appendix E (mandatory)

### Form of the Faculty plan

F. DP-II-05-04

Approved by  
Vice rector for Academic  
Affairs

\_\_\_\_\_ Name  
\_\_\_\_\_ 20\_\_

### Faculty plan

Name of activities	Responsible persons	Time of fulfillment
1	2	3
1. Organization of the educational process and methodological work		
2. Training and retraining the personnel		
3. Improving the laboratory and material-technical base		
4. Development and implementation of new information technologies in the educational process		
5. Research work and international cooperation		
6. Improving educational work		

Faculty dean

\_\_\_\_\_  
(name)

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## Appendix F (informative)

### Form of the Department plan

### RK Ministry of Education and Science

APPROVED by:  
\_\_\_\_\_ Dean of the faculty

\_\_\_\_\_ department  
20\_\_\_\_/20\_\_\_\_ academic year

### W O R K P L A N

Department \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

20\_\_\_\_/20\_\_\_\_ academic year

The department meetings take place from \_\_\_\_\_ to \_\_\_\_\_ o'clock.

Department telephone number \_\_\_\_\_

I. Reference on the training work volume and the staff of the department

1. For 20\_\_\_\_/20\_\_\_\_ academic year the total volume of training work made \_\_\_\_\_ academic hours or \_\_\_\_\_ credits.

Including:

a) classroom \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

of them lectures \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

b) SIWT \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

c) job placement \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

d) diploma projects (works) \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

e) masters' dissertations \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

f) doctors' dissertations \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

2. At the department there are trained

Students \_\_\_\_\_ pes.

Master students \_\_\_\_\_ prs.

Postgraduates \_\_\_\_\_ prs.

Doctoral students \_\_\_\_\_ prs.

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In the academic year there will be submitted for defense

\_\_\_\_\_ diploma works

\_\_\_\_\_ masters' dissertations

\_\_\_\_\_ doctors' dissertations

3. Among the total volume of training work there are fulfilled by  
regular lecturers \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

including lectures \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

part-time lecturers \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

including lectures \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

hourly waged teachers \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

including lectures \_\_\_\_\_ academic hours or \_\_\_\_\_ credits

4. The department staff for the academic year is approved in the number of \_\_\_\_\_ prs.

Head of the department	Professors	Associate professors	Senior lecturers	Assistants (lecturers)	Total
Appr.					
Fact					

5. The auxiliary-educational staff is approved in the number of \_\_\_\_\_ prs, in addition according to § 52 \_\_\_\_\_ prs.

II. List of educational disciplines of the department (decision of the educational-methodological Board of the University, minutes No. \_\_\_\_\_ dated \_\_\_\_\_). I

No.	name of the educational discipline	From which cycle of the educational plan	Core component or elective component	Code and name of specialty	Year of studying	Volume	Note

III. Plan of the department meetings  
autumn term

Date of meeting	Issues for considering	Speaker	Who prepares
1	2	3	4

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spring term

Date of meeting	Issues for considering	Speaker	Who prepares

IV. Preparing lecture classes

a) lecturing

No	Full name	Name of discipline	Amount of credits	term

b) Preparing lectures in new disciplines

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For new disciplines there is determined labor intensity of independent work.

#### V. Laboratory works

##### a) Preparing new laboratory works

Who fulfills	Name of work	Time of completing

##### b) Modernizing the existing laboratory works


##### c) Replacing outdated and acquiring new laboratory equipment


VI. Preparing for in-University publishing of lecture courses, methodological complexes, syllabuses, laboratory practical works, tutorials for practical and seminar classes, methodological recommendations

Name	Volume (pr.sh.)	Who prepares	Time of submitting
1	2	3	4

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## VII. Providing disciplines with textbooks and tutorials

Name of discipline	Provision	
	Textbooks, %	Tutorials, %

## VIII. Providing disciplines of the department with educational-methodological complexes and syllabuses

Name of discipline	Provision	
	EMC, %	Syllabuses, %

## IX. Number of classes provided with TSE (fact)

Number of classes that should be provided with TSE according to the educational-methodological card

Name of discipline	Provision	
	EMC, %	Syllabuses

## X. Using distance educational technologies

### a) permission of the authorized body

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b) types of distance educational technologies

c) qualification requirements to distance learning

Distance education technology	Compliance with qualification requirements

d) list of educational disciplines for distance learning

Name of disciplines	Distance education technology	Technical and other provision

e) staffing of distance learning

The teaching staff, full name	Discipline taught	Qualification level (document, where qualification was passed)
AEP name	Functional duty	Qualification level (document, where qualification was passed)



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# XI. Plans of the current controlling student independent work in educational courses

№	Name of courses	Who prepares	Type of control measures and deadlines					
			Coooloquium	Test	Semin ar	Theoretical examination	Homework and graphic-calc. work	Program control

## XII. Controlling the educational process quality and open lectures

### a) Controlling the lecture, laboratory and practical classes quality

Type of classes	Who conducts	Who controls	Terms	

### c) Open lectures

Who conducts	Terms	Notes

## XIII. Practice supervision

Teacher’s full name	Year	Group	Number of students	Type of practice	Place of practice	Terms of practice	
						Beginning	Completing

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#### XIV. Professional development of the teaching staff of the department

No	Type of professional development (off job and on job)	Full name, position	Where is sent	Terms

#### XV. Work of scientific seminar of the department

Theme	Terms	Who conducts

#### XVI. Research work

##### a) the staff's R&D

No	Name of the research topic	Manger of the topic	Term of execution	
			Beginning	Completing

##### b) Student, master and doctoral student R&D


#### XVII. Main activities of educational work with students

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No	Name of activities	Terms	Performer
1	2	3	4

XVIII. Work to provide admission (professional guidance work, concluding agreements for training specialists)

No.	Name of activites	Terms	Performer
1	2	3	4

XIX. Other types of work at the department

No	Types of work	Terms	Performer
	2	3	4

XX. Distributing departmental instructions for 20\_\_\_\_20\_\_\_\_ ac. year

No	Full name	Name of basic instructions	Instruction volume
1	2	3	4

1. The teaching staff


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## XXI. Dean’s conclusion on the annual plan fulfillment

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The plan was discussed at the meeting of the department on \_\_\_\_\_  
20\_\_\_\_.

Head of the department \_\_\_\_\_

**Note:** The plan is drawn up in 2 copies. By May 25 it is submitted to the dean of the faculty for approval and is stored in the dean's office and at the department.

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## Appendix G (mandatory)

### Form of the Subdivision plan

F. DP-II-05-05

Work plan \_\_\_\_\_ for 20\_\_ - 20\_\_ academic year  
(subdivision name)

No	Name of activities	Responsible officers	Tine of fulfillment
1	2	3	4

Head of subdivision

\_\_\_\_\_  
(Name)

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## Appendix H (mandatory)

F. DP-II-05-06

Approved by  
Quality Management  
Representative  
\_\_\_\_\_ G.S. Zhetessova  
\_\_\_\_\_ 20\_\_

### PLAN of internal QMS audits for 20\_\_ - 20\_\_ academic year

Audit goal	Audit criteria	Audit terms	Subdivision to be audited	Name of the chief auditor	Name of the auditor

Head of subdivision

\_\_\_\_\_  
(name)

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## Appendix I (mandatory)



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## Appendix J (mandatory)

F.05-2020

# Familiarization sheet

[illegible]

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