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**(QUALITY MANUAL)**

**Quality Management System**

**ISO 9001:2015**

**Issue no.: 02**

**Revision Status: 00 Date -03/07/2022**

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QM-C	Distribution, Amendment sheet	NA	02/00	03/07/2022
QM-D	Quality Policy & Objectives	NA	02/00	03/07/2022
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### **Company Profile**

Established in the year 2019, we, “**POOJA ENGINEERING WORKS**”, are a proficient MANUFACTURER, SUPPLIER, STOCKIST & EXPORTERS OF STAINLESS STEEL, CARBON STEEL, ALLOY STEEL, NICKEL ALLOY, PIPE FITTING AND FLANGES and many more. Clients can avail these R&D Units construction and allied products in varied sizes, lengths, thickness, shapes and material. Manufactured employing high-grade material, the products offered by us are reckoned in the market for their dimensional accuracy, durability and resistance against rust & abrasion. Owing to the quality of the products offered by us, we have managed to establish ourselves as a trustworthy name in Asian and Indian Subcontinent.

### **Some of the aspects that make us a preferred company in the market, are:**

- Quality & Innovation
- Customization Facility
- Reliable & Consistent
- Reasonable Prices
- Timely Delivery
- Customer Responsiveness
- Continual Improvement in Product, Process & Performance

### **VENDOR BASE**

With the help of our reliable vendors and professional team, we are able to deliver the offered range to our clients in different specifications as per their requirements. Our procuring agents select the vendors on the basis of their market reputation, industry experience, manufacturing techniques, financial conditions and product quality. Our trusted vendors manufacture these products by utilizing of high-end technology and quality tested raw material in compliance with universally accepted standards. We have maintained good relations with the vendors to help us meet the urgent requirements of customers in a stipulated time frame.

### **It helps us to**

- Build strong relationships with our customers – which we achieve, for example, by employing and training local workforces.
- Develop trust in our reliability and integrity – which we are reinforcing, for instance, by developing a global compliance network.
- Manage risks more effectively – as we do with the social and environmental impact assessments that we carry out in all geographies.
- Establish strong employee engagement.

### **OUR MISSION**

Provide technically sound solutions and create additional value in mutual interest with our customers resulting in being a preferred manufacturer within the Fitting & Flanges sector.

## **OUR VISION**

We help customers develop their energy resources; bringing world class capability and delivering it locally. We promote commercial arrangements that are aligned to our customers' needs, allowing us to deliver more value to the customer while increasing the returns from our most precious asset – our people.

### **Principles:**

We strive to be the best qualities and technologies in our industry. We care about our client's time and money. We do our absolute best to honour our words and client faith on us. We strive to always act with integrity and commitments.

## **OUR QUALITY ASSURANCE**

Quality is our prime concern. We are able to maintain high quality standards through our committed personnel and sound infrastructure. We ensure that finest quality material is used for our products. For ensure the quality of each material, we are providing Materials Test Certificate along with supply. Our team of experts maintain a vigil on the quality of the products. Every single piece is attached with test certificates and reports. We are continually improving our quality to serve our clients better.

### **Quality Objectives:**

We consider three elements to be essential for the overall quality of the company services:

- Independence & Objectivity.
- Technical & Scientific Quality.
- Practical Benefits to Clients.

### **Our Excellence:**

Quality is our prime aim. We are able to maintain high quality standards through our committed personnel and sound infrastructure. We ensure that finest quality material is used for our products. For ensure the quality of each material, we are providing Materials Test Certificate along with supply. Our teams of experts maintain a vigil on the quality of the products. Every single piece is attached with test certificates and reports. We are continually improving our quality to serve our clients better.

### **Quality Control:**

We exercise stringent quality control measures for ensuring the accurate dimensions and mechanical properties of our products. Our quality assurance system assures each product to pass through following processes and quality systems:

- Certification and Supplementary Test
- Finishing and Marketing.
- Material Control System
- Machining and Dimensional Control
- Process Control System

### **Quality Assurance:**

The quality assurance system is guided by principles that support our unique working culture which incorporates respect, self-management, open communication and creativity.

**Our Quality Standards:**

The bitterness of poor quality remains long after low pricing is forgotten. So, we follow strong measure of quality checking. Understanding Customers requirement and ensuring to supply as per these requirements is realized with the help of Quality Assurance and Quality Control at **POOJA ENGINEERING WORKS**. Across the entire business chain of supplies, operations and marketing appropriate quality assurance systems are in place to ensure correctness at each step of the cycle. In our philosophy, quality is not only the durability and defect free nature of product but its utility and applicability to satisfy the sole purpose for which it was bought. Thus, we are committed to produce products, which can satisfy different requirements and purposes. We have adopted stringent quality control measures to ensure superior quality and zero defects' products. Quality is checked at different stages of production and supply and the raw material we use is sourced only from reliable and established vendors

**We are backed by the below enlisted professionals:**

- Managers
- Procuring agents
- Marketing and Sales Executives
- Warehousing and Packaging Personal
- Administrative

**WAREHOUSE AND PACKAGING**

As a stockiest, it is necessary for us to have a capacious facility where all storage and packaging activities can be carried out effectively. In this regard, we have established a unit where the storekeepers unpack the range delivered by the vendors and send the products for quality testing purposes.

Afterwards, they repack the products in quality packaging material and store the consignments according to the date of delivery to make sure that retrieval is as easy as possible. The tremendous capacity as well as strategic location allows us to store bulk quantities with ease and dispatch the same in a timely manner.

**WHO WE ARE?**

We have established ourselves as a trustworthy firm. These are developed using high-grade raw material with employing advanced machines and instruments. To meet the diverse needs of the clients, we offer all our products in different sizes and specifications. The products offered by us are well-known for their dimensional accuracy, durability and resistance against rust & abrasion.

**WHY US?**

We have fixed a notable and principal place in the market by providing an enormous spectrum of products to our patrons after stern inspections. By offering supreme-quality products, we fulfil the detailed requirements of our honourable patrons in an effective way. To confirm that these products are robustly developed and dimensionally accurate, we are aided by a skilful crew of personnel.

**Following are the reasons behind our success:**

- Easy payment modes
- Quality tested products
- On-time delivery of goods
- State-of-the-art infrastructure
- Customer focused approaches
- Affordable rates.

## **OUR TEAM**

We have hired a diligent team of industry experts, who are known to possess vast academic knowledge and industry experience. With their assistance, we are able to complete the assigned functionalities in a commendable manner. Moreover, our team members strictly adhere to the principles of the organization. Working in tandem with each other, these professionals help in attaining the organizational goals within the postulated time frame. Training sessions and seminars are organized periodically to keep our workforce abreast of the changing market dynamics.

### **Our team consists of the following members:**

- Engineers
- Production experts
- Quality controllers
- Skilled & semi-skilled labourer
- Warehousing experts
- Administrative & management personnel
- R&D professionals

## **CLIENT SATISFACTION**

Being a client centric company, each business task is performed to cater complete fulfilment of our appreciated patrons. We believe in offering perfect product line which is free from any flaw and can completely fulfil the precise necessities of our honoured patrons. Our products find its usage in various areas for precise purposes. Our products are widely required for its sturdy nature. We have an extensive clientele base that prefers our products for industry-leading rates as well as appropriate delivery of shipments.

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#### Quality Management System Distribution

1. Proprietorship-Copy no 1
2. Reference copy -Copy 2 for External / Internal Auditor & Process owners





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**POOJA ENGINEERING WORKS** is committed for delivering quality in Scope of Business

**“MANUFACTURER, SUPPLIER, STOCKIST & EXPORTERS OF STAINLESS STEEL, CARBON STEEL, ALLOY STEEL, NICKEL ALLOY, PIPE FITTING AND FLANGES.”**

**Which meet and exceeds the needs & expectation of our clients?**

We promise our valued customer’s commitment to excellence in each activity by each employee in the organization by adopting innovative and best in class engineering and management practices with continual improvement in business and quality management system as a part of our efforts for enhancement in customer satisfaction while assuring 100% quality and quantity.

#### Key Objectives

1. Timely completion of projects
2. Increase Customer satisfaction
3. Reduce Customer Complain
4. Low Defective products

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Sr. No.	Abbreviation	Description	Sr. No.	Abbreviation	Description
1	PEW	<b>POOJA ENGINEERING WORKS</b>	18	ASL	Approved supplier list
2	QSM	Quality System Manual	19	PDIR	Pre-Dispatch Inspection Report
3	DI	Documented Information	20	MME	Measuring & Monitoring Equipment's
4	CFT	Cross Functional Team	21	ISO	International Organization for Standardization
5	CH	Chart	22	MKT	Marketing
6	CP	Control Plan	23	QA	Quality Assurance
7	FG	Finished Goods	24	PUR	Purchase
8	QF	Quality Format	25	STR	Stores
9	SYS	System	26	INST	Installation
10	IA	Internal Audit	27	HR	Human Resource
11	List	List	28	MNT	Maintenance
12	NC	Non-Conformance	29	DD	Design and Development
13	CA	Corrective action	30	LOI	Letter of Indent
14	OK	Organizational Knowledge	31	MI	Measurement traceability
15	NCP	Non-Conforming Product	32	PI	Performance evaluation
17	EP	External provider	34	IP	Interested Parties

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Sr. No.	Abbreviation	Description	Sr.	Abbreviation	Description
35	MIS	Monthly Information			
36	I/C	IN-CHARGE			
37	MR	Management			
38	QMS	Quality Management			
39	R&A	Responsibility & Authority			
40	DH	Department Head / INCHARGE			

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#### 4.1 Understanding the organization and its context:

**POOJA ENGINEERING WORKS** determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system through PEST and SWOT. The external and internal issues identified through PEST and SWOT are continuously being monitored and reviewed by

#### PEST

<b>Political Factors (P)</b>	<b>Economic Factors (E)</b>
<b>1 Political direction on Smart Cities</b>	<b>1 Growth of banks in rural areas</b>
<b>2 Allocation for Infrastructure</b>	<b>2.Funding of smart cities</b>
<b>3 Skill enhancement in Automation Sector</b>	<b>3 Increase in car park density</b>
<b>4 Monetary policies</b>	<b>4 High GDP growth</b>
<b>Social Factors (S)</b>	<b>Technology Factors (T)</b>
<b>1 Increased literacy</b>	<b>1 Advancement in chip design</b>
<b>2 Technological awareness</b>	<b>2 Automation tools growth</b>
<b>3 Banking on banks</b>	<b>3 High technology at low cost</b>
<b>4 Increased per capita income</b>	<b>4 Digital technology growth</b>

#### SWOT

<b>Strength (S)</b> <b>1 Strong technology backup</b> <b>2 Young and motivated team</b> <b>3 Nil borrowing</b> <b>4 Quick decision making</b> <b>5 Strong customer focus</b>	<b>Weakness (W)</b> <b>1 Very small team</b> <b>2 Lack of Industrial Zone</b> <b>3 Weak marketing</b> <b>4 High inventory</b> <b>5 Limited customer base</b>
<b>Opportunity (O)</b>	<b>Threat (T)</b>
<b>1 Lean organization leads to</b>	<b>1 High technology imports</b>
<b>a Flexibility in products</b>	<b>2 Skill development velocity</b>
<b>b Quick response to customer needs</b>	<b>3 Increased competition</b>
<b>2 Low level of competition</b>	<b>4 Technology leakage</b>
<b>3 High growth potential</b>	<b>5 Attrition</b>

#### 4.2- Understanding the needs and expectations of interested parties

**POOJA ENGINEERING WORKS** has determined the interested parties who are relevant to the **POOJA ENGINEERING WORKS** Quality management system and the requirement of the interested parties in order to prevent the potential effect on the organization's ability to consistently provide products and services which meet the customer and applicable statutory and regulatory requirements.

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<b>Interested parties</b>	<b>Requirements</b>	<b>Monitoring &amp; Review mechanism in POOJA ENGINEERING WORKS</b>
<b>External providers</b>	1) Specification communication 2) Payment as agreed 3) On time Supply of Input material (if any) 4) Technology support	1) Defined in Documented information of External provider's control 2) Review in Management review meetings
<b>Customer</b>	1) Quality of product & Service 2) Delivery of product on time 3) Response to complaint 4) Proper Communication channel	1) Defined in documented information of Marketing & Sales process 2) Review in Management review meetings
<b>Statutory &amp; Regulatory Body</b>	Complying with the statutory and regulatory requirements as defined from time to time.	1) Defined in documented information of Leadership 2) Review in Management review meetings
<b>Bankers / Financiers</b>	Updating of changes in the organization whenever it happened	Review in Management review meetings
<b>Employees</b>	Management Support, Payments on time	Accounting Control of management

#### 4.3 **Determining the scope of the quality management system**

The organization had determined the scope of the quality management system by considering external and internal issues, requirement of relevant interested parties and Product & Service of the organization.

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### **Scope of Quality Management System**

**MANUFACTURER, SUPPLIER, STOCKIST & EXPORTERS OF STAINLESS STEEL, CARBON STEEL, ALLOY STEEL, NICKEL ALLOY, PIPE FITTING AND FLANGES.**

Exclusions:

NIL

**4.4** Quality management system and its processes **POOJA ENGINEERING WORKS** has determined the processes needed for the quality management system and their application throughout the organization in Process map & Interactions of processes QM

- Has determined the inputs required and the outputs expected from each process in individual process map addressed in documented information of each process.
- Has determined the sequence and interaction of the processes in Process map & Interactions of processes QM-M
- Has determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes in documented information of each process.
- Has determined the resources needed for these processes and ensure their availability in documented information of Support process.
- Has assigned the responsibilities and authorities for each process
- **POOJA ENGINEERING WORKS** has addressed the risks and opportunities

**POOJA ENGINEERING WORKS** has been evaluating these processes and implementing any changes needed to ensure that these processes achieve their intended results and improve the processes and the quality management system.

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#### **Improve the processes and the quality management system**

**4.4.2- POOJA ENGINEERING WORKS** is also maintaining documented information to support the operation of its processes and retaining documented information to have confidence that the processes are being carried out as planned.



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### **Leadership and commitment**

**POOJA ENGINEERING WORKS** Management has demonstrated leadership and commitment with respect to the quality management system through

- Taking accountability for the effectiveness of the quality management system by periodical review of quality management system through management review meeting, Quality objectives review and providing necessary resources.
- Management has determined the organizational processes and integrated with the quality management system requirement through process map & Interaction this can be demonstrated.
- Established procedure for promoting the use of the process approach and risk-based thinking
- Ensuring that the resources needed for the quality management system are available, this is being periodically reviewed through management review meeting.
- Communicating the importance of effective quality management and of conforming to the quality management system requirements
- Ensuring that the quality management system achieves its intended results
- Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system by providing trainings, conducting awareness programs and
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

#### **5.1.2 Customer focus**

**POOJA ENGINEERING WORKS** management has demonstrated leadership and commitment with respect to customer focus by ensuring that

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on enhancing customer satisfaction is maintained and procedure.

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## **QUALITY POLICY**

**POOJA ENGINEERING WORKS** is committed for delivering quality in

**“MANUFACTURER, SUPPLIER, STOCKIST & EXPORTERS OF STAINLESS STEEL, CARBON STEEL, ALLOY STEEL, NICKEL ALLOY, PIPE FITTING AND FLANGES.”**

**5.2.1** We promise our valued customer's commitment to excellence in each activity by each employee in the organization by adopting innovative and best in class engineering and management practices with continual improvement in business and quality management system as a part of our efforts for enhancement in customer satisfaction while assuring 100% quality and quantity.

### **5.2.2 Establishing the quality policy**

**POOJA ENGINEERING WORKS** management has established, implemented and maintained a quality policy that

- a) is appropriate to the purpose and context of the organization and supports its  
Strategic direction
- b) Provides a framework for setting quality objectives
- c) Includes a commitment to satisfy applicable requirements
- d) Includes a commitment to continual improvement of the quality management

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### 5.2.3 Communicating the quality policy

The quality policy is

- Meet the needs and exceed the expectations of its customers in order to achieve customer satisfaction at all stages of the service delivery.
- Maintain a Business Management System which is compliant with and assessed against ISO 9001:2015.
- Use the Quality Management System as a practical and commercially effective value- adding tool.
- Enhance the Company's integrity and reputation through continual improvement at all levels of the business.
- Establish Quality Objectives annually at Management Review Meetings and will communicate and monitor their effectiveness at regular intervals throughout the year, through team meetings and regular management meetings
- Meet employee expectations through communication, training and advancement.
- Regularly review this Quality Policy and our business management system to ensure its continued suitability and effectiveness throughout the business.
- The Proprietorship is ultimately responsible for the effective communication of this Policy and operation of the business management system. In order to demonstrate the Company's commitment to achieve this goal the Managing Director has been appointed Company Quality Management Representative to manage and control the system.

### 3. Organizational roles, responsibilities and authorities

**POOJA ENGINEERING WORKS management** has ensured that the responsibilities and authorities for relevant roles are assigned communicated and understood within the organization. While assigning roles, responsibility and authority, top management has considered and ensured that

- The quality management system conforms to the requirements of this International Standard
- The processes are delivering their intended outputs
- Reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management
- The promotion of customer focus throughout the organization
- The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
- Roles, responsibility and authorities assigned are available in process & as per Orga-chart wise.

## **POOJA ENGINEERING WORKS STAFF AND THEIR ROLES & RESPONSIBILITIES**

### **Proprietorship Responsibility**

- Overall Responsibility for formulating and communicating Quality Policy & Quality objectives.
- Formulation of Strategy for continuous up gradation of Business and Quality System.
- Ensure periodic assessment of the performance of Quality System.
- Approval of Quality System Manual.
- Budget Approval for the organization.
- Overall Responsibility for Business Development & all financial issues.
- Provision of resources as required.
- Strategic decisions on developments and technical set ups.
- To provide the leadership for effective implementations of the system.

### **Authorities**

- Approval of customers' orders, P.O. and Cheque.
- Sanctioning leaves of all Staff.
- Approval of funds for Training needs.
- All the authorities of down - line personnel.

### **Manager Responsibility**

- Responsibilities for the entire Product work, i.e., Quality, Quantity and Time.
- Co-ordination with consultants and contractors.
- Co-ordination with Consultants for drawings.
- Co-ordination with the Sales engineers.
- Monitoring Plant engineers work on daily basis.
- Reporting to the GM Projects on the above issues
- Responsibilities for safety at Plant. (Good working environment).

### **Authorities**

- Make or force required decision at all levels to achieve project objectives.
- Quantity and Time frame issues related to project work.
- To stop and initiate corrective actions on non –confirming binding wire products

### **Engineer Responsibility**

- Monitoring of Company and labour contractors.
- Monitoring of work progress and daily reporting
- Preparation of work progress report.
- Control of non - conformities on site.
- Ensuring Machinery is properly used and is with status of calibration.
- Track Project progress & produce regular weekly status reports.
- Coordinate with all labour contractors to achieve continuous progress at site as per schedule.
- Follow up with Project manager for pending decisions / drawings/of Binding wire Product.
- Communicate management decisions and information to Site subordinate staff.
- Ensuring the workers safety at site and usage of safety equipment's.
- Implementation and follow up and regular monitoring of implemented ISO 9001 system at site.
- Co-ordination with the Quality Person for Quality related issues.
- Coordinating Row Material Accountability at Plant

### **Authorities**

- Initiating the corrective and preventive actions as needed on client and consultants.
- Decision making on during any emergencies at Company site

### **In charge Marketing**

- Managing & motivating the sales force towards achievement of target.
- Preparation of Sales plan.
- Annual sales forecast.
- Monthly sales forecast
- Implementation of sales plan

### **Authorities**

- 1 Approval of documents as per Master list of Quality System Document.
- Authorized to decide corrective & preventive action.
- Authorized to obtain concessional acceptance for non - conforming product from the customer

### **Admin & AccountResponsibility**

- Responsible for tendering activity.
- Customer order review.
- Handling and coordinating customers
- Identification of resources, as applicable.
- Document & Data control system pertaining to his department.
- Maintain all documents related to quality system.
- Coordinator for Management reviews.
- Promoting awareness of customer requirements throughout the Organization.
- Compliance & effectiveness of the training system.

- Suitable working environment (cleanliness, ventilation, lighting, safety etc.).
- Record maintaining for Sales Register, Rent Register, Sale Files, and Stationery and office equipment's.
- Archiving and record keeping of old files.
- Payroll Monthly: Salary -To release monthly salary of the employees as per policy finalized.
- Leave - To keep record of leave as per policy finalized.
- Annual Allowance - To release annual allowances as per policy finalized.
- Employee Record - To update employee details as per organization Policy
- To prepare appointment letter, confirmation letter, experience letter & all employee related.
- Matter as per policy finalized with the help of Managing Director.

### **Authorities**

- 1 Approval of customer orders.
- 2 Approval of documents as per master list of Quality System Document.
- 3 Authorized to decide corrective & preventive action.

### **In charge Purchase responsibilities**

- Overall, in charge of purchase Raw material activities.
- Identification of resources, as applicable.
- Purchasing system - Evaluation, selection, purchasing, monitoring.
- Document & Data control system pertaining to his department.
- Corrective / Preventive action system (sub - contractor non-conformances, in particular.)
- Control of records

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### 6.1.2

- actions to address these risks and opportunities
- how to integrate and implement the actions into its quality management system processes

### 6.2.2 **Quality objectives and planning to achieve them**

**6.2.1 POOJA ENGINEERING WORKS** Establish quality objectives at relevant functions, levels and processes needed for the quality management system.

### **The quality objectives shall**

- Be consistent with the quality policy
- Be measurable
- Take into account applicable requirements

<b>Interested Parties</b>	<b>Requirements</b>	<b>Risks and Opportunities</b>	<b>Effectiveness s of actions</b>
<b>External Providers</b>	<b>Communication, Payment Terms, On Time Supply, Technology Support,</b>	<b>Communication Gap, Payment &amp; Delivery terms not in written, Output Failure</b>	<b>Communication like Emails, Phone, Payment &amp; delivery terms mention in PO, Documented information is</b>
<b>Customer</b>	<b>Product Quality, Delivery &amp; service of on time, Response to complaint, Proper Communication channel</b>	<b>Business Loss, Reputation Down for Organization</b>	<b>Defined in documented information of Marketing &amp; Sales process &amp; Review in Management review meetings</b>
<b>Statutory &amp; Regulatory Body</b>	<b>Organization &amp; product related Statutory &amp; regulatory requirements is kept</b>	<b>Customer is not accepted material or loss of business</b>	<b>Defined in documented information &amp; Review in Management review meetings</b>
<b>Bankers / financiers</b>	<b>All product &amp; organization related</b>	<b>Organization is facing the problems (funds related)</b>	<b>All product &amp; organization related documents is kept</b>
<b>Employees</b>	<b>On time Payments</b>	<b>Work is not properly operated</b>	<b>On time payments issue to employees</b>
<b>Marketing</b>	<b>Competitive rates, More amenities, Prime Location,</b>	<b>Organization facing problems in sales, Reputation in market</b>	<b>Market analysis, Competent marketing team.</b>
<b>Purchase</b>	<b>Competitive rates, Good Quality material, Timely Delivery,</b>	<b>Organization facing Finance problems, Customer dissatisfied, Delay in project completion &amp; Reputation in market</b>	<b>Market analysis, Competent Purchase team</b>

### **POOJA ENGINEERING WORKS achieves its quality objectives**

- a) What will be done?
- b) What resources will be required?
- c) Who will be responsible?
- d) When it will be completed?
- e) How the results will be evaluated?

### **Our Quality Objectives are as below**

- We deliver the rubber product that our customers require.
- As a minimum, we shall meet the requirements of ISO 9001:2015
- We shall be certified or accredited in according to relevant standards.
- We shall provide reliable consultation support & innovative solutions.
- We shall document our quality.
- Our Employee, Vendors & contractor are our most important resource.

### **Planning of changes**

**POOJA ENGINEERING WORKS** Determines the need for changes to the quality management system, the changes are carried out in a planned manner

- a) the purpose of the changes and their potential consequences
- b) the integrity of the quality management system
- c) the availability of resources
- d) the allocation or reallocation of responsibilities and authorities

**POOJA ENGINEERING WORKS** has determined the processes needed for the quality management system and their application throughout the organization in Process map & Interactions of processes QM-M.



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**POOJA ENGINEERING WORKS** management determine, provide and maintain the infrastructure needed to achieve conformity to product requirements & in identifying the required resources the PROPRIETORSHIP play a key role based on their day-to-day interactions with respective IN CHARGE'S and employees

#### **7.1.1 Environment for the operation of processes**

**POOJA ENGINEERING WORKS** is determined, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services

A suitable environment can be a combination of human and physical factors

- a) Social (e.g., non-discriminatory, calm, non-confrontational)
- b) Psychological (e.g., stress-reducing, burnout prevention, emotionally protective)
- c) Physical (e.g., temperature, heat, humidity, light, airflow, hygiene, noise).

PROPRIETORSHIP in co-ordination with respective IN CHARGE determines and manages the work environment needed to achieve conformity to product requirement and reviewed ongoing basis.

#### **7.1.2 Monitoring and measuring resources**

##### **7.1.5.1 General**

**POOJA ENGINEERING WORKS** is determined and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

The organization shall ensure that the resources provided

- a) are suitable for the specific type of monitoring and measurement activities being Undertaken
- b) are maintained to ensure their continuing fitness for their purpose
- c) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information
- d) Identified in order to determine their status
- e) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

**POOJA ENGINEERING WORKS** is determining the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

## Control of Monitoring & Measuring Equipment's

Measurement & Monitoring system is well equipped and the system has complete control over the monitoring and measuring Equipment's. The measurement methods used are evaluated to ensure that they are appropriate and reliable

- Equipment's are maintained properly and are calibrated & adjusted as and when needed. Necessary safeguards are in place to take care of adjustments that could lead to invalid results.
- Calibrations are carried out as per international standards (). Where no such standard exists, the basis used for calibration or verification are recorded. The calibration records include the last date of calibration, calibrating agency (for external agency), calibration result, and frequency of calibration as per the process and/or instrument requirement and the next calibration date. The required accuracy is identified and compared to the measurement that meets expectations.
- Identification of appropriate equipment is accomplished by tagging, labelling, numbering or by including it in a calibration/maintenance database.
- Proper control is maintained to ensure that no faulty equipment is used, the reliability of the equipment is ensured through routine maintenance and re-calibration. Equipment's are used, handled and stored under conditions that protect accuracy and prevent unauthorized adjustment.

## Organizational Knowledge

**POOJA ENGINEERING WORKS** is determining the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained and be made available to the extent necessary

When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates

Organizational knowledge is specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organization's objectives.

Organizational knowledge can be based on:

- Internal sources (e.g., intellectual property; knowledge gained from experience; lessons learned from
- failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);
- External sources (e.g., standards; academia; conferences; gathering knowledge from customers or external providers).

### 7.1 Competence

**POOJA ENGINEERING WORKS** is

- a) Determine the necessary competence of person(s) doing work under its control  
That affects the Performance and effectiveness of the quality management system
- b) Ensure that these persons are competent on the basis of appropriate  
Education, training, or Experience
- c) Where applicable, take actions to acquire the necessary competence, and  
Evaluate the effectiveness of the actions taken.

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### 7.3 **Awareness**

**POOJA ENGINEERING WORKS** is ensured that persons doing work under the organization's control are aware of

- The quality policy
- Relevant quality objectives
- Their contribution to the effectiveness of the quality management system, including the benefits of improved performance
- The implications of not conforming to the quality management system requirements

### 7.4 **Communication**

**POOJA ENGINEERING WORKS** is determining the internal and external communications relevant to the quality management system, including

- On what it will communicate
- When to communicate
- With whom to communicate
- How to communicate

#### **Who Communicates?**

<b>What</b>	<b>When</b>	<b>with whom</b>	<b>How</b>	<b>Who</b>
<b>INTERNAL COMMUNICAT</b>			<b>TON</b>	
<b>Quality policy</b>	<b>Permanent</b>	<b>All Employees / Interested parties</b>	<b>Display / Letter / Training</b>	<b>Management</b>
<b>Importance of effective QMS</b>	<b>As per Training plan / during Orientation training</b>	<b>All Employees</b>	<b>Training / Display</b>	<b>Management</b>
<b>Responsibilities and Authority</b>	<b>During recruitment / Promotion / Department change</b>	<b>Employee</b>	<b>Procedure / Oral / Training</b>	<b>Management</b>
<b>Quality objectives</b>	<b>While defining / Once in 3 months</b>	<b>All employees</b>	<b>Procedure / Oral / Training</b>	<b>Management</b>
<b>Customer complaint / Feedback</b>	<b>At the time of receipt</b>	<b>Head of the department / Respective process</b>	<b>Meeting</b>	<b>PROPRIETORSHIP</b>

## General

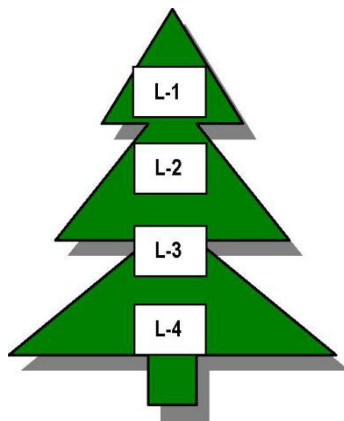
### 7.5.1 Creating and updating

**POOJA ENGINEERING WORKS** creating and updating documented Information, the **POOJA ENGINEERING WORKS** is ensured Appropriate

- Identification and description
- Format (e.g., language, software version, graphics) and media (e.g., paper, Electronic)
- Review and approval for suitability and adequacy

**POOJA ENGINEERING WORKS** quality management system is included

Quality management System documentation is established with the following approach. A four level- documented structure is followed for the operation of Quality Management System



#### Master Documents - Tree Diagram

QUALITY MANUAL (Standard Requirement)

PROCEDURES

PROCESS FLOW CHART, WI, QUALITY PLANS,  
CHECKSHEETS, MANUFACTURING PROCESS  
FLOW CHARTS

DOCUMENTED INFORMATION

### Quality Manual (standard Requirement)

- 1) Defines the approach and responsibility, which includes a documented statement of quality policy & objectives etc.

### Procedures

- 2) Defines what, where, when, who & why of an activity being one as stated in ISO- 9001:2015 standard.
- 3) The documented procedure activity process flow chart defines the effective planning, operation and control of processes.

### WI, Quality Plans, Check sheet etc.

- 4) Defines how exactly an activity is to be done ensuring the effective planning, operation and control of processes.

### Documented Information

- 5) Provides the evidence, which has to be established for all the activities, stated above which in turn Documented Information. A master list of Quality Record is maintained by respective Departments/ section heads as per the requirement of ISO 9001:2015

### Control of Quality System Manual

- Proprietorship is approving the Quality Manual, procedure, WI & documented Information and its amendments.
- Management Representative / Quality In charge is responsible for preparation, review, issue & control of the manual and its amendments.
- In case any personnel ceases to be holder of manual copy for any reason, his copy number of manual will be allocated to any new holder with note in amendment list to this effect. MASTER COPY will be stamped "MASTER" on the front side of all pages in "BLUE" colour. Photo copy will be taken for all MASTER & will be "CONTROLLED" stamped in RED colour. MR/Quality in charge maintains the master copy having original signatures.

### Document changes

MR/Quality in charge perceive the need for amendment to this manual based on adequacy audit report, mistake / corrections during review by any holder, system change and amendment to Reference ISO standard or any change in the organization affecting system described in this manual. Amendments to this manual are recorded in the Amendment list (After Amendment). The holders of Quality System Manual refer to amendment list before referring to respective amended sections to clearly understand details / purpose of amendment. A list indicating latest revision status of each page of this manual, whenever a page of any chapter is amended, the page and the chapter bear the latest Rev. No. The latest revision no. is indicated in the amendment sheet, and on the cover page of the Quality Manual.

### Numbering Logic of Quality System Manual

The numbering logic of this quality system manual will be as described here:

- a. The numbering logic will be -QM-XX.
- b. Indicates **POOJA ENGINEERING WORKS**
- c. QM indicates Quality System Manual of ISO 9001:2015.

## **For Maintain Documented Information**

### **7.5.2**

Control of documented information

Documented information required by the quality management system and by this International Standard shall be controlled to ensure

- It is available and suitable for use, where and when it is needed
- It is adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity)

### **(Procedure for Retain Documented Information)**

For the control of documented information, **POOJA ENGINEERING WORKS** is address the

### **Following activities, as applicable**

- Distribution, access, retrieval and use Storage and preservation, including preservation of legibility Control of changes (e.g., version control) Retention and disposition
- Documented information of external origin determined by the organization to be necessary for the Planning and operation of the quality management system is identified as appropriate, and is controlled.
- Documented information retained as evidence of conformity shall be protected from unintended alterations

## **Operations**

### **8.1 Operational planning and control**

**POOJA ENGINEERING WORKS** is plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions in & maintained risks and opportunities related to planning maintained in operational planning control. Like bar chart for planning.

- a) Determining the requirements for the products and services
- b) Establishing criteria for
  - 1) The processes
  - 2) The acceptance of products and services
- c) Determining the resources needed to achieve conformity to the product and service Requirements
- d) Implementing control of the processes in accordance with the criteria
- e) Determining, maintaining and retaining documented information to the extent Necessary.
  - 1) To have confidence that the processes have been carried out as planned
  - 2) To demonstrate the conformity of products and services to their requirements

**POOJA ENGINEERING WORKS** is control planned changes and reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

**POOJA ENGINEERING WORKS** is ensured that outsourced processes are controlled refer QM-O

## 8.2 Requirements for products and services

### 8.3 **Customer communication**

Communication with customers is include

- a) Providing information relating to products and services
- b) Handling enquiries, contracts or orders, including changes
- c) Obtaining customer feedback relating to products and services, including customer Complaints.
- d) Handling or controlling customer property
- e) Establishing specific requirements for contingency actions, when relevant customers are communicated regarding the product information though letter, verbal and/ or through phone, Fax, e-mail. If any amendments in enquiries, purchase orders it will be communicated through Phone, letter & Email. The customer complaints are registered in customer complaint register and the corrective action taken is communicated determining the requirements for products and services.

**POOJA ENGINEERING WORKS** is ensured that

- The requirements for the products and services are defined, including
- Any applicable statutory and regulatory requirements
- Those considered necessary by the organization
- The organization can meet the claims for the products and services it offers

At present the marketing activities are looked after **PROPRIETOR MR. VISHNARAM NAGJI PRAJAPATI** is actively involved in the determination of customer requirements and for each enquiry he determines the Requirements related to the product in contract review form with respect to requirements specified by customer, including the requirements for delivery and post-delivery activities. Requirements not stated by customer but necessary for specific or intended use (where known) Statutory and Regulatory requirements related to the product any additional requirements determined by the organization.

#### 8.2.1 Review of the requirements for products and services

**POOJA ENGINEERING WORKS** is ensuring that it has the ability to meet the requirements for products and services to be offered to Customers. **POOJA ENGINEERING WORKS** is conducting a review before committing to supply products and services to a customer, to include

- a) Requirements specified by the customer, including the requirements for Delivery and post-delivery activities
- b) Requirements not stated by the customer, but necessary for the specified or Intended use, when known
- c) Requirements specified by the organization

**POOJA ENGINEERING WORKS** is ensuring that contract or order requirements differing from those previously defined are resolved.

The customer's requirements are confirmed by **POOJA ENGINEERING WORKS** is before acceptance, when the customer does not provide a documented statement of their requirements.

**POOJA ENGINEERING WORKS** is retained documented information, as applicable

### 8.3.1 **Design and development planning**

**POOJA ENGINEERING WORKS** is considered in determining the stages and controls for design and development, including

- a) The nature, duration and complexity of the design and development activities
- b) The required process stages, including applicable design and development reviews
- c) The required design and development verification and validation activities
- d) The responsibilities and authorities involved in the design and development process
- e) The internal and external resource needs for the design and development of Products and services
- f) The need to control interfaces between persons involved in the design and Development process
- g) The need for involvement of customers and users in the design and development Process
- h) The requirements for subsequent provision of products and services
- i) The level of control expected for the design and development process by customers and other relevant interested parties

The documented information needed to demonstrate that design and development requirements have been met.

#### a) **Control of externally provided processes, products and services (Purchase)**

### 8.4.1 **General**

**POOJA ENGINEERING WORKS** is ensured that externally provided processes, products and services conform to requirements, **POOJA ENGINEERING WORKS** is determining the controls to be applied to externally provided processes, products and services when

- a) Products and services from external providers are intended for incorporation into the organization's own products and services.
- b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization.
- c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization.

**POOJA ENGINEERING WORKS** is determined and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations.

IN CHARGE PUR ensures that the purchased products are procured from Approved sources only and which conforms to specified purchase requirement. This is done as per business process flow for PROCUREMENT. The type and control to be exercised on supplier, based on the effect of the purchased product on the process/final product, is defined in the approved Supplier list.

IN CHARGE PUR evaluates and select supplier based on their ability to supply product in accordance with the requirements of the organization. Criteria for selection, evaluation and re-evaluation are described and depicted in Business Process Flow chart.

- Selection, Evaluation and approval of supplier's material product.
- Periodical evaluation of Supplier
- Approved Supplier List will be maintained by the IN-CHARGE PUR and also the records of their periodical performance.



### **Type and extent of control**

**POOJA ENGINEERING WORKS** is ensured that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

**POOJA ENGINEERING WORKS** is

- Ensure that externally provided processes remain within the control of its quality management system
- Define both the controls that it intends to apply to an external provider and
- Those it intends to apply to the resulting output
- Take into consideration
- The potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements
- The effectiveness of the controls applied by the external provider
- Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

#### **8.4.2 Information for external providers**

**POOJA ENGINEERING WORKS** is ensuring the adequacy of requirements prior to their communication to the external provider **POOJA ENGINEERING WORKS** is communicated to external providers its requirements for

- The processes, products and services to be provided
- The approval of Products and services
- Methods, processes and equipment
- The release of products and services
- Competence, including any required qualification of persons
- The external providers' interactions with the organization
- Control and monitoring of the external providers' performance to be applied by the organization.
- Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

### **The Purchase order is describing the product to be purchased including**

- Requirement of Material Test Certificate / Product Dimensional report / PPAP such as Control Plan / Binding wire Process Flow Chart / Process Sheets / Process Capability studies etc.
- Requirements for qualification of personnel
- QMS requirements.

PO will be reviewed for adequacy of the specified requirement prior to release by IN CHARGE PUR & M.R. The Purchase order released to the supplier indicates the intended verification arrangements and method of product release, whenever **POOJA ENGINEERING WORKS** or its customer intends to perform such verification at external provider's end.

### **Incoming Product Quality**

The control / Inspection plan for incoming be based on the control exercised on the external providers -

- a. Inspection and / or testing on sampling method. The sampling size should be decided based on past performance of the supplier.
- b. Inspection at Sub-contractor's premises with / without system audit.
- c. Quality assurance certificate or test report from supplier.
- d. Part evaluation by accredited laboratories.
- e. Receipt and evaluation of statistical data.
- f. Any of above method or Combination of any two or more from above.

### **Supplier Monitoring**

External providers performance monitoring through the following indicators, & will be carried out by IN CHARGE PUR as described in Procedure for Purchase Delivered Product Quality.

- Delivery Performance.
- Customer disruptions including field Returns.
- Customer notification Related to quality or delivery Issues
- Premium freight.

**POOJA ENGINEERING WORKS** is Promote monitoring of the performance of manufacturing Processes of the external providers as part of supplier development.

#### **8.5.1 Control of Sales and service provision**

**POOJA ENGINEERING WORKS** is implemented Sales and service provision under controlled conditions. Controlled conditions are including, as Applicable.

- The availability of documented information that defines
- The characteristics of the sales to be produced, the services to be provided, or the activities to be performed.
- The results to be achieved
- The availability and use of suitable monitoring and measuring resources
- The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for services, have been met
- The use of suitable infrastructure and environment for the operation of processes
- The appointment of competent persons, including any required qualification
- The validation, and periodic revalidation, of the ability to achieve planned results of the processes for sales and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- The implementation of actions to prevent human error
- The implementation of release, delivery and post-delivery activities.

Sales In Charge shall plan the sales as per and respective Section In charge carry out process under controlled condition as defined in Process Flow in respective process procedures Controlled conditions shall include: -

- a) Sales plans for all processes which describes the characteristics of the product and process flow chart for sequence of operations
- b) Work Instructions made available at all work stations.
- c) Use of appropriate equipment for a particular process/operation
- d) Use of calibrated monitoring and measuring devices
- e) In process inspection/verification
- f) Verification of acceptance criteria

### **Sales & Service Plan**

Sales & Service plan for all stages of installation, including receipt of material sample, pilot & regular sales shall be used. These sales plans at each stage may be amendments of sales plans of earlier stage.

As described above, Marketing shall be involved in preparation of sales plans where required by customer sales Plans will be submitted to customer for approval.

- The sales plan shall
- list the controls used for the manufacturing processes
- Include methods for monitoring of control exercised over special
- Characteristics defined by both the customer and the organization.
- Include the customer required information, if any

The sales & service plans are live documents and are reviewed and updated when change to the original product or process occurs.

### **Work Instructions**

Respective IN CHARGE prepares Work Instructions for all operations / process activities and for all employees having responsibilities under them. These instructions are made accessible for use at the work station& are prepared based on trial run result and old documents of similar product at the time of job induction into sales and will be reviewed for applicable changes in event of sales Plan change(s).

### **Preventive Maintenance**

IN CHARGE MNT maintains a list of all machines / equipment used in sales and designated key process equipment in the list. A plan for preventive maintenance for this key equipment shall be developed & implemented to ensure continuing process capability. This plan shall be based on the available data from manufacturer's recommendations, previous break down and preventive history, extent of usage, and rate of wear and tear etc., based on these details appropriate predictive techniques are used.

## **Validation of processes for sales and service Provision**

All processes are validated before the start of the sales through set up approval and First Five Piece Inspection.

The above processes are controlled and continually monitored through documented work instructions, process qualifications, set up approval and worker qualification, as Applicable to ensure that the specified requirements are met.

Appropriate records are maintained by All IN CHARGE to demonstrate the control of these processes and equipment. Records of personnel qualifications and re-qualifications are maintained by All IN CHARGE Stipulate workmanship standards to the greatest practicable extent, where appropriate, by means of written standards, representative samples or display boards. Ensure Handling, Storing and transporting within the sales shop are carried to protect all materials / products. The details of process controls are described in respective department procedures.

### **8.5.2 Identification and traceability**

**POOJA ENGINEERING WORKS** is use suitable means to identify outputs when it is necessary to ensure the conformity of products and services

**POOJA ENGINEERING WORKS** is identifying the status of outputs with respect to monitoring and measurement requirements throughout sales and service provision **POOJA ENGINEERING WORKS** is control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.

All material is identified including inspection and test status in appropriate manner (paint, punch mark, labels, stickers and tagging etc.) from receipts at stores through various stages of sales. The final product is kept on trolleys & transferred to Finished Goods area before delivery to customer as detailed in work procedures for storage, packing & dispatch procedure.

Traceability is provided, if required by customer or decided for some products by **POOJA ENGINEERING WORKS** to identify sales & Services products by providing punch mark / tag / batch code. For such products proper records are maintained also the main packages are traceable through Bar code system.

### **8.5.3 Property belonging to customers or external providers**

**POOJA ENGINEERING WORKS** is exercise care with property belonging to customers or external Providers while it is under the organization's control or being used by the organization

**POOJA ENGINEERING WORKS** is identified, verify, protect and safeguard customers 'or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be Unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred. Any arrangement of Customer Supplied raw materials, components, tooling, returnable packaging, measuring instruments etc., are identified during the contract review by CFT/ IN CHARGE MKT and communicated to the people concerned. All such products are uniquely identified after proper verification and properly stored and maintained. Any such product that is lost damaged or is otherwise unsuitable for use shall be Recorded and reported to the Customer-by-customer representative & IN CHARGE Marketing. It shall be the responsibility of QA personnel to verify the quality of such product even if it has been supplied by the Customer.

#### 8.5.4 **Preservation**

**POOJA ENGINEERING WORKS** is preserving the outputs during Sales and service provision, to the extent necessary to ensure conformity to requirements. Preservation is included identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.

At all stages of Service appropriate material / product handling, storage, packing of products, preservation and delivery of products established viz. Material in storage - are preserved by packing in Gunny bags. In process - material are stored in Bins and Air Bubble bags.

#### 8.5.5 **Storage and Inventory**

A suitable inventory control system is established to optimize inventory turns, assure stock rotation & minimize inventory levels. Stores Section shall monitor stock levels and inform purchase section in time.

##### **Handling and Storage of Incoming Material**

At present manual method are provided for movement of brought out items and material respectively. In charge Stores shall ensure safe handling of materials / items received in stores. Secured storage space with proper environmental conditions to protect the products stored shall be provided for all items in stores. Shelf-life items are identified and periodic inspection of all stored items is conducted once in three months for fitness for use. Store In charge has the defined responsibility to receive issue & dispatch materials from secured storages i.e., Stores & Finished Goods Stock point.

All material in stock is periodically assessed to verify continued fitness for use. Proper material accounting shall be maintained in the stock ledger, with the consideration for keeping stored items in usable conditions.

##### **In process Products**

Handling of In-process material is done using Troll and BINS. At all times the individual operator ensures safe handling of the material to prevent damage. Storage on shop floor, for in-process products if required suitable packaging material will be used to protect the products from any kind of damages, deterioration due to environmental conditions.

##### **Packaging**

Packaging of products carried out according to packaging instructions / drawings wherever applicable, i.e., contractually agreed or if product nature calls for packing. Type of packaging material & its quality is ensured as per customer requirements, if mentioned in the purchase order. Material / packages used for packing of products are verified before packing to ensure its conformance to specified requirements as per Purchase Order/ Customer Requirement. Packing method employed will be adequate to protect the products fully till they reach their destination if contractually specified.

#### 8.5.5 **Post-delivery activities**

**POOJA ENGINEERING WORKS** is meet requirements for post-delivery activities associated with the sales s and services is consider in determining the extent of post-delivery activities that are required,

- a) statutory and regulatory requirements
- b) the potential undesired consequences associated with its sales and services
- c) the nature, use and intended lifetime of its products and services
- d) customer requirements
- e) customer feedback

#### 8.5.6 **Control of changes**

**POOJA ENGINEERING WORKS** is review and control changes for sales or service provision, to the extent necessary to ensure continuing conformity with requirements.

**POOJA ENGINEERING WORKS** is retaining documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

Release of sales and services **POOJA ENGINEERING WORKS** is implemented planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of sales and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer

**POOJA ENGINEERING WORKS** is retaining documented information on the release of products and services. The documented information is included

- a) Evidence of conformity with the acceptance criteria
- b) Traceability to the person(s) authorizing the release

To ensure that the sales & services meet the quality requirements of customer fully, a systematic approach for inspection and testing at all stage viz. incoming, in process and final are demonstrated. At each stage the activity is performed according to documented procedures.

#### **Receiving Inspection & Testing**

Inspection / Verification of incoming material are carried out according to the respective Incoming Inspection Standards & Control plans. This is the responsibility of IN CHARGE QA.

The control plan for incoming shall use one of the following methods.

- Inspection and / or testing on sampling method.
- Inspection at supplier's premises with / without system audit.
- Quality assurance certificate or test report from supplier.

The incoming materials used in sales shall not be used or processed without acceptance by Receipt inspection. Store Personnel are responsible for receipt, identification, records and storage of all Incoming materials, the detailed procedure for incoming material inspection is described.

#### **In-process Inspection & Testing**

All in-process inspection carried out according to the applicable control plans by QA during in process based on sample inspection and as per the documented procedures for the required tests. The details of in process inspection are described in respective process owner's procedure.

#### **Inspection and Tests Records**

Records of inspection / tests at all stages mentioned above are prepared in specific forms & maintained. The format number(s) of records as mentioned in respective procedures / work instructions /control plans.

IN CHARGE QA & IN CHARGE PRD will be the approving authority at each stage for disposition of non-conforming materials / products.

### 8.3 **Control of nonconforming outputs**

Procedures are established for identifying non-conforming product at Stores and stages of installation / inspection as well as at the final inspection stage. The non-conforming materials are identified by the sales operator/ QA Personnel at these stages and suitably identified. Responsibility and authority are assigned for segregation, review and disposition of non-conforming product. Documented information of segregation, review and suitable disposition.

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## **8 Performance evaluations**

### **9.1 Monitoring, measurement, analysis and evaluation**

#### **9.1.1 General**

**POOJA ENGINEERING WORKS** is evaluating the performance and the effectiveness of the quality management system.

**POOJA ENGINEERING WORKS** is retaining appropriate documented information as evidence of the results.

**Purpose:** To establish measurement, analysis and improvement plan for all the process /

Function defined in the Quality Management System.

**Objective:** To establish quality management measurement process and monitor as per planned results for achievement also establish processes to identify non- Conformity situation and subsequently corrective & preventive actions to be taken.

IN CHARGE QA in consultation with all respective sales process heads plan and implement the monitoring, measurement, analysis and improvement processes needed.

- a) What needs to be monitored and measured
  - b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results
  - c) When the monitoring and measuring shall be performed
- When the results from monitoring and measurement is analysed and evaluated

#### **9.1.2 Customer satisfaction**

**POOJA ENGINEERING WORKS** is monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled.

**POOJA ENGINEERING WORKS** is determining the methods for obtaining, monitoring and reviewing this information.

PROPRIETOR& MKT In Charge have primary responsibility for Customer Satisfaction as one of the measurements of the Quality Management System and as to whether the organization has met customer requirements. Customer satisfaction shall include collection of authentic data, frequency and validity of analysis.

The trend and major elements affecting customer satisfaction and key indicators of customer dissatisfaction will be monitored supported by objective evidence. Wherever data available, level of customer satisfaction will be compared with those of our competitors & relevant action plan will be evolved.

A customer satisfaction analysis survey will be conducted ONCE IN A 12 MONTHS Review of customer satisfaction will be taken by top management during Management Review Meeting as described in Procedure.



### 9.1.3 **Analysis and evaluation**

**POOJA ENGINEERING WORKS** analyses and evaluates appropriate data and information arising from monitoring and measurement

The results of analysis are used to evaluate

- a) Conformity of products and services
- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers;
- g) The need for improvements to the quality management system

### 9.2 **Internal audit**

Procedures are established for a system of planned and documented internal quality audits to verify that the Quality Management System conforms to the planned arrangements as per ISO (9001:2015) requirements and effectively implemented and maintained in Scope of Business is below.

**“MANUFACTURER, SUPPLIER, STOCKIST & EXPORTERS OF STAINLESS STEEL, CARBON STEEL, ALLOY STEEL, NICKEL ALLOY, PIPE FITTING AND FLANGES.”**

#### **The MR is responsible for**

Planning and organizing audits at works depending on the importance and the extent of the activity concerned and the results of the previous audits. The internal quality system audits as per schedule are to be carried out at least once in SIX Months period and at least 02 times during a year.

MR also ensures that the trained auditors are involved in quality system audit to ensure objectivity of the auditing processes and are not directly responsible for the area under audit. The results of the audit are documented in specified format to record non-conformances in product / process and work practices and brought to the notice of person responsible for the area audited, who in turn shall take appropriate corrective actions within agreed time limit and ensure removal of deficiencies observed. Follow up the effectiveness of the corrective action taken. The effectiveness of identified corrective action against any such internal audit findings are verified by the MR prior to subsequent management.

MR maintains appropriate records of implementation & effectiveness in the form of internal audit reports. The details of the audit team, schedule, preparation of non-conformances reports, The follow up on the corrective actions is detailed in procedure no.

**MMS/EGAC/IAF/ISO/QMS - 9001:2015.**

The non-conformance identified during third party audits or by external agencies is handled in the same manner. The non-conformances of IA remaining open due to delay in implementation of corrective action along with major non-conformances recorded will be reviewed during management review meetings described in **MMS/EGAC/IAF/ISO/QMS - 9001:2015.**

### 9.3 **Management review**

#### 9.3.1 **General**

Top management of **POOJA ENGINEERING WORKS** is reviewing the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization

Management review will be conducted and chaired by MD / PROPRIETOR once in SIX Months to ensure continuing suitability & effectiveness in satisfying the requirements of ISO 9001:2015 and the stated quality policy and objectives.

The Management Review will include all elements of the entire quality system as detailed in procedure and schedule for the Management Review is described in **MMS/EGAC/IAF/ISO/QMS - 9001:2015.**

Records of Management Review Meetings shall be maintained by **MR. VISHNARAM NAGJI PRAJAPATI**

The PROPRIETOR during review shall assess opportunities for improvement and the need for changes in Quality Management System, including the Quality Policy and Quality Objectives.

#### 9.3.2 **Management review inputs**

**The management review is planned and carried out taking into consideration.**

- a) The status of actions from previous management reviews**
- b) Changes in external and internal issues that are relevant to the quality management system;**
- c) Information on the performance and effectiveness of the quality management system, including trends in:**
  - 1) customer satisfaction and feedback from relevant interested parties;**
  - 2) the extent to which quality objectives have been met;**
  - 3) process performance and conformity of products and services;**
  - 4) Nonconformities and corrective actions.**
  - 5) Monitoring and measurement result.**

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## **10 Improvements**

### **10.1 General**

**POOJA ENGINEERING WORKS** is determined and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction these are include

- Improving products and services to meet requirements as well as to address future needs and expectations.
- Correcting, preventing or reducing undesired effects;
- Improving the performance and effectiveness of the quality management system.

Improvement is included correction, corrective action, continual improvement, breakthrough change, innovation and re-organization

### **10.2 Nonconformity and corrective action**

10.2.1 When nonconformity occurs, including any arising from complaints, **POOJA ENGINEERING WORKS** is

All nonconformities relating to product, process and quality system are investigated & the results are recorded. While investigating causes of non-conformances & deciding corrective actions, the team identifies other products / situations where same or similar non-conformance can occur. Corrective actions for nonconforming products and processes, detected in the organization are recorded; analysed, reviewed and necessary actions are taken. This will be the responsibility of IN CHARGE QA & SI (respective SERVICE INSTALLATION In-charge) the corrective action and preventive measures are implemented and their effectiveness is monitored.



The details are as described in the procedure **MMS/EGAC/IAF/ISO/QMS - 9001:2015.**

Corrective actions are taken on customer complaints; by analysing the causes of the complaints and taking suitable action to prevent their reoccurrence.

### **10.3 Continual improvement**

**POOJA ENGINEERING WORKS** is continually improved the suitability, adequacy and effectiveness of the quality management system.

**POOJA ENGINEERING WORKS** is considering the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

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Please refer [MMS/EGAC/IAF/ISO/QMS - 9001:2015](#).