

Nepo Finishing Industry

Narayangarh, Chitwan, Nepal

Quality System Manual

ISO 9001: 2008

Document Reference No.:- NEPO/QSM/00

Control Copy No. :

Prepared By.....

Approved By.....

Date : 25th March 2010

THIS QMS MANUAL IS A PROPERTY OF NEPO FINISHING INDUSTRY. NO PART OF THIS MANUAL IS PERMITTED TO COPY IN ANY MANNER WITHOUT A WRITTEN PERMISSION FROM DIRECTOR OF THE COMPANY. COPY RIGHT OF THIS MANUAL IS RESERVED TO NEPO FINISHING

NEPO/QSM/Q.Pol /00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

QUALITY POLICY

We, at Nepo, are committed to provide quality furniture products to our valuable customers in order to fulfill their needs and expectations. We pledge for continued improvement in product quality, compliance to applicable legal requirements with active involvement of employees at all levels and periodic review of established management system.

.....
Managing Director

NEPO/QSM/LoC /00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

List of Controlled Copy Holders

This Manual shall be distributed as per the distribution list.

<u>Copy No.</u>	<u>Holder</u>
1.	MD/ED
2.	Executive Officers /Management Representative
3.	Production Supervisor
4.	Certification Body

Note:- **Management Representative's copy shall be treated as the Master Copy.**

NEPO/QSM/TOC/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

1.0 Table of Contents

Contents	Ref. No.	Page
QUALITY POLICY	NEPO/QSM/Q.Pol /00	1
List of Controlled Copy Holders	NEPO/QSM/LOC/00	2
1.0 Table of Contents	NEPO/QSM/AP/01	3
2.0 Amendment Records	NEPO/QSM/AR/00	5
3.0 General Information	NEPO/QSM/ GI /00	6
3.1 Scope of the Manual	NEPO/QSM/ GI /00	6
3.2 Application and Exclusions	NEPO/QSM/ GI /00	6
3.3 Company Profile	NEPO/QSM/ GI /00	6
4.0 Quality management System	NEPO/QSM/04/00	7
4.1 General Requirements	NEPO/QSM/04/01	7
4.2. Documentation Requirements	NEPO/QSM/04/00	7
4.2.1 General	NEPO/QSM/04/00	7
4.2.2 Documentation Structure	NEPO/QSM/04/00	7
4.2.3 Control of Documents	NEPO/QSM /04/00	8
4.2.4 Control of Records	NEPO/QSM /04/00	9
5.0 Management Responsibility	NEPO/QSM /05/00	10
5.1 Management Commitment	NEPO/QSM /05/00	10
5.2 Customer Focus	NEPO/QSM /05/00	10
5.3 Quality Policy	NEPO/QSM /05/00	10
5.4 Planning	NEPO/QSM /05/00	10
5.4.1 Quality Objectives	NEPO/QSM /05/00	10
5.4.2 Quality Management System Planning	NEPO/QSM /05/00	11
5.5 Responsibility, Authority & Communication	NEPO/QSM /05/00	11
5.5.1 Responsibility and Authority	NEPO/QSM /05/00	11
5.5.2 Management Representative	NEPO/QSM/05/00	11
5.5.3 Internal Communication	NEPO/QSM/05/00	11
5.6 Management Review	NEPO/QSM/O5/00	11
6.0 Resource Management	NEPO/QSM/O6/00	13
6.1 Provision of Resource	NEPO/QSM/O6/00	13
6.2 Human Resource	NEPO/QSM/O6/00	13
6.2.1 General	NEPO/QSM/O6/00	13
6.2.2 Competence, Training & Awareness	NEPO/QSM/O6/01	13
6.3 Infrastructure	NEPO/QSM/06/00	13
6.4 Work Environment	NEPO/QSM/06/00	13
7.0 Product Realization	NEPO/QSM/07/00	15
7.1 Planning of Production Realization	NEPO/QSM/07/00	15
7.2 Customer Related Process	NEPO/QSM/07/00	15
7.2.1 Determination of Requirements related to the Product	NEPO/QSM/07/00	15
7.2.2 Review of Requirements related to the Product	NEPO/QSM/07/00	15
7.2.3 Customer Communication	NEPO/QSM/07/00	16
7.3 Design and Development	NEPO/QSM/07/00	16
7.3.1 Design and Development Planning	NEPO/QSM/07/00	16

NEPO/QSM/CS/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Contents	Ref. No.	Page
7.3.2 Design and Development Inputs	NEPO/QSM/07/00	17
7.3.3 Design and Development Outputs	NEPO/QSM/07/00	17
7.3.4 Design and Development Review	NEPO/QSM/07/00	17
7.3.5 Design and Development Verification	NEPO/QSM/07/00	17
7.3.6 Design and Development Validation	NEPO/QSM/07/00	18
7.3.7 Design and Development Changes	NEPO/QSM/07/00	18
7.4 Purchasing	NEPO/QSM/07/00	18
7.4.1 Purchasing Process	NEPO/QSM/07/00	18
7.4.2 Purchasing Information	NEPO/QSM/07/00	18
7.4.3 Verification of Purchased Product	NEPO/QSM/07/00	19
7.5 Production & Service Provision	NEPO/QSM/07/00	19
7.5.1 Control of Production and Service Provision	NEPO/QSM/07/00	19
7.5.2 Validation of Process for Production and Service Provision	NEPO/QSM/07/00	19
7.5.3 Identification & Traceability	NEPO/QSM/07/00	19
7.5.4 Customer Property	NEPO/QSM/07/00	20
7.5.5 Preservation of Product		20
7.6 Control of Monitoring & Measuring Equipments	NEPO/QSM/07/01	21
8.0 Measurement, Analysis & Improvement	NEPO/QSM /08/00	22
8.1 General	NEPO/QSM /08/00	22
8.2 Monitoring & Measurement	NEPO/QSM/08/00	22
8.2.1 Customer Satisfaction	NEPO/QSM/08/00	22
8.2.2 Internal Audit	NEPO/QSM/08/00	22
8.2.3 Monitoring and Measurement of Processes	NEPO/QSM/08/00	23
8.2.4 Monitoring and Measurement of Product	NEPO/QSM/08/00	23
8.3 Control of non -confirming Product	NEPO/QSM/08/00	23
8.4 Analysis of Data	NEPO/QSM/08/00	24
8.5 Improvement	NEPO/QSM/08/00	24
8.5.1 Continual Improvement	NEPO/QSM/08/00	24
8.5.2 Corrective action	NEPO/QSM/08/00	24
8.5.3 Preventive Action	NEPO/QSM/08/00	25
Annex A: Organization Chart	NEPO/QSM/OC/00	26
Annex B: Roles and Responsibilities	NEPO/QSM/RR/00	27
Annex C: List of Procedures	NEPO/QSM/LOP/00	29
Annex D: Process Flow Chart	NEPO/QSM/PFC/00	30

NEPO/QSM/AR/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Section 2.0 Amendment Record

S. No.	Clause No.	Page	Rev. No.	Details of Amendment	Effective Date	Approved by

NEPO/QSM/GI/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Section 3.0 General Information

3.1 SCOPE OF THE MANUAL

This manual describes the Quality Management System adopted by Nepo Finishing to meet the requirements of International Standard ISO 9001: 2008 based upon the quality management principles described in ISO 9000 series of standards.

This manual applies to all the activities which contribute to the quality of all product of Nepo Finishing as per the prevailing company, national or international standards, and buyers' product specifications.

This manual covers the Management Responsibility, Resource management, Product Realization i.e. all the activities from customer demand to delivery of the product to the customer and monitoring, measurement & analysis of the activities of the organization.

3.2 APPLICATION AND EXCLUSIONS

Scope of this manual covers all the activities of Nepo Finishing at the following locations:

- ❖ Production of wooden furnitures at Belchowk Narayangarh, Nepal
- ❖ Production of steel furnitures as well as Show-room of these products at Narayangarh, Nepal

Scope for the Certification:

Manufacture and supply of Wooden and Steel Furniture.

Exclusion

The system can be implemented throughout the organization without exclusion of none of the clauses of ISO 9001:2008 standard.

3.3 COMPANY PROFILE

Nepo Finishing has been established on 2051. It has established with a small capital of Rs.500,000/- . Gradually the structure of the organization has been increased. It has currently almost 45 employees. The organization runs two shifts and the production capacity is almost in total 400 pieces of various items daily including metal and wooden products. The management of the organization is very much committed for the overall growth of the organization qualitatively and quantitatively. The organization is being run professionally by a dedicated team. The technicians working in the production sectors are well trained and have long experience. The major raw materials - wood and steel are purchased from reputed suppliers.

NEPO/QSM/04/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Section 4.0 Quality Management System

4.1 GENERAL REQUIREMENTS

Nepo Finishing Industry has established, documented, implemented and maintained a quality management system in line with the requirements of ISO 9001: 2008 and has set procedures so that the effectiveness of the system is improved continually.

Nepo Finishing has identified the processes needed for the management of quality in the organization, and has ensured following activities:

- i. determined sequence and interaction of productions processes of steel and wooden furniture products
- ii. has determined criteria and methods needed to ensure that both the operation and its control are effective,
- iii. has ensured availability of resources and information necessary to support the operation and monitoring of steel and wooden product productions processes,
- iv. monitors, measures where applicable and analyses steel and wooden product productions processes, and
- v. implements actions necessary to achieve planned results and continual improvement of productions processes.

Nepo Finishing does not outsource any process that affects products conformity to requirements. When needed in future the organization shall ensure control over outsourcing processes.

4.2 DOCUMENTATION

4.2.1 General

Quality system is documented at Nepo Finishing to provide direction to all in charges, supervisor and workers alike in the company on how activities relating to quality are to be undertaken, to standardize the activity, and to provide a basis for further improvement. This documentation system retains information, helps to unearth problems and to solve them. This also provides objective evidence on the achievement of quality, and also provides a reference for internal and external quality audits. Thus the system controls all the activities of the organization. Established documentation system ensures effective planning, operations and control of all steel and wooden furniture production processes in Nepo Finishing.

It has documented statements of a quality policy, quality objectives, quality manual, procedures and records as required by ISO 9001: 2008. Documents including records determined by the organization are maintained to ensure the effective planning, operation and control of steel and wooden products productions processes.

4.2.2 Documentation Structure

Nepo Finishing documentation consists of 3 level systems.

Level 1: Quality Manual

Level 2: Quality Procedures

Level 3 : Work Instructions, Standards, Specification, Forms, Formats and Records.

NEPO/QSM/04/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Quality Manual: Quality Manual sets out policies and procedures to be followed in Nepo Finishing This document concisely outlines the structure and general principle of operation of quality system. Quality Manual refers to appropriate operating procedures as necessary for more information and clarity.

Quality Manual also serves as marketing document for, a copy of which can be provided to the existing and prospective customers after seeking approval from the Managing Director.

Quality Procedures: Quality Procedures required by ISO 9001:2008 and other procedures needed by the organization to ensure the effective planning, operation and control of its processes are documented at the organization. Quality Procedures demonstrate in detail how a particular element or part of element of ISO 9001:2008 is being implemented in Nepo Finishing

Quality Procedures are structured in a manner so that they align with the major elements of ISO 9001:2008 Standard.

Quality Procedures, further, may refer to Work Instructions, Specification, Forms & Formats as applicable.

Work Instructions: Work Instructions describe in detail how each specific job or process or activity is to be undertaken.

Forms/Formats: Suitable Forms, Formats, Records, etc. have been developed to collect data, and to record other evidence of fulfillment of specified requirements.

Quality Plan: As a means of ensuring that all the customers' requirements are efficiently and effectively met, and also in order to provide a definitive guideline for everybody involved in manufacturing activities of the organization, appropriate Quality Plans are developed.

4.2.3 Control of Documents

In Nepo Finishing, documents that provide guideline for the fulfillment of quality and improvement are controlled to ensure that they remain effective in their application and intent. All documents such as Quality Manual, Quality Procedures, Work Instructions, Forms, Formats that are used as guideline for the fulfillment of quality, including documents of external origin, are controlled in the organization.

Documentation system requires large number of procedures and generates similarly large number of data. Use of unauthorized or obsolete documents may cause, by mistake, loss on quality; similarly, absence of pertinent document at the location of use may cause undertaken activities in unacceptable forms. Documents that affect quality of goods are controlled to avoid confusion, and to streamline the system.

Following effective steps are taken as a means of control:

- a. Each document is identified by a unique identification system,
- b. Each document is reviewed, approved, controlled, and issued by authorized personnel,
- c. Each document is clearly identified by relevant and current issue/ revision status,
- d. A master list, identifying the current revision status of documents, is established.

NEPO/QSM/04/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

- e. Pertinent documents are made available at all pertinent locations,
- f. Obsolete documents are promptly removed from all points to prevent against unintended use. Any obsolete document retained for legal and/or knowledge purposes is suitably identified, and
- g. Changes to documents are reviewed and approved by the same functionary that performed the original review and approval.

4.2.4 Control of Records

Quality Records are special types of documents, generated by the implementation of documentation system. Such records are appropriately controlled in Nepo Finishing to ensure that useful data can be retained, retrieved, and analyzed, whenever required.

Data generated during various stages of control are useful source of information, and need to be re-checked for various reasons. Such data need to be consulted in future for various reasons such as to demonstrate compliance to the specified requirements to the buyer, independent third party certification body, or legal authorities. These data also can be referred for further analysis and research. These records are therefore stored in an appropriate manner till possibility of such use exists.

These records are stored in such a manner that:

- a. They are suitably identified, indexed, collected, and filed,
- b. They are legible,
- c. They are readily retrievable,
- d. They are protected against normal environmental conditions and Quality Condition.
- e. They are prevented from damage, deterioration and loss,
- f. They are stored up to a pre-determined time. Retention period will depend upon the importance of the record and its future value. Different records may have different retention periods.

Reference Procedures

- i. Quality Procedure for Control of Documents - NEPO /QSP/01/00
- ii. QSP: Quality Procedure for Control of Records - NEPO /QSP/02/00

NEPO/QSM/05/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Section 5.0 Management Responsibility

5.1 MANAGEMENT COMMITMENT

Quality is the corporate commitment at Nepo Finishing. Although we produce and sell Steel and wooden furniture, we are in the business of quality. Managing Director is committed for development of the quality management system, and continuous improvement of its effectiveness. Commitment of Managing Director to the quality is evident from the following activities he has undertaken in Nepo Finishing:

- a. Communicated the importance of meeting customer as well as statutory and regulatory requirements.
- b. established the Quality Policy and ensured the establishment of quality objectives,
- c. conducted management reviews, and,
- d. Has made resources (human as well as Infrastructure) available for achieving quality within Nepo Finishing

5.2 CUSTOMER FOCUS

Customer is the focal point for every activity undertaken within Nepo Finishing. This fact is understood at all levels within Nepo Finishing. Not only is the quality of the products, but all concerns of Customer important to us. Managing Director of Nepo Finishing is committed to total customer satisfaction.

5.3 QUALITY POLICY

Quality policy of Nepo Finishing is written and signed by the Managing Director. This forms the basis of all work executed within Nepo Finishing, and provides direction to management and employees alike in meeting their quality objectives. It also provides strength to take up the challenge of fulfilling customer requirements at all times. The Quality Policy of Nepo Finishing, as written and signed by the Managing Director, is presented in this manual.

This policy is communicated to all the members of the company, management and employees by following means:

- a. As part of this Quality Manual, and
- b. By hanging framed copies at prominent and visible places of office premises.
- c. By organizing interaction program to communicate Quality Policy

5.4 PLANNING

5.4.1 Quality Objectives

Quality objectives have been established within different sections of Nepo Finishing. Annual quality objectives for different sections of the organization are documented in the current copy of Quality Objectives. At the end of the target period, the achievement of the objective will be assessed. If it is not possible to achieve the objective, an analysis will be made to determine the reason. Appropriate corrective and preventive actions shall be initiated to ensure the successful achievement of the objectives.

Quality objectives are reviewed in every Management Review meeting.

NEPO/QSM/05/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

5.4.2 Quality Management System Planning

Managing Director of Nepo Finishing has ensured that quality planning of Nepo Finishing effectively fulfills the requirements of ISO 9001: 2008, and that any change initiated does not reduce the integrity and effectiveness of the system.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 Responsibility And Authority

An effective organizational structure has been established in Nepo Finishing to provide clarity on the roles, responsibilities and authority among various individuals, departments and sectors.

The responsibility, authority and interrelation of personnel, who manage, perform and verify works affecting quality are defined and documented. The structure of the organization and the responsibility and authority of key personnel is described in Annex A and B of this manual respectively.

5.5.2 Management Representative

[Managing Director of Nepo Finishing has appointed Executive Officer as the Management Representative \(MR\) of the organization.](#) In addition to the normal responsibility his additional responsibility as a Management Representative includes:

- a. Co-ordination and guidance for establishing procedures, implementing them and maintaining of documents,
- b. Ensuring that the customers' requirements are met,
- c. Planning, scheduling and conducting Internal Quality Audits,
- d. Initiate Management Review.
- e. Liaison with external agencies like certifying bodies,
- f. Follow up for corrective and preventive actions.

Full authority for administration of the quality programs as described in this Quality Manual has been delegated to the MR. He has the freedom to identify Quality Assurance problems, to initiate action that result in solutions, and verifying its successful implementation. It is the responsibility of the MR to ensure compliance with all sections of this Quality Manual.

5.5.3 Internal Communication

Appropriate communication processes are established within the organization, and that communication for improvement of effectiveness of the management system exists within it.

5.6 MANAGEMENT REVIEW

A Management Review Committee has been formed under the chairmanship of Managing Director. The members are Executive Director, Executive Officers, and Production Supervisors. In addition to these members the MD can invite other members as and when necessary.

The Management Review committee meets at least once in a year to review every aspect of the documented quality system including its continued suitability, effectiveness and efficiency, necessary improvements and changes to be initiated to enhance its effectiveness etc. The review will thus ensure that the implemented system will continue to satisfy the requirements of

NEPO/QSM/05/00	Nepo Finishing Industry	Issue No.: 01
	Quality System Manual	Issue Date: 25 th March 2010

ISO 9001:2008 standards and the Quality Policy of Nepo Finishing. The minimum agendas to be discussed in MRC meeting are as follows:

- Results of Internal Quality Audit
- Customer complaints & feedback
- Product & process performance
- Non conforming product and its status

NEPO/QSM/06/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Section 6.0 Resource Management

6.1 PROVISION OF RESOURCES

Necessary resources, human or otherwise, necessary to implement, maintain and continually improve the effectiveness of the documented quality management system is identified and provided to the organization.

6.2 HUMAN RESOURCES

6.2.1 General

Nepo Finishing employment policy is to employ only competent and qualified personnel. Criteria of employees for important positions have been defined. For technician like supervisors, Mistri, Welder, Fitter etc. academic qualification shall not be mandatory but work experience and general reading and writing is compulsory.

6.2.2 Competence, Training and Awareness

Competent people make lesser mistakes and perform better. Thus when people are trained, there will be less wastage, rework, or rejections. This saves both time and money. Nepo Finishing invests on people and maximizes output by providing training like welding and fabrication, general management & QMS related trainings etc at or outside the premises of the organization.

Following steps have been taken to enhance competence of employees in Nepo Finishing:

- a. Competency requirements for personnel performing work affecting product quality has been determined,
- b. Training need is determined on the basis of experience and previous training of the position holder, and type of specific task he/ she needs to perform,
- c. Training need is also determined in case of change of position and promotion of employees,
- d. Appropriate training is provided to the personnel when need is identified,
- e. Personnel are made aware of the relevance and importance of their activities, and how they contribute to the achievement of quality objectives,
- f. Records of training, skills and experience are maintained.

6.3 INFRASTRUCTURE

Nepo Finishing has sufficient infrastructure to carry out the activities for the production of furniture products. There are sufficient tools & equipments for fabrication of furniture products.

6.4 WORK ENVIRONMENT

Work environment, necessary to manage the processes and to achieve product quality, has been identified and established within the organization. The suitable work environment for all the employees have been provided such that they can perform various activities in the organization smoothly without any disturbances, which can directly or indirectly hamper product quality. Sufficient working space, lighting, is available within the factory area. The workers are being provided with mask, goggles, boot, and gloves where necessary. First aid

NEPO/QSM/06/00	Nepo Finishing Industry	Issue No.: 01
	Quality System Manual	Issue Date: 25 th March 2010

box is also available. Every employee has got the facility of drinking water & toilet. Fire extinguishers are placed in necessary places and instructions are being also displayed.

Reference Procedures

Procedure for Administration, HR and Purchase - NEPO /QSP/03/00

NEPO/QSM/07/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Section 7.0 Product Realization

7.1 PLANNING OF PRODUCT REALIZATION

Suitable processes for the production of furniture are in place at Nepo Finishing. A general Quality Plan covering all activities of Nepo Finishing has been prepared and documented. Some operations of this plan would not be relevant to some of the products. Part of the operations that are not relevant to a particular product need not be executed during the product realization.

A series of Process Flow Charts, defining the sequence and inter-linking of different processes/ operations, exists for the products. Verification activities only relevant to the stipulated operations are undertaken from Quality Plan to fulfill the quality requirements of the product.

7.2 CUSTOMER- RELATED PROCESSES

7.2.1 Determination of Requirements Related to the Product

Customer satisfaction is the motto of Nepo Finishing. However, to satisfy a customer, it is necessary to fully understand his/her requirements. In order to ensure that customers' requirements are clearly understood at Nepo Finishing, and that every requirement of the order can be completed for the satisfaction of the customer, all the requirements related to the product are determined and established.

The requirements shall include:

- a. Requirements specified by the customer,
- b. Requirements necessary for the intended use,
- c. Any statutory and regulatory requirements, and
- d. Any additional requirements as appropriate.

7.2.2 Review of Requirements Related to the Product

Before finally accepting an order or confirming the commitment to the order, it is necessary to ensure that Nepo Finishing has the ability and the capability to meet these requirements. Review of all such requirements related to the product is carried out in the beginning to ensure that Nepo Finishing does not have to face an embarrassing situation of not being able to complete an order as required by the client.

- a. Every order received is carefully scrutinized to check that:
 - i. The order is clear, and provides complete information required for its successful completion,
 - ii. There is no ambiguity in the contract.
- b. Any discrepancy between the order and the terms of offer, quotation, negotiation, or inquiry is resolved with the customer prior to order acceptance; and in any case, before execution of the order, as appropriate,
- c. Capability assessment of Nepo Finishing is carried out to ensure that adequate resources exist to complete the job,

NEPO/QSM/07/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

d. An order is accepted only after making sure that it can be completed satisfactorily.

Amendment to an order

Any amendment request made by the customer is also reviewed and accepted after ensuring that the amendment can be satisfactorily incorporated.

All affected functions within the organization are notified in verbal /writing regarding the nature of change requested by the customer for necessary action/modification.

7.2.3 Customer Communication

Close interaction with the customer shall be maintained during receipt and acceptance of an order, and during and after the execution of the order. Customer feedback, positive or negative, is obtained in a defined regular interval and this information shall be used for the improvement of activities and products at Nepo Finishing.

7.3 DESIGN AND DEVELOPMENT

Nepo Finishing manufacture furniture products as per the specification given by the customer or as per company specification. Sometimes the design of the products are provided by the customers. The designs provided by the customers are reviewed by the organization and made some changes taking consent with the customer, if required, and come into a final agreement with the customer. Catalogues of different reputed companies are available with detail specification. The customer may also order the products by mentioning the product code or number of particular products from the specified catalogue. So, slight modification (development) can be done in the available specification if there is demand from the customer side.

7.3.1 Design and Development Planning:

NEPO is well motivated and managed for design and development of furniture it manufactures.

During the design and development planning, the organization shall determine

- a. The design and development stages,
- b. The review, verification and validation that are appropriate to each design and development stage, and
- c. The responsibilities and the authorities for design and development.

The organization shall manage the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility.

The design and development program shall be considered as a project in its own right, and planned, resourced and managed properly. A Design and Development plan shall be produced at the beginning of the program and subsequently used to monitor progress. Design and development shall be carried out in a disciplined manner and in association with the customer to prevent or minimize the occurrence of problems.

The design and development planning shall be done by MD/EO/Production Supervisor.

Reference:

Procedure for Design and Development - NEPO /QSP/10/00

NEPO/QSM/07/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

7.3.2 Design and Development Inputs

The organization shall identify process inputs that affect the design and development of products and facilitate effective and efficient process performance in order to satisfy the needs and expectations of customers, and those of other interested parties. Design and development input shall be determined from performance, quality, relevant safety requirements and design constraints.

The design and development inputs shall include

- Functional and performance requirements
- Applicable statutory and regulatory requirements
- Where applicable, information derived from previous similar designs, and
- Other requirements essential for design and development.

The inputs based on the appreciation of the needs and expectations of the end users, as well as those of the direct customers shall be formulated in a way that permits the product to be to be verified and validated effectively and efficiently.

7.3.3 Design and Development Outputs

The output from the design and development process shall be defined and documented in accordance with the prescribed or chosen method. The output shall be complete, accurate and consistent with the requirements. Design and development outputs shall be reviewed against inputs to provide objective evidence that outputs have effectively and efficiently met the requirements for the process and product. The output of design and development shall be approved prior to release.

Consideration shall be given that the design and development output

- meet the input requirements for design and development
- provide appropriate information for market demand and service provision.
- contain reference product acceptance criteria, and
- specify the characteristics of the product that are essential for its safe and proper use of designed product.

7.3.4 Design and Development Review

Top management shall ensure that appropriate people are assigned to manage and conduct systematic reviews to determine that design and development objectives are achieved. Participants in such reviews shall include representatives of functions concerned with the design and development stages being reviewed.

These reviews may be conducted at selected points in the design and development process as well as at completion.

At suitable stages, the organization shall undertake reviews of design and development outputs, as well as the processes, in order to

- evaluate the ability of the results of design and development to meet requirements, and
- to identify any problem and propose necessary actions.

7.3.5 Design and Development Verification

D & D verification shall be performed in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions shall be maintained.

NEPO/QSM/07/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

7.3.6 Design and Development Validation

D & D validation shall be performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use, where known. Wherever practicable, validation shall be completed prior to the delivery or the installation of product to the site. Records of the results of validation and any necessary actions shall be maintained.

7.3.7 Design and Development Changes

The changes in D & D shall be identified and its record maintained. The changes shall be reviewed, verified and validated, as appropriate, and approved prior to implementation. The review of design and development changes shall include evaluation of the effect of the changes on the product. Records of the results of review of changes and any necessary actions shall be maintained.

7.4 PURCHASING

7.4.1 Purchasing Process

Nepo Finishing has established the mechanism to ensure that purchased products conforms to the specified purchase requirements with respect to cost, quality, quantity and delivery period.

Evaluation of Supplier

- a. Suppliers are evaluated on the basis of their ability to meet the organization requirements, including previously demonstrated capability and performance,
- b. The extent of controls exercised upon suppliers depends upon the type of product/ service and impact of product/ service on the quality of finished product at Nepo Finishing. Suppliers supplying products that have critical impact on quality and/or the product itself is put under more control than those who have less impact,
- c. Records of approved suppliers are maintained,
- d. The performance of the suppliers is reviewed and monitored on a regular basis.

7.4.2 Purchasing Information

Every purchasing document contains complete information including the specification of the item/service under purchase, delivery time, and other related information.

Depending upon the kind of item under purchase, type, grade and other classification/category are clearly specified.

Process requirements, specification, inspection instructions, etc. shall be part of purchase information, wherever relevant.

Verification method to be followed for final approval of the entity is clearly specified.

Authorized personnel, for adequacy and completeness prior to its release, review purchase information.

NEPO/QSM/07/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

7.4.3 Verification of Purchased Product

At Nepo Finishing, depending upon the type of product and its impact upon quality of furniture, appropriate verification procedure has been developed. Any or all of the following steps are taken to ensure that the purchased entity conforms to the specified requirements.

Verification upon arrival at Nepo Finishing:

At Nepo Finishing, entity upon arrival is verified to ensure that they conform to the requirements specified in the purchase document. Sampling method or other appropriate methods are followed for its verification.

Verification at supplier's premise:

Representative of Nepo Finishing's visits, whenever required, the supplier's premises for inspecting the entity to ensure that they conform to the requirements specified in the purchase order for local goods purchase as well as raw material purchase.

7.5 PRODUCTION AND SERVICE PROVISION

7.5.1 Control of Production And Service Provision

To ensure that the products under manufacturing meet the specified requirements, each process of the product is carried out in controlled condition at Nepo Finishing.

Process makes products. Any defective process will produce defective product. Processes thus need constant monitoring to ensure that they are functioning properly. Process parameters have been established for important processes at Nepo Finishing; and these parameters or outputs are constantly monitored to ensure that the final product conforms to the specified requirements.

Controlled Condition:

Following Controlled condition have been established as appropriate:

- i. Work Instructions have been developed for operation of equipment/machines and some important processes.
- ii. Quality plan for each of the order received is developed and followed,
- iii. Process parameters for processes have been established and monitored,

7.5.2 Validation Of Processes For Production And Service Provision

Nepo Finishing Industry does not have any special processes where the resulting output cannot be verified by subsequent measurement and monitoring. Hence, this specific clause is excluded. In the future when need arises necessary arrangements shall be made for addressing this purpose.

7.5.3 Identification And Traceability

Raw materials, in-process materials, and finished products are identified by separating of material to ensure that only appropriate materials are assembled. The materials are provided with appropriate monitoring and measurement status to ensure that only conforming products are processed, and delivered to the customer.

NEPO/QSM/07/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Materials need to be properly identified to ensure their proper use. In case of improper use, it should be possible to rectify the problem. To provide confidence that appropriate material has been used and in case of mix up to identify the exact nature of problem, a system of identification and Traceability has been developed at Nepo Finishing, which also helps in taking necessary corrective and preventive action.

This identification is maintained at every level from the process of issuance from store to its finished product.

Recording system has been developed, where possible, to trace the source of material, even after completion of the delivery.

Monitoring and Measurement Status:

Rejected products should not mix-up with good products and should be suitably treated. It should be possible to know exactly if a particular product has passed or failed the inspection. At Nepo Finishing, all products, from raw material to finished good i.e. furniture, is provided with Monitoring and Measurement Status at all times.

Identification Details:

- i. All raw materials such as plywood, CR sheet, Paint, formica, black pipe etc. and accessories are stored in the store or receiving area with inspection status indicated.
- ii. Similarly in-process and finished product also are suitably indicated with the inspection status,
- iii. Nature of identification will depend upon the location and type of product, and
- iv. Only authorized personnel apply inspection status.

7.5.4 Customer Property

Nepo Finishing exercises every care to customer properties to ensure that the quality of the items does not deteriorate/diminish while in possession of the organization.

Customer property is suitably identified, verified, stored, handled and preserved to avoid any mix-up, misuse and deterioration of its quality. Quality and quantity of such products are checked and verified upon its arrival to the organization's premises.

Some examples of customer property applicable at Nepo are drawings provided by customer and furniture brought for repair and maintenance.

If a customer property was received in an unacceptable condition or it got lost or damaged, or otherwise found to be unsuitable for use, then record of such item is maintained and the customer informed.

7.5.5 Preservation of Product

Products are handled, stored, preserved, and delivered in such a way that they do not deteriorate or lose their property during these activities.

Materials need to be stored and handled inside and outside the place where they are processed. During storage and handling, they should not lose their quality. Similarly, just producing best quality product is not enough. Ensuring that these materials are delivered to the customers at the same level of quality is equally important. Nepo Finishing takes proper care of raw materials, in-processed products and finished products by means of proper storage, handling, preservation, and packaging.

NEPO/QSM/07/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Storage:

Raw material, in-process products and finished products are stored in designated areas ensuring that items are easily retrieved at the time of use or further processing.

The condition of product during storage at store or display at showroom is assessed at a regular interval in order to detect probable deterioration.

Preservation

Appropriate preservation are followed to protect the manufactured furniture from other internal as well as external damage.

Delivery

Products are handled in a suitable manner during their delivery and transportation. Appropriate precaution is taken during furniture loading, transportation and unloading.

7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENTS

All the monitoring and measuring devices are maintained in suitable condition to ensure that their measurement uncertainty is always at the known condition, and that the uncertainty is well within the required measurement capability.

Equipment is used to inspect measure or test a product. The result of the inspection is as good as the equipment used for inspection. All equipment wears and tears, and constantly loses its intended accuracy and precision. These equipment need to be regularly checked to see if they are working as required, and with the desired precision. At Nepo Finishing, all equipment such as measuring tape, Vernier caliper, weighing device are calibrated and checked at regular intervals to access their continued usefulness. Calibration of equipment is carried out in-house or from calibration agencies. Calibration Procedures are established for the equipment that will be calibrated in-house,

Reference Procedures

Procedure for Administration, HR and Purchase- NEPO /QSP/03/00

Procedure for Customer related processes - NEPO /QSP/04/00

Procedure for Production, Operation Control and Maintenance - NEPO /QSP/05/00

NEPO/QSM/08/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Section 8.0 Measurement, Analysis and Improvement

8.1 GENERAL

Monitoring, measurement, analysis and improvement processes are properly planned and implemented at Nepo Finishing, which are effective tools to demonstrate conformity to product requirements, to ensure compliance to the documented management system, and to continually improve its effectiveness.

8.2 MONITORING AND MEASUREMENT

8.2.1 Customer Satisfaction

Customer satisfaction regarding the product and service provided is continually monitored, and used as input to improve the effectiveness of the quality management system.

Customer satisfaction is the main motto of Nepo Finishing. It is not enough for Nepo Finishing, to judge its product to be of good quality. More important is for the customer to perceive that it is of good quality. So, customers' opinion about the products of Nepo Finishing is monitored. This forms the input for continual improvements in the products and services provided by Nepo.

Customer satisfaction is monitored as per the methods defined in **Procedure for Customer related processes**.

8.2.2 Internal Audit

In order to determine the effectiveness of the implemented quality system, and to verify whether quality activities and related results comply with planned arrangements, internal quality audits are carried out.

Quality systems, after its implementation, need to be constantly checked to verify that it is followed by all concerned. Any deviation needs to be immediately corrected. Internal quality audits are carried out to check if there is deviation in the system from the planned arrangements, and to enforce the corrective action when such deviations are identified.

A schedule is prepared, clearly indicating when each function, section or department will be audited. Number of audits required will be determined on the basis of importance of the activity, and the present status of non-conformities.

Report of the audit (Corrective Action Request) is issued to the responsible audit for each of the non-conformance established. The responsible personnel then suggest corrective action for the correction of each of the non-conformities identified, and implement the suggested corrective action within the stipulated time frame.

Verification of closure of non conformities are carried out after notification from the auditee of successful implementation of the corrective action to ensure that corrective action has been effectively implemented.

Records of internal audit are maintained. Result of internal audit forms the input for management review meeting.

NEPO/QSM/08/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

8.2.3 Monitoring and Measurement of Processes

Methods are established to ensure that processes for furniture production are controlled and made to operate under planned conditions, which can produce furnitures of acceptable quality.

Important processes have been identified, in Quality Plan, which are monitored and measured constantly. When the products do not conform to the specified requirements appropriate corrective actions are taken to bring the processes under acceptable conditions.

8.2.4 Monitoring and Measurement of Product

Monitoring and measurement of predetermined characteristic of furniture is carried out at various stages of the operation to verify that specified requirements are met.

To ensure that out-put meets the customer requirements, it shall be constantly measured and compared against the specified requirements. Inspection and testing of furniture is carried out to check if it is meeting the necessary quality criteria. To enable a decision whether a product shall pass or fail, monitoring and measurement of the product is carried out at important points in a planned way at Nepo Finishing.

8.3 CONTROL OF NONCONFORMING PRODUCT

Nonconformity (NC) is the situation where essential component of QMS are missing or dysfunctional or where there is insufficient control on processes or activities leading to the departure from the company's quality policy, objectives and targets. Any deviation with respect to plan / specification /work instruction etc. shall be treated as the non conformance.

Non-conforming products are identified and appropriately disposed off to prevent their unintended use and delivery to the customers.

Just determining that a product is not conforming to the specified requirement is not adequate. Equally important is to prevent this product from mixing up with acceptable products. Nepo Finishing has documented system to ensure that non-conforming products are categorized and managed in an acceptable way.

Control:

Furnitures that are nonconforming to the specified requirement after the verification activity such as inspection is appropriately controlled at every stage of production. Method of Control includes actions such as unique identification, documentation, evaluation, segregation and disposition. All concerned are notified of the result.

Review and Disposition:

Authorized personnel for appropriate disposition review the non-conforming products. Method of disposition may be any one of the following:

- i. Rework or repair,
- ii. Accept as it is,
- iii. Accept after notification to the customer by concession,

NEPO/QSM/08/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Re-inspection of Rework or Repair:

A product that is accepted after appropriate repair or rework is re-inspected to ensure that it has been satisfactorily corrected, and that now it conforms to the specified requirements.

8.4 ANALYSIS OF DATA

Nepo Finishing shall collect and analyze the identified data to determine the suitability and effectiveness of 'Quality Management System' and to identify improvement that can be made. Data shall include measuring and monitoring activities and other identified sources.

Nepo Finishing has identified following area for data analysis. But the area for data analysis is not limited to these only.

- * Customer satisfaction and / or dissatisfaction
- * Conformance to requirement
- * Characteristics of process, product and their trend
- * Market shared & sales volume representation
- * Sales Figure

The analyzed data can be presented in

- Graphs
- Bar Diagram
- Pie Charts etc.

8.5 IMPROVEMENT

8.5.1 Continual Improvement

Nepo Finishing shall plan and manage the process necessary for the continual improvement of "Quality Management System". It shall continually improve the effectiveness of the "QMS" through the use of

- * Quality Policy
- * Quality Objectives
- * Audit results
- * Analysis of data
- * Corrective and preventive action
- * Management review.

8.5.2 Corrective Action

Corrective actions are taken to eliminate the cause of non-conformities so that such non-conformances are not repeated.

Corrective actions are such actions, which are undertaken after the occurrence of non-conformances. After the discovery of a non-conformance, its root cause is investigated. Appropriate corrective action is taken to ensure that the non-conformance is not repeated.

NEPO/QSM/08/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Corrective Action:

- a. A non-conformance may be discovered during various activities such as production, raw materials handling, customer complain, internal and external quality audit, etc.,
- b. Upon discovery of non-conformance from any of the sources, potential causes are identified; and most likely cause determined,
- c. The determining cause is eliminated, and the output monitored to check if it is effective, and
- d. Once the effectiveness is established, appropriate changes are incorporated in the existing system, procedure, and process so that the cause of non-conformance is eliminated.

Record:

Record of corrective action is maintained. Such records are submitted for management review.

Reference Procedures

Procedure for Corrective and Preventive action - NEPO /QSP/08/00

8.5.3 Preventive Action

Procedures are established to identify and eliminate the potential causes of non-conformance before their occurrence.

Careful handling of activities such as customer related processes, purchasing control, process control and statistical analysis of process and product data, internal audit, etc. can provide indication of a potential problem, or may help in identifying areas of improvement. Implementation of activities to control their occurrences is preventive action.

Following Processes is a part of Preventive Action:

- a. Potential causes of non-conformances can be discovered from different sources such as use of statistical techniques, contract review, quality audit, etc.,
- b. Upon discovery of a potential non-conformance, steps needed to deal with such problems are determined,
- c. Preventive action is initiated and applied. Result of the preventive action is recorded to determine its effectiveness, and
- d. Once the effectiveness is established, appropriate changes are incorporated in the existing system, procedure, or process so that the non-conformance does not occur.

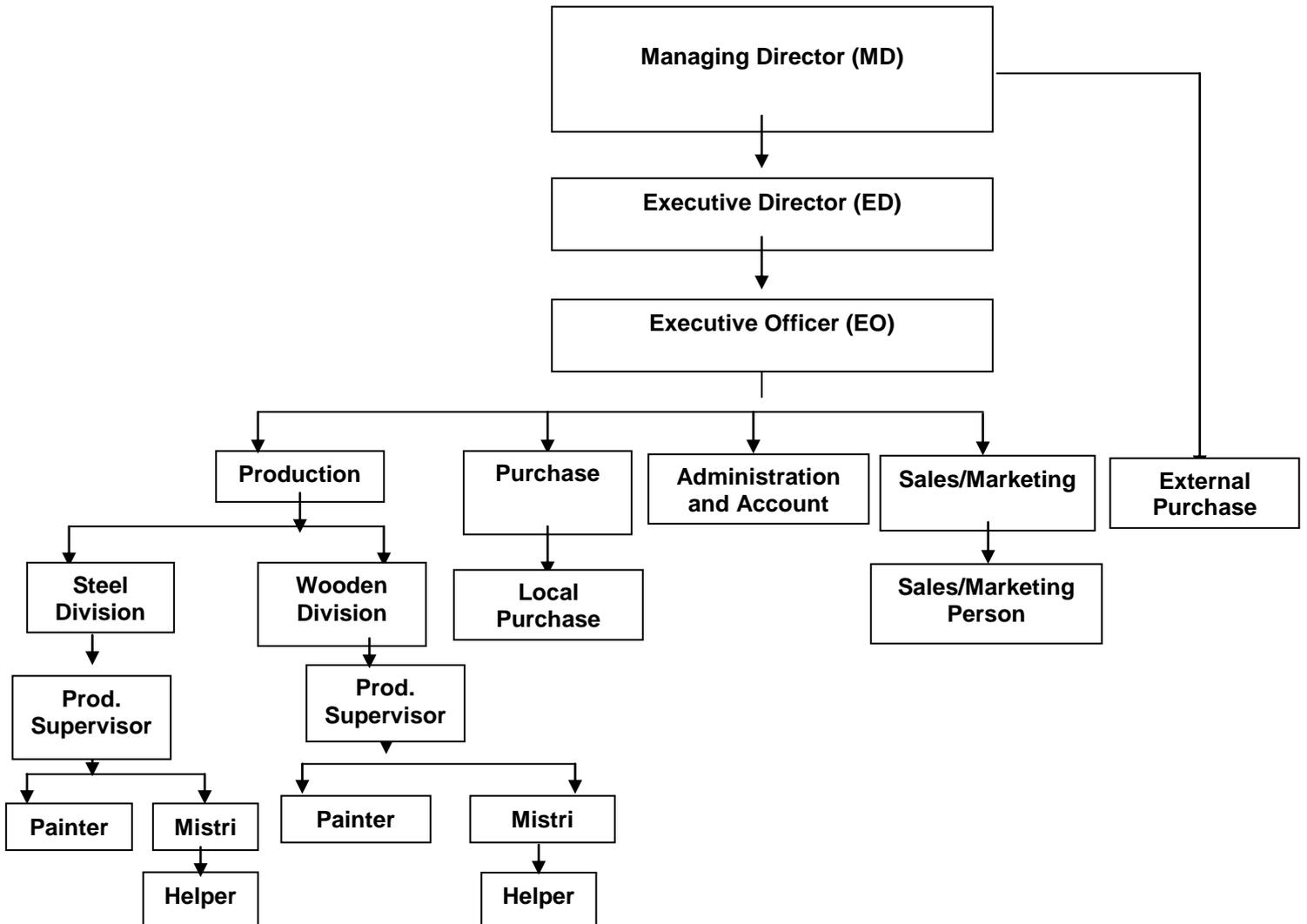
Record

Record of preventive actions is maintained. Such records are submitted for review during management review.

Reference Procedures

Procedure for Corrective and Preventive action. - NEPO /QSP/08/00

Annex A : Organization Chart



NEPO/QSM/RR/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Annex B: Roles and Responsibilities

The responsibility of each individual shall be given to him separately to understand his duties and some are detailed below.

Position: Managing Director

Responsibility & Authority

1. Responsible for the entire business operation
2. Responsible to ensure that quality system is being implemented in each and every division and review its effectiveness periodically.
3. Define policy and objective and make aware of the same to the employees.
4. Provide the necessary resources to maintain the system
5. Appoint management Representative.
6. Maintain the better work environment
7. External purchase
8. Taking major decisions concerning the organization.

Position: Executive Director

Responsibility & Authority :-

1. Responsible for sales, marketing and promotion of the product
2. Overall production supervision
3. Assist MD during business operation and quality management system implementation.

Position: Executive Officer

Responsibility & Authority :-

1. Responsible for overall sales.
2. Production supervision of steel and wooden furniture unit.
3. Marketing of the product by visiting potential customers and any other means.
4. Collection of feedback from customers and customer complaints handling.
5. Billing and payment collection
6. Local purchase
7. Conduction of administrative activities.
8. Maintain stock ledger of finished goods.
9. Responsible for conduction of financial activities.
10. Identify the training needs and arrange the training accordingly.
11. Develop and implement the necessary corrective and preventive programs and actions.

Position: Store Keeper

Responsibility & Authority :-

1. Maintain Stock ledger
2. Preparation of requisition form and purchase order
3. Stock verification of raw materials and finished goods.
4. Quality inspection of finished goods.

NEPO/QSM/RR/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Position: Supervisor (Steel and Wooden Unit)

Responsibility & Authority :-

1. Responsible for day to day production activities of wooden and steel furniture.
2. Quality inspection during the intermediate processes and final product.
3. Job allocation to junior staffs (Mistri, Painter, Helper etc)
4. Reporting of daily production to MD, ED and EO.
5. Ensure that the furniture is manufactured as per the customer order / requirements.

Position: Mistri

Responsibility & Authority :-

1. Preparation of Sketch of the furniture to be manufactured.
2. Cutting of the sheet / plywood as per the requirement.
3. welding and grinding
4. Bonding and moulding
5. Fitting lock and other accessories.
6. Finishing of the product.

Position: Helper

Responsibility:-

1. Work as per the instruction of Supervisor or other seniors.

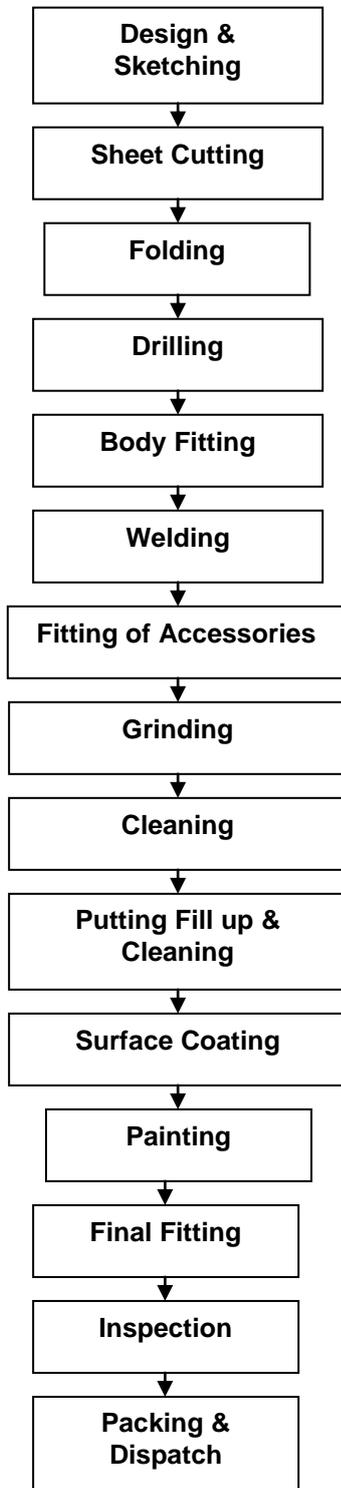
NEPO/QSM/LOP/00	Nepo Finishing Industry	Issue No.: 01 Issue Date: 25 th March 2010
	Quality System Manual	

Annex C: List of Procedures

S.N.	Content	Document No.
1	Content Sheet	NEPO /QSP/CS/00
2	Control Policy	NEPO /QSP/CP/00
3	Amendment Record Sheet	NEPO /QSP/ARC/00
4	Procedure for Control of Documents	NEPO /QSP/01/00
5	Procedure for Control of Records	NEPO /QSP/02/00
6	Procedure for Administration, HR and Purchase	NEPO /QSP/03/00
7	Procedure for customer related Process	NEPO /QSP/04/00
8	Procedure for Production, Operation Control and Maintenance	NEPO /QSP/05/00
9	Procedure for Internal Quality Audit	NEPO /QSP/06/00
11	Procedure for Control of non-conforming Product.	NEPO /QSP/07/00
12	Procedure for Corrective & Preventive Action	NEPO /QSP/08/00
13	Procedure for Handling, Storage, Preservation & Dispatch of product	NEPO /QSP/09/00
14	Procedure for Design and Development	NEPO /QSP/10/00

Annex D: Process Flow Chart

Steel Furniture



Wooden Furniture

