NEPO /QSP/CS/00	**Nepo Finishing Industry**	**Issue No : 01**
	Content Sheet	**Issue Date: 25th March 2010**

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NEPO /QSP/CP/00	**Nepo Finishing Industry**	**Issue No : 01**
	Control Policy	**Issue Date: 25th March 2010**

Control Policy:

The Quality System Procedures enlisted within this QSP manual shall be used only after authorization or approval from Managing Director (MD) of Nepo. Any change in QSP shall be approved by MD before placing them in implementing aspect. No copy of QSP shall be issued outside the organization. Incase of need for issuing, approval from MD will be mandatory.

……

Managing Director
(MD)

NEPO /QSP/ARS/00	**Nepo Finishing Industry**	**Issue No : 01**
	Amendment Record Sheet	**Issue Date: 25th March 2010**

Amendment Record Sheet

Date	Page No.	Changed Clause's Reference	Amendment Details	Signature

NEPO /QSP/01/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Control of Documents	**Issue Date: 25th March 2010**

1 PURPOSE:

The purpose of this procedure is to establish and maintain the system which ensures that all quality system documents are controlled as per the requirement of ISO 9001:2008.

2 SCOPE:

This procedure applies to all the Documents of Nepo Finishing Industry

3 RESPONSIBILITY

The Management Representative/MD is responsible to ensure that all the documents i.e. Quality Manual, Procedures and other applicable documents including Quality policy and Quality Objectives, specifications, test method standards etc are controlled, kept up to date and is available to the employees of the organization.

4 PROCESS INPUTS

All the documents needed by the organization for effective implementation of ISO 9001:2008, Quality Management System.

5 PROCEDURE

5.1 The front page of the Quality Manual and Quality System Procedure bears the signature of the Approving and Issuing authority. Documents are approved by the MD and issued by M.R. The documents are identified as Master Copy, Controlled Copy, Reference Copy and Obsolete Copy as per the document type.

5.2 Document bears the Title and the Document No., Issue No., Revision No. which is explained below in the section Illustration on Numbering of Documents

5.3 When any of the above documents are revised, they will be reviewed and re-approved by the same authorities as the original one.

5.4 Any person in the company can propose change in the controlled documents in the staff meeting or MRC meeting. If need is felt to amend the document, a formal meeting shall be called for the purpose.

5.5 All the revisions are effective from the effective date mentioned in the Document

5.6 At the time of re-issue of the documents, all the revisions are incorporated and implemented to the next no. and revision no. will be zero.

NEPO /QSP/01/00	Nepo Finishing Industry	Issue No : 01
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5.7 The front page of each documents bear the control and issue status and signature of approving and issuing authority.

5.8 Make photocopies of documents from the master copy for distribution. Sign and Stamp it at the time of issue, which shall indicate the 'Controlled' status of the copy and identified with black/blue ink.

5.9 Quality System Procedure will be reviewed during the management review meeting, if needed.

5.10 The MR will ensure that all employees have accessed the latest revision of quality manual, procedures and other necessary documents applicable to them at the time and place of use.

5.11 The control copy holders of these documents ensure that these documents remain legible.

5.12 Documents of external origin are also controlled documents. These are generated by out side agencies viz. Customer Drawings, National and International Standards related with products, test methods and management systems etc.

5.13 At the time of issue of revised documents, the obsolete documents are withdrawn and destroyed by the issuing authority. When there is any obsolete document, which is kept for any reason, it must be clearly marked as "**OBSOLETE**" with red ink on the front side of the document.

Illustration on Numbering of Documents

Document Numbering System – Responsibility lies upon MR

a) Quality Manual

NEPO/QSM/ XX/RR

NEPO	-	Nepo Finishing Industry
QSM	-	Quality System Manual
XX	-	ISO 9001:2008 Clause No.
RR	-	Revision No.

b) Quality System Procedure

NEPO/QSP/ XX/RR

NEPO	-	Nepo Finishing Industry
QSP	-	Quality System Procedure
XX	-	Procedure No.
RR	-	Revision No.

c) Work Instruction

NEPO/ WI/ XX/RR

NEPO	-	Nepo Finishing Industry
WI	-	Work Instruction
XX	-	Work instruction No.
RR	-	Revision No.

d) Formats

NEPO/F/ XX/YY/RR

NEPO	-	Nepo Finishing Industry
F	-	Format
XX	-	Dept/Function
YY	-	Format No.
RR	-	Revision No.

The various status of documents/data are identified as follows:

S.N.	Type of Control	Can be accessed by	Identification
1	Master Copy	Only MR and MD	'Master Copy' in Red color on the rear side of the document
2	Controlled Copy	Controlled copy holder and other staff with the permission of MR	"Controlled Copy" in Blue color on the front side of the document.
3	Obsolete Copy	Copy retained for legal purpose or for knowledge.	'Obsolete Copy' in Blue color on the front side of the document.

6 PROCESS OUT PUT

Documents which are properly identified, controlled and made available at the point of use.

7 RECORDS

Master List of Documents. - NEPO/F/MR/01/00

NEPO /QSP/02/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Control of Records	**Issue Date: 25th March 2010**

1. Purpose

The purpose of this procedure is to establish and maintain the system which ensures that all quality system documents are controlled as per the requirement of ISO 9001:2008.

2. Scope

The scope of this procedure applies to all the quality records generated in compliance with requirement of ISO 9001:2008 quality management system.

3. Responsibility

It is the responsibility of the respective department heads to implement this procedure to control all the quality records generated within or coming from the other department related to his/her department.

4. Process Input

All the documents needed by the organization for effective implementation of ISO 9001:2008, Quality Management System.

5. Procedure

5.1 Records are generated as the objectives evidence of compliance to the quality system requirements. Thus, they provide information that particular activity has been carried out.
As far as the control of quality records generated within the department, respective person will be responsible but for records coming from other department, Head of the respective department will be responsible for the following activities;

- Approval for the legitimacy, accuracy and legibility of the records.
- Preparing the master list of documents and master list of quality records.
- Ensuring proper storage, handling, filling and indexing of the records
- Identifying the minimum retention time for each records.
- Disposition of the records after its retention time.
- Updating the master list for addition and removal of the record from it.

5.2 Each type of the quality records will be filed in a separate file. The name of the record filed in that particular file will be written in the front page of the file along with the file number.

5.3 Proper care to be given to the quality records to avoid any possible damage from dust, water, fire etc.

5.4 Records shall be kept either in hard form or in electronic form or in both forms.

5.5 Disposition of the Quality records

If any record crosses its retention time it will be disposed by suitable means such as shredding, burning etc. If any record is required to be retained for longer period for any specific purpose it shall be suitably identified and retention period shall be enhanced as per necessity; or obsolete copy of the same shall be retained for future reference only where it is necessary.

6. Process Output

Filled records

7. Records

Master list of Quality Records - NEPO/F/MR/02/00

NEPO /QSP/03/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Administration, HR and Purchase	**Issue Date: 25th March 2010**

1 PURPOSE

To ensure the effective performance of all the administrative/purchasing activities carried out in Nepo Finishing Industry and to ensure all the employees of the organization doing the work affecting product quality are competent in terms of education, training, knowledge etc.

2. SCOPE

This procedure covers all the administrative, HRD & purchasing activities of Nepo as well as its Quality Policy and Objectives.

3 RESPONSIBILITY

MD and MR are responsible for setting quality policy and objectives, identifying training needs, organizing trainings, evaluating effectiveness of the training and purchasing.

4 PROCESS INPUT

Training plan, Purchase requisition

5. PROCESS

Administration Activities

For daily administrative activities following procedure shall be followed:

S.N.	Activity	Responsibility	Record
1	Conduct day to day administrative function as per the rule of company	EO	-
2	Maintain records of incoming and outgoing letter	EO	Incoming letters / Outgoing letter file
3	Approve leave of staffs who inform to the Top Management verbally or in written form & maintain the staffs leave record.	MD/ EO	Leave Record
4	Maintain attendance record of staffs at show room and at factory.	EO/ Production Supervisor	Attendance Record Register
5	Any other motivational arrangements to the staffs.	MD/ED	

NEPO /QSP/03/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Administration, HR and Purchase	**Issue Date: 25th March 2010**

Quality Policy and Objectives

S.N.	Activity	Responsibility	Record
1	Identification of the Quality Policy of the organization and displaying at the different locations in the organization.	MD	Quality Policy
2	Setting Quality objectives of the organization for the coming year at the end of the previous year or at the beginning of the same year.	MD	Quality Objectives
3	Review of Quality Policy and Quality Objectives to evaluate their effectiveness	MD	

Training, Awareness and Competency

S No	Activity	Records
1 2 3	The training needs identification is done by MD on verbal basis. It may include various types of trainings like organizational, technical, management, team work, problem solving techniques and ISO 90001:2008 requirements etc. MD/EO are responsible that all the personnel at the time of joining undergoes for induction training for 1-2 days or as per necessity to understand the processes and working of the organization. As and when new equipments, technique and design is introduced/received, the training need is identified by the MD/Supervisor if necessary.	
4	MR/EO prepares the training plan for the whole year for those staffs that are in need of it and also inform them.	Training Plan
5	MD/EO arranges for the training either within the organization or from the outside agencies and consultants and conduct the training as per the plan.	Training Record Register
6	EO maintains the record of each individual's education, training, skill and experience.	Personal File
7	When a new employee need to recruit in the organization, the minimum requirements for the position shall be defined at the time of recruitment by MD.	

NEPO /QSP/03/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Administration, HR and Purchase	**Issue Date: 25th March 2010**

Purchasing

S No	Activity	Records
1	Purchase various items (like Wood, CR Sheets, Paints etc) as per requirements/orders from customer. The purchase order shall be made verbally through telephone or in written form i.e. Letter, email etc.	Purchase Order Register
2	While ordering the materials the following information shall be provided to the supplier • Material Name • Specification • Quantity • Delivery time/place • Other necessary information	Purchase Order Register
3	After receipt of the material such as Plywood, CR Sheet, Paints and other materials inspection shall be performed by Prod./QA department and ensured that it is as per the order specification. Then after these are kept in their specified area.	
4	Approval of Supplier The suppliers for major Raw Material are evaluated for approval. The approval is done on the basis of performance, reputation, price, and business experience with other group companies, by the MD/EO. When necessary, changes in the Approved Supplier List shall be made and approved by MD/EO.	Approved Supplier List
5	Supplier Reevaluation The suppliers shall be re-evaluated when necessity arises on the basis of quality, delivery time, price and others by MD/EO.	

6. PROCESS OUTPUT

Smooth running of all the administrative activities, Trained and skilled personnel, quality purchase items.

7 DOCUMENT

- Quality Policy

8 RECORDS

Training Plan	NEPO/F/Adm/01/00
Training Record	NEPO/F/Adm/02/00
Attendance register	NEPO/F/Adm/03/00
Personal File including Leave record	NEPO/F/Adm/04/00
Incoming / Outgoing Letter File	-
Purchase Order	NEPO/F/Pur/01/00
Approved Supplier List	NEPO/F/Pur/02/00
Quality Objectives	NEPO/Obj/Year/00

NEPO /QSP/04/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Customer Related Processes	**Issue Date: 25th March 2010**

1.0 Purpose:

To establish and maintain an effective procedure for understanding customer requirements, maintain good communication with them and enhancing capability of the organization to meet those requirements.

2.0 Scope:

All the activities undertaken to fulfill above mentioned purpose.

3.0 Responsibility:

Executive Director and Executive Officer.

4.0 Process Input

Customer requirements, contract, product specification

5.0 Procedure:

S.N	Activity	Record
1.	Collection of Inquiry / quotation and replying to such inquiry/quotation	Incoming/outgoing letter file
2.	Collection of order by phone, fax, letters & email.	Customer Order Register
3.	The quantity, price, delivery period and destination to be delivered are mostly finalized at the time of order received.	
4.	Sending products as per the requirement of the customer & get the acknowledgment verbally or through acknowledgment receipt.	Acknowledgement receipt
5.	Visiting to Hospitals, Banks, Schools, Colleges, individuals and other potential customers for marketing and market survey by sales/marketing staffs.	Visit Report (Diary)
6.	Collection of feed back from the major customers at least once in a year by EO/ED through Customer Feedback Form or Letters from the customers.	Customer Survey Form
7.	Note down of any complaint received from the customer regarding the product, service provided by the organization in the Customer Complaint Register and forwarding the complaint to the respective department for further action	Customer Complaint Register
8.	For the complaints which are relevant, immediate action shall be taken to solve the problem. For the complaints of serious nature, the root cause analysis shall be done and action shall be taken to ensure that such complaints will not be raised in the future. Then the customer shall be informed about the action taken.	NC Report and CA/PA Register
9.	**Marketing** The marketing activities cover looking for new customers and retaining the old customers. Marketing is done through local newspaper, Television, FM Radio, as well as by personal contact, distribution of Key Ring, Dairies, Calendar etc.	

NEPO /QSP/04/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Customer Related Processes	**Issue Date: 25th March 2010**

S.N	Activity	Record
10.	Furniture are sold either directly from factory or from show room. Customers are well dealt at showroom. Daily sales record is well maintained.	Daily Sales Record

6.0 Process Output

Conformed requirements and satisfied customer.

7.0 Records

Customer Order Register	NEPO/F/CR/01/00
Inquiry/ Market Visit Register	Free Format
Customers survey form	NEPO/F/CR/02/00
Customer Complaint Register	NEPO/F/CR/03/00
Record of Non- conforming Product and CA/PA	NEPO/F/NC/01/00
Daily Sales Record	NEPO/F/CR/04/00
Advertisement Details File	Free Format
Agreement Copy File	Free Format

NEPO /QSP/05/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Production, Operation Control and Maintenance	**Issue Date: 25th March 2010**

1 PURPOSE

To ensure that all the manufacturing processes of furniture which directly affects product quality are carried out under controlled conditions, are adequately monitored and to maintain a system for preventive maintenance, breakdown maintenance of processing equipments and utilities which directly affects product quality.

2 SCOPE

This procedure covers all the intermediate activities conducted during furniture manufacturing till the final product is produced and also the preventive and breakdown maintenance of equipments.

3 RESPONSIBILITY

It is the responsibility of Production Supervisor/E.O. to ensure that this procedure is well followed.

4 PROCESS INPUT

All the production process, raw materials, different tests, measuring and monitoring equipments, manpower.

5 PROCESS

S No	Activity	Records
5.1	Production is done as per customer order or advice from MD/ED/EO.	
	Before production starts, customer specification/product requirement is well understood. If required, drawing/sketching of the product is made.	
	The raw materials required for the particular product is listed down in Material Consumption Record.	Material Consumption Record
5.3	Only trained and experienced operators/supervisors are deployed for operation of various processes.	
5.4	The operations shall be carried out as per the applicable work instruction displayed or advice from the Production Supervisor.	Work Instructions
5.5	The production process covers inspection and testing at various stages during processing to conform that the products coming out from the processes are in accordance with the plan. **Refer- In-process Quality Plan**	In process quality plan.
	The record of daily production shall be entered in the Daily Production Record by the Production Supervisor.	Daily Production Record
	Before delivery of the furnitures to the customer, store or show room from production, it is ensured that finishing of the product is done attractively or smoothly.	

5.6	The various equipments needed for the effective operation of the process are maintained regularly as per preventive maintenance plan prepared to ensure that they are giving proper output.	Preventive maintenance schedule/checklist
5.7	The Production Supervisor makes all the arrangements prior to maintenance.	
5.8	During production if any breakdown of the equipment occurs relating to mechanical, electrical and others, it is properly maintained by Production Supervisor or other technicians as per the nature of breakdown.	
5.9	All the records of the maintenance (Preventive & Breakdown) of various equipments like..... and other machineries are maintained.	Preventive Maintenance Record, Breakdown Maintenance Record
5.10	Before delivering product it is ensured that they are either stored safely in store or displayed properly at showroom.	

6. PROCESS OUTPUT

Products conformed to the requirements and maintained machineries free from any deviations.

7. RECORDS

Material Consumption Record	NEPO/F/Prod./01/00
Daily Production Record	NEPO/F/Prod./02/00
Preventive maintenance Record	NEPO/F/Prod./03/00
Break Down Maintenance Record	NEPO/F/Prod./04/00

1 PURPOSE

To ensure that the Quality Management System is being implemented effectively at NEPO.

2. SCOPE

This procedure applies to all departments of the organization where the internal quality audits are performed as against the requirements of ISO 9001:2008 standard, organization's quality manual, procedures, quality plans and work instructions.

3 RESPONSIBILITY

MR is responsible for audit planning and selecting an audit team. Auditor is responsible for audit preparation, auditing, writing an audit report. Auditor is also responsible for checking that follow – up action takes place. Auditee is responsible for implementing the follow-up action / corrective action.

4. PROCESS INPUT

Audit plan, auditors, Audit Observation Sheet.

5. PROCESS

S No.	Activity	Records
5.1	**Planning of the Audit**	
5.1.1.	The Management Representative (MR) is responsible to ensure the conduction of internal audit, for allocation and training of internal auditors, and for preparing the internal audit schedule. The internal audit shall be conducted at least once in a year.	Internal Audit Schedule
5.1.2	The schedule covers all aspects of the Quality Management System. **The schedule contains:** - the arrangements of auditor - the auditee - The date and time of planning schedule for whole year (***once in a year***) and information to the departments.	
5.2	**Preparation of Audits** The preparation of audit starts: - by familiarizing himself with the specific requirements of ISO 9001: 2008 and quality manual, procedures, quality plans and work instructions. - by contacting the Auditee and confirming the date/time for the audit. - by preparing an audit check list, if necessary.	

S No.	Activity	Records
5.3	**Audit Execution** During audit execution in a particular area/department, auditor go through the documents related to the area/department, observes the activities conducted there, interview with the auditees, go through the records maintained there and finally decides whether the activities in the particular area/department are carried out as per the requirements/ plan/arrangements. If it is as per the requirements/ plan/arrangements, it complies. If not, then non-conformity is given. The Auditee department identifies the root cause of the particular non-conformity, proposes appropriate corrective actions to be taken within certain time period. These non conformities and proposed corrective actions are noted down in "Internal Quality Audit Non-compliance Note and Corrective Action Request" format. The effectiveness of corrective action taken is monitored by Auditor/MR and if found satisfactory, the non compliance/non conformity is closed. Auditors record all the findings during audit conduction in internal audit observation sheet with objective evidence and reference document	Internal Audit Observation Sheet Internal Quality Audit Non-compliance Note and Corrective Action Request
5.4	**Follow Up** The auditor is responsible for checking the effectiveness of follow-up actions taken.	

6 PROCESS OUTPUT

Fulfillment of requirement in audited department and continual improvement of the department.

7. RECORDS

Internal Audit Schedule	NEPO/F/MR/03/00
Internal Quality Audit Observation Sheet	NEPO/F/MR/04/00
Internal Quality Audit Non Compliance Note & Corrective Action Request	NEPO/F/MR/05/00

NEPO /QSP/07/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Control of Non- Conforming Product	**Issue Date: 25th March 2010**

1.0 Purpose:
This is to document a procedure for ensuring that product which does not confirm to requirements are identified and controlled to prevent unintended use or dispatch.

2.0 Scope:
Applicable to the processes and production of wooden and steel furniture.

3.0 Responsibility:
Concerned Departmental Heads

4.0 Process Input
All inspection and test activity, testing equipments

5.0 Procedure:

S. N.	Activities	Responsibility	Records
1.	Followings are treated as non conformance at Nepo • Furnitures that are not meeting the requirement of the organization specification and/or customer • Complaints received from the customers regarding the furniture provided and services (like delivery, maintenance etc) • Any deviation in the working methodology from that mentioned in Manual, Procedure, work instructions and other documents. • Purchased raw materials that are not meeting the requirements of the organization. • Non fulfillment of objectives and targets Such non conformities shall be handled properly.	MD/ EO	
2.	During incoming inspection, if any deviation is found in the specification of purchased material or if not found as per purchase requirements, it is identified and segregated separately. Then the appropriate action such as rejection and return back, accept for alternate use or others shall be taken in consultation with MD and Production Supervisor.	Production Supervisor	Rejection report, Record of Non-conforming Product and CA/PA
3.	During the production process in the production area and in the finally made furniture, if any shortcomings are observed rectification shall be made in it. If it can not be rectified it shall either be rejected or sold under concession as per the decision of MD/ ED /EO.	QCI, Store Incharge	

NEPO /QSP/07/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Control of Non- Conforming Product	**Issue Date: 25th March 2010**

S. N.	Activities	Responsibility	Records
4.	Non- conforming Product report will be filled for major non-conformance with root cause and proposed corrective action so as not to repeat such mistake in the future.	Head of Concern dept	Record of Non-conforming Product and CA/PA
5.	All non- conforming products will be properly identified and shifted to separate area	QCI, Prod. Incharge	
7.	Ensure that the proposed corrective action is effectively implemented for the observed non-conformance.	ED, Production Supervisor	
8.	Major non conformances observed in the organization shall be reviewed and discussed during the management review meeting.	Department heads	Minutes of MRM
9.	Analysis of non- conformance will be the input for corrective and preventive action.	-	-

6.0 Process Output

Safe and conforming product as per the need of the customer

7.0 Records:

Record of Non- conforming Product and CA/PA - NEPO/F/NC/01/00
Minutes of Management Review Meeting - NEPO/F/MR/06/00

NEPO /QSP/08/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Corrective and Preventive Action	**Issue Date: 25th March 2010**

1.0 Purpose:
This is to document a procedure to take corrective action for eliminating the cause of non conformities and to take preventive action for eliminating the cause of potential non- conformities to prevent recurrence / occurrence.

2.0 Scope:
Applicable to all non-conformities that are identified during raw materials receiving stage, internal processing and final product as well as for the complaints received from the customers.

3.0 Responsibility:
Concerned Departmental Heads.

4.0 Process Input
Audit reports, inspection and test activity,

5.0 Procedure:

S.N.	Activity	Responsibility	Record
1	Based on the analysis of nonconformance Corrective action will be initiated	EO / Production Supervisors	
2	Preventive action will be initiated based on the trend monitoring	EO / Production Supervisors	
3	Corrective Action at the Incoming stage in consultation with Production Supervisor	EO / Q.C. Incharge	Record of Non-conforming Product and CA/PA
4	Review and Approval of corrective and preventive action taken in the incoming Stage.	MD/ EO	-
5.	Taking corrective and preventive action in the in-process stages	Production Supervisor	Record of Non-conforming Product and CA/PA
6.	Review and Approval of Corrective and preventive Action taken in the In-process stage.	MD / EO	Record of Non-conforming Product and CA/PA
7.	Taking corrective and preventive Action in final stage.	Production Supervisor	Record of Non-conforming Product and CA/PA
8.	Review and Approval of corrective and preventive Actions taken in the final Stage	MD /EO	Record of Non-conforming Product and CA/PA
9.	Taking corrective action for already received complaints and preventive action for potential complaints from customers	MD/EO	Record of Non-conforming Product and CA/PA

NEPO /QSP/08/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Corrective and Preventive Action	**Issue Date: 25th March 2010**

S.N.	Activity	Responsibility	Record
10.	Review and approval of corrective and preventive complaints.	MD/PI	Record of Non-conforming Product and CA/PA
11.	Ensure that approval of corrective action will be the input for continual improvement		-
	The effectiveness of thus taken corrective action and preventive actions shall be reviewed in order to have continual improvement in the performance of the organization.	MD	

6.0 Process Output

Solved the problems and reduction in the cases of non conformities

7.0 Records:

Record of Non- conforming Product and CA/PA - NEPO/F/NC/01/00

NEPO / QSP/09/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Handling, Storage, Preservation & Dispatch of Product	**Issue Date: 25th March 2010**

1.0 Purpose:

To ensure proper Handling, Storage, Packing, Preservation and delivery of materials so that the quality of product does not deteriorate and to ensure that right product is reached to the customer as per their requirements.

2.0 Scope:

For the incoming/in process materials and furniture products of Nepo Finishing Industry.

3.0 Responsibility:

Production Supervisor/ Store Keeper

4.0 Process Input:

Raw material, in-process items and finished products

5.0 Activities:

S.N.	**Activities**	**Responsibility**	**Record**
	Enter all items purchased against purchase order in Stock Ledger after acceptance by quality inspection.	Store Incharge	Stock Ledger
	Keep all raw materials in store at designated places with identification as far as practicable. Take all precaution to avoid any damage to material during handling.	Store Incharge	
	Issue items on receipt of requisition slip duly approved. Enter quantity issued in Stock Ledger including balance quantity in stock.	Store Incharge	Stock Ledger
	The furniture are stored properly in prescribed areas or placed in the show room. If furniture are to be delivered far away, then these are properly packed. Before packaging, quality check of the item is done so as to ensure the better quality.	Prod. Supervisor	
	Furnitures are dispatched to the customer as early as possible.	EO	

6.0 Process Output

Safe handled and stored raw materials, in-process and final products

7.0 Records:

Stock ledger - NEPO/F/STR/01/00

NEPO / QSP/10/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Design and Development	**Issue Date: 25th March 2010**

Purpose:
The purpose of this Quality procedure is to develop design and development mechanism for those products whose standard specifications are not available.

Scope:
Scope of this procedure covers design and development of various engineering/ mechanical products like suspension bridge, construction machineries and poles.

Responsibility:
Managing Director, EO, Production Supervisor are responsible for these activities.

Design and Development Planning
Design and development planning includes;

- Time frame
- Stages
- Responsibility and authority
- Review, verification and validation

EO/ Production Supervisor shall be responsible for overall design and development.

Design and Development inputs
Design inputs are basically provided by the customers. If not from the customer, then MD/EO/Production Manager is responsible to produce design input criteria/ data based on the information provided by the customer or any other authentic means.

Design and development inputs include:
The drawings shall be separately recorded based on the nature of the product, its size, shape, use, characteristics etc.

Design and development inputs are generated, derived, controlled and get approved by the customer.

Design and Development outputs

- Design and development outputs shall meet the requirements of D & D inputs. This shall be verified and approved by the technical team based on the D&D records, Calculations and input data.

Design and Development review

- MD/EO and Production Supervisor shall review the design process at various stages to ensure that design activity conforms to the design output requirements.
- Review shall be done after verification
- Records of review shall be maintained.

NEPO / QSP/10/00	**Nepo Finishing Industry**	**Issue No : 01**
	Procedure for Design and Development	**Issue Date: 25th March 2010**

Design and Development Verification

- Verification is a mandatory part of design and development process and is aimed at critical stages.
- MD/ EO/Production Supervisor is responsible for overall verification.
- Some of the stages where verifications are a must:
  - Drawing stages
  - Material selection stages
  - Circulation stage
  - Specification development stage
- Verification is to ensure that output requirements are fully met.
- Verification shall be supported by test data wherever necessary.
- Records of verification shall be systematically maintained.

Design and Development Validation

Validation of the products supplied by NEPO is done by -

- ❖ performance report from the customer
- ❖ feedback from customer
- ❖ Monitoring and verification for some special products.

Reference

a) Quality Manual
b) ISO 9001:2008 Standard.

Corresponding Records:-

a) Design calculation.
c) Testing records.
d) Feedback on performance