

HMPP /QSP/CS/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Quality System Procedure	Revision No. : 00 Issue Date:

Scope of the Manual

This Quality system manual has been developed and it is consistent with ISO 9001:2000 for small scale Hand made paper products making industries. The basic Raw material has been taken Lokta paper/ recycled paper etc. This manual covers policy level aspects covering management responsibility, resource management, product realization and monitoring, measurement and analysis leading to continual improvement for the manufacture and supply of the various paper products like note book, album lamp-set, greeting card, colored paper etc...

Guidance used for preparing this manual

This quality system manual can be used to provide the over-view or road – map of Quality management specific in Hard – made paper product industries or in any other organization with slight modification in line with the nature, type of organization and process used. In this manual effort have been put the requirement a) documented statements of a Quality policy and quality objectives

- a) Documented procedures required by this international standard.
- b) The scope of the QMS, including details of and justification for any exclusion.
- c) The reference of the documented procedures established for the Quality management system.
- d) A description of the interaction between the processes of quality management system. Along with these while preparing this manual, three small scale hand made paper product industries located with in the Katmandu valley have been studied. So, this manual also includes.
 - i) The activities of the business including flowchart.
 - ii) The quality policy and examples for associated quality objectives
 - iii) Statement on responsibilities and authority for guidance only
 - iv) Tentative organization chart for HMPP of small scale category etc.

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Control Policy

Any copy of these procedures shall not be reproduced/ photocopied without the prior permission of below mentioned signatory.

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General Manager

.....
Management Representative

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Amendment Records:

Amendment to any section of the Procedure shall be recorded in this section.

Date	Page No.	Amendment Details	Signature

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Date	Page No.	Amendment Details	Signature

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HMPP /QSP/01/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Procedure for Document Control	Revision No. : 00 Issue Date:

1. PURPOSE: To ensure that the document and data necessary to implement the quality System are identified and controlled so that only latest and updated documents are available and used by various personnel.

3. SCOPE: Covers quality manual, Quality System procedures, Work instructions, Check sheets, Standards and codes and other documents and data required for implementing the quality management system.

4. RESPONSIBILITY: Management Representative(MR) is responsible for implementing this procedure.

5. PROCEDURE:

- 5.1 To identify various documents, alpha-numeric codes have been used for numbering the documents.
- 5.2 The authority for approval and issue of various type of documents is as given below:

<u>Type of document</u>	<u>Approval</u>	<u>Issue</u>
Quality Manual	GM	MR
Quality Procedure Manual	GM	MR
Work Instructions/Check Sheets formats	PM/MR	MR
Forms and Formats	PM/MR	MR
Specifications	GM/PM/MR	MR

MR shall be responsible for following activities: -

- 5.3 Issuing of Documents. Change of issue number shall be done only after 10 amendments.
- 5.4 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.
 - 5.4.1 Only Controlled copies are used in the organization for performing various activities. Maintain the record for issue of the Controlled copies of each document.
- 5.5 When any document is revised, ensure that it is approved by the same authority. Every Controlled Copy is replaced with the revised version of the document.
- 5.6 The old version of the document shall be avoided in order to prevent its misuse. However, the master copy of the old version is retained for archival purpose or legal needs. This copy is marked "OBSOLETE" and retained separately.

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- 5.7 Issue copies to any person for the purpose of information. Such copies are clearly marked “For Information Only” and shall not be used for performance of the activity.
- 5.8 Maintain master lists of each type of document, which show the updated status of each document in the list.
- 5.9 Maintain list of External Documents in use
- 5.10 The signature with date on each page of list shall show its control Status.
- 5.11 The manuals for operation of various equipment, if available, are retained in the original version, if possible.
- 5.12 Issue extract of manual for its use with signature, if required.
- 5.13 Wherever any national or international Standards or standards of any other origin are referred, they shall be identified by their original number.

6. RECORDS:

Master list of Documents - **HMPP /F/MR/01/00**

Illustration on Numbering of Documents

Document Numbering System – Responsibility lies upon MR

- a) **Quality Manual**
QSM/ XX/ZZ
QSM- Quality System Manual
XX - ISO-9001 (2000) Clause No.
ZZ - Revision No.
- b) **Quality System Procedure**
HMPP /QSP/ YY/ZZ
HMPP - Organization Name
QSP - Quality System Procedure
YY - Procedure No.
ZZ - Revision No.
- c) **Work Instruction**
HMPP / WI/ YY/ZZ
HMPP - Organization name
WI - Work Instruction
YY - Work Instruction No.
ZZ - Revision No.

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d) **Formats**

HMPP /F/XX/YY/ZZ

HMPP - Organization name.

F - Format

XX - Dept or Function / wiser or on serial number basis

YY - Format No.

ZZ - Revision No.

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HMPP /QSP/02/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Procedure for Control of Records	Revision No. : 00 Issue Date:

1. PURPOSE

To ensure proper storage and quick retrieval of records, when necessary and to lay down norms for retention periods of records.

2. SCOPE

Applicable to all the records generated in implementation of QMS.

3. RESPONSIBILITY

Head of Department is responsible for implementing this procedure

4. PROCESS INPUT

All the formats and forms for records keeping.

5. PROCEDURE

- 5.1 Quality Record shall be identified properly.
- 5.2 The master list of records/formats shall be maintained with retention period.
- 5.3 The collection, storage and maintenance of the records are carried out by each department.
- 5.4 The records are stored in suitable environment by concerned department to prevent damage, deterioration and inadvertent loss/use. The records related to international purchase are in some case maintained in soft copy which is protected by access password.
Where agreed in contract, the record is made available to customers.

6. PROCESS OUTPUT

Filled records and Retention time.

7. RECORDS

Master List of Records -

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HMPP /QSP/03/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Procedure for Administration, Training, Awareness and Competency	Revision No. : 00 Issue Date:

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HMPP /QSP/04/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Procedure for Customer Related Process	Revision No. : 00 Issue Date:

1. PURPOSE

To establish a system for determining customer requirements, review of product requirements, customer communication and conduction of customer satisfaction survey.

2. SCOPE

For existing products & new products HMPP Industries Pvt. Ltd. and the items received from the customers.

3. RESPONSIBILITY Director, GM, Unit Incharge

4. PROCESS INPUT

Customer requirements, product specification, customer survey

5. PROCEDURE

5.1 Sales and Marketing:

Activities related to Sales & Marketing shall be the responsibility of Director/GM. The activities shall consist.

- i) Director/GM receives enquiry and order through Telephone, Letter/ Fax from the customers.
- ii) Enter in Customer Order Details mentioning the customer details, item ordered, quantity, delivery date, shipment details, forwarder's name etc.
- iii) Review inquiry and order and discuss with GM/Production Manager about technical capability, availability of Products and Raw materials and delivery schedule.
- iv) Inform the customer about the acceptance of order and confirm the order, price and delivery schedule by email/phone.
- v) Material Planning
- vi) Manpower and Space Planning
- vii) Process wise Planning
- viii) Group Formation (Process wise)
- ix) Distribution of works
- x) Follow-up the order and supply status.
- xi) Plan for expanding sales/ increasing market share activities, market/ competition analysis, Cost/ Sales Price analysis.

Note: At first approach, the customer either sends the specification to the organization or the sales/marketing unit sends sample to the customer. Only after the pre-production sample is approved from the customer, mass production is initiated. For some more established buyers, the mass production sample is also sent for approval for the verification of product from the customer. The sample quantity is as per the customer demand or varies from 1 to 6 pieces.

5.2 Customer Complaints

- For existing products as well as new products, the customer complaint shall be received and handled properly. The customer complaints are received by Director.

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- Generally complaints are received through email and sometimes, if urgent, verbal through telephone also and is later on followed by email.
- All the complaints received from the customers are maintained in the respective customer file (Note: The individual file for each customer is maintained which contains all the communication details with the customer from the time of sample order to final dispatch, including customer complaints. The file shall be identified by giving number.)
- Then the complaints are communicated to GM. Discussion regarding the complaints shall be done with the Unit Incharges.
- Mostly related Unit Heads are called and meeting is conducted regarding the complaints. Sometimes mass meeting is also held as per the severity of the complaint.
- Then the required solution for the complaint shall be drawn. The customer shall also be informed about the same.

5.3 Customer Satisfaction Survey:

- The customer satisfaction survey shall be carried out at least once in a year by using structured questionnaires or any other format provided by the customer.
- The customer Feedback Form shall be sent to customers through email or other means.
- The feedback form shall be collected and customer satisfaction index shall be calculated.
- If customer satisfaction is less than **70%**, action plan shall be identified for rectifying the same.
- The result of customer satisfaction index shall be discussed on the Executive Committee Meetings or Management Review Meeting.
- The action plan shall be implemented if the customer satisfaction index is low.
- The record of the same shall be maintained in the respective customer file.

6. PROCESS OUTPUT

Conformed requirements and satisfied customer

7. Possible records to be maintained

Customer Order Details (through email)
Customer File (Customer wise)
Customer Feedback Form
Customer Feedback Analysis Report
(including satisfaction index)
List of Customers
Customer Complaint Record /register

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HMPP / QSP/05/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Procedure for Purchase, Selection and Evaluation of Suppliers	Revision No. : 00 Issue Date:

- 1. PURPOSE** To establish and maintain a system so that raw materials and consumable items are purchased according to company's requirement and to ensure those raw materials, consumable items and any other requirements are purchased at the right time at economic and competitive price.
- 2. SCOPE** Purchase of Lokta Paper, other raw materials and general items
- 3. RESPONSIBILITY** Overall responsibility for purchase of above materials is with Director/GM, Store Incharge.
- 4. PROCESS INPUT** Supplier Selection and Evaluation Criteria, Purchase Order.

5 PROCEDURE

Purchasing

- 5.1. All the items like Lokta paper, dyes, pitch board, glue, packing materials and other materials are purchased as per purchase specification of HMPP Industries Pvt. Ltd.
- 5.2. Company purchases materials only from those suppliers having good reputation, approved by the organization and mentioned in the approved supplier list.
- 5.3. Equipment spares for maintenance and other general items shall be purchased from local market/retailers or dealers and stockists.
- 5.4. Mostly the purchase order is given verbally through telephone except for bulk purchasing item like paper. Also for the items whose specification is to be given before purchase order is raised. The record of the purchase order given verbally is kept in the Purchase Order Register by Store Incharge or GM with details mentioning suppliers details, product description/quantity, price (where applicable), ordered date, delivery date, ordered by, person responsible for acknowledgement of order from the supplier side etc.
- 5.5. The purchase requirements are finalized based on requisition form/consumption slip from various departments and stock availability.
- 5.6. Before giving order to the supplier the approval is taken from General Manager.
- 5.7. The follow up for the ordered items is done by Store Incharge and Admn Officer (for packing materials only).
- 5.8. The purchase order is given to the supplier based on the consumption slip.
- 5.9. The quality of the received materials from the supplier is checked. If it is as per the order given to the supplier it is accepted and entered in the Stock Receive Voucher.
- 5.10. Identify material in store after unloading.
- 5.11. Send bill duly approved by relevant personnel to accounts for payment.

Selection and Evaluation of Supplier

Since Hand made paper products industries purchase most of the material, detail approval may not be maintained. But the detail of supplier along with name, address is maintained.

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Purchase verification activities

- Check/Test or otherwise verify all incoming material (mainly raw materials, lokta paper and chemicals) as per specifications given in the quality plan by concerned persons specified in the Quality Plan.
- In case test reports are supplied for dyes & chemicals along with the consignment by the party; enter it in the register of party test report and file.

6. PROCESS OUTPUT

Approved Suppliers, Purchased Material as per the specification

7. POSSIBLE RECORDS

Purchase Order Register
List of Approved Supplier
Supplier Rating Form
Purchase Order Demand Form
Stock Receive Voucher
Requisition Slip
Gate Pass
Delivery Note / Challan
Stock-Issue Record (soft copy)

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HMPP /QSP/06/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Procedure for Production and Operation Control	Revision No. : 00 Issue Date:

1. PURPOSE To ensure proper production and process control for timely delivery of quality products to the customer.

2. SCOPE Applicable to all activities of production of Paper products

3. RESPONSIBILITY Director, G.M., Production Manager, Production Incharge

4. PROCESS INPUT: Customer order, resources (man, material, money, and machine)

5. PROCEDURE

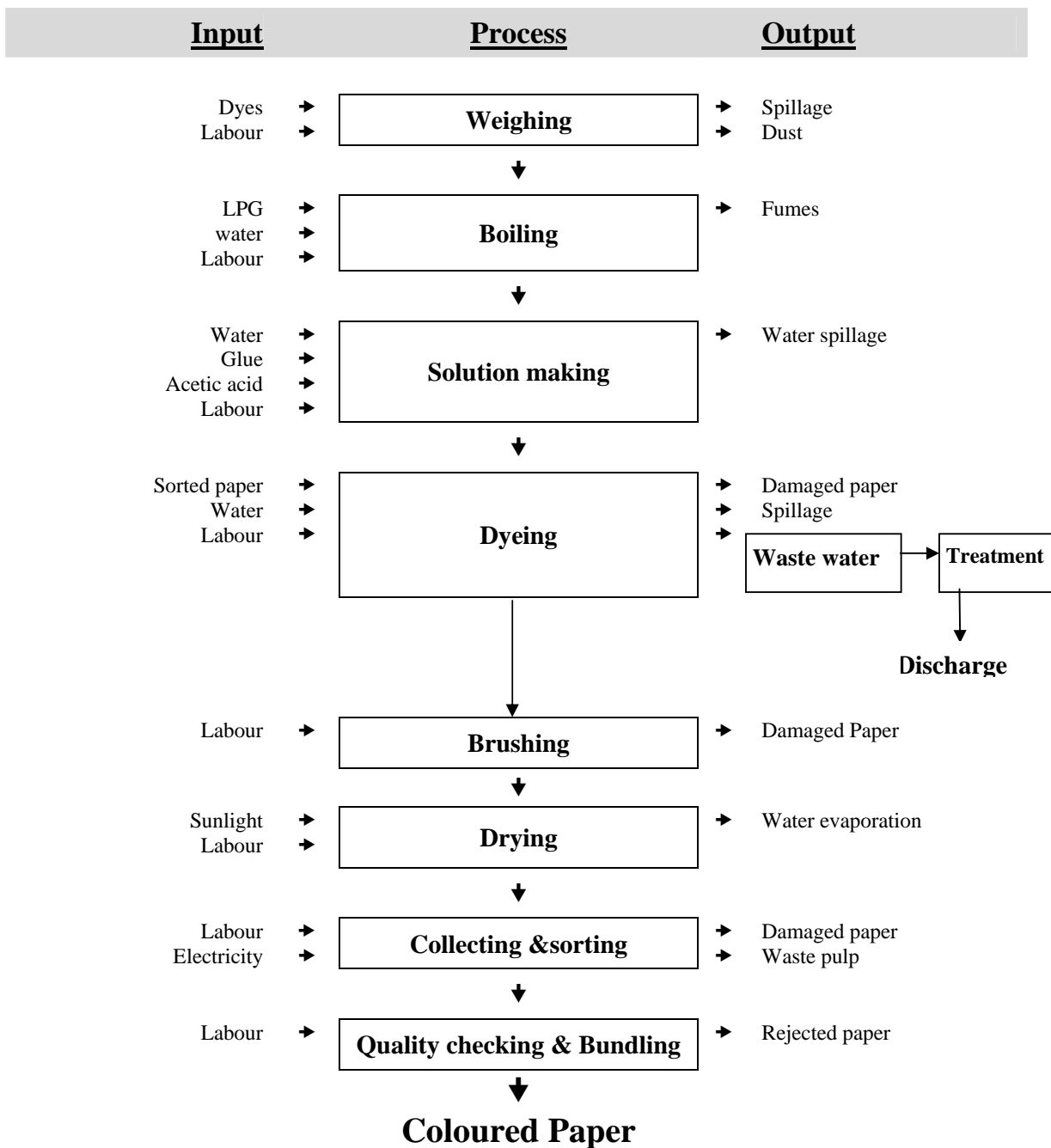
To be develop as the organization basis

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The overall production process flow of dip dyeing process including paper product making from colored paper is as shown below:

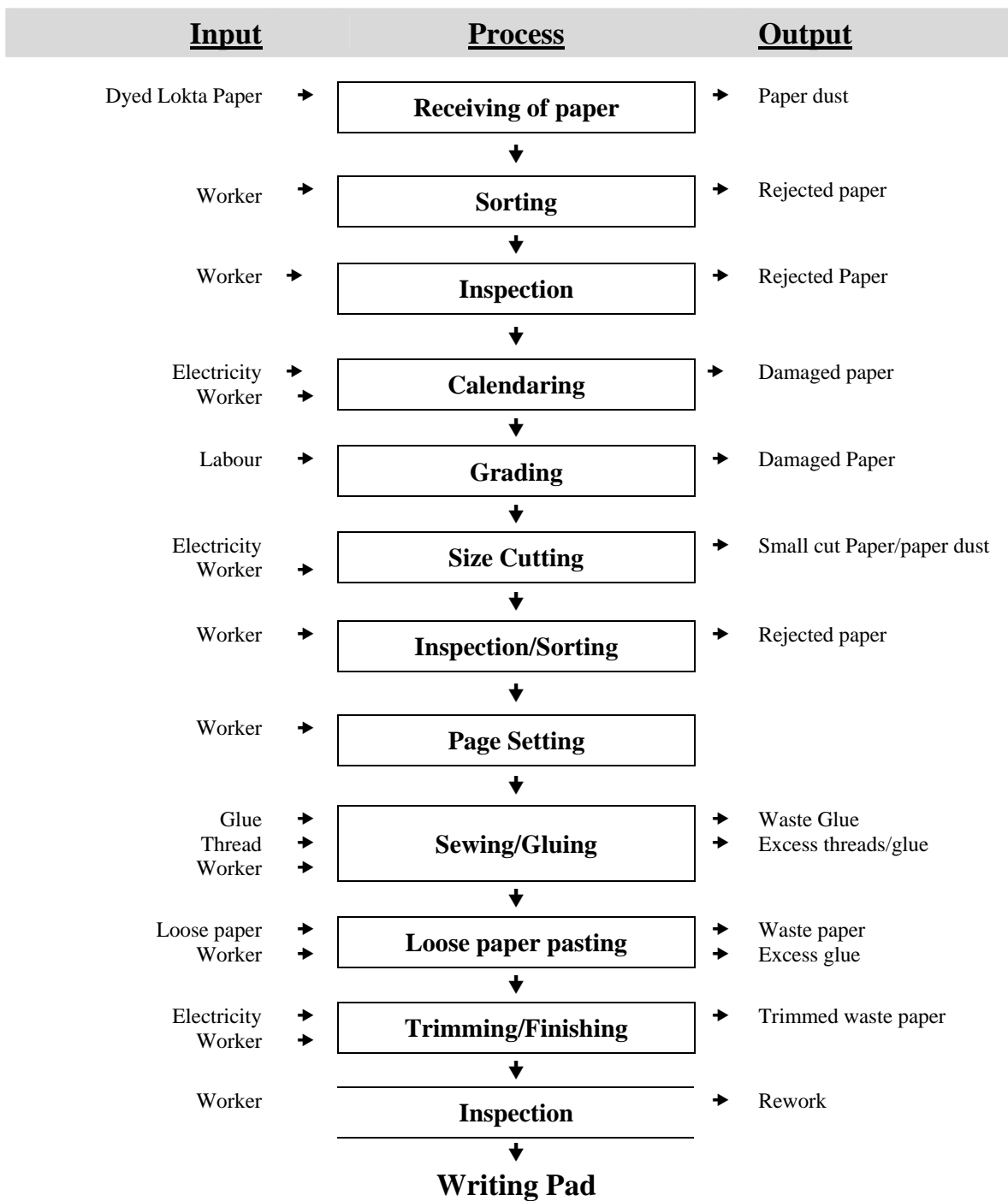
a. The production flow chart of Dip Dyeing of paper is as follows:



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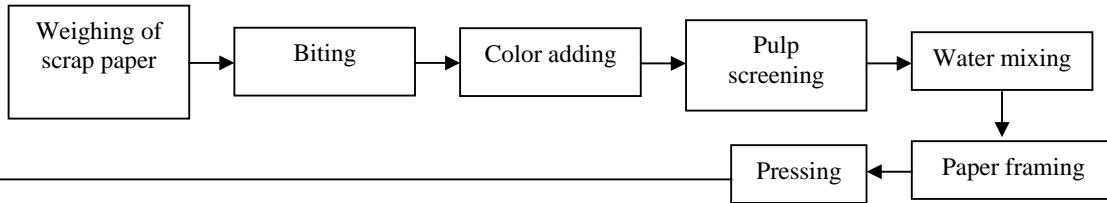
b. Process flow for writing pad making



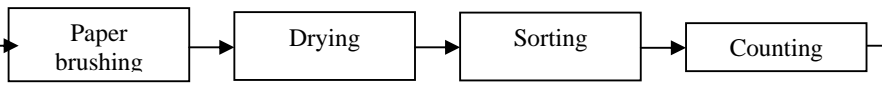
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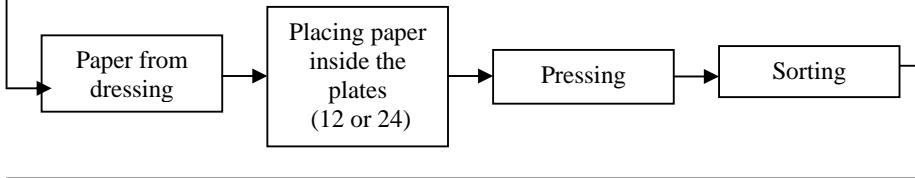
The paper making process from waste paper is as shown below:



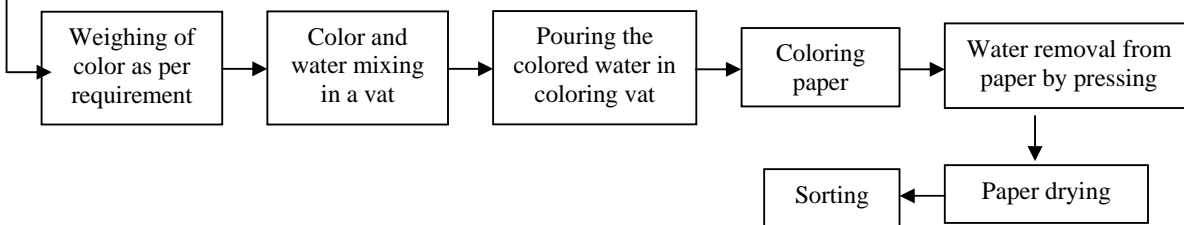
The dressing process is as shown below:



The calendaring process is as shown below:



The paper coloring process is as shown below:



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6. PROCESS OUTPUT Production of goods as per customer and other requirements.

7. RECORDS

(For sample only)
Consumption Slip
Material Process planning
Production planning (Process Wise)
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HMPP /QSP/07/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Procedure for Maintenance	Revision No. : 00 Issue Date:

1. PURPOSE To ensure that the machineries are repaired and maintained properly at right time.

2. SCOPE Applicable to maintenance of all mechanical and electrical machines and system.

3. RESPONSIBILITY Production Manager, Production Incharge

4. PROCEDURE

- 4.1 Prepare Preventive Maintenance. Schedule and carry out regular preventive maintenance accordingly so as to ensure that there is no break down of the machineries during the working hours.
- 4.2 Record dates of preventive maintenance carried out as per the checklist of each machine and record data in machine maintenance card.
- 4.3 Details of machine breakdowns and other component changes shall be entered in break down maintenance record.
- 4.4 All the machines shall be identified properly and the maintenance record be maintained.

5. POSSIBLE RECORDS

- Preventive Maintenance Record
- Breakdown Maintenance Record

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HMPP /QSP/08/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Procedure for Handling, Storage, Packaging and Dispatch	Revision No. : 00 Issue Date:

- 1. 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. SCOPE** For the incoming/in process materials and products of HMPP Industries Pvt. Ltd..
- 3. RESPONSIBILITY** GM, Store Incharge and Sales
- 4. PROCESS INPUT** Incoming materials

5. PROCEDURE

Handling & Storage

- Enter all items purchased against purchase order in Stock Receive Voucher after acceptance by quality inspection and also in the bin card. The detail of items in stock are kept on "Tally Software" in which the item wise inventory management is recorded.
- Issue items on receipt of requisition slip duly approved. Enter quantity issued and item details in stock - issue record and bin card including balance quantity in stock.
- Take all precaution to avoid any damage to material during handling.
- Keep all raw materials in store at designated places.
- Stationery and other consumable items (not related to the company products) are stored separately in racks/ cupboards.
- Store final products in the prescribed areas.

Packaging and Dispatch

- Before packaging, final quality check of the item is done so as to ensure the better quality.
- If the final product is found to be moist, it is dried with the humidifier at 40° C or required temperature overnight.
- The product is kept inside the polythene bag and the silica gel is kept in the packing box so that the moisture is absorbed by it. For all the items it may not be necessary.
- The packaging of the product is done as per the customer requirement, if specified, or as per necessity of the specific item.
- The products are labeled properly. The labels of the product contain information such as Purchase order number, TBS Ref, Description, unit pack, number of u/p, supplier etc.
- A dispatch checklist shall be maintained for each customer order.
- A Delivery Note / Challan or commercial invoice and Gate Pass are prepared which the Security guard checks before the goods leave the organization premises.
- The products are dispatched through vans or other vehicles as appropriate.
- Packaged and Dispatched items are recorded in the Packaging and Dispatch Record.

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6. PROCESS OUTPUT Safe handling, storage of incoming materials and products and timely delivery of the items as per customer requirements.

7. DOCUMENTS

Dispatch Quality Plan -

8. POSSIBLE RECORDS

Stock Receive Voucher
Requisition Slip
Purchase Order Demand Form

..... **etc**

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	Procedure for Internal Quality Audit	Revision No. : 00 Issue Date:

1. PURPOSE: To ensure that the Quality Management System is being operated correctly and effectively, by performing planned and documented checks.

2. SCOPE: This procedure applies to all departments of the organization. It applies to all internal quality audits, which will be performed against the requirements of ISO 9001: 2000, the company's quality manual, procedures, quality plans and work instructions.

3. RESPONSIBILITY: Management Representative.

4. PROCESS INPUT: Audit schedule, Auditors, and Audit Observation sheets.

5. PROCEDURE:

- 5.1 MR shall select the auditors for internal auditing.
- 5.2 The auditors shall have thorough knowledge of the contents and clauses of ISO 9001-2000 and shall be able to interpret each and every element of the standard.
- 5.3 Auditors shall have some personal qualities like ability to pay attention, good human relations, unbiased, analytical skill, strength to stand by their conclusions.
- 5.4 Work areas under the direct responsibility of the auditor himself shall not be allowed to audit by him.
- 5.5 Auditing shall be done in the following four phases: Planning, Implementation Reporting and Follow Up.
- 5.6 Audit planning shall include date, time, department, activities etc. The auditing programs shall be communicated to the auditees and auditors at least one week in advance.
- 5.7 Implementation shall be done as per planning. If any deviation from planning, that shall be communicated to the concerned department. For auditing, the following techniques shall be adopted for each activity.

A) Direct observation: Auditors shall stand near by and observe the working to see whether the right person is doing the works whether the work is done in the right way, whether the handling is done in the right way, whether adequate attention has been given to work, machinery and human safety.

B) By asking questions: These cover what and how aspects. Others are the instantaneous questions to be asked with the operators and workers during observations. These are intended to reveal whether the supervisor/worker is aware of the written procedures, underlying principle of the works, his knowledge regarding the works to be performed, effect and impact of variables and methods and mechanism of variable control.

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- C) Verification of record keeping: Auditors shall ask the staff to show their records while following the procedure. They shall go through the entire records to ensure whether all records have been maintained as mentioned in quality manual, quality system procedure and quality plan.

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- D) Record Examination: Auditors shall select some records and examine for the adequacy. They shall examine the points like whether those are complete in every respect, whether entries are missing, whether there are any inadequate filling, whether those are up-to dated authenticated by the authorized persons.

- 5.8 Reporting: Auditors shall record their audit findings in systematic way highlighting where the non-conformity was found, nature of discrepancies, whether associated with man, machinery, material, process. They should get the staff to agree by signing the finding report about the discrepancies and shortcomings. Auditors shall not blame on the spot regarding discrepancies.

The observed non-compliance shall be noted in a non-compliance note mentioning corrective/ preventive action to be taken, follow up audit date etc. The NCs obtained from the audit shall be reported to MR also.

- 5.9 Follow Up: Follow up shall be the collective responsibility of Management Representative and the auditors. Corrective and preventive actions of any complicated nature shall get approval of director of respective department.
- 5.10 Audit report shall be distributed to the Management Representative, Managing Director.

6. PROCESS OUTPUT Fulfillment of requirement in audited department

7. POSSIBLE RECORDS

- Internal Quality Audit Plan
- Internal Quality Audit Schedule
- Audit Observation Sheet
- Internal Audit Non-comparution Note and
- Corrective Action Request

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HMPP /QSP/10/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Procedure for Control of Non-Conforming Product	Revision No. : 00 Issue Date:

- 1. PURPOSE** To establish a system for ensuring that product which does not meet the requirements are identified and controlled to prevent unintended use or dispatch and to solve the problems associated with non-conforming product.
- 2. SCOPE** Applicable to all processes and products of HMPP Industries Pvt. Ltd..
- 3. RESPONSIBILITY** Related Departmental Heads
- 4. PROCESS INPUT:** All inspection and test activity, material, testing equipments and man power.
- 5. PROCEDURE**

- 5.1 Material / Product, which do not meet the requirements, shall be treated as non-conforming, which also includes customer complaints.
- 5.2 All customer complaints will be recorded in register, and for valid complaints non-conforming report will be raised.
- 5.3 Based on the nature of complaints the report will be forwarded to concerned dept. & ensured that it has been closed within stipulated period.

Incoming Stage

- 5.4 During incoming inspection, all non-conforming material will be separately identified.
- 5.5 Disposition action like repair/ reject/ rework/ accept under concession will be taken.
- 5.6 Re-verification/re-inspection of **reworked / repaired material** will be done & record of it will be maintained.

In-process and Final Stage

- 5.7 All non-conforming products shall be recorded either in the non-conforming product record sheet or in the relevant production report / check-sheets.
- 5.8 All non-conforming products will be shifted to separate area.
- 5.9 Non-conforming report will be raised.
- 5.10 Immediate necessary action like repair/rework/reject/accept under concession will be taken.
- 5.11 Ensure that non-conformance has been closed within the stipulated time period.
- 5.12 Analysis of non-conformance will be done at least once in a year and discussed in MRM.
- 5.13 Analysis of non-conformance will be the input for corrective and preventive action

7. POSSIBLE RECORDS

Non-conformity Report & CA/PA Form
Customer Complaint Record

..... Prepared by (Sign) Approved by (Sign)
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HMPP /QSP/11/00	HMPP INDUSTRIES PVT. LTD.	Issue No.: 01
	Procedure for Corrective and Preventive Action	Revision No. : 00 Issue Date:

1. PURPOSE For preventing the occurrence of potential or actual non-conformities in product, process and quality systems and take corrective action in case of its occurrence.

2. SCOPE All activities related to the process and quality system and the quality of product.

3. RESPONSIBILITY Production Manager has the overall responsibility. MR and other Heads of Department are individually responsible for implementing the procedure for activities of their departments.

4. PROCESS INPUT All Audit reports and inspection & test activity and all preventive actions.

6. PROCEDURE

5.1 Corrective action will be initiated based on the analysis of non-conformance and preventive action will be initiated based on the trend monitoring.

5.2 The Corrective action may pertain to the following areas: -

- a) Product Non-conformities
- b) Processing differences
- c) System effectiveness and complaints
- d) Data relating to Process Operations
- e) Acceptance of Non-conforming material with deviations
- f) Non-conformities found during internal audit
- g) Performance of supplier.
- h) Customer Complaint

5.3 The corrective and Preventive action on product Non-conformities is taken as soon as these occur.

5.4 The decision regarding the correction, corrective action and preventive action to be taken is made by the head of the respective department in consultation with GM and Director (if necessary).

5.5 The decisions taken are implemented and monitored to ensure its suitability and effectiveness.

5.6 The report of the cases of Non Conformities and correction, corrective action and preventive action taken shall be discussed in the staff meeting and/or MRC Meeting.

5.7 It shall be ensured that corrective/ Preventive action will be the input for continual improvement.

6. PROCESS OUTPUT:

Solutions to the problems and non-conformances and reduction in the cases of non- conformities.

7. POSSIBLE RECORDS

Non Conformity Report and CA/PA Form

..... Prepared by (Sign) Approved by (Sign)
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