

# Dairy Industries Pvt.Ltd

# QUALITY SYSTEM

# PROCEDURE

**Issue No.** : **01**  
**Date of Issue** : **25 May 2009**  
**Prepared by** :  
**Approved by** :  
**Revision No.** : **00**  
**Revision Date** : .....

XYZ/QSP/CS/00	<b>XYZ</b>	<b>Issue No: 01</b>
	Title Content Sheet	<b>Revision No: 00</b>
		<b>Issue Date:</b>

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	<b>Control Policy</b>		<b>Revision No: 00</b>
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## **Control Policy:**

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

Managing Director/Director

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<b>XYZ/QSP/01/00</b>	<b>XYZ</b>		<b>Issue No: 01</b>
	Procedure for Document and Data Control		<b>Revision No: 00</b>
			<b>Issue Date:</b>

**1.0 Purpose:**

To establish a procedure for document control, it is necessary to ensure that the pertinent revisions of the documents are available with the users.

**2.0 Scope:**

Applicable to all document Generated internally and externally.

**3.0 Responsibility:**

Management Representative

**4.0 Procedure:**

4.1. Control of Manual has been described in Manual.

<b>Document</b>	<b>Prepared By</b>	<b>Reviewed By</b>	<b>Approved By</b>
Quality System Procedure	Respective Department Head	Management Representative	MD
Quality Plan	Respective Department Head	Management Representative	MD
Work Instructions	Respective Department Head	Management Representative	Production Manager

<b>4.3</b>	<b>Activity</b>	<b>Responsibility</b>	<b>Record</b>
<b>4.3.1</b>	Maintaining Master list of document with - Copy holder - Latest Amendment Status	MR.	Master List of documents
<b>4.3.2</b>	Identification with "Master copy" - Master documents (In Red) "Controlled Copy" - Controlled document (In Black) "Obsolete Copy" (In Red)	MR.	"Master Copy" "Controlled Copy"
<b>4.3.3</b>	Issuing of documents/Change of issue after 20 amendments	MR.	Document Issue Register
<b>4.3.4</b>	To Ensure that documents are legible, & Retrievable	MR./Department Head	Stored in separate cupboard
<b>4.3.5</b>	Doing Amendment to the document Requested by any member	MR.	Document change Note
<b>4.3.6</b>	Updating the document amendment in Master List of documents.	MR.	Master list of document

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XYZ /QSP/01/00	XYZ		Issue No: 01
	Procedure for Document and Data Control		Revision No: 00
			Issue Date:

S.N.	Activity	Responsibility	Records
4.4	Control of External Origin documents. e.g. product standard, Test method, Company act etc. - To put "controlled copy seal" (Red color)	MR.	List of standards
4.5	Incorporate the change made in externally originated documents like National product standard, test method etc.	MR.	List of updated & revised standards
4.6	Control of Machine/Equipment Operational Manuals or Catalogues	MR.	List of Manual/catalogues
4.7	<p><b>Document Numbering System</b></p> <p><b>a. Quality manual - Addressed in manual</b> <b>b. Quality System procedure</b></p> <p>XYZ /QSP/X/Y/ZZ XYZ - Organization name QSP - Organization System procedure X - ISO.9001 Clause Element No. Y - Procedure No. ZZ - Amendment No.</p> <p><b>c. Work Instruction</b> XYZ /WI/X/Y/Z XYZ - Organization name WI - Work Instruction X - ISO.9001 Clause Element No. Y - Work Instruction No. Z - Amendment No.</p> <p><b>d. Formats</b> XYZ /F/X/Y/Z XYZ - Organization name F - Format X - ISO.9001 Clause Element No. Y - Format No. Z - Amendment No.</p>	MR.	-

## 5.5 Records:

Master List of document

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<b>XYZ/QSP/02/00</b>	<b>XYZ</b>		<b>Issue No: 01</b>
	Procedure Control of Quality Records		<b>Revision No: 00</b>
			<b>Issue Date:</b>

**1.0 Purpose**

This is to establish a procedure for Control of Quality Records to demonstrate the conformance to specified requirement & effective operation of Quality System.

**2.0. Scope:**

All Quality records covered under ISO 9001 System.

**3.0. Responsibility:**

Management Representative/All department head.

**4.0 Procedures:**

	<b>Activity</b>	<b>Responsibility</b>	<b>Record</b>
<b>4.1</b>	Identification of Quality Record <u>Method</u> XYZ /F/XX/XX/XX XYZ - Organization Name F - Format XX - ISO 9001 Clause Element XX - Format No: XX - Amendment No.	Management Representative	Master List of Quality Records Concern Format
<b>4.2</b>	<b>Storage &amp; Retrieval:</b> From Identifies places storing & Retrieving	Concern Department People	List of Files List of Registers
<b>4.3</b>	<b>Protection:</b> Protecting Against Dust, Water & Fire	Concern Department People	(Cupboards) (Filing Cabinet)
<b>4.4</b>	<b>Retention time:</b> Maintaining the Retention time for Quality Record.	Concern Department People	Master list of quality Records.
<b>4.5</b>	<b>Disposition:</b> Disposition of the Quality Records	Concern Department People	-

**5.0 Records:**

- Master list of Quality Records -
- List of Files -
- List of Register -

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XYZ/QSP/03/00	XYZ	Issue No: 01
	Procedure for Assignment of Personnel, Administration, Training, Awareness & Competency	Revision No: 00
		Issue Date:

**1.0 Purpose:**

This is to Document a Procedure for daily administrative activities & assignment of personnel Training awareness and competency.

**2.0 Scope:** Covers all employees of XYZ

**3.0 Responsibility:** General Manger

**4.0 Procedure:**

**4.1** Personnel who are all assigned responsibilities defined in the quality management system shall be content on the basic of applicable, education, training skills and experience.

**4.2A** For Daily administration following procedure shall be followed:

S.N.	Activity	Responsibility	Record
1	Conduct day to day administrative function as per the rule of company	Administrative Manager	-
2	Maintain records of incoming letter	Admin. Assistant	Incoming letters Register / Darta Kitab
3	Record the outgoing letter in Chalan	Admin. Assistant	Outgoing letter register/ Challani kitab
4	Approve leave application form of employee & maintain the staffs leave record.	Admin. Assistant	Leave application
5	Maintain attendance record for officer & other staffs separately.	Admin. Assistant	Attendance Record (officer) Attendance Record (Assistant.)

**4.2B** For inclusion of any new person the following factors shall be considered.

- Applicable Education, - Training Undergone, - Skills, - Experience

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XYZ/QSP/04/00	XYZ		<b>Issue No: 01</b>
	Procedure for Assignment of Personnel, Training, Administration, Awareness & Competency		<b>Revision No: 00</b>
			<b>Issue Date:</b>

Details are maintained for the above in the personal record for each employee.

<b>S.N.</b>	<b>Activity</b>	<b>Responsibility</b>	<b>Record</b>
4.3	Identification of training Need. A) DIRECTOR shall identify Training needs for them & undergo training twice a year whenever required.	DIRECTOR/GM	Training Need Analysis
	B) DIRECTOR shall identify training needs for QCI & Production Manager once in a year whenever required.	DIRECTOR/GM	Training need analysis
	c) DIRECTOR Shall identify Training needs for Department Heads once in a year whenever Required.	DIRECTOR/GM	Training Need analysis
	D) Prod. Manager Shall Identify Training Needs for their subordinates once in a year whenever required	Production Manager	Training Need analysis
4.4	A) Based on the identified Training needs yearly Training plan shall be prepared.	Administrative Assistant	Yearly Training plan
	B) The Training plan shall be approved by DIRECTOR/MD	Director	Yearly Training Plan
4.5	A) Training shall be arranged and Intimate through Notice Board.	Administrative Manager	Training Schedule Record
	B) After Completion of Training it shall be Recorded.	Administrative Manager	Training Schedule Record
4.6	Evaluation: - Evaluation shall be done through Question & Training Material shall be stored.	GM	Questionare
4.7	The Training details shall be recorded in the personnel record	Administrative Officer	Personnel Record

**Records:**

- Incoming letters Register / Darta Kitab
- Outgoing letter register/ Challani kitab
- Attendance Record
- Leave Application
- Staff Leave Record
- Identity Card Issue Record
- Training Need Analysis/Identification of Training needs

**Training Plan**

Training Records

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– XYZ /F/06/16/00

XYZ/QSP/05/00	XYZ	Issue No: 01
	Procedure for Personnel Hygiene and safety	Revision No: 00
		Issue Date:

**1.0 Purpose:** To Establish a procedure for sanitation and hygiene to achieve the quality product.

**2.0 Scope:** All Quality Records covered under ISO 9001:2000 System and HACCP system.

**3.0 Responsibility:** Quality Control Department (QC In charge & QC officer)

**4.0 Procedure:**

S.N.	Activity	Responsibility	Record
4.1	<b>Personal Hygiene and care</b>		Personal Hygiene check list
4.1.1	Anyone entering the production area washes and disinfect their hands	All production Staffs	Do
4.1.2	Operators & Helpers with any communicable disease are not allowed to production area.	All production Staffs	Do
4.1.3	Maintain the Hygienic rules like regular shower, dress code etc	All production Staffs	Do
4.2	<b>In the production area, the following hygiene and conduct rules are applicable</b>	All production Staffs	Do
	No wearing jewellery watches. Not allowed any kind of perfumes, nail polish, after-shave etc. Smoking is forbidden in the factory premises.	All production Staffs	Do
4.3	<b>Safety</b>		
4.3.1	Always wear relevant safety apparatus.	All production Staffs	Do
4.3.2	Always control safety procedure for maintenance for machine before use.	All production Staffs	Do
4.3.3	Tools or machinery should only used for specific purpose	All production Staffs	Do
4.3.4	Any kind of open wounds, even cold or any sickness that is contagious must be reported to production supervisor or manager.	All production Staffs	Do

## 5.0 Records

Personal Hygiene & Safety Check list

..... Prepared by (Sign & date)	..... Reviewed by (Sign &date)	..... Approved by (Sign &date)	Page 1 of 1

XYZ/QSP/06/00	XYZ		Issue No: 01
	Procedure for Cleaning & Sanitation		Revision No: 00
			Issue Date:

**1.0 Purpose:** To Establish a procedure for Cleaning & sanitation to achieve the quality product.

**2.0 Scope:** All Quality Records covered under ISO 9001:2008 System and HACCP system.

**3.0 Responsibility:** The production & Quality Control Department (QC In charge & QC officer)

**4.0 Procedure:**

S.N.	Activity	Responsibility	Record
4.1	Arrange the daily requirements for cleaning & sanitation	Production Manager	Plant log Book
4.2	Cleaning and sanitized the equipments before & after production.	-Do-	-Do-
4.3	Production area is heavily flushed with water and shall be kept dry and mopped regularly.	-Do-	-Do-
4.4	Maintain the Daily cleaning activities records.	-Do-	-Do-
4.5	Entry and exit of people, supplies, starting material, product materials and remove of waste must be followed the defined procedure and documented whereas required.	-Do-	-Do-

5.0 Records  
Plant log book

..... <b>Prepared by</b> <b>(Sign &amp; date)</b>	..... <b>Reviewed by</b> <b>(Sign &amp; date)</b>	..... <b>Approved by</b> <b>(Sign &amp; date)</b>	<b>Page 1 of 1</b>
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XYZ/QSP/07/00	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for Customer Related Processes.	<b>Revision No: 00</b>
		<b>Issue Date:</b>

**1.0 Purpose:**

This is to document a Procedure for determining the customer Requirements, Review of Product requirements and arrangements of customer communication.

**2.0 Scope:** For Packaged Drinking Milk.

**3.0 Responsibility:** Marketing Manager

**4.0 Procedure:**

Activity	Responsibility	Record
Production of different brands by fulfilling the standards mentioned by food- act.	Marketing Manager Production Manager	Daily reporting system for production section
Labeling with “drinks after boiling” & “store in refrigerator” and used within 24 hrs.	Production Manager	
Delivery to distributor on right time.	Marketing Manager	Dispatch attendance report
Collection of order by phone or personal contact	Marketing Assistant	Free format
Collection of feed back from the customer	Marketing Assistant	Customer complaint
Collection of leakage milk from distributor on the same day	Sales supervisor	Daily vehicle wise sales & return report
Delivery the milk in cleaned trays	Dispatch section	-
4.1. 5. Receiving & Resolving Customer Complain	Sales supervisor	Customer Complaint Form

**5. Records:**

Daily reporting system for production section report  
Daily vehicle wise sales & return report

Dispatch attendance report

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XYZ/QSP/08/00	XYZ	Issue No: 01
	Procedure for Purchasing	Revision No: 00
		Issue Date:

5.	Place order on phone in emergency situations, and confirm later through purchase order	DIRECTOR/PM	Note for order in emergent situation - Purchase order
6.	Enter details of purchase order in purchase register	Store in charge	Store ledger account file
7.	Draw sample as per respective quality plan and test it	QC Manager	Free format
8.	Purchase Planning of spares after store evaluation	Administration Manager	-
9.	Preparation of purchase order of consumable items or spares etc. with the following information - Material name - Specification (where applicable) - Price details - Delivery schedule/place	DIRECTOR/Admin. Manager	Kraya maag faram
10	Purchasing of raw milk from milk producer association to chilling center and dispatch to factory tanker wise		Tanker milk chalani & Bharpai.

**Records:**

Purchase Order (Raw material + Consumable) - Maag Faram  
(requisition slip) -  
Goods received note  
Store ledger Account  
Tanker milk chalani & Bharpai  
Kraya Maag Faram

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XYZ/QSP/09/00	XYZ	Issue No: 01
	Procedure for Operation Control & Maintenance	Revision No: 00
		Issue Date:

**1.0 Purpose:**

This is to document a procedure for operational Control to ensure that production maintenance activities are controlled & maintained.

**2.0 Scope:**

Cover the production & maintenance operation of Milk processing division.

**3.0 Responsibility:**

Production Manager

**4.0 Procedure:**

S.N.	Activity	Responsibility	Record
4.1	Weekly planning Daily Planning	Marketing Manager General Manager +PM	- Weekly prod. Planning - Daily Prod. Planning
4.2	Availability of Work instruction	Prod. Manager	- Work Instruction
4.3	Monitoring of Production activity like pasteurization.	Prod. Manager	- M/C operation record file
4.4	Maintain the records of fresh packed product, ready dispatch and balance product in cold store.	Prod. Manager	Stock Detail Report
4.5	Reporting of production activity	Prod. Manager	- Daily reporting system for production section record
4.6	Usage of suitable equipment and tools	Prod. Manager	-
4.7	Maintenance of all spare records	Prod. Manager	M/C spare parts list ledger
4.8	Availability and usage of Measuring and monitoring devices	Prod. Manager	- List of measuring and monitoring devices
4.9	Review of all the above activities	Prod. Manager	- All the records
4.10	Implementation of monitoring activities	Prod. Manager	- Do -
4.11	Machine breakdown and other component change shall be entered in maintenance log book	Prod. Manager	Maintenance log book

**Records:**

- Daily/weekly production Planning
- Daily reporting system for production section record
- M/C operation record file
- M/C spare parts ledger
- Maintenance logbook
- Work Instruction

..... <b>Prepared by</b> <b>(Sign &amp; date)</b>	..... <b>Reviewed by</b> <b>(Sign &amp; date)</b>	..... <b>Approved by</b> <b>(Sign &amp; date)</b>	<b>Page 1 of 1</b>
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<b>XYZ/QSP/10/00</b>	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for Dispatch	<b>Revision No: 00</b>
		<b>Issue Date:</b>

**1.0 Purpose:**

This is to document a procedure to demonstrate how the product is dispatched to customers Intended destination.

**2.0 Scope:** Covers the existing Product i.e. Processed Milk

**3.0 Responsibility:** Marketing Manager /Administrative Manager.

**4.0 Procedure:**

S.N.	Activity	Responsibility	Record
1.	Dispatch Planning	Marketing Manager	Free Format
2.	Review of customer order before dispatch	Marketing Manager	-
3.	Dispatch milk in crate – vehicle wise	Sales supervisor	Dispatch attendance report
4.	Dispatch the milk shop to shop by bicycle where vehicle cannot go.	Salesmen	Dispatch attendance report
5.	Dispatch the milk in shop, promoter & dealer according to demand	Mkt. manager	Agreement file (If available)
6.	Dispatch the milk 6 o' clock at summer / and 7 o' clock to the customer.	Sales supervisor	Dispatch attendance report
7.	Issue a gate pass and invoice sending along with the vehicle	Mkt. Assistant	Gate pass Invoice

**Record:**

Agreement file

Dispatch attendance report

Gate pass

Invoice

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XYZ/QSP/11/00	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for Handling Storage & Preservation of In -coming Material & Products	<b>Revision No: 00</b>
		<b>Issue Date:</b>

### 1.0 Purpose:

This is to document a Procedure for Identification, Handling Storage & Protection of Skimmed Milk Powder/Spares/Stationers/Packing materials/ consumable items.

### 2.0 Scope

. Skimmed Milk Powder/Raw milk /Packing materials/ and Final Products

### 3.0 Responsibility:

Administrative Manager/Assistant

### 4.0 Procedure:

1	Activities	Responsibility	Record
	<b>Identification</b> Identifying all the spares /Stationers store	Store In Charge	Bin Card
	<b>Handling</b>		
1.1	All the incoming materials like Skimmed milk Powder, packaging materials shall be handled manually such that there will not be any damage during handling.	Adm. Manager	
1.2	Handling & transportation of raw milk from chilling center to factory by properly chilled and in sanitized vat.	Chilling center In charge	Tanker controlling and chalani purji
1.3	Handling of incoming raw milk vehicle wise.	QC in Charge	Tanker milk chalani & Bharpai
1.4	Finished product handling in hygienic manner	Production Manager	-
<b>2.</b>	<b>Storage</b>		
2.1	Storage of incoming material skimmed milk powder, packaging material in hygienic condition to avoid any external contaminant.	QC in Charge	Raw material & Packing material ledger
2.2	Raw milk after QC approval storing in sanitized storage tank.	QC in Charge	Milk tanker unloaded statement
2.3	Finished product always stored in cold storage at 4°C up to dispatching.	Production Manager	Plant log book

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XYZ/QSP/11/00	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for Handling Storage & Preservation of In coming Material & Products	<b>Revision No: 00</b>
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**4.0 Procedure:**

S.N.	Activity	Responsibility	Record
3	<b>Updating the details of material received register</b>		
3.1	Updating the material from stored issuing the material from stored.	Store In charge	Issue slip form
3.2	Checking the stock once in month	Admin Manager	Store Account Ledger
3.3	Arranging for material required	Admin Manager	
4	<b>Preservation</b>		
4.1	Preservation of incoming material against any natural calamities / theft and any external contaminant	Admin Manager	-
4.2	Preservation of raw milk during transportation in sanitized vat. Whereas raw milk in factory in cold storage tank	QC In charge	Plant logbook
4.3	Preservation of product by cold storage at 4°C within factory.	Production Manager	Plant logbook

**Records:**

Tanker controlling and chalani Purji  
Milk tanker unloaded statement

Bin Card

Issue slip form  
Plant log book  
Raw material & Packing material ledger  
Tanker milk chalani & Bharpai

..... <b>Prepared by (Sign &amp; date)</b>	..... <b>Reviewed by (Sign &amp;date)</b>	..... <b>Approved by (Sign &amp;date)</b>	<b>Page 2 of 2</b>
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XYZ/QSP/12/00	XYZ	Issue No: 01
	Procedure for Identification & Traceability	Revision No: 00
		Issue Date:

**1.0 Purpose:**

This is to document a procedure for Identification and Traceability of product throughout the production operations.

2.0 Scope: Covers the Incoming, In-process, Final stages of product operations.

**3.0 Responsibility:**

Production Manager / Admin Manager/ QC In charge

**4.0 Procedure:**

S.N.	Actives	Responsibility	Identification/ Tractability / Record
1	a) Identification of Incoming Material b) Traceability of Incoming Material.	Store In charge	Labeling  Raw material & Packaging material Ledger
2	a) Identification of In process stages b) Traceability of In process Stages	- QC Officer  - QC Officer	Labeling
3	a) Identification in Final Stages b) Traceability in Final Stages (Final Product)	- Production Manager - QC Officer	- Labeling - Printing on the surface of label ❖ Brand Name ❖ Volume in ml. ❖ Customer information ❖ Fat & SNF % ❖ Standard certification mark (if any) ❖ Industries name, address & registered number. ❖ Manufacturing date/Batch No., best before

**5. Records:**

Raw material & Packaging material Ledger  
Label, Tags (not in format)

..... <b>Prepared by (Sign &amp; date)</b>	..... <b>Reviewed by (Sign &amp;date)</b>	..... <b>Approved by (Sign &amp;date)</b>	<b>Page 1 of 1</b>
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XYZ/QSP/13/00	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for Measuring & Monitoring device	<b>Revision No: 00</b>
		<b>Issue Date:</b>

**1.0 Purpose:**

This is to document a procedure to identify, Calibrate Safeguard & protect the measuring and monitoring device required to assure conformity of product to specified requirements.

**2.0 Scope:**

Covers all the measurement & monitoring device of division

**3.0 Responsibility:** Q.C Officer

**4.0 Procedure:**

S.N.	Activity	Responsibility	Record.
4.1	<b>Identification</b> Identification of all measuring & monitoring devices like thermometer, lactometer, thickness gage, balance etc.	Q. C. Officer	Free format
4.2	Maintaining the list of measuring & monitoring devices	Q. C. Officer	List of measuring and monitoring devices.
4.3	<b>Calibration</b> Calibration from outside agency traceable to National Standard. Calibration from Internal facility with master Instruments. (If any)	Q. C. Officer	Calibration certificate
		Q. C. Officer	Internal calibration record
4.4	Listing out the Instrument to be calibrated /approval.	Q.C in Charge	Measuring & Monitoring device to be calibrated.

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<b>XYZ/QSP/13/00</b>	<b>XYZ</b>	<b>Issue No: 01</b>
	<b>Procedure for Measuring &amp; Monitoring device</b>	<b>Revision No: 00</b>
		<b>Issue Date:</b>

S.NO	Activity	Responsibility	Record
4.7	If Instrument found out of calibration. —————> Check the product which was already passed —————> Check the previous Inspection reports. If found non-conformance raise non-conformance product report. —————> Take necessary action to change the instrument.	Q.C. In charge	Non conformance report Equipment Calibration Status.

**5.0 Records**

List of monitoring & measuring device & calibration status  
 Calibration Certificate

..... <b>Prepared by (Sign &amp; date)</b>	..... <b>Reviewed by (Sign &amp; date)</b>	..... <b>Approved by (Sign &amp; date)</b>	<b>Page 2 of 2</b>
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XYZ /QSP/14/00	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for Customer Satisfaction survey	<b>Revision No: 00</b>
		<b>Issue Date:</b>

**1.0 Purpose:**

This is to establish a Procedure for conducting customer satisfaction survey and to initiate appropriate actions on dissatisfaction factors.

**2.0 Scope:** All Customers

**3.0 Responsibility:** DIRECTOR, Marketing Department

**4.0 Procedure:**

S. N.	Activity	Responsibility	Records
1	Identifying the customer for customer satisfaction survey (Once in 6 Months)	Marketing Manager	-
2	Sending Customer Survey format to all customer by mail personnel	Marketing Manager	Customer Satisfaction Survey forms
3	Receiving customer satisfaction	Marketing Manager	Customer satisfaction Survey forms
4	Calculation of Customer Satisfaction Index.	Marketing Manager	Customer Satisfaction Rating forms
5	Identification of Action Plan if customer satisfaction is less than 70	Marketing Manager	Customer Satisfaction Analysis forms
6	Sending customer satisfaction Index Result to MD	Marketing Manager	Customer Satisfaction Analysis forms
7	Actions Customer plan / status for Improvement if customer satisfactions Index is lover.	Marketing Manager	Customer satisfaction Analysis forms

**Records:**

Customer Satisfaction survey form (feed-back)

Customer satisfaction

Survey Rating form

Customer satisfaction Survey analysis form

..... <b>Prepared by (Sign &amp; date)</b>	..... <b>Reviewed by (Sign &amp;date)</b>	..... <b>Approved by (Sign &amp;date)</b>	<b>Page 1 of 1</b>
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XYZ /QSP/15/00	XYZ	Issue No: 01
	Procedure for Internal Audit	Revision No: 00
		Issue Date:

**1.0 Purpose:**

This is to demonstrate a procedure to determine whether the Quality Management system conform to the requirements & has been effectively implemented and maintained.

**2.0 Scope:** Covers the Quality system activities of XYZ

**3.0 Responsibility:** Management Representative.

**4.0 Procedure:**

S.N.	Activity	Responsibility	Record
4.1	Planning of Internal quality Audit once in a year	Management Representative	Audit Plan
4.2	Maintaining List of Auditors	Management Representative	List of trained auditors
4.3	4.3.1 - Preparation of Audit schedule once in six month & assigning Responsibilities of audit area. 4.3.2 - Displaying of audit schedule in Notice board.	Management Representative	Audit Schedule
		Management Representative	Audit Schedule
4.4	Conducting opening meeting for audit	Management Representative	-
4.5	Conducting Audit (Audit not to be conducted by the same person who performs the activity being audited)	Assigned Auditors	Audit checklist
4.6	Conducting closing meeting	Management Representative	-
4.7	Decisions on Audit Report	Management Representative	Audit Report
4.8	Closing of audit report for corrective & preventive Action	Concern Department people	Audit Report
4.9	Verification of corrective & preventive Action taken	Management Representative	Audit Report

**Records:**

Internal audit notification form  
Internal audit schedule / plan  
Internal audit checklist  
Non compliance note

..... <b>Prepared by</b> <b>(Sign &amp; date)</b>	..... <b>Reviewed by</b> <b>(Sign &amp;date)</b>	..... <b>Approved by</b> <b>(Sign &amp;date)</b>	<b>Page 1 of 1</b>
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XYZ/QSP/16/00	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for Measurement and Monitoring of processes & product.	<b>Revision No: 00</b>
		<b>Issue Date:</b>

**1.0 Purpose:**

This is to demonstrate a procedure to confirm that process and product parameters are maintained to meet the customer requirements.

**2.0 Scope:**

This covers the existing process / Product parameter of XYZ

**3.0 Responsibility:**

Process - Production Manager / QC Manager/Officer

Product - Production Manager / QC Manager/Officer

**4.0 Procedure:**

S.NO.	Activity	Responsibility	Record
1.	Measuring and Monitoring of Incoming material like Skimmed milk powder Check the thickness, length, and breadth of packaging material with in factory.	QC In charge	Skimmed milk test certificate.  Free format
2.	Measuring and monitoring of Raw milk	QC Officer	Raw milk- physical chemical & microbiological analysis report.
3.	Measuring & monitoring of water status. (Monthly)	QC Officer	Water analysis report
4	Measuring and monitoring of in process stages like pasteurization, filling etc (Daily)		Plant log Book

..... <b>Prepared by (Sign &amp; date)</b>	..... <b>Reviewed by (Sign &amp;date)</b>	..... <b>Approved by (Sign &amp;date)</b>	<b>Page 1 of 2</b>
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<b>XYZ/QSP/16/00</b>	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for Measurement and monitoring of process & Product	<b>Revision No: 00</b>
		<b>Issue Date:</b>

S. N.	Activity	Responsibility	Record
6	Measuring & Monitoring physical & chemical analysis at intermediate stage of processing	QC officer	Physical & chemical analysis at Intermediate stage of processing.
7	Monitoring of in process disinfection. (Daily)	Production manager	Plant log Book
8	Monitoring of in process M/C and maintained the report. (Daily)	Production manager	Plant log Book
9	Monitoring of product. <ul style="list-style-type: none"> <li>- Quantity of total production.</li> <li>- Leakage immediate after production</li> <li>- Leakage after 12 hrs.</li> <li>- Length of pouch</li> <li>- Overall migration of particle from the plastic pouch</li> </ul>	Production Manager	Milk packaging analysis of final product
	Measuring & monitoring of physical & chemical analysis of product (Daily)	QC officer	Physical & chemical analysis of final product.
	Measuring & monitoring of microbiological analysis of product (Daily)	QC officer	Microbiological analysis of final packed product
	Monitoring Critical Control Points (CCP) and critical limits	Team Leader	CCP & Critical limits records
	Measuring & Monitoring of pasteurized stock milk	QC officer	Daily stock milk & pasteurized milk quality analysis records

**Records:**

- Skimmed Milk Test Certificate.
- Raw milk- physical chemical & microbiological analysis report
- Water analysis report
- Physical & chemical analysis at Intermediate stage of processing
- Milk packaging analysis of final product -Physical & chemical
- analysis of final product
- Microbiological analysis of final packed product
- CCP & Critical limits records
- Daily stock milk & pasteurized milk quality analysis records
- Plant logbook

..... <b>Prepared by (Sign &amp; date)</b>	..... <b>Reviewed by (Sign &amp; date)</b>	..... <b>Approved by (Sign &amp; date)</b>	<b>Page 2 of 2</b>
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XYZ/QSP/17/00	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for control of Non- Conforming Product.	<b>Revision No: 00</b>
		<b>Issue Date:</b>

**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 packaged Milk

**3.0 Responsibility:**

Concern department

**4.0 Procedure:**

**General:**

S. N.	Activity	Responsibility	Record
1.	Milk which is not meeting the requirement shall be traced as nonconformance It also include customer complaints.	QC Officer	Customer complain format
2.	All Customer complaints will be recorded in register, after that only for valid complaints non-conforming report will be raised.	Marketing Manager	Nonconforming Product report
3	Based on the nature of complaints the report will be forwarded to concern department & ensure that it has been closed within stipulated period.	Marketing Manager QC In charge	-

..... <b>Prepared by</b> <b>(Sign &amp; date)</b>	..... <b>Reviewed by</b> <b>(Sign &amp;date)</b>	..... <b>Approved by</b> <b>(Sign &amp;date)</b>	<b>Page 1 of 2</b>
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<b>XYZ/QSP/17/00</b>	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for control of non- conforming	<b>Revision No: 00</b>
	Product.	<b>Issue Date:</b>

**In Coming Stage: In Process & Finished.**

S. N.	Activities	Responsibility	Records
1.	During incoming inspection all non-conforming packaging materials Skimmed milk powder, etc. shall be identified and segregated separately, but incase of raw water non-conformance it shall be disposed off.	QC In Charge	Rejection report, Non-Conforming Production report
2.	Disposition action like report/ reject/ /accept under concession will be taken (except water)	QC officer, Admin Assistant	
3.	Non- conforming Product report will be filled for each non-conformance & get approved.	Head of Concern dept	Non- conforming Product record
4.	All non- conforming product will be shifted to separate area	QC Manager, Prod. Manager	Identified area
5.	Non - Conforming report will be raised & get it approved.	QC Manager, Prod. Manager	Non- conforming Product record
6.	Immediate disposition action like reject accept under concession ill be taken.	QC Manager, Prod. Manager	Non- conforming Product record
7.	Ensure that non- conformance has been closed with in stipulated time	QC Manager, Prod. Manager	
8.	In every ' 2 ' month analysis of non-conformance will be done & discussed in ' MRM'.	Department heads	Minutes of MRM
9.	Analysis of non- conformance will be the input for corrective and preventive action.	-	-

**Records:**

Non- conforming Product report

Customer complaint Format

..... <b>Prepared by (Sign &amp; date)</b>	..... <b>Reviewed by (Sign &amp;date)</b>	..... <b>Approved by (Sign &amp;date)</b>	<b>Page 2 of 2</b>
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XYZ/QSP/18/00	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for Corrective and Preventive Action	<b>Revision No: 00</b>
		<b>Issue Date:</b>

**1.0 Purpose:**

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

**2.0 Scope:**

Applicable to all non-conformities in incoming, In process, final process. Product and customer complaints.

**3.0 Responsibility:**

Departmental Head

**4.0 Procedure:**

S.N.	Activity	Responsibility	Record
1	Based on the analysis of nonconformance Corrective action will be initiated	Dept. heads	
2	Preventive action will be initiated based on the trend monitoring	Dept. Heads	
3	Corrective Action at the Incoming stage in consultation with Prod. Manager	Q.C. In charge	Corrective / Preventive action form
4	Review and Approval of corrective and preventive action taken in the incoming Stage.	DIRECTOR/PM	Corrective / Preventive action form
5.	Review and approval of HACCP plan	DIRECTOR/PM/ Team leader	Corrective action form HACCP system

..... <b>Prepared by (Sign &amp; date)</b>	..... <b>Reviewed by (Sign &amp;date)</b>	..... <b>Approved by (Sign &amp;date)</b>	<b>Page 1 of 2</b>
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<b>XYZ/QSP/18/00</b>	<b>XYZ</b>	<b>Issue No: 01</b>
	Procedure for Corrective and Preventive Action	<b>Revision No: 00</b>
		<b>Issue Date:</b>

S.N.	Activity	Responsibility	Record
5.	Taking corrective and preventive action in the in-process stages	Production Manager	Corrective / Preventive action report
6.	Review and Approval of Corrective and preventive Action taken in the In process stage.	GM/PM	Corrective / Preventive Action report
7.	Taking corrective and preventive Action In final stage.	Q.C. Manager	Corrective / Preventive Action report
8.	Review and Approval of corrective and preventive Actions taken in the final Stage	Sales & Marketing Manager	Corrective / Preventive Action report
9.	Taking corrective and preventive Action for customer complaints	DIRECTOR/PM	Corrective / Preventive action report
10.	Review and approval of corrective and preventive complaints.	DIRECTOR/PM	Corrective Preventive action report
11.	Ensure that approval of corrective action will be the input for continual Improvement	PM	-

**Records:**

Corrective /Preventive action form

Corrective Action form for HACCP System

..... <b>Prepared by</b> <b>(Sign &amp; date)</b>	..... <b>Reviewed by</b> <b>(Sign &amp;date)</b>	..... <b>Approved by</b> <b>(Sign &amp;date)</b>	<b>Page 2 of 2</b>
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