

Sagarmath Water Industry
Pure Drinking water

QUALITY SYSTEM

Manual

Issue No. : 01
Date of Issue : 01 July 2009
Prepared by :
Approved by :
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List of Controlled Copy Holders

This Manual shall be distributed as per the distribution list.

| <u>Copy No.</u> | <u>Holder</u> |
|------------------------|---------------------------|
| 1. | Chairman |
| 2. | CEO |
| 3. | Management Representative |
| 4. | Production Supervisor |
| 5. | Certification Body |

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

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AMENDMENT –PROCEDURE

The purpose of amendments to this manual is to carry them out systematically so that all versions of the various sections are controlled i.e. properly approved, released and distributed in order to ensure that revised document is provided to the respective person in appropriate period.

Description

Any individual or group of individuals can make request for amendments to this manual. This is to be made in writing to the MR with a copy to the management review committee.

The MR, convenes, if necessary, a meeting of MRC and decides on approving /reflecting the proposed amendment.

The approved version is checked and the MR who also arranges for the required number of copies to be duly signed by the concerned authority accordingly updates Documentation Control System (DCS).

Amendment to any section of the manual is recorded in the list of amendment section. The MR distributes this list and the list of latest version along with the revised section.

Issue Control

This quality manual has been prepared in accordance with ISO 9001:2008 standards. It outlines the quality management system requirement of the industry to meet the requirement of the standards.

The Management Representative shall issue this manual. It shall be controlled as per the clause 4.2.3, of this manual. All authorized holders as per distribution list shall be responsible for implementation of the quality system in their respective area.

Individuals in possession of the controlled copies shall receive revision or amendments as and when issued.

Quality manual may be issued outside the organization (if required). It shall however not be controlled, shall not have copy no. and shall be stamped ‘Uncontrolled’. No distribution record shall be maintained.

During the internal quality audit the concerned clauses shall be reviewed to ensure the current practice and effectiveness of the documents.

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This quality system manual has been developed by department of cottage and small industry with the aim of supporting for establishment of "Quality Management System" in pure drinking water processing industry which registration is being eleastted day by day in Kathmandu valley because of scarcity of drinking water. This manual is a general policy level document specific to pure drinking water processing industry. This is followed by 2nd tires of documents Quality Management System procedures which give idea about how to do specific departmental works. The six mandatory procedures and one of specific sample of departmental procedures have been developed in order to provided the guidelines. Similarly as a backbone for controlling quality of product a sample of "Final Quality Plan" have been developed. The industry willing to implement QMS is requested to develop incoming Quality Plan, in process Quality Plan, work instructions and other departmental procedures in their one way.

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LIST OF ABBREVIATON

- BOD - Board of Directors
- CEO - Chief Executive Officer
- CS - Content Sheet
- ISO - International Organization for Standardization
- MR - Management Representative
- NBSM - Nepal Bureau of Standard & Meteorology
- SMWI -Sagarmatha Water Industry
- NS - Nepal Standard
- QSM - Quality System Manual
- QSP - Quality System Procedure
- SOP - Standard Operating Procedure
- WI - Work Instructions

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Introduction

Sagarmatha Water Industry is one of the top quality pure drinking water producers in Nepal by Ultra-modern Plant using latest Technology. We at Sagarmatha Water Industry. have taken triple safety to provide you that safest and the healthiest water by using following three processes together:

- A. Reverse Osmosis B. Ozonation C. Ultraviolet Treatment

Moreover, we derive our water from a Mountain Spring located at our factory premises itself.. Therefore our source of water is completely free from pollution by toxic waste, human pollution, chemical pollution, industrial, or even locomotive pollution., in the most appropriate and serene environment. We are away from urbanization, thereby lessening the possibility of water contamination.

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Scope for the Certification:

Processing, Bottling and Distribution of Water in Bottle (½ Liter and 1 liter) and Jar (20 liter and 19 liter).

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Justification for Exclusion

The system can be implemented throughout the organization with exclusion of clauses

7.3 (Design & Development)

Currently, Sagarmatha Water Industry has no provision of design & development part. It shall be incorporated in the system when its necessity arises in the future.

7.5.2 (Validation of Production and Service Provision)

At present, the output of the processes carried out by Sagarmatha Water Industry can be fully verified by the subsequent process. So, this clause is not applicable to the organization.

7.5.4 (Customer Property)

There is no any provision of receiving, handling of customer property for production as well as service provision in Sagarmatha Water Industry.

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4.0 QUALITY MANAGEMENT SYSTEM

4.1 General Requirement:

Sagarmatha Water Industry shall establish, document, implement and maintain continually to improve the Quality Management System in accordance with the requirements of ISO 9001-2008.

The organization has identified the processes for the Quality Management System and their application. The system can be implemented throughout the organization without any exclusion except clauses 7.3, 7.5.2 and 7.5.4 i.e. Design and Development, Validation of Production and Service Provision and Customer Property respectively. The detailed reason for exclusion is given in **Justification for Exclusion** section of this manual.

- 4.1.1 The identified sequence and interaction of the processes are given in the annex A of this quality manual.
- 4.1.2 The Industry shall ensure the availability of resources & information necessary for the process, and measure, monitors and analyze these processes and implement action necessary to achieve planned result and continual improvement. These shall be made available in clauses 6.0 and 8.0 of manual respectively.
- 4.1.4. The organization does not out-source any process. Hence this part of the standard is not applicable.

4.2 DOCUMENTATION REQUIREMENTS:

4.2.1 General

Sagarmatha Water Industry has developed and documented its quality system to ensure that product conforms to the specified requirement. That quality system covers the organizational structure, responsibilities, procedure, processes and resources for effective implementation of Quality Management System.

The Reference of quality system procedure and work instructions shall be made available at appropriate section of this manual whereas the Reference of records and specification shall be made available at appropriate sections of quality procedures. The reference of the forms/formats are given in the respective Quality System Procedure

The Quality Policy and Quality Objectives are given in Section 5.3 and 5.4.1.
A separate manual has been prepared for quality system procedures.

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4.2.2 Quality Manual

Sagarmatha Water Industry has established and maintained a Quality System Manual and it includes;

- a) The scope of Quality Management System, including details of justification for the exclusions made.
- b) The documented procedures for the QMS.
- c) The description of the interaction between the processes of the QMS.

Quality System Manual is prepared by the MR and approved by the CEO. The MR holds the Master Copy and one Controlled Copy is issued to all the departmental heads.

The revision of the manual shall be done when the necessity is felt. MR shall maintain one copy of obsolete copy of revised pages for one year from the date of revision.

4.2.3. Control of Documents

Since quality documents are source of industry know-how, it is necessary to establish and operate the procedure for control, release, retention, retrieval and disposition of these documents in order to ensure that the precise, accurate, reliable and valid data are available at the place of use at the required time as well as obsolete documents are promptly removed from the work place.

A system is established for control of documents (procedures, formats, standards etc)

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 CEO | 'Master Copy' in Red color on the rear side of the document |
| 2 | Controlled Copy (copy holders' list is mentioned in the List of Control Copy Holders) | Controlled copy holder and other staff with the permission of MR | "Controlled Copy" in Blue color on the front side of the document. |

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| 3 | Obsolete Copy | Controlled copy holder and other staff with the permission of MR | 'Obsolete Copy' in Red color on the front side of the document. |
| 4 | Reference Copy | Copy retained for legal purpose or for knowledge of retention. | 'Reference Copy' in Blue color on the front side of the document. |

Reference:

Procedure for "Control of Documents"

- SWI/QSP/ 01/00

4.2.4. Control of Records:

The purpose of this clause is to establish and maintain procedure for identification, indexing, filing and maintenance of "Quality-Records" in order to demonstrate that quality system is being operated in the industry with all the proof for quality assurance.

The head of each department is responsible for the control of record in their respective area i.e. all quality records shall be filed and stored by the respective department for a period mentioned in retention period.

- Files are numbered for easy and quick retrieval.
- The organization shall maintain a master list of records.
- A procedure has been established for control of quality records.

Reference: Procedure for "Control of Records"

- SWI/QSP /02/00

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5.0 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment:

Sagarmatha Water Industry shall provide the evidence of its commitment to Quality Management System in the organization by

- Communicating to the organization the importance of meeting customers as well as statutory & regulatory requirements through appropriate methods (like training, open discussions and various formal/informal meetings).
- Establishing quality policy and quality objectives.
- Conducting management review meeting.
- Ensuring the availability of resources to achieve stated policy and objectives.

5.2 Customer Focus:

The Top Management ensures that customer needs and expectations are determined, and fulfilled with the aim of achieving customer satisfaction.

Irrespective of who actually undertakes the interaction with the customers, Top Management shall make sure that the customer requirements are understood and that the necessary resources are available.

Reference: Procedure for Customer Related Processes

5.3 Quality Policy:

Top management shall ensure that the quality policy

- a. Is appropriate to the purpose of the organization
- b. Includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system.
- c. Provides a framework for establishing and reviewing quality objectives.
- d. Is communicated and understood within the organization.
- e. is reviewed for continuing suitability.

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Quality Policy

The Quality Policy of Sagarmatha Water Industry is to provide processed Drinking Water confirming to relevant specification at competitive price to satisfy the needs and expectations of its valued customers, which can be achieved through

- Continuous improvement in quality of works and services rendered by the organization.
- Enhancing the involvement of all levels of employees.
- Reviewing quality objective time to time.
- Meeting the applicable statutory and regulatory requirements.

गुण निति

यस““आफ्ना ग्राहकको चाहाना र आवश्यकता अनुसार प्रतिस्पर्धात्मक मूल्यमा प्रशोधित पिउने पानी उपलब्ध गराउन अवलम्बन गरेको गुण निति लागु गर्नको लागि निम्न कर्ष गर्ने छ ।

- गुणस्तर सम्बन्धि काम र सेवाका कार्यमा कम्पनीको नियमअनुसार क्रमिक सुधार गर्दै लैजाने ।
- सबै तहका कामदारहरुको सहभागिता बढाउदै लैजाने ।
- समय समयमा कम्पनीको लक्षहरु निर्धारण गरी सो को पुनरावलोकन गर्ने ।
- राष्ट्रिय तथा अन्तराष्ट्रिय तहका सम्बन्धित नियम कानुनलाई पालना गर्ने ।

Approved by:

Chief Executive Officer
(CEO)

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5.4 PLANNING

5.4.1 Quality Objectives

The Quality Objectives of the organization shall be set up at the beginning of each fiscal year. The framework of the Quality Objective shall be as follows:

| SN | Department | Quality Objectives | Unit of Measurement | Responsibility | Action Plan | Target Time | Status |
|----|------------|--------------------|---------------------|----------------|-------------|-------------|--------|
| | | | | | | | |

Ref: Quality Objectives for the year 2006.

5.4.2 Quality management system planning:

The Top Management of Sagarmatha Water Industry shall ensure that

- a) The planning of the Quality Management System is carried out in order to meet the requirements as well as Quality objectives of the organization, and
- b) The integrity of the Quality Management System is maintained when changes to the Quality Management System are planned and implemented.

5.5 Responsibility, Authority & Communication

5.5.1 Responsibility and Authority

The Top Management of Sagarmatha Water Industry. has defined and documented the responsibility and authority. The same has been communicated to all the respective persons of the organization. The responsibility and authority of each employee is as follows:

| | | |
|-----------------------------|----|-----------------------------|
| Prepared By (Sign) | 16 | Approved By (Sign) |
|-----------------------------|----|-----------------------------|

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The responsibility and authority of all the departmental heads and Production operator has been defined by Chairman/BOD and communicated to them as Annex E: Responsibility and Authority.

5.5.2 Management Representative

The Top Management has appointed a MR in the organization. The major responsibility and duties of MR are as follows:

- ❑ Shall ensure that processes needed for the quality management system are established, implemented and maintained.
- ❑ Conduct Internal Quality Audit and 'MRC' meeting as per the plan.
- ❑ Shall co-ordinate with the internal quality auditors and also with external auditor for carrying out audit.
- ❑ Reporting to the top management on the performance of the quality management system including needs for improvement.
- ❑ Ensuring the promotion of awareness of customer requirements throughout the organization.

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5.5.3 Internal Communication

The appropriate internal communication methods like telephone, email, fax, display boards, meetings shall be arranged regarding the effectiveness of 'Quality Management System'. The effectiveness of internal communication shall be reviewed during management review meeting, if necessary. It shall also be ensured that there is no miscommunication between the employees of the organization themselves and with their customers.

| S.N. | Topic of communication | Responsible for Communication | To be communicated to | Method of communication |
|------|--------------------------|-------------------------------|-----------------------------------------------------|-------------------------|
| 1. | Quality Policy | Top Management/ MR | All the employees of the organization | Meeting, Display board. |
| 2. | Quality Objectives | Top Management/ MR | All the employees of the organization | Meeting, Quality Manual |
| 3. | Internal Audit Schedules | MR | Auditors and Auditees | Internal Audit Schedule |
| 4. | MRC Schedule and Agenda | MR | All Departmental heads, and other necessary persons | MRM Agenda |
| 5. | MR inputs | Departmental Heads | MR | Respective reports |

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5.6 Management Review

5.6.1 General

The purpose of management review is for providing guidelines for reviewing the quality management system of the organization to ensure its suitability and effectiveness. The review shall include assessing opportunities for improvement and the need for changes to the QMS, including the quality policy and quality objectives.

Management Review Meeting shall be conducted at least once in a year. Agenda for the Management Review Meeting is prepared by MR in consultation with CEO and communicated to all concerned members at least one week before the meeting. CEO shall chair the meeting. Minutes of the meeting shall be maintained by MR.

5.6.2 Review Input

The inputs of management review shall include at least agendas on the following topics:

- Results of audit
- Customer feedback
- Process performances and product conformity/ continual improvement
- Status of preventive and corrective action.
- Follow-up action from previous management system
- Change that could affect the quality management system
- Recommendations for improvement
- Resource requirement
- Any other agenda raised by members

5.6.3 Review Output

Review output from the management review shall include any decisions actions related to

- Improvement of the effectiveness of the quality management system and its processes.
- Improvement of production related to customer requirement
- Resources needed.

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6.0 Resource Management

6.1 Provisions of Resources:

The Top Management of Sagarmatha Water Industry shall ensure the availability of resources needed for the operation of the organization, improvement of the quality management system, satisfaction of the customer and other interested parties. The resources may be the human resources, raw materials, work environment, infrastructures, other natural resources, financial resources etc. It shall also be ensured the effective, efficient and timely provision of these resources.

6.2 Human Resources

6.2.1 General

Sagarmatha Water Industry. shall employ only competent and qualified personnel. The top management shall ensure that the personnel performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, Training and Awareness: -

Sagarmatha Water Industry shall

- Determines the necessary competence of personnel performing activities affecting product quality
- Provides training or take other actions to fulfill these needs
- Evaluates that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the Quality Objectives.
- Maintains appropriate records of education, training, skills and experience.

6.3 Infrastructure :

- 6.3.1 Building workplace & associated utilities: - Sagarmatha Water Industry. shall provide adequate and well ventilated buildings and associated facilities such as drinking water, toilet, first aid box etc. for the employees. The Production Supervisor is responsible for maintaining the unit.
- 6.3.2 Equipments for the processing of water and inspection and testing of the same as per NS-173 except heavy metal analysis shall be available at the factory premises. Heavy metal analysis shall be conducted from the laboratory of Nepal Bureau of Standards and Metrology, Balaju, Kathmandu or other reputed institutions at least once in a six month or every time after changing the sources of water.
- 6.3.3 Supporting services like telephone, fax, transport etc. are also available in the organization.
- 6.3.4 Other safety measures such as mask, gloves etc for the employees.

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6.4 Work Environment :

Work environment necessary to manage the processes and to achieve product quality shall be identified and established within the organization.

- The processing unit, laboratory, store and office premises shall be clean and well ventilated.
- The working space shall be well illuminated and shall be free from any obstacles during movement.
- The operators and workers shall be provided with gloves, aprons wherever and whenever necessary.
- First aid box shall be made available.
- Good drinking water and toilet facility shall be provided to the employees.

Reference:

Procedure for Administration, Training, Awareness & Competency -

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7.0 PRODUCT REALIZATION

7.1 Planning of Product Realization:

The planning of the processes to meet the requirement of the customer is achieved through the work instructions and quality assurance plan, and the related statutory and regulatory requirements.

These work instructions, quality system procedures or quality plan together or separately shall describe.

- a) Sequence of operations and sub-operations required to realize the product.
- b) In process and Final inspection requirements, acceptance criteria for the measuring equipments needed.

The work instructions, quality procedure and quality plan shall be formulated keeping in view

- a) Quality Objectives
- b) Verification and validation, monitoring (if required), inspection and test activities and criteria for acceptability
- c) Records necessary to demonstrate the documented work performed.

7.2 Customer Related Process

7.2.1 Determination of Requirements related to the product:

The processed natural water in the bottle and jar is the product of the organization. Customer satisfaction is the motto of Sagarmatha Water Industry. In order to ensure that customer's requirements are clearly understood at Sagarmatha Water Industry and that every requirements of the order can be completed to the satisfaction of the customer, all the requirements related to the products shall be determined and established.

The requirements shall include

- a) The requirements specified by the customers, including the requirement for delivery and post delivery activities.
- b) Requirements not stated by the customer, but necessary for specified or intended use, where known
- c) Statutory and Regulatory requirements related to the product, and
- d) Contract requirements
- e) Any additional requirements as appropriate.

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7.2.2 Review of requirements related to the product

Before finally accepting an order or confirming the commitment to the order, SWI shall ensure that the organization has the ability and the capability to meet these requirements. Review of all such requirements related to the product shall be carried out in the beginning in order to ensure that

- Product requirements are defined,
- Any requirements differing from those previously expressed are resolved, and
- SWI has the ability to meet the requirements.

Records of review and action arising shall be maintained. In case of any requirements expressed through verbal means by the customer, the customer requirements shall be confirmed by SWI before acceptance.

Where product requirements are changed, SWI shall ensure that relevant documents are amended and the relevant personnel are made aware of the changed requirements.

7.2.3 Customer Communication

Close interaction with the customer shall be maintained during receipt and acceptance of an order, and during and after the execution of the order. Customer feedback, positive or negative, shall be obtained and this information shall be used for the improvement of SWI activities and products.

Reference: Procedure for customer related process

7.3. Design and Development

Since the processing of water is mostly done as per the specification laid down by Nepal Standard, the design and development activities are not applicable for the organization. Thus it is excluded from this Quality System Manual.

7.4 Purchasing

7.4.1 Purchasing Process:

The organization shall ensure that procured material conforms to specified purchase requirements with respect to cost, quality, quantity and delivery period. The purchasing process includes the following:

- (a) Suppliers shall be identified, evaluated and approved for raw material like bottle, jar, and cap and other related service providers.

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- (b) Supplier shall be selected on the basis of quality of the material supplied, price of product, delivery time, and other relevant criteria where and when needed.
- (c) All the service providers shall be selected on the basis of market reputation and feedback from other customer.

The record of the results of evaluation and necessary action arising from the evaluation shall be maintained.

7.4.2 Purchasing Information :

- (a) Every purchasing document shall contain complete information including the specification of the item/service under purchase, delivery time and other related information.
- (b) Depending upon the kind of item under purchase, type, grade and other classification/category shall be clearly specified.
- (c) Verification method to be followed for final approval of the entity shall be clearly specified.
- (d) Authorized personnel, for adequacy and completeness prior to its release, shall review purchase information.

7.4.3 Verification of Purchased Product:

Sagarmatha Water Industry. shall establish and implement the inspection or other activities necessary for ensuring that purchased materials meet specified purchase requirements. The inspection of the incoming materials like bottles, jar, caps, chemicals, raw water as well as other items shall be done as per the incoming quality plan.

Where the organization or its customer intends to perform verification at the supplier’s premises, SWI shall state the intended verification arrangements and method of product release in the purchasing information.

Reference:
Incoming Quality Plan

7.5 Production and Service provision

7.5.1 Control of Production and Service provision

To ensure that the products under manufacturing conditions meet the specified requirements, each process of the product shall be carried out under controlled condition at SWI. Provisions shall be made for the constant monitoring of the processes to ensure that they are

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functioning properly. Process parameters shall be established for important processes at Sagarmatha Water Industry, and these parameters or outputs shall be constantly monitored to ensure that the final product conforms to the specified requirements.

Following controlled conditions shall be established as appropriate:

- Work instructions are developed so that equipment or machine is operated in the most efficient way.
- Work instruction is developed for each important process so that these processes are carried out under pre-determined conditions.
- Process parameters for processes are established and monitored.
- Maintenance plan is developed and followed for efficient utilization of machinery and equipment.

7.5.2 Validation of Process

Sagarmatha Water Industry. has no processes where the resulting output cannot be verified by subsequent measurement and monitoring. As when need arises this system will be addressed.

7.5.3 Identification and Traceability

Where appropriate, Sagarmatha Water Industry shall identify the products by suitable means through service realization. All the sections of the organization shall be clearly identified like Production Area, Store etc.

The organization shall identify the product status with respect to monitoring and measurements requirements through various reports and the status is maintained as necessary throughout the production process.

The accountability of misuse due to wrong or non-identification goes to Production Supervisor.

In order to maintain the traceability, the Organization is following the Batch Number system and Manufacture Date in the bottle and jar. At least following information shall be mentioned on the label of each bottle and jar.

- Batch/Mfg.
- Best Before
- MRP-Rs

7.5.4 Customer Property

Sagarmatha Water Industry does not use any customer property at present. So this clause is not applicable to this organization. In future if it is necessary to handle customer supplied product, we shall develop the procedure for customer supplied product and implement accordingly.

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7.5.5 Preservation of Product

Sagarmatha Water Industry shall preserve conformity of processed water with customer requirements during internal processing and delivery to the intended destination. The above activity shall include: -

- * Identification
- * Handling
- * Storage, and
- * Protection

Storage of incoming bottles, jars, cartoons, caps and other items shall be done in specified area identified with distinct tag. The Laboratory Chemicals shall be stored in safe and separate area. Care shall be taken during handling/transportation of the above mentioned materials in incoming stage, , in-process stage, , the filled jars and bottles at the storage and delivery stage. The stock of incoming materials and the record of dispatched processed drinking water shall be maintained in the Stock Book.

Ref: Master List of Records

7.6 Control of Measuring and Monitoring Equipments

Sagarmatha Water Industry has established and maintained a system to control, calibrate and maintain inspection, measuring and test equipments to ensure that all inspection, measuring and test equipments are controlled, calibrated and maintained to demonstrate the conformance of product to the specified requirements. The steps followed are presented below

- a) The measurement to be made and accuracy required shall be determined and the appropriate inspection, measuring and test equipment that is capable of the necessary accuracy and provision will be selected.
- b) All inspection, measuring and test equipment that can affect product quality shall be identified, calibrated and shall be adjusted at prescribed intervals or prior to use against certified equipment having a known valid relationship to internationally or nationally recognized standards. Where no such standards exist, the basis used for calibration shall be documented.
- c) Requirements for the calibration of instruments are documented and include:
 - Identification of the instrument type
 - Frequency of calibration checks
 - Acceptance criteria for the calibration checks
- (d) The calibration status of instruments is verified by means of documented calibration records.

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- (e) The validity of previous inspection and test result is assessed and the outcome is documented when equipment is found to be out of calibration.
- f) List of Monitoring & measuring equipments with calibration status shall be maintained (Record Ref: List of monitoring & measuring equipments with calibration status).

The measuring and monitoring equipments used in the organization like Thermometer, pH meter, balance, etc shall be calibrated from Nepal Bureau of Standard and Metrology (NBSM) once in a year or more than that when need arises. Thermometer used in the incubator and pressure gauge used in the autoclave shall be calibrated against calibrated thermometer and pressure gauge in the organization itself. The records of calibration shall be maintained.

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8.0 Measurement, Analysis & Improvements

8.1 General

The organization shall plan and implement the monitoring, measurement, analysis and improvement processes needed

- To demonstrate conformity of the product
- To ensure conformity of the quality management system, and
- To continually improve the effectiveness of the quality management system

This shall include the determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring & Measurement

8.2.1 Customer Satisfaction

There will be two inputs for the measurement of customer satisfaction

- (a) The customer Complaints
- (b) The Customer Feedback obtained from the customer in the prescribed format

As measurement of customer satisfaction is one of the measurements of the performance of the quality management system, the organization shall monitor information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information shall be mentioned in the procedure for “Customer Related Process”.

In case of customer complaints, all the complaints shall be noted down in the customer complaint register and for the valid complaints the action will be started immediately to find out the root cause and the corrective and preventive action shall be taken. The customer shall be given the feedback within 3 days regarding the status of the complaint.

The customers will be requested to fill-up the survey feedback form. The feedback obtained from various customers will be analyzed and actions will be taken on areas of improvement.

Reference:

Procedure for Customer Related Process

8.2.2 Internal Audit

The organization shall conduct internal audits at planned intervals (at least once in a year) to determine whether the quality management system

- Conforms to the planned arrangements to the requirements of this International Standard and to the quality management system requirements established by the organization, and
- Is effectively implemented and maintained.

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An audit program shall be planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods shall be defined.

The management responsible for the area being audited shall ensure that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results.

MR shall maintain and analyze audit records.

External resources (Consultants) shall be responsible for the training of the internal auditors.

Ref: Procedure for Internal Quality Audit

8.2.3 Measurement & Monitoring of Process

Sagarmatha Water Industry shall apply suitable methods for measurement and monitoring of realization processes necessary to meet customer requirements. The methods shall confirm the continuing ability of each process to satisfy the internal purpose.

Ref: In – Process Quality Plan

8.2.4 Monitoring and Measurement of Product

The characteristics shall be verified against the criteria defined in the Quality Plan. The inspection and test records of the processed water shall be maintained. The product shall not be filled in the bottle and jar and dispatched unless it qualifies the requirement as per the quality plan.

Ref: Incoming Quality Plan
Final Product Quality Plan

8.3 Control of Non-conforming Product

The purpose of this clause is to establish and maintain documented procedure for control of non-conforming product to ensure that product that do not conform to specified requirements is prevented from unintended use or installation. To fulfill these following steps shall be followed: -

- All concerning departments shall establish and maintain procedures to ensure that product non-conforming to specified requirements is prevented from inadvertent use, control is provided for identification, documentation, evaluation, segregation in the disposition of non-conforming product.

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- Responsible personnel of each department shall devise suitable format to record non-conformities and subsequent corrective action shall be taken.
- Non-conforming product shall be reviewed in accordance with documented procedures. It may be
 - a) Reworked to meet the specified requirements
 - b) Consider for alternative applications or
 - c) Rejected

When non conforming product is corrected it shall be subject to re-verification to demonstrate conformity to the requirements.

When non conforming product is detected after delivery or use has started, the organization shall take action appropriate to the effects, or potential effects, of the non conformity.

Reference:

Procedure for Control of Non-Conforming Products -

8.4 Analysis of Data:

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

Sagarmatha Water Industry has identified following area for data analysis. But the area for data analysis is not limited to these only.

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

The various techniques for data analysis shall be

- (a) Pareto analysis
- (b) Control Charts

Mostly the analysis of data shall be kept in free format.

Refer: Master List of Record

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8.5 Continual Improvement :

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8.5.1 Planning for continual improvement

Sagarmatha Water Industry shall plan and manage the process necessary for the continual improvement of "Quality Management System". SWI shall continually improve the effectiveness of the "QMS" through the use of

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

8.5.2 Corrective Action

- (a) The organization shall take action to eliminate the cause of non-conformance in order to prevent the recurrence of the problem.
- (b) The input for analysis of the problem to take appropriate corrective action shall be as follows:
- i) The product and process and quality system non-conformity shall be analyzed to find out the root cause of the problem.
 - ii) Customer complaints shall be taken in the review points
 - iii) Joint decision shall be taken to identify the action required in order it to prevent the non-conformities
 - iv) The corrective action to be taken shall be prioritized and implementation.
 - v) The result of the action taken shall be recorded and reviewed for the further improvement.

Reference:

Procedure for Corrective and Preventive Action -

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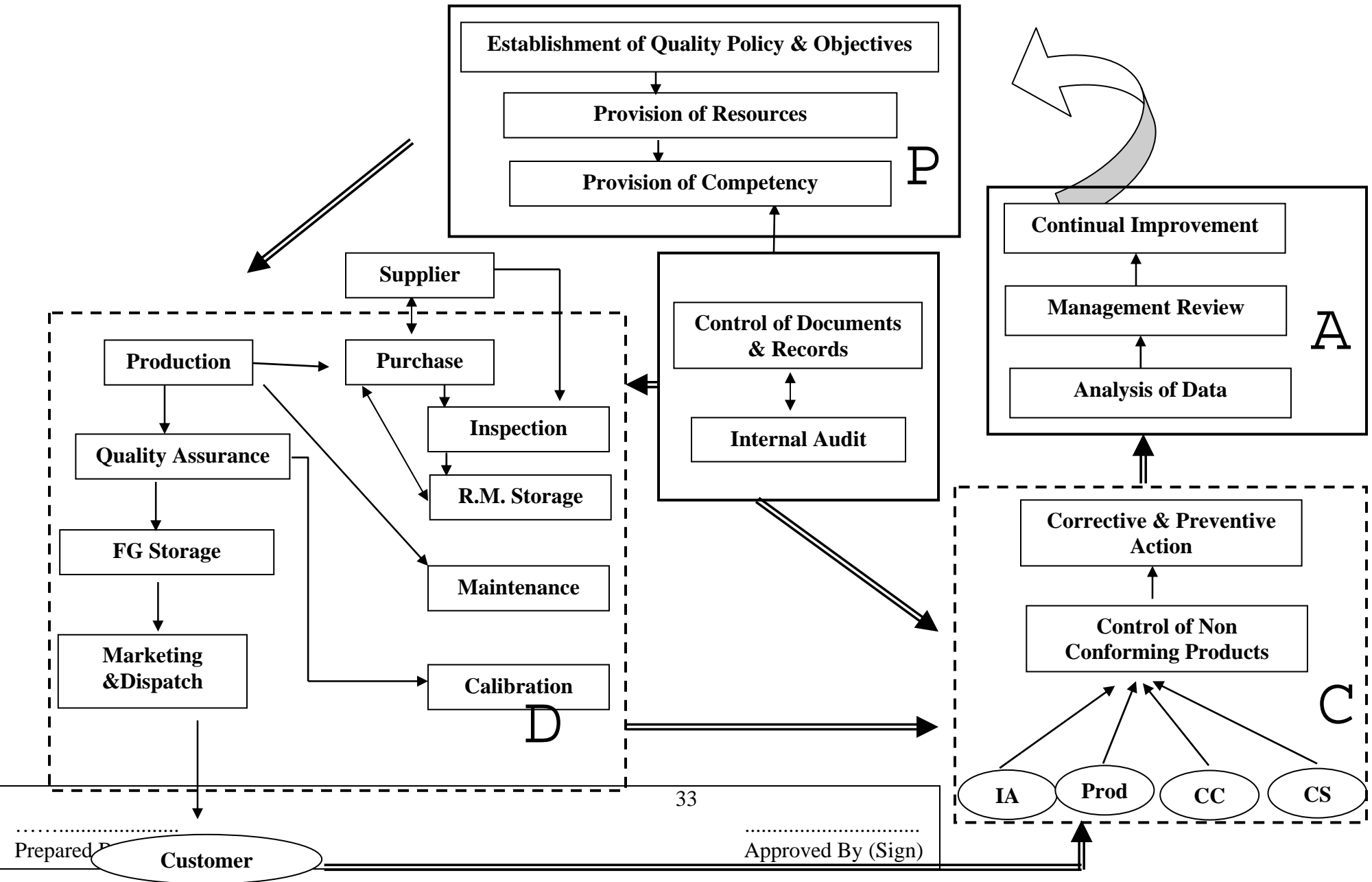
8.5.3. Preventive Action:

- (a) The organization shall determine action to eliminate the cause of potential non-conformities in order to prevent their occurrence.
- (b) The control chart shall be used to identify the occurrence of the problem.
- (c) The root cause of the problem shall be identified.
- (d) The sequence of implementation of action needed shall be determined. Records of this effect shall be maintained.

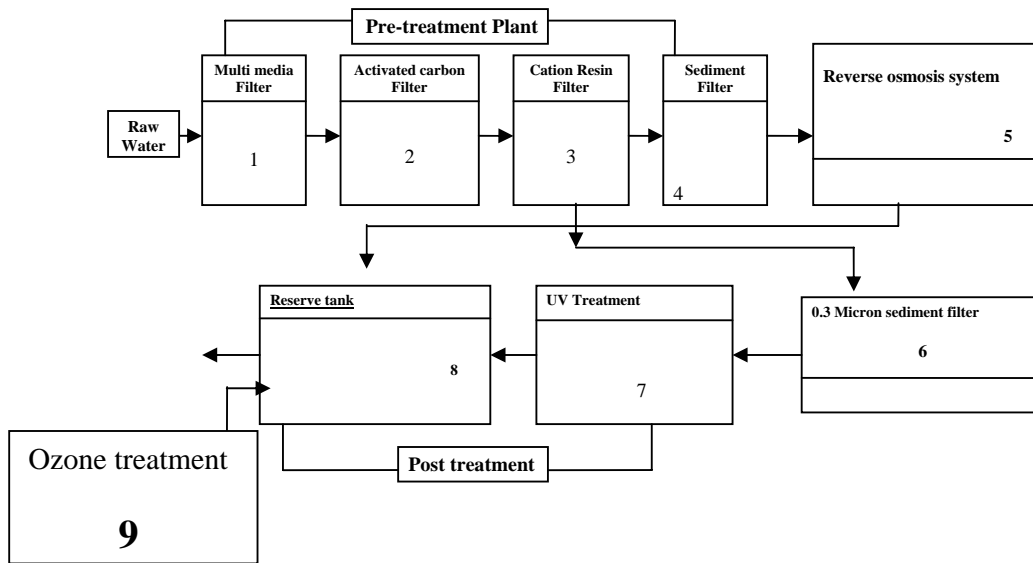
Reference:

Procedure for Corrective and Preventive Action -

ANNEX: A QMS Process Approach and Interaction Chart



ANNEX D Process Control Points



Treatment Process points at Sagarmatha Water Industry