

<b>HS /QSP/CS/01</b>	<b>Sagarmatha Water Industry</b>	<b>Issue No : 01</b>
	<b>Content Sheet</b>	<b>Revision Date : 06.05.2009</b>
		<b>Issue Date : 8<sup>th</sup> Nov 2005</b>

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<b>HS /QSP/QP/00</b>	<b>Sagarmatha Water Industry</b>	<b>Issue No : 01</b>
	<b>Quality System Procedure</b>	<b>Revision Date :</b>
		<b>Issue Date : 8<sup>th</sup> Nov 2005</b>

**Control Policy:**

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

.....  
**Chief Executive Officer**  
**(CEO)**

<p>.....  <b>Prepared by</b>  <b>(Sign )</b></p>	<p>.....  <b>Approved by</b>  <b>(Sign)</b></p>	2
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**Amendment Record Sheet**

<p>.....</p> <p><b>Prepared by</b> <b>(Sign)</b></p>	<p>.....</p> <p><b>Approved by</b> <b>(Sign)</b></p>
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<b>SWI /QSP/01/01</b>	<b>Sagarmatha Water Industry</b>	<b>Issue No : 01</b>
	<b>Procedure for Control of Documents</b>	<b>Revision Date</b>
		<b>Issue Date</b>

**1 PURPOSE:**

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

**2 SCOPE:**

This procedure applies to all the Documents of Sagarmatha Water Industry

**3 RESPONSIBILITY**

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

**4 PROCESS INPUTS**

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

**5 PROCEDURE**

- 5.1 The front page of the Quality Manual and Quality System Procedure bears the signature of the Approving and Issuing authority. Documents are approved by the CEO and issued by the M.R. The documents are identified as Master Copy, Controlled Copy, Reference Copy and Obsolete Copy as per the document type.
- 5.2 Document bears the Title and the Document No., Issue No., Revision No. which is explained below in the section Illustration on Numbering of Documents
- 5.3 When any of the above documents are revised, they will be reviewed and re-approved by the same authorities as the original one.
- 5.4 Any person in the company can propose change in the controlled documents in the staff meeting or MRC meeting. If need is felt to amend the document, a formal meeting shall be called for the purpose.
- 5.5 All the revisions are effective from the effective date mentioned in the Document.

<p>.....  <b>Prepared by</b>  <b>(Sign)</b></p>	<p>.....  <b>Approved by</b>  <b>(Sign)</b></p>	4
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<b>HS /QSP/01/01</b>	<b>Sagarmatha Water Industry</b>	<b>Issue No : 01</b>
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- 5.6** At the time of re-issue of the documents, all the revisions are incorporated and implemented to the next no. and revision no. will be zero.
- 5.7** The front page of each documents bear the control and issue status and signature of approving and issuing authority.
- 5.8** Make photocopies of documents from the master copy for distribution. Sign and Stamp it at the time of issue, which shall indicate the ‘Controlled’ status of the copy and identified with black/blue ink.
- 5.9** Quality System Procedure will be reviewed during the management review meeting, if needed.
- 5.10** The MR will ensure that all Employees have accessed the latest revision of quality manual, procedures and other necessary documents practical to them at the time and place of use.
- 5.11** The control copy holders of these documents are ensured that these documents remain legible.
- 5.12** Documents of external origin are also control documents. These are generated by the out side agencies viz. Customer Drawings, National and International Standards related with products, test methods and management systems etc.
- 5.13** At the time of issue of revised documents, the obsolete documents are withdrawn and destroyed by the issuing authority. When there is any obsolete document, which is kept for any reason, it must be clearly marked as “**OBSOLETE**” with red ink on the front side of the document.

**Illustration on Numbering of Documents**

Document Numbering System – Responsibility lies upon MR

a) Quality Manual

SWI/QSM/ XX/RR

- SWI - Sagarmatha Water Industry
- QSM - Quality System Manual
- XX - ISO 9001:2008 Clause No.
- RR - Revision No.

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- b) Quality System Procedure  
SWI/QSP/ XX/AA  
HS - Sagarmatha Water Industry  
QSP - Quality System Procedure  
XX - Procedure No.  
RR - Revision No.
- c) Work Instruction  
SWI/ WI/ XX/RR  
SWI - Sagarmatha Water Industry  
WI - Work Instruction  
XX - Work instruction No.  
RR - Revision No.
- d) Formats  
SWI/F/ XX/YY/RR  
SWI - Sagarmatha Water Industry  
F - Format  
XX - Dept/Function  
YY - Format No.  
RR - Revision No.

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

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

## 6 PROCESS OUT PUT

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

## 7 RECORDS

Master List of Documents. -

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<b>HS /QSP/02/01</b>	<b>Sagarmatha Water Industry</b>	<b>Issue No : 01</b>
	<b>Procedure for Control of Record</b>	<b>Revision Date :</b>
		<b>Issue Date :</b>

**1. Purpose**

The purpose of this procedure is to establish the documented procedure to handle the Quality records during the implementation of the Quality Management System in

**2. Scope**

The scope of this procedure applies to all the quality records generated in compliance with requirement of ISO9001:2008 quality management system.

**3. Responsibility**

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

**4. Process Input**

All the formats and forms for records filling.

**5. Procedure**

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

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

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

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

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

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<b>HS /QSP/02/01</b>	<b>Sagarmatha Water Industry</b>	<b>Issue No : 01</b>
	<b>Procedure for Control of Record</b>	<b>Revision Date :</b>
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### **5.5 Disposition of the Quality records**

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

### **6. Process Output**

Filled records and Retention time

### **7. Records**

Master list of Quality Records

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HS /QSP/03/01	Sagarmatha Water Industry	Issue No : 01
	Procedure for Administration, Training, Awareness and Competency	Revision Date :
		Issue Date :

## 1 PURPOSE

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

## 2. SCOPE

This procedure covers all the administrative activities, purchasing activities carried out by HS, setting Quality Policy/Objectives and the competency of all the employees of the organization.

## 3 RESPONSIBILITY

All the departmental Heads are responsible for the daily activities; BOD/CEO is responsible for identifying quality policy, objectives, training needs, organizing trainings and evaluating effectiveness of the training.

## 4 PROCESS INPUT

Training plan, Trainer, Trainee

## 5. PROCESS

### Administration Activities

For daily administrative activities following procedure shall be followed:

S.N.	Activity	Responsibility	Record
1	Conduct day to day administrative function as per the rule of company	CEO/ Admn. Incharge	-
2	Maintain records of incoming and outgoing letter	Admn. Incharge/ Receptionist	Incoming letters Register Outgoing letter register
3	Approve leave of staffs who inform to the Top Management verbally or in written form & maintain the staffs leave record.	CEO/Receptionist	Leave application Leave Record
4	Maintain attendance record of staffs.	CEO/Prod. Incharge	Attendance Record of staffs
5	Any other motivational arrangements to the staffs.	CEO	

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	Procedure for Administration, Training, Awareness and Competency	Revision Date
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### Quality Policy and Objectives

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

### Training, Awareness and Competency

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

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### Purchasing

S No	Activity	Records
1	Purchase various items (like bottles, jars, caps, cartoons, chemicals for lab etc) as per requirements/orders. The order shall be made verbally through telephone or in written form i.e. Letter, email etc.	Purchase Order
2	While ordering the materials the following information shall be provided to the supplier <ul style="list-style-type: none"> <li>• Material Name</li> <li>• Specification</li> <li>• Quantity</li> <li>• Delivery time/place</li> <li>• Other necessary information</li> </ul>	Purchase Order
3	After receipt of the material such as PVC bottles, caps, spares, filters and other materials inspection and testing shall be performed by Prod./QA department and ensured that it is as per the order specification. Then after these are kept in their specified area.	
4	Approval of Supplier The suppliers of the bottles, jars, caps, cartoons are evaluated for approval. The approval is done on the basis of performance, reputation, price, and business experience with other group companies, by the Admn. Department. When necessary, the changes in the Approved Supplier List shall be made and approved by CEO.	Approved Supplier List
5	Supplier Reevaluation The suppliers are reevaluated when necessity arises on the basis of quality, delivery time, price, technical infrastructure available and others by the Chairman/BOD/CEO.	

### 6. PROCESS OUTPUT

Smooth running of all the administrative activities, Trained and skilled personnel

### 7 DOCUMENT

- Quality Policy

### 8 RECORDS ( only sample )

- Training Plan
- Training Record
- Attendance Register
- Purchase Order
- Quality Objectives
- Personal File

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HS /QSP/05/01	Sagarmatha Water Industry	Issue No : 01
	Procedure for Production, Operation Control and Maintenance	Revision Date
		Issue Date :

**1 PURPOSE**

To ensure that all the manufacturing process (es) which directly affects product quality are carried out under controlled conditions, are adequately monitored and maintained for preventive maintenance, breakdown maintenance of processing machines and utilities which directly affects product quality.

**2 SCOPE**

This procedure covers all the activities during the processing of pure drinking water till the final bottling of the product and also the preventive and breakdown maintenance of the machines.

**3 RESPONSIBILITY**

It is the responsibility of Production In-charge to ensure this procedure is followed.

**4 PROCESS INPUT**

All the manufacturing process, raw water, different tests, measuring and monitoring equipments, manpower

**5 PROCESS**

S No	Activity	Records
5.1	Production is done as per plan or advice from CEO/Admn. Officer.	Production Record
5.2	The record of daily production shall be entered in the Daily Production Record by the Production In-charge.	Daily Production Record
5.3	Only trained and experienced operators/supervisors are deployed for operation of various processes.	
5.4	The operations shall be carried out as per the applicable work instruction displayed or advice from the production In-charge/CEO	Work Instructions
5.5	The production process covers inspection and testing at various stages during processing to conform that the product is coming out by the processes is in accordance with the plan. <b>Refer- In-process Quality Plan</b>	In process quality plan.
5.6	The various equipments needed for the effective operation of the process are maintained as per preventive maintenance plan.	Preventive maintenance schedule/checklist
5.7	The Production In-charge makes all the arrangements prior to maintenance.	
5.8	All the break downs relating to mechanical, electrical and others are handled by the Production In-charge.	Breakdown maintenance record
5.9	All the records of the maintenance (Preventive & Breakdown) of various filters and other machineries are maintained. Breakdown maintenance register shall also be maintained.	Preventive maintenance record, Breakdown maintenance register

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	<b>Procedure for Production, Operation Control and Maintenance</b>	<b>Revision Date: 06.05.2009</b>
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<b>S No</b>	<b>Activity</b>	<b>Records</b>
<b>5.10</b>	Before delivering the water bottles and jars it is ensured that they are stored safely.	

### **6. PROCESS OUTPUT**

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

### **7. RECORDS**

Daily Production Record  
Preventive maintenance Schedule/Checklist  
Break Down Maintenance Records  
Monthly Production Report

### **8. DOCUMENTS**

In Process Quality Plan

..... <b>Prepared by</b> <b>(Sign)</b>	..... <b>Approved by</b> <b>(Sign)</b>	13
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HS /QSP/06/01	Sagarmatha Water Industry	Issue No : 01
	Procedure for Internal Quality Audit	Revision Date:
		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 where the internal quality audits are performed as against the requirements of ISO 9001:2008, organization's quality manual, procedures, quality plans and work instructions.

**3 RESPONSIBILITY**

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

**4. PROCESS INPUT**

Audit plan, auditors, Audit check list.

**5. PROCESS**

S No.	Activity	Records
<b>5.1</b>	<b>Planning of the Audit</b>	Internal Audit Plan
<b>5.1.1.</b>	The Management Representative (MR) is responsible to ensure the conduction of internal audit, for allocation and training of internal auditors, and for preparing the internal audit plan. The internal audit shall be conducted at least once in a year.	
<b>5.1.2</b>	The schedule covers all aspects of the Quality Management System. <b>The schedule contains:</b> - the arrangements of auditor - the auditee - The date and time of planning schedule for whole year ( <i>once in a year</i> ) and information to the departments.	

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	<b>Procedure for Internal Quality Audit</b>	<b>Revision Date</b>
		<b>Issue Date :</b>

<b>S No.</b>	<b>Activity</b>	<b>Records</b>
<b>5.2</b>	<p><b>Preparation of Audits</b>  The preparation of audit starts:  - by familiarizing himself with the specific requirements of ISO 9001: 2008 and quality manual, procedures, quality plans and work instructions.  - by contacting the Auditee and confirming the date/time for the audit.  - by preparing an audit check list as per the requirements.</p>	
<b>5.3</b>	<p><b>Audit Execution</b>  Auditors conducts audit and record findings with objective evidence, reference document and then prepare audit report. The checklist duly filled should be enclosed with the audit report.</p>	Internal Audit Observation Sheet
<b>5.4</b>	The Auditee department takes corrective actions and informs to auditors and MR.	Internal Quality Audit Non- compliance Note
<b>5.5</b>	<p><b>Follow Up</b>  The auditor is responsible for checking the effectiveness of follow-up actions taken.</p>	
<b>5.6</b>	<p><b>Audit Report</b>  After Follow-up actions the auditor completes the original audit report.</p>	

## **6 PROCESS OUTPUT**

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

## **7. RECORDS**

Internal Quality Audit Plan/Schedule  
Internal Quality Audit Observation Sheet  
Internal Quality Audit Non Compliance Note &  
Corrective Action Request

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HS /QSP/08/01	Sagarmatha Water Industry	Issue No : 01
	Procedure for Control of Non- Conforming Product	Revision Date
		Issue Date :

**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 pure drinking water (mineral)

**3.0 Responsibility:**

Concern department Head

**4.0 Process Input**

All inspection and test activity, testing equipments

**5.0 Procedure:**

**5.1 General: In Coming Stage, In Process & Finished.**

S. N.	Activities	Responsibility	Records
1.	Water which is not meeting the requirement shall be traced as nonconformance	QCI	Nonconforming Product report and CA/PA Form
2.	During incoming inspection all non-conforming PVC bottles, caps, corrugated fiber board box etc. shall be identified and segregated separately, but incase of raw water non conformance it shall be disposed off.	QCI	Rejection report, Non- Conforming Product report and CA/PA form
3.	Disposition action like report/ reject/ /accept under concession will be taken (except water)	QCI, Store Incharge	
4.	Non- conforming Product report will be filled for each non-conformance & get it approved.	Head of Concern dept	Nonconforming Product report and CA/PA Form
5.	All non- conforming product will be shifted to separate area	QCI, Prod. Incharge	
6.	Immediate disposition action like reject accept under concession ill be taken.	QCI, Prod. Incharge	Nonconforming Product report and CA/PA Form
7.	Ensure that non- conformance has been closed with in stipulated time	QCI, Production Incharge	
8.	In every ' 6 ' 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.	-	-

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**6.0 Process Output**

Safe and conforming product as per the need of the customer

**7.0 Records:**

Non- conforming Product report and CA/PA Form

Minutes of Management Review Meeting

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HS /QSP/09/01	<b>Sagarmatha Water Industry</b>	<b>Issue No : 01</b>
	<b>Procedure for Corrective and Preventive Action</b>	<b>Revision Date:</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 action for eliminating the cause of potential non-conformities to prevent 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 Process Input**

All the audit reports, inspection and test activity,

**5.0 Procedure:**

S.N.	Activity	Responsibility	Record
1	Based on the analysis of nonconformance Corrective action will be initiated	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 Production In-charge	Q.C. Incharge	Non conformity Report and CA /PA Form
4	Review and Approval of corrective and preventive action taken in the incoming Stage.	CEO/ Production Incharge (PI)	-
5.	Taking corrective and preventive action in the in-process stages	Production Incharge	Non conformity Report and CA /PA Form
6.	Review and Approval of Corrective and preventive Action taken in the Inprocess stage.	CEO/PI	Non conformity Report and CA /PA Form
7.	Taking corrective and preventive Action In final stage.	Q.C. Incharge	Non conformity Report and CA /PA Form

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<b>S.N.</b>	<b>Activity</b>	<b>Responsibility</b>	<b>Record</b>
8.	Review and Approval of corrective and preventive Actions taken in the final Stage	Sales & Marketing Manager	Non conformity Report and CA /PA Form
9.	Taking corrective and preventive Action for customer complaints	CEO/PI	Non conformity Report and CA /PA Form
10.	Review and approval of corrective and preventive complaints.	CEO/PI	Non conformity Report and CA /PA Form
11.	Ensure that approval of corrective action will be the input for continuous Improvement		-

### 6.0 Process Output

Solved the problems and reduction in the cases of non conformities

### 7.0 Records:

Non conformity Report and Corrective /Preventive Action Form

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SWI /QSP/09/01	<b>Sagarmatha Water Industry</b>	<b>Issue No : 01</b>
	<b>Procedure for Handling, Storage, Preservation &amp; Dispatch of Product</b>	<b>Revision Date</b>
		<b>Issue Date :</b>

**1.0 Purpose:**

This is to document a Procedure for Identification, Handling Storage & Protection of Filters/Spares/Stationeries/PET Bottles/Caps/Corrugated fiber board box/PVC Jar.

**2.0 Scope:**

Filters/Spares/Stationeries/PET Bottle/Caps/Corrugated fiber board box/PVC Jar

**3.0 Responsibility:**

Production In-charge/ Supervisor

**4.0 Process Input:**

Raw material, in-process items and finished water

**5.0 Activities:**

	<b>Activities</b>	<b>Responsibility</b>	<b>Record</b>
1	<b>Identification</b> Identifying of all filters, Spares & other incoming materials.	Production In-charge	
2	<b>Handling</b> All the incoming materials, filled jars, bottles & cartoons shall be handled manually such that there will not be any damage during handling.	Production In-charge	-
3	<b>Storage</b> Storage of all Stationeries in the Racks Cupboards	Production In-charge	-
4	<b>Updating the details of material received register</b> -Updating the material from stored -Issuing the material from stored - Checking the stock once in a month - - Reviewing - Arranging for material Required	Production In-charge	Stock Register for incoming materials
5	<b>Protection</b> Protection of material against any natural calamities / theft	Production In-charge	
6	<b>Dispatch</b> Dispatch of materials as per Bill/Challan	Production In-charge	Bill Invoice/ Challan

**6.0 Process Output**

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

..... <b>Prepared by</b> <b>(Sign)</b>	..... <b>Approved by</b> <b>(Sign)</b>	20
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HS /QSP/09/01	<b>Sagarmatha Water Industry</b>	<b>Issue No : 01</b>
	<b>Procedure for Handling, Storage, Preservation &amp; Dispatch of Product</b>	<b>Revision Date</b>
		<b>Issue Date :</b>

**7.0 Records:**

- Fill pet bottle balance record
- Empty pet bottle balance record
- Stock ledger book
- Store entry record
- Damage jar record

..... <b>Prepared by</b> <b>(Sign)</b>	..... <b>Approved by</b> <b>(Sign)</b>	21
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