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(QUALITY MANUAL)

Quality Management System

ISO 9001:2015

Issue no.: 02
Revision Status: 00 Date –03 JAN 2019

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Company Profile

Established in the year 1980 at Mumbai, Maharashtra, India, we "FERROBEND" are Partnership based firm, involved as the Wholesale Supplier, Trader, Exporter and Manufacturer of Stainless Steel Flanges, Anchor Fastener, etc. All our products are getting widely acclaimed among the large clientele for their exclusive designs, superior quality, and reliability. Apart from this, our ability to maintain timelines as well as quality in the assortment, providing cost effective solutions and assurance to make timely shipment of the orders placed by customers have assisted us positioning our name in the list of top-notch companies of the industry.

INFRASTRUCTURE
We have Backing of a Robust Infrastructure At Our Manufacturing Unit. the Unit is Furnished with Highly Advanced R&D Wing Along with the Sophisticated Machines and Equipment Designed for the Efficient Production of Socket Weld Fittings, Butt-weld Pipe Fitting, Flanges, Nuts and Bolts, Etc. this Products You Can Found Here in Ready Stock At Our Ware House for Price Ask At info@ferrobend.com

NETWORK
Owing to Our Well Spread Business Network, We have Been Able to Reach the Remotest Part of the Market. Our Network Has Assisted Us in Efficient and Timely Delivery of Our Products. Consequently,
We are reckoned as One of the Trusted Stainless Steel, Carbon Steel and Alloy Steel Nickel Based Alloys Products Manufacturer and An Eminent Supplier in India and Global.

We are Exporting 90% of Our Products to Egypt, Belgium, Ukraine, USA, Canada, Dubai, Germany, Italy, Spain, Poland, Romania, Turkey, France, Saudi Arabia, Iran, Iraq, Yemen, Venezuela, Vietnam, Russia, Qatar, Portugal, Mexico, Morocco, Malaysia, Kuwait, Bahrain, Brazil, Austria, Singapore and Australia.

We Included other Products in Supply Range as Sheet and Plates, Coils and Strips, Wires and Bars Etc. It Will Indirect from Indian Mill or Local Stockiest.

OUR QUALITY
With years of experience and knowledge in this domain, we have come up with a wide variety of products. Procured from the reliable vendors in the market, these products are high on durability and quality. Further, our vendors make use of high grade raw material and globally accepted technology to manufacture these products in compliance with international standards. These are tested against various quality parameters in order to maintain the quality and avoid any kinds of flaw.

VENDOR BASE
With the help of our reliable vendors and professional team, we are able to deliver the offered range to our clients in different specifications as per their requirements. Our procuring agents select the vendor's on the basis of their market reputation, industry experience, manufacturing techniques, financial conditions and product quality. Our trusted vendors manufacture these products by utilizing of high-end technology and quality tested raw material in compliance with universally accepted standards. We have maintained good relations with the vendors to help us meet the urgent requirements of customers in a stipulated time frame.

CLIENT SATISFACTION
In order to meet the diversified requirement of the customers, our organization is engaged in offering precision engineered products. Offered in various technical specifications, these products are procured from the reliable and certified vendors of the market. Further, in order to meet the exact requirements of our esteem clients, we provide these products in various specifications. We have a highly experienced team of quality inspectors, who checks the entire range of well-defined parameters to ensure its quality.

OUR TEAM
We have been assisted by a team of skilled and proficient professionals, which puts in its best knowledge to offer a wide range of Rubber Products. The team members have experience in their respective fields. To choose the best professional for our company, we take the test of their experience, expertise and educational qualification before hiring them. Our workforce puts their all its efforts to offer the defect less products that can fulfill the market demands in an efficient manner. Moreover, we organize seminars and workshops time to time for updating the knowledge of our professionals.

CLIENTELE
Over these years of our inception, we have grown into a highly established brand and serve a long list of customers.

Our clients come from different industrial backgrounds, which include fertilizers, pharmaceuticals, engineering, chemicals, power generation, food processing, paper, sugar, petroleum refineries, cement and dairy plants. We can provide for the third party inspection of our products from reputed agencies such as LLOYDS, EIL, H&G, TCE, PDIL, MECONS, M.N. DASTUR & Co., Bax council, DNV, Bureau Varitas, DPG, etc.

INDUSTRIES WE SERVE

- Refineries
- Drugs
- Gas Processing
- Steel
- Off-Shore Oil Drilling Companies
- Cement
- Petrochemicals
- Pesticides
- Hydro-Carbon
- General Piping

- Fertilizers
- Construction
- Power Generation
- Engineering
- Specialty Chemicals
- Pharmaceuticals

WHY US?

We have maintained ourselves as a topmost organization, engaged in offering a precision-engineered array of products. Some of the factors which have given us lead in this domain are as follows:

- Quality assured product range
- Client-centric approach
- Ethical business practices
- Industry leading prices
- Offering customized solutions
- Believe in long-term relationship with vendors.

OUR MISSION

"FERROBEND will achieve profitable growth as a problem solver, solutions provider of quality products and services to our customers as an industry leader."

Quality Management System Distribution

1. Partnership -Copy no 1

2. Reference copy -Copy 2 for External / Internal Auditor & Process owners

FERROBEND	**Chapter No.**	**QM-B**
	Page No.	**1 OF 5**
Quality Management System Manual	**Issue No.**	**02**
	Revision No.	**01**
Distribution & Amendment Sheet	**Date**	**03 JAN 2019**

Sr. No.	Revision Change	Edition Change	Section / Page No.	Details of Amendment	Date of Amendment	Amendment App. By	Remarks
01	00	02	All Section	Due to Standard Change	03 JAN 2019	PARTNERSHIP	Ok

FERROBEND is committed for delivering quality in Scope of Business

MANUFACTURER AND EXPORTER OF PIPE & TUBE FITTINGS, FLANGES, BAR STOCK VALVES, FASTNERS AND MACHINED COMPONENTS.

Which meet and exceeds the needs & expectation of our clients?

We promise our valued customer's commitment to excellence in each activity by each employee in the organization by adopting innovative and best in class engineering and management practices with continual improvement in business and quality management system as a part of our efforts for enhancement in customer satisfaction while assuring 100% quality and quantity.

Key Objectives

1. Timely completion of projects
2. Increase Customer satisfaction
3. Reduce Customer Complain
4. Low Defective products

Sr. No.	Abbreviation	Description	Sr. No.	Abbreviation	Description
1	F	FERROBEND	18	ASL	Approved supplier list
2	QSM	Quality System Manual	19	PDIR	Pre Dispatch Inspection Report
3	DI	Documented Information	20	MME	Measuring & Monitoring Equipments
4	CFT	Cross Functional Team	21	ISO	International Organizational for Standardization
5	CH	Chart	22	MKT	Marketing
6	CP	Control Plan	23	QA	Quality Assurance
7	FG	Finished Goods	24	PUR	Purchase
8	QF	Quality Format	25	STR	Stores
9	SYS	System	26	INST	Installation
10	IA	Internal Audit	27	HR	Human Resource
11	List	List	28	MNT	Maintenance
12	NC	Non Conformance	29	DD	Design and Development
13	CA	Corrective action	30	LOI	Letter of Indent
14	OK	Organizational Knowledge	31	MI	Measurement traceability
15	NCP	Non Conforming Product	32	PI	Performance evaluation
17	EP	External provider	34	IP	Interested Parties

Sr. No	Abbreviation	Description	Sr.	Abbreviation	Description
35	MIS	Monthly Information			
36	I/C	IN-CHARGE			
37	MR	Management			
38	QMS	Quality Management			
39	R&A	Responsibility & Authority			
40	DH	Department Head / INCHARGE			

4.1 Understanding the organization and its context:

FERROBEND determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system through PEST and SWOT. The external and internal issues identified through PEST and SWOT are continuously being monitored and reviewed by

PEST

Political Factors (P)	Economic Factors (E)
1 Political direction on Smart Cities	1 Growth of banks in rural areas
2 Allocation for Infrastructure	2.Funding of smart cities
3 Skill enhancement in Automation Sector	3 Increase in car park density
4 Monetary policies	4 High GDP growth
Social Factors (S)	**Technology Factors (T)**
1 Increased literacy	1 Advancement in chip design
2 Technological awareness	2 Automation tools growth
3 Banking on banks	3 High technology at low cost
4 Increased per capita income	4 Digital technology growth

SWOT

Strength (S)	Weakness (W)
1 Strong technology backup	1 Very small team
2 Young and motivated team	2 Lack of Industrial Zone
3 Nil borrowing	3 Weak marketing
4 Quick decision making	4 High inventory
5 Strong customer focus	5 Partnership customer base
Opportunity (O)	**Threat (T)**
1 Lean organization leads to	1 High technology imports
a Flexibility in products	2 Skill development velocity
b Quick response to customer needs	3 Increased competition
2 Low level of competition	4 Technology leakage
3 High growth potential	5 Attrition

4.2- Understanding the needs and expectations of interested parties

FERROBEND has determined the interested parties who are relevant to the FERROBEND Quality management system and the requirement of the interested parties in order to prevent the potential effect on the organization's ability to consistently provide products and services which meet the customer and applicable statutory and regulatory requirements.

Interested parties	Requirements	Monitoring & Review mechanism in FERROBEND
External providers	1) Specification communication 2) Payment as agreed 3) On time Supply of Input material (if any) 4) Technology support	1) Defined in Documented information of External providers control 2) Review in Management review meetings
Customer	1) Quality of product & Service 2) Delivery of product on time 3) Response to complaint 4) Proper Communication channel	1) Defined in documented information of Marketing & Sales process 2) Review in Management review meetings
Statutory & Regulatory Body	Complying with the statutory and regulatory requirements as defined from time to time.	1) Defined in documented information of Leader ship 2) Review in Management review meetings
Bankers / Financiers	Updating of changes in the organization whenever it happened	Review in Management review meetings
Employees	Management Support, Payments on time	Accounting Control of management

4.3 **Determining the scope of the quality management system**

The organization had determined the scope of the Quality management system by considering external and internal issues, requirement of relevant interested parties and Product & Service of the organization.

Scope of Quality Management System

MANUFACTURER AND EXPORTER OF PIPE & TUBE FITTINGS, FLANGES, BAR STOCK VALVES, FASTNERS AND MACHINED COMPONENTS.

Exclusions:

NIL

4.4 Quality management system and its processes **FERROBEND** has determined the processes needed for the quality management system and their application throughout the organization in Process map & Interactions of processes QM

- Has determined the inputs required and the outputs expected from each processes in individual process map addressed in documented information of each process.
- Has determined the sequence and interaction of the processes in Process map & Interactions of processes QM-M
- Has determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes in documented information of each process.
- Has determined the resources needed for these processes and ensure their availability in documented information of Support process.
- Has assigned the responsibilities and authorities for each processes
- FERROBEND has addressed the risks and opportunities

FERROBEND has been evaluating these processes and implementing any changes needed to ensure that these processes achieve their intended results and improve the processes and the quality management system.

Improve the processes and the quality management system

4.4.2- FERROBEND is also maintaining documented information to support the operation of its processes and retaining documented information to have confidence that the processes are being carried out as planned.

Leadership and commitment

FERROBEND Management has demonstrated leadership and commitment with respect to the quality management system through

- Taking accountability for the effectiveness of the quality management system by periodical review of quality management system through management review meeting, Quality objectives review and providing necessary resources.
- Management has determined the organizational processes and integrated with the quality management system requirement through process map & Interaction this can be demonstrated.
- Established procedure for promoting the use of the process approach and risk-based thinking
- Ensuring that the resources needed for the quality management system are available, this is being periodically reviewed through management review meeting.
- Communicating the importance of effective quality management and of conforming to the quality management system requirements
- Ensuring that the quality management system achieves its intended results
- Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system by providing trainings, conducting awareness programs and
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

FERROBEND management has demonstrated leadership and commitment with respect to customer focus by ensuring that

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on enhancing customer satisfaction is maintained and procedure.

QUALITY POLICY

FERROBEND is committed for delivering quality in

MANUFACTURER AND EXPORTER OF PIPE & TUBE FITTINGS, FLANGES, BAR STOCK VALVES, FASTNERS AND MACHINED COMPONENTS.

5.2.1 We promise our valued customer's commitment to excellence in each activity by each employee in the organization by adopting innovative and best in class engineering and management practices with continual improvement in business and quality management system as a part of our efforts for enhancement in customer satisfaction while assuring 100% quality and quantity.

5.2.2 Establishing the quality policy

FERROBEND management has established, implemented and maintained a quality policy that

a) is appropriate to the purpose and context of the organization and supports its

Strategic direction

b) Provides a framework for setting quality objectives

c) Includes a commitment to satisfy applicable requirements

d) Includes a commitment to continual improvement of the quality management

5.2.3 Communicating the quality policy

- Meet the needs and exceed the expectations of its customers in order to achieve customer satisfaction at all stages of the service delivery.
- Maintain a Business Management System which is compliant with and assessed against ISO 9001:2015.
- Use the Quality Management System as a practical and commercially effective value- adding tool.
- Enhance the Company's integrity and reputation through continual improvement at all levels of the business.
- Establish Quality Objectives annually at Management Review Meetings and will communicate and monitor their effectiveness at regular intervals throughout the year, through team meetings and regular management meetings
- Meet employee expectations through communication, training and advancement.
- Regularly review this Quality Policy and our business management system to ensure its continued suitability and effectiveness throughout the business.
- The Partnership is ultimately responsible for the effective communication of this Policy and operation of the business management system. In order to demonstrate the Company's commitment to achieve this goal the Managing Director has been appointed Company Quality Management Representative to manage and control the system.

3. Organizational roles, responsibilities and authorities

FERROBEND management has ensured that the responsibilities and authorities for relevant roles are assigned communicated and understood within the organization. While assigning roles, responsibility and authority, top management has considered and ensured that

- The quality management system conforms to the requirements of this International Standard
- The processes are delivering their intended outputs
- Reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management

- The promotion of customer focus throughout the organization
- The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
- Roles, responsibility and authorities assigned are available in process & as per Organization chart wise.

FERROBENDSTAFF AND THEIR ROLES & RESPOSIBILITIES

Proprietor's Responsibility

- Overall Responsibility for formulating and communicating Quality Policy & Quality objectives.
- Formulation of Strategy for continuous up gradation of Business and Quality System.
- Ensure periodic assessment of the performance of Quality System.
- Approval of Quality System Manual.
- Budget Approval for the organization.
- Overall Responsibility for Business Development & all financial issues.
- Provision of resources as required.
- Strategic decisions on developments and technical set ups.
- To provide the leadership for effective implementations of the system.

Authorities

- Approval of customers orders, P.O. and Cheque.
- Sanctioning leaves of all Staff.
- Approval of funds for Training needs.
- All the authorities of down - line personnel.

ManagerResponsibility

- Responsibilities for the entire Product work, i.e. Quality, Quantity and Time.
- Co ordination with consultants and contractors.
- Co ordination with Consultants for drawings.
- Co ordination with the Sales engineers.
- Monitoring Plant engineers work on daily basis.
- Reporting to the GM Projects on the above issues
- Responsibilities for safety at Plant. (Good working environment).

Authorities

- Make or force required decision at all levels to achieve project objectives.
- Quantity and Time frame issues related to project work.
- To stop and initiate corrective actions on non –confirming binding wire products

Engineer Responsibility

- Monitoring of Company and labour contractors.
- Monitoring of work progress and daily reporting
- Preparation of work progress report.
- Control of non - conformities on site.
- Ensuring Machinery is properly used and is with status of calibration.
- Track Project progress & produce regular weekly status reports.
- Coordinate with all labour contractors to achieve continuous progress at site as per schedule.
- Follow up with Project manager for pending decisions / drawings/of Binding wire Product.
- Communicate management decisions and information to Site subordinate staff.
- Ensuring the workers safety at site and usage of safety equipments.
- Implementation and follow up and regular monitoring of implemented ISO 9001 system at site.
- Co ordination with the Quality Person for Quality related issues.
- Coordinating Row Material Accountability at Plant

Authorities

- Initiating the corrective and preventive actions as needed on client and consultants.
- Decision making on during any emergencies at Company site

In charge Marketing

- Managing & motivating the sales force towards achievement of target.
- Preparation of Sales plan.
- Annual sales forecast.
- Monthly sales forecast
- Implementation of sales plan

Authorities

- 1 Approval of documents as per Master list of Quality System Document.
- Authorized to decide corrective & preventive action.
- Authorized to obtain concessional acceptance for non - conforming product from the customer

Admin & AccountResponsibility

- Responsible for tendering activity.
- Customer order review.
- Handling and coordinating customers
- Identification of resources, as applicable.

- Document & Data control system pertaining to his department.
- Maintain all documents related to quality system.
- Coordinator for Management reviews.
- Promoting awareness of customer requirements throughout the Organization.
- Compliance & effectiveness of the training system.
- Suitable working environment (cleanliness, ventilation, lighting, safety etc.).
- Record maintaining for Sales Register, Rent Register, Sale Files, and Stationery & Office Equipments.
- Archiving and record keeping of old files.
- Payroll Monthly: Salary -To release monthly salary of the employees as per policy finalized.
- Leave - To keep record of leave as per policy finalized.
- Annual Allowance - To release annual allowances as per policy finalized.
- Employee Record - To update employee details as per organization Policy
- To prepare appointment letter, confirmation letter, experience letter & all employee related
- Matter as per policy finalized with the help of Managing Director.

Authorities

- 1 Approval of customer orders.
- 2 Approval of documents as per master list of Quality System Document.
- 3 Authorized to decide corrective & preventive action.

In charge Purchase responsibilities

- Overall in charge of purchase Row material activities.
- Identification of resources, as applicable.
- Purchasing system - Evaluation, selection, purchasing, monitoring.
- Document & Data control system pertaining to his department.
- Corrective / Preventive action system (sub - contractor non-conformances, in particular.)
- Control of records

a) **Enhance desirable effects Binding Vendor.**

b) **Prevent, or reduce, undesired effects**

c) **achieve improvement**

6.1.2

a) actions to address these risks and opportunities

b) how to integrate and implement the actions into its quality management system processes

6.2.2 **Quality objectives and planning to achieve them**

6.2.1 FERROBEND establish quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall

- Be consistent with the quality policy
- Be measurable
- Take into account applicable requirements
- Relevant to conformity of services and to enhancement of customer Satisfaction
- Be monitored
- Be communicated
- Be updated as appropriate

Interested Parties	Requirements	Risks and Opportunities	Effectiveness s of actions
External Providers	Communication. Payment Terms , On Time Supply, , Technology Support,	Communication Gap, Payment & Delivery terms not in written, Output Failure	Communication like Emails, Phone, Payment & delivery terms mention in PO, Documented information is
Customer	Product Quality, Delivery & service of on time, Response to complaint, Proper Communication channel	Business Loss, Reputation Down for Organization	Defined in documented information of Marketing & Sales process & Review in Management review meetings
Statutory & Regulatory Body	Organization & product related Statutory & regulatory requirements is kept	Customer is not accepted material or loss of business	Defined in documented information & Review in Management review meetings
Bankers / financiers	All product & organization related	Organization is facing the problems (funds related)	All product & organization related documents is kept
Employees	On time Payments	Work is not properly operated	On time payments issue to employees
Marketing	Competitive rates, More amenities, Prime Location,	Organization facing problems in sales, Reputation in market	Market analysis, Competent marketing team.
Purchase	Competitive rates , Good Quality material, Timely Delivery,	Organization facing Finance problems, Customer dissatisfied, Delay in project completion & Reputation in market	Market analysis, Competent Purchase team

FERROBEND achieve its quality objectives

a) What will be done?

b) What resources will be required?

c) Who will be responsible?

d) When it will be completed?

e) How the results will be evaluated?

Our Quality Objectives are as below

- We deliver the rubber product that our customers require.
- As a minimum, we shall meet the requirements of ISO 9001:2015
- We shall be certified or accredited in according to relevant standards.
- We shall provide reliable consultation support & innovative solutions.
- We shall document our quality.
- Our Employee, Vendors & contractor are our most important resource.

Planning of changes

FERROBEND Determines the need for changes to the quality management system, the changes is carried out in a planned manner

a) the purpose of the changes and their potential consequences

b) the integrity of the quality management system

c) the availability of resources

d) the allocation or reallocation of responsibilities and authorities

FERROBEND has determined the processes needed for the quality management system and their application throughout the organizationin Process map & Interactions of processes QM-M.

FERROBEND management determine, provide and maintain the infrastructure needed to achieve conformity to product requirements & in identifying the required resources the PARTNERSHIP play a key role based on their day to day interactions with respective IN CHARGE'S and employees.

7.1.1 Environment for the operation of processes

FERROBEND is determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services

A suitable environment can be a combination of human and physical factors

a) Social (e.g. non-discriminatory, calm, non-confrontational

b) Psychological (e.g. stress-reducing, burnout prevention, emotionally protective)

c) Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

PARTNERSHIP in co-ordination with respective IN CHARGE determines and manages the work environment needed to achieve conformity to product requirement and reviewed ongoing basis.

7.1.2 Monitoring and measuring resources

FERROBEND is determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

The organization shall ensure that the resources provided

a) are suitable for the specific type of monitoring and measurement activities being Undertaken

b) are maintained to ensure their continuing fitness for their purpose

c) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information

d) Identified in order to determine their status

e) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

FERROBEND is determine the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

Control of Monitoring & Measuring Equipments

Measurement & Monitoring system is well equipped and the system has complete control over the monitoring and measuring Equipments. The measurement methods used are evaluated to ensure that they are appropriate and reliable

- Equipments are maintained properly and are calibrated & adjusted as and when needed. Necessary safeguards are in place to take care of adjustments that could lead to invalid results.
- Calibrations are carried out as per international standards (). Where no such standard exist, the basis used for calibration or verification are recorded. The calibration records include the last date of calibration, calibrating agency (for external agency), calibration result, and frequency of calibration as per the process and/or instrument requirement and the next calibration date. The required accuracy is identified and compared to the measurement that meets expectations.
- Identification of appropriate equipment is accomplished by tagging, labeling, numbering or by including it in a calibration/maintenance database.
- Proper control is maintained to ensure that no faulty equipment is used, the reliability of the equipment is ensured through routine maintenance and re-calibration.

Equipments are used, handled and stored under conditions that protect accuracy and prevent unauthorized adjustment. Work environmental controls are all in place for equipment.

Organizational Knowledge

FERROBEND is determining the knowledge necessary for the operation of its processes and to achieve conformity of products and services.
This knowledge shall be maintained and be made available to the extent necessary

When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates

Organizational knowledge is specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organization's objectives.

Organizational knowledge can be based on:

- Internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from

- failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);
- External sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).

7.1 Competence

FERROBEND is

a) Determine the necessary competence of person(s) doing work under its control That affects the Performance and effectiveness of the quality management system

b) Ensure that these persons are competent on the basis of appropriate Education, training, or Experience

c) Where applicable, take actions to acquire the necessary competence, and Evaluate the effectiveness of the actions taken

7.3 Awareness

FERROBEND is ensure that persons doing work under the organization's control are aware of

a) The quality policy

b) Relevant quality objectives

c) Their contribution to the effectiveness of the quality management system, including the benefits of improved performance

d) The implications of not conforming to the quality management system requirements

7.4 Communication

FERROBEND is determine the internal and external communications relevant to the quality management system, including

a) On what it will communicate

b) When to communicate

c) With whom to communicate

d) How to communicate

Who Communicates

What	When	with whom	How	Who
INTERNAL COMMUNICAT			[TON	
Quality policy	Permanent	All Employees / Interested parties	Display / Letter / Training	Management
Importance of effective QMS	As per Training plan / during Orientation training	All Employees	Training / Display	Management
Responsibilities and Authority	During recruitment / Promotion / Department change	Employee	Procedure / Oral / Training	Management
Quality objectives	While defining / Once in 3 months	All employees	Procedure / Oral / Training	Management
Customer complaint / Feedback	At the time of receipt	Head of the department / Respective process owner	Meeting	PARTNERSHIP

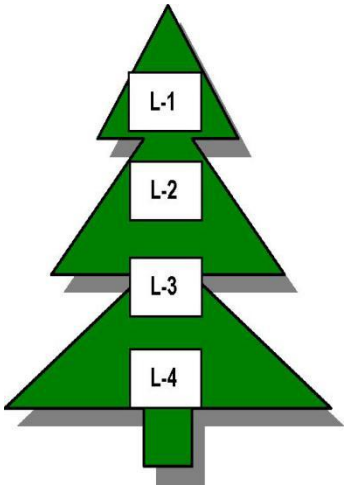
General

7.5.1 Creating and updating

FERROBEND creating and updating documented Information, the FERROBEND is ensure Appropriate

- Identification and description
- Format (e.g. language, software version, graphics) and media (e.g. paper, Electronic)
- Review and approval for suitability and adequacy

FERROBEND quality management system is include
Quality management System documentation is established with the following approach. A four level-documented structure is followed for the operation of Quality Management System



Master Documents - Tree Diagram

QUALITY MANUAL (Standard Requirement)

PROCEDURES

PROCESS FLOW CHART, WI, QUALITY PLANS, CHECKSHEETS, MANUFACTURING PROCESS FLOW CHARTS

DOCUMENTED INFORMATION

Quality Manual (standard Requirement)

1) Defines the approach and responsibility, which includes a documented statement of quality policy & objectives etc.

Procedures

2) Defines what, where, when, who & why of an activity being done as stated in ISO- 9001:2015standard.
3) The documented procedure activity process flow chart defines the effective planning, operation and control of processes.

WI, Quality Plans, Check sheet etc

4) Defines how exactly an activity is to be done ensuring the effective planning, operation and control of processes.

Documented Information

5) Provides the evidence, which has to be established for all the activities, stated above which In turn Documented Information. A master list of Quality Record is maintained by respective Departments/ section heads as per the requirement of ISO 9001:2015

Control of Quality System Manual

- Partnership is approves the Quality Manual, procedure, WI & documented Information and its amendments.
- Management Representative / Quality In charge is responsible for preparation, review, issue & control of the manual and its amendments.
- In case any personnel ceases to be holder of manual copy for any reason, his copy number of manual will be allocated to any new holder with note in amendment list to this effect. MASTER COPY will be stamped "MASTER" on the front side of all pages in "BLUE" colour. Photo copy will be taken for all MASTER & will be "CONTROLLED" stamped in RED colour. MR/Quality in charge maintains the master copy having original signatures.

Document changes

MR/Quality in charge perceive the need for amendment to this manual based on adequacy audit report, mistake / corrections during review by any holder, system change and amendment to Reference ISO standard or any change in the organization affecting system described in this manual. Amendments to this manual are recorded in the Amendment list (After Amendment).The holders of Quality System Manual refer to amendment list before referring to respective amended sections to clearly understand details / purpose of amendment. A list indicating latest revision status of each page of this manual, whenever a page of any chapter is amended, the page and the chapter bear the latest Rev. No. The latest revision no. is indicated in the amendment sheet, and on the cover page of the Quality Manual.

Numbering Logic of Quality System Manual

The numbering logic of this quality system manual will be as described here:

a. The numbering logic will be -QM-XX.
b. Indicates FERROBEND
c. QM indicates Quality System Manual of ISO 9001:2015.

For Maintain Documented Information

7.5.2

Control of documented information
Documented information required by the quality management system and by this International Standard shall be controlled to ensure

- It is available and suitable for use, where and when it is needed
- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity)

(Procedure for Retain Documented Information)

For the control of documented information, FERROBEND is address the

Following activities, as applicable

- Distribution, access, retrieval and use Storage and preservation, including preservation of legibility Control of changes (e.g. version control) Retention and disposition
- Documented information of external origin determined by the organization to be necessary for the Planning and operation of the quality management system is identified as appropriate, and is controlled.
- Documented information retained as evidence of conformity shall be protected from unintended alterations

Operations

8.1 Operational planning and control

FERROBEND is plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions in & maintained risks and opportunities related to planning maintained in operational planning control. Like bar chart for planning.

a) Determining the requirements for the products and services
b) Establishing criteria for
1) The processes
2) The acceptance of products and services
c) Determining the resources needed to achieve conformity to the product and service Requirements
d) Implementing control of the processes in accordance with the criteria
e) Determining, maintaining and retaining documented information to the extent necessary
1) To have confidence that the processes have been carried out as planned
2) To demonstrate the conformity of products and services to their requirements

FERROBEND is control planned changes and reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.
FERROBEND is ensure that outsourced processes are controlled refer QM-O

8.2 Requirements for products and services

8.3 Customer communication

Communication with customers is include
a) Providing information relating to products and services
b) Handling enquiries, contracts or orders, including changes
c) Obtaining customer feedback relating to products and services, including customer complaints
d) Handling or controlling customer property
e) Establishing specific requirements for contingency actions, when relevant

Customers are communicated regarding the product information though letter, verbal and/ or through phone, Fax, e-mail. If any amendments in enquiries, purchase orders it

will be communicated through Phone, letter & Email. The customer complaints are registered in customer complaint register and the corrective action taken is communicated determining the requirements for products and services.

FERROBEND is ensure that

- The requirements for the products and services are defined, including
- Any applicable statutory and regulatory requirements
- Those considered necessary by the organization
- The organization can meet the claims for the products and services it offers

At present the marketing activities are looked after PARTNER MR. SAMKIT MEHTA is actively involved in the determination of customer requirements and for each enquiry he determines the

Requirements related to the product in contract review form with respect to requirements specified by customer, including the requirements for delivery and post delivery activities. Requirements not stated by customer but necessary for specific or intended use (where known) Statutory and Regulatory requirements related to the product any additional requirements determined by the organization.

8.2.1 Review of the requirements for products and services

FERROBEND is ensuring that it has the ability to meet the requirements for products and services to be offered to Customers. FERROBEND is conduct a review before committing to supply products and services to a customer, to include

a) Requirements specified by the customer, including the requirements for delivery and post delivery activities

b) Requirements not stated by the customer, but necessary for the specified or intended use, when known

c) Requirements specified by the organization

d) Statutory and regulatory requirements applicable to the products and services

FERROBEND is ensuring that contract or order requirements differing from those previously defined are resolved.

The customer's requirement is confirmed by FERROBEND is before acceptance, when the customer does not provide a documented statement of their requirements.

FERROBEND is retain documented information, as applicable

8.3.1 Design and development planning

FERROBEND is consider in determining the stages and controls for design and development, including

a) The nature, duration and complexity of the design and development activities
b) The required process stages, including applicable design and development reviews
c) The required design and development verification and validation activities
d) The responsibilities and authorities involved in the design and development process
e) The internal and external resource needs for the design and development of Products and services
f) The need to control interfaces between persons involved in the design and development process
g) The need for involvement of customers and users in the design and development process
h) The requirements for subsequent provision of products and services
i) The level of control expected for the design and development process by customers and other relevant interested parties
The documented information needed to demonstrate that design and development requirements have been met.

a) Control of externally provided processes, products and services (Purchase)

8.4.1 General

FERROBEND is ensure that externally provided processes, products and services conform to requirements , FERROBEND is determine the controls to be applied to externally provided processes, products and services when

a) Products and services from external providers are intended for incorporation into the organization's own products and services
b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization
c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization.

FERROBEND is determined and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations.
IN CHARGE PUR ensures that the purchased products are procured from Approved sources only and which conforms to specified purchase requirement. This is done as per business process flow for PROCUREMENT. The type and control to be exercised on supplier, based on the effect of the purchased product on the process/final product, is defined in the approved Supplier list.

IN CHARGE PUR evaluates and select supplier based on their ability to supply product in accordance with the requirements of the organization. Criteria for selection, evaluation and re-evaluation are described and depicted in Business Process Flow chart.

- Selection, Evaluation and approval of supplier's material product.
- Periodical evaluation of Supplier
- Approved Supplier List will be maintained by the IN CHARGE PUR and also the records of their periodical performance.

Type and extent of control

FERROBEND is ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

FERROBEND is

- Ensure that externally provided processes remain within the control of its quality management system
- Define both the controls that it intends to apply to an external provider and
- those it intends to apply to the resulting output
- Take into consideration
- The potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements
- The effectiveness of the controls applied by the external provider.

8.4.2 Information for external providers

FERROBEND is ensure the adequacy of requirements prior to their communication to the external provider FERROBEND is communicate to external providers its requirements for

- The processes, products and services to be provided
- The approval of Products and services
- Methods, processes and equipment
- The release of products and services
- Competence, including any required qualification of persons
- The external providers' interactions with the organization
- Control and monitoring of the external providers' performance to be applied by the organization.
- Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises

The Purchase order is describes the product to be purchased including

- Requirement of Material Test Certificate / Product Dimensional report / PPAP such as Control Plan / Binding wire Process Flow Chart / Process Sheets / Process Capability studies etc.
- Requirements for qualification of personnel
- QMS requirements.

PO will be reviewed for adequacy of the specified requirement prior to release by IN CHARGE PUR & M.R

The Purchase order released to the supplier indicates the intended verification arrangements and method of product release, whenever FERROBEND or its customer intends to perform such verification at external providers end.

Incoming Product Quality

The control / Inspection plan for incoming be based on the control exercised on the external providers -

a. Inspection and / or testing on sampling method. The sampling size should be decided based on past performance of the supplier.

b. Inspection at Sub-contractor's premises with / without system audit.

c. Quality assurance certificate or test report from supplier.

d. Part evaluation by accredited laboratories.

e. Receipt and evaluation of statistical data.

f. Any of above method or Combination of any two or more from above.

Supplier Monitoring

External providers performance monitoring through the following indicators, & will be carried out by IN CHARGE PUR as described in Procedure for Purchase Delivered Product Quality.

- Delivery Performance.
- Customer disruptions including field Returns.
- Customer notification Related to quality Or delivery Issues
- Premium freight.

FERROBEND is Promote monitoring of the performance of manufacturing Processes of the external providers' as part of supplier development.

8.5.1 Control of Sales and service provision

FERROBEND is implement Sales and service provision under controlled conditions. Controlled condition is including, as Applicable.

- The availability of documented information that defines
- The characteristics of the sales to be produced, the services to be provided, or the activities to be performed
- The results to be achieved

- The availability and use of suitable monitoring and measuring resources

- The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for services, have been met

- The use of suitable infrastructure and environment for the operation of processes
- The appointment of competent persons, including any required qualification
- The validation, and periodic revalidation, of the ability to achieve planned results of the processes for sales and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- The implementation of actions to prevent human error
- The implementation of release, delivery and post-delivery activities.

Sales In Charge shall plan the sales as per and respective Section In charge carry out process under controlled condition as defined in Process Flow in respective process procedures Controlled conditions shall include:-

a) Sales plans for all processes which describes the characteristics of the product and process flow chart for sequence of operations

b) Work Instructions made available at all work stations.

c) Use of appropriate equipment for a particular process/operation

d) Use of calibrated monitoring and measuring devices

e) In process inspection/verification

f) Verification of acceptance criteria

Sales & Service Plan

Sales & Service plan for all stages of installation, including receipt of material sample, pilot & regular sales shall be used. These sales plans at each stage may be amendments of sales plans of earlier stage.
As described above, Marketing shall be involved in preparation of sales plans where required by customer sales Plans will be submitted to customer for approval.

The sales plan shall list the controls used for the manufacturing processes
Include methods for monitoring of control exercised over special
Characteristics defined by both the customer and the organization.
Include the customer required information, if any

The sales & service plans are live documents and are reviewed and updated when change to the original product or process occurs.

Work Instructions

Respective IN CHARGE prepares Work Instructions for all operations / process activities and for all employees having responsibilities under them. These instructions are made accessible for use at the work station& are prepared based on trial run result and old documents of similar product at the time of job induction into sales and will be reviewed for applicable changes in event of sales Plan change(s).

Preventive Maintenance

IN CHARGE MNT maintains a list of all machines / equipment used in sales and designated key process equipment in the list. A plan for preventive maintenance for this **SAMKIT MEHTA** key equipment shall be developed & implemented to ensure continuing process capability. This plan shall be based on the available data from manufacturer's recommendations, previous break down and preventive history, extent of usage, and rate of wear and tear etc., based on these details appropriate predictive techniques are used.

Validation of processes for sales and service Provision

All processes are validated before the start of the sales through set up approval and First Five Piece Inspection.

The above processes are controlled and continually monitored through documented work instructions, process qualifications, set up approval and worker qualification, as Applicable to ensure that the specified requirements are met.

Appropriate records are maintained by All IN CHARGE to demonstrate the control of

these processes and equipment. Records of personnel qualifications and re-qualifications are maintained by All IN CHARGE Stipulate workmanship standards to the greatest practicable extent, where appropriate, by means of written standards, representative samples or display boards.

Ensure Handling, Storing and transporting within the sales shop are carried to protect all materials / products. The details of process controls are described in respective department procedures.

8.5.2 Identification and traceability

FERROBEND is use suitable means to identify outputs when it is necessary to ensure the conformity of products and services

FERROBENDis identify the status of outputs with respect to monitoring and measurement requirements throughout sales and service provision FERROBENDis control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability. All material are identified including inspection and test status in appropriate manner (paint, punch mark, labels, stickers and tagging etc.) from receipts at stores through various stages of sales. The final product is kept on trolleys & transferred to Finished Goods area before delivery to customer as detailed in work procedures for storage, packing & dispatch procedure.

Traceability is provided, if required by customer or decided for some products by FERROBEND to identify sales & Services products by providing punch mark / tag / batch code. For such products proper records are maintained also the main packages are traceable through Bar code system.

8.5.3 Property belonging to customers or external providers

FERROBEND is exercise care with property belonging to customers or external Providers while it is under the organization's control or being used by the organization

FERROBEND is identified, verify, protect and safeguard customers 'or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be Unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.

Any arrangement of Customer Supplied raw materials, components, tooling, returnable packaging, measuring instruments etc., are identified during the contract review by CFT/ IN CHARGE MKT and communicated to the people concerned.
All such products are uniquely identified after proper verification and properly stored and Maintained. Any such product that is lost damaged or is otherwise unsuitable for use shall be Recorded and reported to the Customer by customer representative & IN CHARGE Marketing. It shall be the responsibility of QA personnel to verify the quality of such product even if it has been supplied by the Customer

8.5.4 Preservation

FERROBEND is preserving the outputs during Sales and service provision, to the extent necessary to ensure conformity to requirements. Preservation is including identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.

At all stages of Service appropriate material / product handling, storage, packing of products, preservation and delivery of products established viz.. Material in storage - are preserved by packing in Gunny bags. In process - material are stored in Bins and Air Bubble bags.

8.5.5 Storage and Inventory

A suitable inventory control system is established to optimize inventory turns, assure stock rotation & minimize inventory levels. Stores Section shall monitor stock levels and inform purchase section in time.

Handling and Storage of Incoming Material

At present manual method are provided for movement of brought out items and material respectively. In charge Stores shall ensure safe handling of materials / items received in stores. Secured storage space with proper environmental conditions to protect the products stored shall be provided for all items in stores. Shelf life items are identified and periodic inspection of all stored items is conducted once in three months for fitness for use.

Store In charge has the defined responsibility to receive issue & dispatch materials from secured storages i.e., Stores & Finished Goods Stock point.

All material in stock is periodically assessed to verify continued fitness for use. Proper material accounting shall be maintained in the stock ledger, with the consideration for keeping stored items in usable conditions.

In process Products

Handling of In-process material is done using Troll and BINS. At all times the individual operator ensure safe handling of the material to prevent damage. Storage on shop floor, for in-process products if required suitable packaging material will be used to protect the products from any kind of damages, deterioration due to environmental conditions.

Packaging

Packaging of products carried out according to packaging instructions / drawings wherever applicable, i.e., contractually agreed or if product nature calls for packing. Type of packaging material & its quality is ensured as per customer requirements, if mentioned in the purchase order. Material / packages used for

packing of products are verified before packing to ensure its conformance to specified requirements as per Purchase Order/ Customer Requirement.
Packing method employed will be adequate to protect the products fully till they reach their destination if contractually specified.

8.5.5 Post-delivery activities

FERROBENDis meet requirements for post-delivery activities associated with the sales s and services is consider In determining the extent of post-delivery activities that are required,

a) statutory and regulatory requirements
b) the potential undesired consequences associated with its sales and services
c) the nature, use and intended lifetime of its products and services
d) customer requirements
e) customer feedback

8.5.6 Control of changes

FERROBEND is review and control changes for sales or service provision, to the extent necessary to ensure continuing conformity with requirements.

FERROBEND is retaining documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

Release of sales and services FERROBEND is implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of sales and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer

FERROBEND is retaining documented information on the release of products and services. The documented information is include

a) Evidence of conformity with the acceptance criteria
b) Traceability to the person(s) authorizing the release

To ensure that the sales & services meet the quality requirements of customer fully, a systematic approach for inspection and testing at all stage viz. incoming, in process and final are demonstrated. At each stage the activity is performed according to documented procedures.

Receiving Inspection & Testing

Inspection / Verification of incoming material are carried out according to the respective Incoming Inspection Standards & Control plans. This is the responsibility of IN CHARGE QA.

The control plan for incoming shall use one of the following methods.

- Inspection and / or testing on sampling method.
- Inspection at suppliers premises with / without system audit.
- Quality assurance certificate or test report from supplier.

The incoming materials used in sales shall not be used or processed without acceptance by Receipt inspection.

Store Personnel are responsible for receipt, identification, records and storage of all Incoming materials, the detailed procedure for incoming material inspection is described.

In-process Inspection & Testing

All in-process inspection carried out according to the applicable control plans by QA during in process based on sample inspection and as per the documented procedures for the required tests. The details of in process inspection are described in respective process owner's procedure.

Inspection and Tests Records

Records of inspection / tests at all stages mentioned above are prepared in specific forms & maintained. The format number(s) of records as mentioned in respective procedures / work instructions /control plans.

IN CHARGE QA & IN CHARGE PRD will be the approving authority at each stage for disposition of non-conforming materials / products.

8.3 Control of nonconforming outputs

Procedures are established for identifying non-conforming product at Stores and stages of installation / inspection as well as at the final inspection stage. The non-conforming materials are identified by the sales operator/ QA Personnel at these stages and suitably identified. Responsibility and authority are assigned for segregation, review and disposition of non-conforming product.Documented information of segregation, review and suitable disposition.

8 Performance evaluations

9.1 Monitoring, measurement, analysis and evaluation

FERROBEND is evaluating the performance and the effectiveness of the quality management system.

FERROBEND is retaining appropriate documented information as evidence of the results.

Purpose: To establish measurement, analysis and improvement plan for all the process / Function defined in the Quality Management System.

Objective: To establish quality management measurement process and monitor as per planned results for achievement also establish processes to identify non- Conformity situation and subsequently corrective & preventive actions to be taken.

IN CHARGE QA in consultation with all respective sales process heads plan and implement the monitoring, measurement, analysis and improvement processes needed.

a) What needs to be monitored and measured
b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results
c) When the monitoring and measuring shall be performed
When the results from monitoring and measurement is analysed and evaluated

9.1.1 Customer satisfaction

FERROBEND is monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled.

FERROBEND is determining the methods for obtaining, monitoring and reviewing this information.

MANAGING DIRECTOR & MKT in Charge have primary responsibility for Customer Satisfaction as one of the measurement of the Quality Management System and as to whether the organization has met customer requirements. Customer satisfaction shall include collection of authentic data, frequency and validity of analysis.

The trend and major elements affecting customer satisfaction and key indicators of customer dissatisfaction will be monitored supported by objective evidence. Wherever data available, level of customer satisfaction will be compared with those of our competitors & relevant action plan will be evolved.
A customer satisfaction analysis survey will be conducted ONCE IN A 12 MONTHS Review of customer satisfaction will be taken by top management during Management Review Meeting as described in Procedure.

9.1.2 Analysis and evaluation

FERROBEND is analyzes and evaluates appropriate data and information arising from monitoring and measurement

The results of analysis is used to evaluate

a) Conformity of products and services
b) The degree of customer satisfaction;
c) The performance and effectiveness of the quality management system;
d) If planning has been implemented effectively;
e) The effectiveness of actions taken to address risks and opportunities;
f) The performance of external providers;
g) The need for improvements to the quality management system

9.2 Internal audit

Procedures are established for a system of planned and documented internal quality audits to verify that the Quality Management System conforms to the planned arrangements as per ISO (9001:2015) requirements and effectively implemented and maintained in Scope of Business is below.

MANUFACTURER AND EXPORTER OF PIPE & TUBE FITTINGS, FLANGES, BAR STOCK VALVES, FASTNERS AND MACHINED COMPONENTS.

The MR is responsible for

Planning and organizing audits at works depending on the importance and the extent of the activity concerned and the results of the previous audits. The internal quality system audits as per schedule are to be carried out at least once in SIX Months period and at least 02 times during a year.

MR also ensures that the trained auditors are involved in quality system audit to ensure objectivity of the auditing processes and are not directly responsible for the area under audit. The results of the audit are documented in specified format to record non conformances in product / process and work practices and brought to the notice of person responsible for the area audited, who in turn shall take appropriate corrective actions within agreed time limit and ensure removal of deficiencies observed. Follow up the effectiveness of the corrective action taken. The effectiveness of identified corrective action against any such internal audit findings are verified by the MR prior to subsequent management.
MR maintains appropriate records of implementation & effectiveness in the form of internal audit reports.
The details of the audit team, schedule, preparation of non-conformances reports,
The follow up on the corrective actions is detailed in procedure no.
U&T/LMS/IAS/IAF/ISO 9001:2015.

The non-conformance identified during third party audits or by external agencies is handled in the

same manner. The non-conformances of IA remaining open due to delay in implementation of corrective action along with major non-conformances recorded will be reviewed during management review meetings described in **U&T/LMS/IAS/IAF/ISO 9001:2015.**

9.3 Management review

9.3.1 General

Top management of FERROBEND is review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization

Management review will be conducted and chaired by MD / MANAGING DIRECTOR once in SIX Months to ensure continuing suitability & effectiveness in satisfying the requirements of ISO 9001:2015 and the stated quality policy and objectives.

The Management Review will include all elements of the entire quality system as detailed in procedure and schedule for the Management Review is described in U&T/LMS/IAS/IAF/ISO 9001:2015.

Records of Management Review Meetings shall be maintained by SAMKIT MEHTA.

The MANAGING DIRECTOR during review shall assess opportunities for improvement and the need for changes in Quality Management System, including the Quality Policy and Quality Objectives.

9.3.2 Management review inputs

The management review is planned and carried out taking into consideration.

a) **The status of actions from previous management reviews**

b) **Changes in external and internal issues that are relevant to the quality management system;**

c) **Information on the performance and effectiveness of the quality management system,**

including trends in:

1) **customer satisfaction and feedback from relevant interested parties;**

2) **the extent to which quality objectives have been met;**

3) **Process performance and conformity of products and services;**

4) **Nonconformities and corrective actions.**

5) **Monitoring and measurement result.**

10 Improvements

10.1 General

FERROBEND is determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction These is include

a) Improving products and services to meet requirements as well as to address future needs and expectations
b) Correcting, preventing or reducing undesired effects;
c) Improving the performance and effectiveness of the quality management system.

Improvement is include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization

10.2 Nonconformity and corrective action

10.2.1 When nonconformity occurs, including any arising from complaints,
FERROBEND is

All nonconformities relating to product, process and quality system are investigated & the results are recorded. While investigating causes of non-conformances & deciding corrective actions, the team identifies other products / situations where same or similar non-conformance can occur. Corrective actions for nonconforming products and processes, detected in the organization are recorded; analyzed, reviewed and necessary actions are taken. This will be the responsibility of IN CHARGE QA & SI (respective SERVICE INSTALLATION In-charge) the corrective action and preventive measures are implemented and their effectiveness is monitored.
The details are as described in the procedure U&T/LMS/IAS/IAF/ISO 9001:2015.

Corrective actions are taken on customer complaints; by analyzing the causes of the complaints and taking suitable action to prevent their reoccurrence.

10.3 Continual improvement

FERROBEND are continually improved the suitability, adequacy and effectiveness of the quality management system.
FERROBENDis consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement

Please refer *U&T/LMS/IAS/IAF/ISO 9001:2015.*

PREPARED BY	REVIEWED & APPROVED BY
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FERROBEND

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