Doc No.: UVMPL – QMSM

UPADHAYA VALVES MANUFACTURERS PRIVATE LIMITED

Quality Management System Manual

In Accordance With 9001:2008

ADDRESS

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Subject: Introduction of Organization

This Quality Management System Manual provides guidelines for Quality Management System of Upadhaya Valves Manufacturers Private Limited. UPADHAYA VALVES MANUFACTURERS PRIVATE LIMITED is a medium scale organization engaged in the manufacturing of various types of ferrous and non ferrous valves and pipe fittings. It produces valves for multi various uses. The company supplies its products to various renowned organizations; the major customers being petroleum industries, thermal power plants, paper and sugar mills, water works, sewerage systems and several other places where efficient fluid handling is the key requirement. The office is located at the Kolkata's main office area i.e., at Dalhousie square and the manufacturing unit is located in the renowned industrial location at Howrah.

The expertise on the products manufactures is long and proven in the market. An experienced and competent team of employees run the organization, which are thoroughly conversant with the product requirements. The company keeps a close liaison with the customers for any suggestion/improvement necessary on the products.

The company exports a sizable quantity of its production. Its export market spreads over two dozen countries and products are well accepted by users/customers for their quality which meets all national and most international standards.

Upadhaya Valves has won several awards for export excellence since 1973 and has subsequently been organized as an "Export House" by Government of India.

The company from its very inception has given priority on the quality of the products. Strict maintenance of product standard is always ensured. Customer feedback (mainly verbal) is a major source for up gradation standard of products.

The testing of products is done under strict vigilance and no compromise on quality of functioning is tolerated. Sometimes product is inspected by customer's representative, who carries out inspection in the works itself. The inspection agencies include very reputed organizations like M.N.Dastur & Co,. SGS India, M/s Lioyds Register of Shipping, Bureau Veritas, Tata Consulting Engineering, ABS & Co. etc.

The product profile of the company is available through its promotional materials e.g., brochures etc., which is thoroughly reviewed every year.

Area of Factory Premises:

Factory Address	Covered Area (in Feet)	Open Area (in Feet)	Covered Area (in Mtrs)	Open Area (in Mtrs)
P – 280 Benares Road, Howrah – 711108 (Unit No 1)	6200 sq f	1200 sq f	579.4 sq m	112.1 sq m
'245 K' Road Howrah – 711108 (Unit No 2)	25000 sq f	12000 sq f	2336.4 sq m	1121.4 sq m
60/1/1 O Road Howrah – 711108 (Unit No 3)	20000 sq f	8000 sq f	1869.1 sq m	747.6 sq m
29km.nh-6,villageJangalpur, Andul Amuri, Howrah - 7111302 (Unit No 4)	28000 sq f	28500 sq f	2616.8 sq m	2663.5 sq m

Area of Head Office Premises:

Factory Address	Covered Area (in Feet)	Covered Area (in Mtrs)
23 A N.S Road Fortuna Tower, 6thfoor room No. 6 – kol – 700 001	888 sq f	81.7 sq m

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Amendment procedure has been described in procedure Manual. If any change is required, the responsible person will fill the chart below as per the procedure:

Sl No.	Rev No.	Section No.	Page No.	EFF Date	Amendment Details.
01	01	06	08	10.4.2014	Control of outsource process has been defined properly

Subject: Scope

"Manufacturer of Cast Iron, Ductile Iron, Cast Steel, Stainless Steel, Non – Ferrous Valves and cast iron, Ductile Iron fitting."

Subject: Exclusion

Activities	Clause Ref.	Justification
Design & Development	7.3	Design and development clause is excluded in this manual. The manufacturing item is made as per national or international standard.Sometimes designs are provided by the customer in a form of drawing. So design activity is not applicable in the operation of organization.
Validation	7.5.2	As there are no such processes where subsequent monitoring or measurement cannot verify the resulting output and processes, where deficiencies become apparent only after the product is in use or the service has been delivered, Validation of process is not called for.

Subject: Distribution Control

Copy No	Distributed To	Status Of Copy
01	Management Representative & Director	Master
02	Managing Director	Controlled
03	Head Production, QC & AMR	Controlled

COPY APPROVED BY: MANAGING DIRECTOR

Signature:

Date:

COPY APPROVED BY: MANAGEMENT REPRESENTATIVE

Signature:

Date:

Terms and Definitions

For the purpose of our Quality Management System, Terms and Definitions as per IS/ISO 9001:2008 applies. Other Terms and Definition specific to UPADHAYA VALVES MANUFACTURERS PRIVATE LIMITED which is used in this manual are:

Term	***Definition / Abbreviations***
Adt.	Amendment
UVMPL	Upadhaya Valves Manufacturers Private Limited
Continual Improvement	Recurring activity to increase the ability to fulfill requirements.
Customer satisfaction	Customer's perception of the degree to which the customer's requirements have been fulfilled
DOC / Doc	Document
EFE	Effective
IA / I.A.	Internal Audit
MKT	Marketing
MR / M.R.	Management Representative
MRM	Management Review Meeting
NC / N.C.	Non Conformance (Non – Fulfillment of a requirement)
PRO	Production Department
Process	Set of interrelated or interacting activities, which transforms inputs into outputs.
Product	Result of a process.
PUR	Purchase
QA / Q.A.	Quality Assurance
UVMPL – QMSM	Quality Management System Manual
UVMPL – PM	Procedure Manual
Quality	Degree to which a set of inherent characteristic fulfils requirements.
Quality Policy	Overall intention and direction of an organization related to the quality as formally expresses by top management
RDH	Related Departmental Head
REV	Revision
Top Management	Person or group of persons who direct and control an organization at the highest level.
Traceability	Ability to trace the history, application or location of that which is under consideratio
Work Environment	Set of conditions under which work is performed
UVMPL – WI	Work Instruction

Quality Management System

General Requirements

To demonstrate the established documented, implemented and maintaining a Quality Management System and continually improve its effectiveness by providing product according to customers' requirement and to enhance customer satisfaction through training. The responsibility of implementation lies with **Managing Director & Management Representative.** Quality Management System is established, documented, implemented and maintained in accordance with ISO 9001:2008 standard.

- The processes needed for the Quality Management System and their application are identified and implemented – Reference: Annexure II.
- The sequence and interaction of these processes are determined and indicated in sequence of processes – Reference: Annexure III
- The criteria and methods needed to ensure the effectiveness of operation and control of these processes are determined by monitoring and review – Reference: Annexure II
- The availability of information and resourced necessary to support the operation and monitoring of processes are determined and provided.
- These processes are monitored, measured and analyzed.
- Action necessary to achieve planned result and continual improvements of these processes are implemented.

The manufacturing item is made as per customer's specification/drawing or as per standard specification. Out sourced processes are managed as per the requirements of the standard. Calibration, repair/maintenance of machine (when required), partly machining, chemical & physical testing (Partly) and forging are out sourced by the organization. Sometimes, semi finished valves are outsourced by the organization. All Suppliers are controlled by assessment and approval from and supplier rating statement.

Controlled of outsourced process are carried out by:

- Calibration is done Govt. approved lab or NABL accredited lab.
- Testing is done from Govt. approved lab or NABL accredited lab.
- Repair/maintenance is done from experience agency. Experienced worker check the machine after maintenance and start for production. When the output of the machine is right, it assumes that the maintenance has been done rightly. It is informed to the departmental head.
- Partly machining is done from experience agency. Proper inspection is done before accepting the material.
- Forging is done from experience agency. Proper inspection is done before accepting the material.
- Sometimes, semi finished valves are also outsourced from experienced company. Proper inspection is done before accepting the material.

Documentation Requirements

General

To provide evidence that the organization has a documented Quality Management System as per the international standard.the responsibility of implementation lies with Management Representative and Departmental Heads. The Quality Management System documentation includes:

- Documented statements of quality policy and quality objectives.
- A quality manual, (Ref UVMPL – QMSM)
- Documented needed to ensure the effective planning, Operation and Control of its processes to meet customer requirement and enhance customer satisfaction. (Ref. Process Manual which includes Work Instructions, Flow Charts, list of Resources, List of Records maintained by the respective department,)
- Records needed for evidence are maintained digitally / electronic and / or print media as mentioned in the List f Records of respective departments / sections (ref. Process Manual: UVMPL – PM)

Document References: Process Manual – UVMPL – PM

Quality Manual

The manual describes the quality management system of aorganization as per ISO 9001:2008. The responsibility of implementation lies with Managing Director and Management Representative. A Quality Management System Manual is established and maintained. It includes –

- The scope of Quality Management System (ref. Section 03 of UVMPL – QMSM) and justification for the activities excluded from the Quality Management System.
- The documented procedures (ref. Process Manual includes the procedures on Control of Documents, Control of Records, Internal Audits, Control of Non – Conforming Product, Corrective Action and Preventive Actions)
- Description of the interaction between the processes (ref. Annexure III).

Control of Documents

To ensure that current and valid documents are available in the point of use in Quality Management System as per ISO 9001:2008. The responsibility of implementation lies with Management Representative. Documents are controlled. A documented procedure (Process Manual: UVMPL – PM. Section – 03) is established to define the controls needed it includes –

- Documents are approved for adequacy prior to issue.
- Documents are reviewed and update as necessary and re – approved when required.
- The MR is responsible for ensuring that changes and the current revision status of documents are identified.
- The related Departmental Heads are responsible for ensuring that relevant versions of applicable documents are available at points to use.
- The MR is responsible for ensuring that documents remain legible and readily identifiable,
- The MR is responsible to ensure that documents for external origin are identified and their distribution are controlled,
- The related Departmental Heads are responsible for ensuring that Unintended usage of obsolete documents are prevented and they are suitable identified if they are retained for any purpose.

Control of Records

Ensure retention of evidence of following quality management system as per ISO 9001:2008. The responsibility of implementation lies with respective related departmental heads. The methods are –

- Records are established and maintained to provide evidence of conformity of requirements and of effective operation of Quality Management System at all relevant places.
- Quality records remain legible, readily identifiable and retrievable.
- A documented procedure is established to done controls needed for the identification, storage, protection, retrieval, retention time and disposition of quality records.

Documents Reference: Process Manual : UVMPL – PM, (Section – 04)

Management Responsibility

Management Commitment

To demonstrate the commitment of top management for Quality Management System. The responsibility of implementation lies with Managing Director and Management Representative. Evidence of top management commitment to development & Continual improvement of the Quality Management System is provided through the following manner:-

- Making all level of employees aware of the importance of meeting customer's requirements as well as statutory requirements through internal communication and training.
- Establishing the quality policy – (Reference: Sec 07, of this manual). The policy is communicated through Internal Communication & Training etc.
- Quality objectives are established – (Reference: Sec 07, of this Manual) and implemented by involvement of all employees.
- Management Reviews are regularly conducted at interval of 6 months or earlier – Reference of sec – 07, of this Manual to monitor the effectiveness of the Quality Management System.
- Availability of adequate resources is ensured Reference: Section 08, of this Manula at all levels.
- The Management is also committed to meet the needs & expectations of the customers as well as other interested parties.

Customer Focus

To describe the method employed for ensuring that customer requirement and expectations are understood, determined and met with the aim of enhancing customer satisfaction. The responsibility of implementation lies with Managing Director and other Related Head of the departments. The methods are –

- Customer's requirements in the form of their need and expectation are determined at different levels and fulfilled aiming at enhancing customer's satisfaction.
- Customer satisfaction levels are analyzed and reviewed in Management Review Meeting. Customer orientation shall be established in the organization through awareness and communication.
- Organization maintain the followings:
  - Promptly entertain the customer / prospective customer and understand their requirements.
  - Maintain a good relation and regular contact with the customers.
  - Obtaining & using the customer feedback/customers complaint for continual improvement.

Quality Policy

To express intention and goals of the organization, top management provides the direction to achieve the same. The responsibility of implementation lies with Managing Director & MR.
The statement of quality policy is as under which includes a commitment to meet requirements and continual improvement. It provides a framework for establishing and reviewing quality objectives. It is reviewed for continuing suitability.

Quality Policy

We, at UPADHAYA VALVES MANUFACTURERS PRIVATE LIMITED are committed to manufacturing highest quality valves, pipes and pipes fitting for achieving high customer satisfaction by developing trained personnel along with adequate resources in all respect, striving at continual improvement.

Date:

Managing Director

"The Quality policy is communicated to all the employees of the organization. The employees are trained to understand their roles to achieve the objectives as expenses in the policy."

Planning

Quality Objectives

To fix the quality objectives at relevant functional levels in terms of measurable targets for continual improvement and consistent with the quality policy. The responsibility of implementation lies with **Managing Director** or authorized person of the organization. Quality objectives including those needed to meet requirements for product are established at relevant function and levels within the organization. These are measurable and consistent with quality policy. These should consider the current and future needs of the organization and current product. The objectives are monitored and reviewed regularly in Management Review Meeting. Objectives consider the followings. :-

- Reduce rejection below 2%
- Increase turn over 10% per year
- A achieve customer satisfaction above 80%

Quality Management System Planning

To identify and plan the activities and recourses needed to satisfy the quality policy, objectives and product requirements. The responsibility of implementation lies with **Managing Director**. Planning of quality management system is carried out to meet the requirement of management commitment as well as quality objectives. Change is planned and conducted in controlled manner and integrity of the quality management system is maintained during the changes.

- The quality management system is planned in order to ensure the requirements stated in Quality Management System and the quality objectives are met. This specification relates to continual improvement, which is identified in section 08, Measurement, Analysis and improvement.
- The Principles of planning normally decided at the Management Review. Data presented the management review is used to provide input for quality planning and continual improvement.
- Quality Planning is include but not limited to:
  - The Processes of the Quality Management System.
  - The resources needed
  - Continual improvement of the Quality Management System.

Quality Planning ensures that change in conducted in a controlled manner and that the integrity of the quality Management System is maintained during this change through the control of the Management Representative. Changes made to the quality management system are made through a Document Change Request Form and approved/disapproved accordingly.

Responsibility Authority And Communication

Responsible and Authority

The responsibility of implementation lies with related persons. Function and their interrelations within the organization are broadly shown in the organization chart in Annexure IV. Interaction is explained in Annexure III. Individual's Responsibility and Authorities are documented in this Manual properly. Individual's responsibility and authority are communicated to facilitate effective Quality Management System. Please see the chart below regarding responsibility and authority.

Management Representative

Authorized to plan and organize the Internal Quality Audits in all sphere of quality activities relating to this international Standard and to ensure collection and presentation of the reports and findings at Management Review Meetings.
Will report to top management on the performance of quality management system, including needs for improvement. He/she will promote awareness of customer requirement among the employees of the organization. He/she will promote awareness of customer requirements among the employees of the organization. He/she will make liaison with external agencies on matters related to the quality management system. Authorized to take any decision for the implementation of the quality management system as and when need arises.

Managing Director

All administrative and financial responsibility on him, he/she is the final decision maker on any matter related in this organization. He/she is responsible to inform all the decision to the employees. He/she has the authority to select new employee or worker by taking personal interview. Quality Management System to be established and implements. Propagation and implementation of Quality Policy & Quality objectives in the work. Review of effectiveness of Quality Management System in Management Review Meeting and monitor its effectiveness and continual improvement identify training needs of HOD, Departmental Staff, Mr & Self. Provide all necessary equipment and infrastructure to improve the work environment for the employees.

Director

Develop and enlist of quality performance of Raw Materials Suppliers. Arranging all accept material as per established Quality Management System in the Stores. Develop and enlist of quality Performance of Raw Materials Suppliers. To initiate evaluation & approve acceptable Suppliers list.

Chief Business Co-Ordinator

Response to customer feedback/complaints and initiate corrective and preventive action to enhance customer satisfaction. Receiving enquiries and understanding customer needs and expectations. Review Contracts. Measure customer's satisfaction and dissatisfaction and feed the information to Mr Amend contracts and inform concerned functions. Instruction for manufacturing of products as per specification and ensure dispatch in time to enhance customers' satisfaction. To initiate and monitor corrective and preventive action.

Head of Production

He/she is responsible to monitor all level of worker. Manufacturing of product as per the needs and expectations of customers. Plan and initiate manufacturing as per needs and expectations of customers. Identification of wastage points & remedies for the same. Ensure processing machines are in satisfactory condition. To monitor preventive maintenance programmed. Ensure maximum productivity achieved. To set production target & Monitor Manufacturing of product by proper identification & traceability (if required) as per the requirement. Ensure processing machines are in satisfactory working condition. Analysis of Machine down Time, Life of spares and performance of machine. Director is the Management Representative. In absence of Works Director, head of Production & QC shall take up responsibility to M.R. to develop, monitor, and control the calibration. Review & investigation of No conforming Product. To initiate and recommend corrective & preventive actions. Proper control of monitoring & Measuring Equipments used in the area.

In Charge QC

Direct all activities relating to testing, inspection and evaluation of incoming, in process and finished goods. To monitor & initiate corrective / preventive action. Draw up process plan for each product and process sheets wherever necessary. Studying customer – specification Standards. Initiating solution to the technical problems. Calibration and control of measuring Equipments. To develop, monitor, control the calibration. Review & investigation of No conforming Product. To initiate and recommended corrective & preventive actions. Proper control of Monitoring & Measuring Equipments used in the area. Initiate & Monitor Calibration status and effectiveness of the monitoring & measuring Equipments.

Head of Store

He/she is responsible to maintain the stock level and give the latest stock status to the top management. Develop and enlist of quality performance of Raw Materials Suppliers. Arranging all accepted material. Preparation of Dispatch Documents. Release or issue material. To issue materials inside and outside the area of works and disposal of scrap. Develop and enlist of quality performance of Raw Material Suppliers. To initiate evaluation & approve acceptable Suppliers list.

Head of Drawing

Preparation, listing, upkeep & change control of drawing as per customer's requirement and national/international standard. Take corrective and Preventive actions. Maintenance of all relevant records.

Asst. of Production & Maintenance

Responsible to maintain production as per plan and with proper & quality standard. Utilization of resources, maintenance of machineries and housekeeping, nonconforming product control, ensuring preservation quality of product Corrective and Preventive actions. Maintenance of all relevant records.

Management Representative

To monitor the effectiveness of the quality management system on day basis of top management and report the status of quality system to the top management. The responsibility of implementation lies with HOD.

Appointment of Management Representative

I am appointing to Director as a Management Representative of our organization. He will organize all activities regarding establishing, implementation and maintenance of Quality management System to meet the requirement of ISO 9001:2008 Standards.

Date: Managing Director

The responsibilities are –

- Responsible for the implementation and maintenance of the Quality Management system as per ISO 9001:2008 in the Organization and reports on the Performance of the Quality Management system, which also form is the basis for the improvement of quality systems.
- Master copy of the Quality Manual, Quality Procedure and records of Management Review Meetings are maintained by him/her.
- He/she is responsible for the issue and control of the same. He/she is authorized to take decisions in order to successfully perform his/her aforesaid duties and shall have all the necessary co-operation and support by all concerned in this matter.
- As Management Representative, he/she has responsibility and organizational freedom for ensuring effective implementation and maintenance of Quality Management System. He/she also plans the internal Audits (See Procedure Manual) and reports finding to the Management.
- He/she is also responsible for liaison with external agencies in connection with Quality Management System. He/she and relevant departmental heads ensure that all the employees are aware of the Customer Requirements.

The appointment of **Management Representative** shall be in writing and this will be conveyed to all staff concerned.

Internal Communication

To ensure effective communication between various levels and functions. The responsibility of implementation lies with Mr and respective HODs on respective issues related to day – to – day function. Communication between various levels and functions are ensured in the matters related to the processes of Quality management system and their effectiveness.

Communication methods made on different activities through

- Policy and objectives are displayed in offices, distributed throughout the organization.
- Communication methods are made on different activities through – Verbal, Telephone, Fax, E-mail, Website, Notice Board etc.

Management Review

General

To assess the effectiveness of implementation and maintenance of quality management system. The responsibility of implementation lies with Managing Director with Management Representative.

- Top management reviews the Quality Management System at least once in six months to ensure its continuing suitability, adequacy and effectiveness.
- The review evaluates the need for changes for assessing opportunities and improvement of the Quality Management System, including quality policy and quality objectives.
- All the Head of the department will participate in the meeting. In addition of that any person can be invited with the consent of Managing Director, the department can also represent by the next person of the chief/head of the department, in absence of the chief/head of the department.
- Quorum: Minimum 50% members including of the Managing Director must be present to valid the management review meeting.
- The Managing Director shall chair the meeting. The Management Representative acts as convener of the management Review Meeting.
- Notice of meeting shall be given well advance, minimum seven days before. If the meeting is postponed for any reason it shall be informed at least 24 hours.
- Record of the meeting shall be recorded in the Minutes of the Management Review Meeting and circulated among the members.

Document reference: Process Manual

Review Input

To review current performance and improvement opportunities. The responsibility of implementation lies with Managing Director, Management Representative and respective departmental heads.

Review input includes performance and improvement opportunities related to the following:-

- Follow – up actions from earlier management reviews,
- Results of internal & external audits,
- Process performance and product conformity,
- Status of preventive and corrective action,
- Changes that could affect the Quality Management System,
- Customer feedbacks/complaints
- Continuing suitability of Quality Policy and Objectives,
- Resource needed and Recommendations for improvement,
- And any other matter related to Quality Management System

Review Outputs

Review output includes any decision and actions related to:

- Improvement of the Effectiveness Quality Management System and its processes,
- Improvement of products related to customer requirements,
- Appraisal of the suitability of the organization structure and resources needed,
- Strategies & initiatives for marketing and satisfaction of customers,
- Information for strategic planning for future needs of the organization.

Corrective action and preventive actions identified from this reviews are forwarded to related departmental heads for timely action and / or implementation.

Resource Management

Provision of Resources

To determine and provide in timely manner the resources needed in the organization. The responsibility of implementation lies with Mr, related departmental heads and Managing Director. The resources needed are determined and provided in timely manner.

- To implement and maintain Quality Management System for its continual improvement of the processes and its effectiveness.
- To enhance customer satisfaction level by meeting customer requirements.

Consideration is given while providing resources to improve the performance of the organization such as:

- Effective, efficient & timely provision of resources in relation to opportunities and constraints.
- Enhancement of competence through focused training, education to opportunities and constraints.
- Enhancement of competence through focused training, education & learning.
- Technological up – gradation.
- Resource for customer communication and satisfaction
- Use of natural resources and the impact of resources on the environment
- Planning for future resource needs.
- The resources identified in annual budget to achieve the projected revenue &profit targets and helps decision making process to fine tune advance to meet the customer requirements.

Human Resources

General

Personnel performing work affecting product quality are deployed on the basis of appropriate education, training, skills and experience. Trainings are in the organization depending upon the requirements. The responsibility of implementation lies with the **Managing Director & Mr**. The organization encourages the involvement and development of its employees through:

- Personnel who are assigned responsibilities defined in the quality management system, on the basis of applicable education, trainni9ng, skills and experience.
- Personnel who are performing different jobs at different functional level are given support for enhancement of their competence.
- Providing ongoing training &career planning.
- Defining their responsibilities & authorities.
- Development of Leadership Skills and profiles for the future managers of the organization
- Establishing individuals & team objectives.
- Recognizing & rewarding.
- Ensuring effective teamwork.
- Communicating suggestions & opinions.

Appropriate records of Education, Training, Skills and Experience are maintained by the MR.

Competence, Awareness and Training

To ensure that the Product quality is carried out adequately by trained people. The responsibility of implementation lies with the MANAGING DIRECTOR & MR.

- Competency needs are identified for the personnel performing activities affecting the product quality.
- Consideration of the need for competence is includes sources such as
  - Future demands related to strategic and operational plans and objectives
  - Changes to the organization's processes, tools and equipment
  - Evaluation of the competence of individual people to perform defined activities
  - Statutory and regulatory requirements and standards, affecting the organization and its interested parties
- To satisfy the above needs training needs are indentified
- The effectiveness of the training provided is evaluated.
- Employees are made aware of the relevance and importance of their activities and their contributions to the achievement of the quality objectives
- Planning for education and training consider the following:
  - Educational Qualification and Experience of people
  - Tacit and clear knowledge
  - Leadership and Management Skills
  - Knowledge of Markets and the needs and expectation of customers and other interested parties
  - Creativity and innovation
- Appropriate records of education, experience, training and qualifications are maintained by the MR.

Infrastructure

To determine, provide and maintain the infrastructure needed to achieve conformity to Product. The responsibilities of implementation lies with Managing Director are related departments heads. The facilities needed to achieve the conformity of Product are identified provided and maintained. These include:-

- **Buildings, workspace and associated and associated utilities** – Adequate infrastructure is available in the organization.
- **Process equipment, both hardware and utilities** – organization have the following infrastructure for maintaining the process equipment both hardware and utilities through periodic maintenance in accordance with the machine maintenance Procedure.

Whenever the facility of maintenance of a particular Machine/Equipments is not available in – house then the products of the expertise outside agencies are engaged.

- **Supporting product such as communication** – All transportation activities of the organization is done by own/third party organizations on contract basis, other associate utilities like computer, internet product, telephone, fax, copier are provided for facilitate the smooth running of the organization. The maintenance of this utility equipment is done by the external agencies.

  The above – mentioned requirements are identified for the specific processes and activities and its adequacy and effectiveness are reviewed time to time. If any further need arises in future resources will be provided. Also the results shall be discussed in Management Review Meeting.

Work Environment

To motivate people potentially enhancing the performance of the organization by providing adequate facilities for better working culture. The responsibility of implementation lies with related **Managing Director**.

The human – physical and behavior factor of the work environment including needed to achieve conformity of product are identified and managed.

- The **Physical Factors** affecting the work environment including Cleanliness, noise, illumination (skylights and tube lights), ventilation (windows), hygiene (Drinking water, toilets etc), social interaction, at work place. These work environments are enhance performance of people.
- **Safety** Maintenance department maintains safety Equipments of different machines. Fire extinguishers and fire buckets are used to fight with fire.
- Related head of the department identifies and review the Changes and/or improvement in work environment.
- No special environmental condition is required for this organization**.**

Product Realization

Planning of Product Realization

To plan sequence of processes and sub – processes required for Product to meet the customer's requirements. The responsibility of implementation lies with related departmental heads. Planning of the realization processes is consistent with other requirements of the organization's management system. The organization determines the following as appropriate while planning:-

- Quality objectives and requirement for the Product maintain as process sheet.
- The need to establish processes and interrelated processes, documents and provide resources specific to the product are ensured through identifying and communicating significant features for the process as per the Process Approach.
- Verification, validation, monitoring, inspection and test activities specific to the product and criteria for acceptability are ensured through Quality Assurance Plan.
- Training, review and improvement of the process.
- Records needed to provide evidence that the realization process and resulting product meet the requirements.

Customer Related Processes

Determination of Requirements Related To the Product

T o determine the customer requirements related to Product. The responsibility of implementation lies with the Managing Director.

The following requirements are determined:-

- Product requirements specified by the customer, including requirement of deliver activities
- Product requirements not stated by customer but necessary for intended or specified use, where known,
- Statutory and regulatory requirements related to the product,
- Any additional requirements determined by the organization for the enhancement of customer satisfaction.
- Post Delivery Activity: Organization gives warranty period for their product. After getting the complaints from the customer, our technical team solves the problem as earlier as possible. The records are maintained in systematic manner.

On receipt of the requirements from the customer, it is reviewed and assessed to understand the requirement of the product to be provided. If the customer requirement is not clearly defined or data is inadequate, interaction is made with the customer and clarification is sought.

Review of Requirements Related to the Product

To understand the customer requirements together with additional requirements related to product before commitment. The responsibility of implementation lies with Managing Director. Product requirements together with additional determined requirements are reviewed. Reviewed is conducted prior to commitment to Provide to customer.

Review ensure that:

- The product requirements are clearly defined
- Resolution of differing or conflicting requirements
- Capability to meet defined requirements including
    - Raw Materials
    - Machineries/Equipment capability and monitoring facilities
    - Competence of human resource
    - Investment involved and financial condition
    - Other realization factors, if any
- The result of review and action arises from are recorded
- In case of undocumented requirements these are confirm before acceptance
- In case of change in product requirements related documents are amended and the relevant personnel are informed of the changed requirements.

Customer Communication

UPADHAYA VALVES MANUFACTURERS PRIVATE LIMITED ensures to understand the requirement of customer and build up strong contacts. The responsibility of implementation lies with Managing Director.

- Arrangement for communication with customers is identified related the following:-
  - Product Information
  - Enquiries, contracts or order handling, including amendments,
  - Customer feedback, including customer complaints.
- If any formal approval / testing are desired by the ultimate customer, the same shall be obtained prior to execution of the order.
- Obtain the customer feed backs for our performance improvement.
- Customer complaints received either verbally or in written are attended by marketing department. Suitable actions are taken to resolve the complaints and records are maintained.
- Customer complaints and feeds are analyzed and the actions taken are reviewed in Management Review Meeting.

Design and Development

Design and Development clause is excluded in this manual. The manufacturing item is made as per national or international standard. Sometimes designs are provided by the customer in a form of drawing. So design activity is not applicable in the operation of organization.

Purchasing

Purchasing Process

To ensure that effective process are defined and implemented for the evaluation and control of purchased products, in order that purchased products satisfy the neds and requirements. The responsibility of implementation lies with ***Departmental Head***.

- It is ensured that purchased product, materials / Products conform to specified purchase requirements.
- The type and extent of control applied to the supplier and the purchased product depends on the effect of purchased product on subsequent product realization or the final product.
- The selection of acceptable suppliers is done by evaluation of previously recorded, demonstrated ability to supply products in accordance with the requirements.
- Criteria for selection, evaluation, and re – evaluation are established.
- The departments maintain records of the results of evaluation and any necessary actions arising from the evaluation.

Purchasing Information

To provide purchasing information of the product to the supplier to meet the specified requirement. The responsibility of implementation lies with ***Departmental Heads***.

- Purchase Order contains information describing the product to be purchased, including Where appropriate:
  - Requirements for approval of product, procedure, processes and equipment,
  - Requirements for qualification of personnel
  - Quality Management System Requirements.
- The adequacy of specified requirements mentioned in the Purchase Order is ensured prior to release to the supplier.
- Information like specification, quantity, delivery, packing, Payment Terms, method of setting Disputes inspection clause and other terms and conditions shall be mentioned in purchase order.

Verification of Purchased Product

To ensure through inspection that purchased product / Product meets the specified requirements. The responsibility of implementation lies with ***Departmental Heads***.

- The inspection or other activities necessary for conformance of the purchased Product with purchase requirements are established implemented.
- The intended verification arrangements and method of product release are specified in Purchase Order in case it is proposed to perform verification activities at the supplier's premises by the customer or by the organization.

Production and Product Provision

Control of Product and Service Provision

To ensure that production and product provision are under controlled conditions. The responsibility of implementation lies with related ***Departmental Heads*.**Product provision is planned and carried out under controlled condition. Controlled conditions are:

- Availability of information that describe the characteristic of Product
- Availability of Work Instructions, (If it is required)
- Use of suitable equipment
- Availability and use of monitoring and Measuring Equipments
- Implementation of monitoring and measurement
- Implementation of release, Delivery activities
- Post Delivery Activity: Organization gives warranty period of their product. After getting the complain from the customer, the service engineer solve the problem as earlier as possible. The records are maintained in systematic manner.

Validation of Process for Production and Product Provision

As there are no such processes where subsequent monitoring or measurement cannot verify the resulting output and processes, where deficiencies become apparent only after the product is in use or the service has been delivered, Validation of process is not called for.

Identification and trace Ability

To establish and maintain suitable methods for identification of the Product and status at In – Coming, outgoing and to ensure a suitable system of tractability to identify the latest status. The responsibility of implementation lies with ***Departmental Heads***.

- IDENTIFICATION: Suit able means such as Metal Tags, stickers, Zone Marking, stamping throughout the products where appropriate.
- STATUS: The status of product with respect of measurement and monitoring requirement is identified by proper means such as Metal Tags, Zone Marking.
- TRACEABILITY: The organization maintains the traceability for incoming materials by the proper identification and proper records. Traceability is maintained for the finish products by name plate, Sl. No. and logo of organization.

Customer Property

To establish and maintain suitable methods for identification, handling and control of Customer Property. The responsibility vested with M.R. Procedures are established and documented for specifying, identifying, handling and storing customer properties like Drawing, etc as described below:

- All drawing supplied by the customer for uses on a given contract are inspected against contract are inspected against contract requirements before finalizations of resources planning. If deficiencies and defects are noted, the customer is informed immediately for properly action on his or her part.
- All customers – supplied products (Drawing) are kept in a proper file with order or order confirmation copy. Periodic inspection is conducted during storage to determine the condition of the product (Drawings) and adequacy of storage.
- Drawing & other documents supplied by the customers' are controlled and preserved as the method described in procedure for control of documents.

Preservation of Products

To preserve conformity of product with customer requirement during internal processing and delivery to the intended destination. The responsibility of implementation lies with ***Departmental Heads.***

- Product is adequately ***identified*** by suitable means at all stages to prevent unintended use.
- Precautions are taken at all stages to protect materials and products from damage during ***handling***. Care shall be taken to avoid deterioration or damage during handling of the processed and finished product.
- Products are suitably ***packed*** as per the conventional packing or customer requirement to prevent damage or deteriorate during storage and delivery.
- Secure ***storage*** systems are established to segregate the product/material and prevent damage and/or deterioration.
- As required, product/material stored and maintained in a manner that provides ***protection*** from the elements, which cause the damage and/or deterioration of the product.
- These are also applicable for the constituent part of the product.

Control of Monitoring and Measuring Equipment

To ensure that result of their measurement are reliable and sufficient accurate with a known degree of uncertainty. The responsibility of implementation lies with ***Departmental Heads***.

- The measurements to be made and the measuring and monitoring Equipments required to provide conformity of product are determined and identified.
- Monitoring and measurement are carried out in a manner that is consistent with the monitoring and measurement requirements.
- Where necessary to ensure valid result, measuring and monitoring Equipments are
    - Calibrated or verified at specified intervals or prior to use against measurement standards traceable to internal or Indian standards. Where no such standards exist, the basis used for calibration shall be recorded.
    - Adjusted or re adjusted as necessary by the user
    - Identified to enable the calibration status to be determined
    - Safeguarded from adjustments that would invalidate the calibration
    - Protected from damage and deterioration during handling, maintenance and storage.

- If the equipment is found not conforming to the requirements, the validation of the previous measuring results are assessed and recorded. If such arise the Equipments, the validation of the previous measuring results are assessed and recorded. If such arise the Equipments is calibrated and the product is hold and re inspected before dispatch.
- Records of the results of calibration and verification are maintained by the related department/Quality Assurance.
- When used in the monitoring and measurement of specified requirement, the ability of Computer Software to satisfy the intended application is conformed. This is under take prior to initiate use and re-conformed as necessary.

Measurement, Analysis and Improvement

General

To demonstrate conformity of product improvement and continual improvement in quality management system. The responsibility of implementation lies with Managing Director, Management Representative & HODs'

- The monitoring, measurement, analysis and improvement processes are planned and implemented in different Operational Areas. The Effectiveness of Quality Management System is continually improved by achieving the Quality Objectives and Customer requirements.
- The processes are needed:
  - To demonstrate conformity of the Product
  - To ensure conformity of the quality management system (through self assessment and internal audit)
  - To continually improve the effectiveness of the quality management system. (reviewed in Management Review Meeting).
- The applicable methods, internal Audits, Corrective & Preventive Actions are identified, implemented and monitored for identifying the scopes for Continual Improvement.

Monitoring & Measurement

Customer Satisfaction

To measure the customer satisfaction for continual improvement. The responsibility of implementation lies with **Managing Director**.

- Information relating to customer perception of fulfillment of customer requirements is monitored as one of the measurements of the performance of the performance of the Quality Management System.
- The methods for obtaining and using this information are determined which includes
  - Feed back provided by the customer either verbal or written
- Customer feed back is sought for the criteria stated below
  - Product Quality
  - Delivery of Product
  - General Attitude
  - Technical Capability
  - Service
  - Any other comments or suggestions
- Repetitive order from customer and in time payment realization is considered the satisfaction of customer.

Internal Audit

To assess the effectiveness of implementation of the quality management system. The responsibility of implementation lies with Management representative & HODs' Internal Audits at periodic intervals are conducted to determine whether the quality management system.

- Internal audits are conducted minimum **six months**interval to determine whether the Quality Management System conforms to the planned arrangements and the requirements of the international standards and the Quality Management System has been effectively implemented & maintained.
- The audit programs planned taking into consideration the status and importance of the processes and areas to be audited as well as the result of the previous audit.
- The audit criteria, scope, frequency and methods are defined.
- The selection of audits and conduct of audits to ensure objectivity and impartially of the audit process. Auditors do not audit their own work.
- Documented procedure defines the responsibility and requirements for conducting audits, reporting results and maintaining records.
- Management responsible for the area being audited takes corrective action without undue delay to eliminate detected non – conformities and their causes.
- Follow – up actions include the verification of the action taken and the reporting of verification result.

Document References: Process Manual: UVMPL – PM (Section – 05)

Monitoring and Measurement of Processes

To ensure continuing ability of the processes to meet customer requirements. The responsibility of implementation lies with ***Management Representative and Related Departmental Head***.

- Suitable methods such as Audits, Meetings and Self – Assessment etc are applied for monitoring and where applicable, measurement of the quality management system processes.
- These methods demonstrate the ability of the processes to achieve planned result
- When planned results are not achieved, correction and corrective action are taken, as appropriate, to ensure conformity of the product and processes.

Monitoring and Measurement of Product

To ensure conformance of product characteristics as per customer requirement. The responsibility of implementation lies with ***In – charge QA and Related Departmental Heads.***

- The characteristic of the product are monitored and measured to verify that requirements of the product are met.
- This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements.
- Evidence of conformity with accepted criteria is maintained.
- Records indicate release of product authorized by the responsible person(s).
- Product release does not proceed till all the planned arrangements are satisfactorily completed, useless otherwise approved by the relevant authority and where applicable by the customer. Each and every move are strictly scrutinized and checked by appropriate authorities.
- Such measurements are performed prior to delivery to verify that the responsible for ensuring that documents are inspected prior to issue.
- Time to time training in respect of human resource.

Control of Non – Conforming Product

To describe the methods for the disposition, documentation and control of non – conforming products or processes. The responsibility of implementation lies with **Related Departmental Heads**.

- Product, which does not confirm to requirements is identified and controlled to prevent unintended use or delivery.
- The controls related responsibilities and authorities for dealing with non – conforming product are defined in a documented procedure.
- One or more of the following ways deals with non – conforming product:
  - By taking action to eliminate the detected non conformity.
  - By authorizing its use, release or acceptance under concession by a relevant authority and where applicable by the customer.
  - By taking action to preclude its original intended use or application.
- Records of the nature of non – conformities and any subsequent actions taken including concessions obtain are maintained.
- When non – conforming product is rectified it is subject to re – verification after rectification to demonstrate conformity with requirements.
- When non – conforming product is detected after delivery or use has started appropriate action to the effects or potentials effects of the non – conformity is taken.

Document References: Process Manual: UVMPL – PM, Section – 06

Analysis Of Data

To determine the suitable and effectiveness of quality management system including data generated by measuring and monitoring activities for Improvement. The responsibility of implementation lies with **Management Representative and Related Departmental Head.**

- Appropriate data is determined, collection and analyzed to demonstrate the suitability and effectiveness of the Quality Management System and to evaluate where continual improvement of the Quality Management System can be made.
- This includes data generated as a result of monitoring and measurement and from other relevant source.
- The analysis of data provides information related to:
  - Customer satisfaction and trends
  - Conformance to product and customer requirements
  - Effectiveness and Efficiency of Processes
  - Characteristics and trends of processes and products including opportunities for preventive action.
  - Verification of the suppliers' capability and performance

Improvement

Continual Improvement

To demonstrate the methodology applies to the processes necessary for the continual improvement of the Quality Management System. The responsibility of implementation lies with **Managing Director, Management Representative and Related Departmental Heads.**

- The effectiveness of the Quality Management System is continually improved through the use of the followings:
  - Quality Policy
  - Quality Objectives
  - Audit Result
  - Analysis of data as documented in respective departmental Data
  - Corrective Actions
  - Preventive Actions
  - Management Review
  - Generating New Customer
  - Maintaining Delivery Schedule
  - Increasing Productivity
  - Minimizing Rejection

- Where deviation occurs from the specified norms, the causes of such deviations are identified and any resultant changes to products or processes or the Quality Management System are made.

Index Of Procedure Manual

Section No.	Description
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1	Amendment Page & Distribution List
2	Management Review Meeting
3	Control of Documents
4	Control of Records
5	Internal Audit
6	Control of non Conforming Product
7	Corrective Action
8	Preventive Action
9	Purchasing
10	Storage &Despatch

Corrective Action

To eliminate the cause of non – conformities In order to prevent recurrence. The responsibility of implementation lies with ***Management Representative and Related Departmental Heads.***

- Action is taken to eliminate the cause of non – conformities in order to prevent recurrence.
- Corrective action in appropriate to the effect of the non – conformities encountered.
- Documented procedure is established to define requirements for
  - Reviewing non – conformities including customer complaints.
  - Determining the cause of non – conformities.
  - Evaluating the need for actions to ensure that non – conformities do not recur.
  - Determining and implementing the action needed.
  - Recording results of action taken and reviewing corrective action taken.
- Corrective action may be initiated from several sources, which may include but not limited to
  - The generation of Non – conformance
  - As a result of complaint from a customer
  - As a result of an internal audit.
  - From the observation of any employee
- The effectiveness of corrective action shall be taken and discussed in MRM

Document References: Process Manual: UVMPL – PM, Section – 07

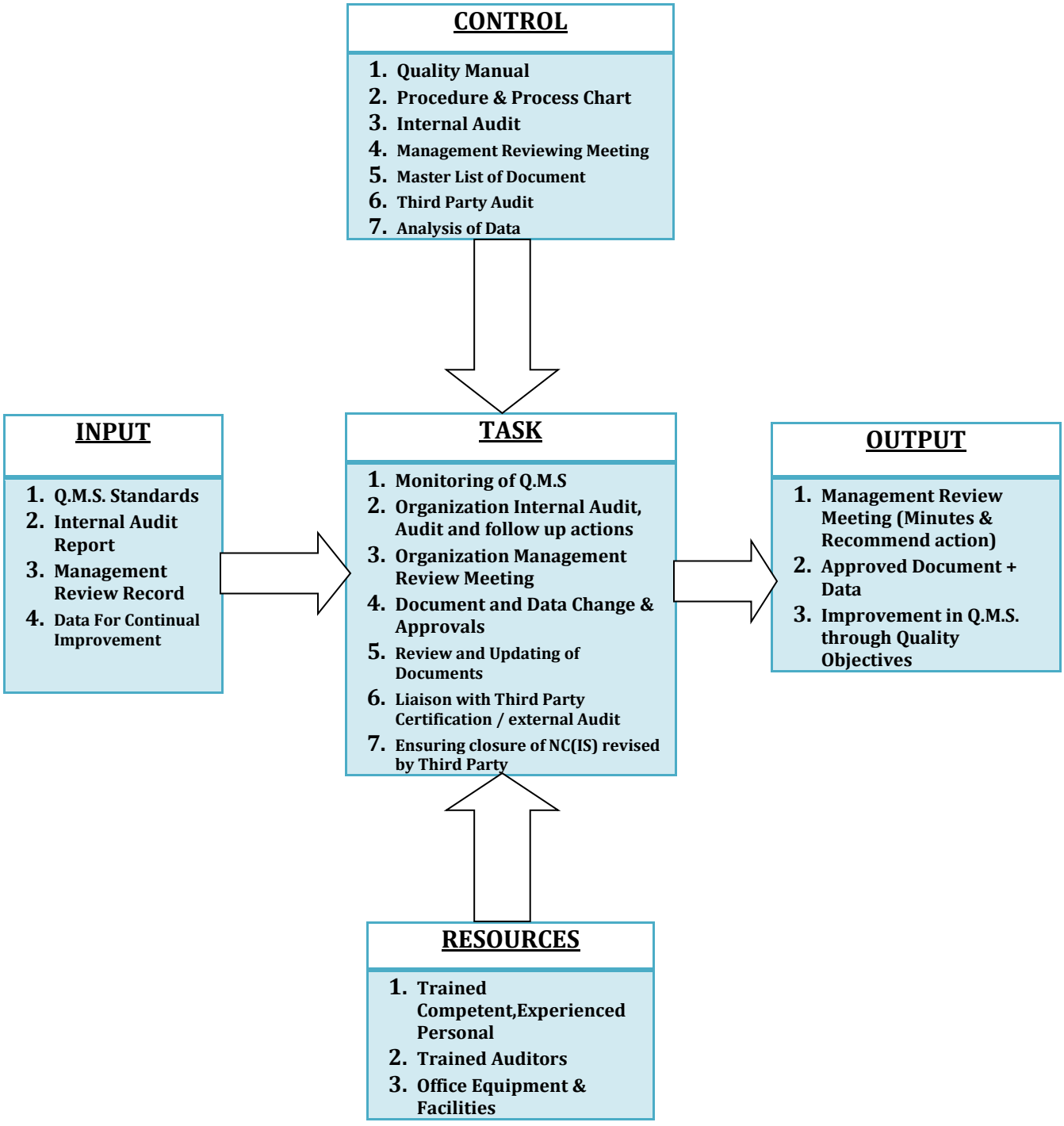
Preventive Action

To eliminate the cause of potential nonconformity in order to prevent their occurrence. The responsibility of implementation lies with ***Management Representative and related Departmental Heads.***

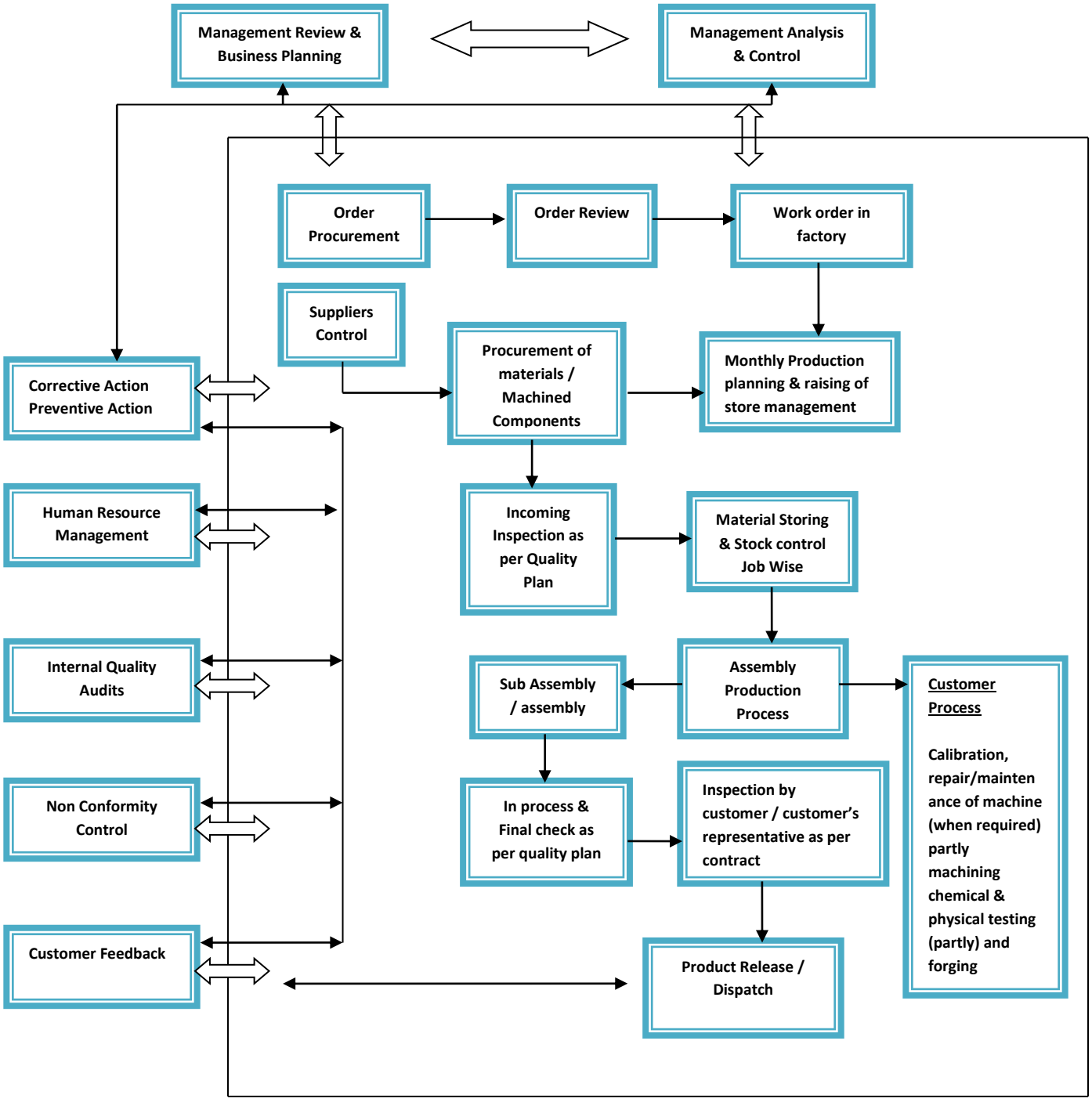
- Preventive action is determined to eliminate the cause of potential non – conformities to prevent occurrence.
- Preventive actions are appropriate to the effects of the potential problems.
- Documented procedure is established to define requirements from:
  - Identification potential Non – conformities and their causes.
  - Evaluating the need for action to prevent occurrence of non – conformities.
  - Determining and implementing action needed.
  - Recording results of action taken.
  - Reviewing the preventive action taken.
- The above information can be collected from different sources, which may include but not limited to:
  - Customer Needs and expectations.
  - Market Analysis.
  - Satisfaction Measurements.
  - Process Measurements
  - Consolidated sources of customer information.
  - Work operation and relevant QMS record
  - Management Review Outputs.
- The effectiveness of preventive action shall be taken and discussed in MRM

Document References: Process Manual: UVMPL – PM, section – 08

Process of Quality Management System



Sequence Of Process And Interaction



Organization Flow Chart