Contents: -

O.issuance & Revision

Rev No	Date	Page	Section	Reason of Amendment

1.0 Purpose & Scope

This Quality Manual document of Al Sahel Chemicals Quality Management System is to demonstrate the Organization's ability to consistently provide product and services that meet customer and regulatory requirements.
This manual uses ISO 9001: 2008 as a benchmark. It applies to all processes used within the scope of Al Sahel Chemicals activities relating to trading and export of chemicals.

2.0 Exclusions

ViThere any requirement of ISO 9001: 2008 cannot be applied due to the nature of Al Sahel Chemicals organization, its activities and its products, they will be considered for exclusion.
ISO 9001: 2008 requirements may be excluded only when both of the following conditions are met:

- The requirement must be within ISO 9001 clause 7, Product Realization, and
- The exclusion may not affect Al Sahel Chemicals ability, nor absolves it from the responsibility, to provide products and services that meet customer and applicable regulatory requirements.

The Management Representative is responsible for identifying those requirements of ISO 9001 that donot apply to the organization or products, and to propose exclusions of such requirements from the scope of the quality system.
Any exclusion taken is documented in this section of the Quality Management System Manual. The excluded requirements are precisely identified with reference to specific clauses and/or statements in the standard. There is also a brief justification why the exclusion is taken and why it is appropriate.

3.0 Organization Background

We take this opportunity to introduce our company as a supplier of chemicals to serve you quality products at the most competitive prices. our firm is the stockiest trader and exporter of chemicals. a creative approach supported by advance marketing network and research enables us to accept new challenges and successfully meet the emerging trends and demands in the field of trading chemicals.
At Al Sahel Chemicals we believe in developing a well-integrated organization where individual visions are synchronized with the organizational goals of perfection and excellence. we believe in maintaining high ethical standard and transparency in business.
We have ready stocks of laundry, cleaning, printing, plastics, swimming, industrial, oilfield, construction and agricultural chemicals.
We now look forward to be favored by your valuable inquire, while assuring you of our best service and attention at all times

3.1 Terms & Definitions

ISO 9001: 2008 Quality management system requirements.

Management representative: - A member of the organization who is responsible for ensuring that the processes needed for Quality management system are established, implemented and maintained.

Top management: - General Manager

Non-conformance:- Any deviation from work standards, practices, procedures, regulations, management systems performance etc. that could either directly or indirectly lead to deficiency in service provided to customer, injury or illness, property damage, damage to environment, or a combination of these.

Audit: - A systematic and independent examination of activities to determine whether they comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve Quality objectives.

Calibration: - The process by which measurement and test equipment is checked for accuracy by comparison to known standards.

Conformance: - The state of meeting the specified requirement(s).

Contract: - Requirements agreed to between a supplier and a customer, transmitted by any means.

4.0 Quality Management System Requirements

4.1 General Requirements

The Organization has established documented, implemented & maintained a quality management system and continually improves its effectiveness covering the requirements of ISO 9001: 2008.

Enhanced control required for outsourcing to cover "the type and extent of control to be applied" clause now highlights that organizations should clarify what controls they have in place for any outsourced products or services

To implement the quality management system, organization has managed to:

- Identify the processes needed for the quality management system
- Determine the sequence and interaction of these processes
- Determine criteria and methods required to ensure the effective operation and control of these processes
- Ensure the availability of information necessary to support the operation and monitoring of these processes
- Measure, monitor and analyze these processes
- Implement actions necessary to achieve the planned results and continual improvement

The Organization manages these processes in accordance with the requirements of this standard. When the Organization chooses to outsource any process that affects product conformity with requirements, then the management ensures the control over such processes and also identifies these processes within quality management system.

4.2 Documentation Requirements

4.2.1 General

0 A "record" is now officially a "document"

0 All documentation requirements also apply to records

☐ Records are just as much a part of the management system documentation as procedures, work instructions and other documents

0 The revised statement also now covers any record that falls within the scope of the management system.

The quality management system documentation includes:

- Documented statements of a quality policy and quality objectives
- A quality manual
- Documented procedures
- Documents needed by the organization to ensure the effective planning, operation and control of its processes
- Records

4.2.2 Quality Manual

The organization has established and maintained a Quality Manual. It is a top-level policy document outlining the structure and general principles of the quality management system. It includes:

- The scope of the quality management system, including details of and justification for any exclusion
- Reference to the quality management system related documentation

- A description of the sequence and interaction of the processes included in the quality management system.

The Quality manual is prepared by the MR and approved by the General Manager. Distribution of quality system manual is managed through the document distribution list form.

4.2.2.1 Quality System Procedures

The quality system procedures are the second level quality system documents, which contain a detailed description of how quality system requirements, as specified by ISO 9001:2008 standard, which have been addressed and implemented in various functions of the organization.

Quality procedures are prepared by the MR and approved by the General Manager. The quality system procedures serve as an operational guide for all the concerned departmental staff to ensure that operations are carried out **in** a controlled and systematic manner as per quality system requirements. Distribution of quality system procedures is managed through the document distribution list form.

4.2.2.2 Work Instructions

The work instructions are third level quality system documents, which contain instructions for individuals to perform routine tasks or specific functions. Work Instructions are prepared by the MR and approved by the General Manager. The work instructions are then distributed and where required displayed at the related workplace to ensure that the activities are performed as per instructions. Management Representative (MR) maintains the distribution status of work instructions through the document distribution list form.

4.2.2.3 Product Quality Plans

Product quality plans are product-specific documents that describe all the key operations or processes to be carried out during the product or realization of a product and specifies what quality requirements are to be met to ensure compliance with customer requirements. Quality Plans are prepared by MR and approved by the General Manager.

4.2.2.4 Reference Regulations & Standards

These include all the legal and regulatory requirements that apply to various aspects of the company's products. These include:

- Reference to any product regulatory requirement required by the standards institution to fulfill the U. A .E legal requirements
- other reference standards being followed

4.2.2.5 Quality Records

These are fourth level quality system documents, which include records required **in** the quality system of this organization. These are properly referenced in all relevant documents, and include data/records such as test reports, forms, log sheets or registers and other reports generated while performing routine activities. The structure of quality system documents are:

4.2.3 Control of Documents

The following documents are under the document control system:

- Quality System Manual
- Quality System Procedures
- Work Instructions (WI's)/Flow charts
- Quality Policy & Quality Objectives
- Quality Plans
- Legal and Regulatory documents
- Technical Documents (Drawings, customer supplied standards/specifications)

To ensure that documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and that the Organization has established a procedure for controlling documents used in its quality management system. This control ensures that:

- Documents are approved for adequacy prior to release
- Documents are reviewed, updated as necessary andre-approved
- Documents are identified with current revision status
- The relevant documents are available at all locations where there are activities essential to the effective functioning of the quality system and process performance
- Documents remain legible, readily identifiable and retrievable
- Applicable documents (regulations, notifications, etc.) of external origin are identified and their distribution controlled
- Obsolete documents are removed from all points of issue or use, or are otherwise controlled to prevent unintended use. Any obsolete documents retained for legal or knowledge preservation purposes are suitably identified

4.2.4 Control of Quality Records

Quality records are maintained and controlled to demonstrate conformance to requirements and effective operation of the quality management system. These are legible, readily identifiable & retrievable.

The Organization has established and maintains quality management system procedures for record identification, storage, retrieval, protection, retention time and disposition of quality records.

5.0 Management Responsibility

5.1 Management Commitment

Top management is fully committed to quality and demonstrates its commitment to the development and continual improvement of the quality management system by:

- Communicating at all levels in the organization the importance of meeting customer as well as regulatory and legal requirements
- Establishing the quality policy and quality objectives, and ensuring that these are deployed effectively at all functions and levels
- Performing management reviews and ensurmg that quality performance is effectively reviewed at relevant levels
- Ensuring the availability of necessary resources for the fulfillment of needed quality standards

5.2 Customer Focus

The Organization at appropriate levels determines appropriate customer needs and requirements and converts them into the form of defined requirements with the goal of achieving customer confidence. Obligations related to the product including regulatory and legal requirements are properly considered while determining customer needs and expectations. The priority of customer focus is ensured through customer satisfaction measurement through customer feedback form and customer needs identification within order review etc.

5.3 Quality Policy

Organization has established its policy for quality and ensures that it:

- Is appropriate to the purpose of the organization
- Includes a commitment to comply with requirements and continually improve theeffectiveness of the quality management system
- Provides a framework for establishing and reviewing quality objectives
- Is communicated, understood and implemented throughout the organization

- Isregularly reviewed for continuing suitability

The quality policy is the main guiding principle that provides the focus of quality to the whole organization. The quality policy is communicated and enforced through management reviews, training, and displays in English at appropriate locations within the organization. The Management Representative conducts regular sessions with existing employees and new employees to ensure that all understands the quality policy. The quality policy is reviewed at least once in a year, in the management review meetings for its continuous suitability and improvement.

We at AL SAHEL CHEMICALS is a company specialized in the field of basic chemicals & not limited to oil field chemicals, focused on continuous business process that meets or exceeds our customer requirements.

Recognizing the relevant laws, standards and other regulations applicable to our business and ensuring its compliance.

Maintaining work equipment in a safe state and provide both safe systems of work and a safe working environment for employees, visitors and others who may be affected by coming into contact with Al Sahel Chemicals.

In order to achieve our aim Al Sahel Chemicals has implemented management system based on the requirements of ISO 9001:2008 standard.

Periodically review the suitability, adequacy and effectiveness of the quality management system through audits and management review programs.

SMART targets are established and measured to assist Al Sahel Chemicals rn seeking continual improvement in all aspects of quality management system.

This policy is communicated to all Al Sahel Chemicals staff, and is available to the public and will be periodically reviewed to ensure its continued suitability.

5.4 Planning

5.4.1 Quality Objectives

Top management has established quality objectives at appropriate functions and levels within the organization. These objectives are defined in measurable terms and are the interpretation of goals of the policy deployment **in** each department. The objectives are consistent with the quality policy and the commitment to continual improvement and meeting requirements for products.

Top management and Management representative will enforce the accomplishment of above quality objectives within the specified time period.

5.4.2 Quality Management System Planning

The Organization has established plans, identifying resources, needed to achieve the quality objectives. Quality planning covers the following issues:

- The processes of the quality management system, considering permissible exclusions
- The resources needed
- Continual improvement of the quality management system

Planning ensures that change is conducted in a controlled manner and that the integrity of the quality management system is maintained during such changes.

- Determine the necessary competence for personnel performing work affecting conformity to product requirements,
- Where applicable, provide training or take other actions to achieve the necessary competence,
- Ensure that the necessary competence has been achieved; Competence for personnel that affect the conformity to product requirements must be defined

5.5 Responsibility, Authority, & Communication

5.5.1 Responsibility & Authority

Functions and their interrelationships within the organization including responsibilities and authorities are defined and communicated in order to facilitate effective quality management.

The organizational chart describes the hierarchical structure of the organization. The Job descriptions of individuals describe the responsibilities and authorities of the personnel. The quality system procedures also describe the responsibilities of personnel in relation to various quality system requirements.

Management Representative's Responsibilities:

- Study thoroughly to understand the processes employed to realize the scope of AL SAHEL CHEMICALS.
- Understand the requirements of ISO 9001:2008 Standard.
- To coordinate with department heads to map the Al Sahel Chemicals processes with the requirements of ISO 9001:2008 Standard.
- To coordinate with management and department heads to develop the management system documentation to streamline the operations o.
- To distribute all management system documents to the concerned personnel

- To communicate "Quality Policy" to all employees
- To ensure the employees awareness regarding management system established in Al Sahel Chemicals

- To assist department heads to implement the management system in their department heads
- To control management system documents and records generated in the Al Sahel Chemicals
- To assist management evaluate employee competency to ensure that employee 1s competent to implement the management system effectively.
- To coordinate with department heads to plan and conduct the internal audits
- To issue audit reports to concerned department heads
- To do the follow up audits to evaluate the effectiveness of proposed corrective actions
- To coordinate with department heads either to amend the existing documents or to create new document
- To control all obsolete or superseded documents
- to control the disposal of records generated in the Al Sahel Chemicals
- To report the performance of management system to the management.

- Liaison with customers, suppliers and regulatory authorities for their queries regardingthe QMS.
- To ensure that department heads monitor and evaluate the status of “Quality Objectives" and "Key Performance Indicators".
- To assist management to conduct "Management Review Meeting" to review the effectiveness and efficiency of management system and to initiate corrections and corrective actions to improve the overall performance of management system.
- To coordinate with THIRD PARTY Certification Body to conduct the audits.
- To ensure that integrity of management system is maintained.

5.5.2 Internal Communication

Organization has established and maintains a procedure for internal communication between various levels and functions regarding the quality management system and its effectiveness. This ensures that the quality policy, goals, procedures, and records are properly communicated to relevant persons on time to keep them fully aware.

D The management representative must now be a "member of the organization's management" team

D The management representative position should not be an outsourced position

D The management system is the responsibility of the top management of the organization and therefore the management representative should come from the top management team in the organization.

The various modes of communication used are:

- E-mail
- Fax
- Telephone

- Brochures/ Catalogues
- Meetings with Customers
- Letters / Transmittals
- Physical Delivery

5.5 Management Review

5.5.1 General

The organization reviews the quality management system after the complete execution of an internal audit. These reviews ensure the continuing suitability, adequacy and effectiveness of the whole quality management system.

The review includes evaluation of the need for changes to the quality management system, including quality policy and quality objectives.

5.5.2 Review Input

The management reviews include periodic review of current performance and improvement opportunities related to:

- Results of audits
- Customer feedback
- Process performance and product conformance
- Status of preventive and corrective actions
- Follow-up actions from earlier management reviews
- Changes that could affect the quality management system
- Recommendations for improvements
- Resource requirements
- Anyother matters relating to quality

5.5.3 Review Output

The outputs from management reviews include actions related to:

- Improvement of the quality management system and its processes
- Improvement of services related to customer requirements
- Resource needs

Results of management reviews are recorded

6.0 Resource Management

6.1 Provision of Resources

In the light of management reviews and other management controls, the management considers the requirements for appropriate resources and ensures that these are provided on a timely manner. The Organization determines and provides the resources needed:

- To implement and maintain the quality management system and continually improve its effectiveness

- To enhance customer satisfaction by meeting customer requirements

6.2 Human Resources

6.2.1 General

The management of human resources is considered as one of the most important processes of the quality management system. The basic aim is to ensure the right person for the right job. This includes resources for operation and improvement of the quality system, and the satisfaction of customers. Resources are the people, infrastructure, work environment, information, suppliers and partners, and financial resources. The Organization assigns responsibilities defined in the quality management system to personnel ensuring that they are competent on the basis of applicable education, training, skills and experience. Their qualification and experience data are effectively maintained. The Human Resources clause has been extended to now apply to all staff who can affect "conformity to product requirements" which extends beyond just product qualityas in the previous version of the standard. The clause now requires Competence of any employee that could affect "conformity to product requirements"

6.2.2 Training, Awareness & Competency

A planning process is being implemented which ensures the proper training, awareness and competence development of people. This planning is carried out while taking into account the organizations processes, customer needs and expectations, the stages of development of people and the culture of the organization. The objective is to provide people with knowledge and skills, which, together with experience, improve their competence and capabilities. The Organization has established and maintains a procedure to ensure proper capabilities of personnel working. This includes:

- Identification of competency needs for personnel performing activities affecting quality
- Providing training or take other actions to address identified needs
- Evaluating effectiveness of the training provided

- Ensuring that employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives
- Maintaining appropriate records of education, experience, training and qualification

6.3 Infrastructure

The requirements for infrastructure are regularly up-dated on a whenrequired basis. These include:

- Buildings, work space and associated facilities
- Process equipment, both hardware and software
- Supporting services such as transport or communication

☐ supporting services expanded to include information systems

D Information systems should be included as part of the infrastructure to ensure the agreement for the product/service to be delivered is achieved

6.4 Work Environment

The work environment of the organization is considered an important process to manage the quality system. In this regard, the management ensures that a healthy, safe, and conducive environment is maintained in each department. The Organization has determined and manages the work environment needed to achieve conformity to product requirements. This includes health and safety conditions, and ambient working conditions such as noise, humidity, temperatures.

NOTE The term "work environment" relates to those conditions under which work is performed including physical, environmental and other factors (such as noise, temperature, humidity, lighting, or weather).

7.0 Product Realization

7.1 Planning of Product Realization Processes

Effective planning is carried out for product realization. In planning these, the Organization determines the following:

- Requirements for the process.
- The need to establish processes documents and provide resources specific to the product
- Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance.
- Records needed to provide the evidence that product realization processes and resulting product meet requirements

Quality Plans are prepared for process control, which describe the sequence of processes activities including:

- The verification activities
- Related control parameters
- Reference standards
- Related documentation

- Records to be maintained,

7.2 Customer-Related Processes

7.2.1 Determination of Requirements Related to the Product

The organization measures the needs of customers and determines:

- Requirements specified by the customer including the requirements for delivery and post-delivery activities
- Requirements not stated by the customer but necessary for specified or intended use
- Statutory and regulatory requirements related to the product
- Any additional requirements determined by the organization.

7.2.2 Review of Product/ Services Requirements

The management reviews the customer requirements related to the product demanded. The management ensures the review prior to commitment to supply product to the customer (e.g. submission of tenders/quotations, acceptance of contracts or orders, acceptance of changes to contracts or orders). During review management ensures that:

- Product requirements are clearly defined and our vendors have capability.
- Where the customer provides no written statement of requirement, the order requirements are confirmed before acceptance
- Contract or order requirements differing from those previously expressed, e.g. in a tender or Quotation, are resolved
- Vendors has the ability to meet the customer requirements for the

productthe results of reviews and subsequent follow-up actions are recorded.

The Organization ensures that relevant documentation is amended on changes in product Requirements. The changed requirements are communicated to all elegant personnel.

7.2.3 Customer Communication

The Organization has defined and implements effective liaison with customers, with the aim of meeting customer requirements. The Organization has defined communication requirements relating to:

- Product/ services information
- Enquiries, contracts and order handling, including amendments
- Customer complaints and their feedback

7.3 Design & Development

7.3.1 Design & Development Planning

lbn Al Haj Chemicals is a company which purchases product from supplier and trade & export it to the client. Since there is no design & development process being carried out within the organization. Therefore this design & development requirement is excluded from the scope of quality management system.

7.3.2 Design & Development Input

Not applicable as justified in (7.3.1).

7.3.3 Design & Development Output Not applicable as justified in (7.3.1).

7.3.4 Design & Development Review

Not applicable as justified in (7.3.1).

7.3.5 Design & Development Verification

Not applicable as justified in (7.3.1).

7.3.6 Design & Development Validation

Not applicable as justified in (7.3.1).

7.3.7 Design & Development Change Control

Not applicable as justified in (7.3.1).

7.4 Purchasing

7.4.1 Purchasing Process

It is ensured that effective and efficient purchasing processes are defined and implemented for the evaluation and control of purchased items/material, **in** order that purchased products satisfy

the organization's needs and requirements. The company controls its purchasing processes to ensure purchased service(s) conform to purchase requirements. The type and extent of control is dependent on the effect of the purchased product and service(s) upon final product. The company evaluates and selects suppliers based upon their ability to supply product and/or services in accordance with the company'srequirements. Evaluation, re-evaluation and selection criteria for suppliers are established. The results of evaluations and subsequent follow-up actions are recorded.

7.4.2 Purchasing Information

Purchasing documentation contains information clearly describing the product and service(s) ordered. The company reviews and approves purchasing documents for adequacy of the specification of requirements prior to release. Records of purchasing activities are maintained.

7.4.3 Verification of Purchased Product

The company determines and implements the inspection or other activities necessary for ensuring that purchased product (offices equipments, inspection tools and other material) meets the specified requirements. Where the Organization or the Organization's customer proposes to perform verification activities at the supplier's premises, the company specifies the required verification arrangements and method of product release in the purchasing documentation.

7.5 Service Provision

7.5.1 Control of Service Provision

The Organization plans and carries out the activities/service provision under controlled conditions. Controlled conditions include:

- Availability of specifications that define the characteristics of the product/ services.
- Availability of work specifications (use external/ customer supplied as well)
- Use and maintenance of suitable equipment
- Availability and use of suitable measuring and monitoring equipment
- Implementation of suitable monitoring and measurement activities
- Implementation of defined processes for release, delivery and post delivery activities

7.5.2 Validation of Processes

The Organization determines and validates any processes where the resulting output cannot be readily or economically verified by subsequent monitoring, inspection or testing. This includes any product where processing deficiencies may become apparent only after the product is in use or the service has been delivered.

The process validation activities include:

- Defined criteria for review and approval of processes
- Approval of equipment and qualification of personnel
- Use of specific methods and procedures
- Requirements for records
- Re-validation

7.5.3 Identification & Trace-ability

The organization makes provision for identifying status of products/ samples received form the different vendors, where applicable, by suitable means throughout tag and unique labels. The status of the product with respect to measurement and monitoring requirements is identified during all stages of service provision. Also to ensure trace-ability of products, the unique identification of products or their batches/lots are controlled and recorded.

- **D** Identification of product status should be kept "throughout product realization"
- **D** A process should be in place at each stage of product realization that ensures

  The identification and status of the product is known

7.5.4 Customer Property

This clause is excluded.

7.5.5 Preservation of Product

All documents are stored in files safely with proper storage facilities such as lockers, racks, etc, which are adequately provided to all departments. Electronic copies of documents are stored in

backups to enable safe handling and retrieval of information. An acknowledgement of the customer is requested in applicable cases where safe delivery matters or documentation is required. A copy of the delivered document will be filed. These documents are suitably indexed date wise and stored safely in a centralized archive as per the defined retention period.

The organization follows appropriate methods to preserve service conformity to customer requirements during internal processing and delivery to the intended destination and is given in procedure Customer property and Administration of drawings. This includes identification, handling, packaging, storage and protection.

7.6 Control of Measuring & Monitoring Equipment's

In order to provide confidence in the measurement data, the measuring and monitoring processes include confirmation that the devices are fit for use and are maintained to suitable accuracy and accepted standards, as well as a means of identifying the status of the devices. All measuring and monitoring equipment used for verification of products and for monitoring processes are regularly calibrated and/or checked. A list of such equipment is maintained.

The equipment is calibrated in accordance with an approved written calibration schedule. Calibration standards are traceable to recognized national/ international standards. The company provides the basis for the standards used where no national standards or certified master standards exist. Complete calibration records are documented and maintained. Records are evaluated periodically to ascertain adequacy of calibration, inspection levels and calibration

Methods in use. All measuring and test equipment are identified with a tag, sticker, marking or other suitable identification to indicate their calibration status. If it is not possible to put an identification mark, the calibration status is recorded on an appropriate quality document, which is traceable through an indexing system. Where equipment is found to be defective or out of calibration, the results of the previous inspections are reviewed and appropriate action is taken. Allequipment is safeguarded to avoid unauthorized adjustments and calibration.

The organization shall determine the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.

a) Be calibrated and/or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded (see section 4.2.4);

b) Have identification in order to determine its calibration status;

NOTE Confirmation of the ability of computer software to satisfy the intended application would typically include its verification and configuration management to maintain its suitability for use.

8.0 Measurements, Analysis & Improvement

8.1 General

The Organization plans and implements the monitoring, measurement, analysis and Improvement processes needed:

- To demonstrate conformity of the process/activities.
- To ensure conformity of the quality management system
- To continually improve the effectiveness of the quality management system

This includes the determination of the need for and use of applicable statistical techniques.

8.2 Monitoring & Measurement

8.2.1 Customer Satisfaction

The Organization has determined and established processes for monitoring information on customer satisfaction and/or dissatisfaction to assess whether the company has met the customer requirements. The methods and measures for obtaining this information and its use are defined in the relevant procedures. This includes:

- Customer feed back

- Communicating directly with customers
- Focus groups
- Reports from consumer organizations
- Reports in various media

- Sector and industry studies

NOTE: Monitoring customer perception can include obtaining input from sources such as customer satisfaction surveys, customer data on delivered service quality, user opinion surveys, lost business analysis and compliments.

8.2.2 Internal Audit

The internal audit process acts as a management tool for independent assessment of any designated process or activity. The internal audit process provides an independent tool for use in obtaining objective evidence that the existing requirements have been met. The Organization has established a process for performing internal audits in order to determine if the quality management system:

- Conforms to the requirements of this international standard
- Has been effectively implemented and maintained,
- The management team in the area being audited is responsible for "necessary corrections and corrective actions."

- The previous version of the standard only stated "actions" but did not specify the types of actions required of the management in response to internal audit findings
- Now, not only do you have to correct the problem by making a "correction" you also have to ensure that the problem does not recur by initiating a "corrective action"

A documented procedure shall be established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.

The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results (see section 8.5.2).

Organization plans audit program, which is based on the status and importance of the activities, areas or items to be audited, and the results of previous audits. Organization has documented and implemented internal audit process that covers the audit scope, frequency and

Methodologies, as well as the responsibilities, requirements for conducting audits, recording and reporting results to management.

Audits are performed by personnel other than those who performed the work being audited. The management takes timely corrective actions on deficiencies found during audit. Follow up actions includes the verification of the implementation of corrective action and the reporting of verification results.

8.2.3 Monitoring & Measurement of Processes

Organization applies suitable methods for monitoring and measurement of processes necessary to meet customer requirements and to demonstrate the processes continuing ability to satisfy its intended purpose. In case of non-conformance with the planned result, corrective actions are taken to ensure conformity of process.

8.2.4 Monitoring & Measurement of Process

The Organization applies suitable methods for monitoring and measurement of the characteristics of the service and process to verify that requirements for the clients are met. This is carried out at appropriate stages of the product realization process in accordance with quality plan or other planned arrangements. Evidence of implementation of required measurement and monitoring and conformance with the acceptance criteria used is recorded. Activities do not proceed to next stage or are not dispatched until all specified activities have been satisfactorily completed and the related documentation is available and authorized.

8.3 Control of Nonconformity

The Organization ensures that where our service/process that does not conform to requirements are controlled to prevent unintended requirements. The controls and related responsibilities and authorities for dealing with non-conforming process are defined and documented. The nonconforming processes are dealt with within the Organization in any of the following ways:

- By taking actions to eliminate the detected nonconformity
- By authorizing its use, release or acceptance under concession by the relevant authority and where required by customer
- By taking actions to preclude its original intended use or application

☐ Changes include addition of:

l. "where applicable" in reference to methods for dealing with nonconforming service and;

D The addition of "where applicable" now permits flexibility for solutions for dealing with nonconforming service

D Allows for consideration of other ways and other actions that maybe taken to deal with nonconforming Services

Records of nature of nonconformity and any subsequent actions taken are maintained. Any nonconforming services that have been corrected are subjected to re-verification to ensure conformity to the requirements. In case the nonconformity is detected after delivery, the Organization takes action appropriate to the effects or potential effects of the nonconformity.

8.4 Analysis of Data

The Organization collects and analyzes appropriate data to evaluate the suitability and effectiveness of the quality management system and to identify areas for continual improvement. This includes data generated by measuring and monitoring activities and other relevant sources. Decisions based on facts are based on effective and efficient use of appropriate statistical techniques. The analysis of data provides information on:

- Customer satisfaction and/or dissatisfaction
- Conformance to customer requirements
- Characteristics of processes and their trends
- Suppliers/ vendor performance

8.5 Improvement

8.5.1 Continual improvement

The Organization continually strives and improves the effectiveness of quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review. The quality objectives are up-graded gradually on a routine basis to improve the performance of different departments.

8.5.2 Corrective Action

The Organization takes action to eliminate the causes of nonconformities in order to prevent recurrence. The extent of corrective actions taken depends on the impact of the problems encountered. The procedure includes:

- Identification and review of nonconformities (including customer complaints)
- Determination of causes of nonconformities
- Evaluation of the need for actions to ensure that nonconformities do not recur
- Determination and implementation of any actions necessary to ensure that nonconformities do notrecur
- Recording results of actions taken

- Follow-up to ensure corrective action taken is effective and recorded

8.5.3 Preventive Action

The Organization determines actions to eliminate the causes of potential nonconformities in order to prevent their occurrence. Extent of preventive actions depends on the impact of the potential problems. The procedure addresses:

- Identification of potential nonconformities and their causes

- Determination and ensuring the Implementation of preventive action
- Recording of results of action taken
- Review of preventive action taken is effective and recorded