QUALITY MANAGEMENT SYSTEM MANUAL (ISO 9001:2015)

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GFMC-QMS-00

REVISION NO: 00
DATE OF REVISION:

Reviewed		Approved	
Date	01.08.2022	Date	03.08.2022
Sign.		Sign.	

SECTION 2.1: TABLE OF CONTENTS

SECTION 2.2: TERMS AND DEFINITIONS

Terms	Definitions
Competence	Demonstrated ability to apply knowledge and skills.
Conformity	Fulfillment of a requirement.
Continual Improvement	Recurring activity to increase the ability to fulfill requirements.
Corrective Action	Action to eliminate the cause of a detected non-conformity or other undesirable situation.
Customer	Organization or person that receives a product.
Customer Satisfaction	Customer's perception of the degree to which the customer's requirements have been fulfilled.
CPAR	Corrective and preventive action request
Design & Development	Set of processes that transforms requirement into specified characteristics or into the specification of a product, process or system.
Document	Information and its supporting medium.
Effectiveness	Extent to which planned activities are realized and planned results achieved.
Efficiency	Relationship between the result achieved and the resources used.
Infrastructure	System of facilities, equipment and services needed for the operation of an organization.
Inspection	Conformity evaluation by observation and judgment accompanied as appropriate by measurement, testing, or gauging.
MR	Management Representative
Non-conformity	Non-fulfillment of a requirement.
Preventive Action	Action to eliminate the cause of a potential non-conformity or other undesirable potential situation.
Procedure	Specified way to carry out an activity or a process.
Quality Manual	Document specifying the quality management system of an organization.
Objective	Something sought, or aimed for related to quality.
Quality Policy	Overall intentions and direction of an organization related to quality as formally expressed by top management.
Record	Document stating results achieved or providing evidence of activities performed.
Supplier	Organization or person that provides a product.
QMS	Quality Management System
SOP	Standard Operating Procedures

MR Management Representative

SECTION 2.3: REVISION HISTORY

Revision No.	Date	Sections Changed	Reason for Change
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

SECTION 3.1: COMPANY PROFILE

Golden Fence Mechanical Complex

PO BOX – 36323,
JUBAIL – 31961
KINGDOM OF SAUDI ARABIA

Golden Fence Mechanical Complex, an ISO 9001:2008 implemented company and a leading player in providing comprehensive Human Resource, Civil, EPC, Piping, Mechanical, Industrial Projects and Maintenance Services solutions to the various industry segments such as Oil & Gas, Petrochemical, Infrastructure, etc.

We offer a complete line of high quality fence systems, for all your fencing needs. GFMC has grown to become one of the leading manufacturer and distributor of fencing materials in Saudi, serving hundreds of the best contractors and installers across the Gulf States.

GFMC is composed of technically competent and skilled individuals that formed the team that were trained, positioned and committed to deliver performance excellence primarily on quality, safety and cost in which project management, safety and environmental concepts are of utmost importance.

Golden Fence manufactures as per customer specifications and all our products comply with INTERNATIONAL STANDARDS such as ASTM (American Society for Testing and Materials) and BS (British Standards).

Our Company has always believed in quality, commitment and relationships. That belief has helped us grow and become a reckoning force within the Fencing product industry. We nurture our relationships with our customers to ensure satisfaction.

SECTION 3.2: ORGANIZATION CHART

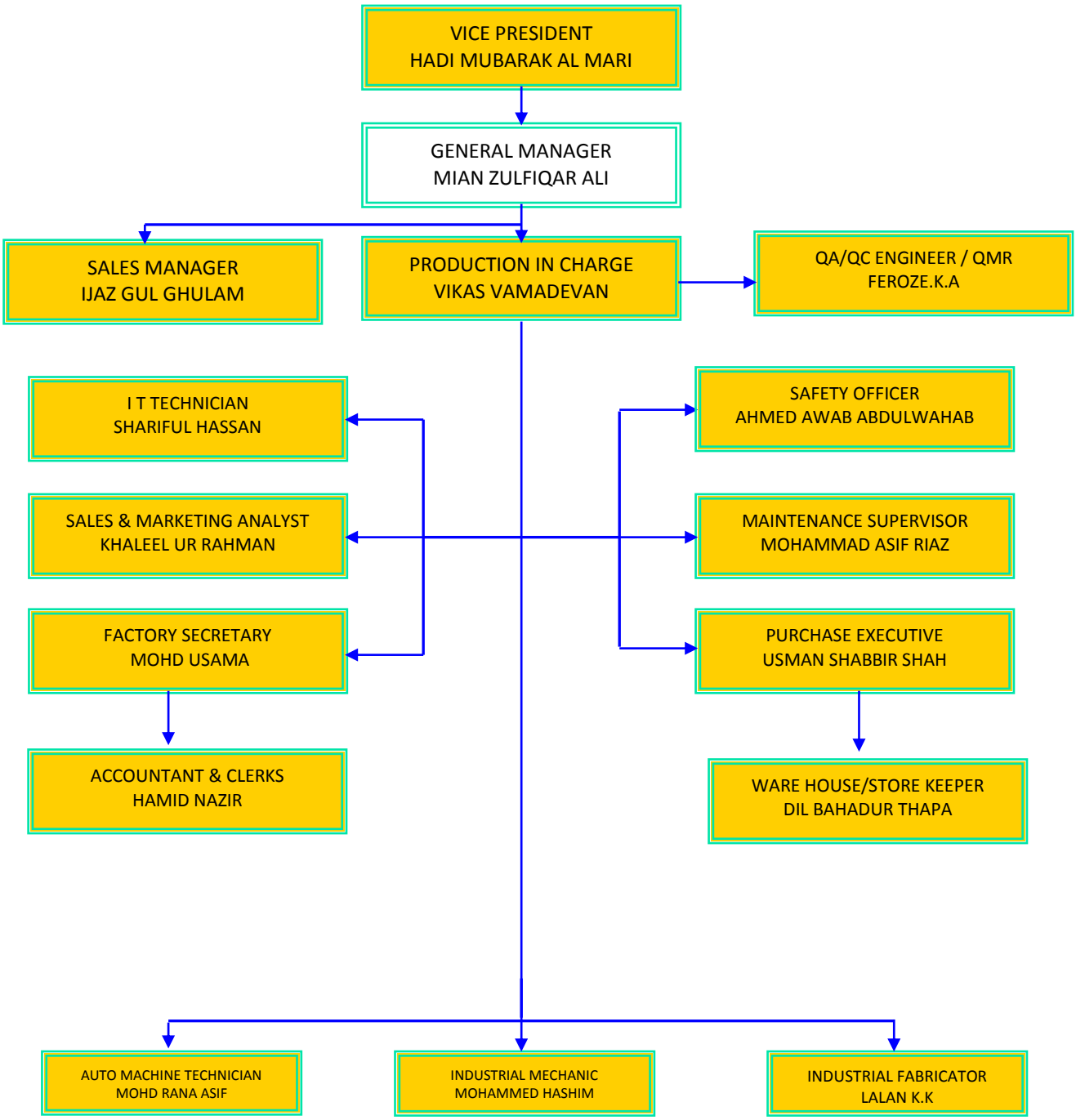


FIGURE 01: SECTION 3.2 ORGANIZATION CHART

SECTION 4.1: QUALITY MANAGEMENT SYSTEM – GENERAL

4.1.1 Golden Fence Mechanical Complex has an established Quality Management System that is documented as described in the Section 4.2 of this Quality Manual. This system is in line with the requirement of the standard ISO 9001: 2008. The system is implemented in all the areas that have a relation to the quality for **"**manufacture and supply of fence and supply of fence & allied products**"**. This system is improved on a continual basis and this is monitored during the Management Review Meetings.

4.1.2 The processes that are involved in the day-to-day business of Golden Fence Mechanical Complex are identified and SOPs are prepared.

4.1.3 A flow-chart showing the different key processes and their inter-relation is shown in the ***Figure 4.1: Processes Flow Chart***.

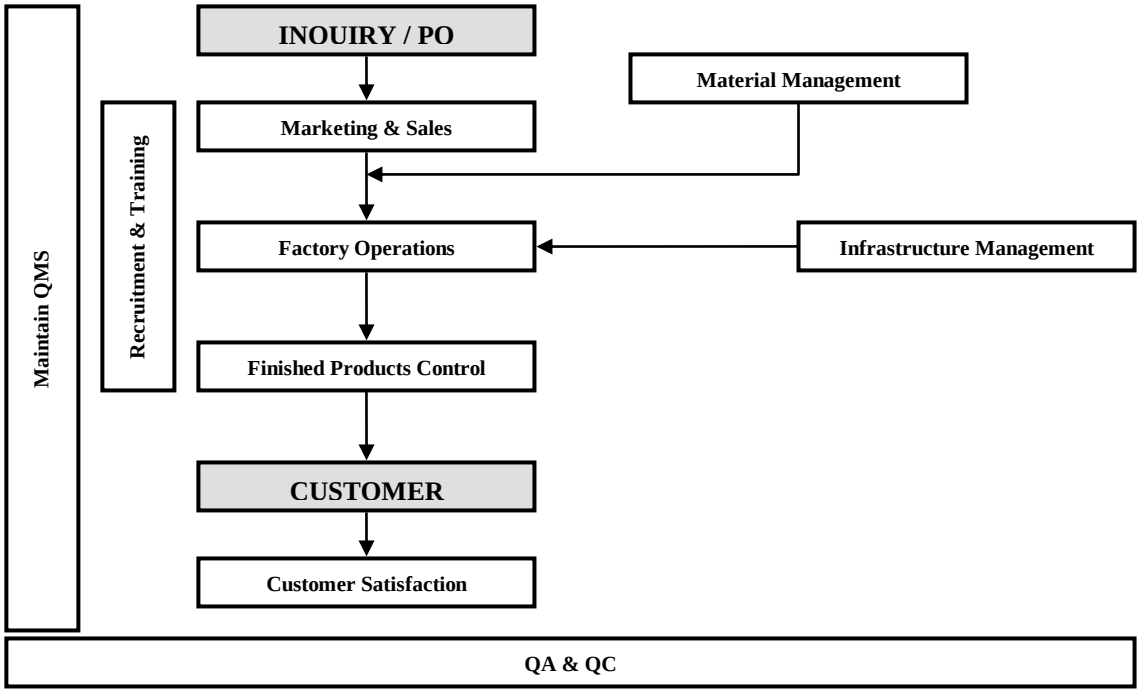
4.1.4 The resources required in terms of manpower, office facilities, equipment and technology are reviewed during the Management Review Meetings and any identified requirement shall be made available

4.1.5 The monitoring, Measurement and Analysis of the involved processes are carried out as described in the Section 8.2 and 8.4 of this Quality Manual

4.1.6 Corrective and Preventive Actions required for the expected results and for the continual improvement of the system are identified and implemented as described in the Sections 5.6 and 8.5 of this Quality Manual

4.1.7 Galvanize is the core process to be outsourced.

FIGURE 02: SECTION 4.1 - PROCESSES FLOW CHART



SECTION 4.2: QUALITY MANAGEMENT SYSTEM – DOCUMENTATION REQUIREMENTS

4.2.1 GENERAL

The quality system documentation of Golden Fence Mechanical Complex

Golden Fence Mechanical Complex consists of four levels as described below:

4.2.1.1 QUALITY MANUAL (LEVEL I)

The Quality Manual is the primary document of the quality system. Each section of ISO 9001: 2008 has been individually addressed in this manual. Its scope and control are listed in Section 4.2.2 of this Manual.

4.2.1.2 STANDARD OPERATING PROCEDURES (LEVEL II)

Requirements relevant to the different sections of this Quality Manual have been identified and SOPs have been documented as required. These form the second level of the quality system. They set out the brief description for carrying out specific aspects of functioning for each processes. The SOPs are controlled as laid out in the Section 4.2.3 of this Manual.

4.2.1.3 WORK INSTRUCTIONS (LEVEL III)

These form the third level of the company's documented Quality System. All manufacturing, inspection and testing work at Golden Fence Mechanical Complex are carried out as per these documented instructions. References to the relevant Level II documents are made in these Work Instructions.

4.2.1.4 FORMS, FILES, RECORDS, REGISTERS, etc. (LEVEL IV)

These form the fourth level of the Quality System documentation. They are generated and maintained as per the system requirements. They provide evidence that the quality system has been implemented and maintained effectively. A detailed description of the system followed is explained in Section 4.2.4 of this Quality Manual. The particular record to be generated and the standard formats to be used are detailed under the relevant SOP.

4.2.2 QUALITY MANUAL

4.2.2.1 **Scope**

This manual describes the Quality System, which has been established and implemented at Golden Fence Mechanical Complex

in order to satisfy the customer by complying with the specification in their business operation – **"MANUFACTURE AND SUPPLY OF FENCE AND ALLIED PRODUCTS"**.

4.2.2.2 **Exclusions**

Due to the nature of the business of Golden Fence Mechanical Complex the following requirement of the ISO 9001: 2008 standard is excluded from the operations and hence from this manual:

- 7.3 : Design and development
- 7.5.2 : Validation of Processes for Production & Service Provision
- 7.5.4 : Customer Property

These exclusions are not adversely affecting Golden Fence Mechanical Complex commitment to provide products complying with the customer's specifications and other statutory/regulatory requirements. The justification of these exclusions is explained in the respective section of this manual.

4.2.2.3 **Control of the Manual:** This Quality Manual is approved by the General Manager and is distributed by the Management Representative.

4.2.2.4 The Document Issue Register is recording the evidence for the issue and receipt of documents.

4.2.2.5 The "Table of Contents", Section 1.0 lists the revision status of revision of each section. The revision status of the Section 1.0 is considered as the revision status of this Manual. The Table of Contents and Revision History get revised whenever a section of this Quality Manual is revised.

4.2.2.6 Revisions are issued to the issued to the manual holders in a manner similar to the original issue by the Management Representative. Only the revised sections along with the revised Table of Content and Revision History are re-issued. Upon receipt of the revised sections, the obsolete copy is returned to the Management Representative for disposition.

4.2.2.7 Quality Manual copies issued/re-issued to designated manual holders is termed as controlled copies. Controlled copies in the possession of manual holders are always current (the latest revision).

4.2.2.8 Uncontrolled copies are current at the time of issue and any revision may not be updated to the holders of these copies.

4.2.3 CONTROL OF DOCUMENTS

4.2.3.1 This sub-section describes the control over preparation, approval, distribution and handling of the following documents and their changes:

- Quality System related Quality Manual, Standard Operating Procedures, Work Instructions, Product Specifications, etc.
- Relevant Standard and Specification

4.2.3.2 All Standard Operating Procedures and Work Instructions carry unique identification number document title, date of revision, revision status and signatures of persons who have prepared and approved the document.

4.2.3.3 Forms carry identification number, form title and revision status.

4.2.3.4 Preparation and approval of document is carried out as per the documented SOP.

4.2.3.5 Quality Manual, SOPs, and Work Instructions are distributed by Management Representative as per the Document Issue Register.

4.2.3.6 A list of External Standards, Codes, Regulations, Supplier Product Catalogue, etc. that are applicable to the business are maintained and the relevant versions are made available,

updated and maintained.

4.2.3.7 Changes to the system related documents could be requested by any user by filling a document change request and submitting to the Management Representative.

4.2.3.8 Document change, review, approval and distribution follow the same control as that of the original document issue.

4.2.3.9 All documents subject to change or revision are distributed to those persons who hold the controlled copy of the original documents. Obsolete or non-applicable sections are withdrawn or suitably identified to prevent unintended use.

Reference document SOP –04 (Document & Records Control)

4.2.4 CONTROL OF RECORDS

4.2.4.1 This sub-section describes the controls employed over preparation, control and retention of quality records.

4.2.4.2 Records are generated and maintained in order to demonstrate achievements of the required quality of products and effective operation of the documented Quality System.

4.2.4.3 Records are stored and maintained in a way, which would prevent damage, deterioration or loss and are readily retrievable.

4.2.4.4 Identification, collection, indexing, filing, maintenance and retention of records are carried out as per documented SOP by authorized persons.

4.2.4.5 According to the established retention period, records are suitably disposed after obtaining the approval from General Manager and/or Factory Manager.

Reference document SOP –04 (Document & Records Control)

SECTION 5.1: MANAGEMENT RESPONSIBILITY – MANAGEMENT COMMITMENT

5.1.1 Golden Fence Mechanical Complex's 's management is committed to provide direct leadership and resources to ensure continued conformance with the requirements specified in this Quality Manual.

5.1.2 The primary evidence in support of Golden Fence Mechanical Complex's Management Commitment is the appointment of Management Representative.

5.1.3 Golden Fence Mechanical Complex's Management has committed to understand the customer, statutory & regulatory requirements and communicating its importance in the present business operations to the employees.

5.1.4 Its quality objectives are clearly defined and communicated to all employees to make sure that the quality policy is achieved and continually maintained by the organization.

5.1.5 Its quality system is subjected to regular review by the top management as defined in Section 5.6 of this Quality Manual.

5.1.6 The resources required for the smooth and effective operation of the system are identified and made available from time to time.

SECTION 5.2: MANAGEMENT RESPONSIBILITY – CUSTOMER FOCUS

5.2.1 Customer's requirements are determined and are met with the aim of enhancing customer satisfaction as described in Section 7.2.1 and 8.2.1 of this Quality Manual.

5.2.2 Whenever a new system is developed or existing system is modified, Golden Fence Mechanical Complex's Management ensures that the development and modification is not infringing the customers' expectation.

SECTION 5.3: MANAGEMENT RESPONSIBILITY – QUALITY POLICY

5.3.1 **It is the policy of Golden Fence Mechanical Complex to maintain its reputation as one of the leaders in Fence manufacturer in Saudi Arabia through:**

- Explicit policy is to provide high quality products to its Clients and meet their demanding expectations in conformity with the highest standards of quality.
- Implement and maintain the Quality Management System in accordance with the ISO 9001: 2008 standard
- To serve the Clients better for this we are continuously improving our business processes by working as a team and providing the appropriate work environment, management systems and quality tools.
- Management at all levels ensures that all the company functions at all times as per guidelines in the Quality System and the company pledge to improve services to its Clients continuously.
- Employees, regardless of their nationality and prior experience attend the fencing group Safety Induction Course prior to issuance of identity pass, to ensure their full awareness of existing / relevant safety requirements, potential hazards, rules and regulations associated with the job outside and inside plant.
- Work towards continual improvement in every business entity of the company, by improving QMS effectiveness
- Gain customer confidence in our products and services through the continuous technical assistance
- Setting smart objectives at all functional levels of operation and monitoring the performance and updating these objectives periodically.
- Developing the competence of our employees.

GENERAL MANAGER

Golden Fence Mechanical Complex

5.3.2 It is ensured that this policy is understood, implemented and maintained at all levels in the company by providing appropriate training for all personnel. Statement of quality policy is displayed at prominent locations in the company office and factory to increase awareness among the employees.

5.3.3 This quality policy is reviewed in the Management Review Meetings and ensured that it is suitable to the current business operations of the company and all employees are committed to comply with the requirements specified in the system.

SECTION 5.4: MANAGEMENT RESPONSIBILITY – QUALITY PLANNING

5.4.1 QUALITY OBJECTIVES

The quality objectives of Golden Fence Mechanical Complex are to:

- Improve the quality by comparing the product quality of competitors and maintain a better delivery time and services to the customers.
- Identify and implement improvement within the quality management system by utilizing the systems and through involvement of the employees.
- Reduce the raw material wastage and other resource

The measurable objectives relevant for the specific functional area are defined separately and monitored by the Functional Heads. It is ensured that the defined objectives are in compliance with the Quality Policy and product requirements. **(APPENDIX III)**

5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING

5.4.2.1 The planning activities related to each process are carried out at the relevant stages.

5.4.2.2 It shall also be ensured that the processes being executed are in accordance with the quality objectives and meets the quality system requirements.

5.4.2.3 The document and process modification shall be done ensuring the suitability of the changed document and/or process meets the quality objectives and meets the quality system requirements.

SECTION 5.5: MANAGEMENT RESPONSIBILITY – RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 RESPONSIBILITY

5.5.1.1 The organization chart of the company is given in the Section 3.2 – Organization Chart.

5.5.1.2 The responsibilities for each task are defined in the Standard Operating Procedures.

5.5.1.3 The responsibilities and authorities of each position are also defined in the Job Descriptions.

5.5.2 MANAGEMENT REPRESENTATIVE

5.5.2.1 Top management of Golden Fence Mechanical Complex shall appoint

The Management Representative, who is responsible for ensuring that the Quality System of Golden Fence Mechanical Complex as set out in this Quality Manual and Standard Operating Procedures are communicated to the relevant personnel, effectively implemented and continually maintained.

5.5.2.2 In the capacity of the Management Representative, he has the full authority and organizational freedom to:

- Initiate action to prevent occurrence of Product/Process non-conformance
- Identify and record any quality problem
- Initiate, recommend or provide solutions through designated changes
- Verify implementation of solutions
- Control further processing and/or delivery of non-conforming products till the non-conformance has been resolved
- Report to the Top Management regarding the performance and any need for improvement of the Quality System
- To ensure that the awareness of the customer requirements throughout the organization
- Liaison with customers and any other external agencies on matters related to the Quality management System
- To stop any part of the work, this will affect the quality of the products.

5.5.3 INTERNAL COMMUNICATION

5.5.3.1 All the employees of the company have access to the relevant documentation of the company.

5.5.3.2 Customer requirements and expectations are identified and communicated to the respective departments, sections or personnel, as and when required.

5.5.3.3 Periodic meetings are organized by Factory Manager to discuss the overview of the business operations and problems (if any) of the product and/or process.

5.5.3.4 During the meeting, the effectiveness of the Quality Management System shall be communicated.

5.5.3.5 Communication of the relevant information can also be made available to the employees of the organization by means of periodic newsletters, exhibit in the Notice Board, during shop-

floor meetings or intranet facilities.

5.5.3.6 The basic purpose of such internal communication is to ensure that the relevant information, to the extent required, about the Quality Management System is conveyed to all the employees of the organization.

SECTION 5.6: MANAGEMENT RESPONSIBILITY – MANAGEMENT REVIEW

5.6.1 A Management Review is held at least twice in a year to monitor the system effectiveness. This meeting is chaired by the General Manager and participated by the Factory Manager and Management Representative, all section/department Heads and any other personnel specially invited for discussing any specific issue.

5.6.2 The quality related performance parameters are reviewed during the meeting:

- Implementation of actions initiated during the previous review outputs
- Results of the Internal Quality Audit and External Audits.
- Feedback from the customer, on the Services provided by the organization and the Customer Complaints
- Performance of the Processes in the organization and its conformity
- Suppliers' and sub-contractors' performance
- Actions taken for the correction of existing non conformances and prevention of the potential non-conformance
- Suitability of the established Quality Management System
- Changes made/proposed in the Quality Management System
- Suggestions for improving the Quality Management System and Process Performance

5.6.3 Records of the Management Review Meetings are prepared and circulated to the concerned by the Management Representative.

Reference document SOP –01 (Management Review)

SECTION 6.1: RESOURCE MANAGEMENT – PROVISION OF RESOURCES

6.1.1 The required resources in terms of product knowledge, equipment, tools, manpower, skills, etc. are identified and made available by the management with the objective of implementation, maintenance and continually improvement of the Quality Management System and enhancing customer satisfaction.

6.1.2 The adequacy of this are reviewed during the Management Review Meetings and any additional requirements are identified and taken care of.

SECTION 6.2: RESOURCE MANAGEMENT – HUMAN RESOURCES

6.2.1 JOB DESCRIPTION

6.2.1.1 Job Description for each position performing work affecting the product/process quality is prepared and issued to the personnel.

6.2.1.2 The personnel required for performing the work affecting product/process quality are recruited depending on their education, experience and skill, defined in the Job Description. Additional trainings are provided, wherever required.

6.2.2 COMPETENCE, AWARENESS AND TRAINING

6.2.2.1 All new employees are given an induction training (to an extent necessary as per their responsibilities) regarding the company's business, quality and safety policies and practices.

6.2.2.2 Quality documents relevant to one's job are issued to the employees.

6.2.2.3 New employees are assigned to an existing employee for "on-the-job" training, if found required.

6.2.2.4 The performance evaluation of all employees is done by the immediate reporting superior and is verified and confirmed by the Factory Manager.

6.2.2.5 During this evaluation, training need for the employee is identified and necessary training is provided.

6.2.2.6 Training records are maintained by the Supervisor HR & Administration.

6.2.2.7 All personnel are trained regarding the Quality System being implemented at Golden Fence Mechanical Complex to the extent their position requires. This training is arranged by the Management Representative.

Reference document SOP – 05 (Recruitment & Training)

SECTION 6.3: RESOURCE MANAGEMENT - INFRASTRUCTURE

6.3.1 The infrastructure required for the, inspection, storage and delivery are identified and made available from time to time.

6.3.2 The adequacy of the infrastructure provided is reviewed during the Management Review Meeting and any additional requirements are identified and made available.

6.3.3 All production equipments are maintained under maintenance control system in accordance to SOP 09

6.3.4 Necessary inspection instruments are calibrated in accordance to Section 7.6 of this manual and relevant documented Standard Operating Procedures.

Reference document SOP – 09 (Maintenance)

SECTION 6.4: RESOURCE MANAGEMENT - WORK ENVIRONMENT

6.4.1 The work environment, safety and hygiene requirements are identified, established and maintained with the objective of meeting the product requirements and employee comfort.

6.4.2 Depending on the nature of work each employee is performing, relevant PPE (Personal Protection Equipments) are issued and ensured the proper usage

SECTION 7.1: PRODUCT REALIZATION – PLANNING OF PRODUCT REALIZATION

7.1.1 The processes that are required for the process Realization are identified and established as described in Section 4.1 of this Quality Manual.

7.1.2 Once the order is received from the customer; it is scheduled, production order is generated and issued to the Production Supervisor for initiation of the production process.

7.1.3 Resources required are identified and made available to complete the production within the scheduled delivery period.

7.1.4 Inspection requirement is made available; in Production Order; to make clear the inspection requirements for products at various stages. The requirements are followed and records are maintained as evidence.

SECTION 7.2: PRODUCT REALIZATION – CUSTOMER RELATED PROCESSES

7.2.1 DETERMINATION OF REQUIREMENTS RELATED TO THE PRODUCT

7.2.1.1 Activities such as inquiry receipt, preliminary designing of product, estimation, quotation preparation and order receipt are carried out by the Sales & Marketing Analyst under the guidelines of Factory Manager.

7.2.1.2 Customer requirements regarding the product, and delivery & post delivered requirements are determined.

7.2.1.3 Any implied needs of the customer are also determined with regards to the product required by the customer.

7.2.1.4 All relevant information and resources required for the preparing the quotation are provided during the enquiry processing.

7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT

7.2.2.1 Inquiries received are reviewed by the Factory Manager to understand the product requirement specified by the customer. Wherever applicable, relevant specification shall also be obtained along with the inquiry.

7.2.2.2 Queries; if any; are clarified with the customer or personnel from other departments, prior to cost estimation and preparation of the Quotation in the form of proposal.

7.2.2.3 If the design is not existing for the requested product, it shall be developed (if feasible) in co-ordination with Factory Manager. In case, if customer's requirement is special then related documents / Drawing should be provided.

7.2.2.4 Necessary liaison work is done with the customer to realize the order.

7.2.2.5 The order received is reviewed for correctness and completeness and onward forwarded to Production Supervisor to initiate subsequent activities.

7.2.2.6 Changes to the Purchase Orders are processed in the same way as the original order.

7.2.3 CUSTOMER COMMUNICATION

7.2.3.1 The Factory Manager and other authorized personnel of the organization are constantly in touch with the customer by way of visits, e-mails, telephonic discussion, fax messages, etc. in order to get the complete information regarding their requirements including product information.

7.2.3.2 Customer Inquiries, Purchase Orders and amendments are handled as per Section 7.2.1 & 7.2.2.

7.2.3.3 Customer Complaints are collected and analyzed for identifying improvements. Customer Complaints are processed and corrective actions are identified and implemented as per the documented Process Description. The corrective action implemented intimated to the customer.

SECTION 7.3: PRODUCT REALIZATION – DESIGN AND DEVELOPMENT

7.3.1 Golden Fence Mechanical Complex scope of activities not engaged in design and development activities, so ***This requirement of the standard is excluded from the manual, since this activity is not involved in the Factory's business operation.***

- The Golden Fence Mechanical Complex quality management system is relevant to the nature of our organization and products, and to customer and regulatory requirements. Requirements of ISO 9001 standard that do not apply are excluded from the scope of our quality system.
- The Management Representative is responsible for identifying those requirements of ISO 9001 that do not apply to Golden Fence Mechanical Complex products and services.
- Clause 7.3, Design and Development - Golden Fence Mechanical Complex does not design and develop products. Our engineering activities are limited to developing methods and means of production, fabrication.

SECTION 7.4: PRODUCT REALIZATION - PURCHASING

7.4.1 PURCHASING PROCESS

7.4.1.1 Raw materials and components are purchased based on the stock requirements or on actual requirements.

7.4.1.2 All the materials are purchased from the approved suppliers. Materials and components are purchased only from suppliers who are able to demonstrate capability to meet the specific material requirement.

7.4.1.3 An Approved Supplier List (ASL) is maintained and used for all the purchases made. The

process of assessment of suppliers and their inclusion or deletion in the ASL is carried out as per the relevant SOP.

7.4.1.4 Services are purchased only from sub-contractors who are able to demonstrate capability to meet the requirement of the product.

7.4.1.5 Long Term Supply Contracts are mutually agreed with the approved suppliers by General Manager.

7.4.1.6 Based on the case-to-case requirement; purchase orders are issued to the supplier.

7.4.1.7 For the other materials, consumables and components, Material Purchase Requests are initiated to communicate the requirement to the Factory Manager.

7.4.1.8 Quotation are obtained; against the request for quotation; from the supplier, if the supply terms and conditions are not established.

7.4.1.9 The supplier is identified after the review of the received quotations and the Purchase Order is issued to the identified supplier.

7.4.2 PURCHASING INFORMATION

7.4.2.1 All Supply Contracts and Purchase Orders are issued to the suppliers detailing clearly the material specification, grade, type and description. The Delivery and commercial terms and conditions shall also be clearly detailed in the Supply Contract and Purchase Order.

7.4.2.2 Purchase Orders issued to supplies detail clearly the required proof of quality in the form of inspection reports, test certificates, etc. (if applicable), which are to be furnished by the supplier.

7.4.2.3 Revisions to Contract/Purchase Order are handled and processed in the manner as a new order. In such cases the obsolete Contract/Purchase Order will be withdrawn and destroyed from the supplier.

7.4.3 VERIFICATION OF PURCHASED PRODUCT

7.4.3.1 Inspection & Test Reports are generated for the each raw material listing all the inspection/test to be made on the purchased materials. Wherever required work instruction are generated to brief the inspection & test methods.

7.4.3.2 All purchased materials are inspected to ensure the conformance to the required product/quality requirement.

7.4.3.3 Generally verification at supplier premises is not relevant for Golden Fence Mechanical Complex.

7.4.3.4 However if situation demand, such requirement is intimated to the supplier during the placement of the purchase order and suitable coordination is done with supplier for such inspection/testing.

Reference document SOP – 03 (Purchasing)

SECTION 7.5: PRODUCT REALIZATION – PRODUCTION AND SERVICE PROVISION

7.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION

7.5.1.1 The details of products to be produced are identified from the Production Order.

7.5.1.2 All production activities are carried out as per the documented Standard Operating Procedure, Product Specification and Work Instruction, wherever applicable.

7.5.1.3 Trained and/or qualified personnel are allocated to different jobs based on the skill and expertise required for each activity.

7.5.1.4 All equipments used for production are subjected to regular preventive maintenance and is carried out as per the documented Standard Operating Procedure.

7.5.1.5 All instruments used for production and inspection activities are subjected to the company's calibration control program.

7.5.1.6 If raw materials required are not available, it is purchased in accordance to the Section 7.4 of this manual and relevant Standard Operating Procedure.

7.5.1.7 Upon completion of each production stage, the semi-finished product is offered for inspection.

7.5.1.8 It is ensured that until the successful completion of the stage inspection, the product is not processed for the next production stage.

7.5.1.9 Finished product cleared by the final inspection are packed suitably as per the customer requirement and delivered to the customer in accordance with the documented Standard Operating Procedure.

Reference document SOP – 02 (Planning and Production Control)

7.5.2 VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISIONS

The Head of Production will identify the process stages at which continuous monitoring and control of process parameters is necessary to achieve the required characteristics. Such processes shall be classified as special processes and the Head of Production is responsible to specify the upper and lower limits of process parameters for all special processes. The Head of Production, in co-ordination with the Head of PE&M is responsible to specify:

- The steps necessary to control the accuracy and variability of equipment used to make or measure the product, including settings and adjustments.
- The training requirements for personnel operating the equipment and instrument involve in the special processes, in terms of knowledge, abilities and skills.
- Techniques to be used by operators for measurements of process characteristics, including pressure, temperature, pH, etc. to evaluate physical and chemical characteristics of the special processes.

- The format and content of records to be maintained for training of special process personnel, and maintenance and calibration of specified process equipment and instrumentation, as appropriate.

Reference document SOP – 13 (Welding Procedure Specification)

7.5.3 IDENTIFICATION AND TRACEABILITY

7.5.3.1 All the materials available in the stock are identified with the Material Description marked on the material or on the bundle or tagged to the material or the location.

7.5.3.2 All the raw materials have the batch numbers, which forms the traceability parameter.

7.5.3.3 Materials pending inspection are retained in designated location to ensure the inadvertent use.

7.5.3.4 The product pack is identified with the Product Code and Batch Number.

7.5.3.5 For the product the Batch Number forms the traceability parameter

7.5.4 CUSTOMER PROPERTY

This requirement of the standard is excluded from the manual, since this activity, such as to keep customer property, is not involved in the Golden Fence Mechanical Complex's business operation.

- Golden Fence Mechanical Complex does not use or incorporate customer property into its products. However, in case of sold out Material and or certain accessories which have typical damages or quality problems and may not be recuperated without being recalled at the plant facilities are properly identified by the Logistic Department.
- The damaged or under repair/inspection material / Accessories are placed in quarantine area and adequate measures are taken by logistic to safeguard material(s) from environmental impact. All necessary actions are assessed and undertaken to protect the material(s) from inadvertent loss or damage.

7.5.5 PRESERVATION OF PRODUCT

7.5.5.1 The packing and product handling at all stages of process from receipt through storage, manufacturing, delivery is carried out in order to prevent the product from any damage/deterioration.

7.5.5.2 The Purchase Order shall specify any special packing instruction to protect the raw materials from damage.

7.5.5.3 All handling, storage, packing and delivery operations of materials and products are carried out as per the documented Process Description.

7.5.5.4 At all stages of production, storage and delivery, the materials are handled to prevent damage or deterioration.

Reference document SOP – 06 (Materials Control)

SECTION 7.6: PRODUCT REALIZATION – CONTROL OF MONITORING AND MEASURING DEVICES

7.6.1 Inspection, Measuring and Test equipment are selected on the basis of measurement to be made/test to be performed and the accuracy required as per the product related requirements specified.

7.6.2 All inspection, measuring and test equipment, which are used in manufacturing and testing have been identified and their list maintained in a master list.

7.6.3 All inspection, measuring and test equipment in the master list are calibrated periodically. The frequency of calibration for an instrument is determined on the basis of manufacturer's recommendation or from experience with the instrument.

7.6.4 Calibration is carried out by trained and qualified personnel as per the documented SOP against calibrators traceable to designated National or International standards. The calibrators are calibrated at defined frequencies by an approval calibration laboratory.

7.6.5 All measuring and test equipment are identified by marking the item or its container with a unique identification number.

7.6.6 The calibration status of instruments is indicated by means of a calibration sticker which states the calibration date and the next due date for calibration. The calibration stickers are pasted in such a manner, which would prevent an unauthorized person from making adjustments. No user is allowed to make adjustments to the instruments, which would invalidate its calibration.

7.6.7 Only calibrated instruments are issued to the production and inspection personnel. Instruments found out of calibration or damaged during usage are withdrawn from use for corrective action.

7.6.8 Traceability of calibrated equipments used for inspection and test is maintained by the inspection personnel.

7.6.9 Handling, preservation, use and storage are under suitable environmental conditions specified for their use.

7.6.10 Purchase of new instruments is carried out as described in the Section 7.4 of this Quality Manual.

7.6.11 If an instrument is reported out of calibration during re-calibration, the previous user is informed and it is his responsibility to verify the validity of the previously checked results.

Reference document SOP – 08 (Instrument Calibration)

SECTION 8.1: MEASUREMENT, ANALYSIS & IMPROVEMENT – GENERAL

8.1.1 The inspection of the raw material and products are performed as described in the Section 8.2.4 of this Quality Manual

8.1.2 Internal Audits are planned and performed to ensure the conformity of the Quality Management System as described in the Section 8.2.2 of this Quality Manual

8.1.3 Corrective and Preventive Action system, Management Review, Customer Satisfaction Survey and Analysis, etc. are planned and implemented to make sure that the quality management system and its effectiveness are continually monitored and strived for improvement.

SECTION 8.2: MEASUREMENT, ANALYSIS & IMPROVEMENT – MONITORING AND MEASUREMENT

8.2.1 CUSTOMER SATISFACTION

8.2.1.1 Customer Satisfaction Surveys are carried out; feedbacks are collected, scrutinized and analyzed to obtain information relating to the customer satisfaction.

8.2.1.2 This information is used to evaluate decisions that affect customers. It is also used to continually improve processes and systems to increase customer satisfaction.

8.2.1.3 The repeated order from the customer, increase in sales volume, reduction in product returns, etc. are also identified as alternate indicators for the customer satisfaction.

Reference document SOP – 10 (Evaluation of Customer Satisfaction)

8.2.2 INTERNAL QUALITY AUDIT

8.2.2.1 Internal audits are carried out at least three times in a year by the auditors in order to verify the effectiveness of the Quality System and to ensure that the quality objectives are met.

8.2.2.2 Planning and performing internal audits, reporting of non-conformances, implementation of corrective actions based on audit results and verification of implementation are all carried out as per the documented SOP by designated personnel. Designated auditors are independent of the processes they have to audit.

8.2.2.3 Audits are planned to cover the entire quality system functioning. An annual audit schedule is drawn up. Checklists are prepared and used for conducting audits. Specified formats are used for reporting of audit observations.

8.2.2.4 Non-conformances are discussed with the concerned personnel. Corrective actions and a time frame for implementation are agreed upon.

8.2.2.5 If required a follow-up audit is performed after the stipulated time period to verify the implementation of the corrective action.

8.2.2.6 Extra ordinary audits are carried out when any of the following conditions exist:

- When significant changes are made in functional areas of the Quality System including significant re-organizations and SOP revisions.

- When it is considered necessary to verify implementation of required corrective action

8.2.2.7 Audit reports are submitted to the Management Representative and copies sent to the concerned personnel for initiating corrective action.

8.2.2.8 Once the corrective action is established, Management Representative verifies the effective implementation of the identified action and signing off of non-conformance reports.

8.2.2.9 Results of internal audits form one of the inputs for the Management Review Meetings.

Reference document SOP – 11 (Internal Quality Audit)

8.2.3 MONITORING AND MEASUREMENT OF PROCESSES

8.2.3.1 The outputs of the each functional process will be verified to ensure the process objectives are achieved.

8.2.3.2 In case the process outputs do not meet the process objective, suitable corrective action will be initiated to ensure that the outputs will meet the objectives in the future.

8.2.3.3 Compliance of the process output with the process objectives will be verified during the internal quality audit and the management reviews.

8.2.4 MONITORING AND MEASUREMENT OF PRODUCT

8.2.4.1 The measurement of product parameters is performed at different stages of the product as follows:

- Receiving of raw materials and components
- Semi-Finished Products
- Final product

8.2.4.2 For all the incoming raw materials and components, inspection is performed as per the documented SOP, and relevant Work Instruction. The inspection & test results are suitable recorded in the respective inspection & test report.

8.2.4.3 Non-conforming materials and products are controlled as per Section 8.3 of this Quality Manual

8.2.4.4 In case client inspection is contractually agreed, necessary liaison is performed during the inspection and testing by the client representative. This is applicable for both raw material and product.

8.2.4.5 If contractually agreed, the Inspection & Test Reports are prepared and submitted to the client for review and approval.

Reference document SOP – 02 (Planning and Production Control)

SECTION 8.3: MEASUREMENT, ANALYSIS & IMPROVEMENT – CONTROL OF NON-CONFORMING PRODUCT

8.3.1 There is a system established in the company for Non-Conformance Control to prevent the inadvertent use of materials, components, products, etc. that are not conforming to the specified requirements.

8.3.2 At any stage the responsibility for non-conformance detection and reporting is that of the person who handles the materials at that stage.

8.3.3 Non-conforming products or parts observed at any stage – receipt, storage, or delivery is tagged/segregated and recorded in the Non-Conformity Report.

8.3.4 The non-conformed product or parts are disposed off by identifying the suitable disposition as explained in the Standard Operating Procedure.

8.3.5 The status of the NC disposition is recorded in the Non-Conformity Report.

Reference document SOP – 07 (Control of Non-conformance)

SECTION 8.4: MEASUREMENT, ANALYSIS & IMPROVEMENT – ANALYSIS OF DATA

8.4.1 The data generated during the process execution and onward compiled are subjected to the analysis to verify the achievement of the process objective and to monitor the process performance.

8.4.3 The following methods may be used for the data analysis; (***BUT NOT LIMITED TO)***:

- Histogram
- Trend Charts
- Pareto Analysis
- Pie Charts
- Control Charts

8.4.4 A periodic report (at least once in six months) based on the above analysis is prepared and circulated to concerned personnel for review.

8.4.5 The analysis results are reviewed in the Management Review Meeting based on these reports.

SECTION 8.5: MEASUREMENT, ANALYSIS & IMPROVEMENT: IMPROVEMENT

8.5.1 CONTINUAL IMPROVEMENT

8.5.1.1 Continual Improvement in each area is part of the quality policy and objectives of the company. These are achieved through analysis of the results of internal audits, product non-conformances, and customer complaints and feedback and by identifying corrective and preventive action.

8.5.1.2 The Quality Management System is implemented within all functions and this is accomplished within a total quality environment, which promotes continual quality improvement through active employee involvement and utilization of measurement data

from both internal and external sources.

8.5.2 CORRECTIVE ACTION

8.5.2.1 System/document related corrective actions can be proposed by any person by filling up a document change request as described in the Section 4.2 of this Quality Manual

8.5.2.2 The non-conformance reports requiring system related or product related corrective actions are attended to immediately and the relevant documents are changed appropriately.

8.5.2.3 Reports of rejection, rework, scrap and return to supplier are reviewed to identify the causes of the non-conformances and the means of preventing their recurrence.

8.5.2.4 The results of Internal Quality Audits and customer complaints are reviewed during the Management Review Meetings and appropriate corrective actions are decided.

8.5.2.5 Product related non-conformance pertaining to purchase products is reported to the respective supplier for necessary corrective action. In case of repeated non-conformances, the supplier is removed from the Approved Supplier List as per relevant documented SOP.

8.5.2.6 When the non-conformance is due to inadequate training of personnel, the concerned staffs are provided with necessary training.

8.5.2.7 All formal customer complaints regarding products are analyzed and results are discussed in the Management Review Meetings to decide on the corrective measures. Actions required and time frame for completion is specified in the records of such meetings and is regularly followed up.

8.5.2.8 The corrective actions implemented are verified for their effectiveness during the Internal Quality Audit and Management Review Meetings

8.5.3 PREVENTIVE ACTION

8.5.3.1 Reports on rejection, rework, scrap and return to supplier are prepared, reviewed and the trend is monitored periodically to identify any potential non-conformity and preventive action required.

8.5.3.2 The results of Internal Quality Audit and Customer Complaints are reviewed during the Management Review Meetings and any preventive action required are discussed and decided.

8.5.3.3 The performance of suppliers is monitored and any preventive action like development of new supplier is identified and carried out.

Reference document SOP – 12 (Corrective & Preventive Action)

APENDIX 01: LIST OF STANDARD OPERATING PROCEDURES

SOP #	Document Title	REVISION NO	REMARKS
SOP 01	Management Review	00	
SOP 02	Planning and Production control	00	
SOP 03	Purchasing	00	
SOP 04	Document & Records Control	00	
SOP 05	Recruitment & Training	00	
SOP 06	Materials Control	00	
SOP 07	Control of Non Conformance	00	
SOP 08	Instrument Calibration	00	
SOP 09	Maintenance	00	
SOP 10	Evaluation of Customer Satisfaction	00	
SOP 11	Internal Quality Audit	00	
SOP 12	Corrective & Preventive Action	00	