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Effective Date: 01 JULY 2013

QUALITY MANUAL

ISO 9001:2015

M/s TAN SINGH CHOUHAN

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APPROVAL OF QUALITY MANUAL

QMS Manual is the apex document that describes the Quality Management System, through chapters *4.0 to 8.0* based on the requirements of ISO 9001:2008. Which are complementary to technical requirements of the products, adopted as a strategic decision, implemented and practiced by M/S**TAN SINGH CHOUHAN**

The Management approves this Quality Manual and is committed,

To diligently practice the QMS and thus to serve Customers with great & prompt responsiveness

To enhance customer satisfaction by meeting their requirements, & expectations, besides complying with relevant statutory and legal obligations.

To establish, implement and review the quality policy and its objectives, with a view to ensuring their continuous suitability through improvements as necessary.

To make available all necessary resources including providing an infrastructure of facilities for achieving this purpose.

It also meets the regulatory and legal requirements of the product. It uses the process approach, systematic identification and management of activities / processes that are employed through, a sequential process of Plan -Do -Check -Act (PDCA) Cycle.

Signature of manual approving authority as below:

PREPARED BY: MR APPROVED BY: PROP.

SCOPE

The Quality Management System covers all aspects and facets of: -

“Civil construction, Road & Building Works.”

PERMISSIBLE EXCLUSIONSN

The following requirement’s of the ISO 9001:2008, which are not applicable and therefore are excluded neither affect the organization’s ability nor absolve it from its responsibility, to provide product that meets customer and applicable regulatory requirements.

1. **Clause 7.3 Design & Development** is excluded as the company does not design or develop products; company provides services as per customer requirements.

- The Manual, its copies or extract from it, must not be passed on to any person without the written permission of the M.R of M/S **TAN SINGH CHOUHAN**

- Unnumbered / Uncontrolled copies may be given to Customer / outside agencies purely for information purpose. UNCONTROLLED copies are not covered under “change control” but are current at the time of issue.

- Management Representative (MR) is responsible for establishing and maintaining the processes of the Quality Management System, for periodically reporting to the management on the performance of the system and for promoting awareness of customer requirements through out the organization.

- The CONTROLLED copies are covered by “change control” and are stamped in red on all pages. The controlled copies are distributed to Functional Heads. It is the responsibility of CONTROLLED copyholder of this Manual to maintain and incorporate all revision on receipt and keep it up to date.

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Definitions:

- Process – an activity using resources and managed to convert inputs into outputs is considered as a process.
- Product – result of a process; also means “Service”.
- Supplier - contract manufacturer, subcontractor, and direct material or service supplier.
- Quality Management System: The part of the overall management system that includes organizational structure, planning activities, responsibilities, practices, procedures, processes and resources used to develop and implement the Quality policy.
- Quality Policy: Statement by the organization of its intentions and principles in relation to its overall performance as formally expressed by top management, which provides a framework for action and for the setting of its objectives and targets.
- Quality Objective: Overall goal of organization, consistent with the quality policy, that the organization sets itself to achieve.
- Organization: TAN SINGH CHOUHAN

Abbreviations

TSC	:	TAN SINGH CHOUHAN
MR	:	Management Representative
MRM	:	Management Review Meeting
DOC	:	Document
F	:	Formats
QPR	:	Quality Procedures
WI	:	Work Instructions
QAP	:	Quality Assurance Plan
NCP	:	Non Conforming Product
CA	:	Corrective Action.
PA	:	Preventive Action

M/s **TAN SINGH CHOUHAN** Our Company "AA" Class PWD Contractor & 'S' Class GREF Contractor is one of the leading civil construction company which is active in road, building & all type of Major Civil work in western Rajasthan since last 20 years.
Our company is certified by Secretary to Govt. of Public Works Department for Completing Project work in PWD Circles at Barmer worth 80 Crores. It has also certified us with an excellence in quality for the executed projects.

We establish partnerships with our clients, subcontractors, suppliers and the community, allowing us to consistently deliver the most cost effective, complete and innovative solutions.
With over 20 years of experience we are known in the industry as being competitive and dedicated to our passion for completing our projects on time, under budget and to a high standard of quality.

We M/s **TAN SINGH CHOUHAN** provide you the best allied services for your all type major Construction, Civil, Road work etc. requirements.
M/s **TAN SINGH CHOUHAN** incomparable expertise in developing great ideas into signature life and delivering beyond anticipation has gained us a good credit. Our team of professionals has helped us to establish best practice in Civil and constructions.
Our company aims at achieving apex ethics in real estate and constructions with its highly proficient attitude and superior technology. This indeed imitates in our essential activities and objectives.

4.0 QUALITY MANAGEMENT SYSTEM

PURPOSE

To provide an overview of the Organization's Quality System and the principles upon which it is built. [ISO 9001:2008] and operated.

SCOPE

This section applies to the entire documentation establishment, implementation, maintenance and continual improvement of the quality management system, as well as the preparation of quality plans for all products manufactured.

RESPONSIBILITY

Management Representative is responsible for its implementation, review and improvement as called for. He is also responsible for periodically reporting to the Management about the performance of the Quality Management System and the need for improvement if any. He shall also ensure the promotion of awareness of customer requirements throughout the organization *by* arranging meetings, issue of circulars. And circulating reading material.

4.1 QUALITY MANAGEMENT SYSTEM – General Requirements.

The Organization has developed and implemented a documented Quality Management System to meet the requirements of ISO 9001:2008 standards. The Quality Management System, is implemented by-

- Identifying the processes throughout the organization including those for management activities, provision of resources, product realization and measurement needed for the QMS (refer Process flow Diagram annex D.)
- Determining the sequence and interaction of these processes;
- Determining the criteria and methods required to ensure the effective operation and control of these processes; (ref; Quality Assurance Plans)
- Ensuring the availability of resources and information necessary to support the operation and monitoring of these processes; (through; Work Instructions)
- Measuring, monitoring and analyzing these processes.
- Implementing actions necessary to achieve planned results and continual improvement of these processes.

The Organization plans & manages these processes in accordance with QMS.
In the organization there are no out source process

4.2.1 Documentation Requirements- General

The Organization chart and job specifications of the key personnel's define and document the level and responsibilities.

- The statement of the organizations Quality Policy & Quality Objectives provide the basis for QMS (As stated in section 5).
- The Quality Manual which is established and maintained details the scope of the QMS, exclusions with justifications

- The Quality Management System enjoins, documented procedures as required in ISO 9001:2008
- Documented operating procedures as required by the Organization, such as Quality Plans, Work Instructions, Specifications, Drawings etc,
- Quality records as required by standard ISO 9001:2008 (4.2.4),

for effective operation and control of activities/processes The procedures describing the logical sequence of activities with necessary control and responsibility, are established, documented, implemented and maintained.
However current status of all procedures is available in Master list of procedures.

4.2.2 Quality Manual

The Quality Manual, (this Manual) which is established and maintained, details the scope of the QMS, exclusions with justifications & documented procedures.
It also describes the interaction between the processes of QMS such as Management activities (Annexure A) resources provision, product realization.
Measurement analysis through interaction and Sequence of processes as shown in Annex E+ F.

4.2.3 Control of Documents

All Documents of the Quality Management System are controlled.
A documented procedure (QPR 01) is established to cover the following;

- to approve documents for adequacy prior to issue,
- to review and update as necessary and re-approve documents,
- to ensure that changes and the current revision status of documents are identified,
- to ensure that relevant versions of applicable documents are available at points of use,
- to ensure that documents remain legible and readily identifiable,
- 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
- to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

4.2.4 Control of Quality Records

A documented procedure (QPR 02) is established, for the Identification, storage, retrieval, protection, retention-period and disposition of all Quality Records. Quality records are legible, readily identifiable and retrievable.
Records are intended to provide evidence of conformance to requirements and for effective operation of Quality Management System are controlled.

5.0 MANAGEMENT RESPONSIBILITY:

5.1 Management Commitment:

Top management's commitment to the development, implementation and improvement of the Quality Management System is evidenced by:

- It's Communication to all concerned in the organization, the importance of meeting customer as well as regulatory and legal requirements of the product.
- Statement / establishing of the Quality Policy.
- Ensuring establishment of Quality Objectives
- Conducting management review meetings.
- Ensuring the availability of necessary resources, physical and human, for all activities.

5.2 Customer Focus

Top management of the organization ensures that customer requirements are determined and are fulfilled with the aim of enhancing Customer satisfaction.

5.3 Quality Policy

The Quality Policy Statement defines the Organization's quality policy. Employees are fully briefed about this policy on joining the Organization and during planned training. All employees are responsible to implement the Quality Policy of the Organization. The following Quality Policy is displayed at prominent places within the Organization and is controlled.

We the people at TAN SINGH CHOUHAN are committed to provide services to meet total customer satisfaction by ensuring: Consistent high quality standards, Timely execution of work & Continual improvement of the system.

(TSC/5/F1)

Top management, while defining Quality Policy, considers the following;

- It is appropriate to the purpose of the Organization.
- It reflects commitment to meet the requirements, and continually improve the effectiveness of Quality Management System.
- It has a framework for defining and reviewing of Quality Objectives.
- It is communicated and understood by all concerned in the Organization.
- It is regularly reviewed for continuing suitability.

5.4 Planning

5.4.1 Quality Objectives

Management ensures**,** establishing Quality Objectives at relevant functions and levels within the Organization.
These objectives are measurable, and consistent with the quality policy, commitment to continual improvement and also for meeting the requirements of the products.
These objectives are constantly reviewed (5.6.1)

- To enhance customer satisfaction. (Min.95%)
- To impart training inputs to operating staff to enhance their skills and knowledge.(min. 10 hours/year)
- Timely order execution. (Min.97%)
- Continue comply with Quality Management System.

Reference: TSC/5/ F2

5.4.2 Quality Management System Planning

The Quality Management System is Planned to meet the requirement of ISO 9001:2008 and also the Quality Objectives defined by the Organization.
The Documented Quality Management System is the result of planning and is in line with the Quality Objective that the Management set. The requirement which the system meant to meet are (4.1)-

- Determination of the process needed for the system and application throughout the organization.
- Determination of the sequence and interaction of these processes.
- Determination of the criteria and method to ensure the effectiveness of the operation and control of the processes.
- Making available the requisite resources human as well as physical to support the operation & maintaining of the processes.
- Monitoring, Measuring and analyzing the processes.
- Initiating actions to active planned results and also for continual improvement of the processes.

The Management further ensures that the integrity of the QMS is maintained whenever any changes to the system are planned & made.

5.5 Responsibility, Authority & Communication

5.5.1 Responsibility and Authority:

Functions and their interrelation as also the responsibility and authority (refer Annex A + B of section 4) are defined and communicated, to all concerned for effective quality management.

5.5.2 Management Representative:

HSE Incharge has been appointed as a Management Representative, who is responsible and authorized for following;

- To establish, implement and maintain the processes of Quality Management System.
- To report to top management on the performance of the Quality Management System and also on any need for Improvement.
- To promote awareness of Customer requirements, throughout the Organization and
- To liaison with external agencies on matters relating to Quality Management System, as deemed necessary.

5.5.3 Internal Communication

Appropriate communication processes regarding Quality Management System & it's effectiveness, are established, within the Organization. Management ensures such communication taken place through following means –

- Internal circular & personal meeting about any changes in raw material acceptances, production system, machineries / equipments, premises, locations, surrounding environment, sanitation & cleaning programs, packaging, storage, distribution system, personnel qualification level & responsibilities defining criteria, personal hygiene & illness reporting, enquiries of external interested parties or buyers & their relevant health related issues or complaints etc, changes in regulatory requirements and other major changes may have impact on our services.
- Releasing/issuing of internal circular to arrange a MRM as per set frequency after an effective internal audit.
- Important discussion as agenda in MRM on above mentioned major issues with relevant department heads with their own views
- Decision about corrective & preventive actions against any major related issue to avoid or repeat in future
- To give responsibility & target date to fulfill or complete above mentioned given tasks to relevant department head

5.6 MANAGEMENT REVIEW

5.6.1 General

Top Management reviews the implementation of Quality Management System, at planned intervals **(**Twice in a year**)** to ensure its continuing suitability, adequacy and effectiveness. The review covers, evaluation of the need for changes, to this system, Organization's Quality Policy and Quality objectives.
For this purpose a Management Committee consisting of PROP./MR and senior personnel are appointed. Records from management review are maintained.(TSC/5/F4)

5.6.2 Review Inputs:

The inputs for the management review include the current performance and opportunities for improvements on the following:

- Follow up Action from previous reviews.
- Result of Audit reports.
- Customer feedback
- Process performance and product conformity
- Status of Preventive and Corrective Actions
- Planned changes that could affect Quality Management System such as issues related to Quality Policy and Objectives. Technological Up-gradation, Training needs Resource profiles etc.
- Continued suitability and effectiveness of Quality System
- Recommendation for improvement.
- Any other issue.

5.6.3 Review outputs:

The outputs from the Management Reviews, include actions relating to:

- Improvement of the effectiveness of the Quality Management System and it's processes.
- Improvement of product related to the customer requirements.
- Resources requirements/needs.

The proceedings of the Management Review meetings are recorded in the form of Minutes and extracts circulated to concerned functionaries for action..

6.0 RESOURCE MANAGEMENT

6.1 Provision of resources:
The organization is required to determine and provide in a timely manner, the resources needed;

- To implement, maintain and improve the Quality Management System and continually improve it's effectiveness and
- To enhance Customer satisfaction by meeting the customer requirements

Resources include plant and associated equipments, trained personnel, process control equipments. Lead-time is provided in the production schedule.

6.2 Human Resources:

6.2.1 General

- The Management ensures that personnel who are assigned, responsibilities, under the Quality Management functions, are competent and are suitably qualified on the basis of education, training, skill and experience,

6.2.2 Competence, Awareness and Training
The organization takes action to;

- 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,
- evaluate the effectiveness of the actions taken,
- ensure that its personnel are aware of the relevance and importance of their activities and how they
- contribute to the achievement of the quality objectives, and
- Maintain appropriate personnel records of education, skills /experience, training (TSC/6/F1,F2,F3)

6.3 Infrastructure
The organization also determines, provides and maintains the requisite infrastructure of facilities for achieving conformity of product including

- Buildings, Workspace and associated Utilities.
- Process equipments & machineries.
- Supporting services such as transport or communication.
  (TSC/ML/04,06)

6.4 Work Environment
The organization further identifies and manages the human and physical factors such as noise, temperature, humidity, lighting or weather of the work environment necessary to achieve conformity to product requirements. The work environments are recorded on format (TSC/6/F5) through respective HOD's and are reviewed six monthly for improvements.

7.1 PLANNING OF PRODUCT/SERVICE REALIZATION:

Product realization is that sequence of processes and sub-processes required for achieving the product. The organization prepares Quality assurance Plans that describe how the processes of quality management system are applied.

In planning the processes for realization of product. The organization determines the following, as appropriate:

- Quality objectives/Quality plans for the product/Services
- The need to establish processes and documentation and to provide resources specific to the product
- Verification, validation, monitoring, inspection and test activities, specific to the product and the criteria for acceptance.
- The records evidencing the realization of the processes and conformance of the resulting product, fulfils requirements.

The Organization determines product realization processes & acceptance criteria, through Quality Plans, of QMS for specific product.

Ref: TSC/Q-Plan 01

7.2 Customer Related Processes

7.2.1 Determination of requirement related to the product

The Organization determines the customer requirements, which includes the following;

- Product requirements including availability, delivery and support as specified by the customer.
- Product requirements necessary for intended or specified use, if not specified by the customer.
- Regulatory and statutory Obligations related to the product/service.
- Additional requirements decided by the Organization related to the product/service.

7.2.2 Review of requirements related to product

The Organization reviews, the identified customer requirements related to Product, together with additional requirements as determined (7.2.1)

This review is conducted prior to the commitment to supply a product to the customer (e.g. submission of tender, acceptance of a contract or order), to ensure following;

- Product requirements are defined.
- Where the customer does not provide any documented statement of requirements, the customer requirements are confirmed before acceptance.
- Contract or order requirements differing from those previously expressed (e.g. in the tender or quotation) are resolved.
- The organization has the ability to meet the defined requirements.

The results of the review and subsequent follow-up actions are recorded. (4.2.4)

It is ensured that, wherever product requirements are changed, the relevant documents are amended and the concerned persons are made aware of the changed requirements

Such reviews are relevant in the case of product information catalogues, brochures, advertisements etc.

7.2.3 Customer Communication

The Organization identifies and implements, effective arrangements for communicating with the customer relating to following;

- Product information;
- Enquiries, contracts or order handling, including amendments.
- Customer feedback including Customer complaints.
- Internet, fax, phone, courier
- Personal meeting etc. are used for effectiveness of communication

7.3 Design and Development: This Clause is excluded

Justification: The company does not design or develop products; company provides services as per customer requirement/specifications.

7.4 Purchasing:
7.4.1 Purchasing Process: *(Refer QPR 7)*

The organization controls its purchasing processes to ensure that purchased products conform to specified purchase requirements. The type and extent of control applied to the suppliers and purchases product depends upon the effect on subsequent product realization processes or the final product.

The organization evaluates and selects suppliers based on their ability to supply product in accordance with Organization's requirement. Criteria for selection evaluation and periodical re-evaluation of suppliers are established. The results of evaluations and necessary follow up actions are recorded and maintained. **(4.2.4)**

- The suppliers have been assessed mostly on the basis of reputation & past history of supplier but the supplementary methods are also applied like survey site visit or if required before selecting any new supplier, a sample is obtained from the supplier. The Q.A. department tests the sample. If it is found ok then a trial order is placed to the supplier. If the trial order is executed satisfactorily. Then full order is placed to the respective supplier. The supplier's performance is periodically evaluated in accordance with the norms established and action as necessary taken.
- Internal audit & Training outsourced & Controlled.(TSC/ML/04)

7.4.2 Purchasing Information:

The organization ensures that adequate information in regard to product to be purchased is communicated to the supplier whether ordered on phone which is very common practice in small scale sector or in form of purchase order sent through fax, letter or e-mail.

Additionally where appropriate purchase information covers, the following:

- Requirement for approval of product, procedures, processes, and equipment.
- Requirement for Qualification of personnel
- Quality management system requirements

The organization ensures the adequacy of specified purchase requirements contained in the purchasing documents, prior to their communication to the supplier.

7.4.3 Verification of Purchased Product

The organization establishes and implements, inspection and other activities necessary for verification of the purchased product vis the specified purchases requirements. These are subjected to visual inspection, in house testing or products accompanied by test certificate of supplier or competent third party.

Where it is proposed either by the organization or its customer, to perform verification activities at the suppliers premises, the intended verification arrangements and method of product release, are clearly specified in the purchasing information.
Ref. : Qplan-01

7.5Production and Service Provision:

7.5.1 Control of service:

The Organization plans and controls all operations under controlled conditions including as applicable:

- Making available, information that describes the characteristics of the product.
- Availability of work instructions, as necessary.
- Using and maintaining suitable equipment.
- Availability and use of the measure and monitoring devices
- Implementing of monitoring and measurement and
- The implementation of release, delivery and post-delivery activities.

Reference: work Order ,QPLAN 01

7.5.2 Validation of processes for production:

The organization validates the processes where resulting out put cannot be verified during the process & deficiencies may become apparent only after the product is put to use.

Such validation is carried out to demonstrate the ability of the processes to achieve the planned results. The organization defines and makes all arrangements for validation of the processes which include the following as applicable:

Defined criteria for approval and review of processes, Approval of equipment and qualification of personnel, Use of defined methodology and procedures, Requirements of records (4.2.4), Revalidation.

7.5.3 Identification and Traceability:

The organization identifies, where appropriate, the product by suitable means throughout product/service realization.

The organization does identify the status of the product with respect to monitoring and measurement requirements.

The organization does control and record the unique identification of the product, where traceability is a requirement

7.5.4 Customer Property: The customer property is identified, verified and protected by company , If any customer property is lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the customer and records maintained

7.5.5 Preservation of Product:

The organization does preserve the conformity of the products, including constituent parts, with the customer requirements during internal processing and delivery to the intended destination. This covers identification, handling, packaging, storage and protection.

7.6 Control of monitoring and measuring equipment:

The organization determines the monitoring and measurements to be carried out and the devices required for the purpose, to assure conformity of the product to specified and determined requirements

The organization puts in place appropriate processes to ensure that monitoring and measurement are carried out in a manner consistent with monitoring & measurement requirements.

Where necessary, ensure valid results measuring equipments are:

- Verified at specified intervals and calibrated and adjusted prior to use, against traceable international or national measurement standards. Where no such standards exist, the basis used for calibration or verification is recorded.
- Adjusted or readjusted as necessary.
- Identified to determine the calibration status.
- Safe guarded from adjustments that would invalidate the calibrations/measurements results. Protected from damage and deterioration during handling, maintenance and storage.
- The validity of previous results are assessed and recorded if the equipment is subsequently found, to be out of calibration. Records of results of such calibration and verifications are maintained.

Reference:, Calibration Certificates

8.0 Measurement, Analysis and Improvement:

8.1 General:

The organization does define, plan and implement the monitoring, measurement, analysis and improvement processes needed:

- To demonstrate conformity of the product
- To ensure conformity of Quality Management System
- To continually improve the effectiveness. This includes the determination of the applicable methods including statistical techniques and the extent of their use.

8.2 Monitoring and Measurement:

8.2.1 Customer Satisfaction:

The organization does monitor information relating to customer satisfaction and as one of the measurements of performance of the quality management system. The organization also monitors information relating to customer perception for fulfillment of customer requirement. The methodologies for obtaining and using this information are determined.

A non-conforming product, process and quality system relating to Customer Complaints and feedbacks are investigated and action taken recorded. Action depends on magnitude of assessed problem and commensurate with the risk involved Feedback forms are sent to customer along with order dispatches/periodically or during visits Feedbacks are taken from the customer.

Feedbacks are analyzed and assessed as measure of customer satisfaction.

Actions on feedback are taken to enhance customer satisfaction. These actions may include Quality Management System including resource, improvement.

REF.:TSC/7/F2, TSC/8/F1

8.2.2 Internal Audit: (Refer QPR 03)

The organization conducts periodic planned internal audits to determine whether the quality management system:

- Conforms to planned arrangement (7.1) of the requirements of the International Standard and to the Quality Management System established by the organization and
- Is effectively implemented and maintained

The organization plans the audit program taking into consideration, the status and importance of the processes and areas to be audited, as well as the results of the previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct the audits to bring about objectivity and impartiality of the audit process. Auditors do not audit their own work.

A documented procedure specifying the responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records (4.2.4) are defined in documented procedures.

Management takes timely corrective actions on deficiencies found and eliminate non-conformities and their causes detected, during the audit without undue delay.

Follow up activities includes the verification of the implementation of corrective actions, and reporting of verification results. (8.5.2)

8.2.3 Monitoring and Measurement of Processes:
The Organization applies suitable methods for monitoring & where applicable measurement of QMS processes. These methods to demonstrate their ability to achieve planned results. When planned results are not achieved, appropriate correction & corrective action are taken to ensure conformity of the product.

8.2.4 Monitoring and Measurement of Product:
The Organization monitors and measures the characteristic of the product, to verify that requirements for the product are fulfilled. This is carried out at appropriate of the product realization process according to planned arrangement (7.1).
Evidence of conformity with the acceptance criteria is documented. Records do indicate the person(s) authorizing for release of product (4.2.4)
Product release and service delivery does not proceed until all the planned arrangement have been satisfactorily completed, unless otherwise approved by the relevant authority and where applicable by the customer

8.3 Control of Non-Conforming product: *(*Refer QPR 04*)*
The Organization ensures that product which does not confirm to the requirements is identified and controlled to prevent unintended use or delivery. The control and related responsibilities and authorities for dealing with non-conformance product are defined in a documented procedure.
The organization deals with non–conforming products in one or more of the following ways:

- By taking action, to eliminate the detected non-conformity.
- By authorizing it's use, release or acceptance under authorized concession by a relevant authority and where applicable by the customer.
- By taking action to preclude it's original intended use or application.
- by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started

Records of nature of non-conformities and subsequent action taken, including concessions obtained, are maintained (4.2.4)
Non-Conforming product is corrected; it is re-verified after correction to demonstrate conformity to the requirements.
When non-conformity is detected, after delivery or use has started the Organization takes action appropriate to the effects, or potential effects of the non-conformity.
It is often required that the proposed rectification of the non-conforming product is reported for concession to the customer, and user, regulatory body or other body.

8.4 Analysis of data:
The Organization collects and analyzes appropriate data to determine the suitability and effectiveness of the Quality Management System and to evaluate where continual improvements of the Quality Management System can be made. This includes data generated as a result of monitoring & measurement and from other relevant sources.
The Organization analyses this data, to provide information on:

- Customer satisfaction (8.2.1)
- Conformance to product requirements (7.2.1)

Characteristics and trends of processes and products including opportunities for preventive action and Suppliers

8.5 Improvements

8.5.1 Continual Improvement:

The organization plans and manages the processes necessary for the continual improvement of the effectiveness of Quality Management System and facilitates the continual improvement of Quality Management System through the use of Quality Policy, Quality Objectives, Audit results, Analysis of data, corrective and preventive actions and Management Review.

Continual improvements are identified through following.

Product, process non-conformities where exceeding targets repeatedly.

To increase human resources technical competence.

Input from various sources of employees, technological up gradation, competitors benchmarking, business articles etc

Ref.: TSC/8/F1, TSC/8/F2, TSC/5/F2, TSC/5/F5, TSC /7/F2, TSC/8/F6

8.5.2 Corrective Action: *(*Refer QPR05)

The organization takes actions to eliminate the cause of non-conformity in order to prevent recurrence. Corrective actions are appropriate to the effect of non-conformities encountered

The documented procedure for corrective action defines requirements for:

- Reviewing Non-conformities (including customer complaints)
- Determining the causes 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 (4.2.4)
- Reviewing of Corrective action taken

8.5.3 Preventive Action: (Refer QPR 06)

The organization determines action to eliminate the causes of potential non-conformities in order to prevent their occurrence. Preventive action taken are appropriate to the effect of the potential problems

The documented procedure for preventive action defines requirements for:

- Determining potential non-conformities and their causes
- Evaluating the need for action, to prevent occurrence of non-conformities
- Determining and implementing preventive action needed.
- Recording results of action taken (4.2.4)
- Reviewing of preventive action taken.

ISO Sec. No.	PROP.	SafetyManager/ MR	Adm. Manager	Project manager
4.Quality Management System				
4.1 General Requirements	P	S	S	S
4.2 Documentation Requirements	S	P	S	S
5 Management Responsibility				
5.1 Management Commitment	P	S	S	S
5.2 Customer Focus	S	P	S	S
5.3Quality Policy	P	S	S	S
5.4 Planning.	S	P	S	S
5.5 Responsibility Authority & communication	S	P	S	S
5.6 Management Review	S	P	S	S
6 Resource Management				
6.1 Provision of Resource	P	S	S	S
6.2 Human Resources	S	P	S	P
6.3 Infrastructure	P	S	S	S
6.4 Work Environment	S	P	S	S
7 Product Realization				
7.1 Planning of product realization	S	S	P	S
7.2Customer Related Processes	S	S	P	S
7.3 Design & Dev.(Exclusion)	-	-	-	-
7.4 Purchasing	S	S	S	P
7.5 Production/Service provision	S	S	P	S
7.6 Control of Monitoring & Measuring devices	S	S	P	S
8. Measurement, Analysis & Improvement				
8.1 GENERAL				
8.2 Customer Satisfaction Internal Audit	S	P	S	S
8.3 Control of Non Conformance	S	S	P	S
8.4 Analysis of data	P	S	S	S
8.5 Improvements	P	S	S	S

P = Primary S= Secondary

1. PROP.

- Establishing Quality Environmental, Health & safety Policy & Objectives.
- Chairperson for Management Reviews
- Operation and review of System
- Assigning trained personnel for management of various IMS activities.
- Planning resources.
- Decision and appropriate actions including recall of goods, deals nonconformance detected or reported after the product is delivered and/ or used, rework at customers end if required.

2 ADM. MANAGER

- Arrangement of Vehicles, Equipments, manpower, plant machinery & materials to complete the service/work activities in accordance with the contract requirement.
- Ensure adequate cash flow to meet the organization's needs
- Communicate all customer requirements clearly & accurately within the company.
- Corrective / preventive action system (sub-contractor non-conformances, in particular).
- Sales planning. Explore & assess market demand
- Identification of resource requirements, as applicable
- Purchase of materials and components. Vendor Evaluation

3. PROJECT MANAGER

- Review & assess the reports
- Implementation & compliance with the requirement of project quality control plan
- Assume responsibilities for organizing, supervising & directing all project activities in accordance with project program
- Monitor work progress against program & take CA/PA for deviations occurred.
- Review, verify & define requirements of specifications, conditions of contract, Bill of quantities.
- Monitoring & controlling variations to contract & specification, review the impact of such variation with General manager.
- Hold & coordinate meeting prior to commencement of work at all sites, meeting check list, ensuring that all required documents, programs/schedule submitted on time.
- Establish & maintain a good working relationship with supervisors & other related manforce.
- Coordinate with HSE & quality managers on preparing, periodically review & update contract programs.
- Make detailed work program in accordance with the master CPM program of works& monitor progress against such program, marking the progress made on the program.

4. SITE ENGINEER

- To implement the actions plan to achieve functional objectives
- Allocation of work to the operators at all stages in their respective sections and analysis of their output on day-to-day basis.
- To prepare machine maintenance schedule
- Supervision of daily job & reporting to General Manager
- Prepare and implement technical quality procedures applicable to respective area.
- Implement administrative quality procedures applicable to respective laboratories Select and implement inter-laboratory proficiency testing programs
- Conduct training on technical aspects of quality program
- Inspection of all machineries, Equipments, Vehicles delivered to job site to assure their compliance with the plans & specifications
- Conduct tests & inspections as required by the contract & prepare reports of performed activities.
- Maintain equipment’s calibration records

5. HSE Incharge /MR

- Monitoring the work, health & safety environment of the organization.
- Conducting periodic safety audits
- Prepare schedule of training programmes.
- Select competent trainer & arrange training as competency need assessment
- Employees record keeping
- Organization development, change management initiatives, and company-wide environment for employees.
- Responsible for community outreach and communication, and charitable giving.
- Managing external employment agencies, recruiters, and temporary staffing agencies.
- Analysis of the effectiveness of all human resources efforts
- Internal Quality Audit reports and authority to take any actions necessary such
- as change of procedures
- Conducting Management Review Meetings.
- To establish, implement and maintain the processes of QMS
- To assess performance of the Quality Management System and also advice any need for Improvement.
- To liaison with external agencies on matters relating to Quality Management
- System, as deemed necessary

6. ACCOUNTS MANAGER

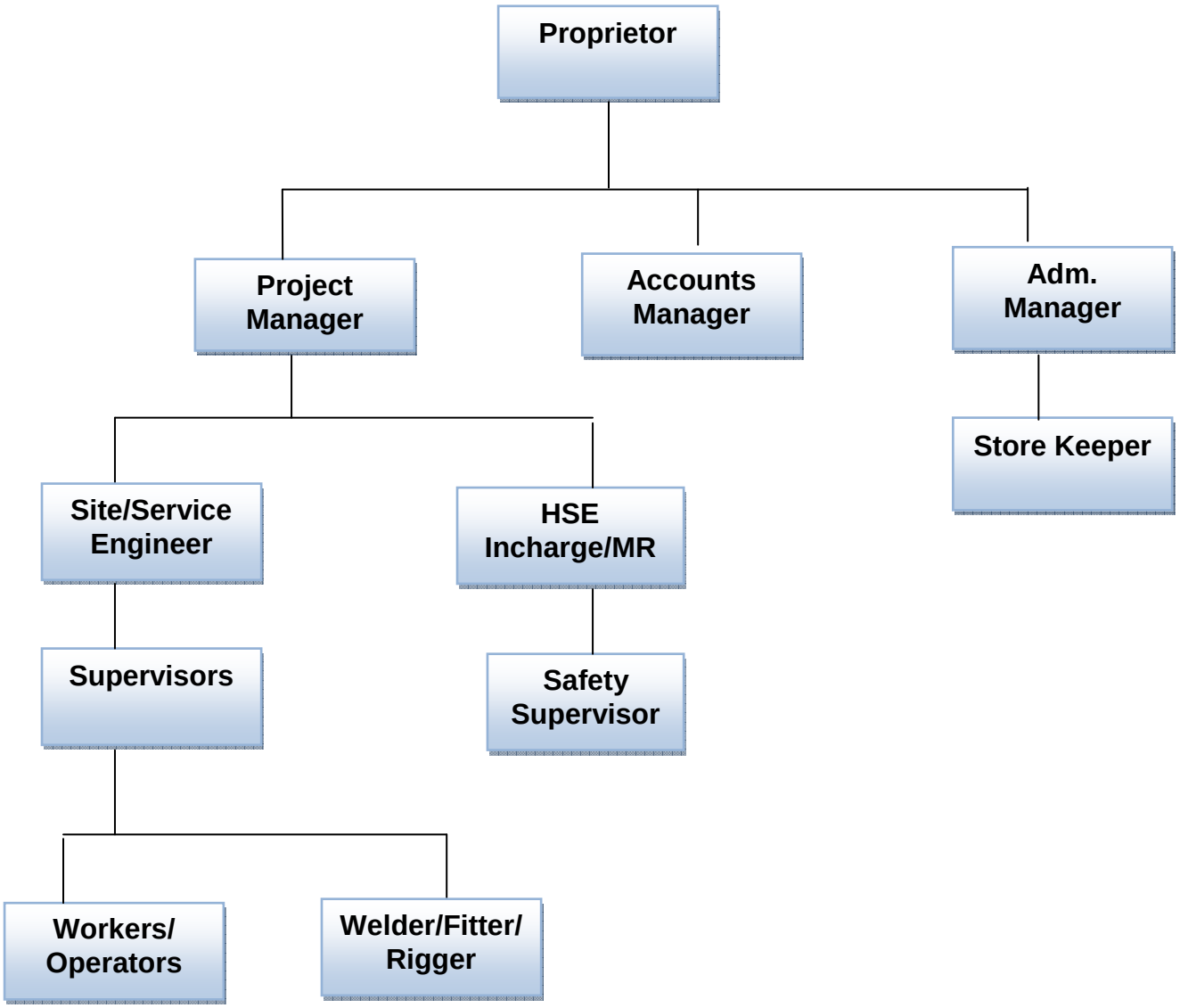
- Assist in performing all tasks necessary to achieve the organization's mission and help execute staff succession and growth plans.
- Train the Finance Unit and other staff on raising awareness and knowledge of financial management matters.
- Assess the benefits of all prospective contracts and advise the Executive Team on programmatic design and implementation matters.
- Ensure adequate controls are installed and that substantiating documentation is approved and available such that all purchases may pass independent and governmental audits
- Attend Board and Subcommittee meetings; including being the lead staff on the Audit/Finance Committee.
- Monitor banking activities of the organization.
- To assure that all bills are made correctly & submitted on time
- Disbursement of salary to all work force on time

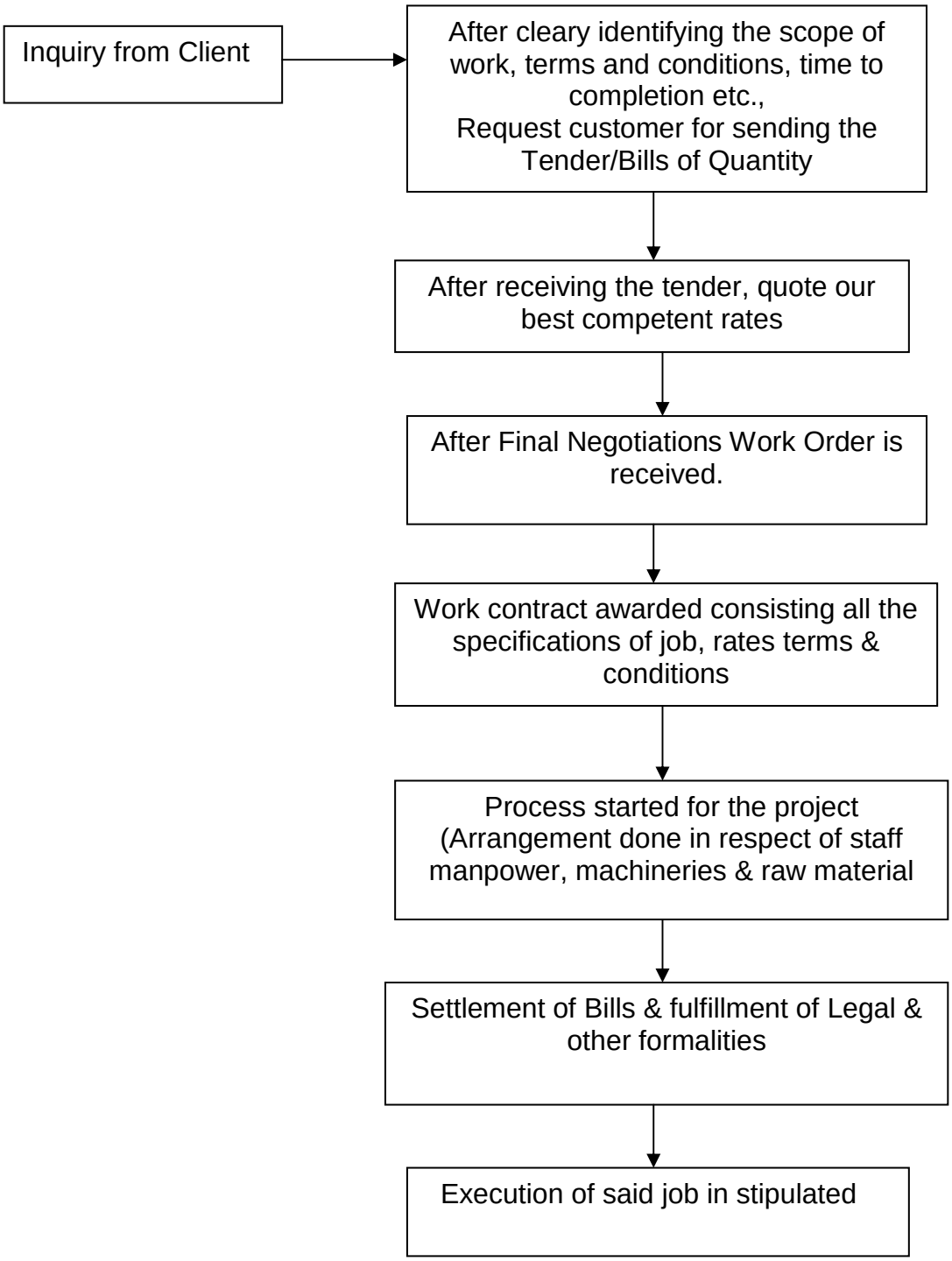
7. SUPERVISOR

- To assure all vehicles/equipments are in proper working condition
- To keep all the tools & spare parts ready in case of any break down
- Follow the machine maintenance schedule
- Maintain breakdown records

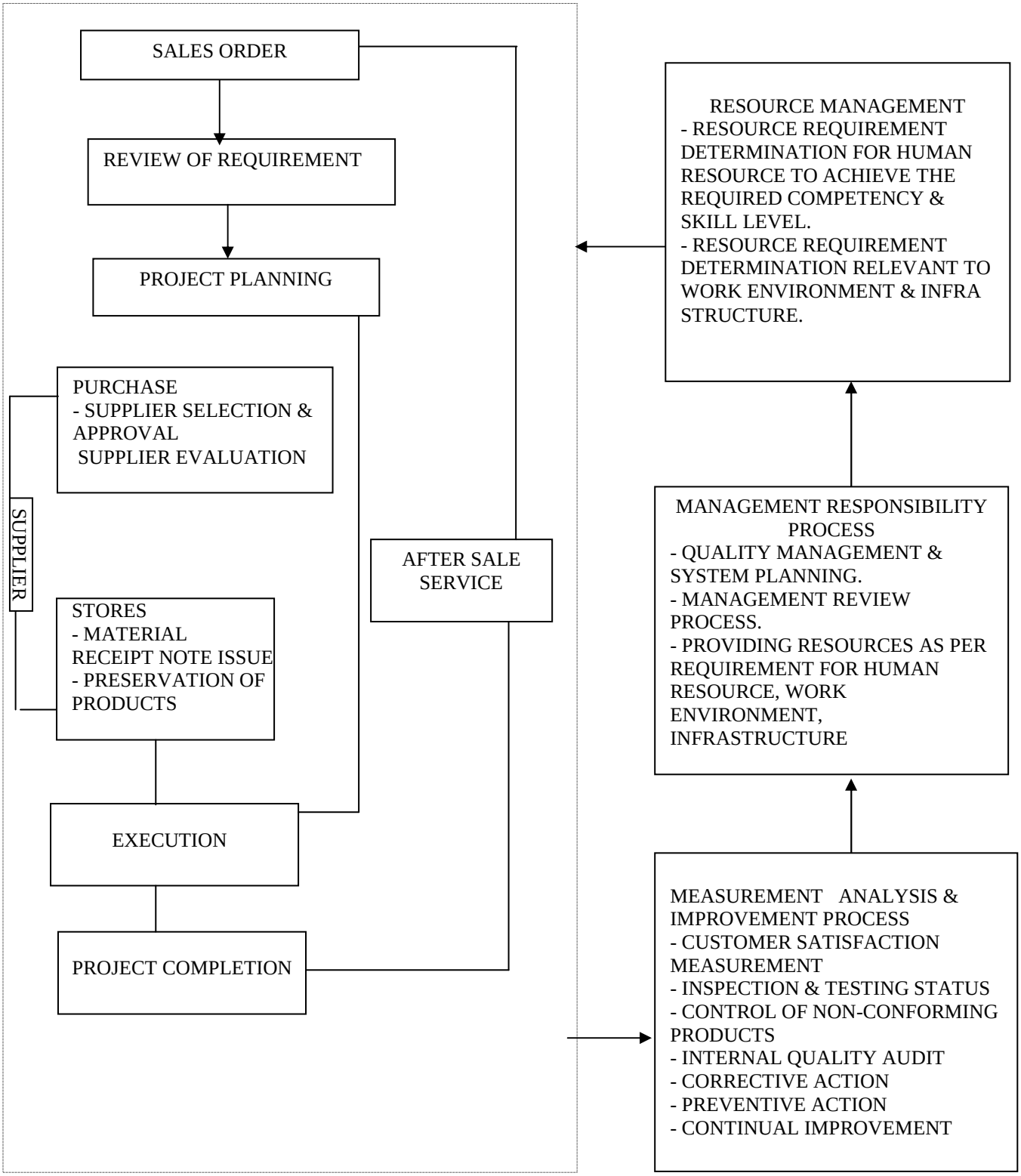
8. INDIVIDUAL STAFF MEMBERS

- Learn & Comply with the System.
- Contribute suggestions


Proprietor
Project Manager
Accounts Manager
Adm. Manager
Store Keeper
Site/Service Engineer
HSE Incharge/MR
Supervisors
Safety Supervisor
Workers/ Operators
Welder/Fitter/ Rigger


Inquiry from Client
After cleary identifying the scope of work, terms and conditions, time to completion etc.,
Request customer for sending the Tender/Bills of Quantity
After receiving the tender, quote our best competent rates
After Final Negotiations Work Order is received.
Work contract awarded consisting all the specifications of job, rates terms & conditions
Process started for the project (Arrangement done in respect of staff manpower, machineries & raw material
Settlement of Bills & fulfillment of Legal & other formalities
Execution of said job in stipulated

SEQUENCE OF PROCESS



Input	Process	Output
Identify Gaps in Infrastructure Training (Internal or External) - Theoretical & on the job	Resources	Provision of additional resource to achieve objectives and Customer Satisfaction Availably of competent personal
Customers requirement Customers feed back Statutory & regulatory requirement	Marketing	Customer Satisfaction through improvement based on Feedback.
Evaluation & selection of Suppliers Verification of purchased product In-house testing or test certificate	Purchase	Approved Supplier list & Record of Evaluation Product conforms to specified purchase requirement
In coming product	Q.A.	Monitored & measured products conforming/ non conforming products
In coming product Finished product	Store	Conforming product to production dispatch indent

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Copy holder ----------

QUALITY PROCEDURE MANUAL

ISO 9001:2008

M/s TAN SINGH CHOUHAN

Registered Office Address :
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*****

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TAN SINGH CHOUHAN	QUALITY PROCEDURE	Doc No. : TSC/QPR/A Issue No: 01 Page No. 2
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Prepared & Approved by
MR

4.2.2 CONTROL OF DOCUMENTS

- The company has introduced a procedure to establish and maintain a system, which ensures that all documents are controlled.
- This procedure applies to all documents, both of internal & external origin. Which relate to the Quality Management System, It covers approval prior to Issue review, revision, availability at point of use, identifiably and irretrievability in addition to prevention of use of obsolete documents.
- All documents and data are maintained on hard copy. Management Representative is responsible for the control of these documents

PROCEDURE, RESPONSIBILITIES AND RECORDS

DEFINITIONS:

ORIGINAL COPY: First copy of any document is defined as Original copy. Original copy should be used for making controlled or uncontrolled copy.

CONTROLLED COPY: Those documents are the ones whose distribution is controlled by M.R through an issue list and amendments are suitably updated.

UNCONTROLLED COPY: Uncontrolled copies are only recorded for issue but the revisions are not updated.

OBSOLETE COPY: Documents, which are not valid for use, is defined as obsolete copies.

DOCUMENT APPROVAL & ISSUE

Controlled documents for operation of QMS are reviewed & approved before issue. All documents are issued by M.R .The approving authorities are as below:

Sr. No.	Document Type		Approved by
1	QMS policy	TSC/#/Fx	PROP.
2	QMS Manual	TSC/QM/xx	PROP.
3	QMS Procedures	QPR/xx	MR
4	Flow Chart	ANNEX-$	QA/QC Engineer
5	Work Instructions	TSC/WI/xx	Project manager
6	Quality Plan, Drawing & Specifications	TSC/QTSC/xx	QA/QC Engineer
7	Master list of records/formats	TSC/ML/xx	MR

- # = Clause reference , xx = Numerical numbers, $ = Alphabet order
- Master list of each type of document is maintained which included document title, rev. no. & distribution list.
- M.R shall Maintain ORIGINAL COPY of each document and mark them as ‘ORIGINAL COPY’ at the back of each page.

While distribution list is prepared, it is ensured that appropriate documents are available at required locations e.g. work instructions are available with user. Obtain receiver’s signature

Reference: TSC/4/F1-F2, Obsolete File

4.2.3 CONTROL OF RECORDS

- The company has introduced a procedure to establish and maintain a system, which ensures the Identification, storage, retrieval, protection, retention-period and disposition of all records.
- This Quality Management system procedure applies to quality records generated by the company.
- Records are intended to provide evidence of conformance to requirements and for effective operation of Quality Management System.

PROCEDURE, RESPONSIBILITIES AND RECORDS

- All records that support the Quality Management System are referenced as records, e.g. Master list, Management review record, calibration record, production, inspection records etc...
- Records are stored in suitably protected & secure facilities which are “termite, water and moister proof so as to: Be easily retrievable, minimize deterioration & protected from damage.
- Prevent unauthorized access or tempering such as alteration.
- Folder, archive boxes and the like, which hold quality records are labeled as to their contents (or carry identifiers) and where appropriate the retention period.
- Access to records is controlled on a “need to Known” basis.
- The records are maintained in legible (easily readable) as required by the system..
- Retention period of each quality record is established in ML, considering.
  - Life of product/process records.
  - Stipulation in contract about retention period.
  - Statutory Requirement.

Min 1 year, if not specified otherwise.

- Where required by contract, custodians make records available to customers for agreed period.
- Upon expiry of the retention period records are destroyed after approval from HOD by any appropriate means.

Responsibility: Custodians, formats/ records holders

Ref: TSC/ML/01

8.2.2 INTERNAL AUDIT

- The company has introduced a procedure to establish and maintain a system, which ensures the planning, scheduling, coordinating, reporting and follow - up internal quality audits.
- This Quality Management system procedure applies to the processes& areas to be audited, as well as the results of previous audits.
- Records are intended to provide evidence of conformance to requirements and which detects deviations in the operation of the quality system and alerts the management to the need to take corrective measures for the satisfactory operation of the quality management system.

PROCEDURE, RESPONSIBILITIES AND RECORDS

- An audit schedule/plan is prepared for entire calendar year. All activities should be covered, at least once in a year.
- Audit schedule to be updated as necessary based on maturity of the quality system, complexity of activity including consideration for importance of the processes, areas and results of previous audits
- Auditors must be qualified and independent of activity being audited and ensure objectivity and impartiality during Audit.
- Where required, a subcontracted qualified auditor may conduct internal quality audit. Establish contract with an auditor who is qualified, and known for objectivity and impartiality.
- Plan audit dates, scope etc.
- Auditor prepares checklist considering scope of audit and includes;

  Points to determine the adequacy of the quality system elements with reference to the international standard ISO 9001:2008.
  Points to determine the effectiveness of the various procedures in meeting the quality objectives.
  To meet statutory and regulatory requirements.
  To improve quality system.
  Last audit NCs (to determine effectiveness of their closure).
  Corrective actions taken as discussed in management Review meeting.
  Documents modifications since last audit (to determine effectiveness).
- Auditor conducts audit and record findings with objective evidence, reference document and participating Auditee names on checklist.
- Non-conformities are recorded on NC form and Auditee agreement is obtained. NCs, which indicate significant inadequacy of a procedure or inadequate implementation of a procedure shall, classified as major. NCs of insignificant or isolated lapse/need to be further investigated shall be treated as minor.

- Auditee records proposed corrective/ preventive action on NCs and expected date of completion.
- Auditee carries out corrective/preventive action prior to specify dates.
- Auditor shall Asses the effectiveness of corrective/preventive action taken during follow up audit, including verification activity.
- Audit findings shall be recorded on each NC
- Audit summary shall also be prepared.
- Audit Report constitutes the following:
  Audit plan and summary as an evidence of audit was planned
  Audit covered all quality related activities in the organization.
  Quality documents were referenced.
  Persons other than HOD also participated
  Auditors were independent of activity audited.
  Audit Checklist. As an evidence of what all was audited and observed
  All NC reports, as an evidence of auditee agreement on detected non-conformities,
  Corrective action was planned and executed.
  Corrective action taken was found to be effective.
- Audit findings shall be discussed in management review meeting

Responsibility: Internal auditor, Auditee, M.R

Ref: TSC/8/F3,F4.F5,F6,TSC/ML/04,TSC/5/F4

8.3 CONTROL OF NON-CONFORMING PRODUCTS

- The company has introduced a procedure to establish and maintain a system, which ensures the identification of non-conforming product and control to prevent its unintended use or delivery, and also to define control processes, and related responsibilities and authorities to deal with non-forming product/service.
- This Quality Management system procedure applies to the all NCP'S, NCR'S & system related deficiencies of the company.
- Records are intended to provide evidence of non-conformance detected in products/services during project.

PROCEDURE, RESPONSIBILITY AND RECORD

- Identify In coming NC material and obtain authorization for disposal from HOD.
- Return to Vendor.Enter details in vendor performance
- Identify non-conforming in process material. Inform Manager and obtain authorization for rework.
- Monitor rework, and ensure re-inspection is satisfactorily completed.
- Any rework done is recorded.
- Final product is reworked till it satisfactorily passes all tests and inspections.
- Retest the product and verify to confirm conformity with requirements.
- Any rework done is recorded
- Release or acceptance under concession shall be authorized by only the relevant authority and where applicable, by the customer.
- Records of concessions obtained for non-conforming product shall be maintained.
- Decision and appropriate actions including recall of goods, deals nonconformance detected or reported after the product is delivered and/ or used, rework at customers end if required.
- If company employee who is spotted in a breach of the company rules is warned orally, in second breach a written warning is issued accompanied by monetary penalty, in case third unlikely event the employment contract of the employee is terminated.
-

Responsibility: Adm Manager ,QA/QC Engineer, Supervisor

Ref.: TSC/7/F4,F5, TSC/7/F10

8.5.2 CORRECTIVE ACTION

- The company has introduced a procedure to establish and maintain a system, for taking appropriate corrective action and to demonstrate conformity of product or service to meet requirements.
- This quality system procedure applies to all corrective actions taken by company against detected non-conformities.
- Records are intended to provide evidence of corrective actions taken to eliminate non-conformance detected in products or process.

PROCEDURE, RESPONSIBILITY AND RECORD

- Corrective action request is initiated for significant instances of non-conformance during test and inspections, process performance or customer complaints.
- A close watch is kept on all non-conformities. In particular, attention is paid to the following:
    - Complaints from customers.
    - Feed back from dealers/sales staff.
    - Study of processes and inspections with reference to any trends, which indicate non-conformity.
    - Suggestions and observation from employees. Where a corrective action seems possible or is considered desirable. Preventive action request is initiated.
- Actions are proposed and executed to remove non-conformities and are recorded. Non-conformities reported and ascertained from customer complaints are reviewed.
- Causes on non –conformities are traced from the relevant records.
- Prepare action plan for eliminating the causes for occurrence of non-conformities & implement action plan.
- Effectiveness of these actions is evaluated during internal quality audits and discussed in management review meetings.

Responsibility: M.R, Project Manager, Quality Manager, Custodians

Ref: TSC/7/F2, TSC/8/F7-F8

8.5.3 PREVENTIVE ACTION

- The company has introduced a procedure to establish and maintain a system, for taking appropriate preventive action and to eliminate the cause of non-conformity in order to prevent its re-occurrence.
- This quality system procedure applies to all preventive actions taken by company against detected non-conformities.
- Records are intended to provide evidence of preventive actions taken to eliminate non-conformance detected in products or process.

PROCEDURE, RESPONSIBILITY AND RECORD

Preventive action request is initiated for significant instances of non-conformance on the basis of data collected from customer feedback, process identification, trend analysis of non-conformance etc.

- A close watch is kept on all non-conformities. In particular, attention is paid to the following:
    - Complaints from customers.
    - Feed back from sales staff.
    - Study of processes and inspections with reference to any trends, which indicate non-conformity.
    - Suggestions and observation from employees. Where a corrective action seems possible or is considered desirable. Preventive action request is initiated.
- Actions are proposed and executed to remove non-conformities and are recorded. Non-conformities reported and ascertained from customer complaints are reviewed.
- Causes on non –conformities are traced from the relevant records.
- Prepare action plan for eliminating the causes for occurrence of non-conformities & implement action plan.
- Consider need for changes in Quality Management System processes and supportive resources.
- Effectiveness of these actions is evaluated during internal quality audits and discussed in management review meetings.

Responsibility: M.R, Project Manager, Quality Manager, Custodians

Ref: TSC/7/F2, TSC/8/F7-F8

- The company has introduced a procedure to establish and maintain a system, to control its purchase activities to ensure purchased products conform to the specified requirements .
- This quality system procedure applies to purchasing process including selection, termination and evaluation of suppliers
- Records are intended to provide evidence of effective& controlled method of purchasing.

PROCEDURE, RESPONSIBILITY AND RECORD

All suppliers will be given a supplier rating expressed as a percentage score based on their actual performance against each completed supply ordered by M/S TAN SINGH CHOUHAN Incomplete orders will not be suppliers rated. The supplier rating will be based on the following:

Quality Rating (QR): This attribute of supplier rating will be related to the quality of supplies as per the specifications and will have a weight age of 40 in the overall score for supplier rating against the order.

Delivery Rating (DR): This attribute of supplier rating will be related to the timely delivery of supplies as stipulated in the purchase order and will have a weight age of 30 in the overall score of supplier rating against the order.

Experience Rating (ER): All other factors contributing to the quality and delivery of supplies executed by the supplier such as authenticity of pre-inspection carried out by the firm, promptness in attending to rejections and defects including after sales service, co-operative attitude etc will be collectively grouped as experience rating and this will have a weight age of 30 in the overall score of supplier rating.

Supplier Rating Score

The supplier rating score obtained by a supplier for supplies made against a particular order will be calculated as under: -

$$\text{Supplier Rating (SR)} = \frac{40\,(QR) + 30\,(DR) + 30\,(ER)}{100}$$

Assessment of Performance Against Suppliers Rating Score: The performance of a Supplier against a particular order will be assessed as under on the basis of supplier rating score obtained: -

SUPPLIERS RATING SCORE	CLASSIFICATION		REMARKS
Above 80 %	Very Good	A+	Should maintain The performance.
65 t0 80 %	Good	A	Could improve
50 t0 64 %	Satisfactory	B	Must be advised to improve
Less than 50 %	Unsatisfactory	C	To be warned

It is desirable for us to inform the suppliers about their rating for order completed by them in a year and advise them on any technical measures required for improvement so that corrective action for future can be taken. Supplier awarded unsatisfactory rating should be warned to improve their performance within a specified period. If no improvement is noticed, action may be initiated to remove the supplier from the compendium of approved supplier.

RESPONSIBILTY: Adm. Manager

Ref.: TSC/ML/08, TSC/7/F4. TSC/7/F5