AL SATAH

السطح تركيب الزجاج وأشغال الألمنيوم في المباني وصيانتها ش.ذ.م.م

AL SATAH GLASS & ALUMINIUM INSTALLATION & MAINTENANCE L.L.C

Tel: +971 4 3233987, P.O. Box : 376211, Dubai - United Arab Emirates
E-mail : alsatahglass@gmail.com / info@alsatahalum.com, www.alsatahalum.com

ISO IMPLEMENTATION

- ○ ISO Certificates

- ○ Quality Policy

- ○ HSE policy

- ○ Quality Manual

- ○ HSE plan

Certificate Of Registration

Awarded to

AL SATAH AL ALUMINIUM AND GLASS CONT.

at

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Quality Registrar Systems certify that the management system of the above organization has been audited and found to be in compliance with the QRS requirements for registration of the management system standard detailed below:

ISO 14001:2015

Environmental Management Systems

Scope of work
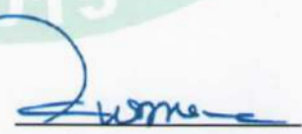
ALUMINIUM AND GLASS CONTRACTING

EA   28
Certificate No: DQU-21164
Originally Registered: 05 JAN 2019
Latest Issue: 05 JAN 2019
Valid up-to: 04 JAN 2022

Quality Registrar Systems

CB-037-MS

MANAGING OFFICE ADDRESS:
Quality Registrar Systems
P.O. Box :26826
United Arab Emirates

Tel: +971-2-6714302
Fax: +971-2-6741449
www.qrsyst.com

WORLD WIDE CERTIFICATION

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ISO 9001:2015

Quality Management Systems

Scope of work

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Latest Issue: 05 JAN 2019
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Quality Registrar Systems

CB-037-MS

MANAGING OFFICE ADDRESS:
Quality Registrar Systems
P.O. Box :26826
United Arab Emirates

Tel: +971-2-6714302
Fax: +971-2-6741449
www.qrsyst.com

WORLD WIDE CERTIFICATION

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OHSAS 18001:2007

Occupational Health and Safety Management Systems

Scope of work

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Quality Registrar Systems

CB-037-MS

MANAGING OFFICE ADDRESS:
Quality Registrar Systems
P.O. Box :26826
United Arab Emirates

Tel: +971-2-6714302
Fax: +971-2-6741449
www.qrsyst.com

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QUALITY POLICY

AL SATAH AL ALUMINIUM & GLASS CONT is dedicated to the quality policy that will ensure that its services fully meet the requirements of its customers at all times. The goal of the company's policy is to achieve a high level of customer satisfaction, and to be innovative, both in quality and technology.

ASAGCO management is committed to:

- Ensuring that we fully identify and conform to the needs of our customers.

- Manage the business process within the framework of a well-designed quality management system in line with the requirements of ISO 9001:2015.

- Augment the company's drive for excellence by integrating people in the participation move.

- Undertake appropriate reviews and evaluations to measure Quality Assurance performances against identified objectives and targets and to ensure the compliance with this policy.

- Comply with all applicable local or international laws and regulations.

- Everyone understanding how to do their job and doing it right first time.

- Continually improve the QMS by ensuring the risks and opportunities that can affect conformity of products and services are determined and addressed.

It is ensured that this policy is understood, implemented and maintained at all levels in the company by providing appropriate training for all personnel. The quality objectives will be established which will be compatible with context and strategic direction of the company. Quality policy will be regularly reviewed.

P.O.Box: 62347
Sharjah - U.A.E.
AL SATAH AL ALUMINIUM & GLASS CONT.

Vasanthan .O

Managing Director
Date: 20/12/2018

HSE POLICY

AL SATAH AL ALUMINIUM & GLASS CONT. management is fully committed towards achieving excellence by reducing waste, prevention of pollution and ensuring the safety of employees, clients, visitors and community at large.

The Management and Staff of AL SATAH AL ALUMINIUM & GLASS CONT. are committed to:

- Processing the waste materials by adopting good and safe waste management practices,
- Operating at all times in all areas in an environmentally friendly manner,
- Ensuring occupational health and safety in all areas at all times,
- Reducing waste and preventing pollution,
- Continually Training and Improving Competency of staff,
- Complying with all legal & regulatory requirements,
- Complying with national and international standards that we subscribe to.

These commitments will be achieved by:

- Establishing and maintaining a documented Health, Safety and Environmental Management System (HSE) that will meet International standards.
- Ensuring procedures, programs and guidelines are in place to support the HSE.
- Providing the necessary resources for the implementation of the HSE.
- Communicating the Company's HSE policy and Objectives to relevant parties including its employees and Clients.
- Ensuring Line Management commitments to the HSE.

Vasanthan .O

Managing Director
Date: 20/12/2018

Quality Management System Manual

(According to the requirements of ISO 9001:2015)

AL SATAH AL ALUMINIUM & GLASS CONT

ASAGCO-QSM-01

Prepared by :		Sreereshmy	
Approved by:		Kerwin Pinto	
Effective Date			December 01, 2018
Revision Number	00	Revision Date	

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0 Introduction

This manual describes the Quality Management System, which is established and implemented by **AL SATAH AL ALUMINIUM & GLASS CONT**, UAE, in order to ensure that the quality of products and services we deliver meets or exceeds customer requirements at optimum costs for the organization.

1 Scope

This Quality Management Manual is prepared based upon the requirements of the international Quality Management System standard **ISO 9001:2015.** The scope of the quality management system of ASAGCO includes "See Trade License".

2 References

The following reference documents have been used in the preparation of ASAGCO's quality manual.

ISO 9000:2015   Quality Management Systems – Fundamental and Vocabulary

ISO 9001:2015   Quality Management Systems – Requirements

ISO 9004:2009   Quality Management and Quality System Elements (Guidelines for

                                    Performance Improvements)

ISO 19011:2011   Guidelines for Internal Auditing of QMS

ISO 31000-2009   Risk Management

3   Terms and definitions

Abbreviation	Full Expression
QMS	Quality Management System
QSP	Quality System Procedure
QM	Quality Manual
ISO	International Organization for Standardization
DI	Documented Information
Term	**Definition**
Context	combination of internal and external factors and conditions that can have an effect on an organization's approach to its products, services and investments and interested Parties

Interested party	Anyone who can affect, be affected by, or believe that they are affected by a decision or activity
Risk	effect of uncertainty on an expected result
Top management	President, Vice Presidents, Managing Director and General Managers etc. (From the top of the organization)
Non-conformance	Any deviation from work standards, practices, procedures, regulations, management systems performance etc. that could either directly or indirectly result lead to deficiency in service provided to customer, injury or illness, property damage, damage to environment, or a combination of these.
Audit	A systematic and independent examination of activities to determine whether they comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve documented objectives.
Calibration	The process by which measurement and test equipment is checked for accuracy by comparison ISO 9001:2015 to known standards
Continual improvement	Continual improvement is a set of recurring activities that are carried out in order to enhance performance. Continual improvements can be achieved by carrying out audits, self-assessments, and management reviews. Continual improvements can also be realized by collecting data, analysing information, setting objectives, and implementing corrective actions.
Documented information	The term documented information refers to information that must be controlled and maintained and its supporting medium. Documented information can be in any format and on any medium and can come from any source.
Policy	A policy is a general commitment, direction, or intention and is formally stated by top management.
Quality	The adjective quality applies to objects and refers to the degree to which a set of inherent characteristics fulfils a set of requirements.
Risk-based thinking	Risk-based thinking refers to a coordinated set of activities and methods that organizations use to manage and control the many risks that affect its ability to achieve objectives.
Conformance	The state of meeting the specified requirement(s).
Contract	Requirements agreed to between a supplier and a customer, transmitted by any means.

4 Context of the organization

4.1 Understanding context of the organization

ASAGCO recognizes that the issues of the organization of great consideration. So the Issues which

are external and internal are handled with the following ways

External Issues:

ASAGCO considers risk depending on its context. ASAGCO analyses the external issues as "Strength, Weaknesses, Opportunities and threats (SWOT)" or "Political, Economic, Social-cultural, Technological, Legal and Environment (PESTLE) also Political, Economic, Social-cultural, Technological PEST" when required. As opportunities and threats section of SWOT covers the external factors. PESTLE or PEST gives clear, broad and precise analysis for external factors.

Internal Issues

ASAGCO considers the internal issues which affects or prevents the Quality success or improvement. ASAGCO internal issues may be listed as "Overall performance of the organization, resource factors (infrastructure, environment of the operation, organizational knowledge), human aspects, operational factors and governance of the organization etc.

During the annual business planning cycle 'ASAGCO carries out SWOT analysis. It enables the organization to understand the organization strength and weakness identify external and internal opportunities that can be exploited and helps prepare in advance for threats they face. It offers also its leaders to compare and benchmark their performances with the competitors and know exactly the current situation of the organization.

4.2 Understanding the needs and expectations of interested Parties

ASAGCO determines the interested parties and the requirements of the interested parties that are relevant to the Quality management System. ASAGCO also monitors and review information about these interested parties and their relevant requirements. Some of the interested parties for ASAGCO may be as customers, end users or beneficiaries, owners, shareholders, bankers, external providers, employees and others working on behalf of the organization, legal and regulatory authorities (local, regional, state/provincial, national or international), trade and professional associations, local community groups, non-governmental organizations, local neighbouring organizations/activities in the locality, competitors etc.

4.3 Determining the scope of the quality management system

ASAGCO established and implemented the QMS, which is maintained and continually improved according to the requirements of the ISO 9001:2015 standard including processes needed and their interactions.

ASAGCO determines the processes needed for the QMS and their application through the organization.

ASAGCO determines required inputs and desired outputs of the processes, criteria and methods needed for effective operation and control of these processes, as well as resources needed and responsibilities and authorities for processes in the Quality Plan.

The quality system defined applies to all types Products / Services executed by the company. This section describes the structure of the documented quality management system established and implemented by the organization. The documented quality system covers all departments in the organization except financial matters / Accounts. QMS of ASAGCO covers the Following scope of activities.

- *Aluminium & Glass Contracting*

4.4 Quality Management System and its processes

ASAGCO has established, documented, implemented & maintained quality management system and continually improves its effectiveness covering the requirements of ISO 9001: 2015.

Enhanced control required for outsourcing to cover "**the type and extent of control to be applied"** Clause 8.4 now highlights that **organizations should clarify what controls** they have in place for any outsourced products or services

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

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

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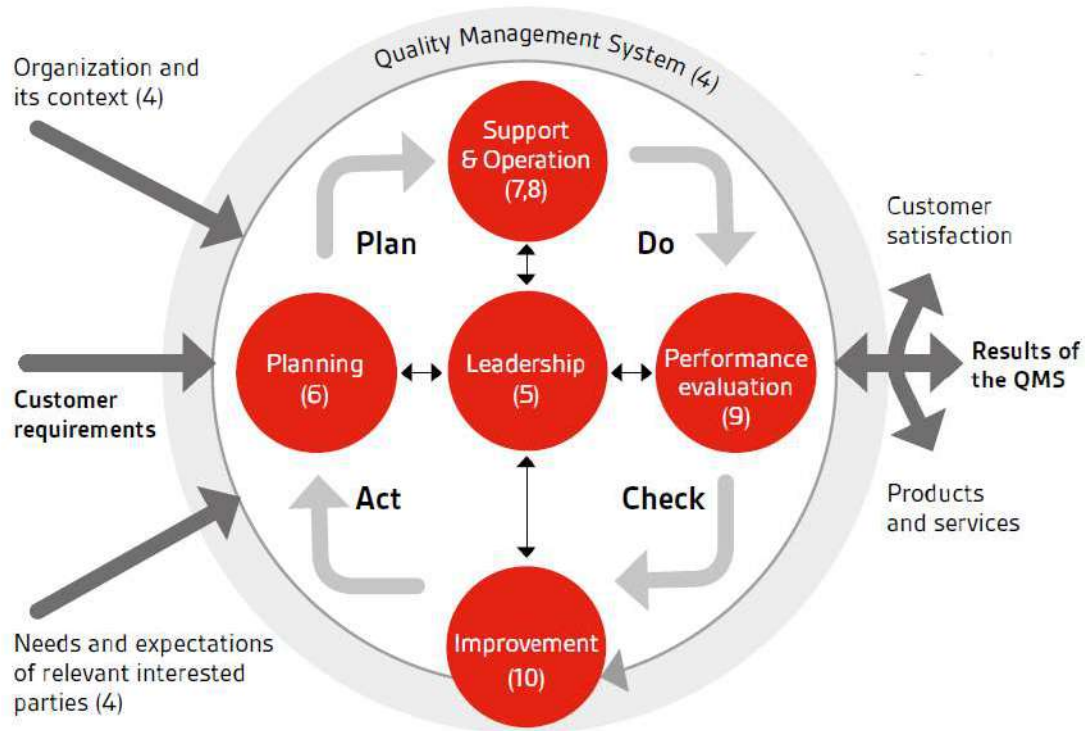
5   Leadership

5.1   Leadership & commitment

5.1.1   General

The top management of ASAGCO is taking accountability for the effectiveness of the QMS and providing resources to ensure that the Quality Policy and Quality Objectives are compatible with the strategic direction and the context of the organization.

The top management ensures that QMS requirements are integrated into ASAGCO's business processes, and that the QMS is achieving the intended results.

The top management communicates the importance of an effective QMS, promotes continual improvement, a process approach, and risk-based thinking, and supports relevant management roles to demonstrate leadership to their areas of responsibility.

The management is committed to deliver the promised products and services to its valued customers. To achieve this objective, adequate competent resource is ensured, processes are identified and responsibilities are delegated to various personnel who add value to processes. The quality management system established is aimed to add quality to all activities which are part of converting customer requirements into products / services.

5.1.2 Customer focus

Top management arranges meetings annually to define the company strategy. The organization works closely with its customers to ensure all requirements are understood and fulfilled.

At ASAGCO, all stated and implied Customer requirements are fulfilled in order to meet Customer's expectations and hence achieve Customer satisfaction. A procedure is established and maintained:

- To fully understand the stated and implied needs / expectations of the customers.
- To clarify the requirements which are not clear

To plan and implement correction, and corrective actions in case of failure/ noncompliance to meet customer expectations

5.2 Policy

The organisation's commitment to quality is encompassed in our quality policy statement. For full description quality policy is also attached to the set of documents

Reference Documented Information: Quality Policy

5.2.1 Establishing the quality Policy

A Quality Policy is declared by the top management with an objective to achieve customer satisfaction. This policy is communicated to all level of employees in the organization to ensure their commitment to quality. The effectiveness of quality management system is evaluated periodically and analysed whether the quality policy objectives have been achieved. The new goals are set necessary improvements are made in the system to ensure effective operation. Quality Policy is controlled in the same way as other documents and it is ensured that all individuals in the organization understand objectives of the policy.

Reference Documented Information: Quality Policy

5.2.2 Communicating the quality Policy

The process sequence, linkage / interrelation, interactions, method of operation & control and process criteria of monitoring & measurement are carried out and are communicated to all employees through this documentation.

Where the performance of one process affects the other process, concerned Manager & top management initiate appropriate actions. Effective internal communication system is established by combination/ all of the following:

1. Notice board
2. Verbal communication to Staff
3. Internal Memos
4. E mail
5. Display of Quality policy and objectives
6. Management Reviews / minutes of meetings
7. Internal training activities

5.3 Organizational roles, responsibilities and authorities

Key responsibilities and authority for effectively implementing the quality system is described below. Detailed responsibilities are defined as job descriptions and communicated to the employees.

Top Management:

Top Management Responsibilities are

- Directing and coordinating all management policies.
- Development of the company's Quality Policy and establishing quality objectives.
- Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
- Providing adequate resources for the effective implementation of the Quality System.
- Carrying out periodic management reviews of the Quality System.
- Ensure the development and implementation of annual and medium term plans and budgets which meet the company financial objectives.
- Ensure that the company maintains the necessary resources capability for the supply of its chosen product and service range to meet identified customer requirements within defined cost and quality standards.
- Direct the continuing development of the product range to meet the anticipated customer requirements and achieve the market share objectives of the corporate strategy.
- Ensure that the company has the appropriate processes and system to monitor and control its operations effectively and achieve its financial targets.
- Ensure that the company has the organization structure and management capability to achieve its business objectives.

Head of the departments

HODs of every departments is responsible for

- Planning and overall supervision of their departments.
- Following quality performance.
- Quality control and inspection
- Deciding the competency / skill required for his/her relevant department operations

LEADERSHIP (Flow Chart)

```
Establish Quality
System
```
→
- Define Organization Structure
- Ensure that QMS is compatible with the context and strategic direction of the organization
- Establish Quality Policy
- Establish Quality Objectives
- Provide Resources
- Assign Responsibilities
- Communicate Responsibilities and Authorities
- Establish suitable methods for internal communication

```
Determine and communicate
customer and statutory
/regulatory requirements to the
process owners
```

```
Review effectiveness
of Quality System
```
←
- Audit Reports
- Customer Feedback
- actions taken to address risks and opportunities
- Process performance
- Product and services conformance
- the performance of external providers
- Status of Corrective actions
- Follow up actions from previous Management Reviews
- Changes to Quality Management System
- Recommendations for improvement

Effective — NO → **Improvement Action**

YES

New Objectives →
- Improvement of system
- Improvement of processes
- Improvement of product and services
- Improvement of resources

6.0   Planning

6.1   Actions to address risks & opportunities

ASAGCO has developed a risk management frame work that enables them to manage various organizational risks and opportunities. ASAGCO determines all risk and opportunities that can also affect the performance of QMS.

ASAGCO addresses risk and opportunities as

- Identify what risk and opportunities are
- Analyse and prioritize the risk and opportunities in the organization
- Plan actions to address the risk and opportunities
- Implement the plan

6.2   Quality objectives & planning to achieve them

ASAGCO Management is committed to establish Quality Objectives which are fully "SMART" and which are consistent to Quality policy. All these objectives established are relevant to conformity of products and services and to enhancement of customer satisfaction, organization's significant environmental aspects and associated compliance accountability is made, health and safety hazards are considered and within legal compliance. ASAGCO considers following input for setting objectives:

- Quality Policy;

- Legal and other requirements;

- Customer Requirements;;

- Views of interested parties;

- Operational and business requirements;

- Financial and technological options.

ASAGCO maintains Quality objectives as documented information, monitor, review and update these objectives and communicated.

6.3   Planning of changes

When the organization determines a need for changes to the Quality Management System, top management takes responsibility to carry them out in a planned manner.

Top management plan changes to the QMS considering the purpose of the changes and potential consequences, integrity of the QMS, and allocation or relocation of responsibilities and authorities

7 Supports

7.1 Resources

ASAGCO determines and provides resources needed for establishment, implementation, maintenance, and continual improvement of the Quality Management System.

7.1.1 General

As part of ASAGCO's strategy, current levels of resources are reviewed in line with company objectives and forth-coming business levels.

The concept of this process is to continually improve and meet or exceed our customers' expectations.

Customers' requirements and expectation are fulfilled through Identification and provision of infrastructure, facilities, manpower recruitment as per the Organization structure, employees training and suitable work environment, etc.,

To ensure that all personnel are adequately qualified, job-related training is in operation. Appropriate records of all such training are maintained in accordance with the requirement of ISO 9001:2015.

ASAGCO considers:

- the capabilities of, and constraints on, existing internal resources;
- What needs to be obtained from external providers?

7.1.2 People

Personnel performing work affecting conformity to products and services requirements are competent on the basis of appropriate education, training, skills and experience. Man Power planning is done in congruence with the corporate objectives to identify human resource needs and fulfil them in time.

7.1.3 Infrastructure

The basic infrastructure facilities like appropriate location, work area, necessary hardware and software, building floor space, necessary utilities, communication facilities – both internal and external that are required for effective functioning of ASAGCO are identified, provided and maintained to suit the growing and potential needs to achieve conformity to product requirements.

Working with the senior management team during the annual business-planning phase, the management team review all activities of the business this includes:

- Buildings, workspace and utilities.
- Process equipment (both hardware and software)
- Transport, communication for information system, etc.

7.1.4 Environment for the operation of processes

Employees are the most valuable assets for our organization. We believe any employee can contribute to quality only when he / she are comfortable and satisfied in his / her job and with their work environment. Management reviews the suitability of the work environment needed to achieve the conformity to product requirements and to enhance the organizational capability in achieving the Quality Policy, Objectives and the Customer Satisfaction, through planned periodic Management reviews.

ASAGCO provides a clean, safe and adequately lit working environment to achieve the desired working environment for all employees.

7.1.5 Monitoring and Measuring Resources

Inspection and monitoring equipment as well as process control / monitoring devices are calibrated and controlled to ensure the accuracy and reliability for use. All external calibrations are carried out by reputed agencies which could establish traceability to national / international standards.

All calibrations are carried out as per the manufacturer's specification & customer's requirements (such as accuracy, use, importance, etc.). Calibration and/or maintenance are done as per the schedule and the requirements.

Only trained staff is allowed to operate all equipment. Any malfunction, error, etc. are brought to the attention of Warehouse Manager to take up appropriate corrective action.

Instruments found to be out of calibration or damaged, are removed from the work area until re-calibration. Any parameters checked with discrepant equipment are considered "non-conforming" until it has been verified and that it meets all requirements, or until it is re-tested with accurate instruments. Calibration records are maintained as long as the instrument / equipment are in use.

7.1.6 Organizational Knowledge

ASAGCO fulfils requirements for the handling of organizational knowledge in the following four phases, which are analogous to the PDCA cycle:

- Determine the knowledge necessary for the operation of processes and for achieving conformity of products and services

- Maintain knowledge and make it available to the extent necessary

- Consider the current organizational knowledge and compare it to changing needs and trends

- Acquire the necessary additional knowledge.

ASAGCO always considers Organizational knowledge gained from:

Internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);

 External sources (e.g. s standards; academia; conferences; gathering knowledge from customers or external providers).

RESURCES (Flow Chart)

MANAGEMENT

Provide resources
- To implement and maintain Quality Management System and continually improve its effectiveness.
- To enhance customer satisfaction by meeting customer requirements

People
- Determine necessary competence
- Provide training or take other appropriate actions
- Evaluate effectiveness of action taken
- Define job descriptions

Infrastructure
- Building, workspace, associated utilities
- Process equipment (hardware and software)
- Maintenance facilities for buildings, equipment and vehicles
- Supporting services(such as transport and communication)
- Computer networks and application programmes

Work environment
To achieve product and Service conformity

Monitoring and Measuring Resources
Calibrated and controlled resources to ensure the accuracy and reliability for use

Organization Knowledge
Knowledge necessary for the operation of its processes and to achieve conformity of products and services

7.2 Competence

Competences of employees are conducted in accordance with the requirements of the standard. This is based on four principles; commitment, planning, action, evaluation, further defined as follows:

ASAGCO disposes the necessary staff with the needed knowledge and skills, organizational infrastructure, and financial resources for establishing, implementation, maintenance, and improvement of the QMS.

In cases where it is deemed necessary and justified, ASAGCO hires competent external personnel and organizations from relevant fields for realization of activities for which the organization does not have adequate resources.

Managers are responsible for identifying the needs and conducting professional training of employees who carry out activities that may have a significant impact on the quality of product, service and customer satisfaction.

Each organizational part manager / process owner is responsible for the suitable competency of his workers, on the basis of education, training, and / or work experience, in accordance with the requirements of their work.

7.3 Awareness

ASAGCO provides training for all employees in the skills and knowledge required to carry out their duties safely, efficiently and to the desired standard.

ASAGCO ensures that persons doing work under the organization's control are aware of:

a) The quality policy;
b) Relevant quality objectives;
c) Their contribution to the effectiveness of the quality management system, including the benefits of Improved performance;
d) The implications of not conforming to the quality management system requirements

7.4 Communications

Top management realizes the usefulness of internal and external communication process to help the organization achieve the quality objectives and participation of employees in best practices.

Effective internal communication system is established throughout the organization through:
1. Notice board
2. Internal Memos
3. Intercom facility- for oral communication
4. E mail
5. Display of Quality policy and objectives
6. Circulars
7. Monitoring and Measurement Reports – Trend Charts, Histograms, Monthly reports, etc.
8. Audit schedules

9. Management Reviews / minutes of meetings
10. Internal training activities.

External Communication

ASAGCO communicates with external interested parties with regards to its significant Quality aspects. ASAGCO management is responsible to ensure that communication from external parties is received, documented & responded in an efficient manner

7.5 Documented Information

7.5.1 General
Documented information of the Quality Management System is carried out through the following documents:

- Quality Policy, Quality Objectives
- Quality Manual
- Procedure for Documented information
- Documents, including records, required by ISO 9001:2015.
- Documents, including records, which ASAGCO has determined to be necessary.

7.5.2 Creating and Updating

When creating and updating documented information, ASAGCO ensures appropriate:

a) Identification and description (e.g. a title, date, author, or reference number);

b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

c) Review and approval for suitability and adequacy.

7.5.3 Control of documented information

Documented information required by the QMS is controlled to ensure:
- it is available and suitable for use, where and when it is needed;
- it is adequately protected

For the control of documented information, ASAGCO addresses the following activities, as applicable:

- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;
- Control of changes (e.g. version control);
- Retention and disposition.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified as appropriate, and are controlled.

Documented information retained as evidence of conformity is protected from unintended alterations.

8 Operations

8.1 Operational planning and control

All processes required for the operation of the ASAGCO are determined by the management and responsibilities to execute processes are assigned to various departments in the organization.

Processes are defined in procedures, instructions and flow charts and communicated to relevant functions. The management ensures the availability of adequate resource and information for the operation of all sections in the organization.

Verification of processes is carried out by responsible Supervisors in the area and wherever found necessary immediate corrective actions are implemented. All information is subject to verification by concerned section/department heads for conformance to requirements. Records are generated maintained, which are required for process monitoring and evaluations.

8.2 Determination of requirements for products and services

8.2.1 Customer communication

Quotations prepared are forwarded to the customers for communicating the conditions. Orders received in any form are completely reviewed against the submitted quotation. If any point is unclear or   any clarification is required it is taken up with the customer. Only after ensuring the conditions are   mutually agreed, material purchase, production and service activities are planned. There is a close communication between the organization and customer regarding the work start,   progress and completion. Customer complaints are registered to the quality system and immediate corrective actions are implemented. Actions are communicated to customers and if the complaint is due to unawareness /negligence of any staff, necessary training is provided as preventive action repetition in future.

 A system is established to collect the data of customer feedback about the quality of service as explained in section 8 of this manual. The objective of the system is to measure customer satisfaction and hence to introduce improvement actions to delight customers.

8.2.2 Determination of requirements related to product/service

 Requirements are specified by clients in the form of inquiry. Most of the cases drawings are supplied along with such inquiries. In addition to that, unspecified but other relevant

requirements are also considered by the management, which are applicable to the type of inquired product/service. Applicable legal and regulatory requirements such as product and services related and local/regional regulations are taken into consideration while review of inquiries.

8.2.3 Review of requirements related to products and services
Customer requirements are reviewed for completeness and, if necessary, to gather more information the respective project manager initiates it. ASAGCO understands that specification and quantities are main input for review of scope. Product and service requirements, labour requirements and other related cost are studied; quotations are prepared based on the study. Upon reviewing the inquiry, if it is felt that client's requirements can't be met, it is regretted.

8.3 Design and Development
Not Applicable in the scope of the company.

8.4   Control of externally provided processes, products and services

8.4.1 General
Procurement department has established criteria for selection, approval and monitoring of external providers performance. According to the established procedure, if any external providers fail to maintain the quality of their product and service, they are disqualified and removed from the list of company's approved external providers. All externally provided product and services are made from approved external providers and purchasing documents clearly specify the grade/specification of   items to be purchased, packing conditions if any and the required delivery time in addition to payment conditions. Purchasing documents are subject to review and approval by authorized personnel as defined in a procedure for purchase. Supplier evaluation records are maintained to demonstrate the practice.

8.4.2 Type and extent of control of external provisions
Any service, which is availed from other organizations, is considered as outsourced process. The   standard procedure for selection and monitoring of material suppliers is applicable to such suppliers. If there is only single source to provide such service or there is any legal requirement to avail service from   specific sources, a feedback about the service is provided, once in six months to maintain quality of service.

8.4.3 Information for external provider
All purchased items are verified as conforming to requirements.   If any purchased materials/service is   found to be non-conforming, it is prevented from use and records of such deviations are used for monitoring suppliers' performance. If it is required to verify the quality of purchased product before shipment at suppliers premises (by our organization or

by customer), then it is specified in the purchasing documents and communicated   to suppliers. (Generally not required)

8.5 Production and service provision

Upon award of contract / LPO, the concerned department issue job order to production. Production/Service Manager plans the jobs/service based upon the availability of material, equipment and human resource.   Procedures and work instructions are established to define standard processes and key responsibilities. Management ensures the availability of supporting services and equipment required for all departments in addition to human resources. Communication is established between the various departments to ensure continuous and efficient operation of the organization. Delivery to sites is based upon the site readiness communicated by client/Site Supervisors. Care is taken to avoid any damage to products during transportation/ installation.

8.5.1 Control of production and service provision

 Wherever process qualification is required, procedures are established and personnel performing such activities are trained and qualified by reputed agencies. Any new employee is trained on the assigned process to ensure their Capability. Effectiveness of established processes and procedures is examined through internal audits and analysis of trends in the system for further improvements.

8.5.2 Identifications and traceability

All jobs/services are identified through records with clears traceability to various processing stages, conditions, inspection status and personnel who performed the job/service. Project codes (Job numbers) are marked on all manufactured products for traceability. System is very simple but provides its own identity to each job/service. The method of identification is efficient to separate customers' property from company's own property.

8.5.3 Property belonging to customers or external providers

Customer's properties received are subject to close inspection and any damages/loss unsuitability for use not specified by the customers is communicated to the customer. Only after getting customer comments and management's acceptance, further processed are started. Ultimate care is taken by all responsible to avoid any damage during the agreed processes done by company.

8.5.4 Preservation

All materials, goods and products are handled in a way that prevents damage and deterioration during storage, processing, delivery and installation. This also includes constituent parts of a product.

Designated storage areas are provided for incoming raw materials. Job numbers are allotted to materials which are purchased for specific projects. Movement of materials is carried out using safe material handling methods.

Issue and receipt details of products are recorded to ensure that product use can be accounted for and to ensure that adequate stock levels are maintained. Where appropriate, shelf life product is stored in a manner that facilitates issue on a first-in-first-out basis.

Appropriate measures are taken to ensure that products at various stages are adequately protected against any damage or environmental conditions that may adversely affect product quality.

8.5.5 Post-delivery activities
Product and service provided on customer's sites are handed over in compliance with customer's requirements.

8.6 Release of products & services
ASAGCO has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements are met.

The release of products & services to the customer is not proceeded until the planned arrangements have been satisfactorily completed, unless otherwise approved by relevant authority and, applicable, by the customer.

8.7   Control of non-conforming outputs
On detecting non-conforming materials/service they are recorded and clearly identified to prevent unauthorised use.

The authority and responsibility for review and disposition of non-conforming product/service is defined in procedures.

Non-conforming products can be dealt with in the following ways:
- By taking action to eliminate the detected nonconformity e.g. repairing, rework
- By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer
- By taking action to preclude its original intended use or application, eg. scrapping

All non-conforming products and services are reviewed to determine the need for corrective action and their subsequent disposition. Products and services that do not conform to the specification are only accepted under Organisation concession or where appropriate the Customer's concession with the Customer's prior knowledge and written consent.

Records of all non-conformances are maintained and are reviewed during the management review meetings to establish trends and determine the need for further preventative actions.

Any non-conformance detected after delivery or use is handled according to the potential effects of the non-conformity is recorded under corrective action procedure. Appropriate actions are taken based on the magnitude of the problem.

9 Performance evaluations

9.1   Monitoring, measurement, analysis & evaluation

9.1.1   General

Top management and process owners in ASAGCO define what to be monitored and measured, as well as the methods and timing for monitoring and measuring. Results of the monitoring and measuring are evaluated at appropriate levels and functions in the organization and the top-level management evaluates the performance of the QMS during the management review.

9.1.2   Customer satisfaction

ASAGCO monitors customer's perceptions of the degree to which their needs and expectations have been fulfilled.

ASAGCO determines the methods like customer feedback report, customer survey etc. for obtaining, monitoring & reviewing their information.

9.1.3   Analysis & evaluation

The data is collated from the monitoring and measurement activities defined within the quality management system. Analysis techniques such as statistical process control are applied selective

Appropriate statistical analysis of data are prepared by the concerned Manager and reviewed in the Management Review. Analytical data are prepared in line with the defined Quality Objectives. The data may include information related to any or all of the following:

- conformity of products and services;
- the degree of customer satisfaction;
- the performance and effectiveness of the quality management system;
- if planning has been implemented effectively;
- The effectiveness of actions taken to address risks and opportunities;
- The performance of external providers;
- The need for improvements to the quality management system.

9.2   Internal Audit

The quality management system is fully audited on a six monthly basis to ensure that current practices conform to the policies set out in the quality manual. Audits are carried

out systematically, on a predetermined frequency as per audit plan and with due regard to the status of and importance of the activity.

Audits are prepared and planned by trained auditors. The procedure ensures that in all cases the auditor(s) are independent of the function or area being audited.

All non-conformities discovered during audit are recorded and an audit report is prepared. The results of audits are communicated to respective managers who are responsible for defining and timely implementing corrective actions.

Corrective actions are monitored to ensure their effectiveness; through this process the organisation continuously improves and refines its quality management system. Re-audits are carried out to verify that all non-conformances identified have been addressed.

Findings of audits are presented and reviewed during management review meetings. This information is evaluated to help assess the effectiveness of the Quality System in satisfying the Customer, the requirements of ISO 9001-2015, the quality policy, and to determine if any improvements in the system are required.

9.3   Management Review

9.3.1 General

The Management review is carried once in six month, following the internal audit carried out by qualified internal quality auditors.

This demonstrates the commitment and method for

- Review of the implemented system
- Review of continuing suitability and effectiveness
- Determining the frequency of review and audit
- Review Inputs and Outputs
- Records of evidences

Participants of the Management Review consist of respective department heads

9.3.2 Management review inputs

The efficiency and effectiveness of QMS is evaluated by considering the customer needs and organizational expectations.

The inputs considered for Management Review are as follows:

- The status of actions from previous management reviews;

- Changes in external and internal issues that are relevant to the quality management system;
- Information on the performance and effectiveness of the quality management system, including trends in:
  - ➢ customer satisfaction and feedback from relevant interested parties;
  - ➢ the extent to which quality objectives have been met;
  - ➢ process performance and conformity of products and services;
  - ➢ nonconformities and corrective actions;
  - ➢ monitoring and measurement results;
  - ➢ audit results;
  - ➢ the performance of external providers;
- The adequacy of resources;
- The effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement.

9.3.3 Management review outputs

Management review outputs as a minimum consist of the following:

- Opportunities for improvement;
- Any need for changes to the quality management system;
- Resource needs.

The copy of the minutes are circulated to all participants / concerned.

10 Improvements

10.1 General

The defined quality management system is aimed at continuous improvement in all processes, achievement of customer satisfaction and growth of the organization. Various control mechanisms used   for measuring the performance are aimed to identify the weakness in the system and hence for   improvements. Procedures are established for corrective actions (improvement   actions), which are communicated throughout the organization.

10.2   Non-conformity & corrective action

ASAGCO handles nonconformities in order to control and correct them and deal with the consequences.

ASAGCO establishes a corrective action system to investigate and document the root cause and actions to correct supplier, internal, and customer reported nonconformities.

Corrective actions are assigned to a responsible individual and tracked by number and completion date.

Corrective action is used as a tool for improvement. The significance of the problem is evaluated and the root cause is determined. Suitable corrective actions are planned and implemented. A documented procedure is established and implemented detailing the following:

- Review of non-conformities arising from all areas
- Determining the cause of non-conformities and suitable corrective action.
- Evaluation of the proposed action to ensure that the non-conformance will not recur.
- Implementation strategies
- Review and verification of action initiated

When any non-conformance within the quality management system, including customer complaints, is identified, the cause is determined and eliminated with appropriate corrective action as per defined procedure. Corrective actions are reviewed to monitor their effectiveness and are subject of regular management reviews.

10.3   Continual Improvement
Management seeks continual improvement of the organisation's processes and of its overall performance. Management considers the quality management system as an effective tool for the staff to identify and manage improvement activities, which include:
- Planning improvements with use of the objectives,
- Use of quality policy
- Evaluation of audit results and performance data,
- Resolutions of identified problems through corrective actions,
- Driving strategic improvements through management reviews.

ASAGCO is committed to the concept of continual improvement through constant refinement and improvement of this quality management system.