

HMPP /QSM/CS/00	HMPP Industries Pvt. Ltd.	Issue No.: 01
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Scope of the Manual

This Quality system manual has been developed and it is consistent with ISO 9001:2000 for small scale Hand Made Paper Products (HMPP) making industries. The basic Raw material has been taken Lokta paper/ recycled paper etc. This manual covers policy level aspects covering management responsibility, resource management, product realization and monitoring, measurement and analysis leading to continual improvement for the manufacture and supply of the various paper products like note book, album lamp-set, greeting card, colored paper etc.

Guidance used for preparing this manual

This quality system manual can be used to provide the over-view or road – map of Quality Management specific in Hand – made paper product industries or in any other organization with slight modification in line with the nature, type of organization and process used. In this manual effort have been put to fulfill the requirement of the followings:

- a) Documented statements of a Quality policy and quality objectives.
- b) Documented procedures required by this international standard.
- c) The scope of the QMS, including details of and justification for any exclusion.
- d) The reference of the documented procedures established for the Quality Management System.
- e) A description of the interaction between the processes of quality management system. Along with these while preparing this manual, three small scale hand made paper product industries located within the Katmandu valley have been studied. So, this manual also includes the following matters:
 - i) The activities of the business including flowchart.
 - ii) The quality policy and examples for associated quality objectives
 - iii) Statement on responsibilities and authority for guidance only
 - iv) Tentative organization chart for HMPP of small scale category etc.

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- ANNEX. – B : Process Flow Chart
- ANNEX. – C : QMS Process Approach and Interaction Chart
- ANNEX. – D : List of Procedures
- ANNEX. – E : Responsibility & Authority

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Distribution List

This Manual shall be distributed as per the following distribution list.

<u>Copy No.</u>	<u>Holder</u>
1.	Managing Director
2.	General Manager
3.	Production Manager
4.	Management Representative
5.	Certification Body

NOTE :- Management Representative's copy shall be treated as the "Master Copy" while the copy available with other personnel shall be treated as "Controlled Copy".

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Scope of the Quality Management System

The scope of the Quality Management System of **HMPP Industries Pvt. Ltd.** is as follows:

“Manufacture and Export of Handmade Paper and Paper Products (such as Albums, Sheets, Note Books, Photo frame, Envelopes).”

JUSTIFICATION FOR EXCLUSION

Validation of Process (7.5.2)

The organization does not have processes where the resulting output from the processes of the organization can not be verified by subsequent measurement or monitoring. Thus this clause is not applicable in the organization.

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Amendment Records:

Amendment to any section of the manual shall be recorded in this section.

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List of Abbreviations

CA	-	Corrective Action
PA	-	Preventive Action
IS	-	Indian Standard
ISO	-	International Organization for Standardization
IQA	-	Internal Quality Audit
MR	-	Management Representative
MRC	-	Management Review Committee
MRM	-	Management Review Meeting
HMPP	-	Hand made paper products Pvt. Ltd.
NS	-	Nepal Standard
PM	-	Production Manager
QMS	-	Quality Management System
QP	-	Quality Plan
QSM	-	Quality System Manual
QSP	-	Quality System Procedure
VAT	-	Value Added Tax

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Introduction

Hand made paper product industries are basically of cottage and small scale category with labor oriented processes. The product is based on indigenous raw materials and technology. This sector of industries has been providing employment to many local people. Being female workers more skillful and appropriate, many female workers are employed by this sector. Some of the hand made paper product industries are being run in leadership of female entrepreneurs. The target market consists of both domestic and international mainly developed countries like USA, France, UK, Germany etc.

HMPP industry uses a wide range of papers in various thickness, colors, shades and designs. These handmade paper products are based on Lokta paper, recycled paper, waste cotton (off cut of Garment), waste paper, water hyacinth and banana fiber. On customer's specific requirement, these industries can make various types of paper products.

Each sheet is specially handcrafted, sun dried and decorated with inclusion of bamboo leaf, flower petals, grass, straw, mica, beads, metal shape, stitching, fern, Buddha leaf etc.

HMPP industries produce a range of paper including plain cotton paper, banana fiber paper, water hyacinth paper, flower petals paper, textured paper, paper with glitter, agro mottled paper, crumpled paper, lokta paper, printed paper, moon rock paper etc.

These industries produce varieties of products including gift box, bag, note book, photo album, lampshade, art book, decoration papers, photo frame and many others.

Fair wage, proper working conditions and participation in decision-makings are in practice to achieve human values in such industries. Free lunch, health insurance, pension funds, production allowances, and share in profit are some of the facilities provided by some of the companies.

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4.0 QUALITY MANAGEMENT SYSTEM

4.1 General Requirement:-

HMPP Industries Pvt. Ltd. shall establish, document, implement and maintain a quality management system and continually improve its effectiveness as per the requirement of ISO 9001-2000.

4.1.1. The organization has identified the process needed for the quality management system and their application. The system can be implemented throughout the organization without any exclusion except 7.5.2 i.e. Design and Development and Validation of Process. The detailed reason for exclusion is given in the quality manual's "**Justification for Exclusion**" section.

4.1.2 The organization has identified sequence and interaction of the processes and is given in the Annex C of this Manual.

4.1.3 The industry shall ensure the availability of resources and information necessary for the processes, and measure, monitor and analyze these processes and implement action necessary to achieve planned result and continual improvement. These shall be made available in clause 6.0 and clause 8.0 of this manual.

4.1.4 Some of the hand made paper products industries outsource some specific processes like: Dyeing of paper and some specific decorative job. The organization shall maintain the records of outsourcing job at least mentioning Quantity, type of job provided, duration of job to be completed.

4.2 Documentation Requirements:-

4.2.1.1 General

HMPP Industries Pvt. Ltd. has developed and documented its quality system to ensure that product conforms to the specified requirement. That quality system covers the organizational structure, responsibilities, procedure, processes and resources for effective implementation of Quality Management System.

The Reference of quality system procedure and work instructions shall be made available at appropriate section of this manual whereas the Reference of records and specification shall be made available at appropriate sections of quality procedures. The reference of the forms/formats are given in the respective Quality System Procedure

The Quality Policy is given in Section 5.3. A separate document has been prepared for quality system procedures.

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4.2.2 Quality Manual

HMPP Industries Pvt. Ltd. has established and maintained a Quality System Manual and it includes;

- a) The scope of Quality Management System, including details of justification for the exclusions made.
- b) The list of procedures for the QMS.
- c) The description of the interaction between the processes of the QMS.

Quality System Manual is prepared by the MR and approved by the MD. The MR holds the Master Copy and one Controlled Copy is issued as per the distribution list.

The revision of the manual shall be done when the necessity is felt. MR shall maintain one copy of revised pages for one year from the date of revision in the form of obsolete document.

4.2.3. Control of Documents

Since quality documents are source of industry know-how, it is necessary to establish and operate the procedure for control, release, retention, retrieval and disposition of these documents in order to ensure that the precise, accurate, reliable and valid data are available at the place of use at the required time as well as obsolete documents are promptly removed from the work place.

Reference:

Procedure for “**Document Control**” - **HMPP /QSP/ 01/00**

4.2.4. Control of Records:

Records shall be established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records shall remain legible, readily identifiable and retrievable. HMPP has established and maintained a procedure for Control of Records.

Reference:

Procedure for “**Control of Records**” - **HMPP /QSP/02/00**

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5.0 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment:

HMPP Industries Pvt. Ltd. shall provide the evidence of its commitment to Quality Management System in the organization by

- ❑ Communicating to the employees the importance of meeting customers as well as statutory & regulatory requirements through appropriate methods (like training, open discussions and various formal meetings).
- ❑ Establishing quality policy and quality objectives.
- ❑ Conducting management review meetings.
- ❑ Ensuring the availability of resource to achieve stated policy and objectives.

5.2 Customer Focus:-

The top management shall ensure that customer needs and expectations are determined, converted into requirements and fulfilled with the aim of achieving customer satisfaction.

Reference:

Procedure for “Customer Related Process”

- HMPP /QSP/04/00

5.3 Quality Policy

The Quality Policy of HMPP is as follows:

HMPP INDUSTRIES PVT. LTD. shall always manufacture the Paper products conforming to customer’s requirements; complying with all the applicable national statutory and regulatory requirements and continually improve the quality management system with the involvement of all levels of employees of the organization and using the available resources in optimum way.

.....
Managing Director

In achieving the Quality Policy following shall be ensured

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- The quality policy is known to all employees of the organization
- The intent of the policy is understood by everyone in the organization

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5.4 **PLANNING**

5.4.1 **Quality Objectives**

The Quality Objectives of the organization shall be set once in each year, at the beginning of the New Fiscal Year. The format for Quality objectives shall be as follows. Some few Quality objectives relevant with Hand made paper product industries are demonstrated below just for example only.

Department	Quality Objectives	Target Date	Responsibility	Remarks
Dyeing	To produce the paper products with best colour fastness by using only recommended dyestuff (no azodyes)	2009 Aug	Production Supervisor	

Ref: Quality Objectives (HMPP /F/Obj/00)

5.4.2 Quality Management System Planning:-

The Top Management of HMPP Industries Pvt. Ltd. shall ensure that

- a) The planning of the Quality Management System is carried out in order to meet the general requirements as well as Quality objectives of the organization, and
- b) The integrity of the Quality Management System is maintained when changes to the Quality Management System are planned and implemented.

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5.5 Responsibility, Authority & Communication:-

5.5.1 Responsibility and Authority:

The organization structure is different from organization to organization. So, the position, responsibilities and authorities and organization structure itself presented at Annex... is only for guidelines. The particular industry has their own organization structure. The position, roles and responsibilities are described as per the nature, size and volume of business of the organization. This structure simply shows functional relationships and responsibilities. This does not imply relative seniority or importance of the position.

The responsibility and authority of key personnel has been defined and communicated. The detail of responsibility and authority of key personnel is given in **Annex E**.

5.5.2 Management Representative

The Top Management has appointed a MR in the organization. The major responsibility and duties of MR are as follows:

- Shall ensure that processes needed for the quality management system are established, implemented and maintained.
- Conduct Internal Quality Audit and 'MRC' meeting as per the plan.
- Shall co-ordinate with the internal quality auditors and also with external auditor for carrying out audit.
- Reporting to the top management on the performance of the quality management system including needs for improvement.
- Ensuring the promotion of awareness of customer requirements throughout the organization.

5.5.3 Internal Communication

The appropriate internal communication methods like telephone, email, fax, display boards, meetings shall be arranged regarding the effectiveness of 'Quality Management System'. The effectiveness of internal communication shall be reviewed during management review meeting, if necessary. It shall also be ensured that there is no miscommunication between the employees of the organization themselves and with their customers.

Staff meeting will be organized as and when required in the specified time and date and records shall be maintained.

The quality system procedures, work- instruction, and other relevant documents do act as a means of internal communication.

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5.6 Management Review

5.6.1 General

The purpose of management review is for providing guidelines for reviewing the quality system at appropriate time to ensure suitability and effectiveness of the quality management system continuously in the organization. The Management Review Meeting shall be conducted twice in a year. The minutes of MRM shall be recorded by M.R.

The composition of the Management Review Committee may be as follow. This composition of committee is also for guideline purpose. It will vary organization to organization depending upon their organization structure. But it is suggested to include all depart mental heads and other as per requirement.

- Managing Director
- General Manager
- Production Manager
- Production Incharge
- Quality Assistant Manager
- Store incharge
- Management Representative (MR)
- Administrative Officer

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MR shall prepare and circulate the agenda verbally or in written form in advance to the members and organize the meeting. MR shall prepare the minutes and keep the records.

Ref:

Master List of Records

HMPP /F/MR/02/00

5.6.2 Review Input

The input to management review shall include information on:

- * Results of audit
- * Customer feedback and Complaints
- * Process performances and product conformity
- * Continual improvement
- * Status of preventive and corrective action.
- * Follow-up action from previous management system reviews,
- * Change that could affect the quality management system
- * Recommendations for improvement
- * Resource requirement
- * Any other point raised by members
- * Quality Policy & Quality Objectives

5.6.3 Review Output

Review output from the management review shall include any decisions/actions related to

- Improvement of the effectiveness of the quality management system and its processes.
- Improvement of production related to customer requirement
- Resources needed

The minutes of the meeting shall be recorded and circulated to all the concerned member of the management review meeting. The minutes of the meeting shall include action plan for corrective measure, responsibility and target date for completion, implementation of corrective measures shall be monitored by the MR.

Reference

Management Review Meeting Minutes

Training plan shall be prepared by administrative department and execution shall be done accordingly. Administrative officer or GM arranges the training either within the department (in- case of internal training) or from the outside agencies and consultants in case of external training. For all newly recruited employee induction training shall be provided by their respective supervisor mentioning the nature of job to be done, the occupational health & safety and overall introduction of department and employee etc.

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6. Resource Management

6.1 Provisions of Resources:

The Top Management of HMPP Industries Pvt. Ltd. shall ensure the availability and effectiveness of all the resources needed for the operation of the organization, improvement of the quality management system, satisfaction of the customer and other interested parties. The resources are human resources, raw materials, work environment, infrastructures, other natural resources, financial resources etc. It shall also be ensured the effective, efficient and timely provision of these resources.

6.2 Human Resources

6.2.1 General

HMPP Industries Pvt. Ltd. shall employ only competent and qualified personnel. The top management shall ensure that the personnel performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, Awareness and Training: -

HMPP Industries Pvt. Ltd. shall

- a. Determine the necessary competence of personnel performing activities affecting product quality
- b. Provides training or take other actions to fulfill these needs
- c. Evaluates that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the Quality Objectives.
- d. Maintain appropriate records of education, training, skills and experience.

Training : The administrative officer in consolation with director/GM shall identify the training needs (Internal as well as external) for existing employees and for all new recruits depending upon their function

6.3 Infrastructure

HMPP Industries Pvt. Ltd. has adequate infrastructure needed to achieve the conformity of product requirement as described below:

- Well-ventilated buildings and associated facilities, adequate working space.
- Adequate Storage facilities for raw paper and finished goods storage.
- Adequate machineries for paper cutting, paper calendaring and others.
- Supporting services like telephone, fax, transport etc.

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6.4 Work Environment

Following arrangements shall be made so as to ensure the suitable work environment in HMPP Industries Pvt. Ltd..

- ❑ The production unit, store & office premises shall be clean and well ventilated.
- ❑ The working space shall be well illuminated and shall be free from any obstacle during movement.
- ❑ The operators and workers shall be provided with gloves, aprons wherever and whenever necessary.
- ❑ The workers, particularly of unskilled category shall be told of possible dangers he/she is supposed to expose during working inside the factory and the necessary steps supposed to take.
- ❑ Fire extinguishing cylinders are kept at different places of the organization. The employee shall be trained to operate the same.
- ❑ First aid box-shall be easily available.
- ❑ Drinking water of good quality shall be available during office hours.
- ❑ The smoke detectors shall be established at least in fire prone areas like paper store (Raw material, finished good) etc. area.

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7.0 PRODUCT REALIZATION

7.1 Planning of Product Realization: -

Suitable processes for the preparation of paper products are defined at HMPP pvt ltd. . The quality plans covering all the activities of HMPP has been prepared and documented. Detailed process flow chart of product realization process is given in Annex B Each major activity is considered as process with distinct input and output.

Key processes will be supplemented by necessary documents like Quality System procedures, work instructions / quality plan, formats, and forms for recording the actions taken.

Monitoring and verification mechanism has been developed for key process. Record will be kept to provide evidences that realization process and resulting service meet the requirements

Ref:

- Incoming Quality Plan
- In-process Quality Plan
- Finished Product/Dispatch Quality Plan

7.2 Customer Related Process

7.2.1 Determination of Requirements related to the product: -

Gift box, bag, note book, photo album, lampshade, art book, XM decoration, photo frame etc are the major products which are exported to overseas countries and sold in local market. Besides other paper products are also made if demanded by the customers. A sample of various type of paper products that can be made with the available and existing resources are kept in the Sample Display Room of the industry. In case of foreign customer, in most of the cases. the quality requirements and type and design of labeling are sent by the customers In case of International Customer the company manufacturers the product only after receiving orders from the customers. The products are manufactured, labeled, packed and delivered according to the requirements stated by the customers If there are certain requirements which are not stated by the customer but necessary for specified or intended use, the same shall be asked from the customer or identified internally. But in case of domestic market products are produced on the basis of previous year's sales experience or only after getting order from the customer. And statutory and regulatory requirements related to the product shall be followed.

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Regulatory Requirements

1. Sales Tax/VAT
2. SSI Registration
3. Factory Act
4. Labour Law
5. Any other rules/ regulation relevant to HMPP prescribed by the specific requirement of the product/process which the organization has identified shall be applied during the production.

7.2.2 Review of requirement related to the product

Before finally accepting an order or confirming the commitment to the order, it is ensured that HMPP has the ability and the capability to meet these requirements. The review of all such requirements related to the product is carried out in the beginning to ensure that HMPP does not have to face an embarrassing situation of not being able to complete an order as required by the client.

REFERENCE

Procedure for Customer Related Processes - HMPP /QSP/04/00

7.2.3 Customer Communication

- a) The organization shall communicate the customer about the details of the product including the delivery condition as soon as the order is received.
- b) In order to handle the customer complaints a register/ form shall be maintained by the marketing director. Any customer complaints shall be recorded and discussed by the Heads of Marketing, Production and Management Representative. The feedback of the action taken on the complaint shall be intimated to the customer.

Reference

Procedure for Customer Related Processes - HMPP /QSP/04/00

7.3. Design and Development

Basically, Hand made paper products making industries develop the very simple design or mostly they receive ready made design from the customer side. In case they conduct the design themselves, it shall be covered under this section. In case where the products to be exported, the design shall be verified from the customer by sending sample or in soft ware if necessary. But for the products which are to be launched in the local market the design shall be verified/ approved internally. The record shall be maintained.

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7.4 Purchasing

7.4.1 Purchasing Process:

The organization shall ensure that procured material conforms to specified purchase requirements with respect to cost, quality, and quantity and delivery period. The purchasing process includes the following:

- (a) Suppliers shall be identified for major in-coming raw materials like Lokta Paper and others. For consumable items and services a list along with the details of such product or service providers including the phone no. & contact person shall be maintained. For most of the HMPP industries evaluation and approval of supplier shall not be done but detail about supplier shall be maintained. The material like lokta paper shall be accepted on grading basis and mostly not rejected.

7.4.2 Purchasing Information:-

Every purchasing document contains complete information including the specification of the item/service under purchase (if necessary), delivery time and other related information. The authorized personnel shall review the purchase order prior to its release for adequacy and completeness.

Note: A separate procedure has been developed for the purchasing of items.

Reference:

Procedure for Purchase, - HMPP /QSP/05/00

7.4.3 Verification of Purchased Product:-

HMPP has established and implemented the inspection process or the activities necessary for ensuring that purchased product especially major raw materials like Lokta Paper, Dyes etc meet the company requirements and/or purchase order specifications. Generally, inspection shall be carried out against the criteria set in “Incoming Quality Plan” and records shall be maintained where necessary.

Reference:

Incoming Quality Plan

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7.5 Production and service provision

7.5.1 Control of production and service provision

- The manufacturing processes for Paper products are identified in flowchart. For the paper products to be supplied as per order, first of all a quality assurance plan shall be developed in which all the details such as from Raw material receipt, intermediate process inspection to final production and testing shall be clearly stated.

Major points of production and service provision are listed below:

- Documented quality procedure or operating instruction shall be followed.
- Any non-conforming products found during the receipt of material and/or during the processing shall be identified and segregated. Necessary corrective action shall be initiated in order to prevent such non-conformities.
- The products shall be inspected against the requirements given in quality plans.
- All personnel and instruments shall be upgraded wherever applicable.
- Once the system is ready and final inspection is performed the conforming product shall be delivered as per delivery schedule.

REFERENCE

Procedure for Production and Operation Control	– HMPP /QSP/06/00
Procedure for Maintenance	– HMPP /QSP/07/00
Procedure for Handling, Storage, Packaging and Dispatch	– HMPP /QSP/08/00

7.5.2 Validation of process for production

This clause is not applicable to HMPP Industries Pvt. Ltd.. The reason for exclusion is given in "**Justification for Exclusion**" section of this Manual.

7.5.3 Identification and Traceability

HMPP Industries Pvt. Ltd. has maintained a system for identification of materials stored, products at production, storage, handling, dispatch and delivery to ensure that required materials are easily available at the time of need and also there is no misuse of the material by confused and missed identity. The following steps shall be followed.

- Department heads or concerned supervisors shall ensure that materials at different stages like receiving, inspection, storage, processing, quality, assurance, dispatch and delivery are clearly identified.
- Non-conforming materials are stored in the separate location with distinctly visible tags.

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- iii) The items during the processing and finished products are identified with the Product Code which gives clear reflection of the customer order, date, product type and others.
- iv) The final product is properly labeled as per the requirement of the customer or as necessity so as to have proper identification.
- v) Accountability of misuse due to wrong or non-identification goes to production Incharge

7.5.4 Customer Property

Generally, Hand-made paper products making Industries who are exporting their products to third countries, receipt sample of products, design of products and some times labels for particular category of products. So, the industries shall properly identify, store safely, keep the detail of the some in soft form or hard form mentioning customers detail, code no, type of product/design etc... In case of loss or damage of any customer property the organization shall immediately inform to the customer and resolved the problem.

7.5.5 Preservation of Product

HMPP Industries Pvt. Ltd. shall preserve conformity of product with customer requirements during internal processing and delivery to the intended destination.

The above activity shall include: -

- Identification
- Handling
- Packaging
- Storage and
- Protection

REFERENCE:

Procedure for Handling, Storage, Packaging and Dispatch – HMPP /QSP/08/00

7.6 Control of Measuring and Monitoring Devices

The list of measuring and monitoring devices is maintained.

It shall be ensured that the measuring and monitoring devices are controlled, calibrated and maintained to demonstrate the conformance of product to the specified requirements. The devices shall be calibrated from the external authorized agency or calibrated internally against the standard device. The records of such calibration shall be maintained. Mostly the equipments used are micrometer, Vernier caliper ,weight boxes etc.

Ref:

Calibration Status Record - HMPP /F/Prod/21/00

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8.0 Measurement, Analysis & Improvements

8.1 General

The organization shall plan and implement the monitoring, measurement, analysis and improvement processes needed

- To demonstrate conformity of the product.
- To ensure conformity of the quality management system, and
- To continually improve the effectiveness of the quality management system.

This shall include determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring & Measurement

8.2.1 Customer Satisfaction

There will be two inputs for the measurement of customer satisfaction

- (a) The customer Complaints
- (b) The customer Feedback

The organization shall perform the customer satisfaction analysis as mentioned in the procedure for Customer Related Process.

Reference:

Procedure for “**Customer Related Process**” - **HMPP /QSP/04/00**

8.2.2 Internal Audit

In order to determine the effectiveness of the implemented quality system, and to verify whether activities and related results comply with the planned arrangements, internal quality audits are carried out. The internal quality audit shall be carried out at least twice in a year.

The audit shall be carried out as per the procedure for Internal Quality Audit.

Reference:

Procedure for “**Internal Quality Audit**” - **HMPP /QSP/09/00**

8.2.3 Measurement & Monitoring of Process

HMPP Industries Pvt. Ltd. shall apply suitable methods for measurement and monitoring of all quality management system processes necessary to meet customer requirements. The methods shall confirm the continuing ability of each process to satisfy the internal purpose. When planned results are not achieved, due correction and corrective actions shall be taken to ensure conformity of the product.

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8.2.4 Monitoring and Measurement of Product

The product characteristics shall be verified against the criteria defined in the Quality-Plan. The inspection and test records of the product shall be maintained. The product shall not be released for the next operation unless it qualifies the requirement of the previous operation. The final product shall not be allowed for dispatch unless planned arrangements have been satisfactorily achieved.

8.3 Control of Non-conforming Product

The non conforming products shall be identified and appropriately treated so as to prevent their unintended use and delivery to the customers. This activity shall be carried out as per the procedure established.

Reference:

Procedure for “Control of Non-Conforming Product” - HMPP /QSP/10/00

8.4 Analysis of Data:

HMPP Industries Pvt. Ltd. shall collect and analyze the identified data to determine the suitability and effectiveness of ‘Quality Management System’ and to identify improvement that can be made. Data shall include measuring and monitoring activities and other identified sources.

HMPP Industries Pvt. Ltd. has identified the requirement of data analysis, which are related to:

- Customer satisfaction and / or dissatisfaction
- Cost of production (labor cost, material cost, packing cost etc)
- Waste generation during production
- Item wise sales pattern etc.

The various techniques for data analysis shall be

- (a) Bar Diagrams
- (b) Pie – Charts etc.

8.5 Improvement:

8.5.1 Continual Improvement: -

HMPP Industries Pvt. Ltd. shall plan and manage the process necessary for the continual improvement of “Quality Management System” through the use of :

- Quality Policy
- Quality Objective
- Audit results

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- Analysis of data
- Corrective and preventive action
- Management review

8.5.2 Corrective Action

- (a) The organization shall establish procedure and take actions to eliminate the cause of non-conformance in order to prevent the recurrence of the problem.
- (b) The input for analysis of the problem to take appropriate corrective action shall be as follows: -
1. The product, process and system non-conformity shall be analyzed to find out the root cause of the problem.
 2. Customer complaints shall be taken in the review points
 3. Joint decision shall be taken to identify the action required in order to prevent the non-conformities
 4. Prioritizing the corrective action and implementation.
 5. The result of the action taken shall be recorded and reviewed for the further improvement.

8.5.3. Preventive Action :-

- (a) The organization shall determine action to eliminate the cause of potential non-conformities in order to prevent their occurrence.
- (b) The control chart shall be used to identify the occurrence of the problem.
- (c) The root cause of the problem shall be identified.
- (d) Preventive actions taken shall be reviewed.

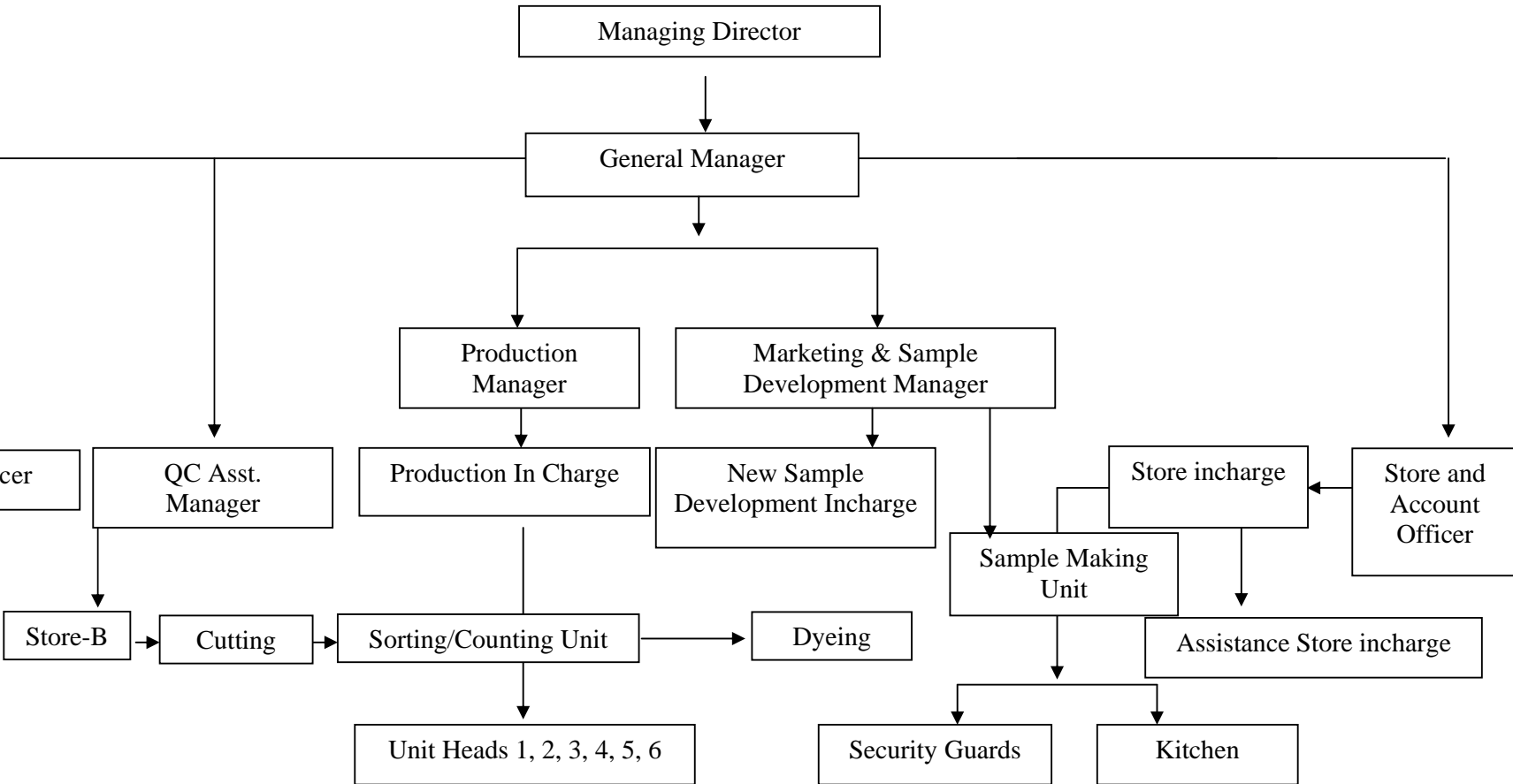
The sequence of implementation of action needed shall be determined.

REFERENCE

Procedure for Corrective & Preventive Action - HMPP /QSP/11./00

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Organization Chart
 (Sample Only)



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Annex:: B

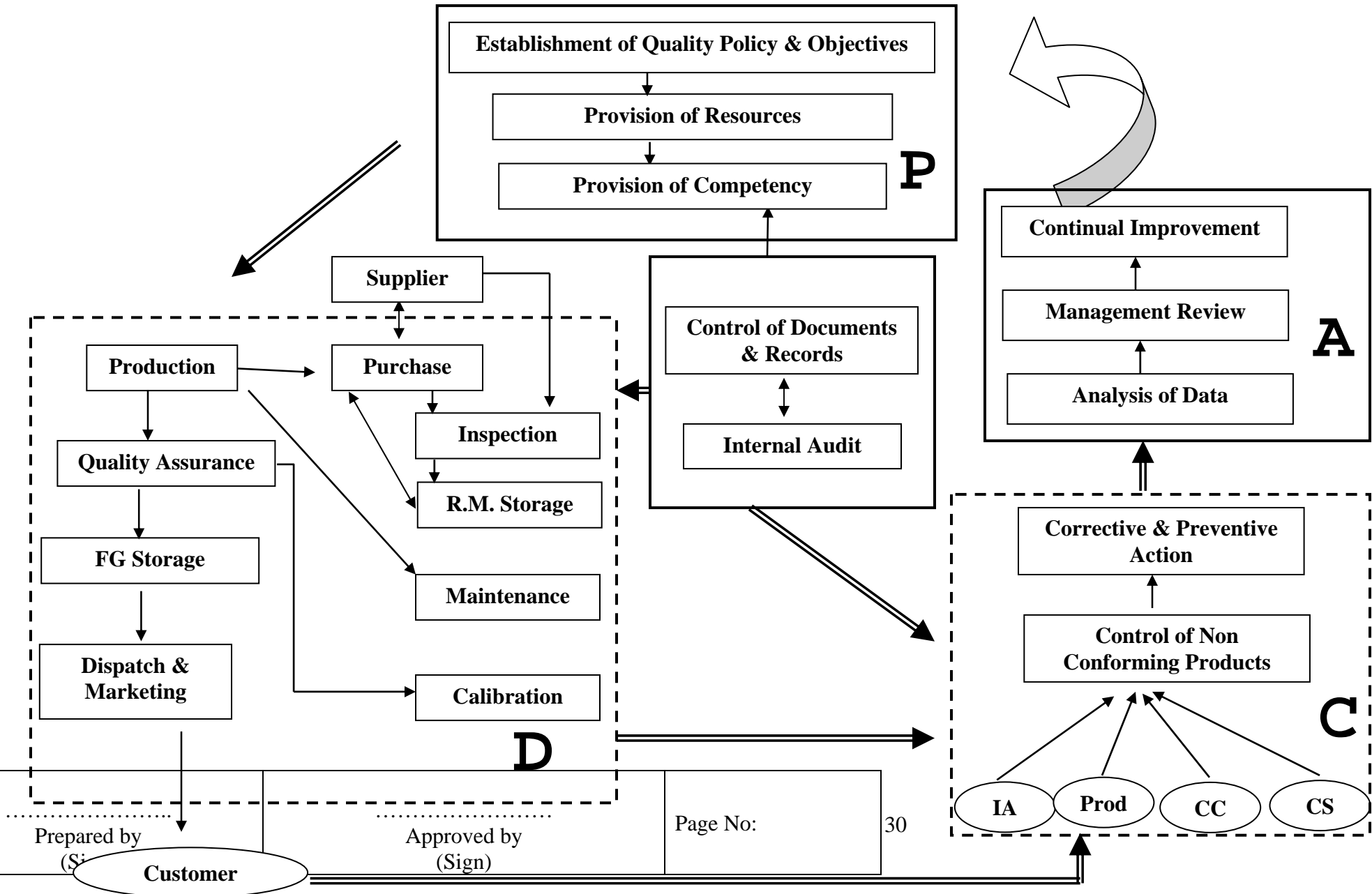
Process Flow Chart (Sample Only)

Items/	Process	Cotton Rag beating	Pulp Beating	Paper Making	Paper drying	Paper dyeing	Paper Gluing	Paper Calandring	Screen Printing	Stitching	Paper Cutting	Paper sorting	Paper distribution	Finishing	Sorting	Packing
Papers		Yes	Yes	Yes	Yes	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Box		NA	NA	NA	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Bag		NA	NA	NA	NA	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Note Book		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
P/Frame		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
P/Album		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Wrapping paper		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	NA	NA	NA	NA	NA	NA
Greeting cards		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Art Book		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Writing sets		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Note Pad		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Lamp Shades		Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes	Yes	Yes	Yes	Yes	NA	NA	NA
Xmas Hanging		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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ANNEX: C

QMS Process Approach and Interaction Chart



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Annex – D

List of Procedures

S. No.	List	Document No.
1.	Content sheet	HMPP /QSP/CS/00
2.	Control Policy	HMPP /QSP/CP/00
3.	Amendment Records	HMPP /QSP/ARS/00
4.	Procedure for Document Control	HMPP /QSP/01/00
5.	Procedure for Control of Records	HMPP /QSP/02/00
6.	Procedure for Administration, Training, Awareness and Competency	HMPP /QSP/03/00
7.	Procedure for Customer Related Process	HMPP /QSP/04/00
8.	Procedure for Purchase, Selection and Evaluation of Suppliers	HMPP /QSP/05/00
9.	Procedure for Production and Operation Control	HMPP /QSP/06/00
10.	Procedure for Maintenance	HMPP /QSP/07/00
11.	Procedure for Handling, Storage, Packaging & Dispatch	HMPP /QSP/08/00
12.	Procedure for Internal Quality Audit	HMPP /QSP/09/00
13.	Procedure for Control of Non-Conforming Product	HMPP /QSP/10/00
14.	Procedure for Corrective and Preventive Action	HMPP /QSP/11/00

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Annex: E (These responsibilities and authorities are only for sample purpose)

Responsibility & Authority of the employees are as stated below:

Managing Director

Responsibilities

- Arrangement of working capital.
- To make strategy to grow GPI.

General Manager

- Functioning day to day works.
- More focus will be in quality.
- General administration.
- Products costing
- Dealing with Suppliers.
- Maintain co-ordination among departments & provide management assistance to each department.

Production manager

- Man power planning & sourcing.
- Space planning.
- Production planning according to the delivery date.
- Approval of leave and administrative functions related to production.

Production Incharge

- Assist to planning & sourcing.
- Production supervision and plan implementation
- Assist to Production Manager.

Marketing & Sample Development Manager

- Producing requested samples.
- Sourcing new ideas & product development concepts.
- Finding new markets.
- Policies to retain existing buyers.
- Approval of catalogue

New Sample Development Incharge

- Sourcing new ideas
- Product design and development
- Producing catalog once a year at least.

Administrative Officer

- To conduct day to day all administrative function.
- Conduct training activities and human resource development ..

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PackingSection chief

- Follow up of delivery dates.
- Follow up of packing materials.
- Record of delivered goods.
- Record of quantity received from finishing or sorting unit.
- Strict use the norms in operating de-humidifier.
- Labeling of products.

Quality Asst. Manager

- Quality planning from incoming goods to dispatch.
- Monitoring the planning.
- Search for a way to minimize waste.
- Preparation of Material consumption list, by order.
- Approve all the production process.

Store Incharge

- Quality approval for incoming goods.
- Proper placement of goods.
- Procurement of materials according to consumption list.
- Issue of materials to store B according to consumption slip.
- Maintaining bin cards
- Record of materials.

Account Officer

- Recording of all the income & expenditure.
- Salary
- Records of suppliers due.
- Records of approved bills,
- Supervision of Store Incharge.

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