



**M. S. FITTINGS MFG. CO. PVT. LTD.**

17, Weston Street, Kolkata – 700 013

## **QUALITY MANUAL**



**DOCUMENT NO. : QM - 001**

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**M. S. FITTINGS MFG. CO. PVT. LTD.**  
**Kolkata**

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This Quality Manual describes the salient features of the Quality System that is adopted in [M.S. Fittings Mfg. Co. Pvt. Ltd.](#)

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Quality system was introduced in the Company from July 2002

(Director)

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**M. S. FITTINGS MFG. CO. PVT. LTD.**  
**Kolkata**

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<b>SUBJECT : COMPANY PROFILE &amp; ORGANISATION STRUCTURE</b>		

**Company Profile :-**

M. S. Fittings Mfg. Co. was established in the year 1957 and become a Pvt. Ltd. Company in the year 1995. The Company has full infra - structure to manufacture quality fittings & flanges generally conforming to ASME, BS & IS Std's. Products of the company are also available with IBR Certificate/s on Form IIIC. It has been our honour to work for the most reputed Govt. & Semi - Govt. undertakings as well as private houses of international repute . Our field of activities are generally with Refineries and Petrochemical Industries as well as with fertilizers and Power Industries. The Company has tremendous reputation and has worked with the best consultants in India.

**Our Range of Products:-**

<b>Description</b>	<b>C.S. &amp; LTCS Seamless Fittings</b>	<b>S.S. Seamless Fittings</b>	<b>C.S., S.S, LTCS &amp; AS.Forged (S/w &amp; Scr.d.)</b>	<b>C.S &amp; SS Flanges</b>
<b>Sizes</b>	15mm to 600mm NB	15mm to 300mm NB	6mm to 100mm NB	15mm to 600mm NB

**LIST OF IMPORTANT CLIENTS:-**

M/S Bharat Heavy Electricals Ltd.	M/S Hindustan Petroleum Corporation Ltd
M/S Bharat Petroleum Corporation Ltd.	M/S Haldia Petrochemical Ltd.
M/S Chennai Petroleum Corporation Ltd.	M/S Indian Oil Corporation Ltd.
M/S Gujrat Narmada Valley Fertilizer Co.Ltd.	MS Indian Petrochemical Corporation Ltd.
M/S Gujrat State Fertilizer Chemical Ltd.	M/S Larsen & Toubro Ltd.
M/S LG Engineering & Construction Corpn.	M/S National Thermal Power Corporation Ltd.
M/S Nuclear Power Corporation of India Ltd.	M/S Oil India Ltd.
M/S Reliance Petroleum Ltd.	M/S Cairn Energy India Pty Ltd.
M/S Alstom Power Boilers Ltd.	M/S Punj Lloyds Ltd.
M/S Cethar Vessels Pvt. Ltd.	M/S MCC PTA India Corporation Pvt. Ltd.

Besides a number of Contracting firms and its associated units.

The Company currently operates from the following locations:

**Head Office:**

17 Weston Street. Kolkata – 700013  
☎ : 09133236290/ 3, 2362869  
Fax: 0913322252103 email: [headoffice@msfittinf.com](mailto:headoffice@msfittinf.com)  
Website: [www.msfittings.com](http://www.msfittings.com)

**Factory:**

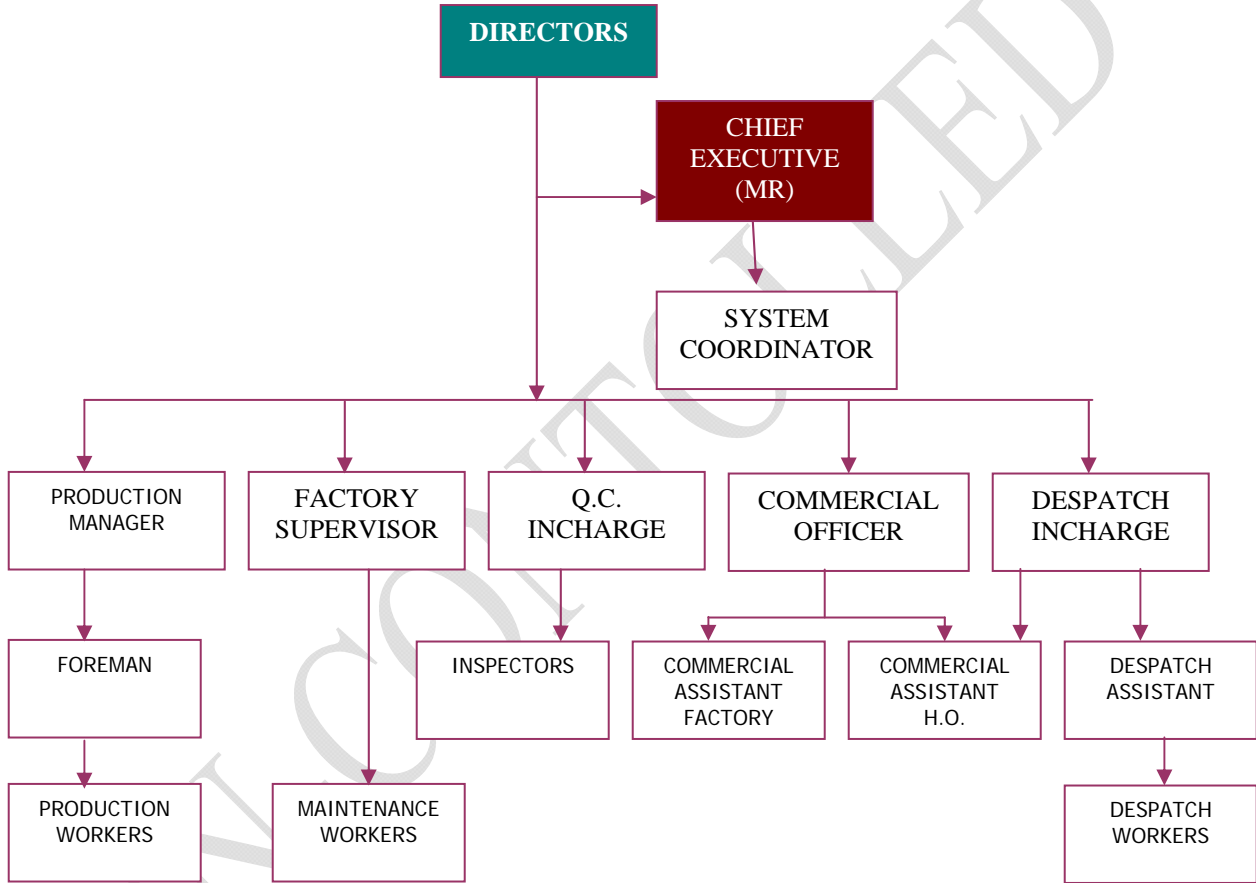
Rampur, Budge Budge Trunk Road,  
Kolkata – 700 141  
☎ : 0913324010078/4807

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**Organisation Structure:**



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**4. Quality Management System (Ref : Clause 4, ISO 9001:2000)**

**4.1 General (Ref : Clause 4.1, ISO9001:2000)**

Company has established, documented, implemented and maintained a Quality Management System as per the requirements of ISO 9001: 2000 International Standard.

4.1.1 Various processes operational in the organization and required to develop an effective Quality Management System (including outsourced processes) have been identified by mapping and analyzing the existing system. The identified core and support processes are listed down in **QM/9: Process Inventory**.

4.1.2 The sequence and interaction of these processes have been determined by reviewing their respective inputs and outputs and the same has been documented as **Sequence and Interaction of Processes (QM/10 of this Quality Manual)**.

4.1.3 All the processes are documented as per the **Process Mapping Forms**, which includes various inputs and outputs and their performance indicators. Process Mapping Forms. Key Process Performance Indicators are identified by the Departmental Heads considering set objectives and customer's requirements. Process Maps also includes references of various Procedures and Work Instructions, those have been developed to ensure proper control. Performance Standard for various Key performance Indicators are set considering current status and improvement target set as per the Critical Process identified by the Management Review Committee. The monitoring criteria are laid down in **Process Monitoring Sheet. (Ref Process Map on Process Management)**.

4.1.4 Management reviews all the existing and new processes on regular basis to ensure the required resource availability. Resource requirements are also identified as outputs from Budgeting exercise, Internal Quality Audits, employee feedback, analysis of market research etc. (Refer Section: Provision of Resources). Critical processes are identified as per **Critical process Identification sheet**.

4.1.5 Various processes existing in the organization are regularly monitored and measured by the means of continuous supervision by the HODs, conducting audits and periodic **Process Evaluation, Measurement and Improvement** activities against the set criteria. The validity of the set criteria is judged against the achievement status of company's objectives and customers' perception about the quality.

4.1.6 In case of any nonconformance found during audits and process evaluation, or as a result of customer dissatisfaction, appropriate corrective and preventive actions are initiated after analyzing the root cause.

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4.2 Documentation Structure (Ref : Clause 4.2.1, 4.2.2)

4.2.1 Quality System of [M.S. Fittings Mfg. Co. Pvt. Ltd.](#) consists of five tiers of documents. These tiers consist of:

- Quality Policy and Objectives
- Quality Manual
- Process Maps
- Work Instructions/ Data Sheets/ Product Specification Sheet
- **External documents e.g. standards/specs/catalogues/customers' inputs**
- Form/ Formats.

4.2.1 The Quality Manual QM-001 describes the Quality System installed in [M. S. Fittings Mfg. Co. Pvt. Ltd.](#). The manual also covers the reference of various Procedures and Process Definition, Process Inventory and sequence and interaction of various processes. The exclusions under clause 7 is stated in the description of quality management system, wherever applicable. It contains different sections starting from QM/01 to section QM/11.

4.2.2 All the pages of the Quality Manual contain document number, appropriate title, relevant section number, revision status, page number and Issue Number. Issue status of Quality Manual is shown by Issue Number and corresponding Revision Number to that Issue Number. Issue Number starts from 01 and Revision Number starts from 00. Director is authorised for any changes, modifications, additions or deletions in the Quality Manual. M.R. is responsible for controlling and issuing of the Quality Manual.

4.2.3 Process Maps/ Procedures describe detailed activities in respective operational areas and responsibilities and authorities for carrying out the same. They also describe the interactions of various related activities and the manner of conducting interdepartmental activities. Process Definitions contains various inputs and outputs related to the processes and their performance indicators. They are authorised by the Director and controlled/ issued by the Management Representative. The issue status of any Process definition/ Procedure is indicated by their Revision number.

4.2.4 Working Instructions are systematically laid down instructions for carrying out individual operation/function. They describe the sequences of activities to be carried out for a given operation. They are authorised by the respective departmental/ sectional heads and are controlled/ issued by the Management Representative. Data Sheets/ Product Specification Sheets contain all relevant parameters, required to describe the features of products. Revision Status of Work Instructions, Data Sheets and Product Specification Sheets is denoted by revision number or date.

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4.2.5 Forms are used for keeping records for various process parameters during day-to-day business activities. Registers are also used as and when required. The latest design of formats is indicated by it's form revision number.

#### 4.3 Document Control (Ref : Clause 4.2.3)

4.3.1 To ensure proper Document Control :

- All documents are approved prior to issue.
- Pertinent documents are available at appropriate locations only.
- Obsolete documents are promptly removed from all points of issue or use.
- Documents are issued and controlled by Management Representative and approved by Director only.
- The applicability status of documents is identified by Revision No. and Issue No. and the dates of revision/ issue as detailed in 4.2: Documentation Structure of this Manual).

4.3.2 A Master List of Documents is maintained by the Management Representative to monitor availability and currency of documents.

4.3.3 Changes to documents are reviewed and approved by the same functions that performed the original review and approval. The nature of changes is identified in the amendment sheet as annexed with the appropriate documents.

4.3.4 The activities related to control of documents are detailed in **Process Map on Documentation Management**

#### 4.4 Control of Records (Ref: Clause 4.2.4)

4.4.1 Records are filed and maintained in the respective departments. It is ensured that the records are legible and the same are filed in easily identifiable and retrievable location.

4.4.2 They are preserved in an atmosphere which prevents any damage or deterioration.

4.4.3 Identification, collection, indexing, filing, storage, retrieval, maintenance, disposal and retention of Quality Records are done as per the **Process Map For Documentation Management**. The pertinent supplier related records also form a part of the quality records maintained under this documented quality system.

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**5. Management Responsibility (Ref: Clause 5, ISO 9001:2000)**

**5.1 Management Commitment (Ref: Clause 5.1, ISO 9001:2000)**

5.1.1 Quality Policy is developed based on the overall company's vision and it provides overall framework to develop Quality Objectives (Refer Section 5.3: Quality Policy). Quality Policy is communicated through out the organization by suitable means (e.g. printed cards, group meetings, trainings).

5.1.2 Customers current and future needs and expectations are determined and analysed through by carrying out periodic market surveys and customer interviews. Important observations and realizations are communicated to the employees. This is carried out through formal and informal meetings and notices. (Refer Section 7.2: Customer Related Process).

5.1.3 Quality Objectives for the organization are established based on current requirement of the business and the same is translated for various processes in line with the overall objectives. Individual/ functional objectives are fixed accordingly and they are communicated through internal notices. Achievement status of objectives, established at various levels is reviewed during Management Reviews, Internal Quality Audits and Periodic Performance Review. (Refer Section 5.4: Quality Objectives).

5.1.4 Management Reviews are regularly conducted to analyse suitability and effectiveness of the developed Quality Management System. Achievement Status of Quality policy and Objectives, their suitability and customers perceptions are also discussed during the meetings. (refer Section 5.6: Management Review).

5.1.5 Resource requirements are analysed on regular basis towards implementation of the strategy and achievement of the set objectives. The inputs for resource requirements are obtained from analysis of various process and review data. Customers and other interested parties' views are also considered during setting objectives. Resource includes manpower, infrastructure, work environment, information, supplier and financial resources.

**5.2 Customer Focus (Ref: Clause 5.2, ISO 9001:2000)**

5.2.1 Information related to customers' needs and expectations, competition, future trends and customers' perceptions about service quality are collected through customers feedback analysis on periodic basis and available market information. The findings are reviewed.

5.2.2 Results of such analysis provide input during Management Reviews to develop future strategies related to product development and/or modification of service delivery specification.

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**5.3 Quality Policy (Ref: Clause 5.3, ISO 9001:2000)**

**5.3.1 Quality Policy is developed considering the following aspects:**

- Appropriateness regarding current scenario.
- The level and type of future improvement needed for the organization to be successful.
- Provides a framework for establishing and reviewing Quality Objectives.
- Desired degree of customer satisfaction.
- Needs and expectation of the stakeholders.
- To demonstrate Top Managements commitment towards continuous improvement.
- To develop commitment throughout the organization.

5.3.2 Quality Policy is communicated throughout the organization by suitable means like printed cards, group meetings and displays at appropriate locations

5.3.3 Quality Policy is reviewed periodically during Management Reviews for its continuing suitability and effectiveness. Such reviews are carried out based on the results of analysis of various data related to company performance, market information, results of Internal Quality audits and customer satisfaction.

**5.4 Planning (Ref: Clause 5.4.1, 5.4.2, ISO 9001:2000)**

5.4.1 Quality Objectives are set in line with the Quality Policy. Quality Objectives are established at various function and process levels in terms of setting KPIs (Key Performance Indicators), which are derived from the overall organizational objectives. Objectives are also set product wise in terms of product specification requirements.

**5.4.2 During setting Quality Objectives the following considerations are made:**

- Market information related to customers' needs and expectations and future trend.
- **Applicable Legal and Statutory requirement**
- Current level of process performance.
- Customer satisfaction level.
- Benchmarking/ Competitor analysis (wherever possible).
- Financial and other resource availability.

5.4.3 Quality Objectives set at various levels are communicated through displays, notices, inter office memos as applicable towards ensuring contribution from employees.

5.4.4 Achievement status and suitability of objectives are reviewed during Management Reviews. Objectives set for various processes and functions are also reviewed annually by the Director.

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5.4.5 Quality Management System Planning is carried out by the Management review Committee to identify the processes needed to meet the Quality objectives set in the company.

5.4.6 The planning is carried out based on the following inputs:

- Strategies of the organization.
- Quality Objectives set.
- Defined needs and expectations of the customer.
- Evaluation of Statutory and Regulatory requirements.
- Results of monitoring and measurements.
- Analysis of corrective and preventive action.
- Indicated opportunities for improvement.
- Risk assessment.

5.4.7 Outcome of such planning generally are defining various processes (both product realization processes and support processes) and the related responsibility, monitoring criteria, resource requirements, references and records. Various processes currently existing in the organization is listed as **QM/9: Process Inventory**.

5.5 Responsibility, Authority and Communication (Ref: Clause 5.5.1, 5.5.2, ISO 9001:2000)

5.5.1 Organisation Structure and responsibility and authority for various functions are defined as a result of Quality Management System planning.

5.5.2 Organisation Structure and defined responsibilities and authorities for various functions are documented.

5.5.3 Responsibilities and authorities for various functions are communicated to different functions at the time of recruitment and Periodic Performance Review to enable employees in better contribution towards achievement of Quality Objectives.

5.5.4 Various activities like Quality Improvement Teams, Suggestion Schemes are carried out time to time to ensure better employee involvement and participation.

5.5.5 Management Representative is appointed by the Director and given authority by the Director to manage, monitor, evaluate and coordinate the Quality Management System.

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5.5.6 The responsibility of the Management Representative includes :

- To ensure that the processes needed for the Quality Management System are established, implemented and maintained.
- Reporting to top management on the performance of the Quality Management System and any need for improvement.
- To ensure promotion of awareness of customer requirements throughout the organisation.

5.5.7 Regular communication channels are established within the organisation to ensure that awareness is generated regarding Quality Policy, Objectives and requirements is established. It is ensured that continuous feedback is obtained from the employees as a means of involving them. Various communication channels established (as applicable) within the organisation are :

- Management Reviews.
- Periodic Meet.
- Periodic Reporting.
- One to one discussions.
- Internal Notices.
- Team Briefings.

**5.6 Management Review (Ref: Clause 5.6.1, 5.6.2, 5.6.3 ISO9001: 2000)**

5.6.1 Management Review Meetings are organised and convened by the Management Representative. It is organised at a definite interval of One Year or earlier if the need arises so as to ensure its continuing suitability and effectiveness. **(Refer Process Map on Management Review).**

5.6.2 Director chairs the meetings and in his absence the Management Representative holds the post. Apart from them, It is attended by a selected team as decided by the Director.

5.6.3 These meetings are generally conducted on fixed agenda, which mainly covers the verification of the effectiveness and efficiency of the Quality Management System. It also serves as a platform to exchange new ideas, with open discussions and evaluation of the inputs.

5.6.4 Outputs of Management Reviews provide data for use in planning for performance improvement of the organisation. Records are maintained by the Management Representative.

5.6.5 Inputs of Management Reviews are obtained from the Internal Quality Audits and results of various monitoring and analysis process. Achievement status of various expense and revenue budgets is also discussed in the review.

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5.6.6 The inputs of Management reviews are (as applicable) :

- Status and results of Quality Objectives and improvement activities (including process and product performance).
- Status of earlier Management Review decisions including corrective and preventive action.
- Suggestions/ requests received regarding changes/ improvement.
- Results of Internal Quality Audits.
- Feedback on the satisfaction of the interested parties.
- Market information related to competition, trend and opportunities and market strategies.
- Performance of suppliers.
- New opportunities for improvement.
- Reports on product and process nonconformities.

5.6.7 Outputs of the Management reviews are used by the management as inputs to improvement process. They also form important data in the context of strategic planning of the organisation.

5.6.8 Various outputs of Management reviews are (as applicable):

- Performance objectives of processes and products.
- Appraisal of the suitability of the organisational structure and resources.
- Strategies and initiatives for marketing, services and satisfaction of all interested parties.
- Information for strategic planning.
- Resource requirements.

**6. Resource & Infrastructure Management (Ref: Clause 6, ISO 9001:2000)**

**6.1 Provision of Resources (Ref: Clause 6.1,ISO9001: 2000)**

6.1.1 Management has identified in-house verification requirements e.g. management reviews and is committed to provide adequate resources by way of trained manpower, adequate machinery and required finances to support the installed quality management system at all times.

6.1.2 The facilities available for service providing equipment, information technology facilities, quality assessment facilities etc. are judged by the different personnel and new facilities required are provided after getting budget approval. Management Representative in the Management Review Meeting reports the various resource requirements for each of the functional areas as mentioned above.

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6.1.3 Trained and qualified persons have been provided at all stages of service delivery and monitoring for over viewing the processes and meeting the required characteristics in conformance with the company specifications and customer expectation. The performance and potential of all the personnel are reviewed periodically to ensure that the objectives to be achieved are understood and complied.

6.1.4 Competency mapping is carried out to determine various knowledge and skills required at different functional levels. Periodic training need assessment is carried out towards reviewing the training and educational needs of the employees and the same are provided in a focused manner.

6.1.5 Needs for Information Technology related resources are identified and provided on time-to-time basis.

6.1.6 Personnel have been provided for managing resources required for different key activities are as follows:

Overall performance of the organisation	: Director & CEO
Achievement of Quality Management System	: Management Representative
Monitoring of various product realization processes	: Respective departmental head
Evaluation of Processes	: Respective personnel on regular basis/ Immediate superior on periodic basis/ Process Management Team

## **6.2 Human Resources (Ref: Clause 6.2,ISO9001: 2000)**

6.2.1 Organisation structure is developed and authorized by the Director to ensure that responsibility and authorities for various functions are defined and their communication channel is established. The same is reviewed for effectiveness during quality management system planning at the time of Management Reviews.

6.2.2 Competency Mapping is carried out for every function depending on the Quality Policy and set objectives for the organisation. The same is used as a tool during recruitment. **(Refer Process Map on Human Resource Management).**

6.2.3 Individual and team objectives are defined and communicated to the employees as a result of management review output and other meetings towards ensuring their better contribution in achieving objectives. Performance against set objectives is reviewed regularly.

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6.2.4 It is ensured that any positive contribution is recognized and rewarding is done in line with the performance level of any individual.

6.2.5 Continuous effort is made from the management to foster creativity and to ensure maximum participation of the employees in objective setting and decision-making. The suggestion from employees form important input towards Quality Management System Planning.

6.2.6 During all internal communication activities it is ensured that two-way communication always takes place.

6.2.7 It is ensured that necessary competence is available for the effective and efficient operation of the company. Current competence level of the organisation vis-à-vis future competence level required are analysed during Quality Management System Planning.

**6.2.8 Competency needed by the organisation is judged based on the following aspects:**

- Future demands related to strategic and operational plan and set objectives.
- Anticipated management and functional succession needs.
- Changes/ amendments in processes, services.
- Evaluation of competence of individual people to perform defined activities.
- Statutory and regulatory requirements.
- Needs and expectation of various interested parties.

6.2.9 The needs and expectation of the organisation, employee roles and responsibility are communicated to the new recruits in terms of induction training and instructions.

6.2.10 Training and education needs are identified based on the processes, the stage of development of people and the culture of the organisation. The objective of providing appropriate training and education is to provide people with knowledge and skills, which together with their experience improve their competence. The activity is done during periodic training need identification activity.

6.2.11 Training and education imparted are evaluated in terms of enhanced competence of people and the training effectiveness is judged through actual performance of the employees.

6.2.12 Records related to training, education, experience and skills are maintained.

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**6.3 Infrastructure (Ref: Clause 6.3,ISO9001:2000)**

6.3.1 The infrastructure needed for efficient functioning of M. S. Fittings Mfg. Co. Pvt. Ltd. has been defined as Office space/ plant, Inspection & Testing facilities, Information and communication technology.

6.3.2 The needs vis-à-vis existing infrastructure facilities are identified during Internal Quality Audits, analysis of nonconformance and also from employee suggestions. The results are reviewed during Management Reviews.

6.3.4 Various facilities are maintained by adopting appropriate preventive maintenance schedules either by the company itself or appointing maintenance contractors as appropriate.

**6.4 Work Environment (Ref: Clause 6.4,ISO9001:2000)**

6.4.1 It is ensured that the work environment has a positive influence on motivation, satisfaction and performance of people in order to enhance the performance of the organisation.

6.4.2 The creation of suitable work environment considers the following:

- Creative work methods and opportunities for greater involvement of people towards realization of their full potential.
- Safety aspects.
- Social interaction.
- Associated facilities.
- Physical comfort.
- Hygiene

6.4.3 Appropriate physical environment related to product conformity is established in terms of controlling temperature, humidity, dust level as and when necessary.

**7. Product Realisation (Ref: Clause 7, ISO 9001:2000)**

**7.1 Planning of Product Realisation (Ref: Clause 7.1,ISO9001: 2000)**

7.1.1 Various Product Realisation Processes needed towards achievement of customers' needs are established depending on the type of products and they have been validated and established through years of experience in developing standard products. In case of new type of product the initial layout is prepared for the process and the same is established through trial and error before formalizing.

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7.1.2 Quality Objectives for the product realisation processes are fixed based on the followings:

- Customers' needs/ expectations (delivery and post delivery requirements).
- Competitors' data.
- Current competency level.
- Availability of resources and infrastructure.

7.1.3 Process Maps/ Process Definitions are developed as a planning of product realization processes, which include the following:

- Different activities and their interaction within the process.
- Responsibilities for the entire process/ activity and responsibility for authorizing changes/ initiating corrective action(s).
- Quality Objectives set for the process/ activities.
- Details of verification and monitoring stage wise.
- Responsibility of verification and monitoring.
- Various records need to be generated.

7.1.4 Management Representative is authorized to carry out changes in the existing processes after getting approval from the Director.

7.1.5 During changes in any processes, subsequent effects to other related process are also identified and implemented. Outputs from changed processes are analysed to ensure that the change has had desired effects.

## 7.2 Customer Related Processes (Ref: Clause 7.2,ISO9001: 2000)

7.2.1 Customers' specified needs are identified by reviewing the orders received from the customers, which includes requirements for delivery and post delivery activities. **(Refer Process Map on Sales).**

7.2.2 Statutory and regulatory requirements related to products are identified and maintained. The same is taken care of during production, delivery and billing as applicable.

7.2.3 In case of standard Products customers place orders based on Standard specifications. Enquiry review is conducted about the quantity and delivery schedule, before finalizing the contract.

7.2.4 In case of non-standard items the requirements are reviewed and agreed upon. In case samples are required to be developed approval is obtained from the customer before taking to bulk production.

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7.2.5 Regular customers' feedback is obtained either formally or through informal discussions. Sales trends, **repeat and lost business** are also analysed annually towards judging customers perceptions. The major observations are recorded and analysed towards deciding about the required corrective and preventive action.

7.2.6 Customer complains and feedback and subsequent action taken are recorded.

**7.3 Design and Development (Ref: Clause 7.3,ISO9001: 2000)**

7.3.1 As the company is dealing in manufacturing and sales of standard pipeline fittings the applicability of design and development clause does not apply.

**7.4 Purchasing (Ref: Clause 7.4,ISO9001: 2000)**

7.4.1 Suppliers are evaluated and selected on the basis of their ability to meet the sub-contracted requirements including the quality system and any specific quality assurance requirements. **Ref : Process Map on Vendor Selection & Evaluation.**

7.4.2 The type and extent of control over vendors/Job Works applied are either any or combination of any of the following:

- a) Verification of make, brand, specification, incoming inspection on receipt against Purchase Orders.
- b) Verification of test report.
- c) Performance evaluation of vendor & de-registration of a vendor from 'Approved Vendor list' in the event of unsatisfactory performance.

7.4.3 Records of acceptable vendors are maintained.

7.4.4 Purchase orders contain data clearly describing the product ordered including where applicable:

- a. the type, class, grade or other precise identification.
- b. the title or other positive identification and applicable issues of specifications, drawings, process requirements, inspection instructions and other relevant technical data, including requirements for approval or qualification of product, Process Maps, process equipment and personnel.
- c. the title, number and issue of the quality system standard to be applied.

7.4.5 The purchase orders are reviewed & approved by Purchasing Authority for adequacy of the specified requirements prior to release.

7.4.6 Any amendment to Purchase Order is carried out through Purchase Order Amendment system.

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7.4.7 Verification of purchased products are carried out as per laid down inspection plan. Whenever verification of purchased product is required to be carried out at sub-contractor's premises, the verification arrangements & the method of product release are specified in the purchase order.

7.4.8 The detailed method of Purchasing is laid down as per **Process Map on Purchasing.**

**7.5 Production and Service Provision (Ref: Clause 7.5,ISO9001: 2000)**

7.5.1 Documented Process Maps defining the manner of production are established where absence of such Process Maps could adversely affect quality. **(Refer Process Map on Production Planning, Process Map on Production and Quality Control, Process Map on Despatch, Process Map on Stores).**

7.5.2 Suitable production equipment are used and a suitable working environment is ensured, where the need for these are identified as a result of resource planning.

7.5.3 Reference national & international standard/codes, quality plans and/or documented Process Maps are complied with, as determined from product realisation planning and established criteria.

7.5.4 Suitable process parameters and product characteristics are monitored and controlled and approval of processes and equipment is done as appropriate.

7.5.5 Criteria of workmanship are stipulated in the clearest practical manner (in the form of written work instruction, illustrations or representative samples).

7.5.6 Suitable preventive maintenance of equipment is carried out to ensure continuing process capability.

7.5.7 There is no such product realisation process identified, which requires validation.

7.5.8 The products are provided with identification and traceability by either tags/labels, boards, or by the physical location.

7.5.9 Identification of inspection & test status are maintained to ensure that only those products which have passed the required inspection & tests or released under an authorized concession are used in the subsequent stages or dispatched.

7.5.10 Traceability for all materials supplied by the Company is established up-to the stage feasible in terms of Heat number, date of production and various production related records.

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7.5.11 Customers properties like drawing. Specifications etc are properly controlled and preserved. In case of lost or damage of the same, it is informed to the customer.

7.5.12 It is ensured that products are preserved during all stages processing and delivery. Proper handling, storage and packaging instructions are prepared as and when required to ensure prevention of any damage or deterioration of the product.

7.5.13 Appropriate methods for authorizing receipt to & dispatch from stock shall be stipulated in the respective Process Maps. In order to detect deterioration, the condition of the stock shall be checked at appropriate intervals as detailed in the respective Process Maps.

7.5.14 Delivery is carried out through authorised transporter. Proper care is taken to ensure that no damage takes place during delivery of the materials.

7.5.15 The inspection, measuring and test equipment, including softwares used for measuring and testing purposes are selected on the basis of the measurements to be carried out and the accuracy required. They are identified with a suitable indicator to show the calibration status.

7.5.16 These equipment are calibrated at periodic intervals as per the pre determined plan. Calibration is carried out either by external agency or in-house against standards having national/ international traceability.

7.5.17 Whenever a portion of Manufacturing Process is outsourced the same is controlled through the following:

- i) Inspection and Supervision by M. S. Fittings Personnel prior and during manufacturing.
- ii) Issuance of appropriate work instructions to the vendors/ contractors.
- iii) Adoption of applicable inspection and test activities as per the defined quality assurance plan.

## **8. Measurement, Analysis and Improvement (Ref: Clause 8, ISO 9001:2000)**

### **8.1 General (Ref: Clause 8.1, ISO 9001: 2000)**

8.1.1 Various monitoring, measurement, analysis carried out in M. S. Fittings Mfg. Co. Pvt. Ltd., towards ensuring continuous improvement are as follows:

- i) Inspection and testing of products at various stages
- ii) Monitoring/ evaluation of key processes towards measuring their effectiveness and efficiency
- iii) Internal auditing to ensure system conformity
- iv) Analysis of identified data towards identifying nonconformance and areas for improvement by initiating proper corrective and preventive action.

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**8.2 Monitoring and Measurement (Ref: Clause 8.2,ISO9001: 2000)**

8.2.1 Customers satisfaction is periodically measured and monitored by conducting customer feedback analysis, sales trend analysis etc. These are conducted either through formal questionnaire or through informal discussions with the customers. Customers complaints received are also analysed at periodic basis. The results of such review and analysis form an integral part of inputs to management review and annual budgeting exercise. Refer **Process Map on Sales**.

**8.2.2 Procedure on Internal Auditing**

8.2.2.1 Internal quality Audits are scheduled on the basis of the status & importance of the activity to be audited. MR will maintain an annual **Internal Audit Calendar** to show the plan for the year.

8.2.2.2 IQA plan for each cycle of audit is prepared by the MR as per **Internal Audit Schedule**. The same is circulated to all personnel concerned.

8.2.2.3 Audit of an activity is carried out by Internal Auditor(s) independent of the area being audited. This is done by trained internal resource or the processes are outsourced to competent external agency.

8.2.2.4 Any nonconformity observed and its attribution to the international standard is recorded in **Non Conformance Report**. The auditees' signature is taken on the report as witness to the observations made by the auditors. The corrective action proposed by the auditee, is recorded in the same record.

8.2.2.5 Non Conformity Reports are prepared in duplicate. The duplicate copy is retained by the auditee and the original is submitted to the MR by the auditors.

8.2.2.6 The summary Report for each cycle of IQA is prepared by the Management Representative collating all NCRs generated during that cycle. This Report is a summary of the observations pertaining to the concerned areas being audited.

8.2.2.7 The non-conformities & the various corrective actions taken are reviewed by the Management Committee in the Management Review Meeting for any further preventive action that may be required.

8.2.3 Monitoring and measurement is carried out for the identified key performance indicators as per the process monitoring criteria. The input and output control requirement is determined considering the views of various interested parties and the set objectives.

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8.2.4 The inspection & testing activities for products are carried out in accordance with the quality plan, which is developed as an output of design and development activities.

**Process Map on Production & Quality Control.**

8.2.5 It is ensured that incoming product is not used or processed until it has been inspected or otherwise verified as conforming to specified requirements. In determining the amount and nature of receiving inspection, consideration is given to the amount of control exercised at the supplier's premises and the recorded evidence of conformance provided.

8.2.6 In-process product are kept on 'HOLD' until the required inspection & tests have been completed or necessary reports have been received & verified.

8.2.7 The final inspection & testing Process Map ensures that all specified inspection & tests, including those specified either on receipt or in-process and third party inspection, have been carried out and that the results meet specified requirements.

8.2.8 It is ensured that no product is dispatched until all the activities specified in the quality plan and/or documented Process Maps have been completed & the associated data & documentation are available & authorized.

8.2.9 Records for various inspection and tests carried out are established & maintained which provide evidence that the product has been inspected and/or tested. These records shall show clearly whether the product has passed or failed the inspections and/or tests according to defined acceptance criteria.

8.2.10 Inspection and test records identify the inspection authority responsible for release of product.

**8.3 Control of Nonconforming Products (Ref: Clause 8.3,ISO9001: 2000)**

8.3.1 The control includes identification, documentation, evaluation, segregation, disposition of nonconforming product and notification to the personnel concerned.

8.3.2 The relevant responsibility for review and authority for the disposition of nonconforming product at various stages are identified and documented in the **Process Map on Control of Nonconforming Products.**

**8.4 Analysis of Data (Ref: Clause 8.4,ISO9001: 2000)**

8.4.1 The organisation regularly identifies the relevant data needed to be analysed towards measuring customer satisfaction level, product conformity status and characteristics/ trends of products and processes and suppliers' performance. The review results of such analysis form and integral part of management review and annual budgeting.

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8.4.2 The process capability of critical processes (as identified) are calculated at a regular frequency & necessary action is taken to rectify the condition for the calculated value becoming lesser than that required.

8.4.3 Data related to various repeated nonconformance are also analysed towards identification of root cause and deciding about the relevant preventive action.

8.4.4 Various data to be analysed and their method of analysis is decided subsequent to the management review decisions and as per the set quality objectives.

**8.5 Improvement (Ref: Clause 8.5,ISO9001: 2000)**

**8.5.1 Continual improvement of the developed quality management system is ensured by adopting the following stages as applicable :**

- i) Identifying the reason for improvement : As a result of market research, customers feedback, competition, company's vision.
- ii) Analyzing current situation : Identifying data and information related to the area selected for improvement.
- iii) Analysis : Reviewing the data towards identification of root cause.
- iv) Identification of possible solution : Reviewing the various options available towards eliminating the causes. The solutions are identified either by in-house expertise or sometimes by participation of external experts.
- v) Evaluation of the effect: Identified solution is implemented on experimental basis to ensure that the root cause has been eliminated.
- vi) Standardization: Standardization and implementation of the newly developed process/ methods is done to bring into practice. Any training requirements for this purpose are also taken care of.
- vii) Evaluation of effectiveness and efficiency: The effectiveness and efficiency of the new solution is judged after implementation. Depending on the effectiveness the same solution is considered for implementation at other similar situations.

8.5.2 Necessary investigation is carried out to identify the cause of non-conformities relating to product, process & quality system and results of investigation are recorded. System for effective handling of customer complaints & reports of product non-conformities are carried out as per **Process Map on Corrective and Preventive Action: PR/13**. Information from appropriate sources such as documented processes and work operations which affect product quality, concessions, audit results, quality records, corrective action records, customer feedback reports and customer complaints are used to detect, analyse & eliminate potential causes of non-conformities.

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8.5.3 Corrective action needed to eliminate the cause of non-conformity is decided by the competent authority, as assigned depending on the seriousness and severity of the nonconformance and proper action plan is developed towards implementing the same. The analysis and review is carried out during Management Reviews meetings on periodic basis.

8.5.4 Preventive action is initiated and controls are applied by assigning responsibility with target dates to ensure that the preventive action taken is effective. It is ensured that relevant information on actions taken is submitted for management review.

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<b>SUBJECT : SCOPE AND PROVISION FOR EXCLUSIONS</b>		

The quality management system developed in M.S. Fittings Mfg. Co. Pvt. Ltd. is applicable to the manufacturing, storing and distribution of pipe fittings and flanges. The system has been developed as per the international standard ISO 9001:2000.

**Exclusions:**

- i) During development of quality management system it has been identified that there is no design and development activity carried out in the organisation as the company is engaged in manufacturing and selling standard pipe fittings and flanges as per national and international standard. So the requirements related to Clause 7.3 Design & Development have not been considered.
- ii) There is no customers' property dealt within the organisation. So the requirements related to Clause 7.5.4 Customer property has not been considered.
- iii) The output of various production process practiced in the organisation is totally controllable through inspection and testing, hence Clause 7.5.2 Validation of processes for production and service provision has not been considered in the developed system.

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## **Quality Policy**

We at **M.S. Fittings Manufacturing Co. Pvt. Ltd.** are committed to:

- Ensure customer satisfaction by supplying pipe fittings and flanges as per standard specification at optimum cost and adhering to delivery schedule. We shall comply all statutory and regulatory requirements.
- To increase sales turnover on continuous basis.
- Identify areas and implementing suitable solutions to ensure continual improvement in terms of technology, manpower and systems.
- To review the effectiveness of our policy on regular basis and set appropriate objectives to achieve the same.

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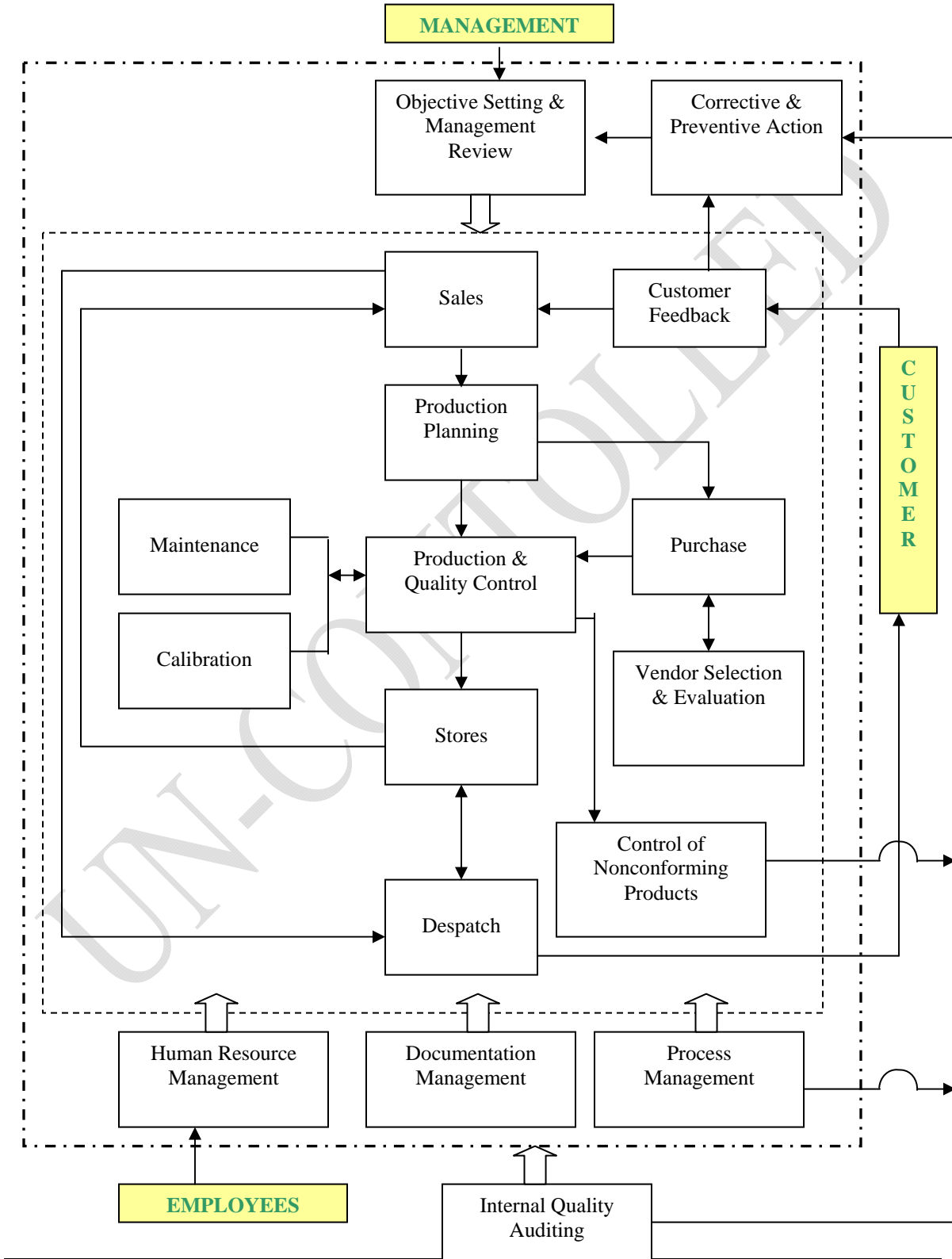
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<b>SUBJECT : PROCESS INVENTORY</b>		

<b>Process Title</b>	<b>Process Type</b>	<b>Process Identification</b>	<b>Process Owner</b>	<b>Ref Process Map No.</b>
1. Objective Setting & Management Review	Core	CP-001	Management Review Committee	PM/001
2. Sales	Core	CP-002	Director/ Chief Executive	PM/002
3. Production Planning	Core	CP-003	Director/ Chief Executive	PM/003
4. Production & Quality Control	Core	CP-004	Production Manager/ Q.C. Incharge	PM/004
5. Stores	Core	CP-005	Despatch In charge/ Commercial Officer	PM/005
6. Despatch	Core	CP-006	Despatch Incharge	PM/006
7. Purchase	Core	CP-007	Director/ Chief Executive/ Despatch Incharge	PM/007
8. Vendor Selection and Evaluation	Support	SP-001	Director/ Chief Executive	PM/008
9. Control of Nonconforming Product	Support	SP-002	Director/ Chief Executive	PM/009
10. Customer Feedback	Support	SP-003	Director/ Chief Executive	PM/010
11. Maintenance	Support	SP-004	Factory Supervisor	PM/011
12. Calibration	Support	SP-005	Q.C. Incharge	PM/012
13. Human Resource Management	Support	SP-006	Director/ Chief Executive	PM/013
14. Documentation Management	Support	SP-007	MR	PM/014
15. Process Management	Support	SP-008	MR	PM/015
16. Internal Quality Auditing	Support	SP-009	MR	PM/016
17. Corrective & Preventive Action	Support	SP-010	Director/ Chief Executive	PM/017

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<b>SUBJECT : SEQUENCE AND INTERACTION OF PROCESSES</b>		

<b>PROCESSES</b>	Objective Setting & Management Review	Sales	Production Planning	Production & Quality Control	Stores	Despatch	Purchase	Vendor Selection and Evaluation	Control of Nonconforming Product	Customer Feedback	Maintenance	Calibration	Human Resource Management	Documentation Management	Process Management	Internal Quality Auditing	Corrective & Preventive Action
Objective Setting & Management Review	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Sales		♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Production Planning			♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Production & Quality Control				♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Stores					♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Despatch						♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Purchase							♦	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Vendor Selection and Evaluation								♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Control of Nonconforming Product									♦	♦	♦	♦	♦	♦	♦	♦	♦
Customer Feedback										♦	♦	♦	♦	♦	♦	♦	♦
Maintenance											♦	♦	♦	♦	♦	♦	♦
Calibration												♦	♦	♦	♦	♦	♦
Human Resource Management													♦	♦	♦	♦	♦
Documentation Management														♦	♦	♦	♦
Process Management															♦	♦	♦
Internal Quality Auditing																♦	♦
Corrective & Preventive Action																	♦

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<b>SUBJECT : ABBREVIATIONS</b>		

CEO Chief Executive Officer

CP Core Process

HO Head Office

HOD Head of Department

HRM Human Resource Management

IQA Internal Quality Audit

ISO International Organization for Standardisation

KPI Key Performance Indicator

MR Management Representative

PM Process Map

QC Quality Control

QM Quality Manual

Ref Reference

Rev Revision

SP Support Process

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