QUALITY MANAGEMENT SYSTEM

(As per ISO 9001:2015)

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VINDHYAVASINI ENTERPRISES PVT LTD

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COPY NUMBER:

COPY ISSUED BY: HEAD QC/QA

SIGNATURE:

Managing Director

Director Operations

Head QA/QC

SECTION 00 - INTRODUCTION

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@ The Requirements of Quality Management System for this activity are not applicable in the Organization.
(For justification, refer details in **Section 1.2 – Exclusions**)

0.2 Amendment Record Sheet

It is essential that each copy of the Quality System Manual contains a complete record of amendments. This amendment page should be updated with each set of revised/new pages of the Quality System manual.

Amendment		Discard			Insert			Nature of Changes
No.	Date	Section	Page	Amendement. No.	Section	Page	Amend. No.	

0.3 FOREWORD

This Quality Management System Manual describes the Quality Management System (QMS) adopted by **Vindhyavasini Enterprises Pvt. Ltd.** The Manual lists down the procedures and measures

stipulated for ensuring the quality of product and service provided by **Vindhyavasini Enterprises Pvt. Ltd.** to meet the customer and regulatory requirements.

The Quality Management System has been formulated on the basis of ISO-9001-2015 standards. This section titled "INTRODUCTION" explains the structure, issue and updation procedure of the QUALITY MANAGEMENT SYSTEM MANUAL. This Manual and the information incorporated herein is the property of **Vindhyavasini Enterprises Pvt. Ltd.** It must not be reproduced in whole or in part or otherwise disclosed without prior consent in writing from **Vindhyavasini Enterprises Pvt. Ltd.**

This Quality Management System Manual is structured as shown in the content section of the Manual. Different sections of the QUALITY MANAGEMENT SYSTEM MANUAL are arranged sequentially as per clause number of ISO-9001:2015. Each page also carries the signature of the persons, who have approved and issued this manual. The master copy bears the signature of the approving and issuing authority in original. The current issue number and amendment no. is given on each page. Issue no. 01 has been given to first issue of this manual. This manual is available in English Language only.

0.4 STRUCTURE OF THE MANUAL

This Quality Management System Manual is structured as shown in the content section of the Manual. Different sections of the QUALITY MANAGEMENT SYSTEM MANUAL are arranged sequentially as per clause number of ISO-9001:2015. Each page also carries the signature of the persons, who have approved and issued this manual. The master copy bears the signature of the approving and issuing authority in original. The current issue number and amendment no. is given on each page. Issue no. 01 has been given to first issue of this manual. This manual is available in English Language only.

0.5 MANUAL ISSUE PROCEDUE

Head QC/QA is responsible for preparing, issuing, maintaining & updation of this QUALITY MANAGEMENT SYSTEM MANUAL.

The distribution of the Manual and the amendment(s) are controlled and this activity is carried out by the Managing Director.

The Master Copy does not bear stamp of "Controlled" but it be-ar rubber stamp "Master Copy" on reverse of each page. All Controlled copies issued to the concerned individual (as per distribution list) are legibly copied from Master Copy and bear RUBBER STAMP "CONTROLLED" in red colour on each page of the Manual.

Any additional copies of the Manual, required for external agencies, are issued by the Management Representative and such copies of the Manual issued are stamped "UNCONTROLLED". These uncontrolled copies neither come under the purview of document amendment procedure nor used within the Company.

HEAD QC/QA maintains a record of the distribution list of the QUALITY MANAGEMENT SYSTEM MANUAL. This list is used as reference for updation of the respective controlled copies.

0.6 MANUAL REVISION, UPDATION AND AMENDMENT PROCEDURE

The QUALITY MANAGEMENT SYSTEM MANUAL is reviewed periodically by the HEAD QC/QA in consultation with the related departments. No revision is implemented unless it has been approved by the Managing Director and formally issued.

Each amendment is introduced formally by the HEAD QC/AQ and issue of amended Section(s) for each of the copy as per the Distribution List.

When amendment takes place, the amendments are indicated in each of the amended page(s), and recorded in the Amendment Sheet available in the controlled copies of the Manual. If there are more than 25 amendments in the manual or when the requirement felt during review, the complete manual is revised to next Issue number.

The insertion of the additional/amended sheet(s) and the removal of the old sheet(s) in the individual controlled copies as per the distribution list of the Manual is the responsibility of the person holding the individual copy.

All old sheet(s) so removed are crossed with an inscription of the marking “OBSOLETE” and returned to the Director who ensures that the same are destroyed.

0.7 COMPANY PROFILE

As per Annex-05

0.8 DISTRIBUTION LIST

Sl.No.	COPY HOLDER
1.	Managing Director
2.	Director Operations
3.	Marketing Head
4.	Head QA/QC
5.	Production Department

SECTION 01 - SCOPE

1. Scope

This International Standard specifies requirements for a quality management system when an organization:

a) Needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements,

b) Aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

c) All the requirements of this International Standard are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

The established system is applicable to the activities of the company having their plant located at:

VINDHYASINI ENTERPRISES PVT. LTD.
E-143 – E148, UPSIDC, Near Umara Tiraha, Kursi Road
Dist. Barabanki (U.P.)

Scope: Manufactures of Bolts, Nuts, Foundation Bolts, Copper Bolts, and Order Suppliers of any types of High Voltage Substation Materials.

1.1 Application

All the requirements of ISO 9001:2015 are implemented within the organization except clause 8.3 (Design & Development)

Design & Development is excluded because organization is not involved the new design & development activities.

SECTION 02 – NORMATIVE REFERENCES

2.0 References:

The List of references which include Standards, Manuals, Procedures and applicable product Regulatory Requirements used in developing and implementing the systems is given below:

Standards:

ISO 9000:2005 Quality Management Systems - Fundamentals & Vocabulary
ISO 9001:2015 Quality Management Systems – Requirements
ISO 9004:2009 Managing for the sustained success of an organization -- A quality management approach

2.1 Statutory and regulatory requirements.

Drawing and Specification of Govt. Vender.

2.2 Referenced Procedures:

QP/BE/01: Management Review
QP/BE/02: Control of documents & Records
QP/BE/03: Internal Audit
QSP/QA /04: Control of Non-Conforming Product, Corrective Action & customer Complaint

SECTION 03 – TERMS AND DEFINATIONS

3. **Terms and definitions -** For the purposes of this document, the terms and definitions given in ISO 9000:2015 apply.
   - **a. Organization -** Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives.
   - **b. Interested party -** Person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity.
   - **c. Requirement -** Need or expectation that is stated, generally implied or obligatory.
   - d. **Management system -** Set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives.
   - e. **Top management** - Person or group of people who directs and controls an organization at the highest level.
   - f. **Effectiveness** - Extent to which planned activities are realized and planned results achieved.
   - g. **Policy** - Intentions and direction of an organization, as formally expressed by its top management.
   - h. **Objective** - Result to be achieved.
   - i. **Risk -** Effect of uncertainty on an expected result.
   - j. **Competence** - Ability to apply knowledge and skills to achieve intended results.
   - k. **Documented Information** - Information required to be controlled and maintained by an organization and the medium on which it is contained.
   - l. **Process** - Set of interrelated or interacting activities which transforms inputs into outputs.
   - m. **Performance** - Measurable result.
   - n. **Outsource** - Make an arrangement where an external organization performs part of an organization's function or process.
   - o. **Monitoring -** Determining the status of a system, a process or an activity.
   - p. **Measurement -** Process to determine a value.
   - q. **Audit -** Systematic and independent process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.
   - r. **Conformity** - Fulfillment of a requirement.
   - s. **Nonconformity** - Non-fulfillment of a requirement.
   - t. **Corrective Action -** Action to eliminate the cause of a nonconformity and to prevent recurrence.
   - u. **Continual Improvement** - Recurring activity to enhance performance.

v. **Correction** - Action to eliminate a detected nonconformity.

w. **Involvement** - Engagement in, and contribution to, shared objectives.

x. **Context of the organization** - Business environment combination of internal and external factors and conditions that can have an effect on an organization's approach to its products, services, investments and interested parties.

y. **Function** - Role to be carried out by a designated unit of the organization.

z. **Customer** - Person or organization that could or does receive a product or a service is intended for or required by this person or organization.

aa. **Supplier provider** - Person or organization that provides a product or a service.

bb. **Improvement** - Any activity to enhance performance.

cc. **Management** - Coordinated activities to direct and control an organization.

dd. **Quality Management** - Management with regard to quality.

ee. **System** - Set of interrelated or interacting elements.

ff. **Infrastructure** - System of facilities, equipment and services needed for the operation of an organization quality management system with regard to quality.

gg. **Quality Policy** - Policy related to quality.

hh. **Strategy** - Planned activities to achieve an objective.

ii. **Object** - Entity anything perceivable or conceivable.

jj. **Quality** - Degree to which a set of inherent characteristics of an object fulfils requirements.

kk. **Statutory Requirement** - Obligatory requirement specified by a legislative body.

ll. **Regulatory Requirement** - Obligatory requirement specified by an authority mandated by a legislative body.

mm. **Defect** - Nonconformity related to an intended or specified use.

nn. T**raceability** - Ability to trace the history, application or location of an object.

oo. **Innovation -** Process resulting in a new or substantially changed object.

pp. **Contract -** Binding agreement.

qq. **Design and Development -** Set of processes that transforms requirements for an object into more detailed requirements.

rr. **Quality Objective -** Objective related to quality.

ss. **Output -** Result of a process.

tt. **Product** - Output that is a result of activities where none of them necessarily is performed at the interface between the provider and the customer.

uu. **Service -** Intangible output that is the result of at least one activity necessarily performed at the interface between the provider and the customer.

vv. **Data -** Facts about an object.

ww. **Information -** Meaningful Data.

xx. **Objective Evidence -** Data supporting the existence or verity of something.

yy. **Information system -** Network of communication channels used within an organization.

zz. **Knowledge -** Available collection of information being a justified belief and having a high certainty to be true.

aaa. **Verification -** Confirmation, through the provision of objective evidence that specified requirements have been fulfilled.

bbb. **Validation -** Confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled.

ccc. **Feedback -** Opinions, comments and expressions of interest in a product, a service or a complaints-handling process.

ddd. **Customer Satisfaction -** Customer's perception of the degree to which the customer's expectations have been fulfilled.

eee. **Complaint -** Customer satisfaction expression of dissatisfaction made to an organization related to its product or service or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

fff. **Audit program -** Set of one or more audits planned for a specific time frame and directed towards a specific purpose.

ggg. **Audit criteria -** Set of policies, documented information or requirements used as a reference against which audit evidence is compared.

hhh. **Objective / Audit Evidence -** Records, statements of fact or other information, which are relevant to the audit criteria and verifiable.

iii. **Audit findings -** Results of the evaluation of the collected audit evidence against audit criteria.

jjj. **Concession -** Permission to use or release a product or service that does not conform to specified requirements.

kkk. **Release -** Permission to proceed to the next stage of a process.

lll. **Characteristic -** Distinguishing feature

mmm. **Performance Indicator -** Performance metric

nnn. **Determination -** Activity to find out one or more characteristics and their characteristic values.

ooo. **Review -** Determination of the suitability, adequacy or effectiveness of an object to achieve established objectives.

ppp. **Measuring equipment -** Measuring instrument, software, measurement standard, reference material or auxiliary apparatus or combination thereof necessary to realize a measurement process.

List of Abbreviation

BIS: **Bureau of Indian Standards**

MD: **Managing Director**

Dept.: **Department**

HOD: **Head of Department**

HR: **Human Resource**

IQA: **Internal Quality Audit**

IS: **Indian Standard**

ISO: **International Organization for Standardization**

MIS : **Management Information System**

Mkt: **Marketing**

PM: **Process Manual**

MRM: **Management Review Meeting**

ADMIN: **Administration**

AMC: **Annual Maintenance Contract**

VEPL: **VINDHYAVASINI ENTERPRISES PRIVATE LIMITED**

SECTION – 04 CONTEXT OF THE ORGANIZATION

4.1 Understanding the organization and its context:

The organization has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. The organization monitors and reviews information about these external and internal issues on yearly basis or as and when it is required.

Reference Documents:

Annex-01: Organization Context

4.2 Understanding the needs and expectations of interested parties:

The organization has determined:
a) The interested parties those are relevant to the quality management system;
b) The requirements of these interested parties that are relevant to the quality management system. The organization monitors and reviews information about these interested parties and their relevant requirements on yearly basis or as and when it is required.

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Reference Documents:

Annex-02: Interested parties and their requirements

4.3 Determining the scope of the quality management system:

The organization has determined the boundaries and applicability of the quality management system to establish its scope. While determining this scope, the organization has considered:

a) The external and internal issues
b) The requirements of relevant interested parties referred to in 4.2
c) The products and services of the organization.

Reference Documents:

Section 01: Scope

4.4 Quality management system and its processes

4.4.1 The organization has established, implemented, maintained and continually improves the quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard.

The organization has determined the processes needed for the quality management system and their application throughout the organization,

To the extent necessary, the organization:

a) Maintains documented information to support the operation of its processes

b) Retains documented information to have confidence that the processes are being carried out as planned and record matrix are defined in respective process manuals

Reference Documents:

QP/BE/02: Control of documents and records
Annex-06: Process Interaction

SECTION 05 - LEADERSHIP AND COMMITMENT

5.1.1 General

Top management of **VEPL** demonstrates leadership and commitment with respect to the quality management system by:

a) Taking **accountability for the effectiveness** of the quality management system
b) 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
c) Ensuring the integration of the **quality management system requirements into the organization's business processes**
d) Promoting the use of the **process approach and risk-based thinking**
e) Ensuring that the **resources** needed for the quality management system are available
f) **Communicating the importance** of effective quality management and of conforming to the quality management system requirements
g) Ensuring that the quality management system achieves its **intended results**
h) **Engaging, directing and supporting persons t**o contribute to the effectiveness of the quality management system;
i) Promoting **improvement;**
j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

Top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

a) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met

Reference Documents:

Section-01: Scope

b) The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed

Reference Documents:

Respective processes Manuals

c) The focus on enhancing customer satisfaction is maintained.

5.2 Policy

5.2.1 Developing the quality policy

Top management has established, implemented and maintained a quality policy that:

- Is appropriate to the purpose and context of the organization and supports its strategic direction;
- Provides a framework for setting quality objectives;
- Includes a commitment to satisfy applicable requirements;
- Includes a commitment to continual improvement of the quality management system.

5.2.2 Communicating the quality policy

The quality policy is:

- Available and maintained as per annex-07
- Communicated, understood and applied within the organization by display at various locations, trainings, on websites;
- It is made available to relevant interested parties, as per request.

Reference Documents:

Annex-07: Quality Policy

5.3 Organizational roles, responsibilities and authorities

Top management has defined the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization. Extract of responsibilities and authorities and org chart is included in quality manuals.

Reference Documents:

Annex-03: Org Chart
Annex-04: Responsibilities Matrix

SECTION 06 - PLANNING

6.1 Actions to address risks and opportunities

6.1.1 When planning for the quality management system, the organization first determines the risks and opportunities in respective processes by utilizing context and scope of the organization to:

a) Assure that the quality management system can achieve its intended result(s)
b) Enhance desirable effects
c) Prevent, or reduce undesired effects
d) Achieve improvement

6.1.2 The organization defines actions (controls) proportionate to the potential impact on the conformity of products and services that address these risks and opportunities; and evaluates the effectiveness of these actions.

Options to address risks can include
a) avoiding risk,
b) taking risk in order to pursue an opportunity,
c) eliminating the risk source,
d) changing the likelihood or consequences,
e) sharing the risk,
f) Retaining risk by informed decision.

Opportunities can lead to the
a) Adoption of new practices,
b) Launching new products,
c) Opening new markets,
d) Addressing new clients,
e) Building partnerships,
f) Using new technology and other desirable and viable possibilities

to address the organization's or its customers' needs.

Reference Documents:
Annex-11: Risk & Opportunity sheet

6.2 Quality objectives and planning to achieve them

6.2.1 The organization has established quality objectives/KPI (Key Performance Indicator) at relevant functions, levels and processes needed for the quality management system. The quality objectives are:

a) consistent with the quality policy;
b) measurable;
c) Take into account applicable requirements;
d) relevant to conformity of products and services and to enhancement of customer satisfaction;
e) monitored
f) communicated
g) updated as appropriate.

Reference Documents:
Annex-08: Quality Objectives

6.2.2 While planning quality objectives organization ensures to determine:

a) What will be done;
b) What resources will be required;
c) Who will be responsible;
d) When it will be completed;
e) How the results will be evaluated.

for achievement of objectives.

Reference Documents:

Annex-08: Quality Objectives

6.3 Planning of changes

When organization determines the need for changes to the quality management system, the changes are carried out in a planned manner (see 4.4).

The organization shall consider:

a) The purpose of the changes and their potential consequences;
b) The integrity of the quality management system;
c) The availability of resources;
d) The allocation or reallocation of responsibilities and authorities.

Reference Documents:

QP/BE/02: Control of documents and records

SECTION 07 – SUPPORT

7.1 Resources

7.1.1 General

The organization determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system. The organization considers:

a) The capabilities of, and constraints on, existing internal resources;
b) What needs to be obtained from external providers

7.1.2 People

The organization determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

7.1.3 Infrastructure

The organization determines, provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. NOTE: Infrastructure can include:

a) Buildings and associated utilities;
b) Equipment, including hardware and software;
c) Transportation resources;
d) Information and communication technology.

7.1.4 Environment for the operation of processes

The organization determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services.

a) Social (e.g. non-discriminatory, calm, non-confrontational);
b) Psychological (e.g. stress-reducing, burnout prevention, emotionally protective);
c) Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise). These factors can differ substantially depending on the products and services provided.

F/BE/09: Work Environment Monitoring Sheet

7.1.5 Monitoring and measuring resources

7.1.5.1 General

The organization determines and provides the resources needed to ensure valid and reliable results. The organization ensures that the resources provided:

a) Are suitable for the specific type of monitoring and measurement activities being undertaken;

b) Are maintained to ensure their continuing fitness for their purpose. The organization retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 Measurement traceability

Measurement traceability is a requirement, for providing confidence in the validity of measurement results. Measuring equipment are:

a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification are retained as documented information; each calibration certificate is reviewed and signed as token of review and acceptance for result and MUC and other details

b) Identified in order to determine their status;

c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results. The organization shall determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

Reference Documents:
F/Calib/01: Master list of instruments & Calibration schedule

7.1.6 Organizational Knowledge

The organization determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge is maintained and made available to the extent necessary. When addressing changing needs and trends, the organization considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

Organizational knowledge is knowledge specific to the organization; it is gained by experience. It is information that is used and shared to achieve the organization's objectives.

Organizational knowledge is updated based on:

a) Internal sources
1. Intellectual property
2. Knowledge gained from experience
3. Lessons learned from failures and successful projects
4. Capturing and sharing undocumented knowledge and experience
5. The results of improvements in processes, products and services

b) External sources
1. Standards
2. Academia
3. Conferences
4. Gathering knowledge from customers
5. External providers

6. Consultants

Reference Documents:

F/BE/10: Knowledge Management Sheet

7.2 Competence

The organization has:

a) Determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system
b) Ensure that these persons are competent on the basis of appropriate education, training, or experience
c) Where applicable, actions are taken to acquire the necessary competence, and effectiveness of the actions taken is assessed
d) Appropriate evidence for competence is maintained.

Applicable actions can include:
1. the provision of training to,
2. the mentoring of,
3. the reassignment of currently employed persons;
4. the hiring or contracting of competent persons.

Reference Documents:

F/HRD/01: Competence Matrix

7.3 Awareness

The organization 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 with the quality management system requirements.

Reference Documents:
- **F/HRD/02: Training need identification**
- **F/HRD/03: Training Calendar**
- **F/HRD/04: Training Record**

7.4 Communication

The organization has established the internal and external communications relevant to the quality management system, including:

a) On what it will communicate
b) When to communicate
c) With whom to communicate
d) How to communicate

e) Who communicates?

In respective processes manuals.

Reference Documents:

Annex-12: Communication Matrix

7.5 Documented information

7.5.1 General

The organization's quality management system includes:

a) Documented information required by this International Standard;
b) Documented information determined by the organization as being necessary for the effectiveness of the quality management system.

Reference Documents:

QP/BE/02: Control of Documents & Records

7.5.2 Creating and updating

When creating and updating documented information, the organization 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.

Reference Documents:

QP/BE/02: Control of Documents and records

7.5.3 Control of documented information

7.5.3.1 Documented information required by the quality management system and by this International Standard is controlled to ensure:

a) It is available and suitable for use, where and when it is needed
b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, the organization address the following activities, as applicable:

a) Distribution, access, retrieval and use
b) Storage and preservation, including preservation of legibility
c) Control of changes (e.g. version control)
d) 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

is identified as appropriate, and be controlled. Documented information retained as evidence of conformity is protected from unintended alterations.

Reference Documents:

QP/BE/02: Control of Documents and records

SECTION 08 – OPERATIONS

8.1 Operational planning and control

The organization plans, implements and controls the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by:

a) Determining the requirements for the products and services;
b) Establishing criteria for:
   1. The processes;
   2. The acceptance of products and services;

c) Determining the resources needed to achieve conformity to the product and service requirements;
d) Implementing control of the processes in accordance with the criteria;
e) Determining and keeping documented information to the extent necessary:

   1. To have confidence that the processes have been carried out as planned;
   2. To demonstrate the conformity of products and services to their requirements.

The output of this planning is in terms of controls which are procedures, formats, WI, Quality Plans, Admin controls, Signage's to reduce the risk and achieve the intended results.

The organization controls planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary as per QMS change check list.

The organization has identified outsource processes and outsourced services and ensures that outsourced processes are controlled (see 8.4).

Reference Documents:

F/BE/08: Change management record

8.2 Requirements for products and services

8.2.1 Customer communication

Communication with customers includes:

a) Providing information relating to products and services
b) Handling enquiries, contracts or orders, including changes
c) Obtaining customer feedback relating to products and services, including customer complaints
d) Handling or controlling customer property
e) Establishing specific requirements for contingency actions, when relevant.

Reference Documents:

F/MKT/04: Customer complaint Record
F/MKT/03: Customer Feedback Record

8.2.2 Determining the requirements related to products and services

When determining the requirements for the products and services to be offered to customers, the organization ensures that:

a) The requirements for the products and services are defined, including:
   i. Any applicable statutory and regulatory requirements;
   ii. Those considered necessary by the organization;

b) The organization can meet the claims for the products and services it offers.

8.2.3 Review of requirements related to products and services

8.2.3.1 The organization ensures that it has the ability to meet the requirements for products and services to be offered to customers.

The organization conducts a review before committing to supply products and services to a customer, to include:

a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities;
b) Requirements not stated by the customer, but necessary for the specified or intended use, when known;
c) Requirements specified by the organization;
d) Statutory and regulatory requirements applicable to the products and services;
e) Contract or order requirements differing from those previously expressed. The organization ensures that contract or order requirements differing from those previously defined are resolved.

The customer's requirements are confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2 The organization retains documented information, as applicable:

a) On the results of the review;
b) On any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

The organization ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and development of products and services

All products are manufactured as per Customer drawing or as per IS requirements, So this clause is not applicable.

8.4 Control of externally provided processes, products and services

8.4.1 General

The organization has established a process to ensure that externally provided processes, products and services conform to requirements.

The organization determines the controls to be applied to externally provided processes, products and services when:

a) Products and services from external providers are intended for incorporation into the organization's own products and services
b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization
c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization.

The organization has determined and applied criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization retains records of these activities and any necessary actions arising from the evaluations.

Reference Documents:

F/PUR/01: Approved Supplier List
F/PUR/02: Supplier Assessment Form
F/PUR/03: Purchase Order

8.4.2 Type and extent of control

The organization ensures that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers. The organization has established sufficient controls to:

a) Ensure that externally provided processes remain within the control of its quality management system
b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output
c) Take into consideration:
    i. The potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements
    ii. The effectiveness of the controls applied by the external provider
d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

Reference Documents:

F/PUR/01: Approved Supplier List
F/PUR/02: Supplier Assessment Form
F/PUR/03: Purchase Order

8.4.3 Information for external providers

The organization ensures the adequacy of requirements prior to their communication to the external provider. The organization shall communicate to external providers its requirements for:

a) The processes, products and services to be provided
b) The approval of:
    1) Products and services
    2) Methods, processes and equipment
    3) The release of products and services
c) Competence, including any required qualification of persons
d) The external providers' interactions with the organization
e) Control and monitoring of the external providers' performance to be applied by the organization
f) Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

Reference Documents:

F/PUR/01: Approved Supplier List
F/PUR/02: Supplier Assessment Form
F/PUR/03: Purchase Order

8.5 Production and service provision

8.5.1 Control of production and service provision

The organization has implemented production and service provision under controlled conditions. Controlled conditions include, as applicable:

a) The availability of documented information that defines:
    1) The characteristics of the products to be produced, the services to be provided, or the activities to be performed
    2) The results to be achieved
b) The availability and use of suitable monitoring and measuring resources
c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met
d) The use of suitable infrastructure and environment for the operation of processes
e) The appointment of competent persons, including any required qualification
f) The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement
g) The implementation of actions to prevent human error
h) The implementation of release, delivery and post-delivery activities.

8.5.2 Identification and traceability

Where appropriate, Organization identifies the product by suitable means throughout product realization. Organization identifies the product status with respect to monitoring and measurement

requirements. Where traceability is required, Organization has control and record the unique identification of the product.

8.5.3 Property belonging to customers or external providers

All customer properties like samples, specifications and drawings are recorded in customer property record forms and preserved as per customers' instruction in a proper condition. All customer property as well as intellectual property is kept by authorized peoples only.

8.5.4 Preservation

The organization does preserve the conformity of the products/samples/customer properties, including packing material and finished goods during internal processing and delivery to the intended destination. This covers identification, handling, packing, storage and protection of all material & products. Preservation shall also apply to the constituent parts of a product.

8.5.5 Post-delivery activities

The organization meets requirements for post-delivery activities (under warranty provisions and maintenance services) associated with the products and services. In determining the extent of post-delivery activities that are required, the organization considers:

a) Statutory and regulatory requirements
b) The potential undesired consequences associated with its products and services
c) The nature, use and intended lifetime of its products and services
d) Customer requirements
e) Customer feedback.

8.5.6 Control of changes

The organization reviews and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. The organization retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

Reference Documents:

F/BE/08: Change Management Checklist

8.6 Release of products and services

The organization implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer is not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. The organization retains documented information on the release of products and services.

The records include:
a) Evidence of conformity with the acceptance criteria
b) Traceability to the person(s) authorizing the release

8.7 Control of nonconforming outputs

8.7.1 The organization ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. The organization identifies and quarantines the products and takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products, during or after the provision of services. The organization deals with nonconforming outputs in one or more of the following ways:

a) Correction
b) Segregation, containment, return or suspension of provision of products and services
c) Informing the customer
d) Obtaining authorization for acceptance under concession. Conformity to the requirements shall be verified when nonconforming outputs are corrected.

8.7.2 The organization retains the documented information that:

a) Describes the nonconformity
b) Describes the actions taken
c) Describes any concessions obtained
d) Identifies the authority deciding the action in respect of the nonconformity.

Reference Documents:

QSP/QA/04: Control of Non-conforming Products, Corrective Action & Customer complaint,

SECTION 09 – PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

The organization has determined:
a) What needs to be monitored and measured
b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results
c) When the monitoring and measuring shall be performed
d) When the results from monitoring and measurement shall be analyzed and evaluated.

The organization evaluates the performance and the effectiveness of the quality management system through IQA, data analysis, customer feedback, KPI, quality Objectives. The organization retains appropriate documented information as evidence of the results.

Reference Documents:

Annex-08: Quality Objectives

9.1.2 Customer satisfaction

The organization monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization has established a procedure for obtaining, monitoring and reviewing this information.

Reference Documents:

F/MKT/03: Customer Feedback

9.1.3 Analysis and evaluation

The organization analyses and evaluates appropriate data and information arising from monitoring and measurement, where appropriate statistical techniques are also used . The results of analysis are used to evaluate:
a) Minimum conformity of products and services
b) The degree of customer satisfaction
c) The performance and effectiveness of the quality management system
d) If planning has been implemented effectively
e) The effectiveness of actions taken to address risks and opportunities
f) The performance of external providers
g) The need for improvements to the quality management system.

Reference Documents:

Context and risk and opportunities in respective processes
Annex-08: Quality Objectives

9.2 Internal audit

9.2.1 The organization conducts internal audits at half yearly basis to provide information on whether the quality management system conforms to:

a) The organization's own requirements for its quality management system
b) The requirements of this International Standard are effectively implemented and maintained.

9.2.2 The organization:

a) Plans, establishes, implements and maintains an audit program(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
b) Define the audit criteria and scope for each audit;
c) Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
d) Ensure that the results of the audits are reported to relevant management;
e) Take appropriate correction and corrective actions without undue delay;
f) Retain documented information as evidence of the implementation of the audit program and the audit results.

Reference Documents:

QP/BE/03: Internal Audit

9.3 Management review

9.3.1 General

Top management reviews the organization's quality management system, at half yearly basis to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management review inputs

The management review is planned and carried out taking into consideration:

a) The status of actions from previous management reviews
b) Changes in external and internal issues that are relevant to the quality management system
c) Information on the performance and effectiveness of the quality management system, including trends in:
    1) Customer satisfaction and feedback from relevant interested parties
    2) The extent to which quality objectives have been met
    3) Process performance and conformity of products and services
    4) Nonconformities and corrective actions
    5) Monitoring and measurement results
    6) Audit results
    7) The performance of external providers
d) The adequacy of resources
e) The effectiveness of actions taken to address risks and opportunities (see 6.1);
f) Opportunities for improvement.

9.3.3 Management review outputs

The outputs of the management review include decisions and actions related to:

a) Opportunities for improvement
b) Any need for changes to the quality management system
c) Resource needs.

The organization retains documented information as evidence of the results of management reviews.

Reference Documents:

QP/BE/01: Management Review

SECTION 10 – IMPROVEMENT

10.1 General

The organization determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

a) Improving products and services to meet requirements as well as to address future needs and expectations
b) Correcting, preventing or reducing undesired effects;
c) Improving the performance and effectiveness of the quality management system. NOTE Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

10.2 Nonconformity and corrective action

10.2.1 When nonconformity occurs, including any arising from complaints, the organization:

1. Reacts to the nonconformity and, as applicable:
    a. Take actions to control and correct it;
    b. Deal with the consequences;
2. Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
    a. Reviewing and Analyzing the nonconformity;
    b. Determining the causes of the nonconformity;
    c. Determining if similar nonconformities exist, or could potentially occur;
3. Implement any action needed;
4. Review the effectiveness of any corrective action taken;
5. Update risks and opportunities determined during planning, if necessary;
6. Make changes to the quality management system, if necessary. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

10.2.2 The organization retains documented information as evidence of:

a) The nature of the nonconformities and any subsequent actions taken;
b) The results of any corrective action.

Reference documents:
QSP/QA/04: Control of Non conformity, Corrective Action & Customer Complaint.

10.3 Continual improvement

The organization continually improves the suitability, adequacy and effectiveness of the quality management system. The organization considers the results of analysis & evaluation, and the outputs from Management Review, to determine if there are needs & opportunities that shall be addressed as a part of continual improvement.

ANNEXURE – 1
ORGANIZATION CONTEXT

ORGANISATION CONTEXT (INTERNAL)					
Sl. No.	**Factor**	**Status**	**Positive**	**Negative**	**Recommendation Action**
1	**Product**	Product in line with international practices	Positive	–	
2	**Competence**	Technical team is enough competent	Positive		
		Sales & marketing team	–	Negative	We need to focus on our sales & marketing team To give more time to sales & marketing team
		Middle management	–	Negative	We need to develop middle management
4	**Technology**	Latest technology	Positive	–	
5	**Space**	Sufficient	Positive		
6	**Values**	Defined and implemented	Positive	–	Needs to be display at various locations
7	**Culture**	Good	Positive	–	Can be improved with training

ORGANISATION CONTEXT (EXTERNAL)

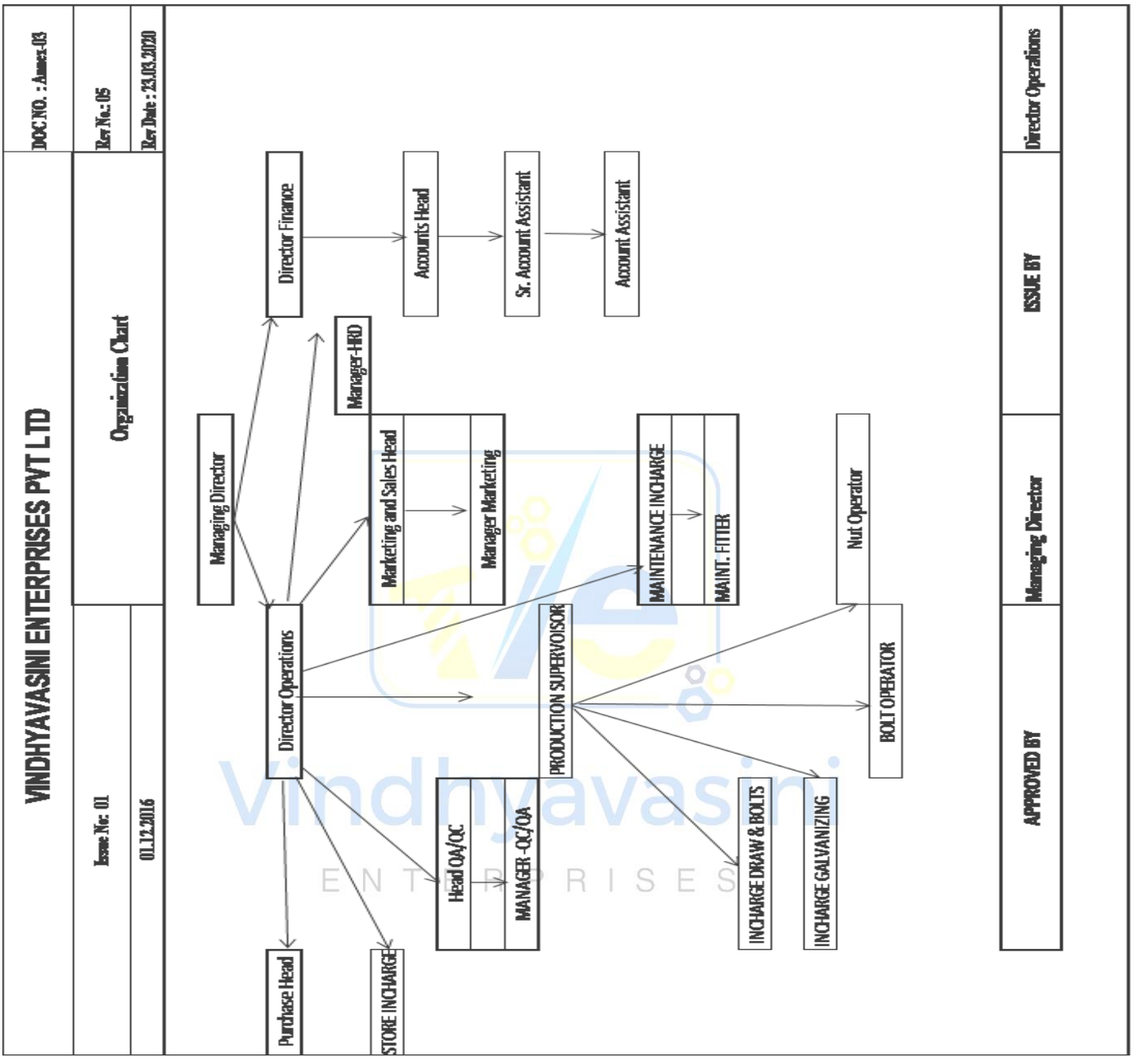
Sl. No.	Factor	Status	Positive	Negative	Recommendation /Action
1	**Legal**	Product requirements are identified & complied	Positive	_	
2	**Systems /Certification**	ISO: 9001:2015	Positive	–	–
3	**Technology**	Latest technology	Positive	_	_
4	**Competition**	Exists	_	Negative	Offer technically superior products and create value for money, we have decided that don't go for low quality product but somehow workout reasonable price for high quality product and reverse less of margin in post sales support even a period of time.
5	**Customer**	Installed capacity is Sufficient	Positive		More aggressive marketing and addition of sales force
5	**Society**	Overall environment good and supportive	Positive	_	_
5	**Economic**	Positivity in market but low margin in market Low Growth Rate		Negative	Market is picking due to Make in India program
5	**Culture**	Growth and quality Oriented work force Values	_	Negative	Still a lot of improvement required in work forces in terms of attitude, skills, striving for excellence. We will enhance values.
5	**Road**	Approach road is in good condition	Positive	_	_
5	**Transport**	Easily available	Positive	_	_
6	**Taxes and duties**	Modvat facilities are available with customer	Positive	_	_
7	**Banking**	Banking available with advance facilities like online banking, ATM but Interest Rate is high	Positive	Negative for interest rate	Renegotiate with Banks & Financial Institutions for lower interest rates.

ANNEXURE – 2
INTERESTED PARTIES AND REQUIREMENTS

NEEDS & EXPECTATIONS OF INTERESTED PARTIES

Sl. No.	Name of Interested Parties	Expectations	Remark
1	**Customer**	a. Quality Products b. Customers wants high quality product but keeping Indian price in mind c. Competitive price d. Performance of a product e. Efficient after sales service f. Value for Money e. One Stop solution for all issues f. Prompt Delivery g. Multiple time training h. Very flexible payment terms i. Timely delivery of services	We have decided that Suitable actions being implemented in relevant process areas
2	**Employees**	a. Respect b. Stability and security c. Trainings d. Process driven e. Growth Oriented f. Compare with other similar type of companies	Suitable actions being implemented in relevant process areas
3	**Supplier**	a. Well define specification, Honest discussion, Transparency, Commitments b. Timely Communication c. Future Plans e. Timely Payments f. Growth Prospects h. Keep sending people for training at their end	Suitable actions being implemented in relevant process areas
4	**Society /Nation**	a. Excellent Quality b. Job Creation c. Legal Compliance d. Taxes & Duties e. Skill Development g. Resource Optimization	Suitable actions being implemented in relevant process areas
5	**Banks**	a. Timely Repayment b. Loan Capacity	Suitable actions being implemented in relevant process areas

ANNEXURE – 3
ORGANIZATION CHART


VINDHYAVASINI ENTERPRISES PVT LTD
DOC NO. : Annex-03
Rev No.: 05
Rev Date : 23.03.2020
Organization Chart
Issue No: 01
01.12.2016
Director Finance
Accounts Head
Sr. Account Assistant
Account Assistant
Manager-HRD
Managing Director
Marketing and Sales Head
Manager Marketing
MAINTENANCE INCHARGE
MAINT. FITTER
Nut Operator
Director Operations
PRODUCTION SUPERVOISOR
BOLT OPERATOR
Head QA/QC
MANAGER -QC/QA
INCHARGE DRAW & BOLTS
INCHARGE GALVANIZING
Purchase Head
STORE INCHARGE
Director Operations
ISSUE BY
Managing Director
APPROVED BY

ANNEXURE – 4
RESPONSIBILITY MATRIX

Managing Director:

1. Ensure the effectiveness of Quality Management System.
2. To define the vision, Quality Policy, mission and long-term goal for company
3. To Chair the Management Review Meetings at appropriate intervals on Quality Systems.
4. To ensure necessary infrastructure and resources are made available to implement the objectives of Quality Management System effectively.
5. To identify and provide feedback for improvement in design / process.
6. Ensure the requirements of ISO 9001:2015 are understood and implemented at all levels. Additionally, ensure Company Mission, Company Vision, Quality Policy, Quality Objectives & Core Values are communicated and understood at all levels.
7. To ensure Safe-practices and suitable work-environment to achieve quality standards.
8. Ensure process performance measurement & continual improvement through relevant Key Performance Indicators.
9. Approving authority of Quality Management System Manual.
10. To identify Internal & External Contexts
11. Monitoring of KPI & review meeting with all departments.
12. Motivation of sales persons.

Director Operations:

1. To frame and look in to the policy matter of development the company.
2. To develop strategy to reach organizational goals.
3. To ensure the high production at minimum coast.
4. To submit proposals against verbal/written enquiries giving necessary technical details.
5. To be a member of Management Review Committee.
6. To have a continuous interface with department head to have feedback on production schedule.
7. To interface production schedules with maintenance schedules of equipment.
8. Review the contract and resolve the deviations/ non-conformances if any, in consideration with the QA Head.
9. To identify and provide feedback to Managing Director for improvement in process.
10. To ensure the corrective action against non-conformance internal/ customer.
11. Exploration of new application areas.
12. To ensure risk are identified for all processes & controls are implemented.
13. To identify Internal & External Contexts
14. To identify third party, need & expectations
15. Ensure implementation of ISO: 9001:2015
16. Ensure the effectiveness of Quality System Procedure.
17. Monitor all the manufacturing activities up to the dispatch.
18. He shall also monitor monthly targets adherence to plans and analyse shortages, rejections, and machine utility.
19. To co-ordinate the preparation, implementation, documentation of Quality System Procedures.
20. To establish and ensure the implementation of production plans, Work-Instruction.
21. To ensure safe-practices and suitable work-environment to achieve good productivity.

Manager-QA:

1. Liaison with customers to meet their requirements for product manufactured.
2. Maintain records of distribution of documents down the line in his department.
3. To identify the training needs of work-force to enhance to quality of product and services.
4. Handling customer complaints.
5. Arranging and conducting client/Third party inspection.
6. To evaluate competence of subordinates and identify their Training Needs. Maintain training records and coordinate training sessions with HR Head.
7. Document collection, maintenance, storage & final disposition of relevant documents.
8. To identify third party, need & expectations.
9. To ensure implementation knowledge management sheet.
10. Ensure implementation of ISO: 9001:2015.
11. He shall identify all the training needs and appraise the performance of his subordinates and forward the same to GM/MD for his review.
12. To prepare procurement plan in consultation with Purchase, Store and dispatch head.
13. To Verify that goods received comply with specified requirements.
14. To ensure incoming in process and final inspection, Testing is carried out as per laid down specifications and standards.
15. Approval and retention of Quality Control related quality records.
16. Identification and segregation of non-conforming products to prevent further processing.
17. Feedback to purchase against non-conforming product
18. To ensure no product shall be processed without prior verification.
19. To get approval for all non-conforming products from Plant Head
20. To ensure the compliance of process control, inspection test procedures and documentation of records to eliminate the generation of non-conforming items.
21. Proper recordkeeping of test certificates.
22. Risk assessment
23. Updating of knowledge management
24. Implementation as per ISO: 9001:2015 requirements
25. To update external origin documents
26. To ensure identification and compliance of calibration schedule.
27. To co-ordinate with calibration agencies.

Maintenance In charge:

1. To manage the overall working system of maintenance department related to maintenance, Project & development activities, safety rules & regulations.
2. To keep preventive & Corrective maintenance record.
3. To ensure the preventive maintenance carried out as per schedule.
4. To ensure that all firefighting equipment's and points operational.
5. To ensure that empty firefighting extinguisher are replaced or refilled timely
6. To ensure proper House Keeping.
7. To inform GM for timely procurement of items.

8. To ensure use of P. P. E. and other safety rules while working.
9. To assist subordinate in day to day maintenance work.
10. To ensure timely break down attained, completion of project / Modification work.
11. To keep record of break down, preventive and corrective maintenance.
12. To ensure the breakdown attained in minimum time.
13. Ensure preventive maintenance of machines.
14. Ensure utilities maintenance.
15. Updating of knowledge management.
16. To be a member of Management Review Committee.
17. Implementation as per ISO: 9001:2015 requirements.

Purchase Head:

1. To develop the vendors and maintain list of approved suppliers.
2. Issue the Purchase Order for required inputs on approved suppliers.
3. To monitor the performance of vendors.
4. To send back rejections to suppliers.
5. Issuing authority for the purchase orders.
6. Maintenance of purchase orders.
7. To prepare procurement plan in consultation with Plant Head, Store and Dispatch-Head.
8. To be a member of Management Review Committee.
9. To identify the training needs of work-force to enhance the quality of product.
10. Risk assessment
11. Updating of knowledge management
12. Implementation as per ISO: 9001:2015 requirements

HOD-HRD:

13. Preparation of Salary & Wages
14. Preparation of Production Incentive
15. Checking of Contractors bills.
16. Deposition of monthly PF, ESI challans.
17. Disbursements of PF account statement slip.
18. Distribution of PF, ESI individuals code to employees.
19. Submission of PF Monthly return
20. Submission of ESI half yearly and annual return.
21. Workers Grievance Handling
22. Recruitment of Staffs as well as workers.
23. Development
24. Keeping record of employees Bonus, Medical and LTA.
25. Overall responsibility of Human Resources activity
26. To identify requirement of all departments
27. To ensure ability of persons recruited with evidence of Educational / Technical certificates and experience certificates as per requirement.
28. Submission of Annual return of Bonus paid to the employees for the accounting year ending.

29. To organize the training (technical & non-technical) for every department.
30. Effectiveness monitoring of training

Store In charge:

.

1. Receiving of material from suppliers, passing & forwarding the bills to GM.
2. To Maintain stock report of store items.
3. To raise the requirements of desired items/spare parts.
4. Coordination with other departments to ensure materials is inspected regularly.
5. Proper store keeping, identification and traceability of materials in store.
6. To ensure proper handling and packaging of product during storage/Dispatch.
7. Risk assessment.
8. Updating of knowledge management.
9. Implementation as per ISO: 9001:2015 requirements.

Production Supervisor:

1. Execute Production as conveyed by Head-Production.
2. Maintain Quality in functioning of production.
3. To seek advice from Plant Head in case the given targets are difficult to meet.
4. To feed processed material to different stages of production process.
5. Responsible for House Keeping and material handling in the shop floor.
6. To plan the work schedules and time schedules at shop floor along with Head-Production
7. Production Report Updating
8. Implementation of Work Instruction
9. Housekeeping
10. Identification of non-confirming product for correction.
11. Risk assessment
12. Updating of knowledge management
13. Implementation as per ISO: 9001:2015 requirements

Marketing Head:

1. Liaison with customers to meet their requirements for product manufactured.
2. Coordination with client for vender approval.
3. To have a continuous interface with works head to have feedback on production schedule.
4. To identify the training needs of work-force to enhance to quality of product and services.
5. To identify and provide feedback to MD for improvement in design/process.
6. Handling customer complaints.
7. Ensuring client satisfaction at all levels Documentation, Pre and post ordering, installation and servicing.
8. To coordinate client and Head QA for conducting client/Third party inspection.
9. Updating of knowledge management
10. Implementations ISO: 9001:2015 requirements.

ANNEXURE – 5
COMPANY PROFILE

Vindhyavasini Enterprises Pvt. Limited (Group company of Vindhyavasini) is a manufacturer of precision and super quality cold forged Bolts & Nuts, fasteners, 20/40 mm dia MS Rod, Pipe electrode, single, double & fourth sleeve pulley copper earth bread & bond, foundation & special bolt with our own galvanizing unit. We are manufacturer all types of fasteners for power, energy, automobile & construction sectors as per the specification and quality requirements. Our manufacturing plant is spread over 28,417 sq. feet area.

ANNEXURE – 6
PROCESS SEQUENCING AND INTERACTION

Sr. No.	Sequence of the process	001	002	003	004	005	006	007	008	009	10
		MNGT/BE	STORE	PRODUCTION	QA	MAINTENANCE-Electrical	MAINTENANCE-Mech	HRD	PURCHASE	MARKETING	DISPATCH
001	MANAGEMENT/ BUSINESS EXCELLENCE		x	x	x	x	x	x	x	X	X
002	STORE	x		x	x	x	x	x	X		X
003	PRODUCTION	x	x		x	x	x	x	X	X	X
004	QA	x	x	x		X	x	x	X	x	X
005	MAINTENANCE-Electrical	x	x	x	x		x	x	X	X	
006	MAINTENANCE-Mech	x	x	x	x	x		x	X	X	
007	HR & ADMIN	X	x	x	x	x	x		X	X	X
008	MARKETING	X	x	x	x	x	x	x		X	X
009	PURCHASE	X	x	x	x	x	x	x	X		X
10	DISPATCH	X	x	x	x			x	X		

ANNEXURE – 7
QUALITY POLICY

Quality Policy

Vindhyavasini Enterprises Pvt. Limited is committed on total customer satisfaction. This shall be attained by providing timely, cost effective products, conforming at all times to clearly established customer expectations and continually improving our quality management system.

ANNEXURE – 8
QUALITY OBJECTIVE

VINDHYAVASINI ENTERPRISES PVT LTD

DOC NO. : Annex-08

Date: 23.03.2020, Rev.no-03

QUALITY OBJECTIVES

Objective: To reduce breakdown

Target : 10 Hour /Month

Time frame : I year

S.no	Action	Priority	Resource	Responsibility	Target date	Monitored by	Remarks if any
1	Effective preventive maintenance of machines	1	No	Head-Maintenance	On Going basic	Plant Head	
2	To maintain stock of critical spares	2	No	Head-Maintenance	On Going basic	Plant Head	
3	Effective root-cause analysis & corrective action as per breakdown	3	No	Head-Maintenance	On Going basic	Plant Head	
4	Action on repeated breakdowns	4	No	Head-Maintenance	On Going basic	Plant Head	

Prepared By: HEAD QA/QC

Approved By: DIRECTOR OPERATIONS

ANNEXURE – 9
STRATEGIC DIRECTION

STRATIGIC DIRECTIONS

1. Delivery on time, delivery in full, of defect free products
2. Wastage reduction
3. Introducing New/upgraded products better than the competitor, meeting customers' expectations
4. Cost reduction by value engineering/ other methods
5. Timely and effective customer support & services
6. Achieving and sustaining superior levels of performance in all operations
7. Up gradation of infrastructure, Technology
8. Human resources development
9. Customer Satisfaction
10. To reduce cost of poor Quality
11. Customer Retention
12. To develop culture in organization
13. Business improvement

ANNEXURE – 10
OUTSOURCE PROCESS AND THEIR CONTROL

NEEDS & EXPECTATIONS OF INTERESTED PARTIES

Sl. No.	Name of Interested Parties	Expectations	Remark
1	**Customer**	a. Quality Products b. Customers wants high quality product but keeping Indian price in mind c. Competitive price d. Performance of a product e. Efficient after sales service f. Value for Money e. One Stop solution for all issues f. Prompt Delivery g. Multiple time training h. Very flexible payment terms i. Timely delivery of services	We have decided that Suitable actions being implemented in relevant process areas
2	**Employees**	a. Respect b. Stability and security c. Trainings d. Process driven e. Growth Oriented f. Compare with other similar type of companies	Suitable actions being implemented in relevant process areas
3	**Supplier**	a. Well define specification, Honest discussion, Transparency, Commitment b. Timely Communication c. Future Plans e. Timely Payments f. Growth Prospects h. Keep sending people for training at their end	Suitable actions being implemented in relevant process areas
4	**Society /Nation**	a. Excellent Quality b. Job Creation c. Legal Compliance d. Taxes & Duties e. Skill Development g. Resource Optimization	Suitable actions being implemented in relevant process areas
5	**Banks**	a. Timely Repayment b. Loan Capacity	Suitable actions being implemented in relevant process areas

ANNEXURE – 11
RISK ASSESSMENT AND OPPORTUNITY

VINDHYAVASINI ENTERPRISES PVT LTD

Risk Assessment & Opportunity Sheet

Process: Quality	Name of person: Mr DINESHWAR Kr.SAINI	Doc No-	Annex-11		Rev no.-00
		Date of issue :	01-12-2016		Rev date-
		Issued By:			Approved By:

Severity			Occurrence			RPN	
Type	Rating	Description	Type	Rating	Description	RPN	
Minimum	1	No effect on process	Highly unlikely	1	Once in a year or greater than one year	1,2,3	No action is required and no documentary record needs to be control
Moderate	2	Some effect on process quality but no effect on customer reputation/ branding	Possible/ Likely	2	once in 3 months	4,6	No additional controls are required. Consideration may be given to a more cost-effective solution or improvement that imposes no additional cost burden. Monitoring is required to ensure that the controls are maintained.
Serious	3	Effect on process performance indicators/loss	Occasional	3	Once in month	8,9	Efforts should be made to reduce the risk, but the cost of prevention should be carefully measured and limited. Risk reduction measures should be implemented.
Major	4	customer dissatisfaction, business loss>30000 rs	Probable	4	Once a week	12,16	Immediate improvements are required in terms of controls & to be strictly monitored

Sl. No.	Sub process	Potential Failure mode	Potential Effect of Failure	Severity	Potential Cause, mechanism of failure	Occurrence (O)	R.P.N. (SXO)	Existing controls	Recommended Action	Responsibility	Target date
1	Incoming Raw Material Inspection	Excess quantity	Inventory will affect	3	Supplier problem/No coordination with supplier	1	3	Verification by RM supervisor/Quality Supervisor	Proper follow up with the supplier during RM supply	Purchase dept	**Immidiate**
		Less quantity	Delay in production	3	Supplier problem/No coordination with supplier	1	3	Verification by RM supervisor/Quality Supervisor	Proper follow up with the supplier during RM supply	Purchase dept	**Immidiate**
		Material not as per specification	Delay in production	3	Supplier negligence	1	3	Material returned back	Suppler audit to be done at frequent basis/CAPA to be made for the same	Manager QA	**Immidiate**
2	First Article Inspection	Hole to hole out	Delayed in project completion	2	Operator/machine problem	2	4	Check by operator/Quality supervisor	Setting approval to be taken during start of production	Production supervisor	**Immidiate**
		Back mark out	Delayed in project completion	2	Operator/machine problem	2	4	Check by operator/Quality supervisor	Setting approval to be taken during start of production	Production supervisor	**Immidiate**
		Wrong section	Money loss	3	Operator problem	2	6	Check by operator/Quality supervisor	Setting approval to be taken during start of production	Production supervisor	**Immidiate**
3	GI Inspection	Excess Coating	Money loss	3	Negligence by worker/Untrained worker	1	3	Material reworked	WI to be displayed/One point lesson to be displayed	Manager QA	**Immidiate**
		Less coating	Money loss/ delayed in project completion	3	Negligence by worker/Untrained worker	1	3	Material reworked	WI to be displayed/One point lesson to be displayed	Manager QA	**Immidiate**
		Black spot	Delayed in project completion	2	Negligence by worker/Untrained worker	1	2	Material reworked	WI to be displayed/One point lesson to be displayed	Manager QA	**Immidiate**
4	Final inspection	Material not as per specification	customer dissatisfaction	4	Material not inspected in the initial stages	1	4	Material reworked/Scrapped	Proper monitoring of all sub process and observation to be recorded in the controlled doc.	Manager QA	**Immidiate**

APPROVED BY | DIRECTOR OPERATIONS | ISSUED BY | HEAD QA/QC

VINDHYAVASINI ENTERPRISES PVT LTD

QUALITY MANAGEMENT SYSTEM MANUAL

DOC. NO.	REVISION NO.	ISSUE NO.
VEPL -M-01	03	01
	DATED	DATED
	23/03/2020	01/12/2016

VINDHYAVASINI ENTERPRISES PVT LTD

Risk Assessment & Opportunity Sheet

Process: Store | Name of person: Mr Ravinder Mahato | Doc No- | Annex-11 | | Rev no.-00
Date of issue : | 01-12-2016 | | Rev date-
Issued By: | | | Approved By:

Severity			Occurrence			RPN	
Type	Rating	Description	Type	Rating	Description	RPN	
Minimum	1	No effect on process	Highly unlikely	1	Once in a year or greater than one year	1,2,3	No action is required and no documentary record needs to be control
Moderate	2	Some effect on process quality but no effect on customer reputation/ branding	Possible/ Likely	2	once in 3 months	4,6	No additional controls are required. Consideration may be given to a more cost-effective solution or improvement that imposes no additional cost burden. Monitoring is required to ensure that the controls are maintained.
Serious	3	Effect on process performance indicators/loss	Occasional	3	Once in month	8,9	Efforts should be made to reduce the risk, but the cost of prevention should be carefully measured and limited. Risk reduction measures should be implemented.
Major	4	customer dissatisfaction, business loss>30000 rs	Probable	4	Once a week	12,16	Immediate improvements are required in terms of controls & to be strictly monitored

Sl. No	Sub process	Potential Failure mode	Potential Effect of Failure	Severity	Potential Cause, mechanism of failure	Occurrence (O)	R.P.N. (SXO)	Existing controls	Recommended Action	Responsibility	Target date
1	Storage	Wrong Identification	Wrong material may get issued	3	Negligence of person/Unawareness of person	2	6	No control	Identification matrix to be displayed	Store head	Immidiate
		Wrong Location	Material will be hard to find	3	Negligence of person/Unawareness of person	2	6	No control	Define location for each material	Store head	Immidiate
		Wrong Quantity update	Inventory mismatch	3	Negligence of person/Unawareness of person	2	6	No control	Qty verificationion by Head Store post entry	Store head	Immidiate
2	Issue	Wrong Material issued	Some effect on process quality but no effect on customer reputation	3	Negligence of person	1	3	No control	Material identification/Issued material to be verified by store head	Store head	Immidiate
		Wrong quantity issued	Inventory mismatch	2	Negligence of person	1	2	No control	Receiving person to check the Quantity	Store head	Immidiate
		FIFO not implemented	Old stock will not be utilised	2	Unawareness of person	2	4	No control	FIFO card to be implemented	Store head	Immidiate

VINDHYAVASINI ENTERPRISES PVT LTD

Risk Assesment & Opportunity Sheet

Process: Production | Name of person: Mr. Ajay | Doc No- | Annex-11 | Rev no.-00
Date of issue : 01.12.2016 | Rev date-
Issued By: | Approved By:

Severity			Occurrence		
Type	Rating	Description	Type	Rating	Description
Minimum	1	No effect on process	Highly unlikely	1	Once in a year or greater than one year
Moderate	2	Some effect on process quality but no effect on customer reputation/ branding	Possible/ Likely	2	once in 3 months
Serious	3	Effect on process performance indicators/loss	Occasional	3	Once in month
Major	4	To increase customer dissatisfaction, business loss> 20000	Probable	4	Once a week

Sl. No.	Subprocess	Potential Failure mode	Potential Effect of Failure	Severity	Potential Cause, mechanism of failure	Occurrence (O)	RPN	R.P.N. (SXO)	Existing controls	Recommended Action	Responsibility	Target date
							RPN		No action is required and no documentary record needs to be control			
1	Wire Draw	Wrong dimension	Material reject	2	Used wrong Die	2	4	4	No control	Proper tool will be use	Production supervisor	
					Inspection not done	1	2	2	No control	Inspection will be conduct as per defined schedule	Production supervisor	
		Wrong Operation	Material reject	2	Lack of awareness about process to operator	2	4	4	No control	Training will be provide	Production supervisor	
2	Bolt & Nut	Process Parameter not maintained as per process parameter sheet	Product defect generated	2	Process parameter sheet not available at working station	2	4	4	Operator do manual setting	Process Parameter Sheet to be displayed at working station.	Production supervisor	
					Untrained Operator	2	4	4	Any operator can operate machine	Only trained to operate machine	Production supervisor	
		Wrong method used	Product defect generated, Product rejected, Customer dissatisfactory	4	Process sheet not available at working station	2	4	4	No parameter/observed spec recorded	Process Sheet to be avail at working station.	Production supervisor	
					Untrained Operator	2	4	4	Any operator can operate machine	Only trained to operate machine	Production supervisor	
9	Rework Percentage	Rejection increased	Material loss, extra cost	3	Operator negligence/mistake	2	6	6	Material rework on frequent basis	On Job training provided	Production supervisor	
					Roller /Beaarings wear-out	1	3	3	Machine taken in maintenance after breakdown	Prerventive maintenance to be followed strictly	Production supervisor	
					Untrained Operator	2	6	6	Any operator can operate machine	Training will be provide	Production supervisor	

VINDHYAVASINI ENTERPRISES PVT LTD

Risk Assesment & Opportunity Sheet

Process: Maintenance | Name of person: Mr. Shatrughan | Doc No- | Annex-11 | | Rev no.-03

Date of issue : 01.12.2016 | Rev date- 23.03.2020

Issued By: | Approved By:

Severity			Occurrence		RPN
Type	Rating	Description	Type	Rating	Description	RPN	
Minimum	1	No effect on process	Highly unlikely	1	Once in a year or greater than one year	1,2,3	No action is required and no documentary record needs to be control
Moderate	2	Some effect on process quality but no effect on customer reputation/ branding	Possible/ Likely	2	once in 3 months	4,6	No additional controls are required. Consideration may be given to a more cost-effective solution or improvement that imposes no additional cost burden. Monitoring is required to ensure that the controls are maintained.
Serious	3	Effect on process performance indicators/loss	Occasional	3	Once in month	8,9	Efforts should be made to reduce the risk, but the cost of prevention should be carefully measured and limited. Risk reduction measures should be implemented.
Major	4	To increase customer dissatisfaction, business loss> 20000	Probable	4	Once a week	12,16	Immediate improvements are required in terms of controls & to be strictly monitored

Sl. No.	Subprocess	Potential Failure mode	Potential Effect of Failure	Severity	Potential Cause, mechanism of failure	Occurrence (O)	R.P.N. (SXO)	Existing controls	Recommended Action	Responsibility	Target date
1	Preventive Maintenance	Preventive maintenance not done as per schedule	Effect on process performance indicators	3	Machine unavailabity	2	1	PM done when machine is idle	Proper coordination with production dept	Maintenance head	Immidiate
			Some effect on process quality but no effect on customer reputation/ branding	2	Spare not avaibalie on time	2	2	Spare part rquisition given post breakdown	Communication with the store department	Incharge maintenenance	Immidiate
2	Motor maintenance	Motor winding failure	Delay in production	3	Mechanical load was greater than limit/Negligence of operator	4	12	Spare motor used	Production incharge to report electrician on urgent basis /Operator not permitted to do setting by himself	Production supervisor	Immidiate
		Relay trip	No effect on process	1	Mechanical load	4	4	Relay reset	Production incharge to report electrician on urgent basis /Operator not permitted to do setting by himself	Production supervisor	Immidiate

ANNEXURE – 12
COMMUNICATION MATRIX

VINDHYAVASINI ENTERPRISES PVT LTD		DOC NO. : Annex-12
Issue No: :01	COMMUNICATION MATRIX	Rev No.: 03
Issue Date :01.12.2016		Rev Date :23.03.2020

Process :-Production

Sr.No.	Parameter	Frequency	To	Method (Soft/Hard)	Report Number (if any) Remark
1	Production report	Daily	Plant Head	Hard copy	
2	Material indent slip	Daily	Store	Hard copy	
3	Brreakdown slip	As per requirement	Maintenance	Hard copy	

Prepared by : Head QA/QC	Approved by: Director Operations

VINDHYAVASINI ENTERPRISES PVT LTD		DOC NO. : Annex-12
Issue No: :01	COMMUNICATION MATRIX	Rev No.: 03
Issue Date :01.12.2016		Rev Date :23.03.2020

Process :-Quality

Sr.No.	Parameter	Frequency	To	Method (Soft/Hard)	Report Number (if any) Remark
1	Quality observation report (Process)	Weekly	Top management	Hard copy	
2	Quality observation report (PDI)	Weekly	Top management	Hard copy	
3	Raw material physical test report	As when required	Top management	Hard copy	
4	CAPA as per complaint	As when required	Customer	CAPA form	

Prepared by : Head QA/QC	Approved by: Director Operations

VINDHYAVASINI ENTERPRISES PVT LTD		DOC NO. : Annex-12
Issue No: :01	COMMUNICATION MATRIX	Rev No.: 03
Issue Date :01.12.2016		Rev Date :23.03.2020

Process :-Maintenance

Sr.No.	Parameter	Frequency	To	Method (Soft/Hard)	Report Number (if any) Remark
1	Monthly breack down report	Monthly	Plant Head	Hard copy	
2	Breakdown analysis report	Monthly	Plant Head	Hard copy	

Prepared by : Head QA/QC	Approved by: Director Operations

VINDHYAVASINI ENTERPRISES PVT LTD					DOC NO. : Annex-12
Issue No: :01		COMMUNICATION MATRIX			Rev No.: 03
Issue Date :01.12.2016					Rev Date :23.03.2020
Process :-Store					
Sr.No.	**Parameter**	**Frequency**	**To**	**Method (Soft/Hard)**	**Report Number (if any) Remark**
1	Purchase requisition	As per requirement	Purchase	Hard copy	
2	Stock inventory record	Monthly	Top management	Hard copy	
Prepared by : Head QA/QC			**Approved by: Director Operations**		

		VINDHYAVASINI ENTERPRISES PVT LTD		DOC NO. : Annex-12
		Issue No: :01	COMMUNICATION MATRIX	Rev No.: 03
		Issue Date :1.12.2016		Rev Date :23.03.2020

Process :- HRD

Sr.No.	Parameter	Frequency	To	Method (Soft/Hard)	Report Number (if any) Remark
1	Circular issue	Quaterly	All dept	Hard copy	
2	New joining/Left employee	Monthly	GM	Hard copy	----------
3	MIS	On requirement basis	GM	Hard copy	----------
4	PF/ESI record	Monthly	GM	Hard copy	----------

Prepared by : Head QA/QC	Approved by: Director Operations

	VINDHYAVASINI ENTERPRISES PVT LTD		DOC NO. : Annex-12
	Issue No: :01	COMMUNICATION MATRIX	Rev No.: 03
	Issue Date :1.12.2016		Rev Date :23.03.2020

Process :- PURCHASE

Sr.No.	Parameter	Frequency	To	Method (Soft/Hard)	Report Number (if any) Remark
1	MIS	Weekly	MD	Hard copy	
2	Fund requirements	Monthly	MD	Hard copy	
3	PO	As per requirement	Supplier	By mail/Hard copy	

Prepared by : Head QA/QC	Approved by: Director Operations

	VINDHYAVASINI ENTERPRISES PVT LTD		DOC NO. : Annex-12
	Issue No: :01	COMMUNICATION MATRIX	Rev No.: 03
	Issue Date :1-12-2016		Rev Date :23.03.2020

Process :-Dispatch

Sr.No.	Parameter	Frequency	To	Method (Soft/Hard)	Report Number (if any) Remark
1	For dispatch order	As required	MD	Teliphonic	----------
2	For vehical	As required	Transporter	Teliphonic	----------
3	Size issue	As required	GM	Hard	----------
4	Manpower requirment	As required	GM	Hard	----------

Prepared by : Head QA/QC	Approved by: Director Operations

	VINDHYAVASINI ENTERPRISES PVT LTD		DOC NO. : Annex-12
	Issue No: :01	COMMUNICATION MATRIX	Rev No.: 03
	Issue Date :1-12-2016		Rev Date :23.03.2020

Process :- MARKETING

Sr.No.	Parameter	Frequency	To	Method (Soft/Hard)	Report Number (if any) Remark
1	New order	as per order	Customers	By mail/teliphonic	
2	On competetive price	as per order	Top Management	By meeting	----------
					----------

Prepared by : Head QA/QC	Approved by: Director Operations