CHEMSBURY

QUALITY MANAGEMENT SYSTEM MANUAL

Established to the requirements of

ISO: 9001: 2015-Quality Management Systems

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Prepared By : Date & Signature	Approved By : (Executive Director) Date & Signature

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I TABLE OF CONTENTS

II REVISION HISTORY

Issue No.	Rev. No.	Date		Amendment Details	Page No.(s)

III LIST OF ABBREVIATIONS

QMS	-Quality Management Systems
ISO	-International Organization for Standardization
CB	- Chemsbury
LLC	-Limited Liability Company
NCR	-Non Conformity Report
QA/QC	-Quality Assurance / Quality Control
Rev. No.	-Revision Number
UAE	-United Arab Emirates

VI INTRODUCTION

This QMS manual has prepared, reviewed, approved and issued with a primary view to provide guidelines for effective implementation of the Quality management system in various functional areas/departments/offices/project sites of Chemsbury.

The QMS manual generally conforms to the requirements of ISO: 9001:2015 standard and it contains the management's interpretation of various clauses and sub clauses of these standards, established/applied in the organization.

The QMS manual has been prepared, reviewed, approved and issued to all concerned with the following intends.

- To give a brief description of the Quality management system, that reflects the policy of the management on quality related aspects.
- To serve as a reference to all departments/sections in the company in fulfilling their responsibility towards quality as well as customer requirements.
- To serve as a guide for internal QMS audits.
- To enable the management to measure, analyze and improve the Quality management system as and when necessary.
- To describe the interaction between the processes of the Quality management system.
- To narrate the scope of the Quality management system, including details of and justification for the exclusions, if any.
- To provide reference for the documented requirements of QMS procedures established for effective functioning of the Quality management system established.
- To provide guidelines for establishing the objectives and processes to deliver results in accordance with customer requirements and the organization's quality policy.

AMENDMENT PROCEDURE

Any amendment to this QMS Manual shall be reviewed by the Management Representative and approved by the Chemsbury's Executive Director. The revision and/or reissue as required and issue control of this QMS manual shall be the responsibility of the Manager.

In case of the change to the QMS Manual, the issue number shall incremented by one and the reason/details of the new issue shall be recorded in the History of Revisions, with necessary changes in the Issue Control Note.

The controlled copies of the quality manual shall be identified by controlled copy number and/or 'CONTROLLED COPY' seal in red color in all the pages.

The Manager shall ensure that controlled copies are updated promptly. The Manager shall distribute all amendments of the QMS Manual to all holders of controlled copies and shall retrieve and destroy all the obsolete controlled copies. Obsolete master copy of the QMS manual shall be kept on a separate file by the Manager for a minimum of 5 years, with 'OBSOLETE' seal and date of obsolesce.

Uncontrolled copies of the QMS Manual shall be issued for marketing or promotional purposes, or issued to customers on demand or other interested parties for reference purposes upon the approval from the Managing Director. In case of uncontrolled copies of QMS manuals previously issued shall not be updated during any subsequent amendments/revisions on the manual.

Manager shall be responsible for affixing 'UNCONTROLLED COPY' seal in all the pages for all uncontrolled copies issued.

1.0 SCOPE OF SERVICE & EXCLUSIONS

Scope

The scope of the Quality management system established in Chemsbury, Dubai, United Arab Emirates is as per requirements of ISO 9001:2015 and is as follows.

Trading of water treatment equipments and related accessories.

Exclusions

As Chemsbury at UAE is involved in trading of water treatment equipments and related accessories, the following clause is not applicable and shall be excluded from the scope of the certification.

Clause 8.3: Design and Development.

In case any change is introduced in the scope of our activities or exclusion of clauses or subclasses of any of the standards ISO 9001:2015 with respect to the activities of the organization in future, the changes/exclusions will be reviewed, necessary changes will be made immediately in the Quality management system established and implemented by the organization and its integrity will be maintained.

2.0 NORMATIVE REFERENCES

The latest editions/versions of the following standards are referred for the provision of the contents of this QMS manual and for establishing and implementing the system at Chemsbury.

- *ISO: 9000:2000, Quality management systems-Fundamentals and vocabulary.*
- *ISO: 9001:2015, Quality management systems-Requirements*
- *ISO: 9004:2000, Guidelines for performance improvements.*

The complete list of QMS procedures developed by the organization to ensure the effective planning, operation and control of its processes including the documented procedures required by the standards is available in the 'List of Records' format.

3.0 TERMS & DEFINITIONS

Customer: Organization or person that receives a product or service.

Inspection: Activities such as measuring, examining, testing one or more characteristics of a product or service and comparing these with specific requirements to determine conformity.

Interested Party: Person or group, inside or outside the workplace, concerned with or affected by QMS performance of an Organization.

QMS: QMS means Quality Management System covering quality.

QMS Audit: A systematic and independent examination to determine whether QMS activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

QMS Policies: The overall intentions and direction of the company as regards quality, as formally expressed by the Managing Director of Chemsbury.

QMS Procedures: QMS Procedures are consistent with requirements of ISO 9001:2015standards and are as necessary for implementation of Quality management system. These define a systematic approach, necessary for the effective management and satisfactory fulfillment of activities to be carried out.

Objectives: Objectives are broad performance goals (Where the organization wants to get to and it helps to verify whether the desired or needed result to be achieved by a specific time)

Organization: Group of people and facilities with an arrangement of responsibilities, authorities and relationships.

Nonconformance: The deficiency in the product or system that does not meet the requirements of specifications and quality.

Organization Structure: The structure of an organization is the pattern of responsibilities, authorities and relationships that control how people perform their functions and govern how they interact each other.

Process: In general, a process uses resources to transform inputs to outputs. In any case, inputs are turned into outputs because some kind of work, activity or function is carried out.

Product: Result of activities. The term ‘product’ encompasses also ‘service’.

Quality: Degree to which a set of inherent characteristics fulfills requirements.

Requirement: A requirement is a need, expectation, or obligation.

Risk: Combination of the likelihood and consequence(s) of a specified hazardous event occurring.

Risk Assessment: Processes of evaluating the risk(s) arising from a hazard(s), taking into account the adequacy of any existing controls, and deciding whether or not the risk(s) is acceptable.

Specification: The document which prescribes the requirements of product / services / activities must conform to.

Supplier: Organization or person that provides product or service.

Targets: Targets are detailed performance requirements (steps towards meeting the organization's goals) eg. improve chemical control & conduct manual handling training.

4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and Context

Chemsbury Management has determined external and internal issues that are relevant to the products and in accordance with requirements of ISO 9001:2015 standards and strives to continually improve its effectiveness.

The scope of the Quality management system is defined and documented by the Chemsbury Management and the same is available in section 1.0 of this QMS manual.

Context of the organization requires the organization to evaluate itself and its context. This means that it is needed to define influences of various elements on the organization and the way they reflect on the QMS, the company's culture, objectives and goals, complexity of products, flow of processes and information, size of the organization, markets, customers, etc. It is also a means to detect risks and opportunities regarding the business context.

As the scope of the QMS is defined, together with exclusions, and processes and their relations are identified, the following steps need to be taken:

Chemsbury's internal context is the environment in which it aims to achieve its objectives. Internal context can include its approach to governance, its contractual relationships with customers, and its interested parties. Things that need to be considered are related to the culture, beliefs, values, or principles inside the organization, as well as complexity of processes and organizational structure.

4.2 Understanding needs and expectations of the interested parties

Interested parties include direct customers, end users, suppliers and partners, regulators, and others. Others could include people in the organization, owners/shareholders, and even society. These parties add value to the organization or are impacted by the activities within the organization. Identifying and meeting their needs is important to implementing an efficient and effective quality management system. Their feedback can really help to determine what can be improved in the organization, and how.

4.3 Determining the Scope of the QMS

To determine external context, Chemsbury consider issues arising from its social, technological, environmental, ethical, political, legal, and economic environment. Examples of external context may include:

- government regulations and changes in the law
- economic shifts in the organization's market
- the organization's competition
- events that may affect corporate image
- changes in technology

4.4 Quality Management System and its Process

Chemsbury Management has established, documented, implemented and maintained our Quality management system in accordance with requirements of ISO 9001:2015 standards and strives to continually improve its effectiveness.

The scope of the Quality management system is defined and documented by the Chemsbury Management and the same is available in section 1.0 of this QMS manual.

To comply with the standards requirements and in order to fulfill these requirements, Chemsbury has determined the processes needed for the Quality management system and their application throughout the organization. The sequence and interactions of these processes are determined. The criteria and methods needed to ensure that both the operation and control of the processes are effective are also determined.

The resources as well as information needed to support operations and monitor the processes are provided. The processes are monitored, measurements are carried out and analyses are done.

Necessary actions are taken for the achievement of planned objectives. Actions required for the continual improvement of the processes are taken whenever necessary.

In case when the present resources available in the organization are not adequate to carry out an activity, outsourcing is done. In such cases the organization ensures control over such processes that may affect product/service conformity with requirements. The type and extent control measures of outsourced processes are identified within the Quality management system. While ensuring control over outsourced processes, Chemsbury also ensures that such processes do not absolve the responsibility of conformity to all customer, statutory and regulatory requirements.

Processes needed for the Quality management system include the processes for management activities (management review, internal QMS audit, hazards and risks assessment, aspects and impacts evaluation, etc), provision of resources, product realization, measurement, analysis and improvement.

5.0 LEADERSHIP

5.1 Leadership Commitment

5.1 General

Chemsbury Leadership is committed to develop, establish, implement and maintain the Quality management system and also for the continual improvement of its effectiveness by ensuring.

- Taking accountability for the effectiveness of the QMS.
- Ensuring that the Quality policy and Company objectives are established for the QMS and are compatible with the context and strategic direction of the organization.
- Promoting the use of the process approaches and risk based thinking.
- Communication to every section/department/project sites of the organization the importance of meeting customer as well as statutory and regulatory requirements. This is done via meetings, internal communication (e-mails, inter office memos, notice boards, etc), training and orientation, and customer order/contract review process, etc.
- Management reviews are conducted periodically
- Availability of all required resources, including human resources and specialized skills, organizational infrastructure, technology and financial resources.
- Active involvement in day to day activities.
- Creating environment of people involvement, encouragement and rewards.

The Quality Policy and Company objectives are established jointly by the Managing Director, Manager and the Department Heads. The objectives are finally approved and authorized by the Managing Director.

The Company objectives are established in the first Management Review meeting of the year. The objectives shall be measurable including identifying the Responsible persons with the Action plan and target dates.

The approved copy of Quality objectives shall be scanned and forwarded to the concerned persons via E-mail and also shall be posted in the "ISO Document" folder in the common server.

The Tracking of the objectives shall be performed by the Manager and reported to the Managing Director. In case of any non conformity in achieving the objectives, it shall be handled through raising a Non Conformity report. The Non conformity report shall be initiated by the Managing Director.

The Management Review meeting shall be conducted once in six months. The Agenda for the meeting should at least consist of the following:

- Follow up action of the previous Management Review Meeting.
- Review of Quality objectives.
- Analysis of Customer Feedback and satisfaction.
- Review of Customer complaints.
- Review of External/Internal Audit observation and its responses.
- Review the status of the Non conformities report.
- Any additional recommendations and improvements.
- Resource Requirements.

The Leadership of Chemsbury shall ensure that this Quality Manual, Policy, objectives and related procedures are effectively transcribed o them by means of:

- Conducting awareness training and Job specific trainings.
- Conducting Internal Audit.
- Frequent performance evaluation monitoring.

5.1.2 Customer Focus

Chemsbury Management ensures that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction. The requirements of the customer are communicated within the organization with top priority and necessary actions are taken to satisfy these requirements in time. Chemsbury Management ensures that Customers' requirements are met with due regards to applicable legal requirements and other requirements.

Chemsbury continuously strives to ensure that the risk and opportunity that can affect conformity of the product and services and the ability to enhance customer satisfaction are determined and addressed and thus improve its responsiveness to its customers and to provide products/services as agreed.

As and when any complaint or suggestion either orally or written is received from the customers, the matter is analyzed and resolved so as to meet the agreed expectations or requirements. We have established a system of collecting feedback from the customers to facilitate communications including the complaints, if any. The feedback system in place provides indications regarding the satisfaction level of the customers in meeting their requirements. In addition to this, a system of meeting the customers is also available to know their perception about the quality of products and services supplied by us. The major and repetitive complaints from customers are discussed in management review committee meetings and suitable actions are taken for continual quality improvement in products/services.

The customer satisfaction/feed back is conducted and reviewed by the Commercial Manager and report the feed backs to the Managing director and the manager during the Management Review Meetings. Analysis of the feedback is performed by the Manager.

5.2 QMS Policies

5.2.1 Developing of QMS Policy

The Chemsbury Management has documented and established its QMS policies with a view to satisfy the need and expectations of customers while ensuring that all the applicable legal requirements are implemented and also to provide scope for continual improvement of the effectiveness of the Quality management system.

Chemsbury's QMS Policies are defined and authorized by the Managing Director of Chemsbury. Chemsbury Management ensures that the QMS policies is appropriate to the purpose of the organization, nature and scale of OH&S risks, nature and scale of Environmental impacts includes of its activities/products/services, the commitment to comply with requirements (including all legal requirements) and is reviewed in all management review meetings to ensure its appropriateness and continuing suitability.

The QMS policies of Chemsbury provides framework for setting and reviewing objectives/targets related to Quality as appropriate.

5.2.2 Communication of QMS Policy

Chemsbury Management is committed to these QMS policies and strives to ensure that these policies are communicated, understood, implemented and maintained at all levels of our organization in their respective functional area, as appropriate.

The QMS policies are discussed with new employees as part of their orientation and are displayed in various work areas of Chemsbury, including project sites so as to ensure its availability to the public or other interested parties and also to ensure that it is communicated to all persons working under the control of Chemsbury with an intent that they are made aware of the QMS obligations.

5.3 Roles, Responsibilities and Authority

The organizational structure of Chemsbury is given as Annexure to this QMS manual. The Managing Director assigns the responsibility and authority of different functional/department managers. Each functional/department manager assigns responsibilities to subordinates and delegate appropriate authority for discharging responsibilities. During the absence of functional/department manager, the next superior person(s) below him carries out his duties, overseen by the superior of functional/department manager.

Responsibility of each employee towards Quality Management System

An employee, within the scope of his responsibility, shall carryout the following.

- Check the information available in the form of records, work instructions, oral instructions or in any other form to perform the specific job for adequacy and get them corrected if necessary.
- Check the material/items given for performing the specified job and report deficiencies, if any, to the immediate superior.
- Perform the assigned job satisfying the Quality requirements as well as the customer requirements.
- Control further processing, delivery of nonconforming products until deficiency or unsatisfactory condition is corrected/rectified.
- Verify the completed job against requirements for shortcomings and ensure that only defect free output pass through.
- Demonstrate awareness to Chemsbury's QMS policy, objectives, targets and program.
- Do their best to achieve policy, objectives, targets and programs.
- Respond positively to emergency situations and resume their duties and roles in case of emergency situations actively.

All employees of Chemsbury have the freedom and authority to suggest changes for a product, process, or the Quality management system including:

- Initiate action which prevents the occurrence of non-conformances/risks/hazards.
- Identifying and recording product, process, and Quality management system problems.
- Initiating, recommending, or providing solutions through designated channels.
- Verifying the implementation of solutions.

The roles, responsibility, authority and the interrelation of all personnel who manage, perform, and verify work affecting QMS have been defined, communicated and documented in the QMS documents supported by individual job descriptions. The common roles, responsibilities and authorities of the key personnel, including functional /department managers are as follows:

- Identifying and initiating actions to prevent the occurrence of nonconformities related product, process and QMS.
- Identifying training needs of directly reporting subordinate staff members and to arrange training programmes in coordination with Manager/HR department.
- Ensuring the system of communication is effective within the department and also between Chemsbury and customers, principals, consultants, suppliers, clients, project site offices, etc.
- Ensuring the availability of adequate resources and their optimal deployment.
- To provide effective leadership, communicative instructions, motivate and provide a suitable working environment for subordinates' development.
- Assign duties, responsibilities or targets for the subordinate staff members.
- Responsible for collecting feedback/suggestions, analysis of feedbacks and to sort out customer complaints.

- Responsible to conduct performance review meetings/divisional meetings with subordinate staff members periodically and as and when required.
- Responsible to ensure that required safety & security measures are taken and safe working practices are followed by the employees while on duty.
- Perform review and give recommendations for QMS procedures and work instructions related in their sections and to follow up for the effective implementation and maintenance of QMS documents.
- Review objectives, targets and program and ensure achievement, for those related to their functional area/department.
- Attends regular progress and management review meetings to discuss QMS issues

The responsibilities and authority of the key personnel for QMS implementation are as follows:

Managing Director

- Overall control of the organization - policy and direction.
- Growth and development of the organization.
- Allocating fund/investment in line with company growth objectives.
- Ultimate responsibility for quality and quality management system.
- Chairing the management review meeting.
- Approval of QMS manual, QMS Procedures, QMS policies, Training needs, objectives and targets.
- Meet the principals and major customers to strengthen inter-organization relationships.
- Recruiting & selecting senior personnel.
- Ensure the availability of resources essential to establish, implement, maintain and improve the QMS.
- Ensures that the QMS is reviewed to ensure its continuing suitability and effectiveness in satisfying the requirements of the standards, the objectives and exceeding customers' expectations.
- Defining the roles, allocating responsibilities and accountabilities, and delegating authorities to facilitate effective QMS management;
- Ensure that the roles, responsibilities, accountabilities and authorities are documented and communicated.
- Chairs the Management Review meetings.
- Ensuring that the processes needed for the Quality management system are established, implemented and maintained in accordance with the ISO 9001:2015 standard requirements.
- Ensure the awareness of customer requirements, QMS system, including QMS policies, objectives, targets, programme(s) and statutory/regulatory/legal requirements throughout the organization.
- Liaison with external interested parties on all matters relating to QMS, including customers/other interested parties.
- Manage the day-to-day operations of the QMS as required by QMS documents;
- Review, with department managers/ functional heads, the QMS in their sections as and when required;
- Establish and control the document and data control system;

- Establish Internal QMS audit Plan, Organize and conduct internal QMS audits, coordinating with internal QMS auditor(s).
- Report the results of internal audits, corrective and preventive actions and the overall effectiveness of the QMS to Chemsbury Management;
- Ensure that follow-up audits are carried out in order to verify the implementation and effectiveness of corrective and preventive actions taken on non conformances reported during previous audits.
- Prepare and plan internal QMS audits in accordance with the yearly internal QMS audit plan and/or with the internal QMS audit schedule.
- To conduct internal QMS audits and prepare audit reports and non-conformance reports.
- Discuss the results of internal QMS audits with the departments managers/ functional heads being audited, and agree on timely corrective actions required to prevent recurrence.
- Control on QMS non-conformances; ensure identification and implementation of appropriate corrective and preventive actions on non-conformances.
- Conduct follow-up audit to verify effectiveness of corrective and preventive action done.

6.0 Planning

6.1 Actions to address risks and opportunities

Chemsbury management considers the issues and requirements as referred in section 4 of this manual, to determine the risk and opportunities.

The risk for the each activities of organization process shall be identified by the respective department heads. The identified risks shall be reviewed and approved by the manager and Managing Director. In case of any additional risks identified by the Manager/ Managing Director shall be amended.

Risk assessment and Control measures shall be finalized and authorized by the Managing Director.

Implementation is performed by the respective department heads, under the supervision of the Quality Manager and Managing Director.

6.2 Quality Objectives, Targets and Planning

Chemsbury Management has ensured that QMS objectives/targets are documented, implemented and maintained, which are measurable, where practicable, and consistent with the respective QMS policies and that include commitment to continual improvement. It is ensured that the QMS objectives defined include those needed to meet the requirements of applicable legal & product/services and are established at relevant functions and levels within Chemsbury.

The responsibility for achieving the objectives and targets are defined and all objectives and targets will be communicated throughout Chemsbury so that staffs are aware of it.

Chemsbury Management ensures that necessary programme(s) are established, implemented and for achieving the defined objectives and targets. While defining the programme(s) it ensures that the programme(s) includes:

a. Designation of responsibility and authority for achieving objectives at relevant functions and levels of Chemsbury.
b. The means and time-frame by which the objectives are to be achieved.

While establishing and reviewing the QMS objectives/targets, the Chemsbury Management has ensured that it has taken into account the applicable legal requirements & other requirements to which the organization subscribes as appropriate. It also considers its technological options, its financial, operational and business requirements, internal & external communications and the views of interested parties.

Achievement of the objectives/targets and/or programme(s) are discussed during management review meeting. Programme(s) are subject to amendment and re-approval as necessary, to ensure that objectives/targets are achieved.

Objectives, Targets and Programme(s) are fixed every year during the first quarter and the same is authorized by the Managing Director. Progress on achievement of the targets set for these QMS objectives/targets are monitored during every management review meetings and appropriate actions are taken.

Chemsbury Management is responsible for monitoring and achievement of the defined objectives/targets. Continual improvement is the ultimate in house goal that the company tries to achieve. Priorities will be given to achievement of objectives and targets to those that meet legal requirements & reduce high risks.

6.3 Quality planning of changes

In case of changes are planned and implemented to the quality management system, Manager ensures that the change is conducted in a controlled manner and that the integrity of the Quality management system and its objectives are maintained during the change.

The following factors are considered when compiling and assigning significance to the environmental aspects and associated impacts:

- QMS Policies
- Legal / Statutory requirements
- Views of the Interested Parties / Clients / Contract Specifications.
- Reduction of Natural Resources Consumption

7.0 Support

7.1 Resources

7.1.1 General

Chemsbury Management has defined and provided the resources needed to establish, implement and maintain the QMS, and to improve its effectiveness so as to enhance customer satisfaction. Resources include human resources & specialized skills and infrastructure (buildings, process equipments (both hardware and software), workspace and associated utilities, supporting services (transport, communication or information system), technology, financial resources, etc.

Resources are allocated against the initial forecast requirements and are reviewed during management review meetings and supplemented where necessary. Annually, the management establishes quality objectives, including business objectives, and evaluates the resources required to meet stated objectives.

Department managers determines and provides that all the resources needed to implement and maintain the QMS effectively to satisfy the needs of the customers, and to continually improve its effectiveness is available in their respective departments.

The topic 'Adequacy of existing resources' stands part of agenda of every management review meetings and is provided, if necessary.

7.1.2 People

Necessary system is established to ensure that personnel performing work affecting conformity to product requirements (or personnel performing any task within QMS, in general) are competent for their duties assigned on the basis of appropriate education, training, skills and experience.

The appropriate educational qualification, experience and other specific requirements, if any, are considered during the selection/recruitment process for each category of employees. Managing Director, Executive Director and Department Managers are responsible for ensuring availability of adequate & competent human resources in all the departments of Chemsbury.

7.1.3 Infrastructure

Based on the requirements, necessary infrastructural facilities are identified and provided by the Chemsbury Management, to achieve conformity product/service with QMS requirements.

Work areas are organized according to space required for assigned tasks.

Department managers ensure those infrastructures needed to achieve conformity to product/service requirements and QMS objectives & targets are available in their respective departments, including project sites, as required. Infrastructure include, as applicable:

- Buildings, workspace and associated utilities,

- Process equipment (both software and hardware), and

- Supporting services (such as transport, communication or information systems)

7.1.4 Environment for the operation of the Process

Chemsbury Management has determined and manages the work environment suitable for a healthy, safe, friendly and comfortable for the employees to achieve conformity to product/service and also QMS requirements and also rationalize its consumption of natural resources and prevent pollution.

Most significant among them are facilities, health and safety, housekeeping and work ethics, which are managed by department managers in their respective departments and overseen by Chemsbury Management. This includes but not limited to control of physical and environment factors, such as humidity, temperature, noise, pollution, lighting or weather.

7.1.5 Monitoring and Measuring Resources

Chemsbury Management applies suitable methods for monitoring and, where applicable, measurement of the resources necessary to meet customer requirements. The methods applied demonstrate the ability of the resources to achieve planned results. When planned results are not achieved, corrective and preventive actions will be taken, as appropriate, to ensure conformity of the processes.

While determining suitable methods, the Chemsbury Management considers the type and extent of monitoring or measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and on effectiveness of the Quality management system.

Department Managers are responsible for ensuring processes within their department are effective, by ensuring that the processes are accurately defined, and by ensuring that only qualified and competent personnel carry out critical processes.

Monitoring and measuring performance ensures that objectives & targets are met and controls are effective. Proactive monitoring will ensure compliance with the system, operating criteria & applicable legislation whereas reactive monitoring investigates accidents after happening. Results of monitoring will be recorded in order to facilitate corrective and preventive actions.

The monitoring and measurement of the QMS processes includes witnessing the performance of employees by their superiors and review of the feedback from customers and others. When monitoring and measuring processes, considerations might be given to:

- Process capabilities

- Efficiency and productivity of employees

- Waste minimization

7.1.6 Organizational Knowledge

Chemsbury shall determine the knowledge necessary for the operation of its processes and achieve conformity of Product/ services, Environment aspects and Occupational Hazards.

7.2 Competence

Chemsbury Management has determined the necessary competency for personnel performing work affecting conformity to product and QMS requirements.

The respective Department heads decides the competence for each role/functions.

The competence is evaluated through the Performance Evaluation format. The performance evaluation is performed annually by the Managing Director along with the HR Manager.

7.3 Awareness

The training needs of individuals are being identified by the respective department managers and where applicable additional training is required, In-house as well as external training programmes are arranged to ensure that personnel performing work affecting QMS are competent/has achieved necessary competence enough to carry out the work.

Evaluation criteria for evaluating the effectiveness of training programmes are developed and necessary records are maintained.

Manager/HR Department maintains the relevant records of education, experience and training of the employees, which includes resume, training records and certificates, experience certificates, etc.

Department managers ensure that employees in their department are aware of their tasks and importance of their role in carrying out the activity assigned with full involvement so as to achieve the QMS objectives, targets and programme(s).

Documented procedures are established (by taking into account different levels of responsibility, ability, language skills, literacy and risks) to ensure the training needs of employees are identified and required trainings are provided them to do their job with goals of customer satisfaction and QMS effectiveness in mind.

7.4 Communication

7.4.1 General

Chemsbury Management has established, implemented and maintained a mechanism, which ensures that there will be effective internal communication, participation and also consultation between the various levels and functions within Chemsbury for all matters related to the effective implementation of the QMS.

7.4.2 Internal Communication

There is proper and effective communication system within the organization for transmitting information through LAN connected computer network, fixed and cell phones, inter office memos, circulars, notifications in the notice boards, oral communication, department meetings, management review meetings, etc for effective implementation of the QMS management system. The management review meetings (MRM) reviews the effectiveness of the Quality management system (QMS) and customer issues, if any, as well as improvement opportunities.

Any representation regarding the QMS can be transmitted to the Chemsbury Management by any employees. The management shall decide the appropriate action and responds as appropriate.

Chemsbury Management is involved in developing and review of policies and procedures which shall ensure that risks are controlled and managed; staffs are consulted through their department managers/functional heads when changes to QMS are introduced.

7.4.3 External Communication

Chemsbury Management also ensures that, when appropriate, relevant external interested parties are consulted /communicated about QMS matters such as pertinent Quality issues and significant environmental aspects. In such cases, the decision shall be documented and methods for this external communication shall also be established.

7.5 Documented Information

7.5.1 General

Chemsbury Management has a documented a Quality management system and the same are inclusive of:

- Documented statements of QMS policies and objectives/targets, for quality management systems.
- QMS manual.
- Documented QMS Procedures and records required by ISO: 9001:2015 standard.
- Other documents determined by Chemsbury Management to ensure the effective planning, operation and control of all the processes of its various sections/departments/project sites/significant environmental aspects, which is inclusive of records, work instructions, job descriptions, QMS procedures, Product catalogues, Design and engineering manuals or specifications, Installation guides or standards, other relevant external standards/specifications, etc.

The QMS documentation of the Chemsbury, specifically QMS manual, QMS procedures, work instructions/job descriptions, QMS records (forms & formats) are interlinked each other through appropriate references in each of these documents.

The type and extent of these QMS documents depends upon type of activities, complexity of processes and their interaction as well as the competence of personnel performing the activity. However, documents shall satisfy Chemsbury's requirements, statutory requirements, national /

international standards, needs and expectations of clients/interested parties, objectives and policies. Relevant documents are made available to all staff concerned.

Chemsbury Management has established and maintained this QMS manual specifying the quality, management systems, which includes:

- Scope of the Quality management system including details of exclusions and their justification.
- Reference to the documented procedures established for the Quality management system, and
- Description of main elements / clauses of the system and the interaction between the processes of the QMS.

The QMS manual also addresses the requirements of the international standards; contain Chemsbury QMS policies & organization chart, defines level of authority and responsibility for key staff, etc.

The QMS is documented in a way that suits best the mode of operation and is the most user-friendly for the employees.

7.5.2 Creating and updating of Documented information's

In order to provide conformity to requirements and effective operation of the Quality management system, Chemsbury Management has established the necessary records.

The records are maintained in legible, identifiable and easily retrievable. Records are stored in an environment suitable to prevent loss, damage and/or deterioration.

Records are maintained suitably using forms or formats in registers or files or as electronic in the computer system. For records maintained in the computer system, access control and backup are provided.

Documented procedures are available for control of the records needed to provide evidence of conformity to requirements and for the effective operation of the Quality management system. The criteria for identification, storage, protection, retrieval, retention time and disposition of records are also defined in the documented procedures 'Control of Records'.

7.5.3 Control of Documented information's

All the documents required by the Quality management system are controlled. Chemsbury Management has documented, established, implemented and maintained a procedure, Document & Data Control, for the control of documented information.

The documented procedure ensures that

- Documents are approved for adequacy prior to issue.
- Documents are reviewed and updated as and when necessary and re-approved.

- Changes and revision status of documents are identified.
- Documents are maintained to ensure that they remain legible and readily identifiable.
- Relevant versions of applicable documents are made available at the point of use.
- Documents of external origin determined by Chemsbury, which is necessary for the planning and operation of the Quality management system, are identified and their distribution controlled.
- Unintended use of obsolete documents is prevented and obsolete documents retained for any purpose are identified suitably.

8.0 OPERATIONS

8.1 Operational Planning and control

In Chemsbury, we plans and develops all the processes needed for the operations. Planning of operations is consistent with the requirements of other processes of the Quality management system.

In planning of the operation, Chemsbury has determined the following, as appropriate:

- QMS objectives/targets and requirements of product/service:
- The need to establish processes, documents, and provide resources specific to the product/service;
- Records needed to provide evidence that the realization processes and resulting product/service meet requirements.

It is ensured that the output of this planning is in a form suitable for the organization's method of operations.

In Chemsbury we are also guided by our declared QMS policies in all facets of our product/service realization process. It will be our endeavor to realize our QMS objectives/targets by planning of our product realization taking due care of the following, so that all significant aspects and risks are controlled and managed.

- Reviewing the customer as well as applicable legal and other requirements to ensure that they are adequately defined and documented and that we have the capability of meeting these requirements.
- Procuring the materials required for processing the product/service from reliable sources and ensuring that they conform to requirements.
- Providing documented procedures, work instructions, quality plans, job descriptions (with defined authorities and responsibilities) for the production/service process where the absence of the same can adversely affect the product/service requirements.
- Ensuring that all resources (including proper allocation of resources) required including competent personnel, equipments, software, hardware and tools are available.

- Planning and implementing inspection, testing, verification and monitoring at appropriate stages.
- Reviewing, nonconformities if any and taking appropriate decision/action.

8.2 (A) Requirements of Products and services

8.2.1 Customer Communication

Chemsbury has determined and implemented effective arrangements for communicating with the customers in relation to:

- Product/service information,
- Enquiries, contracts or order handling, including amendments, and
- Customer feedback, including customer complaints.

Chemsbury Management has established, implemented and maintains a documented procedure in order to define and ensure effective internal and external communication systems related to QMS is achieved.

All communications with regulatory bodies and outside interested parties / clients regarding QMS issues are controlled by the Managing Director. Such communication will be recorded and the effect on the overall QMS performance is considered

Chemsbury Management is not obliged to release full details of its Quality performance. It is totally up to the Chemsbury Managing Director to decide the degree of openness.

Customer communication is very important to the success of Chemsbury. We maintain open communication with our customers through website, e-mail, telephone, fax, etc.

Customers can call, e-mail, fax, or write to us with any questions or comments they have with the products/services we offer.

A system of colleting the feedback from the customers, especially on completion of sale, are developed and used to know their perception on the quality of products/services delivered by us.

Customer complaints are handled with top priority by taking appropriate actions by the respective the departmental heads/managers. Customer comments and concerns are discussed during operational review meetings and management review meetings.

8.2.2 Determination of Requirements Related to Product and Service

The requirements related to the product/service are determined by Chemsbury. The requirements include

- Requirements specified by the customer, including the requirements for delivery and post delivery activities, (post delivery activities include, contractual obligations such as maintenance services, warranty provisions, etc)
- Requirements not stated by the customer but necessary for specified or intended use, where known,
- Identifying hazard, risks and determining controls involved,
- Infrastructure, equipment and materials at workplace, whether provided by the organization or others,
- Hazards created in the vicinity of the workplace by work-related activities under the control of the organization,
- Routine and non routine activities,
- Statutory and regulatory requirements applicable to the product/service, and
- Any additional requirements considered necessary by the organization.

Requirements are reviewed prior to acceptance of order. The Chemsbury Management ensures that all the requirements related to the type of product/service are defined and determined during planning and progressive meetings. Customer requirements may be in the form of request for quote, purchase order, contract, etc.

Requirements not specially stated by the customer but Chemsbury is aware of is also included in the Chemsbury's product realization processes.

8.3 Design and Development of Products and Services

Chemsbury is involved in trading of water treatment equipment and related accessories, hence Designing is excluded from the Scope of the QMS system.

8.4 Control of externally provided process, Products and services

8.4.1 General

Chemsbury has established a system to ensure that externally provided process, products and services conforms to the requirements.

Chemsbury has determined the controls to be applied externally provided processes, products and services when:

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

8.4.2 Type and Extent of control

Chemsbury has established external service and product providing process to ensure purchased products and services conforms to specified purchase requirements. Chemsbury Management ensures that Chemsbury QMS policies and requirements are communicated to external providers and encourages them to demonstrate their compliance with our QMS policies.

Chemsbury:

- Evaluates and selects its external providers based on their ability to supply product or service in accordance with our requirements.

- Defines the type and extent of control to be exercised depending upon the impact of purchased product or service on the quality of final service/product, and previously demonstrated capability and performance of suppliers.

Purchase Manager and Storekeepers are responsible for the purchasing of all goods and services required for the product/service and for ensuring that the purchased product conforms to the requirements.

The criteria of selection and evaluation and re-evaluation of suppliers are established and is documented in operating procedure for Purchase. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

The procedures for Purchasing Control and Preservation of Products describe the processes used to verify that purchased product meets specified purchase requirements. The Stores department ensures that product/service received conforms to the stated requirements of purchase order, with the help of Quality Control department.

Physical inspections of all incoming items/materials are done prior to acceptance and storage. Quality inspections are done by the QA/QC engineers/inspectors, if necessary, as per the quality plan or inspection checklist and/or by referring to product catalogues.

In case if Chemsbury or its customer intends to perform verification at the supplier's premises, Purchase Manager ensures that the intended verification arrangements and method of product release is clearly mentioned in the purchase orders/LPO.

8.4.3 Information of External Providers

Externally required products and services information is conveyed to the suppliers using purchase orders (LPO) and other documents contain information describing the product/service to be purchased, including where appropriate:

- Requirements for approval of product/service, process and equipment,
- Design requirements,
- Quantity,
- Requirements for qualification of personnel, and

- QMS requirements.

Purchase Manager and/or Storekeepers ensures that purchasing documents contain clear description of the product or service ordered including brand names, specifications, identification codes, quantities, numbers, delivery schedules, etc as applicable. The purchasing documents are reviewed to ensure the adequacy of requirements before orders are placed with suppliers. The purchase orders are released only after verification and approval by the Managing Director.

8.5 Service Provision

All departments of Chemsbury are responsible for planning, monitoring and controlling service processes as necessary to meet established QMS requirements and/or customer requirements.

8.5.1 Control of Production and Service Provision

Chemsbury Management plans and delivers its contracts under controlled conditions and in compliance with QMS requirements. Controlled conditions include, as applicable:

- Availability of information that describes the characteristics of the product,
- Availability of work instructions/quality plans/job descriptions, as necessary,
- Implementation of monitoring and measurement, and
- Implementation of release, delivery and post-delivery activities.

8.5.2 Identification and Traceability

Products and their accessories/components are identified using appropriate identification code numbers and/or product/brand names/specifications during receipt, storage, issue, delivery, service and maintenance, etc. Storekeepers are responsible for the process to ensure that the products are identified by suitable means.
Where traceability is a requirement, Chemsbury controls and records the unique identification of the documenttion.

Traceability for the documents shall be by following the following numbering format:

Sl no:	Activity	Doc Ref numbering format *
1	enq from client	CHEMS-ENQ-XXX
2	rfq to my suppliers	CHEMS-RFQ-XXX
3	offer to my client	CHEMS-OFFER-XXX
4	chemsbury PO to suppliers	CHEMS-PO-XXX
5	Material receiving	CHEMS-GRN-XXX
6	DA from Chemsbury to client along with MTC	CHEMS-DA-XXX
7	Submitting Invoice	CHEMS-INV-XXX
8	Payment receiving	CHEM-CRV-XXX

*'XXX' shall be number in series and this number shall be unique for an individual job.

8.5.3 Property belonging to customers or external providers

Chemsbury exercises care with customer or external provider property while it is under the Chemsbury's control or being used by the Chemsbury. Chemsbury identifies, verifies, protects and safeguards the customer property provided for use or incorporation into the service delivery.

Inadvertent damage to, or loss of, customer supplied product is immediately recorded and communicated to the customer for resolution. All the records pertaining to Customer property are maintained.

8.5.4 Post Delivery Activities

Chemsbury shall ensure that it meets the requirements for the post delivery activities associated with the products and services.

Chemsbury considers following required for Post delivery activities

a) Statutory and regulatory requirements
b) Potential undesirable consequences associated with the product and services
c) Nature and use of products and services
d) Customer requirements
e) Customer feedback

8.5.6 Control of Changes

Chemsbury reviews and control of changes for service provisions, to the extent necessary to ensure continuing conformity with requirements.

8.6 Release of Products and Services.

The incoming products are inspected or verified to conformance to specified requirements during incoming stage.

The inspection and test of products supplied/installed are done as per customer requirements or as per the criteria set by the Chemsbury or as per the relevant standard/specification requirements. Inspection results are as evidence of conformity with the requirements. The inspection results with the acceptance criteria / quality plan are maintained as an evidence of conformity. Products that fail any inspection or tests are removed from the process and are identified and stored separately to avoid inadvertent use.

It is ensured that product release and service delivery to the customer will not proceed until all the specified activities or planned arrangements have been satisfactorily completed, unless otherwise approved by the customer. The records also indicate the person authorizing the release of the product/service for delivery to the customer.

8.7 Control of Nonconforming Product.

The possibility of inadvertent use or delivery of nonconforming product is ruled out by adopting appropriate control measures during various stages of product realization. The organization ensures that product/service which does not conform to product/service requirements is identified and controlled to prevent its unintended use or delivery.

Department Managers and Manager are responsible for identification, recording and immediate reporting of any instances of non-conforming product, handling and investigation causes of non-conformity and recording reasons for non-conformity. The causes of non-conformity will be investigated by the relevant Department Manager.

The nonconforming products/services are reviewed and suitable actions are taken for the detected nonconformity and all the relevant records are maintained for effective controls in future.

In case of release or acceptance under concession or taking action to preclude its original intended use or application of a nonconforming product/service, it is ensured that only authorized persons are taking such decisions and the concurrence from the customer is obtained if deemed necessary.

9.0 PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis and evaluation

9.1.1 General

Chemsbury Management has established and implemented a system for monitoring, measurement, analysis and improvement processes needed, through suitable and applicable methods including statistical techniques, with a view to ensure: -

- Conformity of the product/service to the requirements.
- Conformity of the Quality management system.
- Continual improvement of the effectiveness of the Quality management system.

This includes the determination of applicable methods including statistical techniques and the extent of their use.

Chemsbury measures its performance by verifying the results of:

- Customer satisfaction results
- Internal / External QMS audit results
- Achievement of objectives, targets and programs

9.1.2 Customer Satisfaction and evaluation of Compliance

Customers' perception about the quality of our product and service and the level of their satisfaction with regard to meeting their requirements are considered to be major indicators of our Quality management system. Chemsbury Management has formulated a feedback mechanism to know the perceptions of the customers and other interested agencies as to whether the organization has met their requirements.

Customer complaints are resolved on top priority and the records of the same are maintained. Customer satisfaction levels are determined through collecting data from customer feedback survey (Feedback survey forms with questionnaire are used to get feedback from customers after completion of Sale), direct communication with customers during various meetings, customer data on delivered product quality, lost business analysis, compliments/appreciation letters, warranty claims/ maintenance works during warranty period, etc and are consolidated, analyzed and suitable actions are taken during management review meetings.

Department Managers are responsible for ensuring processes within their department are effective, by ensuring that the processes are accurately defined, and by ensuring that only qualified and competent personnel carry out critical processes.

Monitoring and measuring performance ensures that objectives & targets are met and controls are effective. Proactive monitoring will ensure compliance with the system, operating criteria & applicable legislation whereas reactive monitoring investigates accidents after happening. Results of monitoring will be recorded in order to facilitate corrective and preventive actions.

9.1.3 Analysis and Evaluation.

Chemsbury Management has determined suitable methods for collecting data, and data collected are used for analysis in order to demonstrate the suitability and effectiveness of the Quality management system and also for the evaluation to identify where continual improvement of the effectiveness of the QMS can be made.

Data generated during the course of monitoring and measurement of the customer satisfaction, process and product/service as well as internal QMS audits is used for this purpose. The data obtained from any other relevant sources are also utilized for the above purpose. The analysis of data provides information relating to customer satisfaction; inspection rates; objectives, targets & programme(s); customer complaints; conformity to product/service requirements; characteristics and trends of processes & products; including opportunities for preventive action and Suppliers. The management takes suitable actions based on the results of the data analysis.

Chemsbury Management has established implemented and maintained procedures to monitor and measure Quality performance on a regular basis. These procedures ensure the following:

- Both qualitative and quantitative measures, appropriate to the needs of Chemsbury;
- Monitoring of the extent to which the organization's QMS objectives are met;
- Monitoring the effectiveness of controls (for QMS);

- Proactive measures of performance that monitor conformance with the QMS programme(s), controls and operational criteria;
- Recording of data and results of monitoring and measurement sufficient to facilitate subsequent corrective action and preventive action analysis.

Chemsbury Management has established, implemented and maintains a documented procedure which ensures that customers complaints related to QMS are addressed for all complaints received either verbally or in writing to Chemsbury.

The complaint will be investigated and discussed with the concerned Department Heads. If justified, the corrective actions will be taken and informed to the complainant to ensure his satisfaction. In case of complaints of repetitive nature, the same will be discussed in detail and appropriate actions will be initiated so as to avoid complaints of similar nature in future. All complaints and corrective actions will be discussed during management review meeting.

Chemsbury Management has determined that the monitoring and measurements are undertaken to ensure that the product conforms to the requirements. It is ensured by the Chemsbury Management that all the required monitoring and measuring equipments needed to carry out the determined monitoring and measurements are available at the point of use. Chemsbury Management also ensures that all monitoring, measuring, and test equipment used to demonstrate conformity of the product and may affect QMS requirements are controlled and maintained.

Measuring and test equipment includes any software used to monitor and measure product conformance to the specified requirements.

Whenever monitoring and measurement are to be done, equipments used for monitoring and measurement are ensured for its conformity to requirements. It is ensured that monitoring and measurements are carried out in a manner consistent with the monitoring and measuring requirements.

9.2 Internal QMS Audit

9.2.1 General

Chemsbury has a established mechanism for conducting internal QMS audits by trained auditors at planned intervals to determine whether QMS conforms to the planned arrangements; to ensure that the requirements of ISO: 9001:2015 standard, QMS requirements and any other applicable legal requirements are established; effectively implemented and maintained by the organization.

9.2.2 Internal Audit Programme

Manager plans the internal QMS audits annually, taking into consideration the status and importance of the area being audited, as well as the results of previous internal QMS audits. The audit plan is revised after each audit and updated if needed. The selections of auditors are done so as to ensure objectivity and impartiality of the audit process. Manager ensures that auditors are not auditing their own work, which shall be ensured by the manager.

The Internal Audit is conducted every six months. The manager has the authority to plan and coordinate the Internal Audits.

The audit criteria, scope, frequency and methods are defined. The department manager responsible for the area audited takes appropriate actions to eliminate the non-conformity detected and their causes without undue delay. The corrective actions are verified for effectiveness by conducting follow-up audits, relevant records are also maintained.

The audit reports including those of follow-up audits are compiled by the Manager and are reviewed by the management during management review meetings.

9.3 Management Review

9.3.1 General

The members of the management review with executive responsibility for effective implementation of the Quality management system reviews the QMS as and when deemed necessary and in any case at intervals not exceeding 6 months from the date of previous MRM.

The management reviews and ensures the continuing suitability, adequacy and effectiveness of the QMS, including Chemsbury QMS policies, objectives, targets, programme(s), the requirements of standards, meeting customer requirements, etc, during management review committee meetings.

The management review includes assessing opportunities for improvement and the need for changes in the QMS including QMS policies and QMS objectives/targets.

Chemsbury Managing Director chairs Management Review meetings and may call for unscheduled meetings should the need arise.

Management Review meetings will be attended by a minimum of three persons and shall always includes Chemsbury Managing Director and Manager. Other attendees include Financial Controller and Department Managers / Functional Heads.

Chemsbury Managing Director may request other management members to participate in the management review meeting as deemed necessary.

9.3.2 Management Review Inputs

The input to management review includes information on:

- Follow up on actions form previous management review meetings:
- Results of audits: Including results of internal QMS audits of the Quality management system, audits performed by the certification body, audits performed by customers, audits by regulatory authorities and evaluation of compliance with applicable legal requirements and with other requirements to which the organization subscribes.

- Customer feedback: Including data obtained from feedback verification, customer complaints, etc.
- Effectiveness of internal / external communication systems
- Training needs & competency of staff
- Adequacy of existing resources
- Result of participation and consultation.
- Review of QMS performance and effectiveness.
- Adequacy and continuing suitability of QMS policies and review of status/ achievement of QMS objectives, targets and programme(s)
- Status of corrective, preventive actions and incident investigations: Including review related to the amount of time required to close corrective and preventive actions, the degree to which problems reoccur, determining whether the methods being used are effective in correcting and preventing problems, review of accidents/incidents.
- Conformity of product/service to requirements and process performance.
- Recommendations for improvement: Including recommendations for improving effectiveness or efficiency of processes, improvement by innovation, new market opportunities.
- Changes that could affect the QMS: Changes in/by planned changes in organization structure, new products/services or processes, planned changes in resources, planned changes in infrastructure, building, new equipment and its installation, new regulation or standards or change in legal requirements related to QMS, customer requirements and in market

Any other points with the permission of chairman of the management review meeting may also be included as a topic for discussion during the meetings for continual QMS improvement.

9.3.3 Management Review Outputs

The outputs from the management review are consistent with the Chemsbury's commitment to continual improvement and include decisions and actions related to possible changes to:

- QMS Policies, objectives, targets and programme(s).

- Improvement of the effectiveness of the QMS and its processes: It is ensured that the management review meeting identifies where action to be taken to improve QMS processes and actions to improve (the identified) processes to improve the capability of the system to achieve the organization's objectives.

- Improvement of products/services related to customer requirements: It is ensured that the output of the management review meeting identifies the actions related to the improvement of products or services relate to improving the extent to which the product or service conforms to customer requirements and expectations, and improvements to the product or service design.

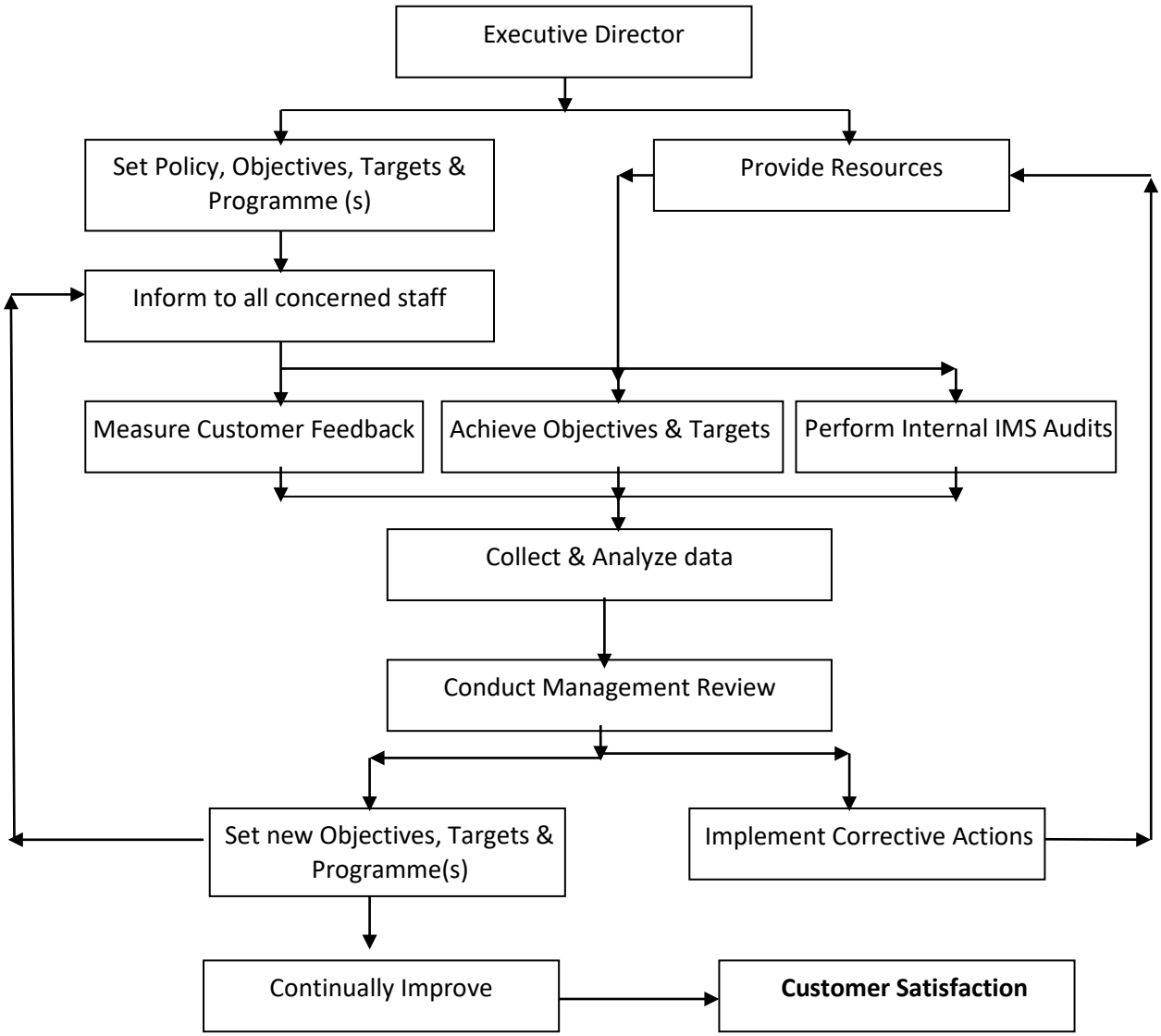
- Resource needs: It is ensured that the output of the management review meeting identifies the resources needed to carry out the actions that are identified for implementation.

Manager prepares minutes of management review meetings and circulated to all the members of management review after getting approval from the Chairman of the MRM.

10.0 Improvement.

10.1 General

Chemsbury Management ensures improvement of our QMS through suitable and effective actions in use of QMS policies, QMS objectives/targets/programme(s), internal QMS audits, analysis of data, corrective and preventive actions and management review meetings.



Actions taken toward improvement are discussed in the management review meetings and recorded in the MRM minutes. Changes made to the system are documented as appropriate. The flow chart above illustrates the mechanism of achieving continual improvement at Chemsbury.

10.2 Non Conformity and Corrective Action

Chemsbury Management has established, implemented and maintains a documented procedure which ensures that controls have been established to ensure that customer complaints, customer feedback, audit results, are acted upon in a timely manner and effectively processed to a satisfactory conclusion.

Chemsbury Management ensures to take corrective actions appropriate to the effects of nonconformities encountered to eliminate the cause of nonconformities (after determining the cause of occurrence) in order to prevent their recurrence.

All employees are responsible for ensuring effective implementation of QMS especially in their area of operation; including initiating corrective action requests or implementing corrective actions. Department Managers are responsible for initiating activities to implement corrective action, as well as to determine the root cause.

In case assistance needed by any Department Manager in determining and implementing corrective actions on nonconformities, the management review meeting and/or the Managing Director determines appropriate corrective actions for the same and responsibilities are also assigned for implementation. Effectiveness of corrective actions taken including pending/in progress actions are reviewed during management review meeting.

10.3 Continual Improvement

Chemsbury shall continually improve the suitability, adequacy and effectiveness of the QMS by considering the results of analysis and evaluation and the outputs from management review, to determine if there are needs or opportunity as a part of continual improvement.