QMS MANUAL

PMT EXIM PVT. LTD.

C-120, Hosiery Complex, Phase-II Extension,
Noida, UP –201305, India.

QMS MANUAL

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PMT EXIM PRIVATE LIMITED

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Message by Director

In the corporate world, various aspects of quality are historically addressed separately - notably by distinct and often non-communicating departments to enhance effectiveness / efficiency of underlying processes, product quality by defect prevention. Today there is a greater recognition of the interconnected nature of process requirements, an approach popularly known as Process approach & System approach.

The Quality of the Product Manufactured or EMS provided is a combination of Pragmatic, Analytical and Metaphysical aspects of quality ; and procedural measures are designed to prevent or mitigate risks to product, process and system. Often a measures designed to meet one particular aspect of quality may or may not address others.

Certain large organizations which prioritize internal quality do a number of different things to enforce their policies. Arguably the best and most potent things done –involvement of authorized management personnel and exploits carried out by the quality team internally to test systems. This is known as penetration testing. With explicit company authorization, other things may be done to test company's quality not in theory but in actuality.

When these internal, authorized "interventions" are carried out properly and *with authorization*, the company can test and enforce their quality policy in actuality and not just in potential.

I hope this Quality Management System would be an effort towards enhancing the Quality arrangements in PMT. The established standard operating procedures, process instructions and systems are required to be holistically implemented and continually improved upon.

Deepak Sawhney
DIRECTOR

1.1 TABLE OF CONTENT

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1.2 Amendment Record

Sr. No.	Item No./ Page No.	Effective Date	Reason of Change	Reviewed By	Approved By
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1.3 FOREWORD

This documented information, called QMS Manual, describes the Quality Management System – Requirements adopted by **PMT EXIM PVT. LTD**. The Manual lists down the Scope of QMS, Quality Policy & Objectives, Standard Operating Procedures, Process (work) Instructions and other measures stipulated for ensuring the quality of the Products Manufactured and EMS services provided by the organization. This Manual is used as an authorized reference for implementation and maintenance of the Quality Management System throughout the organization. This Manual and the information incorporated herein are the property of **PMT Exim Pvt. Ltd**.

The Quality Management System has been formulated on the basis of international standard ISO 9001:2015. This Section titled "Introduction" explains the Structure of the Quality Management System Manual. This Manual is applicable to all operations of the Organization and documents its Quality Management System. The policies laid down in this manual are based on the QMS requirements of ISO 9001:2015.The objectives of the System are to provide a full service to the customer that incorporates best practices in the field of Electronics Manufacturing Services& supply of reliable Electronic products faster and at an acceptable cost, in accordance with customers' expectations and Quality requirements.

1.4 STRUCTURE OF THE QUALITY MANAGEMENT SYSTEM MANUAL

This Quality Management System (QMS) Manual is structured as shown in the content pages of the Manual. Different sections are arranged sequentially as per clause number of ISO 9001: 2015. The main clause numbers of ISO 9001 have also been indicated along with title of each Section. For all Sections, relevant sub-clause numbers under the main clause of ISO 9001 have been indicated in the text there under. Master Copy bears signature(s) of Approving Authority in original. The current edition number, section number and revision number on each page is also indicated. Edition No "01" has been given to first issue of the Manual. This manual is available in English Language only.

1.5 CONTROLLED COPY / DISTRIBUTION LIST. The documented Information, QMS Manual, Standard Operating Procedures, Process instructions and formats in hard copy, kept as a master by Management Representative are the reference documents. The MR maintains one master copy of the Quality Manual, Procedures, Process Instructions and Formats in the form of Hard copy and one in soft / Electronic Media only.

Copy No.	***Authorized copy-holder***
Master Copy	MR
Controlled Copy	Production

Refer **Master List of Documents PMT-QMS-F01** for details.

2. REFERENCES

The List of References which includes Standards; Statutory, Regulatory & other Requirement sapplicable to product manufactured &EMS, Standard Operating Procedures and Process Instructions used in establishing and implementing the system is given below:

A. Standards:

ISO 9000:2015 Quality Management Systems – Fundamentals & Vocabulary
ISO 9001:2015 Quality Management Systems – Requirements
ISO 9004:2015 Managing for the sustained success of an organization – A Quality Management Approach

B. Statutory, Regulatory and Other Requirements Applicable to QMS

The organization ensures that all the statutory and regulatory requirements **issued by the following authorities** are met **meticulously**.

The Minimum Wages Act, 1948
Employees Provident Fund and Miscellaneous Provisions Act, 1952
The Employees' State Insurance Act, 1948
Workmen Compensation Act, 2
Gratuity Act,
The payment of Bonus Act, 1975

Other Requirements
Customer Specific Requirements
Nil

C. Standard Operating Procedures

QMS Specific Common SOP's

1.	Control of Documented Information	PMT-QMS-S01
2.	Conducting Internal Audits	PMT-QMS-S02
3.	Conducting Quality Management Review Meeting& Continual Improvement	PMT-QMS-S03
4.	Control of Non-Conforming Products, Processes, Services & Corrective Action	PMT-QMS-S04
5.	Customer Satisfaction Survey and Handling Customer Complaints	PMT-QMS-S05

Sales & Business Development Department

6.	Determining Customer Requirements & Contract Review	PMT-SBD-S01
7.	Determining Customer Requirements – Electronics Manufacturing Machines, Spare Parts and After Sales Service Support	PMT-SBD-S02

Production Planning & Control Department

8. Production Planning & Control PMT-PPC-S01
9. Product Identification, Traceability& Lot Control PMT-PPC-S02

Purchase Department

10. Purchase By External Providers – Supplier Selection, Evaluation & Rating PMT-PUR-S01

Inventory Management by Stores Department

11. Stores Management-Quarantine, Handling, Preservation, Storage and Issuance of RM PMT-STR-S01
12. Store Management – Inventory Verification & Control PMT-STR-S02

Process Engineering Department

13. Advance Product Quality Planning – New Product Introduction& ECN Control PMT-PED-S01
14. Calibration of Monitoring & Measuring Devices PMT-PED-S02
15. Management of Machines, Tools, Jigs & Fixtures PMT-PED-S03
16. Process Failure Mode Effect Analysis (PFMEA) PMT-PED-S04

Production Department

17. Production Control – Auto Mount & Surface Mount PMT-PRD-S01
18. Production Control - Manual Mount & Final Assembly PMT-PRD-S02
19. Rework & Repair Of Products PMT-PRD-S03
20. Management Of 4M Changes PMT-PRD-S04

Machine Sales & Service Department

21. Machine Installation, Commissioning & Service Support PMT-MSS-S01

Quality Assurance Department

22. Incoming Quality Control PMT-QAD-S01
23. In-Process QC, Final Inspection & Testing Of Products PMT-QAD-S02

Dispatch Department

24. Quarantine, Handling, Preservation, Storage & Dispatch of Finished Goods PMT-DSP-S01

Human Resource Department

25. Employees Competence, Awareness, Training, Motivation & Empowerment PMT-HRD-S01

D. Process(Work) Instructions

Purchase Department

1. Supplier Selection, Periodic Revaluation & Rating PMT-PUR-S01-P01

Inventory Management by Stores Department

2.	First-In-First-Out (FIFO) Management	PMT-STR-S01-P01
3.	Raw Material Issuance and Retrieval	PMT-STR-S02-P02
4.	Handling and Storage of Hazardous Chemicals	PMT-STR-S02-P03
5.	Handling and Storage of RoHS substances	PMT-STR-S02-P04
6.	Handling and Storage of Shelf Life Items	PMT-STR-S02-P05

Process Engineering Department

7.	Conducting Pre Production	PMT-PED-S01-P01
8.	Conducting Mass Production	PMT-PED-S01-P02
9.	Standards & Documents Update	PMT-PED-S01-P03
10.	PMT-Cycle Time Calculation	PMT-PED-S01-P04

Production Department

9.	PI for Sequencer Machine	PMT-PRD-S01-P01
10.	PI for JVK Machine	PMT-PRD-S01-P02
11.	PI for VCD Machine	PMT-PRD-S01-P03
12.	PI for RH6 Machine	PMT-PRD-S01-P04
13.	PI for Air Conditioner	PMT-PRD-S01-P05
14.	PI for Air Dryer	PMT-PRD-S01-P06
15.	PI for Compressor Unit	PMT-PRD-S01-P07
16.	PI for DG Set	PMT-PRD-S01-P08
17	PI for HDPG3	PMT-PRD-S01-P09
18.	PI for SPF Machine	PMT-PRD-S01-P10
19	PI for Manual Paste Printer	PMT-PRD-S01-P11
20.	PI for MV2F Machine	PMT-PRD-S01-P12
21.	PI for CM402 Machine	PMT-PRD-S01-P13
22.	PI for JUKI Chip Placer	PMT-PRD-S01-P14
23.	PI for IC Placer	PMT-PRD-S01-P15
24.	PI for Reflow Oven	PMT-PRD-S01-P16
25.	PI for AOI Machine	PMT-PRD-S01-P17
26.	PI for Reflow Solder Process Validation	PMT-PRD-S01-P18
27.	PI for Antistatic Wrist Band	PMT-PRD-S01-P19
28.	PI for Start Up Check	PMT-PRD-S01-P20
29.	PI for Line Problem Handling System	PMT-PRD-S01-P21
30.	PI for Parts & PCB Handling	PMT-PRD-S01-P22
31.	PI for Set Up Wave soldering Machine	PMT-PRD-S02-P01
32.	PI for Solder Iron Tip Temperature Measurement	PMT-PRD-S02-P02
33.	PI for Touch Up & Cutting	PMT-PRD-S02-P03

34. PI Screw Driver Torque Measurement PMT-PRD-S02-P04
35. PI for Parts Pre-forming PMT-PRD-S02-P05
36. PI for Soldering Process Validation– Wave Soldering PMT-PRD-S02-P06

Quality Assurance Department

37. Sampling Plan PMT-QAD-S01-P01

3.0 TERMS, DEFINITION & ABBREVIATIONS

In this Quality Management System Manual and related Standard operating procedures/ Process Instructions, following terms, definitions and abbreviations have been used:

3.1 Terms:

Company:	**PMT EXIM PRIVATE LIMITED**
Supplier:	The External Providers supplying the materials and / or services to company
Customer	The customers for the organization are its internal customers who are the Top Management & employees; and the External customers to whom organization provides EMS / Electronics Manufacturing Equipment including its suppliers, service providers and visitors.

3.2 Definitions:

3.2.1 Competence:
Demonstrated ability to apply knowledge and skills

3.2.2 Continual Improvement:
Recurring activity to increase the ability to fulfill requirements

3.2.3 Corrective Action:
Action to eliminate the cause of a detected nonconformity

3.2.4 Customer Satisfaction:
Customer's perception of the degree to which the customer's requirements have been fulfilled

3.2.5 Effectiveness
Extent to which planned activities are realized and planned results achieved

3.2.6 Efficiency
Relationship between the result achieved and the resources used

3.2.7 Process
Process is defined as "set of inter-related or interacting activities that transforms inputs into outputs".

3.2.8 Quality:
Degree to which a set of inherent characteristics fulfills customer needs and expectations.

3.2.9 Quality Management System
Management system to direct and control an organization with regard to quality.

3.2.10 Quality Objective
Something sought, or aimed for, related to quality.

3.2.11 Quality Control

Part of quality management focused on fulfilling quality requirements.

3.2.12 Quality Assurance

Part of quality management focused on providing confidence that quality requirements will be fulfilled.

3.2.13 Quality Improvement

Part of quality management focused on increasing the ability to fulfill quality requirements.

3.3 Abbreviations:

Quality Management System Manual

CCA	Correction &Corrective Actions
EMS	Electronics Manufacturing Services
IA	Internal Audit
MRC	Management Review Committee
MRM	*Management* Review Meeting
NC	Non-conformance
QMS	Quality Management System
REF	Reference
REV	Revision
SEC	Section

Organizational Designations & Departments

APQP	Advance Product Quality Planning
DSP	Dispatch Department
F&A	Finance & Accounts
HOD	Head of Department
HRD	Human Resource Development
DIR	Director
MR	Management Representative
MSS	Machine Sales & Service
NPI	New Product Introduction
PED	Process Engineering Department
PIC	Person In-Charge
PMT	PMT Exim Private Limited
PPC	Production Planning & Control
PRD	Production Department
PUR	Purchase
QAD	Quality Assurance Department

SBD	Sales & Business Development
STR	Stores

National / International Organizations & Standards and Other Technical Terms

ASL	Approved Supplier/Sub-Contractor List
IQC	Incoming Quality control
ISO	International Organization for Standardization
MOU	Memorandum of Understanding
OQC	Outgoing Quality Control
PDI	Pre-Dispatch Inspection
PO	Purchase Order
PPM	Parts per Million
SOW	Scope of Work
SMD	Surface Mount Device
SMT	Surface Mount Technology

4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and its context

PMT Exim Pvt. Ltd was founded in Year 2004 by professionals having expertize in the field of Electronics Manufacturing Equipment and EMS with a vision to create a team of people, who possesses fire to succeed and can make a difference in the field of EMS. The PMT has started its operations as one of the leading Auto Insertion& Surface Mount Technology (SMT) machine suppliers to cater the growing electronics manufacturing industry in India. In April, 2005, PMT has stepped into the field of Printed Circuit Board manufacturing and product assembly.

The PMT Professionals have a vast experience behind it for the Electronic Manufacturing machine setup, process setup& control and now in the field of EMS.

4.1.1 Understanding PMT Operation

The PMT is an Indian Electronics Manufacturing Services (EMS) company to OEMs that operates from its Head Office and factory having 17000 Sq. Feet floor area for "Manufacturing Operations" situated at C-120, Hosiery Complex, Phase-II Extension , Noida - 201305, UP, India. The manufacturing unit has ESD controlled; dust free AI, SMT, MI and Assembly Areas with 100% power back up including uninterrupted Power Supply for SMD area. The factory is equipped with suitable plant & Machinery (Refer Annex-VIII Infrastructure Details), Temperature controlled storage area for sensitive Electronic Parts and separate mechanical assembly, customer specific RM &FG store and IQC area making it capable to provide turnkey solution to customers as an EMS service provider.

4.1.2 Determining External and Internal Issues

The organization has determined external and internal issues **(Refer Annex-X)**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.

4.1.3 Monitoring & review of external and internal issues

The Organization monitors and review information about External and Internal issues **yearly**, sets strategic direction for the organization and make amendment in QMS whenever necessary.

4.2 Understanding the needs and expectations of interested parties

Due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, the organization has determined:

a) The interested parties that are relevant to the QMS **(Refer Annex-IX)**;

b) The requirements of these interested parties that are relevant to the QMS **(Refer Annex-IX)**.

The organization monitors and reviews information about these interested parties and their relevant requirements **yearly**.

4.3 Determining the scope of the Quality Management System:

The organization has determined the boundaries and applicability of the QMS to establish its scope. The scope of the QMS is established & maintained here under in this Quality Management system Manual and made available to relevant interested parties as documented information by circulating a copy.

The scope of implementation of this standard is as given below:

"Electronic PCB and Product assembly services and Sales of Electronic Equipments."

When determining this scope, the Organization has considered:

a) The external and internal issues as referenced in clause 4.1;

b) The requirements of relevant interested parties as referenced in clause 4.2; and

c) The services provided and activities carried out by the corporate security department

Application

The established system is applicable to the provision of Electronics Manufacturing Services provided by factory and Machines / Spare parts Sales & after Sales Service activities controlled by its office & controlling facility located at **NOIDA, UP (INDIA)**.

Non-Applicable requirements of the standard ISO 9001:2015

The Company claim following requirement of the standard ISO 9001:2015that are Not-Applicable due to the nature of the services provided.

Cl 8.3 Design & Development of Products: As the Product is manufactured as per customer Specifications e.g. Bill of Material, Circuit Drawings, sample and customer supplied parts.

4.4 Quality Management System and its processes

4.4.1 General Requirements

The organization has established and implemented a documented Quality Management System that is being maintained and continually improved by various departments within the organization. Our QMS manual is that part of our overall management system which establishes a structure of required documented information and helps implement our quality policy and related processes for providing Electronic products, EMS services & manufacturing machines which meet or exceed customer requirements as well as QMS requirements of *ISO 9001:2015*.

The organization has determined the processes needed for the Quality management system and has adopted the process approach advocated by *ISO 9001:2015* by defining and managing:

- Process inputs, process steps, outputs and controls to ensure desired results are achieved,

- And, interfaces between interrelated processes to ensure system effectiveness is achieved.

Quality Management Systems	Control of Documented Information Internal audit process Conducting management Review (Quality Review Meeting) Control of Non-Conforming Product & Service Process of Correction and Corrective Action Customer Complaints and Customer Satisfaction
Sales & Business Development	Determination of Customer Requirements for • EMS • EMS on Turnkey basis • Sale & Service - Electronics Manufacturing M/c • Electronics Parts & Machine Spare Parts
Production Planning & Control	Production Planning Product Identification, Traceability & Lot Control
Advance Product Quality Planning	New Product Introduction to Manufacturing Setup Control of Engineering Changes Management of Machines, Tools, Jigs & Fixtures Process Failure Mode Effect Analysis Soldering Process Validation & Revalidation Calibration of Monitoring & Measuring Devices
Purchasing Process	Supplier Identification, Evaluation, Selection &Approval Purchase and Verification of purchased Products / Services Control over Supplier –Periodic Revaluation & Rating
Inventory Management	Control over Customer Supplied Parts Control over Purchased Parts and consumable Materials Stores Management-Handling, Storage & Preservation Material Retrieval and Issuance to Production Inventory Management-Verification & Control
Electronics Manufacturing Service	SMT Production Auto-Insertion of Through-Hole Components Manual Mount Production Final Assembly Production Control of Non-Conforming Products Rework & Repair of Non-Conforming Products Management of 4M Changes Maintaining Machines, Tools, Jigs & Fixtures

Machine Sales & Service	Machine Installation, Commissioning & Service Support
Process & Service Quality	Incoming Quality Control Manufacturing Process Monitoring – In Process QC Final Inspection & Testing of Manufactured Products Manufacturing Process Audit
Product Dispatch	Finished Goods Dispatch
Measurement, Analysis and Improvement	Monitoring, Measurement &Data Analysis for manufacturing - Process &Service Improvement
Human Resource Development	Employees Competence, Awareness & Training General Administration

The Organization maintains and continually improves the effectiveness of QMS in accordance with the QMS requirements of ISO 9001: 2015. We have therefore,

a) Determined the Input required and output expected from the core processes, needed for the Quality management system, as documented in SOPs and Process Instructions for core processes,

b) Determined the sequence and interaction of these processes that are shown in Process Flow Diagram(s) enclosed as **Annex I** and process interface **Annex II** of this manual. Apart from their determination, the Company has also determined the controls over their processes in order to ensure service conformity

c) Determined the criteria and the methods (**Refer Annex-III**) needed to ensure that both the operation and control of these processes are effective. This has been done while planning for the processes. **(Refer Section 8.1)**.

d) Determined the resources needed for these processes, and Ensured the availability of resources and information necessary to support the operation and monitoring of these processes **(Refer Section 7& 7.1)**. These have been determined and verified at the time of planning the processes.

Since the organization is a Manufacturing and Machine Sales &service organization, **People are the key resources** for production operation and monitoring of its processes. **Customer information and technological advancements in electronics manufacturing are the key information** to ensure effective products &service delivery.

e) Assigned the responsibilities and authorities for these processes, **Annex-IV& Annex V.**

f) Addressed the risks and opportunities as determined in accordance with the requirements of 6.1

g) Decided to monitor, measure and analyze the above identified processes **(Refer Section 9)**, and

h) Implemented actions necessary to achieve the planned results and deciding, thereon, the continual improvement of these processes **(Refer Section 10).** As a result of monitoring and measurement,

required correction and corrective measures are implemented at relevant locations and functions to achieve planned results.

4.4.2 Quality management systems and its processes requires organization and its Departments to" maintain documented information to the extent necessary to support the operation of processes and retain documented information to the extent necessary to have confidence that the processes are being carried out as planned."

The organization

a) Maintain documented information consisting of Quality Management System Manual **PMT-QMS-M01**that includes documented information required by international standard ISO9001:2015 such as Scope, Quality Policy, Objectives etc., and the information necessary to support the operation of processes such as SOPs and Process Instructions as registered in Master List of Documents **PMT-QMS-S01-F01**.

b) Retain Documented information for the purpose of providing evidence of conformity to the requirements by determining and registering them in an Master List of Retained Documents (Quality Records)**PMT-QMS-S01-F02**,identifying their location, retention period and the person responsible for their control; in order to have confidence that the processes are being carried out as planned.

The documented information determined by the organization as being necessary for the effectiveness of the QMS and required by ISO 9001:2015 are structure in four levels as described in section 7.5.

5.0 LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

The Top management of the organization demonstrates their leadership and commitment by taking strategic decision to the development and implementation of the Quality management system as per the standard ISO9001:2015 QMS-Requirements and continually improve its effectiveness by

a) Taking accountability for the effectiveness of the QMS, this means the Top management is committed to

- Communicate the organization's mission, vision, strategy, policies and processes throughout the organization;
- Create and sustain shared values, fairness and ethical models for behavior at all levels in the organization;
- Establish a culture of trust and integrity;
- Encourage an organization-wide commitment to quality;
- Ensure that leaders at all levels are positive examples to people in the organization;
- Provide people with the required resources, training and authority to act with accountability;
- Inspire, encourage and recognize the contribution of people.

b) Establishing the quality policy (Quality Policy)and quality objectives for the QMS. In order to ensure that Quality policy is understood, implemented, and maintained at all levels of the organization, the documented information (QMS Manual) specifying Quality Policy and objectives are displayed at strategic locations in the organization, widespread printed distribution of our Quality policy statement to employees, floor meetings, periodic Quality awareness Trainings and through periodic Quality management review of the Quality policy and corporate level improvement objectives;

c) Ensuring the integration of QMS requirements into the Core Quality processes;

d) Promoting the use of the process approach by defining Inputs, Process steps, Outputs and Controls for core Quality processes, carrying out risk assessment and addressing risks by taking suitable measures;

e) Ensuring that the resources needed for the QMS are made available. For this, Resource requirements are reviewed periodically in MRM, necessary budgetary provisions are allocated at new product introduction stage or O&M stage in periodic budget meetings and necessary arrangements are made to ensure availability;

f) Communicating to all employees of the company, the importance of Quality management System, meeting customer requirements as well as statutory/regulatory requirements (if any), through regular training programs, departmental meetings and display of documents;

g) Ensuring that the Quality management system achieves its intended results; scheduled reporting, conducting regular internal audits, Process Audit, Quality audits by Third Party and

Quality management reviews of its QMS at planned intervals, for its continuing suitability and effectiveness.

h) Engaging, directing and supporting persons to contribute to the effectiveness of the QMS by empowerment of people, celebrating Employee of the Month & Year for their Motivation and through the provision of necessary resources;

i) Promoting improvements through their involvement of Quality personals in the internal audit process (Refer *Section 9.2*), and through their proactive involvement in continual improvement activities (Refer *Section 10.3*) – where emphasis is placed on improving both effectiveness and efficiency of key QMS processes; and

j) Supporting other relevant management roles to demonstrate their leadership.

5.1.2 Customer focus

The Top Management demonstrates leadership and commitment with respect to customer focus by ensuring that

a) Customer and applicable requirements are determined and fulfilled with the aim of enhancing customer satisfaction.

The key to achieve high customer satisfaction is an accurate determination of customer requirements, understanding at all levels and an effective verification that the requirements are met. This is done through the process of Quality Specific Requirements receiving and Requirements review, as defined in SOP – Determination of Customer Requirements & Contract Review**PMT-SBD-S01**and Determining Customer Requirements for Machines, their Installation, commissioning & Service Support**PMT-MSS-S01**.While reviewing the requirements, the implied needs and expectation of the customer are identified. The same are conveyed to the respective functions for ensuring that the same are met by effective planning and deployment of Quality arrangements. As a part of Quality Management Review, focus is made for communicating the customer requirements to all Functions and ensuring service conformance. **(Refer Section 8.2.4&9.1.2)**

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

c) The department has established documented procedure for obtaining customer feed backs and to monitor and determine customer satisfaction (**Refer PMT-QMS-S05**).

We continually look for other ways to interact directly with individual customers to ensure a proper focus to their unique needs/expectations: e.g. customer feedback, customer suggestions, Whats-app Group with customer etc.

In addition, we have established a web site: www.pmtexim.com) to provide customers with quick access to information and points of contact within our organization where Customer Input/Quarry are continually monitored to identify opportunities.

These customer focused communications and interactions ultimately yield clear, explicit customer requirements and expectations in the form of an Internal Memorandum of understanding or Quality requirements (*Section 8.2*).

5.2 POLICY

5.2.1 Establishing Quality policy

The Top Management has defined and implemented our quality policy statement that indicates our commitment and focuses on what is important to us as an organization; and ensures that the quality policy statement:

a) Is appropriate to the purpose and context of the organizational and supports its strategic direction;

b) Provides a framework for establishing and reviewing quality objectives,

c) Includes a commitment to satisfy applicable requirements;

d) Includes a commitment to continual improvement of the QMS

It is maintained for continuing relevance and suitability by periodically reviewed in SRM.

QUALITY POLICY

Our Goal at PMT Exim Private Limited is to
Exceed our external and internal Customer's expectations by
Supplying a perfect product
In time,
Every time by
Continuously evolving flawless production process.

This will be achieved by
Empowerment of People,
Implementing Lean Six-Sigma Methodology,
Continual Improvement in system through Standardization,
Using Modern Electronics Manufacturing Facility and

Adopting QMS as per the requirements of ISO 9001 : 2015.

Date: 20.11.2017 **Deepak Sawhney**
Place: Noida - UP **Director**

5.2.2 Communicating the Quality policy

The Quality Policy is

a) Maintained as documented information by inclusion in this QMS Manual (Cl 5.2.1 above) and made available to all by display at factory Gate Entry;

b) Communicated, understood and applied at all levels within the organization through displays at all strategic locations, sensitization training program ,distribution to all employees and regular communication in Management Review Meetings;

c) Made available to relevant interested parties, as appropriate.

Moreover, the quality policy statement acts as a compass in providing the strategic **direction** and a framework for establishing key corporate level performance measures and related improvement objectives (**Section 6.2**).

5.3 Organizational Roles, Responsibilities and Authorities

The Top Management sets direction and ensures that the responsibilities and authorities for relevant roles are clearly defined, assigned, communicated and understood within the organization.

The members of Top Management include: the **Directors and Plant Head**. The interrelationship of Top Management and other key personnel is depicted in our Organization Chart (**Refer Annex-IV**).

Members of Top Management are ultimately responsible for the quality of product manufactured and Electronic Manufacturing services since they control the processes, resources and systems by which work is accomplished. Top Management is responsible for Quality Management System Planning (*Section 6.1*) including the establishment and communication of the quality policy (*Section 5.2.1 &5.2.2*), establishment and deployment of objectives (*Section 6.2*),the provision of resources (*Section 7.1*)needed to implement and improve the QMS and management reviews (*Section 9.3*).

The Top Management of the Organization has defined the responsibilities and authorities of the personnel within the Quality management system and communicated the same. Financial powers for capital investments are reserved with the Directors whereas Functional, Administrative

&Financial powers limited to plant operations are delegated to Plant Head and Heads of various Departments.

The Plan Head ensures that the departments and all shifts are adequately resourced and staffed with person in-charge of, or personnel with delegated responsibility for, quality of product manufactured and services. The responsibility and authority of different key personnel **(the Head of Quality and other related Executive & staff)**in relation to Quality Management System are defined in **Annex-V** keeping in view the main activity of each departmental role. The same are communicated within the organization. Inter-relation among the persons responsible for various functions is maintained at all levels.

As a part of management, all departmental In-Charges are responsible for execution of the Quality Plan and implementation of the policies, processes and systems described in this manual. All In-charges are responsible for planning, implementing and controlling QMS processes within their area(s) of responsibility, including the establishment and deployment of operational level objectives (*Section 6.2.1*), and the provision of resources needed to implement and improve these processes (*Section 7.1*). They also conduct employee performance reviews (*Section 7.2*).

All employees are responsible for the quality of their work and implementation of the policy and procedures applicable to processes they perform (*Section 8.5.1*). Personnel responsible for core processes of Electronics Manufacturing Services have the authority to check, investigate and report nonconformance to initiate correction (*Section 8.7*). Employees are motivated and empowered to identify and report any known or potential threats and recommend related solutions through Suggestions / feedback / complaints for corrective action (*Section 10.2*)and continual improvement. Management with responsibility & authority for corrective action are notified promptly of non-conformities (*Section 8.7*).

The organization chart (**refer Annex IV**) clarifies the hierarchical structure of the Organization's administration, the responsibility & authority of each designation. In case of absence or leave of a designated person responsibility & authority passes to the person one step above the organization chart or the designated person. In addition, they are also responsible for:

- Identifying Quality related problems encountered in their area of activity,
- Initiating action to prevent any NCs related to Quality & management systems,
- Initiating, recommending or providing solutions through designated channels,
- Verifying the effectiveness of solutions implemented, and
- Control of non-conforming services in their area of activity

Reference: **Annexure IV** **Organization Chart**
Annexure V **Responsibility & Authority of Personnel**

In addition, The Top Management (**Head of Quality**) has appointed a Management Representative, who, irrespective of other responsibilities, has the responsibility and authority that includes:

a) Ensuring that processes needed for the Quality management system are established, implemented, maintained and conforms to the requirements of ISO 9001;

b) Reporting to top management on the performance of QMS and any need for improvement;

c) Ensuring the promotion of awareness of customer requirements and Statutory & Regulatory requirements throughout the organization.

d) Ensuring that the integrity of QMS is maintained when changes are planned & implemented

e) He is also responsible for liaison with Customers and external agencies on matters related to Quality Management System

Reference: Annexure VI Appointment of Management Representative

6.0 PLANNING

In PMT Exim , the primary purpose of establishing Quality Management System is to strengthen our core processes to handle requirements of complex electronic circuit board assemblies, spread sense of Quality within the organization& to be future read, developing PMT as a synonymous to Quality, and assurance to customers and other interested parties for organizational capabilities.

The top management has taken due care to ensure that all the Quality measures adopted in QMS are preventive in nature and applied across all processes. When planning for the Quality management system, the process approach and risk based thinking has been adopted as per the QMS – requirements of international standard ISO 9001:2015.

In order to ensure implementation of Quality management system across all processes, The Top Management has planned provisions of QMS Manual, Standard Operating Procedures (SOP) and Process Instructions (PI) to establish (QMS) and maintain documented information required by the QMS and the International standard ISO9001:2015.The provision of Formats is used to retain documented information (Records) needed to provide evidence of conformity to requirements.

The planning process involves the establishment of scope of QMS, our Quality policy (*Section 5.2.1*), objectives (*Section 6.2*) and determination of processes needed for the QMS. The QMS planning is carried out in order to meet the requirements determined in **Sec 4.4.1** as well as the quality objectives. While planning for the product &services realization, the top management and relevant functional heads determine the requirements of necessary resources to establish, implement, maintain and continually improve a QMS including processes and respective documented information which is in line with the requirements given at **Sec 4.4** of this manual.

Our Quality management review process (*Section 9.3*) and internal audit process (*Section 9.2*) conducted at planned intervals to ensure continuing suitability, adequacy, effectiveness and alignment of QMS with the customers' requirements and strategic direction of the organization. Accordingly, this manual constitutes our overall plan for establishing, implementing, maintaining and improving the effectiveness of QMS.

The Head of **Engineering** & **Quality** also develops appropriate quality planning documents for specific products ,services or contracts whenever customer requirements exceed the capability or intent of the service realization and support processes described in QMS (***Section 8.1***).

6.1 Actions to address risks and opportunities

6.1.1 When planning for the QMS, the Top Management has considered external and internal issues relevant to the purpose and strategic direction as determined in sec 4.1 (**Refer Annex-X**) and the requirements of relevant interested parties as determined in sec 4.2 (**Refer Annex-IX**) and determined risks and opportunities (**Refer Annex-X**) that needs to be addressed to a. Give assurance that the QMS can achieve its intended result(s); b. Enhance Desirable effects; c. Prevent or reduce, undesired effects; and achieve improvement.

6.1.2 The **Top Management &Head of Departments** have planned actions to be taken to address determined risks & opportunities and the way to integrate & implement them in QMS processes. (**Refer Annex-X Risk Assessment** for External & Internal issues, Risks & Opportunities, Strategic Direction, Action Plan and How Integrated in QMS)).

Reference: **Annexure – X**

6.2 Quality Objectives and planning to achieve them

6.2.1 The top management has established both corporate level and Function/process level quality objectives **(Refer Annex-VII)** for their relevant processes based on the customer and/or thebusiness requirements. The documented information on these objectives is maintained by inclusion in this QMS manual and communicated via Floor Meetings, Departmental Meeting, Management Review Meetings and controlled copy distribution to operations.

The objectives are consistent with quality policy, measurable and achievable within a defined time period and monitored for their achievement periodically. All managers of key QMS processes monitor & measure performance of processes within their area(s) of responsibility and present their achievement in Management Review Meetings where progress on these objectives is reviewed.

6.2.2 Quality objectives are part of the Quality Management Program. Corporate level improvement objectives, derived from customer requirements and our Business Plan, are documented in a *Quality Management Plan* (How to Achieve), and reviewed for achievement in Quality Review Meetings. Corporate and process level improvement objectives are reviewed for consistency, accomplishment and clarity through our Quality management review process (**Refer *Section 9.3***).

Reference: **PMT-QMS-Q01 ~ Q03** **&** **Annexure - VII**

6.3 Planning of Changes

When the organization determines the need for change in the Quality management system, the purpose of the changes and their potential consequences are thoroughly considered and integrity of the quality management system is maintained when changes to the QMS are planned and implemented. While implementing the change, necessary resources are made available and the responsibility and authorities are allocated or reallocated as per the need. As and when any change in any documented information is envisaged, the other concerned documents are also modified as per procedure for Creating, Updating and Control of Documented Information **(Refer 7.5 of this manual)**.

Reference: **PMT-QMS-S01-F04** Planning &Implementation of Change

7.0 SUPPORT

7.1 Resources

The Organization determines and provides the resources like competent personnel, Suitable plant & machinery, adequate infrastructure and proper working environment needed to implement and maintain Quality Management System and continually improve its effectiveness.

7.1.1 General

The Plant Head with input from all responsible department In-charges ,by considering the capabilities of, and constraints on, existing internal resources ensures that appropriate resources e.g. Through hole components auto insert M/Cs, Glue Dispensers, Solder Paste Printers, SMD placers, Reflow Oven, Wave Soldering Machines etc. including trained employees and production facilities such as Mount Conveyors, Assembly conveyors, material storage rack/trolleys, Material movement trolleys etc., support services and work environment needed to implement, manage and improve an effective/efficient QMS are determined and provided through budgeting and top management Approvals. These resources are determined at the time of planning of Electronic Manufacturing Service realization for new products and periodically reviewed (***Refer Section 8.1***).

For Existing installation under O&M, Functional Heads identify the resources required for implementing activities related to the Quality management systems. The Equipment and instruments needed for operations are identified, procured and procedures are laid down to ensure that the same are in fit condition to carry out manufacturing, measuring and monitoring activities.

Reference: PMT-PED-S01-F02

7.1.2 People

The Plant Head in consultation with Director and In-charges HRD has determined the persons necessary for the effective implementation of this Quality Management System and for the operation and control of its processes as included in ***QMS Manual***.

For every New Product introduced to production lines, the **PED** establishes a process setup determining resource requirements to meet customer quality, delivery& other requirements. The existing provided manpower is compared with determined man power for new product to identify the gap. This gap is now plugged in as per our established recruitment procedure by **HRD**.

The head of HRD puts-up the manpower requirements to Directors for necessary approvals. The sanctioned manpower by the directors is provided to HOS for deployment and the effective implementation of QMS and for the operation and control of its processes.

Reference: PMT-HRD-S01

7.1.3 Infrastructure

The **Top Management** in consultation with **Plant Head** identifies and determines the required infrastructure at the time of Planning of QMS *(**Refer Section 6***). The infrastructure considered during planning (**Refer: Annex. VIII**)includes:

a) Adequate Physical Infrastructure – Buildings and associated utilities
b) Adequate workspace for working/better housekeeping, Material storage &processing
c) Required basic utilities -DG Power Sets, Air compressor, Fuel, Adequate lighting, temperature & Humidity, Canteen, Water Supply, wash rooms etc.;
d) Required Plant & Machinery, scrap yard, Furniture &stationary items, computers, printers and other items.
e) Required process a maintain / production conveyors/ equipment/ machinery (both hardware and software) which can meet the customer requirements,.
f) Supporting services, such as trolleys & Hand pallets for movement within the factory, transport means to move out side the Company and required means of communication (*like Telephones, e-mail, Tele-fax*) etc.

Further, **PE Department** identifies and determines the required resources &infrastructure at the time of Planning of New product introduction to manufacturing Lines (Refer Section 8.1). The infrastructure considered during planning includes but not limited to:

a) SMD placers & Through Hole components auto-insertion machines
b) Production Tools, Jigs & Fixtures
c) Measuring and Monitoring Devices
d) Production conveyors and Floor area for processing & storage

As per the identified requirements, the Company provides the infrastructure needed to achieve conformity to QMS requirements. The Plant Head and respective department in-charges has overall responsibility for planning, providing and maintaining the resources needed to achieve Quality conformance, including buildings, workspace and associated utilities; process equipment (hardware and software); and supporting services (such as internal material movement and handling systems, transportation and communications systems).

The Production Department has established "**Process Instructions**" for Operations &maintenance of their machines & other facilities by conducting preventive, Condition Monitoring (predictive) and Break-down Maintenance by their own and through Annual Maintenance contract in order to ensure their continuing suitability .**Production In-Charge SMT & AI** is responsible for machines maintenance of SMD and AI production lines, Air Conditioners, DG sets, compressor units and other facilities whereas **production In-Charge Mount & Assembly** takes care of Wave Soldering Machines, Production conveyors and associated infrastructure. In addition, the **In-charge Process Engineering** is responsible of managing product specific production tools, jigs, fixtures and various MMDs.

The **Plant Head** has overall responsibility for Maintenance/management of Infrastructure and the Environment, and the effectiveness is verified through internal audits and Management Reviews.

Reference: **PMT-PRD-S01** **PMT-PRD-S02**
PMT-PED-S02 **PMT-PED-S03**

7.1.4 Environment for the Operation of processes

The **Plant Head** has overall responsibility for determining, providing and maintaining environment necessary for the operation of its processes and controls needed to ensure conformity of product &services requirements and meets customer, statutory or regulatory and the Quality management system requirements. The Production &Quality In-charges monitor and improve workplace safety, health and ergonomics by adherence to good manufacturing practices and spreading awareness through Quality team meetings.

The Plant Head determines and manages the required work environment needed to achieve conformity to Quality requirements. At the time of planning of new products for production &service Realization (*Refer Section No. 8.1*), the requirements of Work Environment are considered, examined and wherever required, reviewed for their up-gradation. The work conditions and environment such as lighting, noise, Temperature, humidity, vibration etc are always improved for meeting the Quality requirements. These requirements are met by providing the adequate facilities like Temperature, humidity and ESD controlled processing & storage floor area, AC office area and conducting regular maintenance for their upkeep.

Organization provides employee benefits, job and schedule flexibility, job rotation, and involvement of our employees in an empowered environment of continual improvement. The HR has overall responsibility for identifying, implementing and maintaining effective employee benefit and workforce involvement programs.

7.1.5 Monitoring & Measuring Resources

7.1.5.1 The organization has determined and provided suitable MMD (resources) for specific type of Measuring &monitoring activities e.g. Resistance, capacitance, Inductance, Current, Voltage, power, Power Factor, Length, weight, time etc. to verify the conformity of product & services to requirements. **The In-Charge PED** is responsible for establishing and maintaining an effective system for identifying, selecting and controlling the use of monitoring & measuring resources used to provide evidence of product & service conformance to established requirements. These controls as defined below apply to Department owned, customer-owned and employee-owned Resources.

Reference: **PMT-PED-S02** **Calibration of Monitoring & Measuring Devices**

7.1.5.2 Measurement Traceability

When the measuring & monitoring activity by any MMD is considered essential for providing confidence in the validity of measurement result or when the measurement traceability is a requirement, the MMDs are:

a) Identified in order to determine their status;

b) The equipment used for / monitoring / Control activities are calibrated / verified, or both, at regular intervals, against measurement standard traceable to International or National measurement standard(Refer laid down procedure**PMT-PED-S02).**

c) When No such Standards Exists, the basis for calibration or verification method and criteria shall be retained as documented information.

d) A Calibration / Verification record is maintained for such equipment coming under the calibration activity. The calibration / Verification status is displayed on the equipment. The persons using this equipment are adequately instructed to safeguard from adjustment, damage or deterioration, store and handle in such a way that the fitness for use & accuracy are maintained.

During Calibration / verification of the equipment, if the equipment is found to be non-conforming to the acceptance criteria (Defective), the validity of previous measuring / monitoring / Control results are assessed and documented to the greatest extent possible. Accordingly, the defective equipment that affects product &service quality shall be identified with appropriate identification (**Red Tag Indicating DEFECTIVE**) on the Defective equipment and given for maintenance. If the defective equipment cannot be repaired or verified to the laid down acceptance criteria, it is identified and declared **unfit for future use and scrapped**.

Reference: PMT-PED-S02-F01 List of Equipment under calibration
Calibration Certificates traceable to National International standards

7.1.6 Organizational Knowledge

The organization has determined the knowledge necessary for operation of each process in the form of Process Instructions. All processes are supported by the respective PI. PI is made by the owners of the processes along with the Department Head to combine Knowledge, skill and experience. Where necessary it explains what is the outcome when a process is performed wrong.

Other operational knowledge which is needed to run the organization smoothly are mentioned below:

S No	Organizational Knowledge	How Maintained
A	Process Methodology and its Implementation.	Multi skilling, Trainings & Knowledge preservation through documentation
B	Machine Knowledge which includes programming and Maintenance.	Multi skilling, Trainings & Knowledge preservation through documentation
C	Productivity & QMS Tools & Techniques	Multi skilling, Trainings & Knowledge preservation through documentation
D	Lean Six Sigma Methodology	Multi skilling, Trainings & Knowledge preservation through documentation

7.2 Competence

a) The HR department has established a documented procedure for "**COMPETENCE, AWARENESS, TRAINING, MOTIVATION AND EMPOWERMENT OF EMPLOYEES**" to enhance the competency of all people. Through this procedure, the minimum qualification requirements for the staff in tune with the operations & other requirements of the organization are determined, approved by Director and recorded as Minimum Qualification criteria. Also, The Company has identified the competence level required for the personnel carrying out the activities in different areas of technical and commercial departments. The minimum essential competence and education, training, skills and experience for all the functions have been defined.

To determine the necessary competence for the personnel performing work affecting conformity to the Organizational Quality requirements, the HODs identifies emerging competency needs that are discussed and approved during management reviews .Emergent competency needs are converted into job descriptions for the type and number of positions that need to be filled through external recruitment, internal reassignment / promotion, and/or outsourcing actions. The Head-HR, with input from responsible managers, establishes and maintains job descriptions for each position held in organization to document the specific competencies needed to ensure the quality of the products and services provided.

The Organization has established a recruitment policy that clearly defines minimum qualification and competency criteria for each level. All initial recruitments are carried out as per PMT recruitment policy. The Head-HRD, with input from Interviewer of recruitment panel, evaluates and qualifies applicants for specific job openings on the basis of documented or demonstrated competencies. Employee qualification/competency review records, annual performance review results and records of all training completed are maintained by the HRD. Hence the personnel performing such work that affects conformity to Security Service requirements are assigned the tasks on the basis of defined competence.

b) We believe that our employees are our most valuable resource and we do our best to help them achieve their full potential through continual education and training. Where possible, we help existing employees qualify for new/changed jobs through the provision of appropriate education and training, including on-the-job-training (OJT).

All the training needs of PMT regular employees are addressed as per the training system established. For the development of PMT employees, The HR department carry out gap analysis annually to identify training needs of all employees and prepares an annual training schedule for regular employees training (**PMT-HRD-S01-F04**). All the trainings are conducted and effectiveness evaluated by HRD as per the Annual Training Schedule.

Further, the training needs for employees are also identified either through Annual Appraisals or any routine training need felt by the department HOD or Quality Review Meeting. The Training needs so identified are passed on to In-Charge HR for appropriate planning and timely provision. The

Trainings provided employees at Level-4 and above are evaluated by immediate employee feedback as per PMT-HRD-S01-F08 documented by the responsible Trainer for each training event and submitted to HRD. The Training effectiveness is evaluated after 3 months by the manager / officer who identified the training requirement as per PMT-HRD-S01-F08.

c) The HRD has established a working SOP for "**Conducting OJT Training Program**" for the development and Competency enhancement of Regular and Casual employees at **Level-5**.The HRD is preparing Training Repository covering relevant topics & training course material for providing training (i.e. on job training / coaching under the supervision of their seniors) to identified personnel to meet their training needs and to ensure the consistency of trainings.

The On Job trainings are imparted by department In-Charge, as per the need felt, on the topics to which the regular and casual employee required to be trained for continued refresher/up-gradation of their skills on regular basis.

d) The Competency of employees at Level-5 is evaluated using the multiple choice type Questionnaire associated with each training course module where the minimum score for Effectiveness is 70%marks secured by participants. In case of participants who do not secure minimum score in effectiveness evaluation, a retraining program on the same training course shall be conducted by Department In-Charge within one month and re-evaluated for effectiveness.

The result of training effectiveness evaluation is reported to Department In-Charge in Summary-Training Effectiveness evaluations who in turn prepare/update Skill Matrix that is retained as a documented information providing evidence of competence. This record also helps in determining the need for multi-skill training requirements, if any.

The MR, with input from other responsible PICs, monitors and measures the overall effectiveness of training and other actions taken to meet competency needs and provides related recommendations to Directors for review and action (*Section 9.3*).

Reference: PMT-HRD-S01

7.3 Awareness

The **HRD** and respective department **In-Charges** ensures that the persons are fully aware of

a) The relevance and importance of their activities including their involvement and contribution to the achievement for the identified quality policy and objectives,
b) Implications of not conforming with the established requirements

Through awareness training, employee performance reviews (**Section 7.2**), and employee participation in our internal audit (**Section 9.2**) and improvement (**Section 10**) processes.

7.4 Communication: Internal and External

The Plant Head ensures that appropriate internal and external communication processes are established and that communication takes place relevant to the effectiveness of the Quality management system.

The information regarding QMS processes and their effectiveness through documented training, the internal audit process, continual improvement and corrective action processes and regular formal and informal communications are communicated as follows

- The departmental In-charges & Plant head convey information regarding customer requirements, and the status and importance of quality activities through Floor meetings. Internal audits are also used to reinforce or communicate appropriate information to employees.
- The Information Systems Manager ensures that consistent and effective formal communication is facilitated through our Intranet system and interactive web site.
- Management Representative holds staff meetings at least once in six months and conveys the effectiveness of Quality Management System through various circulars and notices.
- Quality department conducts “Quality awareness week” for creating awareness.

All managers and Engineers are responsible for establishing internal communications as needed to convey to their employees the relevance and importance of their activities; typically this information is conveyed through operation team meetings and cross-functional improvement projects

Also, the Management has ensured that on a daily basis, the information is communicated through:

a) Whats-app group and whenever there is a change, all concerned are intimated and communicated through E-mail / telephone about the change.
b) E-Mails, telephone, Memos, meetings, training and awareness programs;
c) Paper or electronic documents, such as manuals, procedures, instructions, specifications, quality records, reports, etc.;

Quality Management review meetings have a special role in ensuring proper communication between the top management and the department in-charges. The meeting provides the framework for the company to report on the status of quality-related issues and activities, and for the management to formulate and communicate policies and directives to change and/or improve the Quality Management System.

7.5 Documented Information

7.5.1 General

In order to include documented information determined by the organization as necessary for the effectiveness of the QMS and required by the standard ISO9001:2015 in Quality management system, The management has structured their Documentation requirements as given below:

Level 1 Quality Management System **Manual**

Level 2 Standard Operating Procedures **SOP**/ Process Flow Charts

Level 3 Process Instructions **PI**/Work Instructions / Quality Management Plan (**QMP**)

Level 4 **Formats** / Check Lists / Quality Plan / Record Registers

Quality Management System Manual(Level 1)

The organization has established and maintained a Quality Management System Manual that includes the applicable **Scope** of the QMS including justification for any Non-applicable requirement **(Refer Section 4.3),** Quality Policy (**Section 5.2.2**) and Quality Objective (**Section 6.2**).

Wherever the Standard Operating Procedure / Process Instruction etc. has been established for a process determined by organization (section 4.4), the same has been referenced in the relevant sections of this manual or in an upper level document. Wherever no such documented information is required, the required methodology as adopted and implemented to meet the requirement has been explained in the Manual itself.

The interactions between the processes of the Quality Management System have also been described in the Manual by including the Process Flow Diagram(s) of the Service(s) provided by the organization. **(Refer Annex I & Annex II)**

Standard Operating Procedure/Process instruction/QMP (Level 2 & Level 3)

The corporate Quality department has established implemented and maintained appropriate documented information in the form of **Standard Operating Procedure/Process instruction/QMP etc.** for the processes needed for the QMS and where the absence of these procedures can affect the production &service Provisions. While planning for the processes, the documented information has been identified based on the type of the activity, complexity of the processes and the existing competence of the personnel.

Applicable documents are determined by the organization to be necessary to ensure the effective planning, operation and control of its processes, and to demonstrate the objective evidence of having carried out the activity.

These Documented information are used as a tool for information transmission and communication, provide evidence of what was planned has actually been done, or knowledge sharing or to disseminate and preserve the organization's experiences as a basis for a new product introduction.

A list of documented information established by the organization is enclosed in **section 02** of this manual. Master copy of these documents shall be in Hard whereas the controlled copy is distributed to respective departments to ensure their availability at point of use.

Formats / Check Lists / Quality Plan / Records Register(Level 4)

These are the documented information needed to be *retained* by the organization for the purpose of providing evidence of result achieved (records).

7.5.2 Creating and updating

The organization has established a documented procedure for Creating, Updating and control of Documented information PMT-QMS-S01 that describe the structure and methodology for appropriate:

b) Identification and description
c) Format and media
d) Review and approval for suitability and adequacy.

Reference:

PMT-QMS-S01 Procedure for Creating, updating and control of documented information

7.5.3 Control of Documented Information

The organization has established a **"Documented Procedure"** which defines the controls needed to effectively implement the Quality Management Systems.

7.5.3.1 The controls defined in the procedure include the methods:

a. To approve documents for adequacy prior to issue, from designated approving authorities,

b. To review and update, as necessary, as a part of improvement of the management systems and re-approve the documents after modifications by the designated approving authorities,

c. To ensure that changes and the current revision status of documents are identified through establishing distribution and maintaining revision number,

d. To ensure that relevant versions of applicable documents are available at the points of use,

e. To ensure that documents, while distributing and use, remain legible and are readily identifiable by their document numbers, revision status and titles,

f. To ensure that documents of external origin like Act & guidelines issued by regulatory authorities, other national/ international standards are determined & updated when required and their distribution controlled, (**Refer record PMT-QMS-S01-F03**) and

g. To prevent the unintended use of obsolete documents by withdrawing the same and substituting with revised version, and to apply suitable identification to them if they are retained for any legal / reference purposes.

1.5.3.2 While planning for the processes**,** the organization has determined, established and maintained provision of "Records" for applicable documented information which provides evidence of conformity to requirements and of the effective operation of the Quality Management System. These records serve the objective evidence and are part of the Quality Management Systems. Quality records are controlled and maintained in such a manner that these remain legible, readily identifiable and retrievable.

The **Documented Procedure** defines the controls needed for identification, storage & protection, retrieval, retention time, and disposition of records.

a. Records are indexed identifying their type and year/period.
b. The person, responsible for their control, is also responsible for their review to maintain effectiveness of the Quality Management System.
c. MR maintains an Index of Quality records (**PMT-QMS-S01-F02**), identifying their location, retention period and the person responsible for their control.
d. Records are stored and maintained to ensure their easy & readily access/ irretrievability, whenever required, and to prevent damage/loss.
e. Records are retained for a period defined by the customer, applicable regulatory requirements, QMS itself and/or to fulfill the contractual obligation, whichever is later, as applicable and then disposed of in accordance with applicable requirements. Records, retained after expiry of their retention period, are suitably identified and kept separately.
f. Obsolete records, which need not to be retained after expiry of their retention period, are disposed off in consultation with the MR.
g. MR ensures that the records are made available to the customers, where this is agreed requirement, and to the internal/external auditors during audit.

Records, may be in the form of hard copy or electronic media, are prepared to document:

a) Results of processes performed, including identification of the individual performing the activity.
b) Product/process evaluation/acceptance criteria.
c) Procedures, drawings or instructions used to perform an activity, including revision or date of document.
d) Identification of infrastructure, facilities or equipment used in providing the service.
e) Personnel, material or equipment qualifications.
f) Pertinent technical records from suppliers.

Reference: PMT-QMS-S01

8 OPERATION

8.1 Operational planning and Control

The Organization uses multi-disciplinary approach under close observation of Directors & Plant Head for Planning of the production & services realization. The In-charge SBD of the organization is responsible for the new business development activity and acts as a window person for the customer. He interacts with the customers for determination of requirements for the new product / business. The customer's Quality, delivery & other related requirements and new Product concepts are discussed with Head of Engineering in a meeting and approved. After the approval of engineering for new Product concept, the PE department starts their planning for Product realization related to process setup and various resource requirements. While Planning for Product realization, it is ensured that the requirements of the other processes of the Quality Management System (see 4.1) are consistent with the anticipated customer/Quality /legal requirements.

Organization utilizes a process-focused approach to plan and control operations and support services related to product & service provision. Our initial focus is to assure the quality of process inputs - that is, employees, Tools, Jigs & Fixtures, facilities and equipment, and methods. Employees must be equipped to perform the process properly through appropriate education, experience, training, and skills. Parts / Material must meet specified requirements and be properly identified, stored, and issued. Equipment and facilities must be adequate, accurate, available and properly utilized. Process operation standards and other important data must be current and correct. Methods must be appropriate and proven capable of accomplishing the desired results. The appropriateness of all these fundamental process inputs must be assured, and processes must be measured, monitored and controlled to assure effectiveness and/or to identify opportunities for improvement.

The floor Layout, General environment, *Quality Lapses, Process Failures Mode and Effect Analysis* are prepared and Quality Plan/ Deployment plan (**PMT-PED-S01-F05**)/ Operational Plans are developed. The outputs of Quality planning are in the form of **PMT-PED-S01-F02** Product Structure & Process Setup that is developed as per SOP **PMT-PED-S01**. The output of operational planning consists of PMT-Cycle time Calculation (**PMT-PED-S01-F02**) /Production Operation Standard (**PMT-PED-S01-F01)**/Product Standard(**PMT-PED-S01-F06**) for control and monitoring of Product that are established and provided to relevant department In-charge for implementation.

In addition, Following are considered, as appropriate, at the time of development and modification in the existing process for improvement:

a) Identified quality objectives and requirements for the EMS service;
b) The need to establish processes, documents, and provide resources specific to meet the Quality requirements;
c) Required product & process monitoring, inspection, verification and validation activities at

relevant of process stages and the criteria for the acceptance;

d) Records needed to provide objective evidence that the realization processes and resulting product /service fulfill requirements.

These documents identify such characteristics / indicators for product which need to be constantly monitored to meet the specified requirements. These documents are developed at the system, sub-system and final deliverable levels for the product processed during the different phases.

The organization controls planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. The organization ensures that outsourced processes are controlled.

Reference: PMT-PED-S01

8.2 Requirements for Product & Services

8.2.1 Customer Communication

The organization has established effective communication systems with our customers for

a) Providing information relating to product & services.

b) Inquiries contract or order handling and related changes, Refer SOP**PMT-SBD-S01**, and a format for gathering customer requirements "Specific to Quality, Quantity & other Requirements" PMT-SBD-S01-F01.

c) Obtaining customer feedback, including complaints, refer SOPs PMT-QMS-S05.

d) Handling or controlling customer property, Refer Section 8.5.3 of this manual.

e) Establishing specific requirements for contingency actions, when relevant; PIC shall record in format "Contingency Specific Requirements" PMT-SMD-S01-F01.

8.2.2 Determination of Requirements for Product &Service

Achieving our quality policy "to exceed Internal & External Customers expectations" requires that we determine, understand, and consistently meet or exceed our customers' needs and expectations. The organization has established "**Documented SOP**PMT-SBD-S01"to determine

- The Quality & Delivery requirements specified by the customer in case of Product & Electronic Manufacturing Services ; and Machine / Parts specifications including the Pre commissioning, commissioning and post-commissioning requirements in case of Machines / parts Sales & service provided by the organization.
- Requirements not stated by the customer, but necessary for specified or intended uses, which are both known and intended; this may include characteristics identified as a result of Organization's knowledge of the Product & services(Refer Determination of Customer Requirements & Review Record **PMT-SBD-S01-F01**).
- Statutory and regulatory requirements applicable to the product & Services, and

- Any additional requirements for product and service enhancements, considered necessary by the organization.

The In-charge SBD has overall responsibility for developing and implementing effective customer-related processes in accordance with the policies in this section and *Section 8.2.1.*

Reference: **PMT-SBD-S01**
PMT-MSS-S01

8.2.3 Review of Requirements Related to Product& Services

The SBD department reviews the requirements related to the product & services prior to committing to supply or releasing the product/service to the customer.

This review is conducted through a series of meeting with Directors and In-charges PED prior to the organization's commitment to supply product/service to the customer, which includes:

a. Product &Service requirements including delivery & post-delivery activities, to clearly defined, understood and confirmed with the customer prior to acceptance.
b. Requirements not stated by the customer, but necessary for intended use e.g. regulatory requirements.
c. Requirements specified by the Organization.
d. Statutory and regulatory requirements applicable to the product & services,
e. Contract or order requirements differing from those previously expressed

The PIC-SBD ensures that the requirements differing from those previously expressed including any ambiguity or conflict are resolved, and
When the customer provides no documented statement of requirements in emergency (as with verbal orders), the customer requirements are confirmed by In-charge SBD before acceptance.

Feasibility of proposed (new or changed) products/services is investigated, confirmed and documented prior to making a commitment to supply.
Records of **the results of the review** and any associated actions are maintained as Determination of Customer Requirements and Review Record**PMT-SBD-S01-F01**.

The PIC-SBD obtains necessary customer authorizations to waive formal reviews where it is deemed impractical for each requirement. The PED / SBD investigates, confirms and documents the feasibility of proposed services in accordance with customer-specific requirements (Refer PMT-SBD-S01-F01).

Reference: **PMT-SBD-S01-F01** **Determination of Customer Requirements &Review Record**

8.2.4 Changes to requirements for product & services:

As and when any amendment to Product and service requirements are received from the customers, we ensure that the same are reviewed for ability to supply and the relevant documents

are amended accordingly. These modified documents are conveyed to relevant functions or personnel for making them aware of the changed requirements for immediate compliance.

Reference: **PMT-PED-S01**

8.3 Design and development of Product &Services

*The organization determines that the requirement of **clause 8.3 Design & development of Product & Services is not applicable** to the scope of its QMS as justified in **section 4.3**.*

8.4 Control of Externally provided Processes, Products and Services

8.4.1 General

The organization has established a **Documented Purchase System for SUPPLIER SELECTION, EVALUATION, PERIODIC REVALUATION and RATING** to ensure that the externally provided (purchased) processes, products /services conform to specific requirements.

The Purchase department ensures that the Production Parts & Materials are purchased through **customer recommended and approved source**. In addition to this , following are the products and related services that are procured on a need basis:

1. Procurement of process consumable - Soldering Material such as Solder Paste, Solder bar & wire, Flux, Thinner, Glue etc.
2. Annual Maintenance contract / Maintenance support of DG set, Compressor, Lift and other general production facilities.
3. Maintenance of computers, printers and Printing of stationary.
4. Hiring logistics support for goods transport.

The type and extent of controls applied to the supplier and the purchased parts / material / services depends upon the effect of the purchased product on subsequent product realization /service provided by the organization.

The organization evaluates and selects suppliers, other than customer recommended & approved sources, based on their ability to supply product /service in accordance with the Company's rules ,regulations and requirements. Criteria for selection, evaluation and periodical re-evaluation have been established and mentioned in the Process Instruction **PMT-PUR-S01-P01**.

Records of the results of evaluations and any necessary actions arising from the evaluation at company or supplier end are maintained as **PMT-PUR-S01-F01**. Suppliers who meet requirements are awarded the job**.**

The existing suppliers are reevaluated for their performance based the terms and conditions existing in the PO on **Half Yearly basis** and actions taken shall be recorded and approved by PIC-Purchase.

Any contracted service that is identified as underperformer / unsuitable on implementation shall be replaced / terminated based on the term & conditions of the contract.

Reference: **PMT-PUR-S01**
PMT-PUR-P01

8.4.2 Type & extent of control

Purchase In-Charge is primarily responsible for the effectiveness of the Purchasing Processes, particularly for control over **'Externally provided processes, products and services '**.The type and extent of control imposed on external providers is established in Purchase Orders Contract or agreement Document implemented by PIC-Purchase and approve by Director.

Reference: Purchase order, Agreement / Contract with Supplier

8.4.3 Purchasing information

The Organization has established criteria for detailing adequate "Purchasing Information" in the Purchase Documents–Purchase Order (*in hard copies)* for the product and services to be procured.

The product and service details are described in Purchase order issued to suppliers as "Information for External providers" that includes:

a. The processes, products and services to be provided;
b. Requirements for approval of
   - Products &services,
   - Methods, processes & equipment,
   - The release of products and services;
c. Competency requirement including qualification & experience of persons (If any),
d. The external provider's interactions with the organization,
e. Control and monitoring of the external providers' performance to be applied by PMT, and
f. Verification and validation activities that the PMT or Customers of PMT intends to perform at the external providers' premises

All Purchase information including purchase requisition, purchase orders and supplier contracts/agreement are reviewed by the PIC-Purchase and approved by Director or designated authorities for the adequacy prior to release to the supplier.

The records of purchasing information consisting of purchase requisitions, purchase orders /agreement or contract with the suppliers are maintained by Purchase department.

Reference: **PMT-PUR-S01** **PMT-PUR-S01-F02**

8.5 PRODUCTION ANDSERVICE PROVISION

8.5.1 Control of Production and Service Provision

The organization implements and carries out production & Service Provisions under controlled conditions. This may include:

a. The availability of information in Production Operation StandardPMT-PED-S01-F01, Product Structure & Process Setup PMT-PED-S01-F02 and Production Standard PMT-PED-S01-F06 which describes the characteristics of the Product at relevant process stages and the results to be achieved

b. The availability of SOP and Process instructions at the relevant production sections,

c. The availability and use of monitoring & measuring devices and implementation of activities at appropriate stage to verify that the criteria for control of process or output, and acceptance criteria for product have been met,

d. The use of suitable equipment which are suitable for the relevant processes,

e. The appointment of competent person,

f. The validation and periodic revalidation of the processes for product where the resulting output cannot be verified by subsequent monitoring,

g. The implementation of actions to prevent human error,

h. The implementation of release criteria, delivery and post-delivery activities.

i. Maintenance of records to provide traceability to the extent specified and implementation of all applicable statutory / regulatory requirements, and

The Production &service provisions are carried out as per below SOPs and PIs:

Sl No	Description	Record
	STANDARD OPERATING PROCEDURES	
1.	PRODUCTION CONTROL - AUTO MOUNT & SURFACE MOUNT PMT-PRD-S01	• Daily Defect Report Auto Insertion/SMT PMT-PRD-S01-F01 • Preventive Maintenance Record- <m/c Name> PMT-PRD-S01-F02 • Solder Paste FIFO Sheet PMT-PRD-S01-F03 • Solder Paste Mixing PMT-PRD-S01-F04 • Daily Production Report AI/SMT/MI PMT-PRD-S01-F05 • M/C Monitoring & Predictive Maintenance Record PMT-PRD-S01-F06 • Break Down Maintenance Record PMT-PRD-S01-F07 • Component Loading Description PMT-PRD-S01-F08 • Production WIP--> FINISH PRODUCT Record PMT-PRD-S01-F09 • Parts Pull Out Strength Check Record PMT-PRD-S01-F10 • Reflow Oven Para-Monitoring Record PMT-PRD-S01-F11 • Preventive Maintenance Schedule PMT-PRD-S01-F12
2	PRODUCTION CONTROL MANUAL MOUNT & FINAL ASSEMBLY PMT-PRD-S02	• Wave Soldering M/c- Para-Monitoring Chart PMT-PRD-S02-F01 • Quality Report - After Wave Soldering PMT-PRD-S02-F02 • Antistatic Check Sheet PMT-PRD-S02-F03 • Soldering Iron Tip Temp. Check Sheet PMT-PRD-S02-F04 • Screw Driver Start-up check sheet PMT-PRD-S02-F05 • Assembly Line - Daily Defect Report PMT-PRD-S02-F06 • Problem Information Sheet PMT-PRD-S02-F07

	PROCESS INSTRUCTIIONS		
1	PRODUCTION CONTROL - AUTO MOUNT & SURFACE MOUNT PMT-PRD-S01	• PI for Sequencer Machine	PMT-PRD-S01-P01
		• PI for JVK Machine	PMT-PRD-S01-P02
		• PI for VCD Machine	PMT-PRD-S01-P03
		• PI for RH6 Machine	PMT-PRD-S01-P04
		• PI for Air Conditioner	PMT-PRD-S01-P05
		• PI for Air Dryer	PMT-PRD-S01-P06
		• PI for Compressor Unit	PMT-PRD-S01-P07
		• PI for DG Set	PMT-PRD-S01-P08
		• PI for HDPG3	PMT-PRD-S01-P09
		• PI for SPF Machine	PMT-PRD-S01-P10
		• PI for Manual Paste Printer	PMT-PRD-S01-P11
		• PI for MV2F Machine	PMT-PRD-S01-P12
		• PI for CM402 Machine	PMT-PRD-S01-P13
		• PI for JUKI Chip Placer	PMT-PRD-S01-P14
		• PI for IC Placer	PMT-PRD-S01-P15
		• PI for Reflow Oven	PMT-PRD-S01-P16
		• PI for AOI Machine	PMT-PRD-S01-P17
		• PI for Reflow Solder Process Validation	PMT-PRD-S01-P18
		• PI for Antistatic Wrist Band	PMT-PRD-S01-P19
		• PI for Start Up Check	PMT-PRD-S01-P20
		• PI for Line Problem Handling System	PMT-PRD-S01-P21
		• PI for Parts & PCB Handling	PMT-PRD-S01-P22
2	PRODUCTION CONTROL MANUAL MOUNT & FINAL ASSEMBLY PMT-PRD-S02	• PI for Set Up Wave soldering Machine	PMT-PRD-S02-P01
		• PI for Solder Iron Tip Temperature Measurement	PMT-PRD-S02-P02
		• PI for Touch Up & Cutting	PMT-PRD-S02-P03
		• PI Screw Driver Torque Measurement	PMT-PRD-S02-P04
		• PI for Parts Pre-forming	PMT-PRD-S02-P05
		• PI for Soldering Process Validation–Wave Soldering	PMT-PRD-S02-P06

The organization ensures that production operations are planned, scheduled, and carried out in accordance with production SOPs and PIs as summarized below:

Information: The Plant Head, through In-Charge PPC, PED, Quality, Purchase and Stores, ensures that all appropriate information including Product & service specifications, the required Process characteristics and Service parameters, Approval criteria, are provided to concerned production &Security personnel throughout the Product &service realization process.

Process Instructions: The necessity for and required detail of process instructions are dependent upon the knowledge, skills, and abilities of our employees and the complexity of the work process they are assigned to perform. PE Department identified critical Quality issues/ steps in product &process and any other information necessary to be included by taking input from Customers' Design / Quality departments. Based on these inputs and organization's knowledge of

manufacturing process, the product standards, Production Operation standard (process instructions)and other relevant process documents are prepared and made available in areas where they are needed.

***Tools /Jigs / Fixtures / Manufacturing Equipment**:* The PED and Production In-charges ensure the suitability and availability of all tool, jigs, fixtures, manufacturing equipment and facilities for Production and service operations.

Monitoring and Measurement Devices: The In-Charge PED ensures that monitoring and measurement equipment capable of meeting our requirements are available for use during Production and service provision.

Monitoring Activities: The production department is responsible for the quality of the product being manufactured and the Quality In-Charge ensures that the various monitoring activities are being carried out on a regular basis as per SOP PMT-QAD-S01, PMT-PED-S02and production SOPs.
The Quality In-charge ensures that production personnel monitor the quality of their own work and understand the procedures for reporting related problems and/or suspected nonconforming conditions. He is the person responsible for planning and implementing Incoming Material Inspection, in-process inspections and outgoing product inspection needed to ensure process control.

Process Validation: The organization has identified processes namely **Reflow Soldering and Wave Soldering** as the processes where the output results could not be verified by subsequent monitoring or measurement. This means that these are the processes, where deficiencies become apparent only after the event has been occurred or process is executed or the product has been delivered. The organization demonstrates the ability of these soldering processes to achieve the planned results by conducting validations as per **established process Instructions**.

***Release, Delivery, and Post-Delivery Processes**:* Release of Product & service is dependent on its compliance with all technical specifications *and* additional customer requirements. The Quality In-charge ensures that the planned arrangements are satisfactorily completed prior to release of product & services and maintains evidence clearly indicating the authorizing person.

The departmental HOD periodically review operational data as well as progress towards achievement of corporate level Quality objectives and provides related recommendations for review by Top Management.

Reference: PMT-PRD-S01 PMT-PRD-S02 PMT-MSS-S01

8.5.2 Identification and Traceability

Wherever the traceability is a requirement (**Particularly when the final product is placed in the market by PMT or when it is a customer requirement)**to ensure conformity of Product, the organization identifies outputs of Production(**PCB Manufactured and / or Product**) by putting

suitable identification mark on the PCB at input stage of its first production process and/or an identification mark on the finished product at the final stage of production process and identifies the status of outputs w.r.t monitoring & measurement requirements i.e. OK (Daily Production Report) or Not OK PCBs / Finished goods (Daily Defect Report) throughout the production process.

These outputs are controlled as per the respective SOPs / PIs of Production /QA. The Production In-Charge retains these records as per the retention period defined in Master List of retained documents to ensure traceability.

8.5.3 Customer Property

As an electronic manufacturing service provider, PMT manufacture PCBs/Products based on customer supplied product design information such as Bill Of Material, Circuit Diagram, Mount Drawings, Product specification, Part specification, Sample set, Tools/Jigs/Fixtures and parts / material for use or incorporation into the production.

- While carrying out Quality Planning, the PED takes necessary precautions while storing / handling of Customer Supplied information / documents/sample to prevent damage or deterioration as per SOP **PMT-PED-S01**and the confidentiality is maintained throughout the product lifecycle. All the customer supplied information are identified and preserved as per the customer requirements/ organizational instructions.
- The customer supplied Tools, Jigs & Fixtures as per Documented SOP / PI for Management of Tools Jigs and Fixtures **PMT-PED-S03**.
- The organization has provided five separate storage space to prevent inter mixing, protect and safeguard customer supplied material and parts for production use. The Stores In-Charge Identify, verify, protect and safe guard customer property as per documented SOP for stores **PMT-STR-S01**.
- While the customer property is issued for use or incorporation into production, the production department takes due care to protect and safeguard the same as per the provided facilities, means and methodology established in production SOPs **PMT-PRD-S01** and **PMT-PRD-S02** to keep track of production spoilages.
- When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, this will be treated as a **nonconformance to EMS** and the PIC shall report this to customer or external provider.
  The detected nonconformity shall be handled as per SOP **PMT-QMS-S04** and PIC will retain documented information on what has occurred in **PMT-QMS-S04-F01 and PMT-QMS-S04-F02**.

Reference:	**PMT-PED-S01**	**PMT-PED-S03**	**PMT-STR-S01**
	PMT-PRD-S01	**PMT-PRD-S02**	**PMT-QMS-S04**

8.5.4 Preservation

The Organization has determined that the **Finish products** and the **information & documents** related to Quality arrangements of product being manufactured including records generated at various stages of processing are the vital outputs need to be preserved during production service provision.

The organization has established a documented procedure "Control of documented information" for preserving the Quality arrangements specific information and documents including records right from receipt of Quality requirements for new / existing project, their internal processing to deployment of security services and gadgets.

It is ensured that the communication, handling, storage, preservation and delivery of information / documents be controlled to prevent damage, deterioration or loss. When necessary, for particular items, special instructions are issued and monitoring is carried out to check satisfactory implementation.

For Finish Goods, the Production, QA and Dispatch persons are trained for appropriate identification, handling, contamination control, packaging, storage, transportation and protection to avoid any deterioration of product quality while in storage area or transit. The organization has established an SOP "**PMT-DSP-S01"** for preserving the working condition of goods and their safe upkeep during storage & transport.

Appropriate storage facilities are provided for Finish Goods and documents for their safe upkeep, prevent damage and deterioration including suitable preservation wherever necessary. Although, concerned Department In-Charges are overall responsible for preservation of documented information and finish Goods, yet every employee is responsible for safe handling of the product, information and documents at various stages of processing.

Reference:	**PMT-DSP-S01**	**Quarantine, Handling, Preservation, Storage & Dispatch of FG**
	PMT-QMS-S01	**Control of Documented information**

8.5.5 Post –delivery activities

The organization is responsible to meet post-delivery activities associated with the products and the security services.

In determining the extent of post-delivery activities that are required, the organization considers contractual obligations that includes

a) Customer Requirements
b) Statutory and regulatory requirements
c) Potential undesired consequences associated with the product and risk associated with the machine sales &services

d) In addition to this, intended lifetime of product, nature & use of after sales services and periodic customer feedback is also considered.

8.5.6 Control of changes

The PE department reviews and control changes for production and service provision, based on customer requirements for change to ensure continuing conformity and retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any actions arising from the review in PMT – ECN (PMT-PED-S01-F10), ECN Control Sheet (PMT-PED-S01-F11) and Substitute Item Request Form(PMT-PED-S01-F12)

In addition, The Production Department has established a documented SOP for the Management of Man, Machine, Material and Method (4M) changes. The In-charge production retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any actions arising from the review in 4M Change Record PMT-PED-S04-F01.

Reference: PMT-PED-S01 NPI & control of engineering changes
PMT-PRD-S04 Management of 4M changes

8.6 Release of products and Services to customer

The organization through its appointed PIC-QAD implements planned arrangements, after Final stages of production, to verify that the gadgets and security requirements have been met.

Release of product to customer does not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the top management and / or customer.

The PIC-QAD retains documented information for the release of manufactured product to customer. The documented information includes:

d) Evidence of conformity with the acceptance criteria;
e) Traceability to the person(s) authorizing the release.

Reference: PMT-QAD-S02 In-Process Quality Control, Final Inspection &Testing

8.7 Control of Nonconforming Products and Service (Outputs)

8.7.1 The Organization has established and maintains a **documented procedure** to control over Products/Services, Processes & systems that do not conform to the specified requirements of the QMS or customer's Quality requirements. The Organization ensures that products &services that do not conform to the requirements are identified and controlled to prevent its unintended use or delivery. The Person responsible for the process has the authority to stop production and raise alarm (stop/ check/investigate/ verify etc.) to correct problems in accordance with ***PMT-QMS-S04.***

The documented procedure **PMT-*QMS-S04*** defines the controls and related responsibilities & authorities for dealing with nonconforming products &services. The organization deals with nonconforming output in one or more of the following ways:

a. By taking action to correct and subsequently eliminate the detected nonconformity,

b. By taking action to segregate, hold, return or suspension**,**

c. By authorizing its use, release or acceptance under deviation by a relevant authority and, where applicable, by the customer,

d. By taking action appropriate such as informing customers to the effects or potential effects, of the nonconformity, when nonconforming product / service is detected after delivery or use has started.

When the non-conforming output is corrected, **conformity to the requirements are re-verified** by the QA department and record is maintained in PMT-QAD-S02-F0x.

8.7.2 The Quality In-Charge has overall responsibility for implementing an effective process for identifying, documenting, segregating, evaluating, correcting and disposing of nonconforming product. The Responsible Quality In-Charge retains documented information as Acquisition Form – OFI/NC/CC/CFB (PMT-QMS-S04-F01) and CCA – OFI/NC/COMPLAINT Report (PMT-QMS-S04-F02) that

a) Describe the nonconformity
b) Describe the Action Taken
c) Describe and concession taken
d) Identify the authority deciding the action in respect of nonconformity

Reference: PMT-QMS-S04

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9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

The organization has determined the parameters for various QMS processes applicable to unit / site level that are suitably monitored, analyzed and evaluated by respective department In-charges to ensure that the performance meets the requirements of Internal as well as external customer, applicable statutory & regulatory legislation, the Quality management system itself and for continual improvement in its effectiveness.

The organization has identified what needs to be monitored and measured; and developed suitable criteria and methods (**Refer: Annex-III**) for monitoring , measuring , analyzing and evaluating such processes. Monitoring of Process / Service conformity shall be carried out through established Standard Operating Procedures **PMT-PRD-S01~S02.** Process performance monitoring and data collection is carried out during implementation and at the end of an operation; data from process monitoring and control check sheets is analyzed and evaluated by PIC to initiate suitable corrective action for process improvement. The PIC retains the result of Data analysis / evaluation and report to MR for evaluation of the effectiveness of QMS throughout the organization.

The MR, with input from responsible department In-charges, monitors and measures overall operational efficiency and provides related input and recommendations, that may affect QMS effectiveness, to Top Management (Directors & Plant Head)for review and action.

Reference: Annexure-III PMT-PRD-S01~S02

9.1.2 Customer Satisfaction

As one of the measurements of the performance of the company's QMS System, the Quality department monitors information (by the customers)relating to customer perception as to whether the department has met customer requirements and performed as planned. Methods for obtaining and using the information includes the customer Complaint Handling system is described in the procedure for customer satisfaction survey and control of Non-Conforming Service (refer **PMT-QMS-S04&PMT-QMS-S05**) and customer satisfaction survey through **Feedback forms**.

Customers are the reason we exist and drive our quality policy "Exceeds our Internal & External customer expectation". Data collected by customer contact personnel during routine communications provide our primary basis for assessing customer satisfaction. The QAD has established a **documented procedure** for getting customer feedback. The Plant Head has overall responsibility for identifying and reviewing customer requirements (see *Section 8.2)* and MR for monitoring and measuring customer satisfaction as per procedures contained in **PMT-QMS-S05**.

The Management Representative consolidates customer satisfaction survey data and monitors achievement of corporate level customer satisfaction improvement objectives and reports it along with related recommendations to top management in the Quality review meeting.

Reference: **PMT-QMS-S05** **PMT-QMS-S04**

9.1.3 Analysis and Evaluation

The Quality department determines, collects and analyses data using appropriate statistical tools & techniques to demonstrate the suitability and effectiveness of the key QMS processes, to identify opportunity for improvements and evaluates achievements for deciding the continual improvement of the QMS.

The department manages its key QMS processes through the use/application of standard operating procedure, and process instruction, which are used to define and analyze the selected process in terms of inputs, Monitoring (throughputs/activities), and outputs.

A process is effective if desired results are achieved. Effectiveness can be measured in terms of product &service quality, process accuracy, delivery schedule performance, cost/budget performance, employee/function performance against established objectives and/or customer satisfaction.

A process is efficient when resource utilization is optimal. Efficiency can be measured in terms of total resource utilization; Machine down time and Quality lapse indicators.

The “Analysis of Data” includes:

- The data generated as a result of Product / process / system monitoring and measurement in the organization;
- The Data collected from other relevant sources, e.g. Customer satisfaction Data, Sensitization Feedback, training effectiveness evaluation.

Prior to the Quality Management Review Meetings, the data is analyzed as a minimum for focusing the information relating to:

a) Conformance to Quality requirements in terms of Characteristics and their trends in products / processes and of services
b) Customer satisfaction,
c) Performance and effectiveness of QMS in terms of achievement of Corporate Level Quality Objectives,
d) Effectiveness of implementation of planning,
e) Effectiveness of actions taken to address risks & opportunities

f) Suppliers Performance Data who provide the Parts / Materials and outsourced services e.g. maintenance of facilities, and

g) Opportunities for Improvement.

9.2 Internal Audit

Internal audit results are critical inputs to aid in assessing the effectiveness of our QMS, in identifying opportunities for improvement, and in promoting awareness of customer requirements and effectiveness of the QMS to our workforce. We conduct QMS audits **Half Yearly** to determine conformity to *ISO 9001:2015* and any additional QMS requirements that may apply. Our overall measure of QMS effectiveness is the absence of repeat problems/findings, as an indicator that our QMS was effective in eliminating the cause of such problems.

The Department has established a **"Documented Procedure"** to ensure that all planned arrangements as given at Section 8.1, requirements of ISO 9001:2015 and Quality management system requirements as established by organization which have an influence on product & service quality, are subjected to internal audits at a pre-determined schedule to verify the compliance with all aspects of Quality Management system Requirements.

The Management Representative has overall responsibility for managing the internal audit process in accordance with PMT-***QMS-S02*** as summarized below:

The internal quality audits are planned and coordinated to ensure that entire Quality management system is audited at a specified frequency .A schedule for audits, based on the status and importance of the process and results of earlier non-conformances observed, is prepared and responsibility assigned to the personnel for conducting the audits.

Audits are carried out by qualified Quality auditors who do not have direct responsibility for the activity being audited. The auditors are selected in a manner to ensure objectivity and impartiality of the audit process.

The audit reports are documented. Auditors record audit results and submit findings to MR and Auditee with responsibility for the process, function or quality management system element audited. The audit report forms the basis of taking suitable correction & corrective actions by concerned Auditee / MR.

The Detected Non-conformances are prioritized and accordingly actions are started to avoid recurrence of the same. The department In-charge responsible for the area audited implements timely correction / corrective action to eliminate detected non-conformances and their causes, and initiate other appropriate action in response to opportunities for improvement identified by process owners.

MR initiates and/or conducts Follow-ups to verify timely and effective implementation of the proposed action. Follow-up activities include the verification of the correction or corrective actions taken either by auditor during next audit or by actual verification at site. The results of the action taken are reviewed and discussed in Quality Management Review.

The Management Representative maintains all internal audit records, including internal auditor training records, results of internal audits and related follow-ups; periodically reviews internal audit results as well as progress towards achievement of corporate level objectives aimed at improving overall QMS effectiveness (*Section 6.2*); and provides related recommendations to Top Management for review; *Section 9.3*.

Reference: PMT-QMS-S02

9.3 MANAGEMENT REVIEW

9.3.1 General

Top Management (Director) of the company reviews the Quality management system established and implemented by the organization, at planned intervals **(*once in six months*)** to ensure its continuing suitability, adequacy and effectiveness and alignment with the strategic direction of the organization. The Management Review Committee that comprises all department In-Charges, MR and plant Head under the Director reviews the QMS.

The review includes assessing emerging needs & expectations of interested parties, changes in internal and external issues, risks &opportunities for improvement and the need for changes to the Quality management system, including the quality policy and quality objectives. Record of management reviews including the minutes of Management Review Committee meeting are maintained by Management Representative.

9.3.2 Management Review inputs

The inputs to management review in the form of Agenda for MRM include information for the period under review on all elements of ISO 9001:2015.However, more focus is laid down on the following:

- Follow-up actions from previous management reviews,
- Changes in External & Internal issues relevant to QMS
- Customer feedback, (Customer perception & Complaints)
- Review of Quality Policy and objectives (at least corporate level objectives),
- Process performance and conformity of product &services,
- Non conformities and Status of corrective actions,
- Monitoring &measurement Results,
- Results of internal / external audits,

- Performance of external providers ,
- Adequacy of resources,
- Effectiveness of actions taken to address risks and opportunities,
- Planned changes that may affect the Quality management system,
- Recommendation for improvement especially for production process and system, and
- Review of new or revised statutory and regulatory requirements if any.

9.3.3 Management Review outputs

The minutes of the management review meeting are recorded and maintained for a specified period. The output of the management review in terms of Minutes of Quality Review Meeting includes any decisions and action plans related to:

a) New/revised corporate level improvement objectives
b) Improvement opportunities for the effectiveness of the QMS and its processes,
c) Need for changes to the QMS,
d) Improvement of services related to customer needs and expectations,
e) Resources needs for improvements and training needs of employees,
f) Awareness of statutory and regulatory requirements and Customer requirements

The MR retains documented information “Minutes of Quality Review Meeting” as evidence of the results of Management review.

Reference: PMT-QMS-S03

10 IMPROVEMENT

10.1 General

The Directors during Quality review meeting determines and selects opportunities for improvement
a) To improve product & services to meet requirements as well as future needs & expectations,
b) To correct, prevent and reduce undesired effects, and
c) To improve the performance and effectiveness of the QMS.

The Directors in consultation with Plant Head and MR determines any necessary actions to meet customer requirements & enhance customer satisfaction whereas departmental PICs ensure implementation of these actions. The MR in consultation with department Heads, Internal Auditors and PICs evaluate the effectiveness of the actions taken and presents the result to Directors for review in next Quality review meeting.

10.2 Nonconformity and Corrective action

10.2.1 The organization has developed a "**Documented Procedure**" for reacting to the detected nonconformity including complaints in order to deal with the consequences or its correction, evaluating the need for action to eliminate the cause(s) of non-conformities in order to prevent their recurrence or occurrence elsewhere, implementing corrective actions, reviewing the effectiveness of corrective actions taken, subsequent action to update risks & opportunities determined during planning (Refer Sec 6.1) and making changes to the QMS if felt necessary.

The MR summarizes and analyzes correction and corrective action data to identify trends needed to assess overall effectiveness of the **correction and corrective action system** and to develop related recommendations for improvement. The system is considered effective if specific problems are corrected and data indicates that the same problem has not recurred or similar problem has not occurred elsewhere. Results of this analysis and related recommendations are presented to Top Management for review and action during Quality management reviews; *Section 9.3*.

10.2.2 The organization retains the documented information as evidence of the nature of nonconformity including complaints in PMT-QMS-S04-F01.Any subsequent actions taken and the results of any corrective action is recorded by concerned PIC in a format called Correction & Corrective Action for Opportunity of Improvement, Nonconformity and Complaint "CCA for OFI, NC & complaintPMT-QMS-S04-F02. .

Reference: PMT-QMS-S04

10.3 Continual improvement

At PMT, the continual improvement process begins with the establishment of our quality policy (*Section 5.2.1*) and objectives for improvement (*Section 6.2*), based on objectives contained in our Quality Plan and customer targets/goals. The Organization determines and **Half Yearly reviews** the

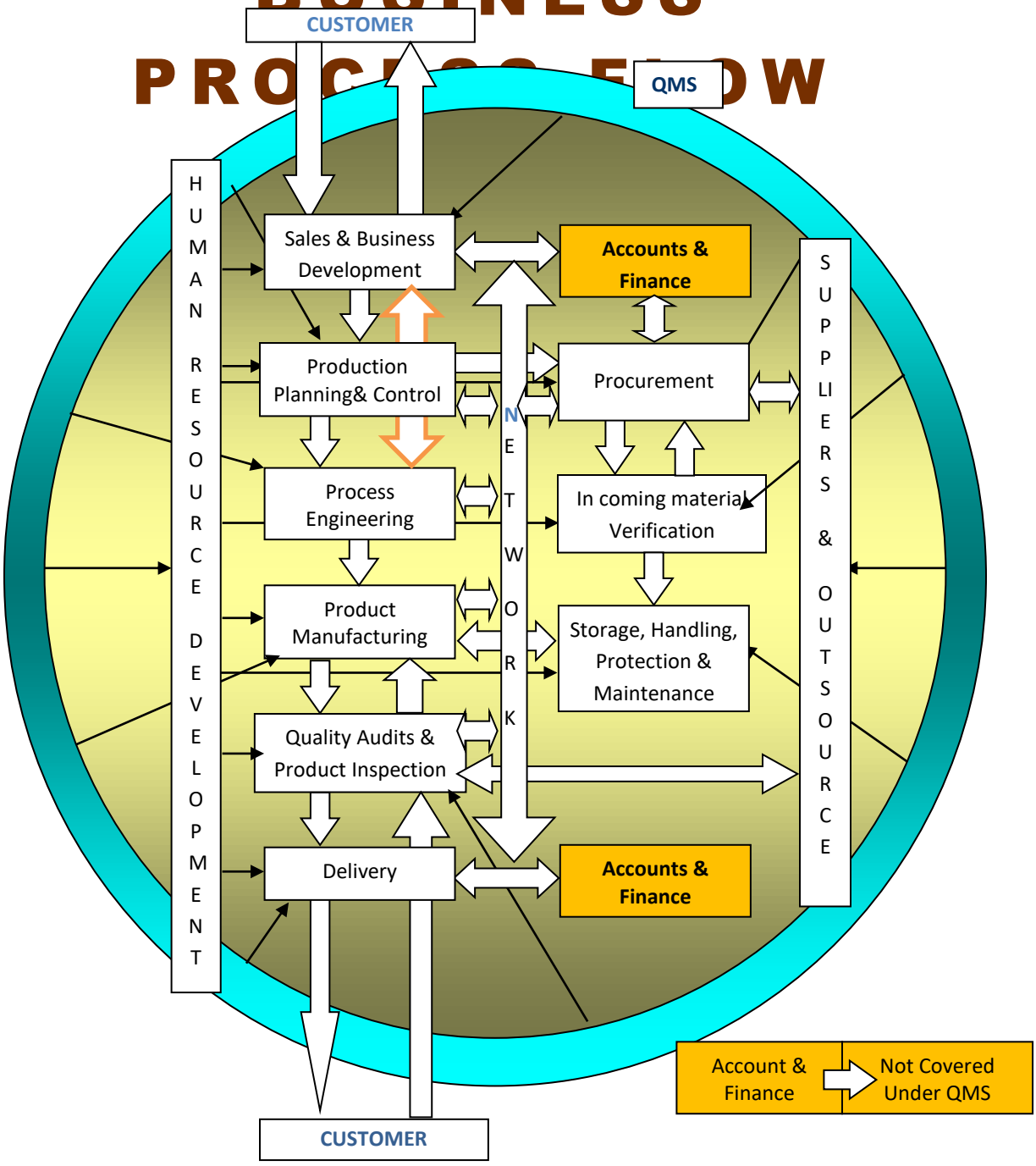
risks and opportunities that need to be addressed to, based on considering determined needs and expectations of relevant interested parties (refer Sec 4.2) and the external and internal issues that are relevant to its purpose and strategic direction (refer Sec 4.1). The actions are initiated to address the determined risks (refer Sec 6.1) to prevent the occurrence of problems and to implement other improvement actions. The result of internal audit, Customer satisfaction, Production process and Service performance data analysis are then compared against objectives to evaluate progress and to identify additional opportunities for improvement (*Section 9)*. Appropriate improvement initiatives are established, supported and monitored for achievement through the use of Achievement of Objectives (**PMT-QMS-S03-F03**), and our management review process (*Section 9.3*). We also consider correction and corrective actions a vital part of our continual improvement program. Corrections and Corrective actions are initiated when nonconformity occurs, complaint reported or desired results are not achieved. The Correction & corrective Report format**PMT-QMS-S04-F*02*** is used to document correction, corrective actions and improvements .All management actions are prioritized and implemented on the basis of data analysis and evaluation (*Section 9.1.3*): the impact of failures/problems is used to prioritize needed corrective and improvement actions; risks and opportunities are evaluated to identify and prioritize needed preventive actions.

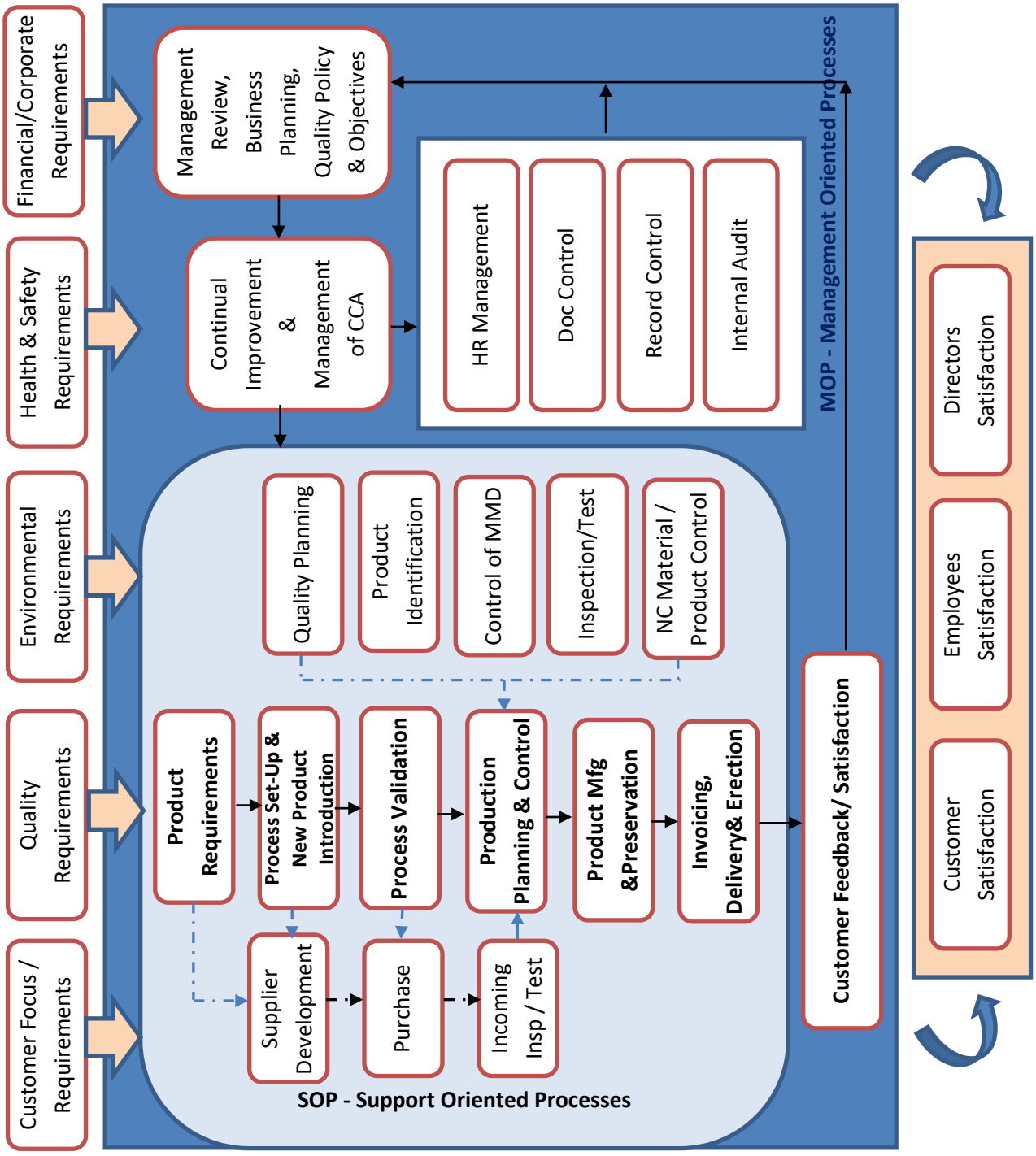
The overall effectiveness of continual improvement program (including corrective actions taken as well as the overall progress towards achieving corporate level improvement objectives) is assessed through Quality management review process (*Section 9.3*).

Essentially, such actions are effective if the problems once corrected do not reoccur, potential problems identified do not occur, and other improvement actions accomplish the desired results or objectives. Inputs to the Quality management review process are used to establish new/changed improvement objectives and to initiate/prioritize additional improvement actions.

The Management Representative has overall responsibility for establishing and implementing an effective continual improvement system which includes improvement actions, as outlined in *Section 10.1* above, and corrective actions as outlined in *Section 10.2*.

BUSINESS PROCESS FLOW





COP – Customer oriented processes are identified in Bold

To → / From ↓	SBD	Engineering	Purchase	IQC	Stores	PPC & Production	Quality control	HRD	QMS/MR
SBD	1.Customer Requirements & any changes. 2. Product (new) specs 3. Delivery Plans (Mid-Range Prod Plans)	1.Customer Requirements & any changes. 2. Product (new) specs 3. Delivery Plans (Mid-Range Prod Plans)	1. Delivery Plans (Mid-Range Prod Plans)		1.stock level 2.STR-PRD-S01-F04	1.PMT-PPC-S01-F01	1.PMT-QAD-S01-F04		1.PMT-QMS-S05-F05,2.-PMT-QMS-S01-F04,3.PMT-QMS-S04-F03,4.PMT-QMS-S02-F03
Engineering	1.PMT-PED-S01-F10 2.PMT-PED-S01-F09 3.PMT-PED-S01-F04	1.PMT-PED-S01-F11 2.PMT-PED-S01-F10	PMT-PED-S01-F12	PMT-PED-S01-F10	PMT-PED-S01-F10	PMT-PPC-S01-F01 PMT-PED-S01-F10	1.PMT-QAD-S01-F04	1.PMT-PED-S01-F02	1.PMT-QMS-S05-F05,2.-PMT-QMS-S01-F04,3.PMT-QMS-S04-F03,4.PMT-QMS-S02-F03
Purchase	PMT-PUR-S01-F01,F02,F03, F04,F05	PMT-PUR-S01-F07	ALL DOC REQ.	PMT-PUR-S01-F04	PMT-PUR-S01-F05	PMT-PPC-S01-F01	PMT-PUC-S01-F07,PMT-QAD-S02-F02	PMT-PUR-S01-F02	PMT-PUR-S01-F02
IQC			PMT-QAD-S01-F01	PMT-QAD-S01-F02	PMT-QAD-S01-F01		PMT-QAD-S02-F03		PMT-QMS-S01-F04,F01
Stores	1.Delivery plan	1.ECN	1.PO	Material Invoice	PMT-STR-S01-F01,F02	1.PMT-PPC-S01-F01	PMT-QAD-S02-F02		PMT-QMS-S01-F04,F03
PPC & Product-ion	PMT-PPC-S01-F01	PMT-PPC-S01-F01	PMT-PPC-S01-F01		PMT-PPC-S01-F01		PMT-PPC-S01-F01		PMT-QMS-S01-F04
Quality control		PMT-QAD-S02-F03,F04	PMT-PUR-S01-F04	PMT-QAD-S02—F02	PMT-QAD-S02—F02		PMT-QAD-S02-F01		PMT-QMS-S01-F04
HRD	1.PMT-PED-S01-F02	PMT-HRD-S01-F02	PMT-HRD-S01-F02	PMT-HRD-S01-F02	PMT-HRD-S01-F02	PMT-HRD-S01-F02	PMT-HRD-S01-F02	PMT-HRD-S01-F02	PMT-HRD-S01-F02
QMS/MR	Corrective/ preventive action in case of complaint or product recall.	PMT-QMS-S01-F04,PMT-QMS-S02-F03	PMT-QMS-S01-F04,PMT-QMS-S02-F03	PMT-QMS-S01-F04,PMT-QMS-S02-F03	PMT-QMS-S01-F04,PMT-QMS-S02-F03	PMT-QMS-S01-F04,PMT-QMS-S02-F03	PMT-QMS-S01-F04,PMT-QMS-S02-F03	PMT-QMS-S01-F04,PMT-QMS-S02-F03	PMT-QMS-S01-F04,PMT-QMS-S02-F03

Sl No	Key Processes	Criteria	Monitoring & Measurement method	Responsibility	Frequency	Acceptance Criteria
A.	**Top Management**					
1	Customer Satisfaction	Customer satisfaction level	Review of consolidated data analysis of customer feedback ,complaints & repeat/lost business analysis in MRM	Top Management & MR	Half Yearly	Minimum 80% and above.
2	Resolution of Customer Complaints	Effectiveness of Correction & Corrective actions on Customer complaints	Review of Consolidated customer complaint data Analysis, Correction & Corrective Actions Taken and their Effectiveness in Management Review Meeting	Process Engg Production & Quality Manger	Half Yearly	No Repetitive Complaint
B.	**Sales & Business Development**					
1	Customer Related Process	Prompt response	Respond within 7 Days for new project and within 1 day for regular quarry.	SBD-Manager/Sales In-charge	on customer quarry	No Delay
2	Determine customer requirements	Adequacy & completeness; Feasibility and unresolved issues	Inclusion of all applicable requirement- Quality, Delivery, Other Control parameters including legal aspect; Determine via Technical Specs, PO/Work Order, Contract, Site Visit report, Submit Proposal & confirm with customer;	Sales In-charge and Engineering Head	on customer demand / Request	Inclusion of all applicable requirement- Quality, Delivery, other Control parameters including legal aspect,
3	Review of customer Requirement	For adequacy of customer requirements, unresolved issues and company capability	Engg Team there after Head Of Engg /SBD will review & obtain approval of competent authority. Customer Communication over unresolved issues and Clarification. Keep record of review before contract or order acceptance;	Top Management with Head Of SBD & PED,	Before commit - ment to customer	No Unresolved Issue pending
4	Customer communication	-complaints - Order Rejection /Acceptance - Order progress	- Respond within 24 hrs with corrective action - Inform within 15 days via email - Via email/ What's app / Telephone / verbal	Sales& BD In-charge, HOD – Engg & QA	As and When Required	Communication channel to be open always
C.	**Quality Management System & MR Function**					
1	Document Control	Availability of Approved Documented Info at the point of use, its	As per established SOP PMT-QMS-S01	MR and HODs of all Departments	Always	Retrieval within 5min

		Preservation, Protection and Retrieval.				
2	QMS Internal Audit	No of NCs Observed	MR & PIC will Track NCs & take C&P action as per established SOP for conducting Internal Audit	MR & Auditee	As per Int. Audit schedule	Adherence to Audit Schedule No open NC after 1 month from audit
	Control of Int. Audit NCs & CCA	No of Open NC		MR & Auditee	Ongoing	
3	Control Over non-conforming outputs	Mixing with OK product, data recording, Its Identification, Isolation and correction	1. Separate out NC product from production flow. 2. Record defect data & NC o/p keep in isolated bin, magazine or place with clear identification as DEFECTIVE. 3. Send to *re-processing / repair / correction*& Re - verify for conformance. 4. Analyze data and impose corrective action	PIC – Production, QA &PE	Ongoing	Non-Conforming output should not pass to next processing stage or release to customer
4	Correction / Corrective action system	Registration &No of CCAs initiated to self-identified NCs & OFI, No of Un Resolved NCs	MR & PICs will Track CC Action Report. Evaluate the Effectiveness of Corrective Action after 3 Months or in next Inter. Audit whichever earlier.	PIC of All Departments & MR	Ongoing	Registration of all Self-Identified NCs/OFIs/ CCs/CFBs for improvement
5	Handling Customer Complaints	Registration of complaints in CCA System, Initiation of root cause analysis	Registration of Complaint data in CCA System. Assign PIC for Root Cause Analysis and resolution of complaints by correction and corrective action.	PIC-QA & MR	When occur	Registration & root cause analysis start within 24 Hrs
6	Resolution of Customer Complaints	No of complaints unresolved / resolved	Consolidation of individual data. Analysis and resolution of complaints	Process Engg Production & Quality Manger	On Customer Complaint	Unresolved complaints ≤ 2 after 1 month from date of complaint.
7	Control over Self-Identified NCs / OFIs / CCs /CFBs &their CCA	No of OPEN or CLOSED correction & Corrective Action Report	MR follows with all deptt. Heads to submit closers of OPEN CCA Report, Consolidate & presents data in Half Yearly MRM	MR & All Department HODs	Ongoing	Open CCA reports ≤ 2, after 2 months from NC date
8	Customer Satisfaction Survey	Customer satisfaction level	Consolidation of data analysis of customer feedback, complaints & repeat/lost business analysis	MR	6 Months	As per Quality Objectives
9	MRM	Conducted as per schedule & Discussion as per circulated Agenda points	To be scheduled by MR as per established SOP for conducting management reviews	MR, & Top-Management	Half Yearly	All Agenda Points to be Discussed & Decision
D.	**HRD**					

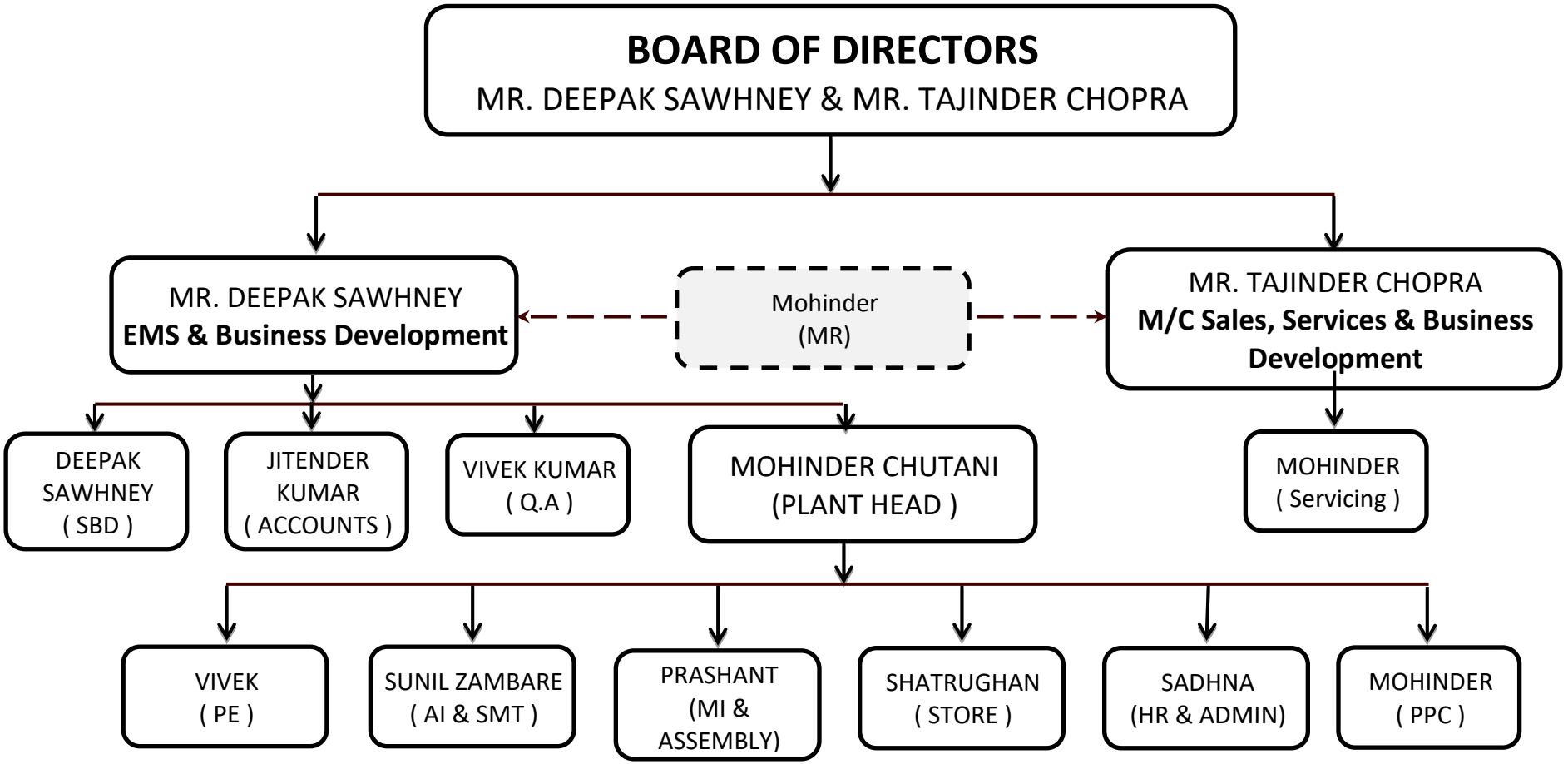
1	Employee Selection	Criteria of age qualification, experience, competency	PIC-HRD to Carry out Employee selection as per established SOP	HRD & Interview Panel	When recruitment is required	Should meet min criteria of age, qualification, experience & competency.
2	Competency Gap Analysis	Competency level of Level 4 employees & above; Ranking in Skill Matrix and Multitasking Record for Emp loyee at level 5.	Training needs Identified during day-to-day work & Annual Appraisal by deptt. HODs, Result of Annual Competency Gab Analysis, OJT identified as per skill matrix ranking of level-5 employees.	In-charge – HRD and other deptt.	Yearly	Must be conducted prior to release of annual training schedule
3	Trainings of employees at level 4 & above	Attendance of designated person	Arrange Trainings as per schedule and ensure availability of trainer & presence of designated Employees.	In-charge – HRD and HODs of Respective Deptt.	As per Annual Training schedule	100% presence
4	Trainings-On Job to Level-5 Employees	Competency level of Casual Employee	HODs to conduct OJT of designated employee and examine his/her learning		Quarterly/ Half Yearly& need based	95% should pass exam in OJT training
5	Training Effectiveness Evaluation	Competency level of Empl. at Level 4 & up	Take Employee Feedback after Trainings & HOD to evaluate after 3Months.	In-charge – HRD and HODs of Respective Deptt.	After 3 months of training	Competency level and skill ranking should improve
6		Skill Ranking of Level 5 Emp	Evaluate learning of Emp & update skill matrix			
7	Employee retention &	Correctness in calculation of salary & Regularity	HRD to gather Attendance record, Compute salary including deductions & submit to Accounts	In-Charge HRD and Accounts	Monthly	Disbursement of Salary - Within 1st wk Every Month
E.	**Purchase from External Providers**					
1	Procurement	Control over outsourced activities	Through supplier's performance evaluation in line with tender terms and conditions	In-Charge Material Procurement	As Per Production Plan	
F.	**Verification of Purchased Products**					
1	Verification of Purchased Product	Control Plan	Review of requirements and obtain approvals of competent authority	Head Quality	On Receiving of Product	
G.	**MATERIAL STORES**					
	Material Receiving	Physical quantity and Invoice quantity	Cross verify Invoice with physical quantity	Stores In charge	Anytime	Physical & Invoice quantity should match
	Handling, Preservation & Storage	Material is preserved and handling	Physical inspection of the store every week	Stores Inc ahrge	Once a week	Stored as per supplier instruction or organizational

						decision.
	Material Retrieval &Issuance	Issuance and Retrieval in time and accurate	Cross checked by production	Stores In charge	When the material is issue or retrieved	No mismatch
	Inventory control	Match Physical and stock in ERP	Perpetual and Quaterly stock take	Store and Accounts in-charge	Weekly and Quarterly	Less than 0.5% error
H.	**Electronics Parts/ Spare Parts sales; Machine Sales & Services**					
	Onsite Installation	Installation within scheduled time	Conduct performance Test as per contract, Prepare Installation Report and Get Customer Feedback	Installation Engineer	As per Installation Schedule	Half day more than plan
	Service Support	As per Contract / PO	Preventive Schedule and Service Report	Installation Engineer	As per Preventive Schedule	Conducted within the week it is planned.
I.	**OUTSOURCE PROCESSES**					
	Equipment Calibration & Material Testing	Calibration validity Fitness of use	Annual Supplier Revaluation;	HOD-PUR & QC	Annual	No equipment in the List should be out of calibration. Equipment is fit to use.
	Maintenance of Facility– P&M Items	Preventive Maintenance schedule and Breakdown time	Plan production as per the Maintenance schedule. Record break down time.	HOD Production	Monthly	Production Loss less than 30minutes.
w.	**PROCESS ENGINEERING**					
	New Product Introduction		1. SOP should be ready of dept. 2. Provide stencil to SMT for solder paste/glue printing. 3. Produce new product with best quality & low rate of rejection. 4. All jigs & fixtures ready of new product. 5. Analyze the issues & take corrective action	PED Head and Team	New product introduction	Rejection rate less than 800PPM
	Handling & preservation Of Technical specification of products and sample set	Verify first product with BOM & sample of product by components value & electrical test.	1. List down if there is any difference between BOM & sample with new product. 2. Conduct meeting with internal team & customer team.	Store, PED, PRD & QC team	All time	No specification should be misplaced
K.	**PRODUCTION**					
1	Axial parts Auto Insertion	Rejection rate should be less than 0.05%	1. Check presence & absence of components by template.	Machine operators & QC person	Always	Rejection rate not more than 0.05%

			2. Check value & polarity of component before load in machine & verify it by other person. 3. Check clinch angle 5° to 20°& clinch length 1.2-1.8mm.			
	Radial Parts Auto Insertion	Best quality & rejection rate should be less than 0.05%	1. Check presence & absence of components by template. 2. Check value & polarity of component before load in machine & verify it by other person. 3. Check clinch angle 15° to 30°& clinch length 1.2-1.8mm	Machine operators & QC person		Rejection rate not more than 0.05%
	Glue Dispensing	Dispensing should be on center of pad with correct amount .	1. Glue dot should be separate i.e not merge. 2. Should be on center of pad. 3. Should be correct amount.	Machine operators & maintenanc e in-charge	Always	Rejection rate not more than 0.01%
	Glue Printing	Glue should be on center of pad with correct amount /height.	1. Glue should be on center of pad. 2. Should be correct amount as per stencil 3. Squeegee speed 4. Stencil separation speed. 5. Stencil cleaning 6. Stencil & squeegee condition	Machine operators & maintenane in-charge	Always	Rejection rate not more than 0.01%
	Solder Paste Printing	Solder paste printing should be on Pad area	1. Printing should be on pad area. 2. Correct solder paste amount as per stencil thickness. 3. Squeegee speed 4. Stencil separation speed 5. Stencil cleaning 6. Stencil & squeegee condition	Machine operators &maintenan ce in-charge	Always	Rejection rate not more than
	SMD Placement	Best quality & rejection rate should be less than 0.05%	1. Programming of machine only by CAD data provide by customers. 2. Components should be place on center of pad. 3. Components not pull out when apply force 1.5-2 kg. 4. Stop the machine in case of rejection more than	Maintenance & programmin g head, Machine operators	During operation	Rejection rate not more than 0.05%

			0.01%			
	Reflow soldering	Best result of curing & soldering as per profile set.	1. Input correct required reflow data as per paste/glue use. 2. Regular checking of temp. of all zones	SMT line operators		Rejection rate not more than 0.01%
	Visual / AOI Inspection	Rejection rate should be less than 0.02%	1. Programming of machine only by CAD data provide by customers. 2. Add maximum no. of components which can check by AOI. 3. There should be separate area of OK & NG PCB. 4. Mark the PCB OK after "PASS" show by AOI 5. Fail PCB check care fully & send to repairing stage.	Programming In-charge & Inspection operator		Rejection rate not more than 0.03%
	Manual Insertion	Achieve no. of insertion & minimize the error.	1. Display SOP on all stages before start the production. 2. Balance the line for maximum output. 3. High light polarity components on WI	Line In-charge & operators	Daily	Rejection rate not more than 0.02%
	Wave Soldering	High degree of reliability of solder joints	1. Set the pre-heater & solder bath temperature. 2. Check of Spray fluxer is working. 3. Solder bath should be clean & maintain the solder height. 4. Set the conveyor speed as per product. 5. Take the Wave soldering profile before start the production.	Maintenance In-charge & Machine Operator	Daily	Rejection rate not more than 0.01%
	Touchup	Product without of any soldering issue.	1. Solder iron temperature with in select range. 2. Use the sponge for tip cleaning. 3. Change the Iron tip during wear out.	Line In-charge & operator	Regular	Rejection rate not more than 0.01%
	Cutting	There should be not any zero lead cutting.	1. Use only midified cutter to remove the zero cutting error. 2. Check & change the cutter before start the shift on daily basis.	Line In-charge & operator	Regular	No Zero cutting

	PCB Inspection	Error free product	1. Is there any components missing. 2. Is there any reverse components. 3. Is there any wrong components. 4. Is there any dry , shorting, lifting issue.	Inspection & Mounting operators	Regular	Pass perfect product to customer
	Assembly of Product	Produce functional product	1. Functional testing of the product.	Testing Operator	Regular	Pass only the functionally perfect product.
	FG Testing	No failure at customer end	1. Full functional testing. 2. Aging of product on sample basis	PED,PRD & Testing operator	Regular	No customer complaint
	Packing	Complete product deliver to customer	1. Make sure not to miss any item. 2. Packing seal should be proper	Dispatch dept. & Packing operators	Regular	Follow packing instructions.
	Production Qty Control	Minimize the rejection rate	1. All should follow SOP & WI of all models 2. Follow daily check sheet or quality audit	QC team	Daily	Rejection below 800PPM
	Maintenance	Maintenance should be finish as per scheduled	1. Maintenance scheduled clear to production people.	Maintenance Team	Daily/weekly/monthly	Should be finished within maintenance schedule.
L.	**OQC-FINAL INSPECTION & TESTING**					
	In-Process Inspection	Production process is in control & working as per the product planning	1. Check the points mentioned in the checklist of SMT, AI and MI	QC Team	Every hour	No discrepancy to be found
	OQC	Quality of the finished product	Check 5% of the finished product	QC Team	Every half hour	Stop lot if only 1 defect is found.
M.	**DISPATCH STORE**					
	FG Handling, Preservation & storage	Store all the products model wise	Cross match quantity mentioned QC report with physical quantity	Dispatch Store In-charge	Every time OQC report is received	100 % matching of Physically and ERP quantity.
	FG Dispatch	Paper work Condition of the truck	Cross check if any paper is missing. Check the condition of the truck and safety of the product during transit	Dispatch Store In-charge	Every time a dispatch is made	No paper is missing. Truck is in good condition & have provision for rain.


BOARD OF DIRECTORS
MR. DEEPAK SAWHNEY & MR. TAJINDER CHOPRA
MR. DEEPAK SAWHNEY
EMS & Business Development
Mohinder
(MR)
MR. TAJINDER CHOPRA
M/C Sales, Services & Business Development
DEEPAK SAWHNEY
(SBD)
JITENDER KUMAR
(ACCOUNTS)
VIVEK KUMAR
(Q.A)
MOHINDER CHUTANI
(PLANT HEAD)
MOHINDER
(Servicing)
VIVEK
(PE)
SUNIL ZAMBARE
(AI & SMT)
PRASHANT
(MI & ASSEMBLY)
SHATRUGHAN
(STORE)
SADHNA
(HR & ADMIN)
MOHINDER
(PPC)

Top Management at PMT: Management Review group consists of **Directors, Plant Head, Head of Departments and Management Representative.**

The duties and responsibility of the designated officials listed here are not exhaustive and hence not restricted only to the list enumerated below. Therefore, it is brought to the notice of personnel employed in this company that the duties and responsibility listed below is only a guide line, not limited by any measure or means and all personnel should endeavour their maximum to enhance the quality of the company's performance. Specific functional duties to meet relevant process activities are set out in SOPs/PIs.

All the executives and employees of the company, referred in the succeeding paragraphs, shall have the requisite authority commensurate with duties and responsibilities assigned to them. Core team members will communicate the Duties and responsibility through periodic awareness sessions conducted

A. Director:

Responsibility

- Strategic planning
- Chairing the Management Review Meeting.
- Defining and Authorization of Quality Policy & Objectives
- Interaction with the customers for New Business Development. Leads the Organization. Review of quality management system effectiveness
- Final verification of the contract between customer and the company Conducting Market intelligence study regarding company Process
- Recruiting and posting healthy, competent, experienced, duty conscious employees.
- Maintaining co-ordination and goodwill with all local authorities
- All commercial aspects to be studied for the timely successful operation and commercial benefits
- Ultimate disposal of non-conforming products
- Communicating to the Organization the importance of Meeting Customers as well as statutory and regulatory requirements
- Analyzing the trends in the areas identified for preventive action for continuous improvements

Authority

- Fund allocation for the operations.
- Appointment of Management Representative
- Authorizing provision of adequate resources needed & providing them
- Sole Authority to purchase orders approval and release,
- He has the over-ruling authority to make decisions with respect to functioning and performance of the company

During the absence of Director, Person In-charge shall carry out his duties with allocated responsibility from time to time.

B. In-Charge (Finance & Accounts)

Responsibility

- The In-Charge (Finance & Accounts) is responsible to the Director for the following functions
- Management and control of all financial matters, cash management, cash forecast, monthly management accounts and annual statutory account

- Invoice preparation for delivery of goods and keeping Dispatch record in ERP.

C. Management Representative

Responsibility

- Along with core team facilitates the QMS establishment, documentation, implementation, maintenance and continual improvement.
- For preparing the QMS manuals and quality internal documents
- To periodically amend and update Q M S procedures of the organization, as and when the same is approved, incorporating changes in the documented Quality system, arising out of effectiveness of the corrective action.
- For document control and maintenance of organization's QMS
- To Implement the Quality Policy of the organization and Motivate all personnel of the organization in observation of the Quality Policy
- Ensure that requirements of the QMS are understood by all personnel and implemented as per organizational policy and Ensure that new entrants are duly apprised of customer requirements
- Courteously interacting with government bodies, statutory & regulatory bodies, and customers
- To actively organize, plan and conduct management review committee meetings and Maintain records of Management Review Meetings Minutes
- Highlight to the Management regarding the effective operation of the established Quality system in the management Review meeting.
- To interact between HODs and customer concerning company's services for quick and prompt remedial action in an exigency
- To verify corrective actions proposed have been implemented
- Raising requirements for any resource requirements to the Top management
- Prepare analysis reports for non-conformities, Take/Initiate corrective & preventive actions where necessary and verify the effectiveness of QMS.
- Control of non-conformities processes, Analyse Non-conformities and report to MD in Management Review Meeting
- Submission Formal report on the QMS performance and improvement opportunities before every Management Review
- Ensuring that a quality system is established implemented and maintained in accordance with the International standard.
- Reporting on the performance of the quality system to Top management for review and for improvement of the quality system.
- Coordinating with external agencies for smooth implementation of the QMS in organization.

Authority

- Organize, plan, schedule and execute internal quality audits
- Close Non-conformance Reports' and Close corrective actions reports after verifying the implementation of corrective actions and effectiveness
- To Conduct Management Review Meetings

D. Plant Head

Responsibility

- All technical operations, technical matters of the operation and end result assessment
- Report to Directors & to carry out its functions in his absence (**If Assigned**)
- Identify training needs for employees including the availability of training facilities and Authorization for any internal & external Training Need.
- Maintaining co-ordination with other departments and management of company's operation's and activities

- Ensures that the QMS is established, implemented and maintained in line with ISO 9001 and Arrangement of resources required to meet customer expectations.
- Authorized to stop Production in case of Non-Conformity.
- To ensure all the in-process quality parameters to be followed by different sections and to ensure the quality of outgoing products
- Raising requirements for any resource requirements to the Directors
- Verification of purchasing requirements for adequacy.
- Ensure incoming/outgoing product quality, Disposition of Non-Conforming Material and Control over outsourced activity of Machining process.
- Collect the Customer Complaint and take corrective & preventive actions

E. In-charge (HR & Administration)

Responsibility

- Recruiting and Monitor welfare of Personnel.
- Grievances handling, performance appraisal, Statutory and Safety regulations and salary administration.
- Management of outsourced employment (If any)
- Ensuring appraisal reports of employees are prepared forwarded to Plant Head as per Company's policy
- Motivating all employees in the observation of Company policies and for achieving Company's standards
- Ensures that the QMS is established, implemented and maintained in line with ISO 9001 & arrangement of resources required to meet customer expectations.
- Identifying the competency required
- Maintains updated Record and Correspondence pertaining to employees
- Co-ordinate all employees related matters
- Coordinate identification of training needs for all the departments
- Plan for training, Arranging and Conducting training programs
- Training of newly Inducted employees

Authority

- Authorization for any internal & external Training Need.
- For the HR department activities and maintenance of industrial discipline.
- Monitoring evaluation of performance on training conducted
- Maintenance of records of familiarization, training and motivation

F. In-charge (Procurement)

Responsibility

- Identify Suppliers / Sub-contractors, for selection of Suppliers and approving them if found suitable.
- Rating of Suppliers / Sub-contractors and Maintaining the list of approved Suppliers / Sub-contractors on the bases of supplier rating
- Monitoring the Suppliers / Sub-contractors for the Quality of their supplies.
- Processing of purchase requisitions, preparing and placing of purchase orders and making amendments to purchase orders.
- To maintain control over purchase requisitions, Asset control, sending out assets and do local purchases and Control over outsourced activities.

Authority

- Authorization for approved suppliers list. Supplier Selection, Approval and Supplier rating.

- Procurement of item from approved Suppliers / Sub-contractors and Complete purchase activities including local purchases.
- Processing of purchase requisitions, preparing and placing of purchase orders, making amendments to purchase orders.
- Verification of Purchase orders with Quotation and purchasing data for adequacy.
- Selection, evaluation and rating of outsourced supplier and activities

G. In-charge (Stores)

Responsibility

- Receive and issue activities for parts & material.
- Facilitate purchase of materials/service through In-Charge Purchase functions
- Preservation and handling of material and Parts.

H. In-Charge (Sales & Business Development)

Responsibility

- Organizing Customer Orders and communicating the customer requirements to the relevant functional areas
- Effective customer relationship process
- Review of customer complaints and feedbacks
- Verifying the requirements in the enquiry / customer purchase order for.
  - Clarity of customer requirements.
  - Any ambiguity required to be resolved.
  - Company's capability to carry out the order.
  - Forwarding order acknowledge to the customer.
- Ensures that the QMS is established, implemented and maintained in line with ISO 9001 and Arrangement of all resources required meeting customer expectations.

  Authorization
- Raising requirements for any resource requirements to the Directors
- Efficient functioning of their respective departments

I. In-Charge (Process Engineering-Process Setup)

Responsibility

- All technical operations, Process Set-Up for new products as per customer requirements, technical matters and end result assessment
- Providing assistance and guidance to the Production for result oriented fruitful Process and to reduce the idle time.
- Effective customer relationship process and Review of customer complaints / feedbacks
- Ensures that the QMS is established, implemented and maintained in line with ISO 9001 and Arrangement of all resources required meeting the customer expectations.
- The efficient functioning of their respective departments
- Management of Manufacturing functions and activities connected with the Production input, process and the output.
- Collect the Customer Complaint and take corrective & preventive actions
- Corrective and preventive actions of observed NCs or deficiencies
- Ensuring that the Production activities are carried out as per established procedures and WI

Authority

- Raising requirements for any resource requirements to the Plant Head
- Safe custody and storage of customer property (documents if any)
- Interaction with the In-charge (PPC, Sales & BD) for Execution plans.

- The management of employees allocated to their functions and maintain the discipline and conduct throughout the period of their employment.

J. In-Charge (Quality Assurance)

Responsibility

- Management of Quality Control functions and activities connected with the Production input, process and the output.
- To carry out purchased product verification, In-process inspections and finished product testing as per Product Standard or established plan and keep evidence of product conformity with requirements.

Authority

- Authorized to stop production execution in case of Non-Conformity.
- Authorized to Product Release and approve release Order. (Sole Authority)

K. In-charge(PPC)

Responsibility

- Conducting customer-Factory Meeting for Order collection,
- Organizing Customer POs, Receiving delivery requirements, Production planning & control,
- Preparing Mid-Range Production Plan, Short-Range Production planning and its review,
- Preparing Production Sales Inventory, its review and management

Authority

- Making commitment to customer based on the production capacity of the organisation.
- Taking decisions on behalf of the Top Management in case of any changes in the customer requirements.

L. In-Charge (Production)

Responsibility

- Management of Production functions and activities connected with the Production input, process and the output, and logistic support
- Collect the Customer Complaint and take corrective & preventive actions
- Maintenance in the Manufacturing unit by designated team
- Corrective and preventive actions of observed NCs or deficiencies Interaction with the In-Charge(PPC) for Order Execution plans.
- Ensuring that the Production activities are carried out as per established procedures and process instructions, and
- On time Product Delivery to customers.
- Dispatch activities and Record Updating and Maintenance of traceability records. Authority

- Ensure quality of the product in Production process & Order Traceability
- Safe custody and storage of customer property (Material &documents)
- The management of employees allocated to their functions and maintain the discipline and conduct throughout the period of their employment

APPOINTMENT OF MANAGEMENT REPRESENTATIVE

FOR ISO 9001:2015

Management is pleased to appoint **Mr Mohinder Chutani** as Management Representative for ISO 9001:2015. He shall have the responsibility and authority to ensure that the processes needed for the Quality Management System is established, implemented and maintained. He will also report to Top Management on the performance of the Quality Management System and any need for improvement. He will also ensure the promotion of awareness of customer requirements throughout the organization.

The above is in addition to their existing responsibilities. All are requested to extend their full cooperation to ensure the effective and efficient implementation of Quality Management System.

For PMTEXIM PVT LTD

DIRECTOR

S No	Process Effectiveness Criteria & Method	Unit	Target		
			FY 17~18	FY 18~19	FY 19~20
A.	**Top management and MR – Customer Satisfaction**				
1.	No of customer complaints /customer /month	Nos	**2**	**1**	**0**
2	Resolution of Costumer complaint per month	%	95	98	99
3.	Customer satisfaction level based on feedback	%	**90**	**95**	**98**
B	**Top Management & In-charge Sales & Marketing–Business Volume Target**				
1.	Increase Value of business transaction	%	**30**	**30**	**30**
C	**In-Charge HRD & Admin - Provision of training**				
1.	Training-All (100%) new employee before job assignment	Days	**7**	**6**	**5**
D.	**In-Charge Procurement**				
1.	Availability of Purchased Products before 2 day of PPC plan	**%**	**95%**	**98%**	**100%**
	Production Planning & control				
1	Issuance of Short-Range Plan	No of Days before Execution	2	7	15
2	Issuance of Mid-Range Plan		Nil	15	30
E.	**In Charge Manufacturing – AI & SMT**				
1	On time delivery to customer	%	**95**	**95**	**98**
2	Model wise Monthly Average Defect Rate	**PPM**	**≤800**	**≤800**	**≤800**
3	CM402 & JUKI M/c Error Rate (Observation 0.1%**≤X≤0.05**%)	%	**≤0.05**	**≤0.05**	**≤0.05**
4	MV2F & Machine Error Rate	%	**≤0.1%**	**≤0.08%**	**≤0.05%**
F.	**In-charge Manufacturing MI & Assembly**				
1	On time delivery	%	**95**	**95**	**98**
2	Model wise Monthly Average Defect Rate	**PPM**	**≤2000**	**≤1500**	**≤800**
3	Multi skill Operators	%	**60**	**70**	**80**
G.	**Inventory Management & Stores**				
1	Inventory Accuracy of Quarterly Stock Take	%	99	99.5	99.5
H.	**In-charge M/c Installation & Service**				
1.	Installation Time after arrival of M/c at customer end	Days	**3**	**3**	**2**
2.	Problem Diagnosis Time	Hrs	**24**	**12**	**12**

	In-charge Quality Control				
1.	Adherence to the Quality Plan	%	100	100	100
2.	Multi Skill Operator	%	40	45	50

Auto Insertion		
S.No.	Machine Description	Qty.
1	Panasert JVK Machine	0
2	Universal Sequencer Machine	1
3	Universal VCD Machine	1
4	Panasert Radial Machine	1
5	Computer	1
SMT		
6	Panasert Glue Dispenser Machine - HDPG3	1
7	Panasert Printer - SPF	1
8	Panasert Printer - SP60	1
9	Panasert Chip Mounter - MV2F	1
10	Solder Paste inspection -SPI	1
11	Panasert Chip Mounter - CM402	2
12	Panasonic Chip Mounter – CM101	1
13	Juki Chip Mounter - JX-350	2
14	Panasert Fine Pitch Placer - MPAG3	1
15	Kince Printer - KWA-1016	1
16	Shenzhen Printer - JT1068LF-LED	2
17	Reflow Oven - Aircon	1
18	Reflow Oven - Tamura	2
19	Omron - AOI	2
20	Computer	2
21	Scanner	1
22	Soldering Iron - 60w adjustable	1
23	Hot air Gun - 2000w	1
24	Hitachi AC - 8.5T	2
25	Daikin AC - 5.5T	1
26	Magnifier	1
27	Microscope	1
28	Emerson UPS - 60 KVA	1
29	Refrigerator	1
30	Glue Mixer	1
31	EMS Soldamix - Solder Paste Mixer	1
32	Vernier caliper	1
33	Mutimeter	1
34	LCR meter	1
35	Vacuum Cleaner	1
36	Push pull gauge	1
Manual Insertion Line		
37	Yokota - Wave Soldering Machine	1
38	ZH - Wave Soldering Machine	
39	Lead cutting machine	3
40	Automatic lead cutting machine	1
41	Solder iron	8
42	Wrist band tester	1
43	Surface conductivity tester	1
44	Adapter testing jig	2
45	Sealing machine	1
46	DVB	1
47	Computer	1
Store/Office area		
47	Computers	3
48	Laptop	1
49	Printer	2
50	Colour Printer	1
51	CCTV system	1
52	Window AC	2
Maintenance		
53	Elgi Compressor - 10HP	1
54	Elgi Compressor - 15HP	1
55	Sahara - Air Dryer	1
56	Air storage tank	1
57	Jacson - DG - 125 KVA	1
58	Drill Machine	1
59	Table Grinder	1
60	Hand Grinder	1
61	Board Cutter	1
62	Multimeter	1
63	Tong Tester	1
64	Motor bike	1
65	Floor cleaning machine	1
66	Hand Pallet	2

NEEDS& EXPECTATIONS OF INTERESTED PARTIES

S.No.	Interested parties	Needs	Expectation	Monitoring & Review mechanism
1	**External providers**	1)Specification communication 2) Payment as agreed 3) On time supply of input Material (if any) 4) Technology support	1. Discuss all specification & parameter of product. 2. On time Payment 3. No any delay. 4.Provide all technical specification.	1) Defined in documented information, SOP for Purchase by External providers. 2) Reviewed half-yearly and discussed in management review meeting.
2	**Customer**	1) Quality of product & Service 2) Delivery of product on time 3) Response to complaint 4) Proper Communication channel	1. No market failure 2. No any delay 3. Take action within 24 hours. 4. Every message should be via email.	1) Defined in documented information for a) Sales & Business development, b) PPC, c) PED, d) Production, e) QAD, f) Purchase & Stores 2) Reviewed Half Yearly and discussed in management review meetings
3	**Statutory & Regulatory Body**	Complying with the statutory and Regulatory requirements as identified from time to time.	Provide proper information whenever required by legal bodies.	1) Reviewed half yearly and discussed in management review meetings 2) Updated in ROC statutory requirements
4	**Bankers**	Updating of changes in the organization whenever it happened	Provide proper information whenever required.	Reviewed In GBM as and when required
5	**Employees**	1. Management support in terms of . 2. Payments	1. On timing 2. On fix date.	Reviewed Half Yearly and discussed in management review meetings

S.No	Issues and Concerns	Risk	Risk value	Opertunity	Strategic Direction	Control Measure/ Action Plan	Ref Documented Information
Internal Issues							
Top Management							
1	Lack In Organization Knowledge	Hinderance in development of New Products/ Process/meeting customer requirements due to product spec. changes	Medium	Organization Growth	Reduce	1. Periodic in house / outside training of employees 2. Periodic attend seminars / visit to other organization.	1. Training Record 2. Record of seminars/ visit to other organization and information given to all concerned by training.
2	Internal audit not carried out as per plan	Performance evaluation of QMS not evident	Medium	Effective QMS and hence Continual Improvement	Reduce	1. To Document the procedure for control of internal audit	Documented information for control of internal audit
3	Documented information not controlled and protected	1. QMS effectiveness not demonstrated. 2. Analysis of data not done, hence no continual improvement.	Medium	Effective of QMS & Continual Improvement	Reduce	1. To Document the procedure for control of Documented and retained documented information.	Documented information for control of documented information
4	Legal/ Statuary and Regulatory requirements are not determined.	Customer Dissatisfaction/Legal Authority hold up Product dispatch/Working of Organization may be stopped by Legal Authorities	High	On time supply of Product	Reduce	To Document the legal requirements and Monitor it for implementation	Legal Requirements
5	23. Lack ok Availability Of Adequate Infrastructure	1 Unavailability of proper machines and equipment to control & enhance production 2. Hinderance in development of New Products	Low	Organization Growth		1.To Document the list of machines /Equipment and identify type of equipment/ machinery required to meet customer requirements 2. To develop out source party to meet requirement.	1. List of Machines 2. Approval List of External Providers
			Sales and Business Development				

4	Customer Requirements Not Reviewed.	1. Customer Dissatisfaction Due to delay/wrong supply of products & specific requirements information. 2. Delay/wrong production.	High	Increase in customer Satisfaction	Reduce	1. Review the customer requirements with in 24 hrs and Document the remarks. 2.Discuss the customer/other issue in daily meeting and to document it. 3. Send amendment of customer requirements to all concerned 4. To document customer specific requirements after study of Customer's supplier Manual & other ref. documents.	1. Production planning/ achievement record 2. Customer order and amendment record 3. Customer Specific requirements
5	Delay in delivery schedule.	1. Customer dissatifaction.	High	Increase in order level	Reduce	1. To discuss daily production planning with all holds 2. To monitor customer schedule vs supply. 3. To reduce in house rejection. 4. To monitor the production efficiency.	1. Production planning / achievement record 2. Customer schedule vs supply. 3. Non confirmative product report
6	Payment Not Received in time	Working of organization is effected due to delay in payment to external providers	Medium	Increase in Organization good will	Reduce	1. While entering the contract with customer or accepting the order payment term and condition to be finalized. 2. To follow up with customer in case of delay payment	1. Customer order and amendment record.
7	Document not attached while dispatching the Products	Customer Dissatisfaction/Legal Authority hold up Product dispatch	Medium	Increase in customer Satisfaction	Eliminate	1. To inform the dispatching authority , list of documents to be attahed.	Dispatch Order
8	Product recalls, product audits, field returns and repairs, complaints.	1. Improvement in system not adequate. 2. Increase in cost of Poor Quality	Medium	Increase in Continual Improvement		1. MR to mointer Product recalls, product audits, field returns and repairs, complaints, scrap, and rework, action taken weekly. 2. To document action on Product recalls, product audits, field returns and repairs, complaints, scrap, and rework by respective HOD.	1.Rejected Product Test/ Analysis 2.Non-Conformity Product Report 3. Product Audit Report 4.Customer's Complaints Register
			Production				

1	In house rejection	1.Increase in cost of production 2 Customer dissatisfaction due to delay in delivery.	High	Profitability of Organization	Eliminate	1. Periodic training to the operators/supervisors etc. 2. Work instruction at the point of use. 3. Maintain the machine properly. 4. Carry out the production as per work instruction and process parameters. 5. Inspect the material / Product at all stages of production as per control plan 6. Identify the product as per its quality status by identification tag. 7. Control non conforming products. 8. Display item/product sample on production line.	1. Training record 2. Production work instruction- 3. Machine maintenance record 4. In-Process inspection sheet 5. Incoming product inspection report, Final inspection report, control plan. 6. Quality manual 7. Non Conforming Product Record
2	Rejection of PCB & components on first stage of SMT line.	1. Increase in cost of production. 2. Customer dissatisfaction.	High	Profitability of Organization	Eliminate	1. Periodic training to the operators/supervisors etc. 2. Display the work instruction at the point of use. 3. Fix the Automatic PCB Loader on input stage of SMT line.	1. Training record. 2. PCB input work instruction.
3	Rejection of PCB due to lead zero cutting on JVK jumper insertion machine.	1. Increase in cost of production. 2. Chance of market failure. 3. Customer dissatisfaction.	High	Profitability of Organization	Eliminate	1.Timely preventive maintenance of the plant and machinery 2. Use the proper spare parts and lubricants in maintain the machinery.	1. Preventive maintenance schedule. 2. Minimum/maximum stock level of spare parts.
4	Rejection of product due wrong components loading in machine.	1. Increase in cost of production. 2. Chance of market failure. 3. Customer dissatisfaction.	High	Profitability of Organization	Eliminate	1. Periodic training to the operators/supervisors etc. 2. Display the work instruction at the point of use. 3.100% entry/scanning of SMT components before start the kit. 4. Confirm the components by scanning during load in machine to avoid wrong loading.	1. Training record. 2. Components Loading work instruction. 3. Entry/scanning work instruction.
5	High rejection/repairing of PCB on SMT output stages.	1. Increase in cost of production. 2. Customer dissatisfaction.	Medium	Profitability of Organization	Reduce	1. Stop the machine programming by manual process/measurement. 2. Train-up the machine programmer to make the program by CAD file provide be customer/PCB manufacture.	1. Training record.
6	Production loss during online machine programming.	1. Increase in cost of production. 2. Customer dissatisfaction.	Medium	Profitability of Organization	Avoid	1. Train-up the machine programmer to make the off-line program by CAD file provide be customer/PCB manufacture.	1. Training record.

7	Rejection of PCB in Reflow Oven due to Input-Output conveyor width.	1. Increase in cost of production. 2. Customer dissatisfaction.	High	Profitability of Organization	Eliminate	1. Timely preventive maintenance of the plant and machinery 2. Use proper spare parts and lubricants in maintain the machinery.	1. Preventive maintenance schedule. 2. Minimum/maximum stock level of spare parts.
8	PCB rejection of failure due to improper setting of Reflow Oven.	1. Increase in cost of production. 2. Customer dissatisfaction.	High	Profitability of Organization	Eliminate	1. Train-up the shift in charge that how to get the Oven profile 2. Check & take Reflow Oven profile of all models before start the production.	1. Training record. 2. Display Oven profile of running model.
9	Lack Of Identification and Traceability of Products	1. Customer Dissatisfaction due to wrong supply 2. Mix up of OK and Rejected Product	Medium	Increase in customer Satisfaction		1. Methodology for identification and traceability of Product and implement it.	The System for identification and traceability of Product documented in System Manual.
			Wave Soldering Machine				
1	High PCB rejection or damage due to solder on PCB.	1. Increase in cost of production. 2. Customer dissatisfaction.	Medium	Profitability of Organization	Eliminate	1.Timely preventive maintenance of the plant and machinery. 2. Display the work instruction at the point of use	1. Training record. 2. Display daily/weekly/monthly maintenance sheet on Wave soldering machine.
			Components Pre-forming Machine				
2	Components rejection due to improper cutting.	1. Increase in cost of production. 2. Customer dissatisfaction.	Medium	Profitability of Organization	Avoid	1. Timely preventive maintenance of the plant and Machinery 2.Sisplay the work instruction at the point of use.	1. Training record. 2. Display daily/weekly/monthly maintenance sheet on Wave soldering machine.
3	Rework/ Repair process not defined.	Reworked product high rejection	Medium	On time supply of Product	Eliminate	1.Documented Information of Rework. 2. Training to be given to employees on rework. 3. Rework instruction should be available at the place of rework.	1. Documented Information of Rework 2. Training Record.
4	Non Compliance with customer requirements due to 4M changes.	Short/Delay in Supply of material to Customer	Medium	Reduction in cost of poor quality	Avoid	1.To document 4M Changes implementation documented information. 2. To take approval from customer for all changes (4M). 3. To verify& validate process and product when there is change in 4M.	1.List of Employees. 2. Competence Criteria. And Skill matrix 3. List of Machines 4.Process Validation Report4 5.List of Tools & Dies 6.. Engineering Change Record 7. Approve List Of Supplier

5	Lack in control of property belonging to customer.	Non conforming Product due to loss of reference standard/ specification/Sample/ Drawing	Medium	Reduction in in- house rejection	Eliminate	To keep the received and issue record of property belonging to customer and external providers .	Customer and external providers property record
			Maintenance				
1	Mahine break down.	1. Delay in production. 2 Customer dissatisfaction due to delay in delivery.	High	Profitability of Organization	Avoid	1. Carry out preventive maintenance as per schedule by trained employees 2.Use the proper spare parts and lubricants for maintenance 3.Only trained production operators for component making.	1. List of plant and machinery 2 Preventative maintenance schedule 3. Minimum/maximum stock level 4. Competent criteria 5. Skill Matrix
2	Lack of environmental control for machine	1.High rejection. 2. Customer dissatisfaction	Medium	Increase in OEE	Avoid	1. Document Daily Preventive Maintenance of machines/ Equipment and Monitoring the record of environment for operation of machines	1.Preventive maintenance of machines 2. In process inspection of process parameters
3	Lack of Proper Maintenance of Machines	Non conforming products, Delay in Production, Delay in supply of Products to customers	Medium	Increase in OEE	Reduce	To Document Preventive Maintenance of machines/ Equipment and Monitoring the record .	Preventive maintenance of machines
			QA				
1	Equipment not calibrated	1. Wrong results. 2. Customer dissatisfaction	Medium	Increase in customer Satisfaction	Eliminate	1. To get the instruments calibrated as per schedule. 2. To issue the calibrated instruments to the employee.	1. Measuring instrument callibration record
2	Lack In Monitoring & Measure Equipment Control	1.Production of more non confirming products 2. Delay in supply of Products to customers.	Medium	Increase in customer Satisfaction	Reduce	Periodic calibration of Equipment and identification of calibration status	Measuring instruments Calibration record
3	Lack in Operational planning and control	Production of Non conforming Product.	Medium	Reduction in in- house rejection	Reduce	Document Quality Plan for control and inspection of incoming material , inprocess product and process parameters and Final inspection of product.	Control Plan

4	Use of the product caused by the out-of-specification condition caused by un-calibrated instruments	1.Customer Dissatisfied with Fitment Problem 2.Vehicle failure	High	Increase in customer Satisfaction	Eliminate	1. Calibration Record to be checked by user before using it. 2. Calibration status to be marked on the instrument. 3. Calibration results should be available to user along with instrument.	Measuring Instrument Calibration Schedule
			HRD				
1	Lack of Adequate Competence of Employees	1. Delay in providing Services 2. Customer Dissatisfaction	Medium	Increase in OEE	Reduce	1. To Depute trained employees	1. Competence Critria 2. Skill Matrix
			All Departments				
1	Lack Of Adequate Communication	1. Customer Dissatisfaction Due to delay/wrong supply 2. Delay/wrong production 3. Purchase of Non conforming products 4. Customer complaint not attended in time. 5. Loss in order due to not taking customer feed back for improvement	Medium	Organization Growth	Reduce	1. To discuss the customer/other issue in daily meeting and to document production planning. 2. To send amendment of customer requirements to all concerned 3. To issue PO to External Providers giving all requirements 4. To Discuss customer complaint with all concerned with in two hrs of receiving complaints and attending with in 24 Hrs. 5. To take customer feed back every month.	1. Production planning/ achievement record 2. Customer order and amendment record 3. Purchase order 4. Customer complaint record 5. Customer feed back form
			New Product development				
1	Developing plan, facility and equipment plans not adequately considered.	1. Wrong commitment to customer leading to a) Customer dissatisfaction b) Organization financial losses	High	Organization Growth	Reduce	1. To document Project implementation documented information. 2. To follow APQP document properly.	1. Documented Information of Project Management. 2. APQP Record.
			Customers				

1	Quality of Product not as per requirements and complaint not attended /responded in time.	Customer Dissatisfaction	High	Increase in customer Satisfaction	Reduce	1.To implement Quality Plan for control and inspection of incoming material , in process product and process parameters and Final inspection of product. 2.To attend customer complaint in 24 hrs.	1.Control Plan 2. In coming Inspection Report 3. In process inspection Report, 4. final Product Inspection Report 5. Customer Complaint record
3	Product not received in Time and communication channel not informed	Customer Dissatisfaction	High	Increase in customer Satisfaction		1. To discuss daily production planning with all HOD 2. To monitor customer schedule vs supply. 3. To reduce in house rejection. 4. To monitor the production efficiency. 5. HOD to attend all customer communication and if customer inform any other person in the organization, same should be informed.	1. Production planning / achievement record 2. Customer schedule vs supply 3. Non confirmative product report 4. Documented in System Manual.
Statutory & Regulatory Requirements							
1	Legal/ Statuary and Regulatory requirements are implemented.	Legal Authority hold up Product dispatch/Working of Organization may be stopped by Legal Authorities	High	On time supply of Product	Avoid	To Document the legal requirements and Monitor it.	Legal Requirements
			External Issues				
1	No transportation to and from Company due to Natural Calamities, Local political issues	1.Customer Dissatisfaction for delay supply 2. Delay Purchase of Material.3. Loss of production	High	on time supply of Product	Carry	To keep the inventory of Products and Raw Material for Min 7 days.	1.Stock Register 2. Min and Max Stock Level

2	Employees are not motivated to make suggestions for process improvement	Growth of organization effected due to no improvement in process effecting reduction in cost of production	Medium	Increase in Employees Motivation	Avoid	Employees suggestion to be implemented after discussion.	Suggestion Box in the organization.
3	Working Condition is not proper	Accident, leading to shortage of trained employees, hence delay in supply to customer	High	Increase in Employees Safety	Eliminate	1.To provide PPE where required. 2 To display MSDS of all Chemicals at the point of use and handling. 3 To mark yellow lines for safe passage. 4. No electrical loose connection in the organization and use rubber mats on floor at control panels. 5 No Pits or sharp edges in the organization. 6.To put signages where safety is required. 7 To periodically provide training on safety.	1. PPE Issue Record. 2. MSDS Record 3. To Physically verify 4. To Physically verify 5.To Physically verify 6. To Physically verify 7. To Physically verify 8. Training Record
4.	Competition from Market (Existing Customer)	1. Reduction of Business	Medium	Increase in order level	Reduce	By on time supply of ok product as per customer requirements by -- 1. To upgrade the organization knowledge 2. To have in preventive maintenance of the plant and Machinery 3. To reduce in house rejection. 4. To increase the operator efficiency 5. To increase the customer satisfaction. 6. To reduce the customer rejection. 7. Deliver in time. 8.To attend the customer complain within 24 hours.	Quality objectives & 1. Training record . 2. Preventive maintenance record. 3. Non conforming product report 4. Production planning/ achievement record. 5. Customer satisfaction. 6.Customer complaint record. 7. Schedule vs supply (customer)
5.	Competition from the market.(New customer development)	1. No increase in the business.	Medium	Organization Growth	Avoid	To contact new parties for existing products and new products and by - 1. Documenting the customer requirement. 2. Studying the feasibility of development of the product. 3. Carrying out the risk analysis. 4. Having competent person in new product introduction keeping in view the cost of production evaluation. 5. Upgrading the plant and machinery as per product requirement.	1.Customer enquiry record. 2. Team Feasibility study form. 3. Risk analysis form. 4. Competent criteria. 5. Resource requirement form

6.	Competition from the market.(New customer development)	1. No increase in the business.	Medium	Organization Growth	Avoid	To contact new parties for existing products and new products and by 1. Up-gradation of material input-output software systems. 2. Studying the feasibility of development of the product. 3. List out all requirements of new product	1. Update the BUSY software.
Purchase							
1	Purchased material rejection.	1. Delay in production. 2.Increase in cost of production 3. Customer dissatisfaction due to delay in delivery.	Medium	Decrease in Inventory	Avoid	1. Use only ASL 2. Evaluate the External Provider periodically. 3.Purchase order to the External Providers should have complete technical detail of product/services to be supplied 4. Carry out Supplier audit. 5 Have minimum two External Provider for the same material . 6 Maintain the minimum stock level of each product.	1. List of approved External Provider 2.External Provider evaluation record. 3. Purchase order 4. Incoming material inspection report 5. Minimum/maximum stock level
2	Lack of Control On External Processes	1. Customer Dissatisfaction Due to delay/wrong supply 2. Delay/wrong production.	Medium	Decrease in Inventory	Reduce	1.Issue PO to Party giving detail of requirements 2. Audit the party premises before placing order to judge the capabilities 3. Carry out inspection of product on receipt of material. 4. Keep inventory for 7 days.	1. Purchase order 2. Supplier selection form

3	Specification of Material not communicated properly including technical support	Customer Dissatisfaction for delay/wrong supply due to Purchase of Non conforming products	High	Increase in external Provider Satisfaction	Reduce	1. To issue PO to external providers giving all specification as per requirements.	1.Purchase order 2. Control Plan
4	Delivery Schedule not communicated properly & payment terms & condition	Customer Dissatisfaction for delay supply due to delay Purchase of Material.	High	Increase in external Provider Satisfaction	Reduce	To issue PO to External Providers giving schedule as per requirements and payments terms & condition.	1.Purchase order 2. Purchase Indent
5	Purchase of material on urgent basis	1. Purchase of material at a high cost. 2. Material get rejected due to purchase from un approved External Providers 3. Production Loss/ Delay in supply to customer.	Medium	Reduction in cost of poor quality	Avoid	1. To maintain the Min stock level. 2. to discuss production planning on receipt of order and daily monitoring with all concerned.	1. Min- Max Stock level. 2. Production planning and achievement record