DAIRY FARMER ◄ -- ► FRIENDLY ◄ -- ► CONSUMER

DAIRY BUSINESS MANAGEMENT SYSTEMS

QUALITY SYSTEM DOCUMENTATION
(ISO–9001:2000)

MODULE-XIII

QUALITY MANUAL

INNOVATIVE BUSINESS IMPROVEMENTS (P) LTD.
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" WHITE REVOLUTION THROUGH QUIET EVOLUTION"

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LIST OF REVISIONS

SR NO	DCN NO	NATURE OF CHANGE	AFFECTED CLAUSE	PAGE NO	REVISION NO.

Prepared by **M R** Signature _____ Date 01.04.04	Approved by CEO Signature _____ Date 01.04.04
Issue No. 01 Date 01.4.04	Revision No. 0 Date 01.04.04

DISTRIBUTION LIST

This distribution list is up to date as of the date of issue of this copy. Only master copy is kept with M R and controlled copies are distributed as per following details.

COPY NO.	DOCUMENT HOLDER	ISSUE DATE
I	MASTER COPY (with MR)	01.08.2003
II	MANAGING DIRECTOR	01.08.2003
III	CEO	01.08.2003
IV	MANAGER (PNL & HRD)	01.08.2003
V	HOD (Q.A.)	01.08.2003
VI	HOD (PRODUCTION)	01.08.2003
VII	HOD (PURCHASE)	01.08.2003
VIII	HOD (MARKETING)	01.08.2003
IX	HOD (STORES)	01.08.2003
X	ISI AUTHORITIES	01.08.2003

1.0 COMPANY PROFILE

1.1 The company M/s Innovative Business Improvements Pvt. Ltd. incorporated under companies Act has established a state of the art-technology dairy plant.

SCOPE

The product range includes pasteurized Liquid Milk, Skimmed Milk Powder, Whole Milk Powder, Dairy Whitener, Table Butter, Pure Ghee, Sweetened Flavoured Milk, Curd, Lassi, Paneer, Milk Cake and Pinni.

Exclusion : Design development is not applicable to this industry and hence not included in the scope.

2. QUALITY MANUAL

2.1 This manual describes the Quality manual system in operation at Innovative Business Improvements Pvt. Ltd. which has been implemented by the company in accordance with its quality policy.

2.2 The manual is the prime reference document for all Quality related activities under taken by the company and shall also be in use for the purpose of auditing, the effectiveness of quality management system and as a training document for company management.

2.3 The manual is structured to meet the requirements of ISO-9001 : 2000 standards.

2.4 The following sections outline the way in which company addresses each element of the quality management system.

3.0 MANUAL STATUS AND DEFINATIONS

3.1 All issues of the quality manual shall be approval by the CEO prior to release.

3.2 Each copy of manual shall indicate whether it is controlled or uncontrolled copy. All controlled copies shall be numbered. Controlled copies shall be stamped "CONTROLLED" in red so that unauthorised photocopies may be clearly identified.

3.3 The Management Representative (MR) shall be responsible for issuing of controlled copies of the manual and shall maintain a distribution list of document holders.

3.4 The MR maintains master copy of the manual. It bears approval signatures on the first page of each and every section in original and stamped as "MASTER DOCUMENT" in other than black ink and is only used to make copies for distribution.

3.5 The CEO prior to release shall approve all revisions and issues of the Quality Manual.

3.6 Uncontrolled copies of the Quality Manual shall not be maintained or updated by the company but shall be current at the time of issue.

3.7 The Management Representative shall be responsible for distributing all revisions of the Quality Manual as and when changes are approved.

3.8 Revisions shall be made by replacement of the appropriate sections. Each revised section shall be identified by a revision number and the date of revision.

3.9 Revision shall be numbered consecutively (Rev. 0.1.2 etc.) until such time as a new issue incorporates all previous changes.

3.10 When major revisions are made to the Quality Manual, it shall be re-issued. All new issues shall be released under cover of a new control sheet which shall contain the reason for the issue.

3.11 Issue shall be identified by numbers 01,02,03 etc. and each new issue shall cancel and replace all previous issues and revisions.

3.12 It shall be the responsibility of all holders of controlled copies of the manual to update, as required. The manual assigned to them and return obsolete issues or sections to the Management Representative, who will check that all holders have returned them.

3.13 The MR shall maintain a copy of all superceded sections and issues of the Quality Manual for reference purpose duly stamped "OBSOLETE" in red ink.

4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS :

This section describes the process of establishing Quality Management System in the organisation including identification and control of requisite documentation and records.

4.2 The QMS described in this manual is based on the company business processes identified and meeting the requirements of ISO-9001 : 2000.

4.3 The sequence of these processes and their interactions is established to appropriate levels to facilitate proper monitoring, measurement and analysis.

4.4 Necessary actions to achieve the planned results are implemented and resources provided leading to continual improvement.

4.5 Detailed procedures and criteria are established as required to control the processes. These are referred in the appropriate sections.

4.6 Any process if contracted out is identified.

4.7 The process flow diagram is given at Annexure – I.

4.8 The organisation structure required to carry out the process appears at Annexure-II of the manual.

4.2.5 **Quality Objectives**

4.2.5.1 Procure fresh and pure raw milk preferably direct from milk producers.

4.2.5.2 Process milk within specified time schedule, as per the requirements of the product under strict process controls maintaining critical parameters and traceability of the products manufactured.

4.2.5.3 Maintain clean and hygienic conditions in process area to manufacture specified standards of dairy products matching national and international quality standards.

4.2.5.4 Achieve continuous performance of plant and machinery including instrumentation to specified standards for optimizing productivity and quality.

4.2.5.5 Purchase items to meet the company's cost objectives, ensure uninterrupted supplies, meeting with specified quality standards.

4.2.5.6 Establish marketing infrastructure to provide quality products at competitive terms to achieve the consumer satisfaction in terms of services.

4.2.5.7 Provide trained manpower (resources) and motivate employees to create a safe and conducive working environment for manufacturing products and providing services meeting specified standards.

4.2.5.8 Provide adequate financial resources for ensuring specified quality standards, efficient business operations, and desired growth and development of the company.

4.2.5.9 Ensure safety and security of company's assets in line with Quality Management Systems.

4.2.5.10 Ensure that wastage of packaging materials is not more than specified norms.

4.2.5.11 Ensure that fuel utilization efficiency is not less than specified norms.

4.2.5.12 Ensure that power utilization efficiency is not below specified norms.

4.2.6 **Quality Manual**

This Quality Manual includes Quality Policy, Quality Objectives, Company's Business Process, Interaction between the QMS processes, Organisation Chart, Job Descriptions of the management and quality personnel; reference to QMS and control procedures.

4.2 DOCUMENTATION REQIREMENT

4.2.1 The QMS documentation is established to ensure compliance to the requirements of this international standards and effectively carry out the company's business process keeping in mind normally available competence of the personnel. The documentation includes.

- Company quality policy and objectives.
- Quality Manual
- QMS procedures
- Procedures and other documents for control of the business process.
- Quality records

4.2.2 QUALITY POLICY
The need

4.2.3 The company is engaged in providing dairy products which are an essential ingredient of national health building programme. Infants, adults and the aged alike consume these products. The purity and the nutritional value of our products is of paramount importance to our company. The company is committed to enter International markets and take advantage of the new global trade developments. Company intends to set new performance records in all prime performance parameters. The company aspires to be a model in the dairy field.

4.2.4 Policy Statement

Delight our customers by providing pure and safe Dairy Products and services at reasonable terms meeting international quality requirements..
Motivate employees to excel in their assigned activities for their own professional growth and development of the company.

MANAGING DIRECTOR
INNOVATIVE BUSINESS IMPROVEMENTS PVT. LTD.

Quality Policy will be reviewed periodically for its continual suitability and improvement.

4.2.7 CONTROL OF DOCUMENTS

4.2.7.1 A list of QMS and other operating procedures identified for meeting requirements of this international standard and effectively controlling the business processes of the organisation is prepared. These procedures are referred in the relevant sections of the manual. Reference to other Level-III documents like Work Instructions and Specification Sheets etc is made in the relevant procedures as appropriate. Document Control Procedure is established to define the controls needs.

a) To approve documents for adequacy prior to issue.
b) To review and update as necessary and re-approve documents.
c) To ensure that changes and the current revision status of documents are identified.
d) To ensure that relevant versions of applicable documents are available at points of use.
e) To ensure that documents remain legible and readily identifiable.
f) To ensure documents of external origin are identified and their distribution controlled.
g) To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.
h) Details of methods, responsibilities and documentation are provided in documented procedure:-

4.2.8 CONTROL OF QUALITY RECORDS

4.2.8.1 Quality records as required by this international standard and to provide evidence of conformity to requirements shall be maintained as per documented procedure Control of Quality Records. Quality records shall remain legible, readily identifiable, easily retrievable and protected till disposed off after established retention time.

4.2.8.2 Detail of methods, responsibilities and documentation are provided in documented procedure :-

5.0 MANAGEMENT RESPONSIBILITY

MANAGEMENT COMMITMENT AND CUSTOMER FOCUS

5.1 This section describes the means by which the Company acknowledges its responsibility and emphasizes its commitment for the development and implementation of the quality management system and continually improving its effectiveness.

5.2 The CEO has appointed GM(Works) as the Management Representative (MR) who has responsibility and authority to establish, implement and maintain the Quality Management System for the processes covered by the company's scope of business and shall prepare and present summary reports to the management on the performance of the system. The MR shall ensure that importance of meeting statutory, regulatory and customer requirements is established throughout the organisation through implementation of system and training. He is also responsible for liaison with the required external agencies in all the matters concerning QMS.

5.3 Responsibility, authority and communication

5.3.1 An Organisation Chart duly authorised by the CEO is prominently displayed for general information on the functions, their interrelation and lines of command.

5.3.2 Detailed Job descriptions showing accountability, Competence level, responsibility and authority of major management functions including MR and all quality assurance functions are added to this manual.

5.3.3 Each departmental head is responsible for the preparation and approval of Job descriptions for the personnel within his or her department. A signed copy of the relevant Job description shall be made available to concerned.
Job descriptions for all posts may be seen on application to the Unit Head.

5.3.4 In the unforeseen absence of any employee with designated responsibility and authority, responsibility and authority is designated upwards as per organisation chart for re-delegation.

5.3.5 The CEO shall nominate by memorandum the person to assume his / her responsibilities and authorities in this absence. In the event that no nomination has been made, or previous nominations have lapsed, the Unit Head shall assume the responsibilities and authorities.

5.3.6 Internal and external communication processes are established in the relevant QMS and operating procedures.

5.4 Quality Policy and objectives

5.4.1 Quality Policy and overall quality objectives are established and authorised as part of QMS of the manual. The overall objectives shall be converted into departmental objectives forming part of the procedures as appropriate.

5.4.2 Quality Policy is controlled and is prominently displayed and communicated to all employees.

5.5 The CEO shall ensure that customer requirements are determined and fulfilled. He shall continuously monitor customer satisfaction index with the aim of enhancing it further.

5.6 Quality Management System is planned and established as per requirement of this manual.

5.7 Management Review

5.7.1 The CEO shall review the QMS with the management review group identified in the Organisation Chart at least once a quarter to assess its suitability, adequacy, effectiveness and to identify opportunities and needs for improvements in the QMS, Quality Policy and Objectives.

5.7.2 The MR shall collect and summarize information for Input to management review and record decision on action points resulting as review – outputs.

5.7.3 Details of method, responsibility, agenda and documentation for management review is documented in MR manual. clause **Refer to M R manual Clause 4.8 for detailed procedure.**

6.0 RESOURCE MANAGEMENT

6.1 Need resources shall be identified and provided to ensure implementation and effective maintenance of the QMS and enhancement of customer satisfaction.

6.2 Appropriate education, training, skills and experience needed is determined in accordance with the processes. Adequate and competent resources shall be provided to carry out these processes. Required training shall be provided to improve the desired skill and competency. Effectiveness of such training shall be evaluated and established.

6.3 Requirement of infrastructure like building, workspace, process equipment (hardware and software), utilities and supporting services like transport and communication shall be determined, provided and maintained.

6.4 Work environments needed to achieve product quality shall be identified, provided and maintained.

6.5 Details of methods, responsibility and documentation is given in the documented procedures of PNL & HRD manual. **Refer to PNL & HRD manual clause 7.4 for detailed procedure.**

7.0 PRODUCT REALISATION

7.1 Planning of Product Realization

7.1.1 The processes needed for product realization shall be planned and developed for each product and shall be consistent to the established processes of the QMS.

7.1.2 A Committee is set up for the preparation of Quality Plan for every product to be taken up for development and production.

7.1.3 The Quality Plan shall list down all the processes in correct sequence and establish the requirement of:

- Material specifications.
- Quality objectives.
- Product and process characteristics.
- The documentation required.
- Verification and monitoring specifying acceptance criteria
- Records to provide evidence of achievement of product and process characteristics.

The Quality Plan shall be documented approved by the customer if contractually required.

7.1.4 The Quality Plan shall be initiated at the customer inquiry / tender or order acceptance stage as appropriate.

7.1.5 Details of methods, responsibilities and documentation are given in the documented procedure of quality assurance manual. **Refer clause 8.15 for detailed procedure.**

7.2 CUSTOMER-RELATED PROCEDURES

7.2.1 Customer related processes include determination of customer requirements, his implied needs, applicable statutory and regulatory requirements, organization's capability assessment, tendering, continuous interaction with the customer, delivery monitoring, customer feed back, monitoring customer complaints and order amendments.

7.2.2 Upon receipt of an order, contract or invitation to tender and prior to the acceptance of the order or contract or submission of the tender, a review of the customer's requirements shall be undertaken.

7.2.3 This review shall determine the following :-

a) Scope of work.
b) Customer specifications of product and delivery.
c) Statutory and regulatory requirements.
d) Any additional requirements determined by Committee.
e) Applicable national and in-house standards and procedures.
f) Organization's capabilities (process, quality assurance, and sub-contractor's requirements).
g) All aspects of quality documentation.

7.2.4 On completion of the review, should any resource be unavailable or any requirement need amplification, appropriate action shall be taken until the situation has been satisfactorily resolved. Records of review shall be maintained.

7.2.5 As appropriate, the organisation shall liaise with the customer to ensure that the specified requirements are clearly understood and can be met.

7.2.6 Order or contracts revised due to such liaison, or received as a result of a successful tender, will be compared with the records of review and / or tender submitted, to ensure compatibility.

7.2.7 All orders shall be approved prior to the commencement of any work.

7.2.8 When an amendment to a contract or order is received documentation shall be amended and the details of the change will be quickly and correctly transferred to the concerned functions within the Company for implementation.

7.2.9 Customer communication including complaints and other feedback shall be routed through the head marketing.

7.2.10 Details of methods, responsibilities and documentation is defined in written procedure. **Refer O.A. manual clause 7.11 for detailed procedure.**

7.3 DESIGN DEVELOPMENT

This clause does not relate to the company and hence not addressed herewith.

7.4 PURCHASING

7.4.1 To ensure that the purchased product conforms to specified requirements, the type and extent of controls exercised at the supplier's end shall depend on the effect of purchased product on subsequent processes or the final product. The suppliers shall be selected on the basis of their ability to supply products as per the company's requirements.

7.4.2 The suppliers shall be evaluated as per established criteria of process control measures and availability of necessary resources including human resources and quality management systems. Their performance shall be regularly monitored and corrective actions as appropriate planned, executed and evaluated. Periodic reevaluation of their quality management systems done and records maintained.

7.4.3 Details of methods, responsibilities and documentation shall be defined in documented procedure. **Refer purchase department manual clause 7.25 for detailed procedure.**

7.4.4 Purchasing documents shall contain a clear description of the product or service required including where appropriate :-

- Requirements of approval of product, procedure, process and equipment.
- Requirements for qualification of personnel.
- Quality management system requirements.

Such description shall contain, as appropriate, drawing or standard references, catalogue numbers, identification codes and titles, process requirements and any other relevant data.

7.4.5 Verification on receipts

On receipt of material from supplier, the same is checked by quality assurance department to confirm that material meets the specified specifications. Please refer Q.A. department manual for detailed procedure. **Refer clause 7.14 for detailed procedure.**

7.4.6 If product verification is to be carried out at the supplier's premises by the organisation or customer's representative, it shall be clearly mentioned in the purchase documents along with the method of product release.

7.4.7 All purchasing documents shall be reviewed for adequacy and approved prior to release to the supplier.

7.4.8 Details of methods, responsibilities and documentation shall be defined in documented procedures:-

7.5 PRODUCTION AND SERVICE PROVISION

7.5.1 All production activities including machine set up and release for regular production shall be planned and executed as per the applicable documentation such as:

a) Product specifications.
b) Quality plans / process plans / operation standards / inspection standards and,
c) Work instructions as appropriate.

And using specified equipment and monitoring / measuring devices/

7.5.1.1 The equipment, facilities used for production process shall be maintained at suitable performance levels and appropriately certified for working as per the documented maintenance procedures:

7.5.1.2 Production planning shall be carried out to ensure timely deliveries and optimum productivity of all resources. Process control shall involve regular monitoring / corrective actions. Details of methods, responsibilities and documentation are given in the documented procedure:

7.5.1.3 The process monitoring and measuring devices shall be identified in the work instructions and shall be calibrated as per documented procedure:

8.1 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1.1 This section covers planning and execution of the process of monitoring, measuring, analysis and improvement to effectively demonstrate:

a) Conformity of product to specified requirements at various stages of processing.
b) Conformity of the Quality Management System and its continued effectiveness.
c) Control and disposal of non-conforming product.

Including collection and analysis of data and application of suitable statistical techniques for planning and execution of corrective and preventive actions to achieve established targets of continual improvements ensuring customer satisfaction.

8.1.2 All information and data pertaining to organization's performance against customer's requirements and expectations shall be collected and analyzed. Suitable actions planned and executed to continuously improve customer satisfaction index. This shall be monitored in the management review.

8.1.3 Details of methods, responsibility and documentation is available in the documented procedure of PNL & HRD manual. **Refer clause 7.22 for detailed procedure.**

8.1.4 The quality management system shall be continuously monitored through scheduled audits conducted by qualified auditors assigned by the company. The audits shall cover all areas and all activities of QMS and determine whether the activities and their results

a) Conform to the planned arrangements to the requirements of this International Standard and the established QMS and
b) Is effectively implemented and maintained.

The audit program shall be planned with suitable audit frequencies taking into consideration the status and importance of activities / area or process to be audited and results of previous audits if conducted. All areas / activities shall be audited as per established criteria / check list at least once in a three months. Records of audits shall be maintained including commitment for timely executing corrective actions to close the reported non-conformances by eliminating the root-cause.

8.1.5 Details of methods, responsibility and documentation are given in the documented procedures. **Refer MR manual clause 4.7. for detailed procedure:**

7.6.3 A suitable approved test house shall carry out external calibration. The Test House shall provide a certificate of calibration, detailing the standard achieved and traceability to national standards.

7.6.4 Check frequencies shall be dependent upon previous results. Any change to such frequencies shall be properly authorised prior to execution.

7.6.5 Where possible, calibration status and date of next check shall be shown on inspection, measuring and test equipment. All other equipment shall be traceable through unique identification to calibration record.

7.6.6 Records of calibration shall be maintained that provide details of results, traceability and check frequencies.

7.6.7 Where necessary, equipment shall be handled, preserved and stored in such a manner as to prevent unauthorised adjustment and to ensure that accuracy and fitness for purpose is maintained.

7.6.8 When a piece of equipment is found to be out of calibration, a review shall take place of all previous measurements taken during the period since the last check took place to determine what action should be taken on products accepted or the equipment affected since the previous check.

7.6.9 Any calibration standard or measuring equipment suspected of, or known to be outside the limits of accuracy shall be withdrawn from use immediately and identified as such until corrected. Reference shall also be made in the master list.

7.6.10 The company shall ensure that the environmental conditions are suitable for the calibration, inspection or measurement being conducted.

7.6.11 Details of methods, responsibilities and documentation are provided in documented procedures of engineering department : **Refer clause 7.20 for detailed procedure.**

7.5.1.4 **IDENTIFICATION & TRACEABILITY:** Records of traceability to maintain data for corrective actions and continual improvement shall be kept. **Please refer to production manual clause 7.13 for detailed procedure.**

7.5.2 **VALIDATION OF PROCESS FOR PRODUCTION**

7.5.2.1 Whenever production of new product is started, validation of process is ascertained on small scale and proper process for production is confirmed.

7.5.2.2 Qualified personnel are trained for specific job and equipment required for specific process is ascertained and confirmed.

7.5.2.3 Details of methods, responsibility and documentation is provided in the documented procedures:

7.5.2 **PRESERVATION OF PRODUCTS**

Conformity of product shall be preserved at all stages of processing from receipt till delivery by suitable means of identification, handling, application of preservatives, storage, packaging and delivery. **Please refer to stores department manual clause 7.1 for detailed procedure.**

7.5.3 **Customer property :** Presently company is not carrying out any customer job and hence this clause is not applicable and addressed therefore.

7.6 **CONTROL OF MONITORING AND MEASURING DEVICES**

7.6.1 Inspection, measuring and test equipment required for verification of product conformance to specified requirements at various stages shall be identified in the Quality Plans and / or appropriate inspection or operation standards along with the measurements to be taken or characteristics to be checked.

7.6.1.1 These equipment together with process monitoring / control instruments and equipment shall be listed on a master list identifying method and frequency of calibration as per the needed measurement requirements.

7.6.2 Where calibration is carried out in house, work instruction shall be provided and shall contain details of equipment type, identification numbers, location, frequency of checks, check method and acceptance criteria. Records shall detail traceability to national Standards, where they exist.

MONITORING AND MEASUREMENT OF PROCESS

8.1.6 All the QMS procedures shall include a process of regular monitoring of the resulting records to establish process compliance and assess their effectiveness to meet the product requirements.

8.1.7 Wherever planned results are not achieved; a plan of action shall be drawn, executed and verified for effectiveness by the function head and MR in accordance with the process.

8.2 MONITORING AND MEASUREMENT OF PRODUCT

8.2.1 All identified characteristics of the product shall be monitored and measured to verify that the resultant product meets the requirement. Various stages of monitoring / verification shall be documented in the quality plan / inspection standard including method of verification, acceptance criteria and authority to release the product for the next further process. Nonconforming product shall be controlled and shall not be released for any further processing / despatch.

8.2.2 Details of methods, responsibilities and documentation are available in documented procedure of Q.A. department manual. **Refer clause 7.7. & 7.29 for detailed procedure.**

8.3 CONTROL OF NON-CONFORMING PRODUCT

8.3.1 This section describes the measures taken to ensure that nonconforming product is properly controlled and covers, but is not limited to, in-house product, customer returns, purchased goods and external services.

8.3.2 All nonconforming product shall be identified and segregated (where practical) to prevent its inadvertent use or delivery.

8.3.3 Details of the nonconformance shall be documented defining the product type, deviation from standard and quantity involved. An immediate intimation is given to the concerned function to take timely action to ascertain the cause of nonconformance and its elimination.

8.3.4 Nonconformance details shall be passed for review and disposition to the authority concerned, which shall include (as appropriate) customer (through Sales), Purchasing, Production and Quality Assurance.

8.3.5 The review of nonconforming product shall cover :

a) Rework.
b) Concession / Deviation.
c) Re-grading for alternative applications.

d) Return to supplier.

Records of non-conformance and disposition shall be maintained.

8.3.6 All reworked product shall be subjected to re-verification before release. Records of re-verification shall be maintained.

8.3.7 In cases where nonconformance is detected after product delivery or start of usage, the customer shall be intimated about the nonconformance and result of analysis and appropriate disposition action taken including product recall of necessary as per the seriousness of the potential effects.

8.3.8 Details of methods, responsibilities and documentation are available in documented procedure of Q.A. manual. **Refer clause 7.24 for detailed procedure.**

8.4 ANALYSIS OF DATA

8.4.1 Data pertaining to the following shall be regularly collected and analyzed once every quarter to assess the suitability and effectiveness of QMS and to evaluate scope of continual improvement in the effectiveness of the System.

a) Customer Satisfaction
b) Product acceptance level
c) Regarding, Rework, Deviation
d) Supplier performance
e) Resource utilization and Productivity

8.4.2 Details of methods, responsibilities and documentation is available in documented procedure Q.A. department manual. **Refer clause 7.28 for detailed procedure.**

8.5 IMPROVEMENT

8.5.1 Effectiveness of QMS shall be improved continually utilizing the trends emerging from the data analysis as in section 8.4. Apart from analysis of this data, a regular review of the following aspects of QMS shall be conducted as in Management Review (Section 5.6)

a) Quality Policy
b) Quality Objectives
c) Audit Results
d) Corrective and Preventive actions

8.5.1.1 Continual improvement objectives shall be established reviewed and updated during management reviews and action plans shall be made, implemented and regularly reviewed and continual improvement trends recorded.

8.5.1.2 Detail of methods, responsibilities and documentation is available in documented procedure. Please refer PNL & HRD manual for detail procedure.

8.5.1.2 Prime performance parameters of each department that affect the quality, productivity and profitability have been identified. Performance parameters have been specified in consultation with concerned HOD. Achievement of targets against specified norms is reviewed by GM(Works) / CEO on monthly basis. In case, it is observed that performance remained below specified norms, the matter is investigated and corrective and preventive measures are initiated to improve the performance of that particular performance parameter. Please refer to PNL & HRD manual for detailed procedures.

8.5.1.3 In order to introduce the concept of continual improvement, implementation tasks for each department have been identified. These tasks are so related with prime performance parameter that their implementation on continual basis can help the concerned HOD to achieve optimum performance results. These tasks have been incorporated in the manual of each department for reference and implementation.

8.5.2 Corrective action

8.5.2.1 A Specific team is constituted for analysis of product nonconformance and customer complaints. This team shall go into all aspects of product abnormality in structured way and shall recommend, take and monitor appropriate corrective action to eliminate the root-cause of the abnormality. Following requirements for taking effective corrective actions shall be considered :

a) Review of nonconformities and customer complaints.
b) Root-cause analysis.
c) Identification of corrective action to eliminate the root-cause.
d) Implementation of corrective action.
e) Verification of execution of corrective action.
f) Verification of effectiveness of corrective action.
g) Keeping records.

8.5.2.2 Details of method, responsibilities and documentation is available in documented procedures. Please refer Q.A manual for detail procedure.

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a) Review of nonconformities and customer complaints.
b) Root-cause analysis.
c) Identification of corrective action to eliminate the root-cause.
d) Implementation of corrective action.
e) Verification of execution of corrective action.
f) Verification of effectiveness of corrective action.
g) Keeping records.

8.5.3 **Preventive action**

8.5.3.1 Various stages of product quality planning, design and development, process planning, process validation, documentation development and control, production control etc are identified for determining the potential non conformities and their causes using a cross functional team.

8.5.3.2 All appropriate sources of information and data shall be reviewed to determine potential causes of nonconformance. Preventive action shall be determined and implemented, as appropriate; to forestall an occurrence of nonconformance to a level corresponding to the risks involved.

8.5.3.3 Th effect of preventive actions taken shall be evaluated and records kept.

8.5.3.4 Details of methods, responsibilities and documentation are available in documented procedures of QA departmental manual.

8.6 Renewal of licenses / statutory compliances pertaining to each department have been identified and incorporated in the respective departmental manual. All HOD ensure that licenses are renewed on due dates.

8.6.1 Annual maintenance controls of each department have been identified and incorporated as reference schedule in the respective manuals HOD's ensure that AMC's are renewed will before due dates.

8.7. HACCP SYSTEM

8.7.1 Hazard Analysis critical control points system has been prepared to ensure that consistency in quality of milk & milk products is achieved. Committee consisting of GM (works), Manager (Prod), Head of Quality Assurance department and all technical officers of Production & Quality Assurance department have been formed to implement HACCP System on line with the IS : 15000 system. Committee will review the system on weekly basis & discuss preventive & corrective measures for the effective implementation of the system.

9. RESPONSIBILITY & AUTHORITY OF KEY PERSONS

The responsibilities and authorities of key persons are given below:-

9.1.1 **CEO:-** Responsible for overall plant operations of the company. All Head of departments (HOD) including Management Representative report to him. The heads of department are responsible for the effective operation and implementation of quality system related to their departments as details below:-

9.1.2 **Management Representative [M R]:-** General Manager (Works) is responsible for Management Representative's role for implementation of Quality system in organisation and reporting to CEO / MD on effectiveness of the Quality system for review and further action.

9.1.3 **General Manager (Marketing) [GM (M) :-** Overall Incharge of marketing functions of the company. Responsible for sales forecasting, price fixation, sale promotion, creating distribution network, handling of consumer complaints relating to sale of milk and milk products.

9.1.4 **HOD (Personnel & Hrd) [PNL & HRD] :-** Responsible for selection and recruitment of manpower, Identifying training needs, preparing training schedules and arranging training programs, maintaining harmonious industrial-relations and complying with legislation's applicable to the company. Besides he is assisting the M.R. in monitoring the quality system in the company in line with ISO-9001 : 2000 standards.

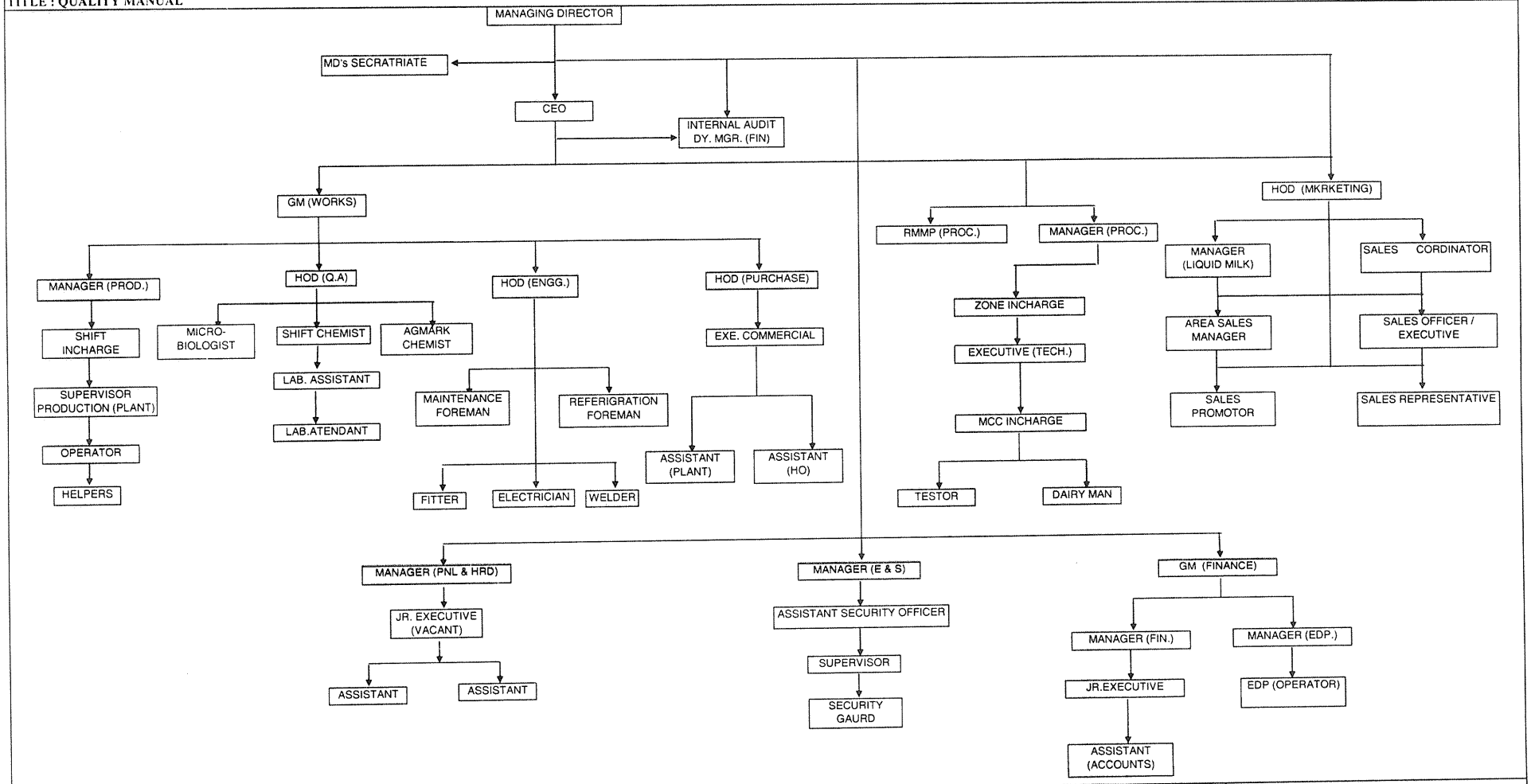
9.1.5 **General Manager (Works) [GM (W)] :-** Overall Incharge of Production, Quality Assurance, Engineering, Procurement, Purchase, Store department .Responsible for the processing, manufacturing, packaging, storage and dispatching, quality of all incoming packing material, consumables and testing materials used in the company.

9.1.6 **Manager Technical (Production) [MT (P)]:-** Responsible for the efficient operation in his department including reception, processing of milk, manufacture and packaging of milk and milk products as per specified quality standards.

9.1.7 **HOD (Engineering) [MT (E)] :-** Responsible for all the Engineering functions including maintenance of plant and machinery in the plant, utility services to ensure that all processes are carried out under controlled conditions for manufacture of uniformly consistent quality of products at low cost. Responsible for the control and maintenance of measuring and test equipments.

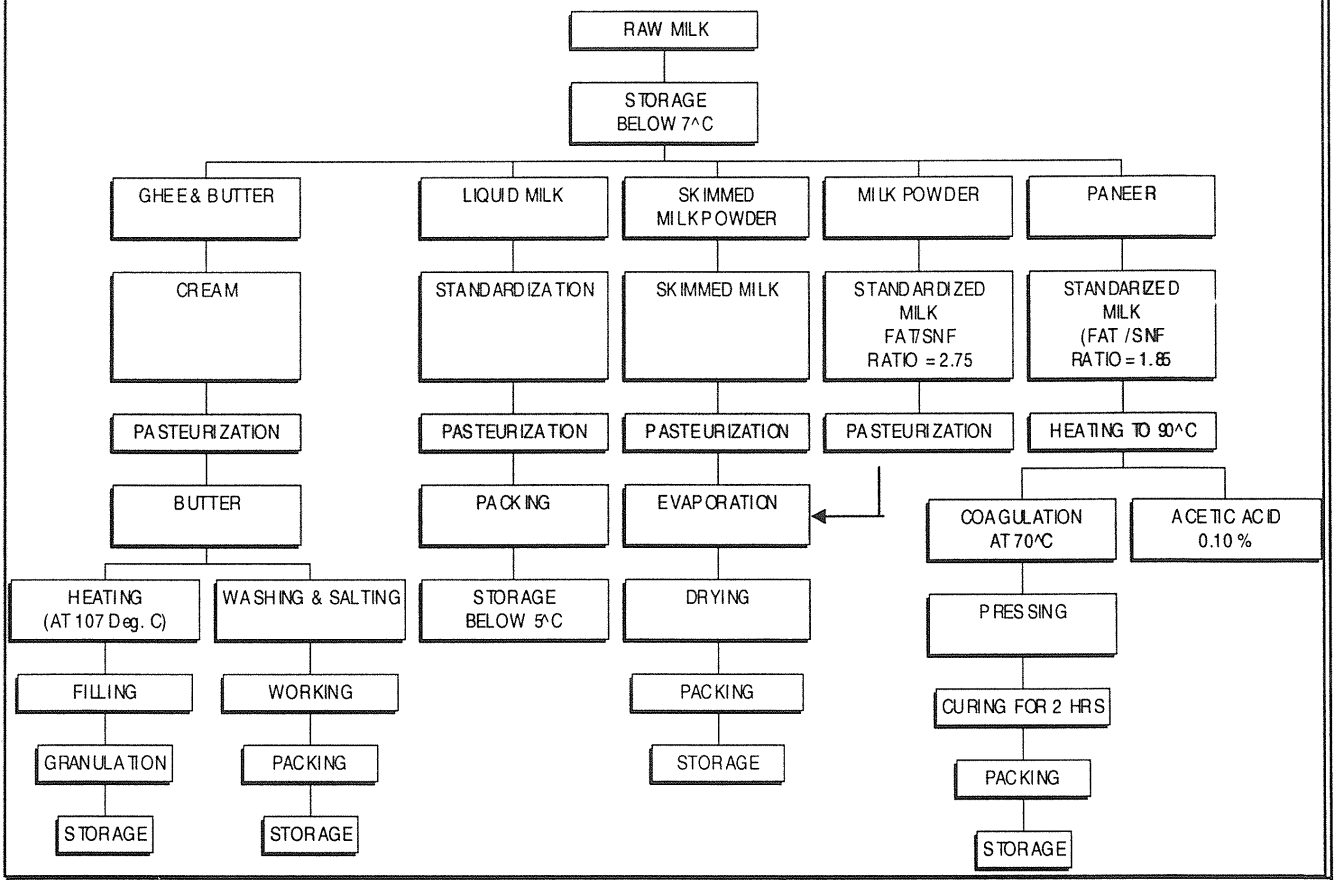
9.1.8 **HOD (Commercial) :-** Responsible for purchasing various items like packing materials, consumable, spares from various approved sources Responsible for development of vendors based on quality, price and delivery parameters.

9.1.9 **Manager (Estate & Security) [M (E & S)] :-** Responsible for protection, safety and security of company's property, control of men, materials and machines while coming in and going out and maintaining estate services.



Prepared by MR	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revison No. 0 Date 01.04.04

FLOW DIAGRAM OF PRODUCTS ANNEXURE-"B"



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