QUALITY PROCEDURE MANUAL
INSPECTION AND TESTING

1.0 **PURPOSE:**

The purpose of this procedure is to establish a method for doing inspection and testing at all stages to ensure that the incoming materials and products manufactured by the company meets specified requirements.

2.0 **SCOPE:**

This procedure is applicable for all the raw materials, semi-finished and finished products.

3.0 **RESPONSIBILITY:**

Quality Assurance.

4.0 **AUTHORITY:**

This procedure is approved and authorized by CEO and can be amended only by him.

5.0 **DEFINITIONS:**

GRN : Goods Receipt Note.
TC : Test Certificate.
HOD : Head of the Department.
QA : Quality Assurance

6.0 PROCEDURE:

6.1 INCOMING MATERIAL INSPECTION AND TESTING:

6.1.1 Materials are purchased from approved vendors.
6.1.2 Stores incharge shall carry out inspection/ verification as per purchase order and record in Material identity card.
6.1.3 Material identity card, Sample is received by quality in charge from the storekeeper with test certificate.
6.1.4 The required inspection and testing is carried out as per the quality plan.
6.1.5 Conforming materials are accepted by laboratory.
6.1.6 The inspection status (Hold, Accepted, Rejected) shall be made available in the item/ container of the item/ location where the material is kept with lot #..
6.1.7 If the material does not conform the specification, will be segregated and rejected. Recorded in NCMN..
6.1.8 The NCMN is given to stores

6.2 INPROCESS INSPECTION:

6.2.1 In-process inspection is carried out as per the Quality Plan.
6.2.2 The conforming products are released for further processing by QA department.
6.2.3 The non-conforming products are handled as per the procedure for 'Control of non-conforming Products'.
6.2.4 Result of in-process inspection are reviewed by QA Incharge and put it in the sharing folder(soft form) for accessibility to the all concerned on daily basis for taking corrective and preventive actions

6.3. **FINAL INSPECTION:**

6.3.1 Final inspection is carried as per the quality plan.

6.3.2 If specified in the contract,the third party (any authorized inspection agency approved by the customer) inspection shall be carried out. In these cases, the respective tyre lot with the relevant documents required for the inspection should be presented to the concerned.

6.3.3 Quality incharge authorizes the disposition of the conforming products.

6.3.4 Non-conforming products are handled as per procedure for 'Control of non-conforming Products'.

1.0 RECORDS:

Raw material test report(FT/LAB/01)
In Process Inspection Report.(FT/QC/01)
Material Identity Card (UNDER INSPECTION tag)

2.0 REFERENCE:

Quality procedure for 'Control of Non-conforming Products'(QP/QA/03).
Work instruction
Quality Plan

QUALITY PROCEDURE MANUAL
CONTROL OF INSPECTION MEASURING & TEST EQUIPMENT

1.0 PURPOSE:

The purpose of this procedure is to control, calibrate and maintain all inspection, measuring and test equipment used in the company to ensure accuracy and reliability.

2.0 SCOPE

This procedure is applicable for inspection, measuring, test equipment/gauges used in manufacturing process, inspection and testing.

3.0 RESPONSIBILITY:

QA/ Engineering department is responsible for implementation of this procedure.

4.0 AUTHORITY:

This procedure is approved by CEO and can be amended only by him.

5.0 DEFINITION:

MR---Management Representative
QA---Quality Assurance

6.0 PROCEDURE:

6.1 VERIFICATION OF INSPECTION, MEASURING AND TEST EQUIPMENT/GAUGES.

6.1.1 Equipment/gauges procured for the purpose of inspection, tests are checked and verified by the Quality incharge for conformity to the order requirements.

6.1.2 If any new receipt of measuring instrument received by stores, it should be duly calibrated either through the supplier himself or through QA as applicable.

6.2 STORAGE:

6.2.1. When not in use for a significant period equipment/gauge are stored safely either in store or in the user department whichever is convenient.

6.2.2. During storage it is ensured that necessary precaution maintained.

6.3 CALIBRATION:

6.3.1. Inspection, measuring and test equipment/gauges identified for calibration are defined in the annual calibration plan for inspection, measuring and test equipment.

6.3.2 Equipment/gauges are calibrated on regular basis/intervals to ensure and maintain their accuracy and reliability.

6.3.3 Frequency of calibration depends upon calibration validity period specified by the calibration agency/laboratory/ usage and type of instrument.

6.3.4 Quality Assurance Department makes the calibration plan and responsible for get the equipment calibrated with identification number.

6.3.5 All inspection and testing equipment are identified with calibration tags indicating status of calibration.

6.3.6 If the accuracy of the equipment is in question, irrespective of due date of calibration the instrument is calibrated immediately.

6.3.7 Calibration can be done with the help of approved calibrating agencies as per the work instruction -WI/CA/02.

6.3.8 Quality Assurance Department maintains master list of equipments the master shall indicate the code, description, Range, make, Location, and frequency of calibration with identification number.

6.3.9 If instrument / Equipment can't be serviced / calibrated the same shall identified as "NOT TO BE USED" and disposed as applicable.

7.0 **RECORDS:**

Calibration certificates
Calibration tag (FT/QC/04)
Master list of equipment/gauges (FT/QC/12)

8.0 **REFERENCE:**

Annual calibration plan (FT/QC/13)

QUALITY PROCEDURE MANUAL
CONTROL OF NON-CONFORMING PRODUCT

1.0 PURPOSE

The purpose of this procedure is to control the non-conforming product and to prevent its use for further process or delivery.

2.0 SCOPE:

This procedure is applicable for the control of non-conforming products either raw material, or in process semi finished products or finished products/ molds.

3.0 RESPONSIBILITY:

Quality Assurance

4.0 AUTHORITY:

This procedure is approved and authorized by CEO and can be amended only by him.

5.0 DEFINITIONS:

NCMN – Non-Conformance Material Note

6.0 PROCEDURE:

6.1 Control of non-conforming product.

6.1.1 Any non-conforming products either raw material or semi-finished product (in process) or finished product, moulds are identified through NCMN tags.

6.1.2 Non-conforming product is kept separately to avoid any mix up with conforming products and prevent its use for further processing/ delivery.

6.2 REVIEW AND DISPOSAL OF NON CONFORMITY PRODUCTS:

6.2.1 Non-conforming material.

Non-conforming raw material or moulds on receipt is reviewed by Technical and Quality Assurance Department and its disposal is decided by any of the clause given below.

I. Accepted after segregation.

II. Rejected and returned to the vendor / supplier

6.2.2 **Semi finished product (in-process)**

Non-conforming semi finished product (in process) is reviewed by/ Technical /Quality assurance department and disposed off following any of the clause given below.

a. Re- worked, retested and accepted.
b. Rejected and separated.
c. Down graded and used

The copy of the NCMN tags(down graded materials & rejected material) is sent to accounts department for accounting purposes

6.2.3 **FINISHED PRODUCT**:

Non conforming finished product is re-viewed by Technical/Quality Assurance department and its disposal is decided following any of the clauses given below:

a. Re tested/Reworked and accepted.
b. Rejected and declared as scraps & seconds.
c. If required, suitable disposal will be got from CEO

6.2.4 The details of NCMNs are consolidated by QA/Technical for further review and taking necessary actions. After getting the disposal the NCMN tags are closed and available with manufacturing department

6.3 When the measuring equipment is found error, the products measured / tested using that equipment are treated as non confirming product and it is disposed accordingly

7.0 RECORD:

1.0 Non-conforming product review and disposal report.(FT/QC/05)

8.0 REFERENCE:

1.0 Quality plan.

QUALITY PROCEDURE MANUAL
IDENTIFICATION & TRACEABILITY

1.0 PURPOSE:

The purpose of this procedure is to define the system for identification and traceability of the material/product during receipt, manufacturing, packing and delivery.

2.0 SCOPE:

This procedure is applicable to raw material, in process and finished product stage.

3.0 RESPONSIBILITY:
All department.

4.0 **AUTHORITY**
This Procedure is Approved and authorized by ceo and can be amender only by Him

5.0 DEFINITION: NIL

6.0 **PROCEDURE:**

6.1 Raw materials, Spares, Moulds and Tools & Dies.
6.1.1 Raw materials received are kept in quarantine area with "Material Identity card"
6.1.2 After inspection accepted material are labeled as approved with name of the material and "Approved " Tag.
6.1.3 Rejected raw materials are identified by means of "Rejected" label with the name of the materials.
6.1.4 Each raw material/lot is identified separately.
6.1.5 All the finished products are given a stencil number /batch number
Details enclosed as per the Annexure Z
6.1.6 The product can be traced to press no, shift, date, month and year in which it is Produced from the Daily Production Sheet.
6.1.7 From the Daily Production Sheet the product is traced for tyre building details through the tyre building report no.
6.1.8 From the tyre builder report no . compound batch no ,shift and date of the batch mixed can be traced.

6.1.9 From the date and shift of the mixed batch the weighing and mixing report no can be traced.

6.1.10 From the weighing and mixing report the mixing details the weighing details can be traced.

6.1.11 With the weighing details the material requisition slip can be traced and the batch no of the raw material can be traced.

6.1.12 With the batch no the vendor can be traced through Raw material Analysis report.

6.1.13 Wheel products(using batch nos) can be traced upto supplier through Test certificate, Final inspection report, production log process reports.

6.2 IDENTIFICATION OF MACHINE/SPARES

6.2.1 Painting number on the machine identifies the entire machine.

6.2.2 Marking the areas identifies all the areas.

6.2.3 Moulds are identified with size & Nos

6.2.4 Tools & dies are identified with tool no.

6.3 TRACEABILITY

6.3.1 Traceability is available as per the requirement of the contract.

6.3.2 Traceability is available as per the requirement of the contract.

6.3.3 The basis is buyers Purchase Order reference.

6.3.4 From the Invoice no. it is possible to trace through all process up to raw material as given below.

Invoice /DC #

↓

S.O / Date of despatch

↓

Product Description

↓

Stencil #

↓

Date of production

↓

Raw material

7.0 RECORDS

1. Despatch Record (FT/QC/02)
2. Product traceability report (FT/ QC/06)
3. Product status tag(FT/QC/07)

8.0 REFERENCE

Raw material test report

Inspection and packing report

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QUALITY PROCEDURE MANUAL
NONCONFORMITY & CORRECTIVE ACTION

1.0 **PURPOSE**:

The purpose of this procedure is to take corrective action when a conformity occurs.

2.0 SCOPE:
This procedure is applicable to all types of non-conformities which may affect product quality or system.

3.0 RESPONSIBILITY:
All Department Heads

4.0 AUTHORITY:
This procedure is approved and authorized by the CEO and can be amended only by him.

5.0 DEFINITIONS:

MR : Management Representative
HOD :Head of the Department.
MRC :Management Review Committee.

6.0 PROCEDURE:

6.1 This procedure is applicable when a non conformity occurs including any complaints and it is taken in the following steps i), reacting to conformity, ii), evaluating the need for action and iii), implementing the actions needed.

6.2 **CORRECTIVE ACTION**:

6.2.1 Customer's complaints are handled promptly and effectively to gain customer's satisfaction and maintain his confidence as defined in the procedure for handling of customer complaints.

6.2.2 Product non-conformities at any stage i.e, raw material, semi finished or finished product are identified through NCMN tags and analyzed to investigate its cause. Concerned HOD's determines corrective action and then all concerned implements the same. Corrective action is verified by the Quality Assurance Supervisor and the same is reviewed in MRM.

6.2.3 Process non-conformities at any stage are identified through NCMN tags. These are analyzed by the Quality assurance / Production Incharge to investigate the cause. The concerned Supervisor determines the Corrective action and the same would be implemented. The corrective action is verified by Quality assurance Supervisor and the same is reviewed in MRM.

6.2.4 Non-conformities related to the quality system are identified and analyzed by Management Representative to investigate its cause. Corrective and preventive action is determined by Management Representative in consultation with CEO and is informed to all concerned for implementation. Management Representative verifies it.

6.2.5 The non-conformities identified under para 6.2.2, 6.2.3 and 6.2.4 of this procedure their analysis determines corrective action. Corrective action taken and verified and the records maintained by Management Representative .

6.2.6 Any contingency requirement related to product, will be documented amd communicated to the customer through mails and the same will be reviewed as per customer feedback

6.2.7 Any corrective action in the process and system is also discussed respective levels and implemented.

6.2.8 The effectiveness of the corrective action is reviewed to ensure the right action is taken.

6.3 The risks and opportunities are updated if necessary.

6.4 The changes can be made in QMS if necessary

6.5 Relevant information made available as evidence and reviewed in the MRM.

6.6 RECORDS :

As per the corrective action

6.7 REFERENCE :

QP for handling customer complaints.