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| Rev. # | **Description of Change** | | | **Clause #** |
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| **A**  **B** | **Initial Release - ISO 9001 : 2008 Requirements**  **Included the requirements of ISO 9001:2015** | | | **N.A.**  **Attachment 5.3** |
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| **Prepared and Reviewed By** | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Signature) | | MANAGEMENT REPRESENTATIVE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Designation) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Date) | |
| **Approved By** | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Signature) | | CEO \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Designation) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Date) | |

**1. Purpose :** To define :

(i) the procedure for the inspection and testing of materials / products to specified product and legal requirements and the necessary controls to achieve and maintain the required standard;

(ii) a system for the identification of inspection and test status to ensure that only materials / products that have passed the required inspection and test are released / used;

(iii) a control and review system to prevent the inadvertent use or release of **nonconforming** materials / products and to reach a consensus on the disposition of them.

**2. Scope :** This procedure applies to the Operations PIC (i.e., CEO, Director of Global Operations, Manager and Consultant).

**3. Responsibility :**

* 1. The Operations PIC is responsible to ensure that materials / products are duly inspected and tested to specified requirements, and that necessary controls are taken to achieve and maintain the required standard.
  2. The Operations PIC shall be responsible for the proper identification of inspection and test status and ensuring that only materials / products that have passed the required inspection and test are released or used.
  3. The Operations PIC shall be responsible for the control of **nonconforming** materials / products and preventing the inadvertent use or release of **nonconforming** materials / products; and to reach a consensus on the disposition and necessary corrective action(s).

**4. Procedure :**

4.1 **Planning**

4.1.1 The Operations PIC shall prepare the Inspection & Test Plan (see Annex I).

4.1.2 The Operations PIC shall ensure that Inspection & Tests are carried out in accordance with the Inspection & Test Plan.

4.1.3 All manpower to be used that will affect the work or product quality and the expected product quality shall be included under the Inspection & Test Plan - the Operations PIC shall check this prior to approving the Inspection & Test Plan.

4.2 **Execution**

4.2.1 **Inspection & Test**

Inspection & Testing shall be carried out in accordance with the Inspection & Test Plan.

.1 **Translator’s Graded Examination Review & Other services review**

For translator’s graded examination review, the Operations PIC shall review translator’s graded examination to ensure compliance of products / services to customer's specifications prior to using the translator for the first time. He shall engage a senior translator to review the test file and grade the new translator.

For other services review such as Audio Narration, Mulimedia Production, Software Localization and Web Review, he shall initiate the “Bug Tracker.doc” (see Form No. MMP-QR-01). He shall also ensure the relevant records are maintained.

.2 **Final Document Review**

The Operations PIC shall review handover documents to ensure correct supply and on-time delivery of products / services. He shall also ensure the relevant records are maintained.

.3 The Operations PIC shall ensure that all the activities specified in the Inspection & Test Plan have been satisfactorily completed and the associated records are available and authorized by the Functional Head.

4.2.2 **Product Monitoring & Measurement Status**

.1 **Inspection & Test Status**

Upon completion of inspection & testing, the appropriate status of the materials / products shall be indicated as follows :

|  |  |  |
| --- | --- | --- |
| **Inspection Stage** | **Accept** | **Reject** |
|  |  |  |
| 1. Translator Review | * Add translator to the list of approved translators for usage | * Comments to internal staff |
|  |  |  |
| 2. Handover Review | * Handover documents to be delivered in soft and / or hard copy to client by Operations PIC | * Comments to translator |
|  |  | * Comments to internal staff |
| 3. L & D Script review / Course Handover Review | * Manager to review and accept the copyedited script/ Manager and Management to accept the final course |  |

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.2 Inspection records shall identify the inspector who is responsible for the release of conforming products.

4.3 **Monitoring (Checking)**

4.3.1 The Operations PIC shall monitor and ensure that all monitoring and measurement activities conducted are strictly based on the Inspection & Test Plan. Changes in product characteristics in the contractual specifications may require changes in the process parameters and control limits in the Operations Control Plan.

4.3.2 The Operations PIC shall conduct self-check to ensure that all activities of this procedure are executed systematically.Also refer to the Performance Measurement and Monitoring Chart at Attachment 5.3

4.3.3 The internal auditor shall audit this procedure to ensure full conformity of all activities by the responsible personnel as stipulated in this procedure.

4.3.4 Also refer to the Performance Measurement and Monitoring Chart at Attachment 5.3 that specify the methods of monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results.

4.3.5 Verztec Consulting Pte Ltd will ensure calibrated or verified monitoring and measurement equipment is used and maintained where applicable. Currently such equipment is not used.

4.3.6 Verztec Consulting Pte Ltd will ensure the requirement on communicating relevant performance information internally and externally where applicable.

4.4 **Data Analysis / Corrective Action**

4.4.1 The Operations PIC shall collect and analyze also the following data :

(i) Customer satisfaction information and complaints

(ii) **Nonconforming** product / specification deviation occurrences

4.4.2 Based on analysis of above data, especially **nonconformance** review, the Operations PIC shall / may change and improve the process parameter / control limits in the Operations Control Plan through initiating effective corrective action(s) based on root-cause analysis of the problem(s) (refer QP-OPS-01), and prompt the supervisor to precautionary supervise the process to prevent recurrence.

4.4.3 The Operations PIC shall consider self-improvement, after close-out of all **nonconformities** from internal / external audits, and propose improvement(s) in the Management Review meeting for top management’s approval. Also refer to the Performance Measurement and Monitoring Chart at Attachment 5.3

4.5 **Control of Nonconforming Product / Service**

4.5.1 Types of **nonconformances** include :

.1 Non-compliance to customer’s requirements

.2 Other service problems

4.5.2 Upon detection of **nonconforming** product / service, the Functional Head shall determine the personnel to look into the matter.

4.5.3 The various investigative personnel may include :

.1 CEO

.2 COO

.3 Manager

.4 Consultant

.5 Designer

.6 IT Engineer

.7 Other designated staff

4.5.4 **Nonconformance** dispositions may be as follows :

.1 To re-work defects (for quality issues) or rectify problem if within capability to do so.

.2 To revert to customer and obtain waiver if not within capability to rectify such problem.

.3 To reject defective works from suppliers.

.4 Other dispositions as deemed appropriate.

4.5.5 All major **nonconformance** details shall be recorded in the inspection record and related correspondences on **nonconforming** service shall be maintained in the respective job files.

4.5.6 The designated Functional Head shall issue **Corrective Action Request/~~Preventive Action~~ Request (C~~P~~AR)** as appended in QP-SMQ-02 and establish corrective actions to prevent recurrence.

4.5.7 **Nonconformance Reporting**

The "**Nonconformance** Report" (see Form No. MMP-QR-02) shall be prepared by the Operations PIC and duly signed off by the delegates. The Operations PIC shall ensure that reason to justify the group decision on the disposition to "use as it is" is documented in the report.

**4.5.8 When nonconforming product is corrected, the Operations PIC shall re-verify conformity to the requirements.**

**5. Reference Quality Records / Forms**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | - | Bug Tracker Sample template |
|  |  | - | **Nonconformance** Report |
|  |  | - | **Performance Measurement and monitoring Chart** |

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| --- | --- | --- | --- |
|  |  | - | **Performance Measurement and monitoring Chart** |

**ANNEX I**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Parameters** | **Frequency of Monitoring** | **Responsible by** | **Method of monitoring** | **Method of Analysis** |
| Customer’s complaints | Monthly | Sales Personnel  Project Manager | Service Reports | Quarterly QMS meeting  MR Meeting |
| Customer’s Satisfaction Survey | Yearly | Sales Personnel  Project Manager | Customer Satisfaction Survey | Quarterly QMS meeting |
| Number of Internal Audit | Yearly | MR or his / her designate | Audit Plan | MR meeting |
| Equipment maintenance  Calibration of equipment | As per Preventive Maintenance schedule | Supervisor in charge | Preventive Maintenance Records | Quarterly QMS meeting |
| Performance evaluation on external providers | Yearly | MR or his / her designate | Yearly Performance evaluation Records | MR meeting |
| Number of non-conformances on products and services provided | Monthly | MR or his / her designate | \*Email Confirmation (client driven) | Quarterly QMS meeting |
| Number of audit non-conformances by external agencies | Yearly | MR or his / her designate | CAR records | MR Meeting |