


SRI		ISO 9001: 2015 Quality Management System Quality Manual	
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**SAMSON RUBBER INDUSTRIES (PVT) LTD**

# **ISO 9001:2015**

## **QUALITY MANUAL**

**DOCUMENT NO : SRI-QMS-01**

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**REVIEWED BY:**

**APPROVED BY:**


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**MANAGEMENT REPRESENTATIVE**

**MANAGING DIRECTOR**

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## III REVISION DETAILS

Revision No.	Page No.	Revision Details	Effective Date	Approval
01	19,20,23, 25,26,28,29,30,32,33,36	Updating identification details under references of identified pages of the Quality Manual,( amendment to title and reference numbers )	02.10.2023	

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## 1.0 QUALITY MANUAL CONTROL

### 1.1 Review and Approval

This manual is periodically reviewed by Management Representative to ensure effectiveness of the QMS and approved by Managing Director for implementation.

The Management Representative is responsible for preparing, maintaining, issuing and updating of the Quality System Manual. Signatures of approving authority are indicated in front page. All concerned copyholders are subjected to issue Quality System Manual which are legibly photocopied from master copy.

### 1.2 Control of Quality Manual

Management Representative Issues controlled copies of this manual. Only the controlled copies will be updated to include any subsequent changes to the manual.

When additional copies are requested by external bodies, these are issued by management representative inserting footer "If MR signature is absent this will not be a controlled document" " This uncontrolled copy are not subjected to either amendment procedure or updating procedure and this is not used within the company. Record of distribution list of Quality System Manual is maintained by the management representative and this will be a reference for updating.

Controlled copies are identified with the original signature in every page of the document or CONTROLLED seal on the other copies and the copy holders are listed in this manual.


All manual holders leaving the employment of the company shall be responsible to return the manual to Management Representative.

### 1.3 Changes

The quality manual is periodically (at least once a year) reviewed and revised by the Management Representative, in consultation with the concerned personnel based on the requirements of the QMS.

Required revisions are requested from departmental heads and revisions are introduced formally by the management representative. Respective revision number is indicated only in revised pages. If there are more than 10 pages with amendments in the manual, the entire manual will be revised under a new issue number. The amended sections are inserted to the manual and sections are removed from the manual and they are crossed and returned to the management representative who ensures those are filled in obsolete copy master file.

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## 1.4 Reference

The following references which include standards and procedures used in developing and implementing to the system are given below.

- i. ISO-9000:2005 - Quality management system - Fundamentals & vocabulary
- ii. ISO-9001:2015 - Quality management system -Requirements
- iii. SLS 127:1982 - Specification for bicycle tubes
- iv. SLS 224: 1981 - Specification for bicycle tyres
- v. ETRTO Standards Manual (The European Tyre and Rim Technical organization, Brussels Belgium)
- vi. ISO 5775 Specification for Bicycle Rims.
- Vii BIS – Indian Standards
  - IS 13098:1991 – Indian Standard for specification of Tubes for Pneumatic tyres of Automotive Vehicles
  - IS 15627: 2005 – Indian Standard for Specification of Pneumatic Tyres for Two and Three Wheeled Motor Vehicles
- Vii TBS – Tanzanian Standards
  - TZS 628:2004 - Tanzania Standard for Specification of Cycles Rubber Tubes for Tricycles and Bicycles
  - TZS 627:2003 - Tanzania Standard for Specification of cycles Pneumatic Tyres
- Viii INMETRO – Brazilian Standards
  - INMETRO #342 – Brazilian Standard for SPECIFICATION OF PNEUMATIC BICYCLE TYRES
- ix ABNT NBR 13585 - Inmetro Standard for Rubber Tires of Bicycles
- x ECE Regulation No: 88 - Approval of Retro-Reflective Tyres for Two Wheeled Vehicles.
- Xi ECE Regulation No: 75 - Approval of Pneumatic Tyres for Motor Cycles and Mopeds
- Xii ECE Regulation No: 75 - Approval of E-Bike Pneumatic Tyres
- Xiii ECE Regulation No: 106 - Approval of Pneumatic Tyres for Agricultural Vehicles and Their Trailers
- Xiv ISO 2869 Sampling

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## 1.5 Abbreviation

### Document


I.	AB	Air Bag
II.	BAN	Banbury
III.	BC	Bicycle
IV.	BW	Bead Wire
V.	CA	Corrective Action
VI.	CAL	Calender
VII.	Cal	Inspection & Measuring ant Testing Equipment (Calibration)
VIII.	CP	Control Plan
IX.	CR	Contract Review
X.	CRM	Customer Relation Management
XI.	CS	Social Compliance
XII.	DC	Document Control
XIII.	DD	Document & Data Control – Document Distribution
XIV.	Dept	Department
XV.	FORM	Form
XVI.	HRD	Human Resource Development
XVII.	IA	Internal Audit
XVIII.	IE-PJ	Engineering Project
XIX.	IFS	Industrial Financial System
XX.	IM	International Marketing
XXI.	IMI	Inferior Material Information Sheet
XXII.	IT	Inspection & Testing
XXIII.	ITHW	Information Technology hardware
XXIV.	ITSW	Information Technology Software
XXV.	KPI	Key Performance Indicator
XXVI.	KRA	Key Result Area
XXVII.	LIST	List
XXVIII.	MC	Motor Cycle
XXIX.	MC-CL	Machine Check List
XXX.	MH	Handling, Storage, Packaging, preservation & Delivery
XXXI.	MIX	Mixing
XXXII.	MM	Measuring & Monitoring
XXXIII.	MOS	Material Order Sheet
XXXIV.	MRM	Management Review Meeting
XXXV.	MRP	Material Requirement Plan
XXXVI.	NC	Controlling of Nonconforming Product

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XXXVII.	NG	Not Good
XXXVIII.	NP	New Product
XXXIX.	PC	Process Control
XL.	PFC	Process Flow Chart
XLI.	PI	Product Identification & Traceability
XLII.	PM	Preventive Maintenance
XLIII.	PO	Purchase Order
XLIV.	PPI	Purchasing (Import)
XLV.	PPIT	Production Planning Intelligence Tool
XLVI.	PSI	Pre Shipment Inspection
XLVII.	QC	Quality Control
XLVIII.	QIP	Quality Improvement Procedure
XLIX.	QM	Quality Manual
L.	QMS	Quality Management System
LI.	QNFP	Quality Network Focus Point
LII.	QP	Quality Plan
LIII.	QPM	Quality Procedure Manual
LIV.	QR	Quality Record
LV.	QS	Quality System
LVI.	R & D	Research & Development
LVII.	RA	Risk Assessment
LVIII.	REC	Record
LIX.	REG	Register
LX.	REP	Report
LXI.	REQ	Requisition
LXII.	SALES	Sales
LXIII.	SCHED	Schedule
LXIV.	SDS	Safety Data Sheet
LXV.	SH:Ex	Shipping Export
LXVI.	SH:IM	Shipping Import
LXVII.	SRI	Samson Rubber Industries (pvt) Limited
LXVIII.	STC	Stock Control
LXIX.	ST	Statistical Techniques
LXX.	TM	Test Method
LXXI.	TR	Training
LXXII.	TRP	Transport Department Procedure
LXXIII.	TSF	Technical Specification
LXXIV.	TU	Tube
LXXV.	WI	Work Instruction

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LXXVI.	a or SRI	Mahara Factory
LXXVII.	b or UGB	Uggalboda Factory
LXXVIII.	c or RPW	Rathupaswala Factory
LXXIX.	PC-CL	Process Check List
LXXX.	NCR	Non Conformity Report

## Responsibility

I.	AC	Accountant
II.	ACM	Account Manager
III.	AEE	Assistant Electrical Engineer
IV.	AGM	Assistant General Manager
V.	AME	Assistant Maintenance Engineer
VI.	AMM	Assistant Marketing Manager
VII.	APLM	Assistant Planning Manager
VIII.	APM	Assistant Production Manager
IX.	AQM	Assistant Quality manager
X.	ARM	Area Manager
XI.	ASHM	Assistance Shipping Manager
XII.	ASK	Assistance Store Keeper
XIII.	ASM	Assistance Sales Manager
XIV.	BDO	Business Development Officer
XV.	COPM	COP Manager
XVI.	DDC	Design & Development Comity
XVII.	DE	Design Engineer
XVIII.	Dir	Director
XIX.	Dir(M)	Director Marketing
XX.	DQC	Decathlon Quality Controller
XXI.	Ex	Executive
XXII.	GM	General Manager
XXIII.	HP	Helper
XXIV.	HRM	Human Resource Manager
XXV.	HRO	Human Resource Officer
XXVI.	IC	Import Clerk
XXVII.	LED	Leader
XXVIII.	M	Manager
XXIX.	MD	Managing Director
XXX.	ME	Maintenance Engineer
XXXI.	MIM	Manager International Marketing
XXXII.	MIS	Manager International Sousing
XXXIII.	MKM	Marketing Manager
XXXIV.	MMI	Manager Market Intelligence


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XXXV.	MON	Monitor
XXXVI.	MR	Management Representative
XXXVII.	OP	Operator
XXXVIII.	PLA.O	Planning Officer
XXXIX.	PLM	Planning Manager
XL.	PM	Production Manager
XLI.	PO	Purchasing Officer
XLII.	Pro:Eng	Production Engineer
XLIII.	Pro:Ex	Production Executive
XLIV.	QAEx	Quality Assurance Executive
XLV.	QAM	Quality Assurance Manager
XLVI.	QAO	Quality Assurance Officer
XLVII.	S	Senior
XLVIII.	SALES/M	Sales Manager
XLIX.	SAPLM	Senior Assistance Planning Manager
L.	SC	Sales Coordinator
LI.	SK	Store Keeper
LII.	SM	Supplier Manager
LIII.	SMIM (IMPORT)	Senior Manager (International Marketing)
LIV.	SPLM	Senior Planning Manager
LV.	SPM	Senior Production Manager
LVI.	SDM	Senior Design Manager
LVII.	SDE	Senior Design Engineer
LVIII.	SSM	Senior Sourcing Manager
LIX.	SEM	Senior Engineering Manager
LX.	SUP	Supervisor
LXI.	Supp	Supply
LXII.	TM	Technical Manager
LXIII.	VENOP	Venting Operator
LXIV.	WHO	Were House Officer

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## 2.0 INTRODUCTION OF THE COMPANY

Samson Rubber Industries (Pvt) Ltd a member of DSI Samson Group (Pvt) Limited is engaged in the design, manufacture and sale of tyres and tubes for bicycles, motor cycles lawn & garden movers and others.


Production of tyres and tubes commenced in 1983 and now approaching its fourth decade of active operation. Continual improvement delivering consistently high quality tyres and tubes that fulfil customer needs and product specifications are met, conforming to the Sri Lankan Standards of SLS 127, SLS 224 , and International Standards of BIS, TBS, INMETRO.

Products of Samson Rubber Industries are marketed through island wide by a strong dealer network and its own distribution network. Company is currently supplying their tyres for about 60 countries, covering all the continents around the world.

Samson Rubber Industries (Pvt) Limited started exports in 1991 and achieved a steady growth over past few years and won the prestigious presidential export award in 1995 and continued to receive prestigious business awards during the past two decades. Company was awarded for National Business Excellence in year 2016.

Samson Rubber Industries pvt Limited, owns and operates three manufacturing plants in three different sites and all the three sites are certified to the ISO 9001. Quality Management System. Samson Rubber Industries pvt ltd is now planning to establish its manufacturing operations compliance to ISO 14001 Environment Management system and ISO 50001 Energy Management system, with continuous efforts to reduce waste and energy consumption in the production processes.

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### 3.0 SCOPE OF THE QMS

**DESIGN, DEVELOPMENT, MANUFACTURE, AND SALES OF PNEUMATIC TYRES, TUBES, AND PROVISION OF SEMI PRODUCTS RELATED TO TYRE MANUFACTURING.**

#### Boundary & Sites Covered


Site	Processes	Address
No 01-SRI - Mahara	International marketing , Local sales and marketing, Internal and external sourcing ,Planning, Mixing , Production of pneumatic Tyres , grading , storage shipping , R&D and laboratory functions,	Samson Rubber Industries(Pvt) Ltd, Jinasena Mawatha, Mahara, Kadawatha, Sri Lanka
No 02-SRI – Uggalboda	Production ,grading , storage, and Shipping	Samson Rubber Industries(Pvt) Ltd, Uggalboda, Gampaha
No 03- SRI - Siwralumulla	Production of pneumatic tyres , three wheeler tyres , truck tyres and production of Cycle Tubes	Samson Rubber Industries (Pvt) Ltd, Siwralumulla Nadungamuwa Rathupaswela Gampaha

Products Provided
Pneumatic Tyres ( Cycle ,Motor cycle , Three wheeler , Truck )
Tubes ( Cycle, Truck, Motor Cycle, Three Wheeler )
Semi products- ( Calendared Tyre cords)
Semi products- (Bead wires )

Services Provided
Design of PNEUMATIC TYRES, TUBES
Manufacturing of PNEUMATIC TYRES, TUBES
Sales of PNEUMATIC TYRES, TUBES, Semi products
Delivery of PNEUMATIC TYRES, TUBES
After Sales of PNEUMATIC TYRES, TUBES
Provision of semi products (Calendared Tyre cords )

Applicability (Not applicable)	Justifications
Nil	Nil

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## 4.0 CONTEXT OF THE ORGANIZATION

### 4.1 UNDERSTANDING THE ORGANIZATION & ITS CONTEXT

Samson Rubber Industries (Private) Ltd shall determine the internal & external issues that are relevant to its purpose & strategic direction and that affects its ability to achieve the intended results of the Quality Management System. Samson Rubber Industries (Pvt)Limited shall determine whether climate change is a relevant issue. The senior management shall monitor and review information about these external and internal issues as and when required or annually.

#### Reference

Context of the Organization Internal External Issues (Excel sheet) – Appendix 001

### 4.2 Understanding the needs & expectation of interested parties.

Samson Rubber Industries (Pvt) Ltd shall review its ability to consistently provide products that meet customer and applicable statutory and regulatory requirements. The organization shall determine the interested parties and the requirements of these interested parties are related to quality management system and climate change.

Samson rubber industries (pvt) limited shall monitor and review information about these interested parties and their relevant requirements, related to quality management system and the climate changes, as and when required or annually.

#### Reference

Interested parties (Excel sheet)- Appendix 002

### 4.3 Determining the scope of the Quality Management System.


Samson Rubber Industries (Private) Ltd has identified the scope of their Quality Management System in the section 3.0 of this manual.

### 4.4 Quality Management System & its processes

Samson Rubber Industries (Private) Ltd has identified the processes needed for the Quality Management System in and their application throughout the organization. Samson Rubber Industries (Private) Ltd has determined the processes needed for the quality management system and their application throughout the organization. Management has assigned head of the process owners to identify the below in each processes;

- Inputs required and outputs expected from these processes,
- Sequence & interaction of the processes,
- Performance indicators needed to ensure effective operation & control of these processes,

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- Resources needed for the processes,
- Risks & opportunities identified in the process.
- Evaluate the processes & implement any changes needed to ensure that the processes achieve their intended results,
- Improve the processes and the quality management system.

## Reference

Process Interaction – Annexure 03

Risk Assessment Matrix - Appendix 003

Risk & opportunity Assessments (Excel Sheet) – Appendix 04

Outsource control Matrix - Annexure 04

## 5.0 LEADERSHIP

### 5.1.1 General

Top management of Samson Rubber Industries (Private) Ltd demonstrates leadership and commitment with respect to the quality management system by:


- taking accountability for the effectiveness of the quality management system;
- ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
- ensuring the integration of the quality management system requirements into the organization's business processes;
- promoting the use of the process approach and risk-based thinking;
- ensuring that the resources needed for the quality management system are available;
- communicating the importance of effective quality management and of conforming to the quality management system requirements;
- ensuring that the quality management system achieves its intended results;
- engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- promoting improvement;
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

### 5.1.2 Customer focus

Top management of Samson Rubber Industries (Private) Ltd demonstrates leadership and commitment with respect to customer focus by ensuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

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c) the focus on enhancing customer satisfaction is maintained.

The effectiveness of these procedures is measured through Customer Satisfaction on company performance, which are reviewed by the Management every 3 months.

## 5.2 Policy

### 5.2.1 Establishing the quality policy

Samson Rubber Industries (Private) Ltd has established, implemented and a quality policy that:

- a) is appropriate to the purpose and context of the organization and supports its strategic direction;
- b) provides a framework for setting quality objectives;
- c) includes a commitment to satisfy applicable requirements;
- d) includes a commitment to continual improvement of the quality management system.

### 5.2.2 Communicating the quality policy

Samson Rubber Industries (Private) Ltd has ensured that the quality policy is:

- a) made available and is maintained as documented information;
- b) is communicated, understood and applied within the organization;
- c) is available to relevant interested parties, as appropriate.

#### Reference:

Quality Policy – Annexure 001

## 5.3 Organizational roles, responsibilities and authorities

Samson Rubber Industries (Private) Ltd has ensured that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.

Managing Director ensures that responsibilities and authorities are defined and communicated within the organization ensuring that the quality management system conforms to requirements of the international standard ISO 9001:2015.

Managing Director ensures the promotion of customer focus throughout the organization.


Process owners are responsible to ensure that the processes are delivering their intended outputs as identified in the process charts.

Process owners are responsible to report the performance of the quality management system and on opportunities for improvement to Top Management.

Process owners are responsible to ensure integrity of the quality management system is maintained when changes to the quality management system are planned & implemented.

The Organizational Chart shows the responsibilities of all the managers & executives with the authority to fulfil customer & organizational requirements.

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### Managing Director

He is the chief executive officer in the company. He is overall responsible for planning, implementation and monitoring of the quality management system including following functions.

- Laying down the quality policy
- Identification of quality objectives
- Giving directions to manage company activities
- Providing essential resources including competent personnel
- Chairman of management review meetings

The major approval for the QMS will be thoroughly examined by the three working directors and will be forwarded to the managing director with the recommendation of the three working directors. The lines of responsibility and reporting for all employees are documented on organization chart, which appears in Appendix HR-WP-01 of this document. In order to ensure that employees understand their authorities and responsibilities associated with the QMS, authorities and responsibilities are further documented in job profiles.


- All authorities and responsibilities reside with top management and are delegated to functions and /or individual employees within their control as appropriate.
- All employees who manage, perform and /or verify work are responsible for the quality of products produced by organization
- All such employees are authorized to identify and record problems relating to products, processes, and the QMS as a whole. All employees have the responsibility to comply with documented procedures and the direction of management.
- All employees have the responsibility to assure that processes which they are performing re in a state of control and that the tasks are completed in a responsible manner.
- All employees are also responsible for identifying nonconforming product, marking such product as being nonconforming, notifying management, and controlling further processing until the problem has been corrected. To prevent non-conformities, they may also initiate, recommend, or provide solutions through designated channels, such as the Corrective and Risk Management system."

### MANAGEMENT REPRESENTATIVE

MD has appointed General Manager System and process development, a member of the organisation's Management who, irrespective of other responsibilities as the Management Representative & shall have responsibility and authority that includes,

- Ensuring that a QMS is established, implemented and maintained in accordance with the requirements of the international standard **ISO 9001:2015**.
- Reporting on the performance of the QMS to Management review meeting and taking corrective actions for improvements.

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- Maintaining the proper coordination where required of quality related issues and activities within the company, with customers or his representatives and suppliers and other external partners and authorities.
- Promoting the awareness of customer requirements and expectations throughout the company
- Overall coordination, implementation and administration of the QMS.
- Liaising with external parties such as certification body & consultant on matters relating to QMS.

All Executive's & Staff responsibilities are defined in "Job Descriptions".

## 6 Planning

### 6.1 Actions to address risks and opportunities

**6.1.1** When planning for the quality management system, and the effect on climate changes to the business operation, process owners and top management shall consider the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:

- a) Give assurance that the quality management system can achieve its intended result(s);
- b) Enhance desirable effects;
- c) Prevent, or reduce, undesired effects including the conservation of environment;
- d) Achieve improvement

#### .Reference:

SRI-QPM-14 Procedure for Risk Management  
Risk & Opportunity Assessments (Excel Sheet) – Appendix 004  
SRI Policy on the prevention of deforestation

**6.1.2** The Samson Rubber Industries (Private) Ltd shall plan actions to address these risks and opportunities and how to integrate, implement the actions into its quality management system processes and evaluate the effectiveness of these actions. Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

All action plans are identified in the process charts with determining the business risks as per the risk matrix defined in the Risk Assessment charts.


#### Reference:

SRI-QPM-14 Procedure for Risk Management  
Risk & Opportunity Assessments (Excel Sheet) – Appendix 004

### 6.2 Quality objectives and planning to achieve them

**6.2.1** Samson Rubber Industries (Private) Ltd has established quality objectives at relevant functions, levels and processes needed for the quality management system.

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The quality objectives shall:

- a) be consistent with the quality policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

Samson Rubber Industries (Private) Ltd maintains documented information on the quality objectives.

**Reference:**

Quality Objectives- Annexure 002

**6.2.2** When planning how to achieve its quality objectives, Samson Rubber Industries (Private) Ltd shall determine:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;
- e) how the results will be evaluated.

**References:**

Quality Objectives- Annexure 002

**6.3 Planning of changes**

Samson Rubber Industries (Private) Ltd determines the need for changes to the quality management system, the changes shall be carried out in a planned manner.

Samson Rubber Industries (Private) Ltd shall consider:


- a) the purpose of the changes and their potential consequences;
- b) the integrity of the quality management system;
- c) the availability of resources;
- d) the allocation or reallocation of responsibilities and authorities.

Any employee or process owners that becomes aware of a need for change can initiate the change management process. The originator will notify their immediate Manager, detailing the proposed change on the Change form through electronic media then be forwarded to Managing Director for review.

Managing Director reviews, the Change request for potential operational impact, cost/benefit,

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analysis, and associated risk, with input from the appropriate process owners as appropriate to the change under consideration. If the request is accepted, the Managing Director or his subordinate will detail any actions deemed necessary to control the impact of the change and forward the request to the appropriate process owner / manager for implementation. The process owner (Manager) will be responsible for implementing and coordinating the actions required for the proposed change. The Management Representative shall be responsible for verifying the satisfactory implementation of the proposed change, and effectiveness of any corresponding control measures. The Management Representative will retain a log showing each change form with all information supporting the actions taken throughout the change management process.

## References

Change request Form

## 7.0 SUPPORT

### 7.1 Resources

#### 7.1.1 General

Samson Rubber Industries (Private) Ltd shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

Samson Rubber Industries (Private) Ltd shall consider:

- a) the capabilities of, and constraints on, existing internal resources;
- b) what needs to be obtained from external providers.

#### 7.1.2 People

Samson Rubber Industries (Private) Ltd shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

#### 7.1.3 Infrastructure


Managing Director is committed to determine, provide, and maintain infrastructure facilities to achieve the conformity of the product requirements. Infrastructure includes, as applicable:

- a. Buildings, workspace & associated utilities;
- b. Process equipment both hardware & software;
- c. Supporting services such as transport, communication & information systems.

The infrastructure is categorized in to the following areas.

- a. Raw material purchase and storage

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- b. Laboratory facilities
- c. Process including auxiliary equipment such as boilers, compressors and generators
- d. Inspection

The above categories will be supported adequately by building space, communication (telephone, e-mail, fax, internet), transportation (lorries, tractors, passenger, fork-lifts), utilities (boilers, generators, compressors), Computer networking (inclusive software)

### **Maintenance of Machines, In-house Computer Hardware & Software,**

Company shall identify machines, computer software/ hardware & other equipments and provides resources for their maintenance, and develops an effective total maintenance system (using predictive maintenance methods) that at a minimum includes:

- Planned maintenance activities.
- Availability of replacement parts for computer hardware equipments
- Documenting, evaluating, and improving maintenance objectives.

### **References**

SRI-QPM-07 (13) - Procedure for Preventive Maintenance  
 SRI-QPM-15-Procedure for IT- Hardware Maintenance  
 SRI-QPM-16-Procedure for IT- Software Maintenance

### **7.1.4 Environment for the operation of processes**


Samson Rubber Industries (Private) Ltd shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. Process owners are responsible to ensure suitable environment combination of human & physical factors such as social, psychological & physical depending on the products & services provided.

The company determines and manages the required work environment needed to achieve conformity to product & service requirement. The requirements of work environment are reviewed in management review meeting.

The following factors are considered for human under work environment

- a. Ventilation
- b. Dust free environment/ air flow
- c. Temperature and humidity
- d. Workspace
- e. Lighting
- f. Personal protective equipment and safety practice
- g. Noise level
- h. Vibration
- i. Convenient floor arrangement
- j. Stress-reducing, burnout prevention, emotionally protective
- k. social (e.g. non-discriminatory, calm, non-confrontational);

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The work conditions and environment are regularly reviewed at management review meetings and views of all staff sought for a conducive environment.

### 7.1.5 Monitoring and measuring resources


The company has established documented practices for determining the monitoring and measurements to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements. These are identified while planning for product quality.

Senior Design Engineer shall be responsible to issue calibration policy instructions to Assistant Design Engineer covering each type of gauge, instrument and all inspection and measuring Equipment.

Measuring equipments are identified in the MM-LIST-01 based on the controls over the product and process characteristics. Where necessary to ensure valid results, measuring equipment is:

- a. calibrated or verified at specified intervals, or prior to use, against measurements standards  
 traceable to international or national measurement standards, where no such standards exist, the basis used for calibration or verification are recorded.  
 One set of the instruments (as indicated in MM-LIST-01) calibrated at National Laboratories according to the calibration procedures used by them. This set is called the master set Ref. WI-32 These sets are available at SRI and master dial caliper & digital thermometer at UGB.  
 Floor instruments are calibrated at the company /National Laboratories/ Other reputed parties as appropriate. These sets are called floor instruments.  
 Some floor instruments like weighing balances are calibrated by outside parties.
- b. adjusted or re-adjusted if found to be out of calibration, as necessary,
- c. identified to enable calibration status through status stickers,  
 The floor instruments carry a blue tag with the following information.
  - ❖ Equipment No
  - ❖ Next Calibration Date
  - ❖ Correction
  - ❖ Calibrated by
  - ❖ Date of Calibration
- d. safeguarded from adjustments, as applicable, that would invalidate the measurement result  
 At the time of calibration, if the calibration discrepancy is found to be beyond the allowable tolerance, the instruments shall be withdrawn forthwith. Also he shall inform SPM/PE to trace all goods tested with such instruments and segregate them for sorting.

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- e. protected from damage and deterioration during handling, maintenance and storage by imparting training to the users of such devices.

In addition, if an equipment is found to be out of calibration /validation, the information is given to user department for assessing and recording previous measurement results. The company takes appropriate actions on the equipment and any product affected by such measurements. Records of the results of calibration and verification are maintained.

## References

MM-LIST-01  
WI-32  
MM-REC.- 01  
MM-REC. 02  
SRI-QPM-022 – Procedure for Calibration of Equipment

### 7.1.6 Organizational knowledge

Samson Rubber Industries (Private) Ltd shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services process wise.

This knowledge shall be maintained and be made available to the extent necessary.

When addressing changing needs and trends, the Samson Rubber Industries (Private) Ltd shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

## Reference

Knowledge Management Matrix – Annexure 008


### 7.2 Competence

The competent level of employees for each job category, relevant to the product quality has been identified by the company on the basis of appropriate education, training skills and experience.

The company has laid down documented procedure for training. Under this procedure, training needs of personnel are identified by department heads in order to make them competent for carrying out their activities. The competence should be based on following;

- Determination of minimum competence for personnel performing work, affecting product quality.
- Providing of training or taking other actions to satisfy these needs.
- Evaluation of effectiveness of the actions taken.
- Ensuring that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.
- Maintaining appropriate records of education, training, skills and experience

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## Reference

HR Procedure Manual –HRPM-000 (HR procedure manual separately maintained)

SRI-QPM-03 HR Procedure Manual

SRI-QPM-03-1 Procedure for Recruitment, Selection & On the Job Training

## 7.3 Awareness

Samson Rubber Industries (Private) Ltd shall ensure that persons doing work under the organization's control are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- d) the implications of not conforming with the quality management system requirements.

## Reference

Employee Oath Appendix 011

## 7.4 Communication

Samson Rubber Industries (Private) Ltd shall determine the internal and external communications relevant to the quality management system in the communication matrix.

## Reference

Communication Matrix – Annexure 006

## 7.5 Documented information

### 7.5.1 General

The organization's quality management system shall include:

- a) documented information required by this International Standard;
- b) documented information determined by the organization as being necessary for the effectiveness of the quality management system.


### 7.5.2 Creating and updating

When creating and updating documented information, the organization shall ensure appropriate:

- a) identification and description (e.g. a title, date, author, or reference number);
- b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- c) review and approval for suitability and adequacy.

### 7.5.3 Control of documented information

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**7.5.3.1** Documented information required by the quality management system and by this International Standard shall be controlled to ensure:

- a) it is available and suitable for use, where and when it is needed;
- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

**7.5.3.2** For the control of documented information, the organization shall address the following activities, as applicable:

- a) distribution, access, retrieval and use;
- b) storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control);
- d) retention and disposition.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and be controlled. Documented information retained as evidence of conformity shall be protected from unintended alterations.

#### Reference

SRI -QPM-01 – procedure for Document Control

SRI -QPM-02 – Procedure for Record Control

### 8 OPERATION

#### 8.1 Operational planning and control

Samson Rubber Industries (Private) Ltd shall plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined

- a) determining the requirements for the products and services;
  - b) establishing criteria for the processes & the acceptance of products and services;
  - c) determining the resources needed to achieve conformity to the product and service requirements;
  - d) implementing control of the processes in accordance with the criteria;
  - e) determining, maintaining and retaining documented information to the extent necessary:
- The output of this planning shall be suitable for the organization's operations.

The organization shall control planned changes and review the consequences of unintended changes,

taking action to mitigate any adverse effects, as necessary.

The organization shall ensure that outsourced processes are controlled.


#### Reference

SRI-QPM-24 – Procedure for Operational Planning & Control

#### 8.2.1 Customer Communications

Customer communications are established through a variety of channels:

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- Sales & International sourcing provides product information directly to customers including verbal and printed information on our course details.
- Inquiries are handled depending on the nature of the inquiry or who made initial contact; Coordinator shall provide program delivery details assistance and related information as needed.
- We pay particular attention to customer feedback, including customer complaints and customer satisfaction. customer satisfaction is evaluated on an on-going basis by IM Department. Senior technical Manager shall handle customer complaints and summarized to IM Department & Managing Director.
- CRM pays more attention to customer complaints, where those are noted in the customer complaints log sheet by CRM and other staff whether it is verbal or in writing. The complaint log sheets are immediately brought to the notice of relevant personnel or Managing Director and immediate corrective actions are taken.

### Reference

SRI-QPM-04 – Procedure for Customer Communications  
SRI-QPM-10 – Procedure for Customer Satisfaction

## 8.2.2 Determining the requirements for products and services

The company has established “**Documented Procedure**” to determine

- Requirements specified by the customer, including the requirements for delivery and post delivery activities,
- Requirements not stated by the customer but necessary for the customer for specified or intended use where known
- Statutory and regulatory requirements related to the product,
- Implied needs and expectation or additional requirements required by customer.

### Reference


SRI-QPM-04- Procedure for Customer Communications

### 8.2.3.1 Review of the requirements for products and services

Samson Rubber Industries (Private) Ltd shall ensure that it has the ability to meet the requirements for products and services to be offered to customers. The organization shall conduct a review before committing to supply products and services to a customer, to include:

- requirements specified by the customer, including the requirements for delivery and post delivery activities;

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- b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) requirements specified by the organization;
- d) statutory and regulatory requirements applicable to the products and services;
- e) contract or order requirements differing from those previously expressed.

**8.2.3.2** Samson Rubber Industries (Private) Ltd shall retain documented information, as applicable:

- a) on the results of the review;
- b) on any new requirements for the products and services.

#### **8.2.4 Changes to requirements for products and services**

Samson Rubber Industries (Private) Ltd shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

### **8.3 Design and development of products and services**

#### **8.3.1 General**

R & D maintains documents and records of designs to control and verify the design of the product in order to ensure that the specified requirements are met.

#### **8.3.2 Design and Development Planning**


In determining the stages and controls for design and development, Samson Rubber Industries (Private) Ltd shall consider:

- a) the nature, duration and complexity of the design and development activities;
- b) the required process stages, including applicable design and development reviews;
- c) the required design and development verification and validation activities;
- d) the responsibilities and authorities involved in the design and development process;
- e) the internal and external resource needs for the design and development of products and services;
- f) the need to control interfaces between persons involved in the design and development process;
- g) the need for involvement of customers and users in the design and development process;
- h) the requirements for subsequent provision of products and services;
- i) the level of control expected for the design and development process by customers and other relevant interested parties;
- j) the documented information needed to demonstrate that design and development requirements have been met.

#### **8.3.3 Design input**

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Samson Rubber Industries (Private) Ltd shall determine the requirements essential for the specific types of products and services to be designed and developed. The organization shall consider:

- functional and performance requirements;
- information derived from previous similar design and development activities;
- statutory and regulatory requirements;
- standards or codes of practice that the organization has committed to implement;
- potential consequences of failure due to the nature of the products and services.

Inputs shall be adequate for design and development purposes, complete and unambiguous.

Conflicting design and development inputs shall be resolved.

Samson Rubber Industries (Private) Ltd shall retain documented information on design and development inputs.

### 8.3.4 Design & Development Controls

A systematic review of designs is planned at design development committee meeting. and conducted at appropriate stages of design. At meetings, the following are reviewed and evaluated

- To evaluate the activity of the results of design and developments to suit requirements.
- To identify any problems and recommend necessary remedial measures.

Design verification takes place during the design stages to ensure that the developing design will indeed satisfy the agreed final marketing requirements. For this purpose, both laboratory, service and performance test are carried out to conform to either regulatory or internal standard.

Design and development validation is performed by the design and development committee to check whether the designed product is capable to meeting the specified application or intended use.

The following relevant validation methods are implemented prior to the delivery to the customer.

- Prototype testing
- Field trials
- Use of the product under controlled conditions


Any necessary actions are taken on problems determined during the reviews, or verification and validation activities.

Documented information of these activities is retained.

### 8.3.5 Design output

- The finally agreed design will show that proposed design conforms with the design input requirements.
- The design and development output provides appropriate information for purchasing, production and for service provision.
- The design output will make reference to design acceptance criteria and will identify any characteristic of the design.

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- e. The design output specifies the characteristics of product that are essential its safe and proper use.

Samson Rubber Industries (Private) Ltd shall retain documented information on design and development outputs.

#### 8.3.6 Design changes

Samson Rubber Industries (Private) Ltd shall identify, review and control changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

The organization shall retain documented information on:

- design and development changes;
- the results of reviews;
- the authorization of the changes;
- the actions taken to prevent adverse impacts.

#### Reference

SRI-QPM-05- Procedure Design and Development of Products

### 8.4 Control of externally provided processes, products and services

#### 8.4.1 General

Samson Rubber Industries (Private) Ltd shall ensure that externally provided processes, products and services conform to requirements.

Samson Rubber Industries (Private) Ltd shall determine the controls to be applied to externally provided processes, products and services when:


- products and services from external providers are intended for incorporation into the organization's own products and services;
- products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- a process, or part of a process, is provided by an external provider as a result of a decision by the organization. The organization shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations.

#### Reference

Supplier evaluation records.

#### 8.4.2 Type and extent of control

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Samson Rubber Industries (Private) Ltd shall ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers. The organization shall:

- a) ensure that externally provided processes remain within the control of its quality management system;
- b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) take into consideration:
  - 1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;
  - 2) the effectiveness of the controls applied by the external provider;
- d) determine the verification, or other activities, necessary

The relevant purchasing managers review adequacy of specified purchase requirements prior to issue of the purchase order.

#### References

SRI-QPM-06 (1) – Procedure for Purchasing-local  
 SRI-QPM-06 (2) – Procedure for Purchasing-import  
 SPI-QPM-26 – Procedure for Outside Mixing

#### 8.4.3 Information for external providers

Samson Rubber Industries (Private) Ltd shall ensure the adequacy of requirements prior to their communication to the external provider. The organization shall communicate to external providers its requirements for:

- a) the processes, products and services to be provided;
- b) the approval of:
  - 1) products and services;
  - 2) methods, processes and equipment;
  - 3) the release of products and services;
- c) competence, including any required qualification of persons;
- d) the external providers' interactions with the organization;
- e) control and monitoring of the external providers' performance to be applied by the organization;
- f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.


#### References

SRI-QPM-08(2) - Conformity of Process and product

### 8.5 Production and service provision

#### 8.5.1 Control of production and service provision

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Samson Rubber Industries (Private) Ltd shall plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined, by:

- a) determining the requirements for the products and services;
- b) establishing criteria for:
  - 1) the processes;
  - 2) the acceptance of products and services;
- c) determining the resources needed to achieve conformity to the product and service requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) determining, maintaining and retaining documented information to the extent necessary:
  - 1) to have confidence that the processes have been carried out as planned;
  - 2) to demonstrate the conformity of products and services to their requirements.

The output of this planning shall be suitable for the organization's operations.

The organization shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

The organization shall ensure that outsourced processes are controlled.


## References

- SRI -QPM-07 (1) Procedure for Control of production and service provision
- SRI-QPM-07 (2) Procedure for Production planning
- SRI-QPM-07 (3) Procedure for Mixing
- SRI-QPM-07 (4) Procedure for Bead wire manufacturing
- SRI-QPM-07 (5) Procedure for Cellular Tread & Air Bag
- SRI-QPM-07 (6) Procedure for Calendaring
- SRI-QPM-07 (7) Procedure for making green tyres
- SRI-QPM-07 (8 a,c) Procedure for Pressing (Bicycle and Lawn and Garden tyres)
- SRI-QPM-07 (9) Procedure for making green tyres for motor cycle and lawn and garden tyres
- SRI-QPM-07 (10) Procedure for tyre pressing for motor cycle and lawn and garden tyres
- SRI-QPM-07 (11) Procedure for tube production
- SRI-QPM-07 (12) Procedure for handling of IMI Forms
- SRI-QPM-06(3)–Procedure for Shipping Imports
- SRI-QPM-06(4)-Procedure for Shipping Exports
- SRI-QPM-20 – Procedure for Time Study - Operation
- SRI-QPM-25 – Procedure for Lockout & Tag out

## 8.5.2 Identification and traceability

The company has established product identification and traceability which ensures that processes involved in the manufacture of any product could be traced and identified. The responsibility lies with Production Manager/Director / AGM Supplies

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The company uses labels, markings, item codes, color codes etc where appropriate from receipt of material and during all stages of production and delivery. Product and items are identified by markings and tagging the item/ product or its container where appropriate to avoid inadvertent mixing and enable reordering /reproducing. On the factory floor different materials are stored separately with clear markings whether they are unprocessed raw materials, part processed materials or rejected materials

Traceability is a vital requirement of company operation deemed important, or is required by the customer traceability records will be created and maintained. Any traceability document will constitute part of the organization's quality records and will be used in investigating customer complaints quality development and assurance.

The inspection and test status of items is identified through identification tags, inspection records, and identified storage space as applicable. The inspection and test status of incoming bought out items are identified based on supplier's certificate and /or the inspection and test performed. Designated locations have been identified and marked for receipt and non-conforming items in the stores. Semi finished items are inspected within the process and finished products are subjected to inspection. During this inspection, when nonconformities are found they are placed in designated locations and non-conformity reports are raised accordingly.

#### *Test status of incoming goods*

- All items rejected are segregated into designated area in the receiving section carrying a red label

#### *Test status of In- Process test status*

- Any item found to be defective (NG) during any test / inspection is immediately withdrawn from production line and put into a red container or segregate under red tag or red hanger.
- Good items are always put into green containers or green tags or green hangers.
- Number of defective items found at each inspection stage is recorded in QIP-FORM-01.

#### *Test status of finished goods*

- All defective (NG) items are segregated with red pole.

#### *Goods passed through out of calibration Equipment.*


- All such goods are traced and tested.
- All defective items go into red baskets.

#### **Reference**

Traceability Matrix – Annexure 05

SRI-QPM-21 – Procedure for Identification & Traceability

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### 8.5.3 Property belonging to customers or external providers

Samson Rubber Industries (Private) Ltd shall exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

The organization shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report

Whenever customer-specified requirements for product are beyond the control or capability of our established QMS, the Manager Logistics has overall responsibility for planning, documenting and communicating such requirements to all appropriate personnel as a part of product quality planning.

The Manager Logistics ensures that lost, damaged or unsuitable customer property or external provider belonging is recorded in the shortage & rejection list and immediately reported to the Buyer or external provider.

#### Reference

Customer & externally provider supplied product log sheet

### 8.5.4 Preservation

Raw material and any other constituent parts of the product will be suitably preserved to maintain conformity to specification. Above preserved items are subjected to identification, handling, packaging, storage and protection.

#### HANDLING

Management always ensures that the handling methods used do not result in damage to or deterioration of any documents whilst they are in its care.

#### STORAGE

A designated method of storage of material, semi finish products & finish products are defined and maintained to ensure that they do not suffer damage.

#### DELIVERY

Necessary precautions are taken during delivery, to ensure products are delivered without any damages.


#### Reference

SRI-QPM-09(1a) (HSP) Procedure for handling, storage, preservation

SRI-QPM-09(1c) (HSPPD) Procedure for handling, storage, preservation, packing and delivery

SRI-QPM-09(2) Procedure for Logistic

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### 8.5.5 Post-delivery activities

Samson Rubber Industries (Private) Ltd shall meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, the organization shall consider:

- a) statutory and regulatory requirements;
- b) the potential undesired consequences associated with its products and services;
- c) the nature, use and intended lifetime of its products and services;
- d) customer requirements;
- e) customer feedback.

### Reference

SRI-QPM-10- Procedure for Customer Satisfaction

### 8.5.6 Control of changes

Samson Rubber Industries (Private) Ltd shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

Samson Rubber Industries (Private) Ltd shall retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

### 8.6 Release of products and services

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Samson Rubber Industries (Private) Ltd shall retain documented information on the release of products and services. The documented information shall include:

- a) evidence of conformity with the acceptance criteria;
- b) traceability to the person(s) authorizing the release.

Samson Rubber Industries (Private) Ltd shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.


Samson Rubber Industries (Private) Ltd shall retain documented information on the release of products and services.

Samson Rubber Industries (Private) Ltd is committed to measure and monitor and measure the characteristics of the product to verify that customer requirements have been met.

Acceptance criteria are determined from following stages.

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- i. Operations stage (7.1)
- ii. Final inspection stage

If process conformity is not met during the product realization stage, no production is proceeded with. Products which confirm to the realization stage are finally subjected to a visual inspection test, at which separation is made to conforming and non conforming product. Records of these two groups are maintained and steps are taken to ensure that there is no mixing up of the two groups. The Asst. Quality Manager is responsible for this activity.

Note:-For selected products conformity to SLS scheme (Sri Lanka Standard Institution) is ascertained.

### References

- SRI-QPM-08(1)- Procedure for inspection and testing (General)
- SRI-QPM-08(2) - Procedure for Conformity of Process & Products (In coming material)
- SRI-QPM-08(3) -Procedure for Final Inspection & Finishing
- SRI-QPM-19 – Procedure for Pre-Shipment Inspection

## 8.7 Control of nonconforming outputs

Samson Rubber Industries (Private) Ltd is committed to ensure that product requirements which do not conform to company or customer requirements are identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product shall be defined in a documented procedure.

Company ensures that product which does not conform to product requirements is identified and step taken to prevent its unintended use in the factory or external delivery. The responsibility and authority when dealing with nonconforming will be handled by relevant authorities in the company.

The company deals with nonconforming product in one or more of the following ways:-


- a. Take step to correct detected nonconformity
- b. Authorizing use under determined conditions
- c. Approve for re processing if possible

The records indicating the nature of nonconformities including the concessions and subsequent actions taken for eliminating and reducing are maintained. The trends of nonconformities are periodically reviewed and results are subjected to continuous improvement in the product and process.

In case, the nonconforming products found during the process are corrected, it is re-verified for the

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requirements in order to demonstrate the conformity to the requirement. No products are corrected after delivery to customer.

When nonconforming product is detected after external delivery or use has started in the factory, company takes suitable actions appropriate to the effects of the nonconformity.

### **Reference**

SRI-QPM-12 Procedure for Controlling of Nonconforming Output

## **9 PERFORMANCE EVALUATION**

### **9.1 Monitoring, measurement, analysis and evaluation**

#### **9.1.1 General**

The organization shall determine:

- what needs to be monitored and measured;
- the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- when the monitoring and measuring shall be performed;
- when the results from monitoring and measurement shall be analyzed and evaluated.

The organization shall evaluate the performance and the effectiveness of the quality management system. The organization shall retain appropriate documented information as evidence of the results.

### **Reference**

Monitoring & Measurement Matrix Annexure-07

#### **9.1.2 Customer satisfaction**

Samson Rubber Industries (Private) Ltd is committed to monitor information on customer satisfaction and/or dissatisfaction as to evaluate whether the organization has met the customer requirements.


Monitoring of customer perception is done on following manner,

- Customer satisfaction survey such as dealers & consumers,
- Customer (Dealers & consumers) complaints.
- Compliments.
- Customer suggestions.

Samson Rubber Industries (Private) Ltd has established document procedure to determine customer satisfaction levels once a year. The organization monitors information relating to customer perception in order to check whether the organization has met customer requirements. Customer survey or knowing the details direct from the customers are used as a methodology for customer feedback.

Based on the feedback received from the customers, customer dissatisfaction is determined. Although the company makes all efforts to get the above information from customers, yet if no

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communication is received from the customers, company conducts self assessment in order to assess the satisfaction and dissatisfaction level of the customers.

These indicators are reviewed periodically by the identified team comprising of sales manager and other relevant managers. The root causes of customer dissatisfaction are determined through problem solving techniques and decisions are taken accordingly. These decisions are transmitted to the respective sectional heads for corrective and preventive actions.

#### Reference

SRI-QPM-10- Procedure for Customer Satisfaction  
SRI-QPM-18 – Procedure for Customer Audit

#### 9.1.3 Analysis and evaluation

Samson Rubber Industries (Private) Ltd shall analyse and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the quality management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) the need for improvements to the quality management system.

This shall include data generated as result of monitoring and measurement and from other relevant sources such as graphs & charts.

#### Reference

Statistical reports

#### 9.2 Internal audit


Samson Rubber Industries (Private) Ltd carries out internal audits at planned intervals to determine whether the quality management system, conforms to the planned arrangements, to the requirements of ISO 9001:2015 International Standard and to the requirements of the quality manual established by company and is effectively implemented and maintained.

Audits are planned by preparing an audit plan, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.

The audit criteria, scope, frequency and methods are defined. Auditors are selected and conduct audits ensuring objectivity and impartiality of the audit processes. Auditors do not audit their own work.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined in documented procedure for Internal Audits.

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The management responsible for the area being audited has ensured that actions are taken without undue delay to eliminate detected nonconformities using Audit findings.

Follow-up activities include the verification of the actions taken and the reporting of verification results by way of Audit Reports.

### **Reference**

SRI-QPM-11- Procedure for Internal Audit

### **9.3 Management review**

The management is committed to review the organisation's QMS, at planned intervals (At least Once in 6 months), to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the QMS, including the quality policy & quality objectives.

MR, prepares the agenda 7 days prior for the upcoming meeting, ensures that the required data and documents are available for management review, writes the minutes of the meeting, and informs results to Top Management, HOD and individuals concerned and follows-up on required actions resulting from these meetings. Management is kept informed on the status of follow-up activities. Minutes and records of management reviews are maintained by MR.

#### **9.3.2 Management review inputs**


The management review shall be planned at least every 6 months and carried out taking into consideration:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system;
- c) information on the performance and effectiveness of the quality management system, including trends in:
  - 1) customer satisfaction and feedback from relevant interested parties;
  - 2) the extent to which quality objectives have been met;
  - 3) process performance and conformity of products and services;
  - 4) nonconformities and corrective actions;
  - 5) monitoring and measurement results;
  - 6) audit results;
  - 7) the performance of external providers;
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) opportunities for improvement.

#### **9.3.3 Management review outputs**

The outputs of the management review shall include decisions and actions related to:

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- a) opportunities for improvement;
- b) any need for changes to the quality management system;
- c) resource needs.

The organization shall retain documented information as evidence of the results of management reviews.

#### Reference

MRM-REC-01-Management Review Meeting Minutes

### 10 IMPROVEMENT

#### 10.1 General

Samson Rubber Industries (Private) Ltd shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

These shall include:

- a) improving products and services to meet requirements as well as to address future needs and expectations;
- b) correcting, preventing or reducing undesired effects;
- c) improving the performance and effectiveness of the quality management system.

#### Reference

SRI-QPM-23 -Procedure for Contingency Preparedness

#### 10.2 Nonconformity and corrective action


When a nonconformity occurs, including any arising from complaints, Samson Rubber Industries (Private) Ltd shall:

- a) react to the nonconformity and, as applicable:
  - 1) take action to control and correct it;
  - 2) deal with the consequences;
- b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
  - 1) reviewing and analysing the nonconformity;
  - 2) determining the causes of the nonconformity;
  - 3) determining if similar nonconformities exist, or could potentially occur;
- c) implement any action needed;
- d) review the effectiveness of any corrective action taken;
- e) update risks and opportunities determined during planning, if necessary;
- f) make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

Samson Rubber Industries (Private) Ltd shall retain documented information as evidence of:

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- a) the nature of the nonconformities and any subsequent actions taken;
- b) the results of any corrective action.

**Reference**

SRI-QPM-13 Procedure for Nonconformity & Corrective Action  
SRI-QPM-17 Procedure for Product Recall

**10.3 Continual improvement**

Samson Rubber Industries (Private) Ltd shall continually improve the suitability, adequacy and effectiveness of the quality management system.

Samson Rubber Industries (Private) Ltd shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

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