

SRI	ISO 9001: 2015 Quality Management System Quality Procedure Manual	
Document No: SRI-QPM 18 Date Issued : 01/01/2018 Revision Date 20/09/2023	DSI Tyres®	Revision No :01 Page No : 1 of 4

Title : Procedure For Customer Audit

Purpose : To define the company procedure to ensure conducting mutually beneficial technical or ethical audit by the customer or any third party on behalf of the customer.

Scope : The procedure is applicable to Samson rubber industries (pvt) Ltd, (Head office and all manufacturing and packaging operations.)

Responsibility : Detailed Below

Authority : Director

Procedure

No	Steps	Responsibility	Document
1.0	<p>Upon receiving the technical or ethical Audit Notification from the customer, with Proposed Audit plan, Audit Criteria or Check list</p> <p>International marketing is required to confirm the audit request by returning required documents , as an standard practice ,it is Signed Audit Confirmation, Factory Profile and Location map.</p> <p>Following steps should be adopted for audit confirmation</p> <p>Step 1</p> <p>Review the pre- audit plan and audit criteria forwarded by the customer, to verify that customer audit requirements agreeable with the Company policy on disclosure and privacy of business information related to business activities, financial situation and performance.</p> <p>If it is required to disclose information related to business activities, financial situation and performance , discuss with the senior management for their discretion prior to audit confirmation.</p> <p>Step 2</p> <p>In case, there is no pre audit plan from customer , it is necessary to request a pre-audit plan and audit criteria from the customer.</p>	<p>Sector Manager International Marketing</p> <p>Sector Manager International marketing</p> <p>Head of International Marketing</p> <p>Sector Manager International marketing</p>	

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	<p>Step 3 Inform the customer on company policy on disclosure agreement of the company with the Audit confirmation.</p> <p>Step 4 if any doubt, as to whether the site mentioned is not within the scope of customer standard, discuss with the head of Department prior to return the required documents to customer</p>	<p>Sector Manager - International marketing</p> <p>Sector Manager - International marketing</p>	
2.0	<p>Coordination and Communication</p> <p>Coordinate with the factory technical and ethical compliance team to facilitate the customer audit</p> <p>Coordinate with customer or the third party auditing body representing the customer for organizing and conducting the audit</p>	<p>Sector Manager - International marketing</p>	
3.0	<p>In order to facilitate audit properly.</p> <p>Following <u>General Documents</u> should be available for review.</p> <ul style="list-style-type: none"> i. Company profile (Number of employees and structure , Production capability) ii. Organization chart iii. Business License iv. Environmental License v. Fire safety certificate vi. Certificate of Building safety vii. Emergency Preparedness viii. Factory policies ix . International Standards, Accredited 	<p>Head of HR</p> <p>Head of Fire safety and environment system</p> <p>Head of Fire safety and environment system</p>	
4.0	<p>Following Key Audit requirements related to <u>Corporate Social Responsibility</u> should be maintained.</p> <p><u>1.Ethics</u></p> <ul style="list-style-type: none"> i Responsibility, ii. Transparency and accountability 	<p>Head of Departments</p>	"

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<p><u>2.Labour Practices</u></p> <ul style="list-style-type: none"> i. Child labor, ii. Working hours, iii.. Wages and Benefits, iv. Contracts, v. Non- Discrimination, vi. Freedom of Association <p><u>3.Health and Safety</u></p> <ul style="list-style-type: none"> i. Occupational health and Safety ii. Safety communication, iii. Emergency preparedness iv. Occupational Injury and illness, v. Machine Safeguarding , vi. Work place conditions, Canteen) <p><u>4.Environmental Protection</u></p> <ul style="list-style-type: none"> i. Legal requirement and General monitoring ii. Hazardous Substances & Waste management iii. Pollution Prevention 	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="flex-grow: 1; margin-right: 10px;"></div> <div style="border-left: 1px solid black; height: 100px; width: 1px;"></div> <div style="flex-grow: 1; margin-left: 10px;"></div> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="flex-grow: 1; margin-right: 10px;"></div> <div style="border-left: 1px solid black; height: 100px; width: 1px;"></div> <div style="flex-grow: 1; margin-left: 10px;"></div> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="flex-grow: 1; margin-right: 10px;"></div> <div style="border-left: 1px solid black; height: 100px; width: 1px;"></div> <div style="flex-grow: 1; margin-left: 10px;"></div> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="flex-grow: 1; margin-right: 10px;"></div> <div style="border-left: 1px solid black; height: 100px; width: 1px;"></div> <div style="flex-grow: 1; margin-left: 10px;"></div> </div>
<p>5.0 It is necessary to demonstrate Following Technical Audit requirements, for its ability to consistently provide product and services that meet customer and applicable statutory and regulatory requirements.</p> <ul style="list-style-type: none"> 1. Management System i. Management commitment and control ii. Product Safety and Quality Management iii. Raw material , Packaging and Out sourced process supplier management iv. Product Development and Product Specifications v. Customer complaint, Product withdrawal and Recall, vi. Incident management 	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="flex-grow: 1; margin-right: 10px;"></div> <div style="border-left: 1px solid black; height: 100px; width: 1px;"></div> <div style="flex-grow: 1; margin-left: 10px;"></div> </div>

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<p>2. Facilities</p> <ul style="list-style-type: none"> i. External areas and Site Security ii. Design and Construction of Premises iii. Design and Construction of Equipment iv. Employee Facilities v. Personal Protective Equipment <p>3. People Management</p> <ul style="list-style-type: none"> i. Training ii. Personal Health and Hygiene iii. Ethical Trading and Contract labour <p>4. Operational Control</p> <ul style="list-style-type: none"> i. Process Control ii. Traceability iii. Foreign Object control iv. Metal Detection v. Calibration and Verification vi. Weight , Volume, Size and Count Control vii. Product labeling and Coding viii. Product Inspection and Analysis ix. Environment, Water, and Waste Management x. Operational Hygiene and Cleaning programme. xi. Maintenance <p>Operational Control continue.....</p> <ul style="list-style-type: none"> xii. Pest management xiii. Transport xiv. Cleanliness 	<div style="display: flex; align-items: center; justify-content: space-between;"> <div style="flex-grow: 1;"> <p>Head of HR</p> <p>Fire safety and environment Manager</p> </div> <div style="margin-top: 20px;"> <p>Head of HR</p> </div> <div style="margin-top: 20px;"> <p>Heads of Departments</p> </div> </div>		
<p>6.0 Audit Report and Corrective Action Plan</p> <p>Upon Receipt the Audit report with Corrective Action Plan template</p> <p>It is required to develop and submit CAP to Customer within the timeline agreed.</p> <p>Once the Cap is approved by the customer, It may be required to submit documents or photos to support, its actual implementation.</p>	<div style="display: flex; align-items: center; justify-content: space-between;"> <div style="flex-grow: 1;"> <p>Sector Manager - International marketing</p> <p>Head of Departments</p> </div> <div style="margin-top: 20px;"> <p>"</p> </div> </div>		

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