

<b>KAIZEN ENGINEERS</b>	<b>QUALITY MANUAL</b>	<b>Doc. No.: QMS/QM-02</b>
		<b>Rev. No.: 00</b>
	<b>Title: Leadership</b>	<b>Eff. Dt.: 01.04.2018</b>
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<b>Objective (Aim)</b>	☺	Identifying internal and external issues and actions to address the issues
	☺	Implementation, maintaining effective QMS
<b>Scope</b>	☺	Cover all management related activities
<b>Process owner</b>	☺	<b>Proprietor</b>

**Clause No. 5.1: Risk considered:**

- 1) Internal and External issues
- 2) Inadequate resources
- 3) Inadequate business plan / Policy / Objectives

**Procedure:**

**Leadership and commitment**

**Kaizen Engineers** Management has demonstrated leadership and commitment with respect to the quality management system through

- a) Taking accountability for the effectiveness of the quality management system by periodical review of quality management system through management review meeting, Quality objectives review and providing necessary resources.
- b) Management has established quality policy and quality objectives for the quality management system and are compatible with the context and strategic direction of the organization.
- c) Management has determined the organizational processes and integrated with the quality management system requirement through process map & Interaction this can be demonstrated.
- d) Established procedure for promoting the use of the process approach and risk-based thinking
- e) Ensuring that the resources needed for the quality management system are available, this is being periodically reviewed through management review meeting.
- f) Communicating the importance of effective quality management and of conforming to the quality management system requirements
- g) Ensuring that the quality management system achieves its intended results
- h) Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system by providing trainings, conducting awareness programs and
- i) Promoting improvement by introducing suggestion scheme, Kaizens and conducting meetings.
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

<b>Prepared by</b>	<b>Reviewed and Approved by</b>
<b>QMS Representative</b>	<b>Proprietor</b>

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#### **Clause No.: 5.1.1.2 Process effectiveness and efficiency**

Top Management review product realization processes and support process to assure their efficiency and effectiveness. The process measurements for each process are defined in the respective process module (Doc. No.: QMS/F/02). The Top Management will review the process efficiency & effectiveness of each process during the management review meeting (Form No.: **QMS/F/10**).

#### **5.1.1.3 Process owners**

Top management has identified process owners who are responsible for managing the organization's processes and related outputs. Process owners are understanding their roles and be competent to perform those roles

Refer: Roles & Responsibilities- **Annex-D**

Top management has identified process owners who are responsible for managing the organization's processes and related outputs. Process owners shall understand their roles and be competent to perform those roles.

<b>SR. NO</b>	<b>STAGE OF MATERIAL</b>	<b>RESPOSIBILITY</b>	<b>MODE OF COMMUNICATION</b>	<b>INTERFACE WITH</b>
1	Purchase order from customer	DH Sales & Marketing	Purchase order	Customer
2	Procurement of Material	DH Purchase	Purchase Order to Supplier	Supplier, Officer Stores, Production Head
3	Receive material	Store Keeper	GRN	Transporter
4	Inspection as per Control Plan	In charge-QA	Receiving inspection quality plan & Inspection Report	Store Keeper
5.	Storage	Store Keeper	Daily Stock report	-
6.	Issued to production	Store Keeper	Production plan sheet	Production Supervisor
7.	Production Process	Production Supervisor	Production Plan	In charge-QA
8	In process inspection	QA Engineer	In Process Inspection Report	Production Supervisor
9	Final inspection	QA Engineer	Final Inspection Report	Production Supervisor
10	Out Source Process	Production Head / Purchase Head	Returnable Gate Pass to Supplier	Supplier, In charge-QA
11	Dispatch	Despatch officer	Dispatch note, invoice	GST, Account Dept., Customer

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## 5.2 CUSTOMER FOCUS

It is ensured that the Top management of **Kaizen Engineers** determines customer requirements and strives to exceed customer expectation.

In a broader perspective, the customer or stakeholder include some or all of the following –

I) End user, (ii) people in the organization, (iii) owners / investors (IV) suppliers (v) society in terms of the community, and (VI) the public affected by the organization or its products

**Kaizen Engineers** management has demonstrated 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. The procedure is defined in OP/MK/01.
- b) The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed in procedure OP/MK/01.
- c) The focus on enhancing customer satisfaction is maintained and Process Module for customer satisfaction is addressed in process module QMS/ PM/ 18

### Clause No. 5.2.1: Policy

#### Establishing the quality policy

**Kaizen Engineers management** has established, implemented and maintained 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.

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## QUALITY POLICY

We at “Kaizen engineers.” are committed to achieve customer satisfaction by ensuring supply of quality products on right time with competitive cost through continual improvement of Quality Management System by active participation, comply applicable requirements & involvement of all employees

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REL.DT: 01.01.2018

Proprietor  
**V.R. Ingale**

### Communicating the quality policy

The quality policy is

- a) Available and be maintained as documented information in **QMS-QM-02**
- b) Communicated, understood and applied within the organization through display, Training and periodical review.
- c) Available to relevant interested parties, as appropriate.

### Clause No. 5.3: Organizational roles, responsibilities and authorities

**Kaizen Engineers** management has ensured that the responsibilities and authorities for relevant roles are assigned communicated and understood within the organization. While assigning roles, responsibility and authority, top management has considered and ensured that

- a) The quality management system conforms to the requirements of this International Standard

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- b) The processes are delivering their intended outputs
- c) Reporting on the performance of the quality management system and on opportunities for improvement, to top management
- d) The promotion of customer focus throughout the organization
- e) The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
- f) Roles, responsibility and authorities assigned are given in procedure of each process. Organization chart & Roles & Responsibility is given in **Annex. C & Annex. D**

The **Proprietor** ensures that the people throughout the organization are given appropriate responsibilities and authorities to enable them to contribute for the achievement of objectives, and to establish their involvement, motivation, and commitment. (Annexure - D)

The Organization Structure of the organization is shown at Annexure - C. The responsibility and authority of different levels is depicted at the matrix given at Annexure - D. Responsibilities & Authorities for all designations are defined. (Ref. Annexure - D)

### **5.3.1 Customer representative (CR)**

To ensure that customer requirements are met. Review & verified selection of special characteristics, setting quality objectives and related training, corrective and preventive actions, capacity analysis, logistics information, customer scorecards, and customer portals., Mr. Rajneesh Joshi is appointed as a Customer Representative.

### **5.3.2 Responsibility for product requirements and corrective actions**

QA In charge is responsible for quality of product. QA Engineer is promptly informed of product/processes, which do not conform to requirements.

QA Engineer is responsible for quality and has authority to stop production to correct quality problems.

To monitor and ensure the quality of product, the QA In charge nominates QA supervisor in each shift. QA In charge has authority and responsibility for corrective action are promptly informed of products or processes that do not conform to requirements, QA Engineer will ensure that nonconforming product is not shipped to the customer and that all potential nonconforming product is identified and contained.

Shift supervisor is responsible to ensuring conformity to product requirements in another shift.

#### **Records:**

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Sl.No	Record Title	Format No	Retention period	Retention Resp.	Indexing method	Disposition
04	Risk register	QMS/F/21	Till Rev.	QMSR	File / Computer	Shred / Delete
05	Continual Improvement Sheet	QMS/F/05	Three year	QMSR	File / Computer	Shred / Delete

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