

KAIZEN ENGINEERS	Quality Manual	Doc. No.: Annexure - D
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1.0	<p style="text-align: center;">OBJECTIVES: -</p> <p>To define & communicate the authorities and responsibilities with the organisation.</p>
2.0	<p>SCOPE: -</p> <p>All levels and functions of the organisation as illustrated in organisation chart below.</p> <p>Note : Refer attached organisation chart.</p>
3.1	RESPONSIBILITY AND AUTHORITY
3.1.1	The responsibilities and authorities are defined below.
	<p><u>PROPRIETOR/ CEO</u></p> <ul style="list-style-type: none"> • Over all administration of the organization and setting the direction. • Communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements • Defining, documenting, implementing and maintaining the Quality Policy and objectives. • Fixing responsibilities & authorities and interrelationship of various functions. • Conduct Management Reviews for effective implementation of Quality Management System with MR and HOD s / Supervisors. • Ensure compliance with customer's, all legal (statutory & regulatory), & governmental safety and environmental regulations, as applicable, and organisation's own requirements • To provide all types of resources. • Analysis and review of company level data. • Initiate, recommend or provide solutions (to avoid recurrence of non conformances) through designated channels • Verify the implementation of solutions

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QMS Representative	Proprietor

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QA MANAGER & QUALITY MANAGEMENT SYSTEM REPRESENTATIVE

- Day to day administration of quality Assurance department.
- Review and authorisation for disposition of non-conforming product.
- Selection and approval of calibration Suppliers.
- Review of Calibration of Monitoring and measuring devices
- Conduct Supplier, Process, & safety Audits
- Approval of the Control plans, SOP as relevant.
- Monitor Supplier Quality performance as a means of control and initiating appropriate actions.
- Part of CFT in APQP
- Review & Authorise PPAP documents as per Customer requirements.
- Customer Complaint resolution and Rejection Analysis
- Control further processing and delivery of non-conforming product until the deficiency or unsatisfactory condition has been corrected.
- Initiate Third party testing's of Product related to statutory & regulatory compliances.
- Discuss to proprietor for unresolved quality issues.
- Authority to stop production in the event of quality problem.
- Authority to take deviations & also ask for deviations to customers in some conditions.
- Ensuring that the processes needed for the QMS are established, implemented and maintained.
- Schedule internal quality audits and carry out audits with the help of qualified auditors.
- Carry out follow up audits to verify the implementation and effectiveness of corrective actions.
- Liaison with external parties on matters relating to Quality Management Systems.
- Report the management on the performance of the Quality Management System during management review.
- Represent the needs of customer in internal functions in addressing ISO 9001 & IATF 16949 requirements.
- Ensuring the promotion of awareness of customer requirements throughout the organization.
- Formulating the processes needed for the QMS.
- Arranging & ensuring that employees are provided trainings on implementing, maintaining & improving the QMS.
- Regularly arrange the reviews of projects undertaken for Continual Improvement.

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DH PRODUCT DESIGN & DEVELOPMENT

- Handle the responsibilities and authorises in absence of the Proprietor
- Development of new product from conceptual stage to finish assembly (Product Design & Development of APQP).
- Issue and control of Technical documents, external standards, WI and Testing related documents
- Customer Liaison during development and in case of issues
- Provide necessary conceptualisation and costing of new products
- Resolve customer complaints related to Design under guidance of Director as needed
- Responsible for getting new Equipment as required including Jigs and fixtures.
- Involve in process changes as required and cost saving techniques, develop vendors with help of purchase wherever new outsourcing is required.
- Deal with external agencies, Govt. authorities, testing labs on design and development matters

DH SALES & MARKETING

- New business development
- Prepare and submit quotations, negotiate and finalise orders
- Determining and analysis of customer satisfaction levels.
- Customer Liaison
- Support in Costing of all new products jointly with departments.
- Monitor and follow-up of project schedules of all the products under development.

DH HR

- Identifying the training need of each employee in consultation with HOD s and prepare the training calendar.
- Organising the training program as per the training calendar.
- Maintain training records.
- Organise periodical evaluation of the training effectiveness.
- Organising orientation training for new employees and *where applicable for other actions, ensuring the achievement of the required competence level, as required*
- Ensure that the process of motivation is effective

DH MATERIALS & PURCHASE

- Supplier development
- Supplier selection, evaluation and approval for new components and alternative sources whenever required.
- Ordering and follow up , Day to day administration of purchase department.
- Arrange for the activity of verifying purchased components at Supplier's premises (if required).

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STORES

- Administration of stores.
- Implementation of FIFO method for issue of material having limited shelf life.
- Bought out items identification and their traceability.
- Periodic verification of storage methods and condition of stock & Inventory

DH PRODUCTION PLANNING

- Ensure production as per the production plan, meeting production targets.
- Provide necessary support in Process Development of new product from conceptual stage to finish assembly (APQP).
- Assure products of right quality and meeting all requirements.
- Day to day administration of manufacturing department.
- Maintenance of equipment
- Identifying training needs of manufacturing department
- Monitor and resolve customer complaints and take corrective and preventive actions.
- Overall manufacturing including provision of resources
- Ensure compliance with all applicable government safety and regulatory requirements
- Initiate action to prevent the occurrence of any non conformities relating to product, process and Quality Management System.
- Identify and record any problems relating to the product, processes and Quality Management System.
- Involve in process changes as required and cost saving techniques,

DH TOOL ROOM

- Provide necessary support to DH Design and Development by way of process planning
- Designing of Tooling (Dies/ Fixtures)
- Tool/ Die/ Fixture Maintenance & Maintain log
- Routine operations of Tool room
- Outsourcing of Activities related to Tool manufacturing
- Maintenance of Machinery & Equipment

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PRODUCTION ENGINEER, SUPERVISOR

- Develop process operator instruction
- Take decision and dispose-off non-conforming products during in-process manufacturing
- Controls and monitors processes
- Control customer supplied properties (If Any)
- Maintain production equipment
- Control production trial runs
- Participate in developments of new parts
- Monitors daily production

QA ENGINEER,

- Responsible for receipt, in process, final inspection of the product.
- Prepare Quality Plans, Control Plans. PPAP documents as per Customer requirements.
- Maintain Quality Records as required. (Like - SPC, MSA, Product audit, Etc)
- Detail investigation of customer returned items
- Identification of parts & Non-conformance handling at all stages
- Responsible for calibration of all monitoring and measuring devices, inhouse jigs & Fixtures.
- Report to Quality manager for the unresolved quality issues.
- Maintain Quality Records as required at each stage.
- Report to Quality manager for the unresolved quality issues.
- Handling of customer complaints for not good parts.
- Authorized for release of product at receipt stage,
- Authority to stop production in the event of quality problem.
- Authority to initiate CA for Incoming, internal & outgoing material.
- Authority to initiate PA.

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QUALITY INSPECTOR

- Responsible for receipt, in process, final inspection of the product.
- Do Inward, in-process, Final inspection as per Drawing or process plan.
- Maintain Quality Records as required at each stage.
- Detail investigation of customer returned items
- Identification of parts & Non-conformance handling at all stages
- Handling of customer complaints for not good parts.
- If any NC/ Rej. Observed in product / process inform supervisor
- Authority to stop production in the event of quality problem.
- Authority to initiate CA for Incoming, in-process & outgoing material.
- Authority to initiate PA.

MAINTENANCE ENGINEER , SUPERVISOR

- Maintenance of Machinery and equipment.
- Periodic check of machine & parts.
- Ensure minimum idle time of production machines due to breakdown.
- Follow instructions for repair for breakdowns.
- Maintain Inventory of key spare parts.
- Continuous improvement in Maintenance objectives.
- Ensure safety in all activities.
- Procure maintenance related spare parts as when required.

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3.1.2	Reporting Structure is defined in Organisation Chart. The section Annex-C of this manual depicts the interaction within processes.
3.1.3	The responsibilities and authorities are communicated to respective employee through Internal communication Channel and access to this manual as well as procedures.
Note	In absence of a person the Authority moves upwards & responsibility moves downwards.
3.2	<p><u>QUALITY MANAGEMENT SYSTEM REPRESENTATIVE</u></p> <p>Quality in charge is appointed as Management Representative who <i>is the member of the organisation's management team</i> & in addition to her routine responsibility has the responsibility as described in the earlier point.</p>
3.3	<p>In-charge Production and In charge QA are promptly informed of products or processes, which do not conform to requirements for corrective actions.</p> <p>QA In charge has the authority to stop production to correct quality problems.</p> <p>Note: At present there is a single shift working. However, In addition, shift In charges will be identified across all shifts to ensure product quality providing the above authority during shifts.</p>
3.4	CUSTOMER REPRESENTATIVE
	<p><i>For Productionized items and new enquiries</i> the Sales In-charge, acts as the customer representative.</p> <p>In case of new development, The D & D Head under the guidance of the Proprietor is the customer contact.</p> <p>The various customer requirements are understood and addressed and attended through a multidisciplinary approach as under,</p> <ul style="list-style-type: none"> • Selection of Special Characteristics- Proprietor/ Sales/ D & D/ QA/ Prod. In-Charges • Setting of Quality objectives do • Training HR (In consultation with other DH) • Corrective and Preventive Actions QA and Production • Product development D & D / Prod. + all above

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	<p>Designation: Despatch / Store Assistant Reporting: Purchase Manager</p> <ol style="list-style-type: none"> 1) To despatch the material as per the despatch plan. (R) 2) Ensure that the packing is done as per the customer requirements. (R) 3) Arrange for the transporters. (R) 4) Maintain the list of approved transporters. (R) 5) Assessment and approval of the transporters. (R & A) 6) To maintain the material in ward register. (R) 7) Receive the raw material T.C. form the supplier. (R) 8) Prepare the GRN. (R) 9) Maintain stock record (R) 10) Raise purchase indent as per current stock inventory level (R) <p>Designation: Operator Reporting: Supervisor</p> <ol style="list-style-type: none"> 1) Carry out all operations as per work instructions / standards available and as instructed by supervisor. (R) 2) Follow the rule – “Do Right First Time”. (R) 3) Selection and setting of tools properly. (R) 4) If any NC/ Rej. Observed in product / process inform supervisor. (R) 5) Keep shop floor & M/c clean. (R) 6) Check first piece & approve from Supervisor. (R) 7) Do in-process inspection as per process plan. (R) 8) If M/c falls under break down inform Supervisor. (R) 9) Suggest correction or corrective action on NC product / process. (A) 10) Suggest improvement in product / process. (A)

Interface: All In charges, PROPRIETOR & QMSR

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