

<b>Alloy Toll Management Sdn Bhd</b>	<b>Doc. No. : QM 01-Clause 10</b>
	<b>Version No. : 3.5</b>
<b>Quality Manual</b> <b>10. Improvement</b>	<b>Effective Date : 30/08/2021</b>
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## 10. IMPROVEMENT

### 10.1 General

ALLOY TOLL MANAGEMENT SDN. BHD shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction by:

- 1) improving products and services to meet requirements as well as to address future needs and expectations;
- 2) correcting, preventing or reducing undesired effects;
- 3) improving the performance and effectiveness of the QMS.

### 10.2 Nonconformity and Corrective Action

#### 10.2.1 Corrective Action

The Top Management shall monitor all areas require Corrective Action. The respective staff assigned and the Top Management shall review the issues and determine the Corrective Action to be taken.

In the case of issues pertaining to Customer Complaints, the Top Management shall review the Customer Complaint and decide on the course of action.

The Top Management shall assign the staff to take the corrective action, and to verify that the Corrective Action has been effectively implemented.

**Reference : PM 03 Corrective Action**

#### 10.2.2 Preventive Action

ALLOY TOLL MANAGEMENT SDN. BHD. will use the following to detect, analyze and eliminate potential causes of non-conformities:

- Management Review
- Audit Reports
- Customer/Client Feedback
- Staff Suggestions

All Preventive Initiatives are addressed to the Top Management. It is the Top Management responsibility to monitor the preventive actions initiated and ensure that the solutions implemented are effective.

**Reference : PM 03 Corrective Action**

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### **10.3. Continual Improvement**

ALLOY TOLL MANAGEMENT SDN. BHD. is committed to continually improve the effectiveness the QMS, through the use of the:

- Quality Policy
- Quality Objectives
- Audit Results (Internal/External)
- Data Measurement and Analysis
- Corrective Actions
- Management Review

**Reference :**        *Appendix 2 – Quality Objectives And Planning*  
                              *Appendix 11 – Data Analysis On Product Conformity*