

QUALITY SYSTEM MANUAL

(International Standard ISO 9001:2015)

KERALA AGRO MACHINERY CORPORATION LTD

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Revision	0

Book - 9

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Factories at Athani, Kalamassery, Palakkad and Mala

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DESIGNATION	MR	MD
DATE	01.08.2020	01.08.2020
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Entire Manual	---	Book : 9 Issue : 0 Rev. : 0 Dt.:01.08.2020	First Issue


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ABBREVIATIONS

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SI No.	ABBREVIATIONS	FULL FORM
1)	A/c	Accounts
2)	AQSM	Apex Quality System Manual
3)	ASSY	Assembly
4)	DQM	Department Quality Manual
5)	F & C	Finance& Costing
6)	HOD	Head of the department
7)	HR	Human Resources
8)	HRM	Human Resource Management
9)	IA&C	Internal Audit and costing
10)	IA	Internal Audit
11)	KAMCO	Kerala Agro Machinery Corporation Ltd
12)	MTLS	Materials
13)	MKT	Marketing
14)	MNC	Maintenance
15)	MSP	Machine Shop
16)	PROD	Production
17)	PUR	Purchasing
18)	QSP	Quality System Procedure
19)	QA	Quality Assurance
20)	QMS	Quality Management System
21)	STR	Stores
22)	TQM	Total Quality Management
23)	WC	Warranty Claim
24)	AE	Assistant Engineer
25)	AM	Assistant Manager
26)	DGM	Deputy General Manager
27)	GM	General Manager
28)	MR	Management Representative
29)	SM	Senior Manager
30)	OPT	Operations
31)	SYS	Systems
32)	IS & A	Information Security& Audit
33)	RND	Research and Development
34)	DM	Deputy Manager
35)	MNGR	Manager
36)	i/c	In Charge
37)	VDC	Vendor Development Cell
38)	SWOT	Strength Weakness Opportunity Threat

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Kerala Agro Machinery Corporation Ltd. (KAMCO) was established in the year 1973 as a wholly owned subsidiary of Kerala Agro Industries Corporation Ltd. (KAIC), Trivandrum, for manufacture of agricultural machinery specifically Power Tillers and Diesel Engines. Subsequently KAMCO became a separate Govt. of Kerala undertaking in 1986.

The objectives of the Company are to manufacture in India, either in collaboration with or otherwise or import & trade agricultural machinery like Tractors, Garden Tillers, Power Tillers, Power Reapers, Combine harvester, Transplanter, Diesel Engines, Pump sets, Brush cutter, Implements, accessories and spares thereto. The objectives also include establishment of engineering workshops/repair shops to undertake repairs and servicing of agricultural machinery or other machinery, equipment, implements and tools.

Assembly Unit was established in 1970 at Athani by M/s. Kerala Agro Industries Corporation for the assembly of Kubota Power Tillers in technical collaboration with M/s. Kubota Ltd., Japan, the world's leading manufacturer of Power Tillers and other agricultural machinery. On expiry of the collaboration, KAMCO manufactures power tillers with their own facilities.

KAMCO at present has four units located at Athani and Kalamassery in Ernakulam District, at Kanjikode in Palakkad District and at Mala in Trissur District. KAMCO's manufacturing facilities include Special Purpose Machines, Specially built General Purpose Machines, and Imported machines. The inspection facilities include modern inspection & testing equipment. KAMCO has their own Metrology, Calibration & Engine Test Lab.

KAMCO Power Tillers have become the most sought after Power Tillers in India because of their quality and reliability.

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ORGANIZATION PROFILE

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The business areas operating in KAMCO are indicated in the matrix given below;

Sl. No.	Division / Department	Corporate Set up	Location			
			Athani	Palakkad	Kalamassery	Mala
1.0	Corporate Office	*	*			
1.1	Marketing	*	*			
1.2	Materials	*	*			
2.0	Purchase		*	*	*	*
3.0	Production					
3.1	Assembly		*	*	*	*
3.2	Pretreatment & Ptg.		*	*	*	*
3.3	Machine Shop		*			
4.0	Maintenance		*	*	*	*
5.0	Quality Assurance	*	*	*	*	*
6.0	Research & Development	*	*			
7.0	Store		*	*	*	*
8.0	Human Resource Management	*	*	*	*	*
8.1	Human Resource Development	*	*			
9.0	Finance	*	*	*	*	*
10.0	Internal Audit	*	*			
11.0	Systems	*	*			

* Applicable in the unit location

Kerala Agro Machinery Corporation carries on the tradition of an endless pursuit of excellence from one decade to another.

The annual turnover of the company an on FY 2016-2017 was Rs.160 Crores.


Contact persons

- 1. Mr.K.P SASIKUMAR,Managing Director.**
- 2. Mr.M.K SASIKUMAR, Genera Manager (Tech)& Management Representative.**

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Management Representative controls manual circulation. Below is the list of holders of controlled copies:

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1	Managing Director
2	Management Representative
3	Certification Body
4	ISO Co-Ordinator (Palakkad Unit)
5	ISO Co-Ordinator (Kalamassery Unit)
6	ISO Co-Ordinator (Mala Unit)

Note:

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Terms and definitions

For the purpose of this Quality Manual, KAMCO references the terms and definitions listed in the ISO 9000:2015 *QMS Fundamentals and Vocabulary* document.

ISO/TS 9002:2016 – Guidelines for implementation of ISO 9001:2015

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Scope of Certification & Application of ISO 9001:2015

The scope of application of QMS in KAMCO applies to the

- **Development & Manufacture of Power Tillers and manufacture of implements, accessories and spare parts for agricultural application.**
- **Manufacture of Diesel Engines.**
- **Manufacture of Power Tillers and Diesel Engines.**
- **Manufacture of Power reapers.**

This constitutes the official scope of registration for **Kerala Agro Machinery Corporation Ltd** to the international standard for QMS ISO 9001:2015

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4. Context of the organization

4.1 Understanding the organization and its context

KAMCO has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. The details are maintained in Annexure 1.

KAMCO will monitor and review information about these external and internal issues along with the MRMS.

4.2 Understanding the needs and expectations of interested parties

The top management of KAMCO carefully analyses and balances the ongoing needs, requirements and expectations of all parties concerned, to ensure that it continues to maintain its sustainability into the future.


The top management and senior managers are responsible for the overall management of the company, as well as the provision of Technical support, Sales & Marketing support, Quality assurance, Distribution and Service & Maintenance.

The company structure is defined in Document –AQSM/09/0 of this manual.
KAMCO's strategic direction and organizational operation is influenced by a number of key parties Internal and external which include:

Key Parties	Needs/Expectations to QSM determined by	Needs/Expectations details
Shareholders	MD, Directors	Refer Annexure-2
Employees	MD, Directors Senior Officials	
Customers - current and Prospective	HOD – Sales & Marketing Service Manager	
Government authorities	MD, HOD-Finance	
Suppliers	MD, HOD – Materials	
Competitors	MD, HOD– Sales & Marketing	
Bank/Finance	MD, HOD-Finance	
Trade Union	MD, HR	

Table 4.1

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The needs, requirements and expectations of each of the parties listed above are assessed by the personnel in the organization.

KAMCO will monitor and review information about requirements of interested parties along with the MRMS.

4.3 Determining the scope of the Quality Management System

The scope of application of QMS in KAMCO applies to the

- **Development & Manufacture of Power Tillers and manufacture of implements, accessories and spare parts for agricultural application.**
- **Manufacture of Diesel Engines.**
- **Manufacture of Power Tillers and Diesel Engines.**
- **Manufacture of Power reapers.**

The scope of quality management system of KAMCO is defined and documented in AQSM/07/0 of this manual.

4.4 Quality Management System and its processes

KAMCO has established and implemented the QSM, which is maintained and continually improved according to the requirements of the ISO 9001:2015 standard including processes needed and their interactions.

KAMCO has determined the processes needed for the QSM and their application through the organization.

KAMCO determined required inputs and desired outputs of the processes, criteria and methods needed for effective operation and control of these processes, as well as resources needed and responsibilities and authorities for processes in the *QSM Process mapping*. Sequences and interactions between the processes are described in Fig 1.

During management review, top management of KAMCO evaluates processes and makes changes needed in order to ensure that the processes achieve intended results and improve processes and the QSM.

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Outsourced ProcessesCore ProcessesSupport ProcessesManagement Processes

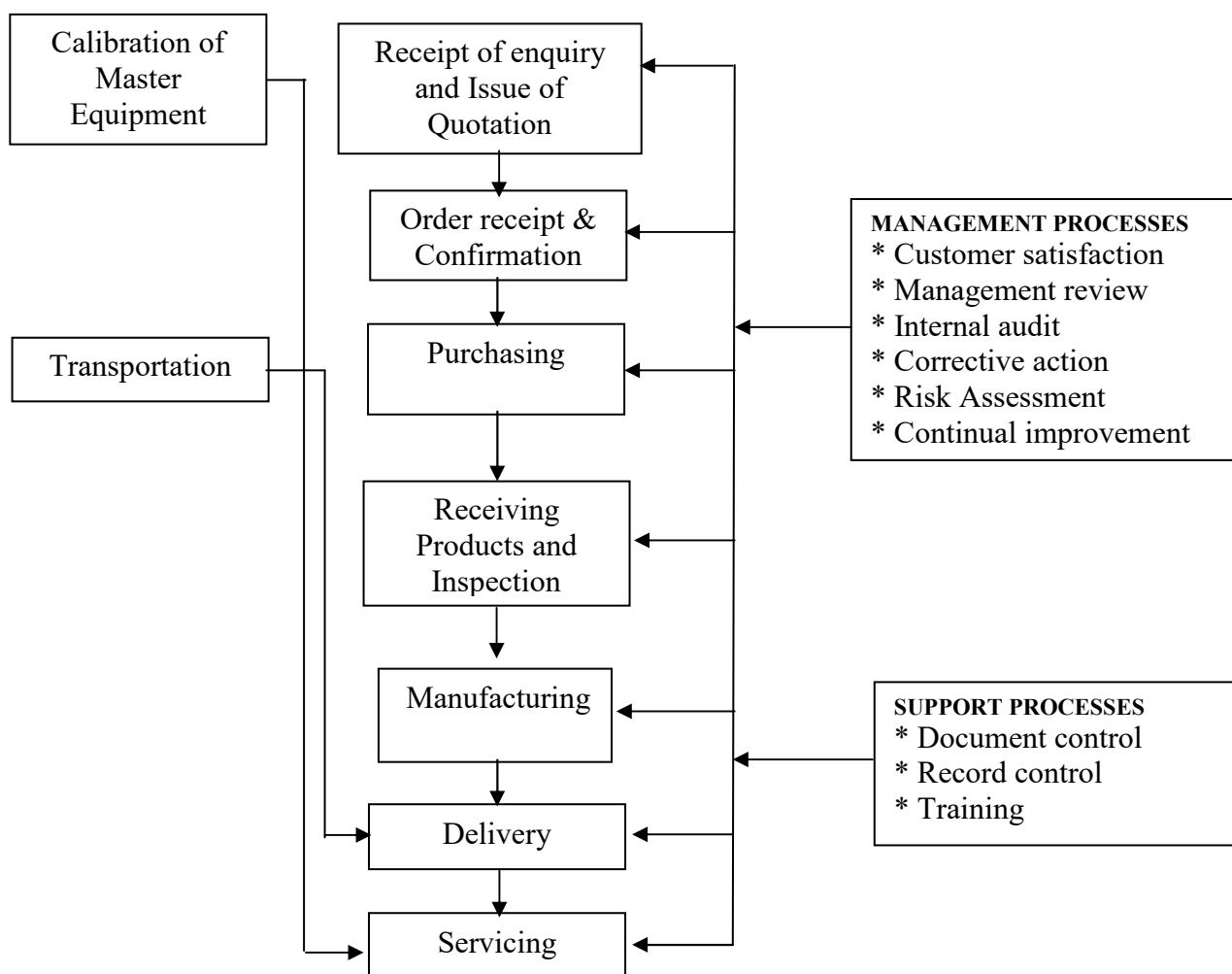


Fig 1 Process Map

Reference

Process mapping sheets - DQM

Internal and external issues – Annexure 1

Interested parties needs & expectations – Annexure 2

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5. Leadership

5.1 Leadership and commitment

The commitment of top Management is outlined in the Quality Policy as defined in the **Quality Policy Statement**.

The commitment to the quality management process is further reinforced by the appointment of Mr. Santhosh K, Manager –Quality Assurance as Management Representative.

Customer focus

KAMCO is committed by the appointment of dedicated Departmental Head's Positions

#Refer to Job description for more details

These roles are charged with the need to:

- Assess customer feedback, review of customer communications (electronic and phone) to determine risks and opportunities that can affect the conformity and uniformity of the products we deliver.
- Monitor customer satisfaction and actively develop ways to capture feedback.

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5.2. Quality Policy

KAMCO has defined the **Quality Policy and Quality Objectives** as a separate document and made it available to employees and the interested parties.

This Policy represents the framework for planning and improving the QMS, and setting general and specific quality objectives.

<p style="text-align: center;">KERALA AGRO MACHINERY CORPORATION LTD</p> <p style="text-align: center;">QUALITY POLICY</p> <p>"TOTAL CUSTOMER SATISFACTION THROUGH QUALITY PRODUCTS AND SERVICES WITH IMPROVED TECHNOLOGY AND EMPLOYEE PARTICIPATION".</p> <p>We comply with the requirements of customers and the applicable statutory / regulatory requirements. The effectiveness of the established quality management system is continually improved to enable achievement of the policy.</p> <p>Quality Policy is reviewed at the corporate level during every certification period.</p> <p>DATE: 01.08.2020 MANAGING DIRECTOR</p>

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5.3. Organizational roles and responsibilities

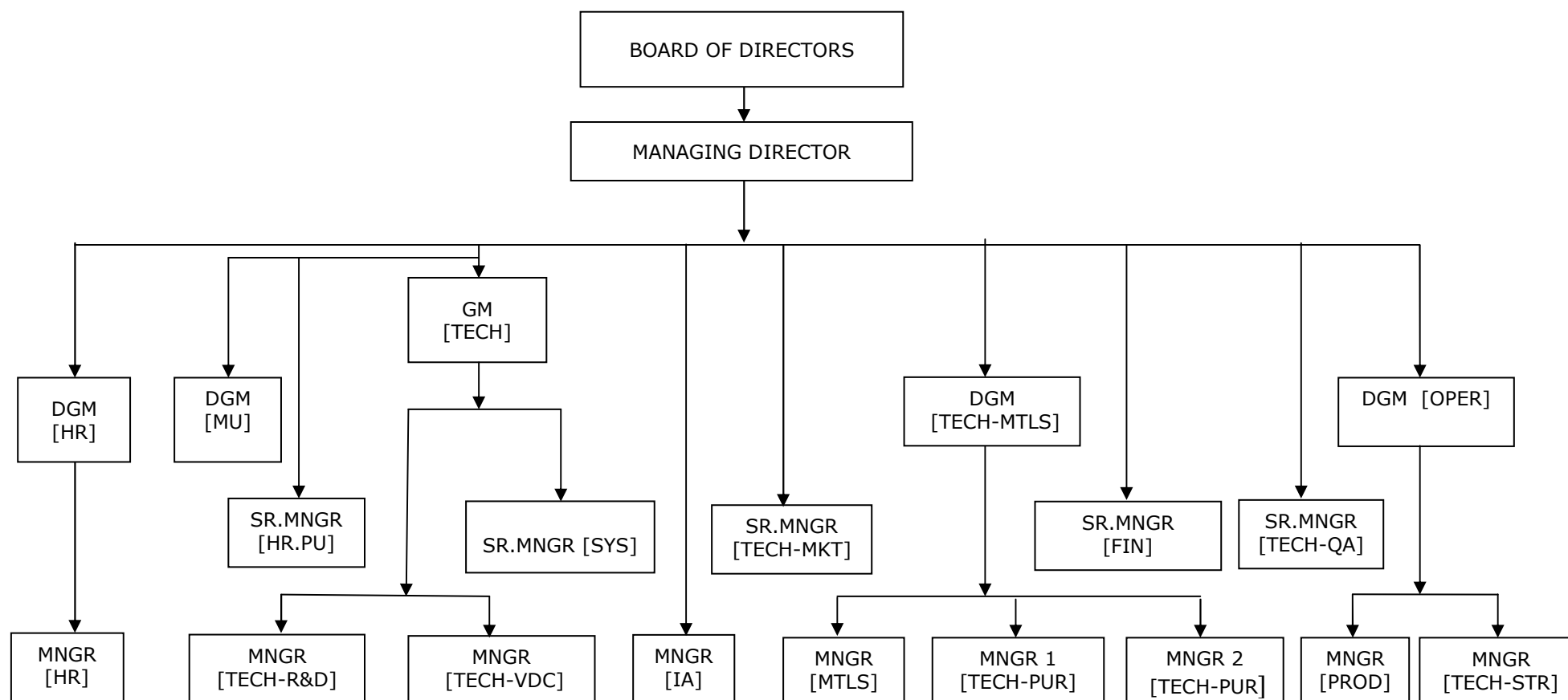
The organization chart is depicted indicating various positions in the organization. Responsibilities and authorities for relevant roles are assigned by top management and communicated within KAMCO. Top management assigns roles and responsibilities for ensuring that the QSM conforms to ISO 9001:2015 and reporting on the performance of the QMS, including the QMS performance, to top management.

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ORGANIZATION CHART AT CORPORATE LEVEL



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ROLES, RESPONSIBILITIES & AUTHORITIES

A) MANAGING DIRECTOR

1. Responsible for overall performance of the Organization.
2. Responsible for the annual plans and control in budgeting, production and other support operations.
3. Responsible for periodic review of the performance of various departments and suitable corrective actions to achieve planned annual goals.
4. Responsible for the effective Implementation of the Quality System of the Company by monitoring the effectiveness and suitability of the system periodically.

B) GENERAL MANAGER (TECH)

1. Responsible for the proper functioning of the Division/Departments namely R&D , VDC and Systems in Athani unit.
Co-ordinates the activities of these departments to achieve the required targets.
2. Overall in charge of Palakkad ,Mala and Valiyavelicham Units and responsible for achieving the production targets fixed by management.
3. Responsible for the activities related to New Project Development.
4. As the Management Representative of KAMCO ,Responsible for maintaining ISO 9001:2015 System in our Units.
Any other official work as and when directed by MD.

C) DEPUTY GENERAL MANAGER (OPERATIONS)

1. Responsible for the proper functioning of the Division/Departments namely Assembly, Maintenance, Machine Shop, and Stores in Athani unit.
Co-ordinates the activities of these departments to achieve the required targets.
2. Overall in charge of Kalamassery Unit and responsible for achieving the production targets fixed by management.
3. Responsible for maintaining ISO 9001:2015 System in close liaison with MR.
Any other official work as and when directed by MD.

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4. DEPUTY GENERAL MANGER (MU)

1. Overall in charge of Mala Unit and Responsible for achieving the target fixed by the Management.
 2. Responsible for manufacture Power Reapers as per the stated quality procedure and standards.
 3. Responsible for maintaining the ISO 9000 System in the unit as ISO Coordinator in close liaison with MR.
 4. Control the Unit operations in line with management objectives.
 5. Co- ordinate with Head office Materials/Purchase dept. and Maintenance section to procure and install new plant and equipment for Unit.
- Any other official work as directed by the superiors.

5. DEPUTY GENERAL MANAGER (Tech-Materials)

1. In charge of Materials and Purchase Department. Responsible for making available all items required for production and for other purposes as per requirement, by timely follow up with suppliers.
2. Issue Purchase Orders, Work Orders for all units based on Budgeted production and requirements projected by the units.
3. Issue Amendments to P.O./ W.O. for all units for effecting changes in price, Terms and Conditions, Delivery Schedule etc.
4. Initiate actions for procurement and follow-up of components monitor and control inventory level, do liaison work with Vendors and other departments such as Stores, Quality Assurance, Accounts etc.
5. Initiate actions for collecting data for evaluating the performance of Vendors and give feedback information to them in order to improve their performance.
6. Attend to any other work as directed by the superiors from time to time.

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6. SENIOR MANAGER (Tech-Marketing)

1. Responsible for corporate functioning of Marketing Department.
 2. Responsible for developing and maintaining a dedicated dealer network for marketing of products and ensuring after sales services to achieve customer satisfaction.
 3. Delegate and sub-delegate the work in the Department among the officers and the other staff and co-ordinate them to get the required results.
- Any other official work as directed by the superior.

7. SENIOR MANAGER(TECH-QA)

1. Overall in charge of QA functions in all Units at corporate level.
 2. Approval of Company products as per Quality Standards.
 3. Establish and maintain standards room and calibration of Company instruments and gauges used for Components/Product/Process in the Company.
 4. Clearance of non-conforming Component.
 5. Initiate appropriate Corrective actions as per Quality System Procedure.
 6. Co-ordinate with other departments to achieve and maintain quality of the product.
 7. Initiate and Co-ordinate with vendors to improve the quality and reduce line rejection, warranty claims and supply rejections.
- Any other official work as directed by the superiors

8. MANAGER (TECH-R&D)

1. Full charge of Research and Development department.
 2. Corporate functional responsibilities of R & D.
- Any other official work assigned by superiors

9. MANAGER(TECH-VDC)

1. Full charge of Vendor Development Cell .
 2. Corporate functional responsibilities of VDC activities.
- Any other official work assigned by superiors

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10. DEPUTY GENERAL MANAGER (HR)

1. Overall in-charge of the Human Resource Department of the organization.
 2. Responsible to implement all employee welfare measures / schemes including those under statutory requirements.
 3. Responsible for recruitment and postings for all Units and inter-unit transfers wherever applicable under instructions from Managing Director.
 4. Responsible for Human Resource Development Activities of all units.
 5. Corporate level control of HRD functions of all units.
- Attend any other official work as and when directed by MD.

3. SENIOR MANAGER (Finance)

1. Senior Manager (Finance) is in overall charge of the Finance Department.
Corporate level control of Finance departments of all units to maximize the utilization of Company resources.
2. Control the Accounts sections for achieving maximum utilization of resources.
3. Delegate and sub-delegate the work in the Department among the officers and the other staff and co-ordinate them to get the required results.
Any other official work as directed by the superiors.

4. SENIOR MANAGER (Systems)

1. Senior Manager (Systems) is in charge of Systems Department.
2. Responsible for corporate functioning of Systems Department.
3. Responsible for developing adequate software programmes and hardware for the maintenance of data of the company.
Any other work as directed by superiors

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5. MANAGER (Internal Audit)


Manager (IA) will be in over all charge of the Internal Audit functions of the company relating to Head Office and UNITS at the corporate level.

In addition to the above:

1. She shall ensure proper internal control system in all the Units of the Corporation.
2. She will arrange for Internal Audit, on regular basis in the Units of the Corporation with the help of Officers and Accountants in the Audit section.
3. Sheshall ensure that quarterly Internal Audit Reports are submitted to the MANAGING DIRECTOR for placing in the BOARD.
4. She will attend to the liaison work with Statutory Auditors, C & AG Auditors and attend to audit queries and furnish replies in time, in consultation with DGM (F).

Any other work allotted by the Management from time to time.

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6. PLANNING

6.1 Actions to address risks and opportunities

The KAMCO board and the HODs fully support the development and implementation of the QMS.

On-going involvement through the business planning processes and the management reviews demonstrates the commitment of top management to the ongoing, continual improvement of the QMS.

As part of the business planning and management review process, a SWOT analysis is conducted periodically which includes the risks and opportunities that are likely to occur the process objectives and organizational objectives.

Outcomes from this process assist in driving the business planning agenda and setting appropriate priorities in short-term and longer-term plans.

Based on outcomes from MRMs, necessary adjustments to QMS policy and procedure are initiated, developed and rolled out to continue to enhance the QMS.

Effectiveness for changes to the QMS are monitored by future outcomes as a result of implementation of revised policies and processes.

Risks and opportunities related to the QMS are assessed according to the procedure for Addressing Risks and Opportunities.


6.2. Quality objectives and planning to achieve them

The Functional Managers continuously defines measurable and timed quality objectives for the relevant functions, levels and processes within the organization. The objectives are monitored by the HODs in the context of monitoring and measurement and management review.

Quality objectives are consistent with the Quality Policy and prescribed to all levels and functions and processes in KAMCO, taking into account applicable requirements, relevance to conformity of products, and enhancement of customer satisfaction.

Realization of the objective results is regularly reviewed by the MD in order to monitor realization and to include new or modified situations during regular production manager and management review meetings at a minimum.

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6.3. Planning changes


When the organization determines a need for changes to the Quality Management System, the functional Managers take responsibility to carry them out in a planned manner.

The functional Managers plan changes to the QMS considering the purpose of the changes & potential consequences, integrity of the QMS and allocation or relocation of responsibilities & authorities.

Reference

Procedure for Document and data control - QSP/MRO/03

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7. SUPPORT

7.1. Resources

7.1.1 General

KAMCO has determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

The company 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

The company has determined and provided the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

Reference

The procedure for Human resources QSP/HRD/19, QSP/HRD/20

7.1.3 Infrastructure

The company has determined, provided and maintained the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

KAMCO employs a team of senior technical officers, training and business management specialists to ensure quality of products and services delivered are as per the customer's stated needs and expectations.

The minimum qualification and experience for each post is well defined and the persons are inducted as per the competence matrix approved by the management.

Reference

The procedure for Human resources QSP/HRD/19, QSP/HRD/20


7.1.4 Environment for the operation of processes

The company has determined, provided and maintained the environment necessary for the operation of its processes and to achieve conformity of products and services.

Reference

The procedure for Human resources QSP/HRD/19, QSP/HRD/20

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7.1.5 Monitoring and measuring resources

7.1.5.1 General

KAMCO has determined the measuring and monitoring equipments are calibrated and ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. The company has ensured that the resources provided:

- Are suitable for the specific type of monitoring and measurement activities being undertaken.
- Are maintained to ensure their continuing fitness for their purpose.

The company has retained appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

Reference

The procedure for Maintenance and Calibration of measuring Instruments and Equipment QSP/QAD/15

7.1.5.2 Measurement traceability

When measurement traceability is a requirement, or is considered by the organization to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be:

- Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;
- Identified in order to determine their status;
- Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

The company has determined if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

Reference

The procedure for Maintenance and Calibration of measuring Instruments and Equipment QSP/QAD/15

7.1.6 Organization knowledge


The company has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained and be made available to the extent necessary. When addressing changing needs and trends, the company has consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

Reference

Procedure for Research and Development QSP/RND/17

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7.2. Competence

KAMCO provides the necessary staff with the needed knowledge and skills, organizational infrastructure, and financial resources for establishing, implementation, maintenance, and improvement of the QMS.

In cases where it is deemed necessary and justified, KAMCO will hire competent external personnel and organizations from relevant fields for realization of activities for which the organization does not have adequate resources.

HODs are responsible for identifying the needs and conducting professional training of employees who carry out activities that may have a significant impact on the quality of product and customer satisfaction.

Each department manager /process owner is responsible for the suitable competency of his workers, on the basis of education, training, and/or work experience, in accordance with the requirements of their work.

The method of ensuring the necessary competencies for roles, responsibilities, and authorities for implementation and control activities within the QMS was established in accordance with the **Competence, Training and Awareness** procedure. Records of completed training and training effectiveness are kept by the HR manager.

Reference

The procedure for Human resources QSP/HRD/19, QSP/HRD/20

7.3. Awareness

KAMCO ensures that persons doing work under its control are aware of the **Quality Policy**, relevant **Quality Objectives**, their contribution to the effectiveness of the QMS, and implications of nonconformance with the QMS requirements.

Reference

The procedure for Human resources QSP/HRD/19, QSP/HRD/20

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7.4. Communication

Top Management is responsible for determining internal and external communications relevant to the QMS, including subject, timing, method of communication, as well as who and with whom will communicate.

7.5. Documented information

7.5.1 Documented information of the Quality Management System is carried out through the following documents:

- Quality Policy and Quality Objectives
- QSM Apex Manual
- Process mapping , risk assessment , procedures
- Work instructions/ quality plan/Specifications
- Records

Reference

Procedure for Document and data control - QSP/MRO/03

Procedure for Control of Quality Records - QSP/MRO/02

7.5.2 Creating and updating

When creating and updating documented information, the company has ensured appropriate:

- a) Identification and description (e.g. a title, date, order, 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

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, in proper use or loss of integrity)

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7.5.3.2 For the control of documented information, the company has addressed 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 alteration.

Reference

Procedure for Document and data control - QSP/MRO/03
Procedure for Control of Quality Records - QSP/MRO/02

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8. OPERATIONS

8.1. Organizational planning and control

MD along with the functional Managers are responsible for planning and developing processes needed for product realization according to the Customer Requirements.

Outsourced processes

The following activities/ processes are outsourced and the controls over these processes are done through evaluation of performance of the service providers.

- Calibration of master equipments / instruments / equipments
- Heat Treatment / Painting
- Transport Services

Reference

Procedure for Purchasing QSP/PUR/06

8.2. Requirements for products and services


Communication with customers, the process of determining and reviewing the requirements related to products and changes to requirements are done and the details are maintained along with the process mapping

8.2.1 Customer communication

Communication with customer shall include:

- a) Providing information related to products and services;
- b) Handling enquiries, contracts or orders, including changes;
- c) Obtaining customer feedback relating to product and services, including customer complaints;
- d) Handling or controlling customer property;
- e) Establishing specific requirements for contingency actions, when relevant.

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8.2.2 Determine the requirements for product and services

When determining the requirements for product and services to be offered to customers, company has ensured that:

- a) The requirements for the product and services are defined, including;
 1. Any applicable statutory and regulatory requirements;
 2. Those considered necessary by the organization;
- b) The organization can meet the claims for the products and services it offers.

8.2.3 Review of the requirements for products and services

8.2.3.1 The company has ensured that it has the ability to meet the requirements for the products and services to be offered to customers. The company has conducted a review before committing to supply product and services to a customer to include;

- a) Requirements specified by the customer, including the requirements for delivery and post delivery activities;
- 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 product and services
- e) Contract or order requirements preferring from those previously expressed

The company has ensured that contract or order requirements differing from those previously defined are resolved.

The customer requirements shall be confirmed by the organization before acceptance when the customer doesn't provide a documented statement of their requirements.

8.2.3.2 Company has retained documented information as applicable

- a) On the result of the review;
- b) On any new requirements for the product and services;


8.2.4 Changes to requirements for product and services

The company ensured that relevant documented information is amended and that relevant persons are made aware of the changed requirements when the requirement for the product and services are changed.

Reference

Procedure for Customer related processes QSP/MKT/05

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8.3. Design and development of products

Since KAMCO had tie up with M/s. Kubota Limited, Japan, they were not engaged in the design control activity of their product- Tiller, diesel engine, implements & Accessories, and Power Reaper.

Product modifications& re-engineering are taken up by the Research & Development Dept: based on needs of customers and Depts. Like Marketing, Production etc. as per procedure laid down under

Design changes of existing Products and New product designs, design change requests, Design validation, implementation after trials etc. are controlled as per the above procedure.

Reference

Procedure for Research and Development Department - QSP/RND/17

8.4. Control of externally provided processes, products and services

Receiving inspection / verification is carried out for vended components, sub assemblies and other material including components requiring special processes. If verification is planned and carried out at Vendor premises, then such requirement is notified to QA on a case to case basis. Should the customer wish to undertake verification activities at KAMCO/Vendor's premises, then a specific plan is prepared for this situation, if it is contractually agreed between KAMCO and the Customer.

Reference: Process mapping Purchase -PRL: 03/0

8.4.1 General


The company has ensured that externally provided processes, products and services conform to requirements.

The company has determined 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 organizations 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 company has determined 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 company has retained documented information of these activities and any necessary action arising from the evaluations

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8.4.2 Type and extent of control

The company has ensured the externally provided processes; products and services do not adversely affect the organizations 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 organizations ability to consistently meet customers 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 to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for external providers

The company has ensure the adequacy of requirements prior to their communication to the external provider.


The company has 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.

8.5. Production and service provision

KAMCO defines activities of planning and executing the product and service realization process under controlled conditions, in order to ensure full capability of the process and to prevent nonconformity occurrence. At the same time, all necessary resources for execution of these processes are provided according to the production department flowcharts.

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8.5.1 Control of production and service provision

The company has implemented production and service provision under controlled conditions.

Controlled conditions shall include, as applicable:

- a) The availability of documented information that defines:
 - 1) The characteristics of the products to be produced, the services to be provided, or the activities to be performed;
 - 2) The results to be achieved;
- b) The availability and use of suitable monitoring and measuring resources;
- c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) The use of suitable infrastructure and environment for the operation of processes;
- e) The appointment of competent persons, including any required qualification;
- f) The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g) The implementation of actions to prevent human error;
- h) The implementation of release, delivery and post-delivery activities.

Reference: Procedure for process control Assembly-QSP/PRD/07
 Procedure for customer related process – QSP/MKT/05

8.5.2 Identification and traceability


The company has used suitable means to identify outputs when it is necessary to ensure the conformity of products and services. The company has identified the status of outputs with respect to monitoring and measurement requirements throughout production and services provision. The company has control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability

Reference: Procedure for identification and traceability - QSP/QAD/11

8.5.3 Property belonging to customers or external providers

The company has exercised care with property belonging to customers or external providers while it is under the organizations control or being used by the organization.

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The company has identified, verified, protect and safeguard customers or external provider's 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 company has report this to the customer or external provider and retain documented information on what has occurred.

Reference: Procedure for purchasing – QSP/PUR/06

8.5.4 Preservation

The company haspreserved the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

8.5.5 Post-delivery activities

The company has met requirements for post-delivery activities associated with the products and services.In determining the extent of post-delivery activities that are required, the company hasconsidered:

- 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.

8.5.6 Control of changes


The company hasreviewed and control changes for production or services provision to the extent necessary to ensure continuing conformity with requirements.

The company hasretained 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 organization has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements are met,

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8.7. Control of nonconforming outputs

The nonconformance of products can exist in incoming products, in process products located in Machine Shop, Assembly Shop, and Inspection floors and final products in Assembly / Inspection floors. These are identified by appropriate tags to ensure that they are not used for further processing or delivered to the customer inadvertently.

Review and Disposition

The non-conforming products are reworked or rejected / scrapped after evaluation and segregation by QA Department. The rejected products are suitably disposed of by Store. The reworked products are re-inspected prior to use. In case a non-conformity is noticed after delivery or use has started, the management takes appropriate action to resolve the issue through PCB, WC & customer complaint redressal.

Reference: Procedure for control of non-conforming products: QSP/QAD/12

8.7.1 The company has ensured that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. The company has taken appropriate action based on the nature of the nonconforming products and services detected after delivery of products, during or after the provision of services.

The company has deal with nonconforming outputs in one or more of the following ways:


- Correction;
- Segregation, containment, return or suspension of provision of products and services;
- Informing the customer;
- Obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

8.7.2 The company has retained documented information that:

- Describes the nonconformity;
- Describes the actions taken;
- Describes any concessions obtained;
- Identifies the authority deciding the action in respect of the nonconformity.

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9. PERFORMANCE EVALUATION

9.1. Monitoring, measurement, analysis and evaluation

The Head of Departments and process owners in KAMCO define what will be monitored and measured, as well as the methods and timing for monitoring and measuring. Results of the monitoring and measuring will be evaluated at appropriate levels and functions in the organization and the top-level management will evaluate the performance of the QMS during the management review.

Customer satisfaction

KAMCO monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled according to the Procedure for Customer Satisfaction.

Analysis and evaluation

KAMCO analyzes and evaluates appropriate data and information arising from monitoring and measurement.

The results of the analysis are used to evaluate are:

- Conformity of products - (trend in non conforming products generated – Quarterly)
- The degree of customer satisfaction; (Level of customer satisfaction – Annually)
- The performance and effectiveness of the Quality Management System (Annually)
- If planning has been implemented effectively; (Quarterly)
- The effectiveness of actions taken to address risks and opportunities; (Annually)
- The performance of external providers; (Annually)

9.1.1 General


The company has determined:

- a) What needs to be monitored and measured;
- b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) When the monitoring and measuring shall be performed;
- d) When the results from monitoring and measurement shall be analyzed and evaluated.

The company has evaluated the performance and the effectiveness of the quality management system.

The company has retained appropriate documented information as evidence of the results.

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9.1.2 Customer satisfaction

The company has monitored customer's perceptions of the degree to which their needs and expectations have been fulfilled. The company has determined the methods for obtaining, monitoring and reviewing this information.

9.1.3 Analysis and evaluation

The company has analysed and evaluated appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- Conformity of products and services;
- The degree of customer satisfaction;
- The performance and effectiveness of the quality management system;
- If planning has been implemented effectively;
- The effectiveness of action taken to address risks and opportunities;
- The performance of external providers;
- The need for improvements to the quality management system.

9.2. Internal audit

KAMCO conducts internal audits at planned intervals to demonstrate conformance and effectiveness of the Quality Management System according to the Internal Audit Procedure.


9.2.1 The company has conducted internal audits at planned intervals to provide information on whether the quality management system:

- Conforms to:
 - The organization's own requirements for its quality management system;
 - The requirements of this International Standard;
- Is effectively implemented and maintained.

9.2.2 The organization shall:

- Plan, establish, implement and maintain an audit program(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
- Define the audit criteria and scope for each audit;
- Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- Ensure that the results of the audits are reported to relevant management;
- Take appropriate correction and corrective actions without undue delay;
- Retain documented information as evidence of the implementation of the audit program and the audit results.

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9.3. Management Review

9.3.1 Top Management of KAMCO conducts regular reviews of the QMS, at least once in six months.

9.3.2 Management review inputs

The management review shall be planned 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 (see 6.1)
- f) Opportunities for improvement.

9.3.3 Management review outputs

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


- a) Opportunities for improvement;
- b) Any need for changes to the quality management system;
- c) Resource needs.

The company has retained documented information as evidence of the results of management reviews.

Reference

Process mapping MRO - MRL: 06/0

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10. IMPROVEMENT

KAMCO determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction. These include:

- Improving products to meet requirements, as well as to address future needs and expectations;
- Correcting, preventing, or reducing undesired effects;
- Improving the performance and effectiveness of the Quality Management System.

10.2. Nonconformity and corrective action

KAMCO handles nonconformities in order to control and correct them and deal with the consequences, according to the Procedure for Corrective action

KAMCO has established a corrective action system to investigate and document the root cause and actions to correct supplier, internal, and customer-reported nonconformities. Corrective actions are assigned to a responsible individual and tracked by number and completion date according to the Procedure for Corrective action

10.3. Continual improvement

KAMCO continually improves the suitability, adequacy, and effectiveness of the Quality Management System. It considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities to be addressed as part of continual improvement.

Reference

1. Procedure for Corrective Action, Preventive Action and Continual Improvement QSP/QAD/13

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QSP/SYS/22	Procedure for I.T. Functions	0
QSP/SYS/23	Procedure for I.T- Information Security Management	0
QSP/RAO/24	Procedure for identification of Risk and opportunities	0

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QUALITY SYSTEM MANUAL

Annexure-1

CONTEXT OF THE ORGANIZATION

ISSUE NO 0
REV NO 0
ISSUE DATE 01.08.2020

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EXTERNAL INTERNAL ISSUE REGISTER

SL.N O	INTERNAL / EXTERNAL	TYPE	ISSUES DETAILS	ACTION ON ISSUE	OPPORTUNITIES
<u>TOP MANAGEMENT</u>					
1	External	Cultural	Nil	Nil	Nil
2		Political	Corruption, Govt. Stability, Policy, Subsidy and schemes	Legal Compliance Procedure	Scope for improvement in Legal Compliance
3		Social/Public	Nil	Nil	Nil
4		Economic	Nil	Nil	Nil
<u>MARKETING</u>					
5	External	Customer	Un fulfilment of customer requirements	Customer order review,customer feedback,customer complaints	Scope for improvement customer satisfaction and repeated orders
6			Delay delivery of customer order	Proper monthly/daily planning and monitoring will be done	Scope for improvement customer satisfaction and repeated orders
7			Improper documentation to customer end	Before sending it will be verified	Software system used for documentation error
8			Order regret	Analysis on regret order before approval	Scope for new product development

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SL. NO	INTERNAL / EXTERNAL	TYPE	ISSUES DETAILS	ACTION ON ISSUE	OPPORTUNITIES
<u>MARKETING</u>					
9	External	Feedback from interested parties	Complaints/suggestions collected from customers and supplier	Internal issue register and management review discussion	Scope for improvement in interested parties relationship
10		Environmental issues like climate change, Pollutions etc	Annual rainfall, Flooding etc	Risk assessment study, compliance obligations, Training	Scope for improvement in support if environmental & climate condition support
11		Competition	Product quality, price, delivery	Customer feedback, Corrective action plan, On time delivery	Repeated order, new projects, new technologies
12		Market scenario	competition	Bench mark/competitor analysis	Price revision & technology up gradation
<u>PURCHASE</u>					
13	External	Supplier	Issue and interruption to the supply chain or products/process and service	Rating, Purchase order monitoring and evaluation	Relationship with supply chain

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SL. NO	INTERNAL / EXTERNAL	TYPE	ISSUES DETAILS	ACTION ON ISSUE	OPPORTUNITIES
<u>PURCHASE</u>					
14	Internal	Utilities	Natural resources such as water, diesel, oils etc	Objective monitoring	Recycling
<u>PRODUCTION</u>					
15	External	Pollution control norms	Transporting, handling, Storage disposal, Interested parties complaints	Follow instructions and Material safety data sheet	Recycling/Reuse Engineering control
16		Legal requirements	Non compliance to emission standards & MPS (ARAI,SRFMTTI)	Compliance to the regulations	Scope for improvement in compliance
<u>MAINTENANCE</u>					
17	External	Technological	Low efficiency equipment, Old technology, low rating machineries etc	Effective monitoring of machinery, internal audit	New resource identification
18	Internal	Machinery & equipment	Old technology machines, Low efficiency machinery, low capacity machineries.	Periodic maintenance	To study new technologies options

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SL. NO	INTERNAL / EXTERNAL	TYPE	ISSUES DETAILS	ACTION ON ISSUE	OPPORTUNITIES
<u>MAINTENANCE</u>					
19	Internal	Utilities	Power failure	Generator set & UPS	Wind energy power/Solar energy power
20		Resource	Utilization of power	Evaluation, Internal Audit	Power saving initiation (Solar, LED)
<u>QUALITY ASSURANCE</u>					
21	Internal	Quality	Quality Plan/Inspection Plan/ In process control	Inspection report verification	Improvement in quality
22	External	Legal requirements	Non compliance to emission standards & MPS (ARAI,SRFMTTI)	Compliance to the regulations	Scope for improvement in compliance
<u>RESEARCH & DEVELOPMENT</u>					
23	External	Technologies	Technology improvement in product/process and infrastructure	Continual improvement projects	Up gradation of facilities
24		Legal requirements	Non compliance to emission standards & MPS (ARAI,SRFMTTI)	Compliance to the regulations	Scope for improvement in compliance

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SL. NO	INTERNAL / EXTERNAL	TYPE	ISSUES DETAILS	ACTION ON ISSUE	OPPORTUNITIES
<u>HUMAN RESOURCES</u>					
25	External	Legal and other requirements	Insurance issues, non compliance with regulations, factory act govt. norms, Laws and permits, Workers and health safety regulations	Legal and other requirement register, Internal Audit, Monthly evaluation	Scope for improvement in legal compliance
26	Internal	Employee	Employee health and safety	Training, health check up, eye check up, personal protective equipment issue	Opportunities for providing health and safety environment
27		Legal and other requirements	Licence and permit renewal, code of practice for industry	Monthly evaluation, System alert	Scope for improvement in legal compliance
28		Man power	Efficiency of people	Performance evaluation	Improve employee and employer relationship and productivity
<u>SYSTEMS</u>					
29	External	Technological	Computer, Network failure	Effective monitoring of systems	New resource identification,
30	Internal	Computer	Application failure, Data corruption	Periodical back up	Install firewall and virus detector software

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NEEDS / EXPECTATIONS OF INTERESTED PARTIES

Sl. No	Interested Party / Stake Holder	Internal/ External	Needs & Expectations	Monitoring & review Mechanism
1	Top Management (MD, Directors, Sr. Officials)	Internal	Continued success in the business	Business Plan Review
		Internal(Finance)	Profitability	Profit & Loss Statement
			Return on Capital	Profit & Loss Statement
		Internal(Marketing)	Growth in market value	Sales turnover
2	Customers	External	Quality	Quality objectives
		External(Marketing)	On time delivery	Delivery Analysis
			Response to customer complaints	Customer feedback (Quarterly)
		Internal(Finance)	Competitive price	Cost analysis(Annually)
3	Employees	Internal	Good work environment	Facilities
			Recognition and reward	Incentive scheme
			Training (External/Internal)	HR procedure
4	Suppliers/ Sub contractors/Service providers	External	Consistency in giving order	Purchase order
			On time payment	Accounts statement
			Business prosperity	Purchase Order
5	Statutory/Regulatory Authority	External	Payment of fees, taxes and all other levies as applicable fulfilling compliance obligations	Legal documents
6	Public/Local community	External	Clean and green environment	Legal documents (PCB Consent)
			Noise/pollution free environment	
7	Certification Bodies	External	Adhere the complaints/ satisfy the standard requirements, include more standards, excel in certified standards	ISO 9001 Audit report

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NEEDS / EXPECTATIONS OF INTERESTED PARTIES

Sl. No	Interested Party / Stake Holder	Internal/ External	Needs & Expectations	Monitoring & review Mechanism
8	Bank & Other finance providers	External	Meeting repayment terms, compliance with loan conditions, More funds deployment at required point of time	Bank Statement
9	Professional Bodies	External	Active participation in forums	Forum communications
			Maintaining membership status long time	
			Participation in awards & achievements	
10	Trade Unions	External/Internal	Long term settlement on time. Trade union issues resolved on time	Long term agreement

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QUALITY SYSTEM MANUAL

(International Standard ISO 9001:2015)

KERALA AGRO MACHINERY CORPORATION LTD

Copy Number	01
Issued to	Managing Director
Effective date	01.08.2020
Revision	0

Registered office: Athani –683585, Ernakulam Dist, Kerala State
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E-mail: mail@kamcoindia.com

Factories at Athani, Kalamassery, Palakkad and Mala

QUALITY SYSTEM MANUAL

(International Standard ISO 9001:2015)

KERALA AGRO MACHINERY CORPORATION LTD

Copy Number	02
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Effective date	01.08.2020
Revision	0

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QUALITY SYSTEM MANUAL

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KERALA AGRO MACHINERY CORPORATION LTD

Copy Number	03
Issued to	ISO Co-Ordinator (Palakkad Unit)
Effective date	01.08.2020
Revision	0

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