QUALITY MANUAL

Table of Contents

SECTION 1 REVISION HISTORY

This Quality Manual is developed and implemented by the Management Representative for the **Quality Management System (QMS).** It is a controlled document and no part of the document may be reproduced in any form or by any means without prior permission from Managing Director.

There will be only one official hardcopy Quality Manual. The Management Representative shall control the amendment rights to the softcopy manual. Any staff can download and print the documents for referencing but the duplicate copies are uncontrolled and need not be kept up-to-date.

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Document Title: Quality Manual

Document Change Control

Rev. #	Revision Summary	Prepared By	Date
00	Initial release	Kosh Chay	Oct 2016
01	Revised quality manual contents to comply to ISO 9001: 2015 Std requirements	Kosh Chay	Oct 2016

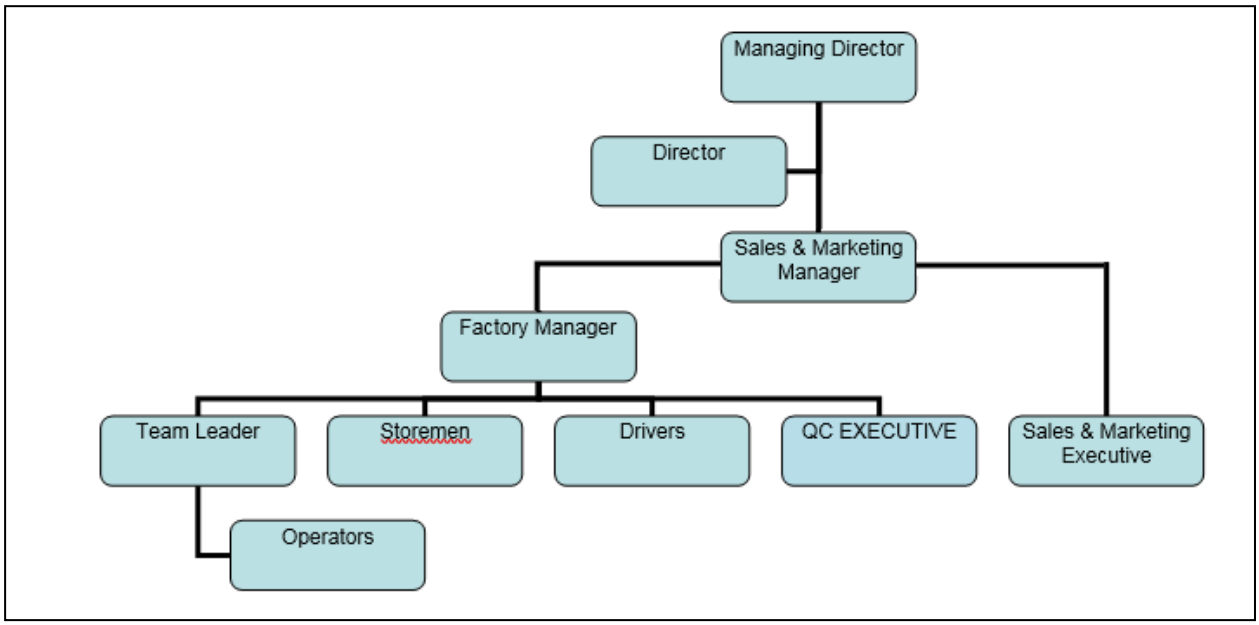
Document Acceptance, Approval and Ownership

	Prepared By	Reviewed By	Reviewed By	Approved By
Name	Kosh Chay/ Kelvin Ho	Joel Lim	Raymond Toh	Raphael Chua
Designation	Mgmt Rep	Factory Manager	Snr Sales & Marketing Manager	Managing Director

SECTION 2: COMPANY INTRODUCTION

Lian Seng Hardware (Pte) Ltd was established since 1972. Since then it has expanded and improved to become a leading manufacturer and supplier for full range of Hexagon Bolts & Nuts, / Foundation Anchor Bolts, U Bolts, Stud Bolts, Pipe Clamps and Sag Rods.

The company supplies a comprehensive range of fasteners for the application in the marine, construction, as well as heavy and light industries. The company continuously strives to provide customer with the leading edge and quality production solutions with competitive prices and prompt delivery services.
The company is equipped with modernized facilities and a team of qualified engineers to provide fast and efficient quality machining works. Company Organization Chart



2.1 QUALITY MANAGEMENT SYSTEM

This Quality Manual (**QM**) specifies the requirements for **Lian Seng Hardware (Pte) Ltd Quality Management System (QMS)** according to ISO 9001:2015 standard. Adequate and qualified personnel are assigned to perform various activities as defined in the **QMS.** Quality records are generated to demonstrate the effectiveness of the **QMS**.

Scope of Certification

The **ISO 9001: 2015 QMS** applies to providing:

2.1.1 Manufacturing and Trading of Fasteners
2.1.2 Engineering and Machining Services covering Tuning and Milling, Thread Cutting, Round and Flat Bar Bending, Material Sawing, Drilling and EDM.
2.1.3 Galvanised Services

NON-APPLICABILITY

Non-applicability is limited to the Clause 8.3 Design and development of products and services and its sub-clauses as the company does not involve in design and develop the products and Clause 8.5.1 (f) Validation of Processes for production Provision as all the respective testing of the products are tested before shipped.

This non-applicability does not affect **Lian Seng Hardware (Pte) Ltd** ability to provide services that meet client and their customer and applicable statutory and regulatory (if any) requirements.

SECTION 3: POLICY AND OBJECTIVES

3.1 Quality Policy

It is the policy of **Lian Seng Hardware (Pte) Ltd** to provide high quality products and services that consistently meet the needs and expectations of the customer:

By ensuring all products manufactured and parts supplied meet customer requirements and continually improving the efficiency and effectiveness of the Quality Management System (QMS).

In view of continual improvement, we have established objectives, targets and improvement programmes consistent with this policy to improve our **QMS**. We shall provide resources required to achieve our policy and objectives. Our policy shall be reviewed annually, or as and when necessary, to ensure its suitability and effectiveness. Additionally, our policy shall be communicated to all personnel working in and on behalf of the organization.

3.2 Quality Objectives

The quality objectives shall be consistent with the quality policy and ensure that the requirements for products and services are met.

Our objectives documented and shall be reviewed annually to ensure its suitability and effectiveness. Additionally, our objectives shall be communicated to all personnel working in and on behalf of the organization.

SECTION 4: CONTEXT OF THE ORGANIZATION

4.1 Understanding the organization and its context

We have determined external (technological, market, legal and regulatory and economic/competitive environments, whether international, national, regional or local) and internal (values, culture, knowledge, infrastructure and cost incur of our organization) issues that are relevant to our purpose and our strategic direction and that affect our ability to achieve the intended result(s) of our **QMS**. We monitor and review the information about these external and internal issues.

Our external issues are:

- Customer's trustworthiness with respect to payment term
- Supplier's commitment in delivery and quality of service and product
- Competitor's products and services that can give customer to look for alternate source
- Legal or regulatory requirements

Our internal issues are:

- Staff's knowledge and attitude (commitment)
- Storage space and holding cost for material

4.2 Understanding the needs and expectations of interested parties

Due to their effect or potential effect on our ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, we have determined:

- The interested parties that are relevant to our **QMS.**
- The requirements of these interested parties that are relevant to our **QMS.**

Interested Parties	Requirements of Interested Parties
Company Staff & Management	• Ensure management system is established, implemented, maintained and effective • Ensure continued employment
Company Shareholders	• Ensure management system is established, implemented, maintained and effective • Ensure profits generated
Customers	• Timely delivery • Competitive pricing • High quality products and services

	• Efficient administration • Safety performance • Relationship management
External Providers	• Timely payments and administration • Relationship management
Government Agencies (such as MOM, NEA, etc)	• Fair and legal employment practices • Safety and Health Performance • Adhere to Licensing Requirement

We shall monitor and review the information about these interested parties and their relevant requirements.

4.3 Determining the scope of the quality management system

We have determined the boundaries and applicability of the **QMS** to establish its scope. In determining this scope, we have considered external and internal issues referred to in section 4.1, the requirements of relevant interested parties referred to in section 4.2 and the products and services of the organization.

Where a requirement of **ISO 9001:2015** within the determined scope can be applied, it is applied by the organization. If any requirement(s) of **ISO 9001:2015** cannot be applied, we shall ensure it does not affect the organization's ability or responsibility to ensure conformity of products and services.

Our scope is available and maintained as documented information in section 1 of this manual, stating our products and services covered by the **QMS** and justification for any instance where a requirement of this International Standard cannot be applied. See section 2.1

4.4 Quality management system and its processes

We have established, implemented, maintained and continually improved a **QMS**, including the processes needed and their interactions, in accordance with the requirements of **ISO 9001:2015**

We have determined the processes needed for the **QMS** and their application throughout the organization and have:

- Determined the inputs required and the outputs expected from these processes
- Determined the sequence and interaction of these processes
- Determined and applied the criteria, methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation, and control of these processes
- Determined the resources needed for these processes and ensured their availability

- Assigned the responsibilities and authorities for these processes
- Addressed the risks and opportunities as determined in accordance with the requirements of 6.1
- Evaluated these processes and implemented any changes needed to ensure that these processes achieve their intended results
- Improved the processes and the **QMS**

We have maintained documented information to the extent necessary to support the operation of processes and retained documented information to the extent necessary to have confidence that the processes are being carried out as planned.

SECTION 5: LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

Our Top Management has demonstrated its leadership and commitment with respect to our **QMS** by:

- Taking accountability of the effectiveness of the **QMS**
- Ensuring that the **QMS** policy and objectives established for the QMS are compatible with the context and strategic direction of the organization
- Ensure integration of **QMS** requirements into our organization's business processes
- Promoting the use of the process approach and risk-based thinking
- Ensuring resources needed for **QMS** are available
- Communicating the importance of effective quality, management and of conforming to the QMS requirements
- Ensuring that **QMS** achieved its intended results
- Engaging, directing and supporting persons to contribute to the effectiveness of the **QMS**
- Promoting improvements
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

5.1.2 Customer Focus

Our top management demonstrates its leadership and commitment with respect to customer focus by ensuring that:

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on enhancing customer satisfaction is maintained

5.2 Policy

5.2.1 Developing the Quality policy

Our top management have established, reviewed and maintained a quality policy that is appropriate to the purpose, risks and context of the organization and supports its strategic direction. This policy attests to our commitment to customer satisfaction and continual improvement of the effectiveness our **QMS** and performance and conformance to **ISO 9001:2015**.

Our policy also includes a commitment to legal and other requirements to which our company subscribes. The policy provides framework for which objectives have been set and reviewed.

Refer to Section 3.1

5.2.2 Communicating the Quality policy

The Quality policy is made available as documented information in Section 3.1 of this manual. It is communicated, understood and applied within the organization. It is made available to relevant interested parties, as appropriate.
The policy shall be displayed at appropriate work areas to promote awareness. The policy shall be communicated to all staff through an awareness briefing New staff shall be briefed on the quality, health and safety policy during induction. Policy shall be communicated to all suppliers, contractors and customers as applicable.

It is reviewed periodically and/ or during management review to ensure it is suitable, relevant and appropriate.
Refer to Section 3.1

5.3 Organizational roles, responsibilities and authorities

Our organizational chart depicted in Section 2.2 of this manual shows the interrelation of personnel in the company. Top management undertakes the responsibility of the **QMS**. Respective roles and responsibilities have been assigned for each of the positions on the organizational chart and are reviewed and approved by top management for adequacy. These responsibilities and obligations are communicated to appointment holders. Personnel with management responsibility shall ensure continual improvement of Quality performance, while other personnel shall be responsible for **QMS** which they have control.

We have appointed a Responsible Personnel, who irrespective of other responsibilities has the main responsibility and authority for establishing, implementing, and maintaining the **QMS** and ensure its conformance with standards. The identity of the Responsible Personnel is made known to all.

The Responsible Personnel shall evaluate the effectiveness of the **QMS** and quality performance to ensure that processes are delivering their intended outputs and reporting to management as and when and during management review. This shall be used as a basis for continual improvement. The Responsible Personnel also serves as the primary liaison to external parties on matters concerning the **QMS**. The Responsible Personnel shall also ensure that employees are aware of the importance of meeting customer requirements and consequences of deviations. He shall

ensure that the integrity of the **QMS** is maintained when changes to the **QMS** are planned and implemented.

The Managing Director is ultimately responsible for all actions within the company that affect its performance and operations. Where necessary, responsibility and authority for specific actions or business areas can be delegated to another person, with all employees being communicated about this.

Managing Director is responsible for:

- Profit and loss of the company
- Financial control
- Day to day responsibilities of running the business
- Health and safety

Director is responsible for:

- Accounting and bookkeeping
- Human resource management
- Payroll and administration
- IT infra-structure
- Qualification of personnel

Factory Manager is responsible for:

- Manufacturing & process control
- Stock purchase and control
- Production planning and control
- Stock level monitoring and control
  Recruit and training of staff on quality
- Warehouse and storage
- Delivery and transport
- Maintenance of facilities

Sales and Marketing Manager is responsible for:

- Oversea the Sale target for the Company
- Generate sales enquires

Quotation and ordering

Receiving and handling customer order

Issue sales order

Product specification control

Customer service

Customer complaint handling

Customer payment and debt handling

Team Leader is responsible for:

Overall in-charge of respective section

Planning of job scopes to meet delivery schedule

Allocate job to respective operator

Supervise operator from time to time to check on quality

Read engineering drawing requirements

Oversee company machines in operating condition

Operator is responsible for:

Request / draw raw materials from store

Understand and perform machining job

Individual random check on finish product

Maintain machine in good working condition

Individual housekeeping on area of work

Report to team leader

Storeman is responsible for:

Monitoring of stock movement

Recommend types of stock according to demand

Loading and unloading of incoming stock

Checking of incoming stock according to packing list

Report any discrepancy of non-conforming

Sorting of stock into allocated locations

Retrieving of materials and fill up containers

Driver is responsible for:

Day to day delivery of order to customer

Assist in loading goods

Double check goods packed are in accordence to D/O description

Collection of material

Collection of document

Assist in loading of goods

Maintaining of company vehicle

QC Executive is responsible for:

Check quality on incoming raw material

Identify any non-conformance material

Writing report for non-conformance material

Keep records of mill cert/test cert

Update share drive on certification & documents

Checking of production sample for manufacturing consistency

Report and separate out if product does not meet expectation

Liaise with team leader to stop production if necessary

Safe keep of company equipment with calibration

SECTION 6: PLANNING

6.1 Actions to address risks and opportunities

6.1.1 When planning for **QMS**, we have considered issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:

- Give assurance that the **QMS** can achieve its intended result(s)
- Enhance desirable effects
- Prevent, or reduce, undesirable effects
- Achieve improvement

In identifying our threats and opportunities, we have conducted a SWOT analysis with respect to the macro areas of our company and business as follow (sample):

Strengths • More than xx years of experience • Employ with setting of minimum qualification and at least 4 year experience in relevant industry. • Good working relationship with client builds the credibility. • Able to provide compatible cost to client. • Good track record.	Weaknesses • Small size of company • Assets • Storage area • Employment capability
Threats • Lose of contract • Talented employee resignation • Company cash flow	Opportunities • New contracts • Business expending • Winning awards

Additionally, we have conducted an **Enterprise Risk Assessment (ERA)** and documented as a record for review as needed for our company business processes.

6.1.2 We have planned actions to address these risks and opportunities, including how to integrate and implement the actions into our **QMS** processes and evaluate the effectiveness of these actions. Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

Options to address risks and opportunities can include: avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk sources, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decisions.

Opportunities can lead to the adoption of new practices, launching new products, opening new markets, addressing new clients, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customers' needs.

6.2 Quality Objectives, Targets, Programmes and Planning to achieve them

6.2.1 We have establish, implemented and maintained Quality objectives, targets and management programmes at relevant functions, levels and processes. Based on the risks, legal and other requirements, technological options, financial, operational and business requirements and views of the interested parties, the Quality objectives and targets have been formulated. The consistencies with the Quality policy have also been considered during the establishment of objectives and targets. The objectives and targets would be reviewed and revised after the completion and new objectives and targets would be set to ensure continual improvement. The objective & targets set must be specific, measurable, achievable, realistic & timely. The objective & targets takes into account applicable requirements and is relevant to conformity of products and services and the enhancement of customer satisfaction. It is monitored, communicated and updated as appropriate. We have retained documented information on the objectives.

Refer to Section 3.2

6.2.2 For all objectives and targets set, the Quality Management Programmes shall be formulated indicating the time frame, responsibility (at various functions and levels, where possible) and the action plan (What will be done, What resources will be required, Who will be responsible, When it will be completed, and How the results will be evaluated) for achieving these objectives and targets. Performance indicators shall be identified to assess the progress of achieving the objectives and targets. The programme considers current activities, products and services as well as planned activities, products and services.

6.3 Planning of changes

Where we determine the need for change to the **QMS**, the change shall be carried out in a planned and systematic manner. We consider

- The purpose of the change and any of its potential consequences
- The integrity of the **QMS**

- The availability of resources
- The allocation or reallocation of responsibilities and authorities

SECTION 7: SUPPORT

7.1 Resources

7.1.1 General

We have determined and provided the resources needed for the **QMS** establishment; implementation, maintenance and continual improvement of our **QMS**.We have considered the capabilities of, and constraints on, existing internal resources and what needs to be obtained from external providers.

7.1.2 People

We have determined and provided the persons necessary for the effective implementation of our **QMS** and for the operation and control of our processes.

7.1.3 Infrastructure

We have determined, provided and maintained the infrastructure for the operation of its processes to achieve conformity of products and services. Infrastructure can include:

- Buildings and associated utilities
- Equipment including hardware and software
- Transportation resources
- Information and communication technology

7.1.4 Environment for the operation of processes

We have determined, provided and maintained the environment necessary for the operation of its processes and to achieve conformity of products and services. Environment for the operation of processes can include physical, social, physiological environment and other factors (such as temperature, humidity, ergonomics and cleanliness.)

7.1.5 Monitoring and measuring resources

7.1.5.1 General

We have determined and provided the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. We have ensured that the resources provided are suitable for the specific type of monitoring and measurement activities being undertaken and are maintained to ensure their continuing fitness for their purpose. We have retained

appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 Measurement traceability

For measurement traceability which is a requirement of the organization operation requirement in 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.

7.1.6 Organizational Knowledge

We have determined the knowledge (information such as intellectual property and lessons learned, etc.) necessary for the operation of its processes and to achieve conformity of products and services. This knowledge is maintained and made available to the extent necessary.

When addressing changing needs and trends, we have considered current knowledge and determined how to acquire or access the necessary additional knowledge. To obtain the knowledge required, we consider internal sources (e.g. learning from failures and successful projects, capturing undocumented knowledge and experience of topical experts within the organization) and external sources (e.g. Standards, academia, conferences, and gathering knowledge with customers or providers).

7.2 Competence

We have determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the **QMS**.

A procedure to identify training needs and provide ongoing training or other actions (mentoring of, or the reassignment of currently employed persons; or the hiring or contracting of competent persons) to the people whose work may create significant risks has been established, implemented and maintained. It is to ensure that all personnel (those working on behalf of the company) performing tasks, are competent to carry out the tasks on the basis of appropriate

education, training and/or experience. The effectiveness of actions taken is evaluated. The associated documented information and records shall be retained.

Reference: QP-FPC-008-01 Training, Qualifying & Assessment of Personnel

7.3 Awareness

We have ensured that persons doing work under the organization's control are aware of Quality policy, relevant objectives, their contribution to the effectiveness of the **QMS**, including the benefits of improved performance and the implications of not conforming with the **QMS** requirements.

7.4 Communication

The procedure for internal communication on **QMS** related issues from top to bottom and vice versa has been established, implemented and maintained to ensure effective dissemination of information. We have also determined the internal and external communications relevant to the **QMS**, including:

- On what we will communicate
- When to communicate
- With whom to communicate
- How to communicate
- Who communicates

An effective communication system to receive, to document and to respond to the requests of external interested parties, has been implemented and maintained. Our procedure or policy also includes participation and consultation of employees on **QMS** matters.

7.5 Documented Information

7.5.1 General

Our **QMS** includes documentation to control the processes and systems required to implement the **QMS**. These documents include the Quality policy and objectives, Quality manual, documented procedure required, work instructions and records and forms as required by the standards and necessary for the effective planning, control and operation of our processes.

The documentation has been established on four levels (Figure 2) based on the complexity, interaction of the processes and nature of our company:

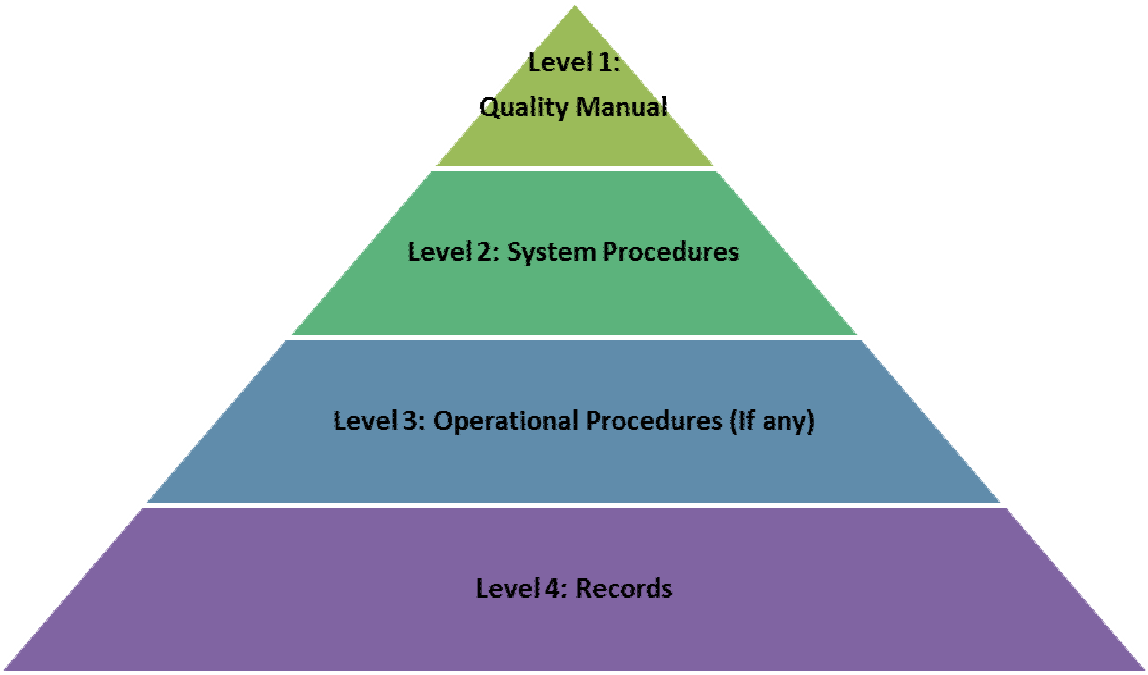


Figure 2 shows documentation structure of the company

Level 1: Quality Manual provides an overview of the **QMS** and describes the elements of the **QMS** and its associated documents including the scope, documented procedures established and the interaction of the processes.

Level 2: System Procedures describe common processes, including documented procedures required by the standards, applicable to the company. These procedures are required to effectively implement the **QMS** and represent core elements of the standard.

Level 3: Operational Procedures (If applicable) describe the specific department processes and sub-processes that shall be controlled to ensure product and performance requirements.

Level 4: Records (Documented Information that need to be retained) deemed necessary to demonstrate product conformance and conformance to standards.

7.5.2 Creating and updating

When creating and updating documented information, we ensure appropriate:

- identification and description (e.g. a title, date, author, or reference number)
- format (e.g. language, software version, graphics) and media (e.g. paper, electronic)
- review and approval for suitability and adequacy

Reference: QP-FPC-003-00 Documents Control

7.5.3 Control of documented information

7.5.3.1 Documented information required by the **QMS** and International Standard shall be controlled to ensure it is available and suitable for use, where and when it is needed and it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, we have addressed the following activities, as applicable: distribution, access, retrieval and use, storage and preservation, including preservation of legibility, control of changes (e.g. version control) and retention and disposition.

Procedure for controlling all **QMS** documents has been established. The procedure addresses creation and modification of the various types of documents.

Procedure for the identification, storage, protection, retrieval, retention and disposal of records has been established, implemented and maintained. The records shall be and remain legible, identifiable and traceable to the activity, product and service involved.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the **QMS** shall be identified as appropriate, and be controlled.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

Reference: QP-FPC-003-00 Document & Control

SECTION 8: OPERATION

8.1 Operational planning and control

We have planned, implemented and controlled the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined by:

- determining the requirements for the products and services
- establishing criteria for:
  - the processes
  - the acceptance of products and services
- determining the resources needed to achieve conformity to the product and service requirements
- implementing control of the processes in accordance with the criteria
- determining and keeping documented information to the extent necessary:
  - to have confidence that the processes have been carried out as planned
  - to demonstrate the conformity of products and services to their requirements

The output of this planning is suitable for our organization's operations.

We control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. Outsourced processes are controlled.

Procedures are documented for operational control (if needed) to ensure that there are no deviations from the policy, objectives and targets. Relevant requirement has been communicated to the suppliers and contractors to ensure that the **QMS** aspects related to their activities, products and services for our company are effectively controlled.

8.2 Requirements for products and services

8.2.1 Customer communication

Communication with customers includes providing information relating to products and services (i.e. contracts or company website), handling enquiries (sales hotlines and sales representatives), contracts or orders, including changes, obtaining customer feedback relating to products and services, including customer complaints, handling or controlling customer property and establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements related to products and services

When determining the requirements for the products and services to be offered to customers, our sales and contracts department ensures that the requirements for the products and services are defined, including any applicable statutory and regulatory requirements and those considered necessary by our organization. We ensure we can meet the claims for the products and services we offer.

8.2.3 Review of requirements related to products and services

8.2.3.1 We ensure that we have the ability to meet the requirements for products and services to be offered to customers. We conduct a review before committing to supply products and services to a customer, to include:

- requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- requirements not stated by the customer, but necessary for the specified or intended use, when known;
- requirements specified by the organization;
- statutory and regulatory requirements applicable to the products and services;
- contract or order requirements differing from those previously expressed.

We ensure that contract or order requirements differing from those previously defined are resolved. The customer's requirements are confirmed by our sales and contracts department before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2 We retain documented information, as applicable on the results of the review and on any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

We ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and development of products and services

This clause and its sub-clauses are not applicable as there are no design and development activities applicable to the scope of certification.

8.4 Control of externally provided processes, products and services

8.4.1 General

We shall ensure that externally provided processes, products and services conform to requirements. We have 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 company's 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

We have determined and applied 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. We have retained documented information (record) of these activities and any necessary actions arising from the evaluations.

8.4.2 Type and extent of control

We shall ensures that externally provided processes, products and services do not adversely affect our ability to consistently deliver conforming products and services to our customers.

We ensure that externally provided processes remain within the control of our quality management system. We define both the controls that we apply to an external provider and the resulting output. We take into consideration the potential impact of the externally provided processes, products and services on our ability to consistently meet customer and applicable statutory and regulatory requirements and the effectiveness of the controls applied by the external provider. We also determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

Reference: QP-FPC-004-01 Incoming Feedstock/ Raw Material Inspection

8.4.3 Information for external providers

We shall ensure the adequacy of requirements prior to their communication to the external provider. We communicate to external providers its requirements for:

- the processes, products and services to be provided
- the approval of products and services and/ or methods, processes and equipment
- the release of products and services
- competence, including any required qualification of persons
- the external providers' interactions with our organization
- control and monitoring of the external providers' performance to be applied by our organization
- verification or validation activities that we, or our customer, intends to perform at the external providers' premises

8.5 Production and Service provision

8.5.1 Control of Production and Service provision

We shall implements production and service provision under controlled conditions. Controlled conditions shall include, as applicable:

- the availability of documented information that defines the characteristics of the products to be produced, the services to be provided, or the activities to be performed and the results to be achieved
- the availability and use of suitable monitoring and measuring resources
- 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
- the use of suitable infrastructure and environment for the operation of processes
- the appointment of competent persons, including any required qualification
- the validation, and periodic revalidation is not applicable to the company as all the product (from the processes output) supplied by the company will be tested and inspected to ensure meeting customer requirements before shipping out
- the implementation of actions to prevent human error
- the implementation of release, delivery and post-delivery activities

Reference: QP-FPC-009-02 Equipment Maintenance. QP-FPC-002-01 Initial Type Test, QP-FPC-005-01 and QP-FPC-005A-02 Manufacturing Process control Plan #1

8.5.2 Identification and traceability

We use suitable means to identify outputs when it is necessary to ensure the conformity of products and services. We shall control the unique identification of the outputs when traceability is a requirement and retain the documented information necessary to enable traceability. Appropriate identification (work order number) traceable to customer P.O. established for all work in progress to finished product.

Finished product failed testing or inspection shall be separated from the passed testing and inspection and stored in an assigned location until rectified and re-test and re-inspection done

8.5.3 Property belonging to customers or external providers

We exercise care with property belonging to customers or external providers while it is under our control or being used by us. We identify, verify, protect and safeguard customers' or external providers' 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, we report this to the customer or external provider and retain documented information on what has occurred.

A customer's or external provider's property can include material, components, tools and equipment, premises, intellectual property and personal data. All personal data is also protected in accordance with the Personal Data Protection Act.

8.5.4 Preservation

Raw material and finished-products received are subjected to proper storage and inspection for the following:

1. Part/product in accordance with the purchase order to ensure the correct product received or shipped.

2. Visual and Packaging inspection to ensure no clear and visual damaged.

We Ltd shall ensure raw materials have proper identification and sound inventory control established and finished good have proper identification statue.

8.5.5 Post-delivery activities

We meet requirements for post-delivery activities (actions under warranty provisions, contractual obligations such as supplementary services such as recycling or final disposal, etc) associated with

the products and services. In determining the extent of post-delivery activities that are required, we consider:

- statutory and regulatory requirements
- the potential undesired consequences associated with its products and services
- the nature, use and intended lifetime of its products and services
- customer requirements
- customer feedback

8.5.6 Control of changes

We shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. We have retained 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

We implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. We retain documented information on the release of products and services including evidence of conformity with the acceptance criteria (through our testing or commissioning report) and traceability to the person(s) authorizing the release.

8.7 Control of nonconforming outputs

8.7.1 We ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. We take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of production and services.

We 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 We retain 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

Reference: QP-FPC-007-01 PRODUCT NONCONFORMANCE CONTROL

SECTION 9: PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

We have determined what needs to be monitored and measured, the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results, when the monitoring and measuring shall be performed and when the results from monitoring and measurement shall be analysed and evaluated.

We evaluate the performance and the effectiveness of the **QMS** and retain appropriate documented information as evidence of the results. This includes statistical methods to monitor and analyze processes.

A process has been established to monitor and measure quality performances including extent to which objectives are met, qualitative and quantitative measures, proactive and reactive measure of quality performance and monitoring of equipment. Records are maintained.

Results of such evaluations are recorded.

9.1.2 Customer satisfaction

Customer satisfaction is determined to monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. Customer satisfaction is obtained using customer communications with sales and administrative personnel, customer feedbacks/ complaints received and customer satisfaction survey. Customer satisfaction survey is conducted annually for a selected sample size of our customers.

9.1.3 Analysis and evaluation

We analyse and evaluate appropriate data and information arising from monitoring and measurement. The results of analysis are used to evaluate:

- conformity of products and services
- the degree of customer satisfaction
- the performance and effectiveness of the **QMS**
- if planning has been implemented effectively
- the effectiveness of actions taken to address risks and opportunities
- the performance of external providers

- the need for improvements to the **QMS**

9.2 Internal audit

9.2.1 An internal audit program has been established to ensure that the QMS conforms to the ISO 9001:2015 requirements and to ensure the QMS is effectively implemented and maintained.

9.2.2 This internal audit program shall include the objective, scope, criteria, methodology and this internal audit shall be conducted at least once a year (frequency). In formulating the internal audit program, importance of the process, risks and the results of previous audits shall be considered

It is the lead auditor's responsibilities and requirements for planning the audit program, ensuring impartiality of auditor and reporting the audit results to management and documented in the management review and retaining associated records. It is the auditor's responsibility to conduct the audit and reporting the results to the lead auditor and to ensure appropriate correction and corrective actions are address timely (as guide 2 weeks) and closure taken.

Reference: QP-9.2 Internal Audit Procedure

9.3 Management review

9.3.1 General

The **QMS** is reviewed at least once a year to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of our organization.

9.3.2 Management review inputs

The reviewing agenda includes:

a) results of internal and external audits
b) results of participation & consultation
c) relevant communication(s) from external interested parties, including complaints
d) information on the performance and effectiveness of **QMS**
e) the extent to which objectives and targets have been met
f) status of nonconformities, corrective and preventive actions

g) follow-up actions from last management review
h) changing circumstances
i) changes in external and internal issues that are relevant to the **QMS**
j) customer satisfaction and feedback from relevant interested parties
k) process performance and conformity of products and services
l) monitoring and measurement results
m) the performance of external providers
n) the adequacy of resources
o) the effectiveness of actions taken to address risks and opportunities
p) recommendation and opportunities for improvement

9.3.3 Management review outputs

The outputs from the management reviews shall include any decisions and actions related to possible changes to **QMS** policy, objectives, targets, opportunities for improvement, any need for changes to the management system and other elements of the **QMS**, consistent with the commitment to continual improvement. We shall maintain the record in the form of minutes of the review meetings.

SECTION 10: IMPROVEMENT

10.1 General

We determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. This includes improving products and services to meet requirements as well as to address future needs and expectations, correcting, preventing or reducing undesired effects and improving the performance and effectiveness of the **QMS**.

10.2 Nonconformity and corrective action

10.2.1 When nonconformity or potential nonconformity occurs, including any arising from complaints, we react to the nonconformity and, as applicable take action to control and correct it and deal with the consequences.

We also evaluate the need for action to eliminate the cause(s) of the nonconformity or potential nonconformity, in order that it does not recur or occur elsewhere by:

- reviewing and analysing the nonconformity or potential nonconformity;
- determining the causes of the nonconformity or potential nonconformity;
- determining if similar nonconformities exist, or could potentially occur;
- implement any action needed;
- review the effectiveness of any corrective or preventive action taken;
- update risks and opportunities determined during planning, if necessary;
- make changes to the **QMS**, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities or potential nonconformities encountered.

10.2.2 We retain documented information of the nature of the nonconformities and any subsequent actions taken and the results of any corrective action. Necessary changes to the documentation or processes shall be made if applicable.

Reference: QP-FPC-007-01 PRODUCT NONCONFORMANCE CONTROL

10.3 Continual improvement

We shall continually improve the suitability, adequacy and effectiveness of the **QMS**. The organization shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

Appendix A

Business Process Flow Chart