

QUALITY MANUAL

(QM – 01)

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ii. Quality Manual Control

a) Quality Manual Approval:

- ❖ Document Name: Quality Manual
- ❖ Document No: QM-01
- ❖ Issue No: 01
- ❖ Issue Date:01-08-2008
- ❖ **This Quality Manual is applicable from: 01-08-2008**

APPROVAL:

Sign. /

Eng. /

Chairman

b) Revisions

The Quality Manual will be updated when it is necessary to do so. Updating the Quality Manual will be the responsibility of the Management Representative.

The changes in any issue of the Quality Manual compared with the previous issue are identified for referencing by a vertical line segment at the right side of each change, and recorded in the change control log (**section 1.0**).

Quality Management Representative should approve changes in any section before release.

The Quality manager will be responsible for recording the changed section in the change control log. (Section 1.0), and distributing the updated section and retrieving the old one.

c) Quality Manual Hard Copies Distribution:

Quality Manual copies will be distributed to:

- ❖ Chairman
- ❖ All Managers.
- ❖ Quality Management Representative
- ❖ Quality manager
- ❖ The Document control section head.

1.0 **Scope**

1.1 **General**

The Quality Management System described in this Quality Manual is to demonstrate El Massalla company capability to consistently provide products/ services that meet requirements of customer and applicable regulatory , and to operate with increased effectiveness and efficiency with the overall aim of enhancing customer satisfaction. Our **QMS** utilizes the process approach and quality management principles contained in the international standards ISO 9001:2000 to enhance our ability to continual improvement.

1.2 **Application**

Our Quality Management System complies with all applicable requirements contained in ISO 9001:2000, covering the provision of all products, and covers all activities and operations.

1.3 **EXCLUSIONS:**

Clause: 7-3 Design and development.

Design and development is not applicable because all products are produced according to the German Specifications (DIN Standards) .

Clause: 7-5-2 Validation of processes for production and service provision.

There are no special processes to be validated because all processes output can be verified by subsequent monitoring or measurement.

Clause : 7 -5 -4 Customer properties

There are no customer properties because all products are produced according to standard specifications and he does not deliver any raw materials.....etc to our company

2 References and Definitions:

2.1 Normative References

The following references have been used:

ISO 9000:2005 Quality management system- Fundamentals and Vocabulary

ISO 9001:2000 Quality management system- Requirements

2.2 Terms and Definitions

The following definitions. Are applicable:

- **Management** : Chairman , General Managers and Managers
- **Human Resources & Training** : Employee Relations , Training, as well as
Department Managers (**HR&T**).
- **Employees** : All employees

2.3 Acronyms & Abbreviations

CAR : Corrective Action Request.

MR : Management Representative

HR&T : Human Resources & Training.

QA : Quality Assurance.

QMS : Quality Management System.

3.0 INTRODUCTION

3.0 INTRODUCTION:

3.1 Company Profile

- ❖ EMICA is a market leader in a wide range of cable accessories products .
- ❖ EMICA is the highest quality manufacturer in Egypt for copper & Aluminum & Bi-Metal Cable Lugs and Connectors – According to the DIN Standard .
- ❖ EMICA is also a manufacturer , for lots of the metallic parts used in cable joint and terminations .
- ❖ EMICA is Raychem Kitting operation in Egypt, for heat shrinkable cable joint and terminations and a wide of Raychem products.

3.2 Communication :

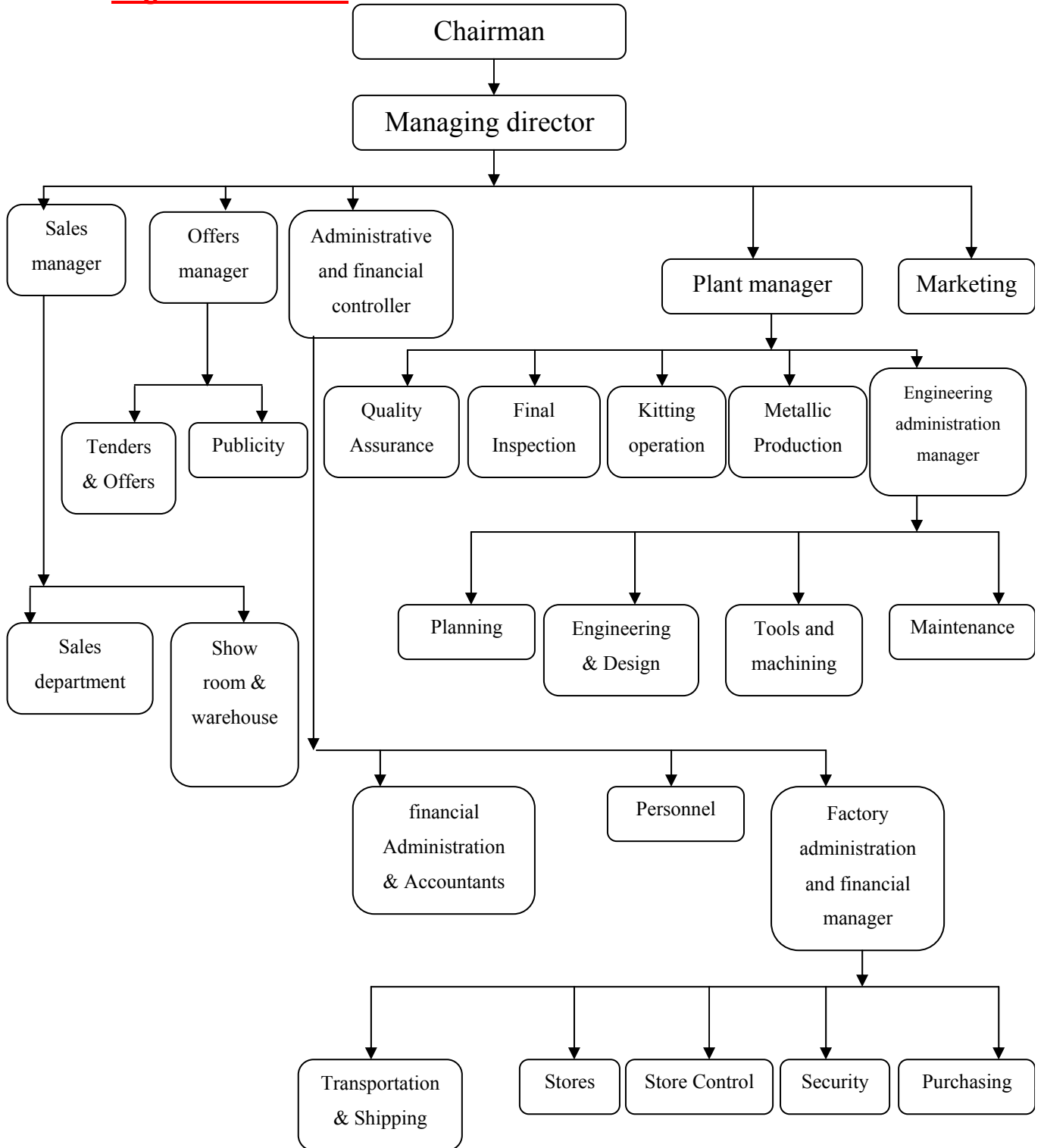
**3.2.1 Head Office : Flate No. 3 waw, Khaled Teaimah st., Block 1224 ,
Sheraton Zone , Heliopolis , Cario , Egypt .**

Tel. (202) 22672798 - 22687151 - 22677149

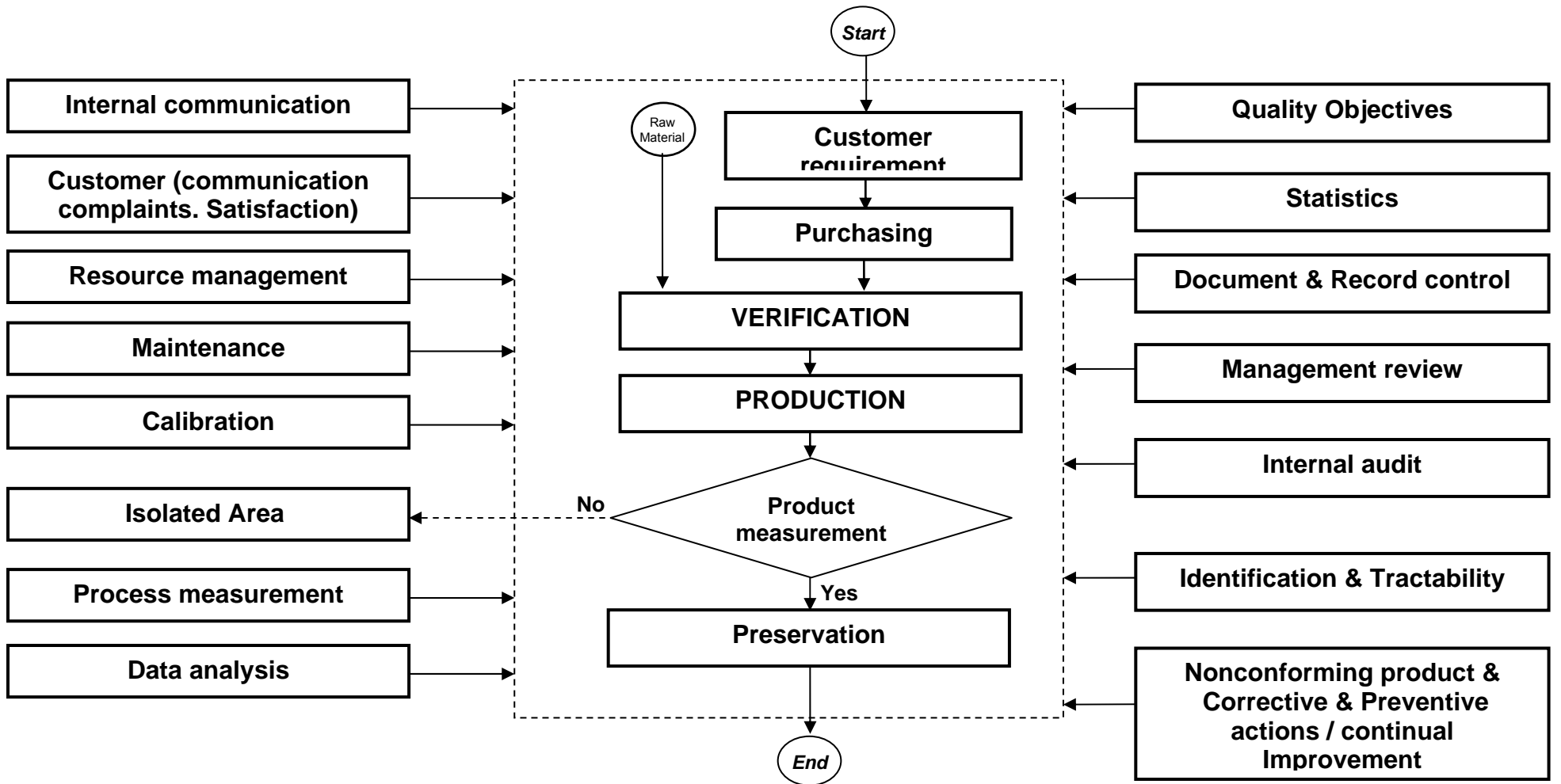
E. mail : massalla@tedata.net.eg

FAX : (202) 22672799

3.3 Organization Chart



3.4 BUSINESS PROCESS MODEL



4. Conformance to ISO 9001:2000 Requirements

4. QUALITY MANAGEMENT SYSTEM (QMS)

4.1 General requirements

4.1.1 El Massalla Company has established and maintained a documented Quality Management System conforming to the requirements of the ISO 9001:2000 standard.

4.1.2 The Quality Management System will also be continually improved for effectiveness and efficiency of El Massalla company performance in accordance with the ISO 9001:2000 standard, The goal of this improvement is the consistent of products that meet customer satisfaction.

4.1.3 El Massalla company has

- 1) Identified the processes needed for the Quality Management System and their application throughout the organization (as required the **ISO 9001:2000** standard)
- 2) Determined the sequence and interaction of these processes (**see page 11/47**)
- 3) Identified the effective and efficient operations, the control of processes, the measures and data used to determine satisfactory performance of the Company.
- 4) Ensured the availability of resources and information necessary to support the operation and monitoring these processes, including the development of appropriate departments to handle **defined responsibilities** as part of the Quality Management System
- 5) Developed systems to monitor, measure, and analyze these processes
- 6) Implemented processes necessary to achieve planned results and developed systems to monitor and provide for continual improvement of these processes.

4.1.4 The effective implementation of the quality Management System is verified by regular reviews and audits that compare management practice against the requirements of the written procedures of the **QMS** Standards corrective action are taken where necessary and subsequently reviewed for effectiveness.

4.1.5 **Out source processes:** There are (Wire cut, Grinding, Lathe Worm, Zinc plating) some processes performed by others.

4.2 DOCUMENTATION REQUIREMENTS:

4.2.1 GENERAL

The quality management system documentation includes the following control documents which ensure the effective operation and control of our processes:

Level 1- Quality Manual - provides information that describes the company's Quality Management System and includes documented statements of quality policy and quality objectives

Level 2- Quality Procedures - describe what activities are performed (according to the attached list)

Level 3- Quality Work Instructions - describes how to do tasks in this process

Level 4- Quality Records - provide objective evidence of activities performed and results achieved

4.2.2 QUALITY MANUAL :

- a. This manual (QM-01) defines the scope of our **QMS** and documents the policy, a reference to quality procedures (master list in “Annex 1”), and processes needed to implement our quality policy and achieve our quality objectives. This manual also documents justifications for exclusions from ISO 9001:2000 requirements (Section 1.2) and defines the overall sequence of and interaction between our key **QMS** processes.
- b. Quality manual is controlled according to procedure No. **QAP-04-01**
- c. Chairman delegates the responsibility for the preparation, distribution and the maintenance of the Quality Manual to the Quality Manager.

Assigned holders of the Quality Manual are responsible for maintaining controlled copies and for the communication required by the most recent revisions.

Initial Review/Approval – The Chairman approves the Quality Manual, And the Quality Policy.

Review/Approval of Revisions – Revisions to the Quality Policies Manual are subject to the same review and approval process as the original.

4.2.3 CONTROL OF DOCUMENTS:

- 1) Executive Management has established a document control system to ensure that documents required by the Quality Management System are controlled. They cannot be adjusted or modified by any El Massalla company personnel without authorization.
- 2) Executive Management has established and maintained a documented procedure to define the controls needed:
 - 2.1 To review, approve, and ensure the adequacy of documents before their release for use
 - 2.2 To update documents as they become obsolete or require correction, including a review and approval process for these updates
 - 2.3 To ensure that changes and the current revision status of documents are identified
 - 2.4 To ensure that documents are distributed to the appropriate personnel and that they are available as needed
 - 2.5 To ensure that documents remain legible and readily identifiable
 - 2.6 To ensure that documents of external origin are identified and their distribution controlled where these documents could impact the company's Quality Management System
 - 2.7 To prevent the unintended use of obsolete documents by preventing their distribution, and ensuring that any obsolete documents retained for reference purposes are clearly marked "obsolete"
- 3) Document control will be performed in accordance with **QAP-04-01** Control of Documents & Records. This procedure describes the process used to approve and review documents, as well as discussing document retention.

❖ Related procedures.

Control of Documents & Records

QAP-04-01

4.2.4 **CONTROL OF RECORDS:**

- 1) Legible quality records are generated, collected and maintained by El Massalla company in accordance with established procedures (see Doc. # **QAP-04-01** *Control of Documents & Records*) to provide evidence of conformity to requirements and of the effective operation of the Quality Management System. These records will remain legible, readily identifiable, and retrievable.
- 2) Documented procedure has been established as part of the **QMS** that define the controls needed to create and maintain Quality Records. It also defines the processes used for identification, storage, protection, retrieval, retention time, and disposition of quality records.
- 3) Quality records are controlled and stored for at least the lifetime period as required by its function, in accordance with **QAP-04-01** *Control of Documents & Records, (QAP-04-01)*.
- 4) This procedure is distributed to all departments that produce these records.

❖ **Related procedures.**

Control of Documents & Records

QAP-04-01

5. MANAGEMENT RESPONSIBILITY:

5.1 MANAGEMENT COMMITMENT:

Executive management at El Massalla company acknowledges and ensures its commitment to the development and the effective implementation of the quality management system as presented in this Quality Manual. This commitment is not limited to the initial development of this system, but, also, to its continual improvement through the implementation of necessary management responsibilities; including the ones that are necessary to comply with the ISO 9001:2000 requirements.

Executive Management shall provide evidence of their commitment through

5.1.1 Establishing a quality policy and objectives.

5.1.2 Continual improvement of the effectiveness of QMS through the conducting internal audits and Management Reviews of the performance of the quality management system.

5.1.3 Identifying and providing the necessary resources and appropriate training to achieve the Quality Policy objectives. The need for resources shall be discussed at Management Review meetings and documented in Management Review minutes.

5.1.4 Ensures that procedures are implemented to make employees aware of the importance of meeting customer and regulatory requirements.

5.2 **CUSTOMER FOCUS**

The **company** Quality Management System provides specific direction toward ensuring that customer requirements are addressed. Implementations of customer-related processes, as defined in of this document, are to be performed with the aim of meeting El Massalla company Quality Policy of: *achieving complete customer satisfaction*. This shall include, where applicable, any regulatory or legal requirements that may be imposed. The management review process, as further addressed in this document, will provide added emphasis toward ensuring that an acceptable level of customer satisfaction is being achieved

5.3 Quality Policy:

El Massalla company has established a Quality Policy that is appropriate to its organization and meets the requirements set forth in ISO 9001:2000

Quality Policy

The policy of El Massalla company is a declared commitment to provide quality products in timely manner to fulfill the optimum needs and expectations of customers and comply with requirements of ISO 9001-2000 standard and all statutory and regulatory requirements.

The management of El Massalla Company Committed to continually improve the effectiveness of the quality management system and to enhance customer satisfaction by monitoring the performance against established objectives and through leadership that promotes employee involvement.

This Quality policy statement is communicated to all departments. Managers and senior personnel are responsible to ensure that their employees are aware of and understand its content.

To ensure this policy remains appropriate, it is reviewed at least annually at a quality management review meeting.

ENG/

Chairman
Date: 1/ 8/ 2008

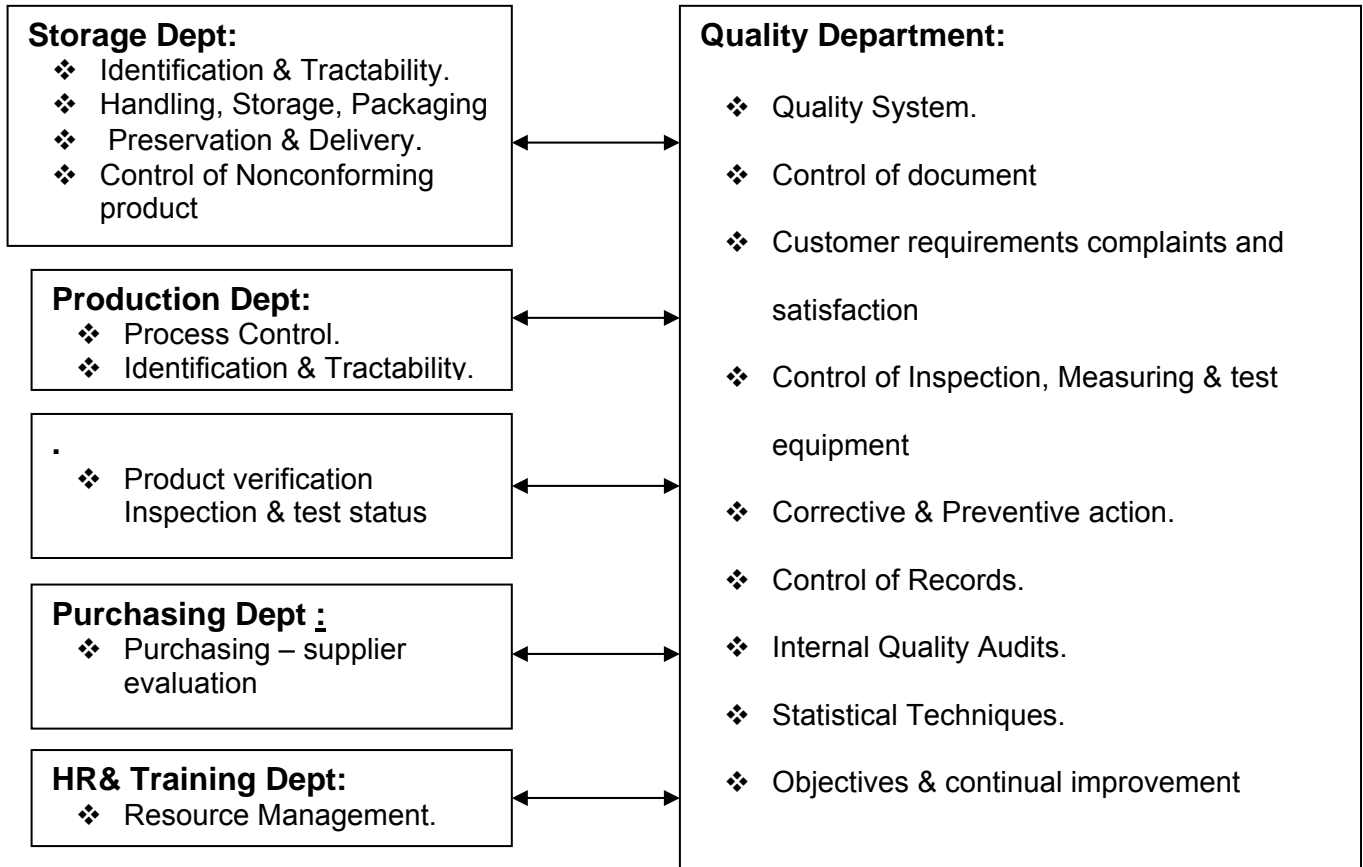


Illustration of the Mutual Relation between Quality Department and other Departments.

5.4 PLANNING

5.4.1 QUALITY OBJECTIVES

Executive Management has established measurable quality objectives, consistent with the quality policy, as a part of the management review process. These objectives, results of attaining these objectives and actions taken, shall also be part of the management review quality records.

Actions taken as a result of the review of these measures may take the form of corrective actions, preventive actions or revising goals for purpose of continuous improvement efforts. These may relate to any of the internal processes that are inherent to the Quality Management System or to address ongoing activities that will impact requirements to attain customer satisfaction.

5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING:

- 1) **Executive Management** will ensure that the planning of the Quality Management System is carried out in accordance with the ISO 9001:2000 standard. **Executive Management** will also ensure that the integrity of the Quality Management System is maintained when changes to the **QMS** are planned and implemented,
- 2) The Quality Management System as well as any changes that will be made to the **QMS** will be reviewed during normal Management Review Meetings prior to implementation. This will ensure that the integrity of the **QMS** is maintained at all times.
- 3) Changes to existing processes or the creation of new processes will also be discussed during Departmental Meetings. These meetings provide Executive Management with an appropriate forum to discuss impending changes to the Quality Management System. Changes to existing processes can be planned out prior to implementation, **with Executive Management** available to provide guidance.

5.5 RESPONSIBILITIES, AUTHORITY, AND COMMUNICATION:

5.5.1 RESPONSIBILITY AND AUTHORITY:

Top Management is ultimately responsible for the quality of El Massalla company's products and services since they control the systems and processes by which work is accomplished. **Top Management** is responsible for Business Planning, development and communication of quality policy, QMS Planning including the establishment and deployment of objectives, the provision of resources needed to implement and improve the QMS and management reviews.

Plant Manager and Managers are responsible for execution of the Business Plan and implementation of the policy, processes and systems described in this manual. Plant Manager and Managers are also responsible for planning and controlling QMS processes within their area(s) of responsibility, including the establishment and deployment of operational level objectives, and the provision of resources needed to implement and improve these processes. Managers also conduct employee performance reviews. Management with responsibility and authority for corrective action are notified promptly of non-conformities. Management ensures that productions across all shifts are staffed with personnel in charge of, or delegated responsibility for product quality.

Employees - All employees are responsible for the quality of their work and implementation of the policy and procedures applicable to processes they perform. Personnel responsible for product quality have the authority to deal with nonconforming Products in order to correct quality related problems.

Employees are motivated and empowered to identify and report any known or potential problems and recommend related solutions through internal audits and/or the continual improvement and corrective/preventive action processes.

Detailed responsibilities and authorities for QMS implementation and improvement are contained in lower level documents referenced throughout this manual and other QMS documents including procedures, flow charts, job descriptions, work instructions, etc.

❖ **Note:** Responsibilities and authorities within the organization are defined in job descriptions and organizational charts.

5.5.2 MANAGEMENT REPRESENTATIVE:

Top management has appointed a Management Representative for the quality Management system. The Management Representative shall:

1. Ensure that products are produced according to the international specifications in order to satisfy the requirements of all customers.
2. Have the authority and responsibility to ensure that the Quality Management System Processes have been established, implemented, and maintained.
3. Report on the status of the Quality Management System and continual improvement for Management Review. Promote awareness of customer requirements throughout the General Management.

5.5.3 INTERNAL COMMUNICATION:

We communicate information regarding QMS processes and their effectiveness through documented training, the internal audit process, continual improvement and corrective/preventive action processes, and regular effective formal and informal communications such as meetings, internal correspondence, and newsletters.

Top management ensures that appropriate communication processes are established within the Company regarding the effectiveness of the Quality Management System.

5.6 MANAGEMENT REVIEW

5.6.1 GENERAL

1. **Management representative** is responsible for reviewing the QMS twice at least every year to ensure its continuing suitability, adequacy and effectiveness.
2. This review includes assessing opportunities for improvement and the need for changes to the **QMS**, including the quality policy and quality objectives.
3. Records from management reviews are maintained by Management representative Management review is implemented according to procedure **QAP-05-01**

❖ Related procedures.

Management review

QAP-05-01

5.6.2 REVIEW INPUT:

The input to Management Review will be in the form of a report. This report is prepared using quality system data collected through monitoring and measurement Processes, as well as statistical data obtained during analysis. This report includes:

- a. Results of audits
- b. Customer feedback information
- c. Process performance and product conformity information (from a variety of sources)
- d. Status of preventive and corrective actions (as well as previously closed corrective/preventive actions)
- e. Follow-up actions from previous management reviews
- f. Planned changes that could affect the Quality Management System
- g. Recommendations for improvement
- h. New or updated regulatory requirements

5.6.3 REVIEW OUTPUT:

The output from Management Review includes any decisions and actions related to:

- 1) Improvement of the effectiveness of the Quality Management System and its processes
- 2) Improvement of product related to Customer requirements
- 3) Resource needs
- 4) Corrective and preventive actions as applicable

This output will be presented in a form that is suitable for the various departments it may affect. Policies created during normal management review will be incorporated into existing work instructions and procedures where appropriate, or documented in new procedures where required.

6. RESOURCE MANAGEMENT :

6.1 PROVISION OF RESOURCES :

Management identifies and provides resource requirements, including equipment, Raw materials, work areas, and trained personnel for implementing and continually improving the effectiveness of the quality management system. The justification and acquisition of the required resources is discussed at the Management Review and documented in Management Review minutes.

6.2 HUMAN RESOURCES

6.2.1. GENERAL

The responsibility for obtaining competent qualified personnel is a joint responsibility of department managers and the Employees Relations department. Personnel performing work affecting product quality will be competent on the basis of appropriate education, training, skills, and experience.

❖ Related procedures.

Human Recourses

HRP-06-01

This documentation is supported by official job descriptions, which contain the educational and training requirements needed to perform specific Jobs

6.2.2. Competence, Awareness and Training

- a. Competency needs for personnel performing activities that affect quality are identified in job descriptions.
- b. Training needs for all employees are identified by comparing job description requirements against the employee's past experience and knowledge. The Department Manager/Supervisor shall establish a training plan to address these needs.
- c. Training effectiveness is evaluated by Supervisors against predetermined requirements to determine the employee's competency.
- d. Management ensures that employees are aware of the relevance and importance of their work activities and how they contribute to the achievement of the quality objectives.
- e. Management ensures that employees are trained. Training records are stored and maintained. (ref. sec. 4.2.4)

❖ **Related procedures.**

Training

HRP-06-01

6.3 **INFRASTRUCTURE**

Company provides and maintains suitable infrastructure necessary to achieve conformity to process requirements. This shall include office areas and work areas with adequate space to fulfill job requirement and equipment / hardware / software that currently exist and is defined as needed in annual budgeting and strategic planning cycle.

❖ **Related procedures.**

Maintenance

MAP-06-01

6.4 WORK ENVIRONMENT

The management team administers the work environment to ensure that personnel have a safe and desirable place to work, and that the environment is appropriate for achieving conformity to QMS requirements.

7. PRODUCT REALIZATION

7-1 PLANNING OF PRODUCT REALIZATION

Quality plans for product realization have been prepared in the form of collaborative processes involving many departments. These are in the form of Level II Procedures and Level III Work instruction. These Procedures and Work instruction define the method used for controlling manufacturing, maintenance and product quality control processes.

Planning of product realization is consistent with the requirements of the other processes of the **QMS**.

The quality planning elements specifically determine quality objectives for products; The need for processes, facilities, documentation and other resources required for product realization; product verification and validation, monitoring, inspection and test activities; criteria for product acceptability; and the records to demonstrate product and process conformance.

7-2 CUSTOMER RELATED PROCESSES

7.2.1 DETERMINATION OF REQUIREMENTS RELATED TO THE PRODUCT

- a. Top management of El Massalla company presents the strategic plan and annual plan to El Massalla company
- b. **chairman** reviews the strategic / annual plan and approved it
- c. Top management is responsible for determining the requirements related to the product.
 - ❖ Product requirements including the requirements for delivery and post delivery activities.
 - ❖ Requirements not stated by the customer but necessary for specified or intended use.
 - ❖ Statutory and regulatory requirements related to the product.
 - ❖ Any additional requirements determined by the organization.

7.2.2 Review OF REQUIREMENTS RELATED TO THE PRODUCT

- a. Top management is responsible for reviewing the requirements related to the product.
- b. All products of El Massalla Company are produced according to the national / international standards.
- c. The customers order the products according to the specification
- d. El Massalla company reviews the required quantities prior to commitment to supply a product to the customer (e.g. submission of tenders , acceptance of contracts or orders , acceptance of changes to contracts or orders) to ensure that Contract or order requirements differing from those previously expressed are resolved ,
- e. El Massalla company has the ability to meet the defined requirements ,
- f. Records of the results of the reviews and actions arising from the review are maintained by the planning & Production managers

7.2.3 CUSTOMER COMMUNICATION:

El Massalla company implements effective arrangements for communicating with customer to:

- a. Production information.
- b. Enquiries , contracts or order handling , including amendments , and
- c. Customer feedback, including customer complaints.

7-3 DESIGN AND DEVELOPMENT

Design and development is not applicable because all products are produced according to the national standards.(Germaine specification)

7-4 PURCHASING

7.4.1 PURCHASING PROCESS

Purchasing Manager is responsible for ensuring that the purchased product conforms to specified purchase requirements.

The type and extent of control applied to the supplier and the purchased product are dependent upon the effect of the purchased product on subsequent product realization or the final product.

El Massalla company evaluates and selects suppliers based on their ability to supply product in accordance with El Massalla company 's requirements.

Criteria for selection, evaluation and re-evaluation has been established.

Records of the results of evaluation and any necessary actions arising from the evaluation are maintained.

Purchasing process is implemented according to the related procedure

Approved list of suppliers is updated yearly

❖ Related procedures.

Purchasing

PUP-07-01

7.4.2 PURCHASING INFORMATION

Purchasing information describe the product to be purchased , including

1. Requirements for approval of product , procedures, processes and equipment ,
2. Requirements for qualification of personnel ,
3. Quality management system requirements. Purchasing manager is responsible for ensuring the adequacy of specified purchase requirements prior to their communication to the supplier.

7.4.3 VERIFICATION OF PURCHASED PRODUCT

El Massalla company established and implemented the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements according to related procedures.

Where El Massalla company or its customer intends to perform verification at the supplier's premises, purchasing manager is responsible for stating the intended verification arrangements and method of product release in the purchasing information.

7-5 PRODUCTIONS AND SERVICE PROVISION

7.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION

El Massalla company plan and carry out production and service provision under Controlled conditions according to procedure listed below.

Controlled conditions include:

- 1) The availability of information that describes the characteristics of the Product,
- 2) The availability of work instructions , as necessary ,
- 3) The use of suitable equipment ,
- 4) The availability of and use of monitoring and measuring devices ,
- 5) The implementation of monitoring and measurement , and
- 6) The implementation of release, delivery and post- delivery activities.

❖ Related procedures.

Production	PRP- 07- 01
	PRP – 07 – 02
	PRP – 07 - 03

7.5.2 VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISION

There are no special processes to be validated because all processes resulting output can be verified by subsequent monitoring or measurement.

7.5.3 IDENTIFICATION AND TRACEABILITY

Production manager is responsible for controlling and recording the unique identification of the product implemented throughout product realization.

7.5.4 Customer properties

There is no customer properties

7.5.5 PRESERVATION OF PRODUCT

The company established procedures listed below which explains the control of preservation of the conformity of product during internal processing and delivery to the intended destination.

This preservation includes identification, handling, packaging, storage and protection.

Preservation is also applied to the constituent parts of a product.

❖ Related procedures.

Storing

STP-07-01

7-6 CONTROL OF MONITORING AND MEASURING DEVICES

Production, and Maintenance managers are responsible to determine the monitoring and measurement to be undertaken and the Monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements.

El Massalla company established procedures **CAP-07-01** to ensure that monitoring and measurement can be carried out in a manner that is consistent with the monitoring and measurement requirements.

To ensure valid results , measuring equipment is :

- 1) Calibrated or verified at specified intervals , or prior to use , against measurement Standards traceable to international or national measurement standards ,
- 2) Where no such standards exist , the basis used for calibration or verification is recorded ,
- 3) Adjusted or re-adjusted as necessary ,
- 4) Identified to enable the calibration status to be determined ,
- 5) Safeguarded from adjustments that would invalidate the measurement result
- 6) Protected from damage and deterioration during handling , maintenance and storage .

Production and Maintenance managers are responsible for:

Assessing and recording the validity of the previous measuring results when the equipment is found not to conform to requirements.

Taking appropriate action on the equipment and any product affected.

Monitoring records of the results of calibration and verification.

❖ **Related procedures.**

Calibration

CAP-07-01

8. MEASUREMENTS , ANALYSIS AND IMPROVEMENT

8.1 GENERAL

- ❖ El Massalla company established procedures to plan and implement the monitoring , measurement , analysis and improvement processes needed to :
 - a. Demonstrate conformity of the product ,
 - b. Ensure conformity of the quality management system ,
 - c. Continually improve the effectiveness of the QMS.
- ❖ This includes determination of applicable methods, including statistical techniques and the extent of their use.

8.2 MONITORING AND MEASUREMENT

8.2.1 CUSTOMER SATISFACTION

- ❖ As one of the measurements of the performance of the **QMS**, El Massalla company established procedure **QAP-08-06** to monitor information relating to customer perception as to whether the organization has met customer requirements.
- ❖ The methods for obtaining and using this information are determined in the relevant procedure.
- ❖ **Related procedures.**

Customer Satisfaction

QAP-08-06

Customer Complaints

QAP-08-02

8.2.2 INTERNAL AUDIT

- ❖ The **company** established and is conducting Quality audits at planned intervals to determine whether the **QMS**
 - a. Conforms to the planned arrangements , to the requirements of the international standard ISO 9001 / 2000 and to the **QMS** requirements established by El Massalla company
 - b. Is effectively implemented and maintained.
- ❖ The audit program is planned to be performed twice a year at least taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.
- ❖ The audit criteria, scope, frequency and methods are defined.
- ❖ Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process
- ❖ Auditors don't audit their own work.
- ❖ The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined in procedure QAP-08-03.
- ❖ The management responsible for the area being audited is responsible to ensure that actions are taken without undue delay to eliminate detected nonconformities and their causes.
- ❖ Follow up activities include the verification of the actions taken and the reporting of verification results.

- ❖ **Related procedures.**
 - Internal - Audit **QAP-08-03**

8.2.3 MONITORING AND MEASUREMENT OF PROCESSES

- ❖ El Massalla company is applying suitable methods for monitoring and , where applicable , measurement of the **QMS** processes according to procedure **QAP-08-04** .
- ❖ These methods demonstrate the ability of the processes to achieve planned results
- ❖ When planned results are not achieved , correction and corrective action is taken , as appropriate , to ensure conformity of the product .

❖ **Related procedures.**

Monitoring and measurement of processes

QAP-08-04

8.2.4 MONITORING AND MEASUREMENT OF PRODUCT

- ❖ quality Manager is responsible for monitoring and measuring of characteristics of the product to verify that product requirements have been met
- ❖ This is to be carried out at appropriate stages of the product realization process in accordance with **German specifications**
- ❖ Evidence of conformity with the acceptance criteria is maintained and records indicate the person(s) authorizing release of product .
- ❖ Product release and service delivery are not proceeded until the planned arrangements have been satisfactorily completed ,

Related procedure **INP – 08 - 01**

8.3 CONTROL OF NONCONFORMING PRODUCT

- ❖ Quality control manager is responsible to ensure that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery.
- ❖ The controls and related responsibilities and authorities for dealing with nonconforming product are defined in procedure **QAP-08-01**.
- ❖ Quality control manager is responsible to deal with nonconforming product by one or more of the following ways :
 - a. By taking action to eliminate the detected nonconformity
 - b. By authorizing its use, release or acceptance under concession by the relevant authority and where applicable by customer.
 - c. By taking action to preclude its original intended use or application.
- ❖ Records of the nature of nonconformities and any subsequent actions taken are maintained.
- ❖ When nonconforming product is corrected, it is subjected to re-verification to demonstrate conformity to the requirements.
- ❖ When nonconforming product is detected after delivery or use has started, quality control manager and production manager are responsible to take action appropriate to the effects, or potential effects, of the nonconformity.

- ❖ **Related procedures.**
Control of nonconforming product CA& PA **QAP-08-01**

8.4 ANALYSIS OF DATA

- ❖ Quality manager is responsible for determining , collecting and analyzing appropriate data from the departments to demonstrate the suitability and effectiveness of the QMS and to evaluate the continual improvement of the effectiveness of the QMS .
- ❖ This includes data generated as a result of monitoring and measurement and from other relevant sources .
- ❖ The analysis of data provides information relating to :
 - a. Customer satisfaction ,
 - b. Conformity to product requirements ,
 - c. Characteristics and trends of processes and products including opportunities for preventive action, and
 - d. Suppliers

8.5 IMPROVEMENT

8.5.1 CONTINUAL IMPROVEMENT:

- b. El Massalla company continually improves the effectiveness of the **QMS** through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

❖ **Related procedures.**

Continual improvement QAP-08-05

8.5.2 CORRECTIVE ACTION

- ❖ The relevant manager is responsible for taking action to eliminate the cause of nonconformities in order to prevent recurrence.
- ❖ Corrective actions are to be appropriate to the effects of the nonconformities encountered.
- ❖ The procedure **QAP-08-01** is established to define requirements for :
 - a. Reviewing nonconformities (including customer complaints) ,
 - b. Determining the causes of nonconformities ,
 - c. Evaluating the need for action to ensure that nonconformities do not recur,
 - d. Determining and implementing action needed ,
 - e. Records of the results of action taken , and
 - f. Reviewing corrective action taken.

❖ **Related procedures.**

Control of nonconforming product CA& PA

QAP-08-01

8.5.3 PREVENTIVE ACTION

- ❖ The relevant manager is responsible for determining action to eliminate the causes of potential nonconformities in order to prevent their occurrence.
- ❖ Preventive actions are to be appropriate to the effects of the potential problems.
- ❖ Procedure QAP-08-01 is established to define the requirements for :
 - a) Determining potential nonconformities and their causes ,
 - b) Evaluating the need for action to prevent occurrence of nonconformities,
 - c) Determining and implementing action needed ,
 - d) Records of results of action taken , and
 - e) Reviewing preventive action taken .

❖ **Related procedures.**

Control of nonconforming product CA& PA

QAP-08-01

Annex (1)
Quality Procedure List

No.	ISO CLAUSE	Procedures Title	Procedure Code No.
1	4.2.3 Control of Documents 4.2.4 Control of Records	Control of Documents & Records	QAP-04-01
2	5.6 Management Review	Management Review	QAP-05-01
3	6.2 Human resources	Human resources	HRP-06-01
5	6.2.2 Competence ,awareness and Training	Training	HRP-06-01
6	6.3 Infrastructure	Maintenance	MMP-06-01
10	7-4 Purchasing	Purchasing	PUP-07-01
11	7.5.1 Control of production Provision	Production	PRP-07- 01, 02, 03
12	7.5.5 PRESERVATION OF PRODUCT	Stores	STP-07-01
13	7.6 Control of monitoring and measuring devices.	Calibration	CAP-07-01
14	8.2.1 Customer satisfactory	customer satisfaction	QAP-08-06
15		Customer Complaints	QAP-08-02
16	8.2.2 Internal Audit	Internal Audit	QAP-08-03
17	8.2.3 Monitoring and measurement of process	Monitoring and measurement of process	QAP-08-04

Quality Procedure List

No.	ISO CLAUSE	Procedures Title	Procedure Code No.
18	8.2.4 Monitoring and measurement of product		INP-08-01
19	8.3 Control of non-conforming product. 8.5.2 Corrective action 8.5.3 Preventive action	Control of non-conforming product and CA & - PA	QAP-08-01
20	8.5.1 Continual improvement	Continual improvements	QAP-08-05