



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 1 of 28
9001:2008	0	1 st Nov. 2011	1	

QUALITY MANAGEMENT MANUAL

ISSUED BY : MANAGEMENT REPRESENTATIVE (MR)

ISSUED TO : ALL

AUTHORIZED BY : Proprietor

OFFICE & FACTORY

G/3,Sudama Industrial Estate,Dharam Kanta, Mira-Bhayndar Road,
Bhayandar (E)-401105,Dist-Thane,Maharashtra,India.

Tel. : (022)28140516

Mobile No : 9820446595

Fax.: (022)28140516

Email : bf111@rediffmail.com

Website : N.A.



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 2 of 28
9001:2008	0	1 st Nov. 2011	1	

Sr. No.	Contents	Page no.	Remarks
1.	Scope		
1.1	General requirements		
1.2	Applicable scope		
1.3	Preface		
1.4	Company profile		
2.	Normative Reference		
3.	Terms and definitions		
4.	Quality Management System		
5.	Management Responsibility		
6.	Resource Management		
7.	Product Realization		
8.	Measurement, Analysis & Improvement		
Annex – I	The description of the interaction between the Process of the Quality Management System		
Annex-2	Organization Chart		
Flow Chart	A pictorial description of standard practices.		
Check list	Instruction about process to correct and identical at various stages.		
Requirement	Which is required, something needed (i.e. specification requirement.)		
Records	An account made in an enduring form, especially in writing, that preserves the knowledge of memory of events or facts		
Inspection	Conformance of product to specification.		
Audit	An examination of records, documentation, acts, and decisions with respect to a given standard.		
Standard	A set of practices that must be conformed to.		
Non conformance	A condition in which a process or product does not conform to requirements.		
Policy	A plan or course of action adopted by an organization designed to influence and determine decisions, actions, and other matters.		



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 4 of 28
9001:2008	0	1 st Nov. 2011	1	

Title	SCOPE (ISO 9001:2008 CLAUSE 1)
1.1	General : Everest Engineering Works consistently demonstrates its ability to deliver product that meets customer requirements & continual improvement of the system following statutory & regulatory requirements.
1.2	Applicable Scope of the Quality Management System Certification “Manufacturers , repairers spare parts for all types of Hospital Furniture & Industrial Machinery.”e.g. Hospital bed’s screws (screw-mechanism),etc.”
1.2.1	Products Covered Under ISO 9001:2008 Spare parts of all kinds of Industrial & machinery.
1.2.3	Location Scope This manual describes the organization of Everest Engineering Works With its Head Office at G/3,Sudama Industrial Estate,Dharam Kanta, Mira-Bhayndar Road, Bhayandar (E)- 401105,Dist-Thane,Maharashtra,India.
1.2.4	Permissible Exclusions 7.3 Design & Development 7.5.2 Validation of Processes. 7.5.4 Valdation of Processes
1.3	Preface The purpose of this manual is to declare the strategic decision of Everest Engineering Works of adoption of Quality Management System. With the arrival of the new millennium, the quality of our products and services continues to be the key to competitiveness. It is increasingly vital for all of us at Everest Engineering Works to understand and use our Quality Management System to do a good job, the first time, every time. The Quality Management System of Everest Engineering Works takes into consideration the quality management principles as Everest Engineering Works believes that these are fundamental rules for leading and operating our organization, aimed at continually improving performance over the long term by focusing on customers while addressing the needs of all other stakeholders.



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 5 of 28
9001:2008	0	1 st Nov. 2011	1	

	Company Profile
	<p>Everest Engineering Works was established in 1973 and has acquired a reputation of being a company that enjoys the trust and confidence of customer nationwide and is one of the leading companies for development and manufacturing of Precision turn components. Due to highest ethical, professional and quality standards adopted.</p> <p>Mr. Brian Fernandes is Proprietor of Everest Engineering Works who has over 15 years of experience in this field.</p> <p>All the types of products manufactured by Everest Engineering Works are using stringent in process checks and controls.</p> <p>EVEREST ENGINEERING WORKS's Quality Assurance and reliability programme is designed to:</p> <ol style="list-style-type: none">1: Reduce infant mortality of components.2: Reduce system level rework.3: Reduce & target to totally eliminate field failures.4: Reduce equipment downtime. <p>Experience professionals assisted by highly qualified technical personnel, experienced manufacturing, ISO 9001 Quality Assurance System, projects and troubleshooting manage EVEREST ENGINEERING WORKS .</p> <p>Our Valuable Customer</p> <ol style="list-style-type: none">1) Janak Healthcare Pvt.Ltd.
2	Normative References (ISO 9001:2008 CLAUSE 2)
	<p>ISO 9000:2000 Quality management systems – Fundamentals and vocabulary</p> <p>ISO 9001:2000 Quality management systems – Requirements</p> <p>ISO 9004:2000 Quality management systems – Guidelines for performance Improvements</p>
3	Terms and Definitions (ISO 9001:2008 CLAUSE 3)
	<p>ISO 9001:2000 Quality management systems – Fundamentals and vocabulary</p>



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 6 of 28
9001:2008	0	1 st Nov. 2011	1	

Quality Management Systems: Clause No 4

4.1	General Requirements <p>EVEREST ENGINEERING WORKS has established documented and implemented a quality management system. EVEREST ENGINEERING WORKS maintains and continually improves a quality management system in accordance with the requirements of ISO 9001:2008.</p> <ul style="list-style-type: none">a) EVEREST ENGINEERING WORKS determine the processes needed for the quality management system;b) Determined the sequence and interaction of these processes;c) Determined criteria and methods required to ensure the effective operation and control of these processes;d) Ensures the availability of information necessary to support the operation and monitoring of these processes;e) Measures where applicable, monitors and analyzes these processes, and implements action necessary to achieve planned results and continual improvement. <p>EVEREST ENGINEERING WORKS manages these processes in accordance with the requirements of ISO 9001:2008.</p>
4.2	Documentation Requirements
4.2.1	General <p>Quality management system documentation includes:</p> <ul style="list-style-type: none">a) Documented procedures required by ISO 9001:2008 as well as documents required to ensure the effective operation and control of its processes.b) The extent of the quality management system documentation is dependent on the nature and size of complexity and interaction of its processes, and competence.c) Documented procedures and records referenced in this



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 7 of 28
9001:2008	0	1 st Nov. 2011	1	

Quality Manual are established, documented, implemented and maintained.
Documented procedures and other documents may be in any form or type of medium.

[Ref: Flow Chart of Control records. Document no. COR -FC-01](#)

4.2.2

Quality Manual

The quality manual is established and maintained, and includes the following:

- a) The scope of the quality management system, including details of, and justification for, any exclusions;
- b) References to documented procedures; and
- c) A description of the sequence and interaction of the processes included in the quality management system.

The quality manual is controlled & the changes are allowed only with a written authorization from two signatories namely MR & Proprietor.

4.2.3

Control of Documents



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 8 of 28
9001:2008	0	1 st Nov. 2011	1	

Documents required for the quality management system are controlled by **EVEREST ENGINEERING WORKS**.

The procedure addresses:

- a) Approval of documents for adequacy prior to issue;
- b) The- review, revision and re-approval of documents;
- c) Identification of the current revision status of documents;
- d) Ensuring that relevant versions of applicable documents are available at points of use;
- e) Ensuring that documents remain legible, readily identifiable and retrievable;
- f) Ensuring that documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled; and
- g) Prevention of unintended use of obsolete documents, and application of suitable identification to them if they are retained for any purpose.
- h) Documents defined as quality records 9 are controlled.

[Ref: Flow Chart of Control records. Document no. COR –FC-01](#)

4.2.4 Control of Records

Records required for the quality management system are controlled by **EVEREST ENGINEERING WORKS**. Records are established to provide evidence of conformance to requirements and of effective operation of the Quality Management System shall be controlled. The procedure addresses identification, storage, retrieval, protection, retention and disposition of quality records. The documents required by this quality management system are controlled.

[Ref: Flow Chart of Control records. Document no. COR –FC-01](#)

Management Responsibility: Clause No. 5

5.1	Management Commitment
	EVEREST ENGINEERING WORKS top management provides



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 9 of 28
9001:2008	0	1 st Nov. 2011	1	

- evidence of its commitment to the development and improvement of the quality management system by:
- Communicating to the organization the importance of meeting customer as well as regulatory and legal requirements;
 - Establishing the quality policy and quality objectives.
 - Ensuring that the quality objectives are established.
 - Conducting management reviews.
 - Ensuring the availability of necessary resources.

5.2

Customer Focus

EVEREST ENGINEERING WORKS' top management ensures that customer needs and expectations are determined, converted into requirements and fulfilled with the aim of achieving customer satisfaction.

The objective is not only to fulfill the customer requirements but deliver results exceeding the expectation of customers.

When determining customer needs and expectations, obligations related to product, including regulatory and legal requirements are considered.

Ref: [The flowchart for contract review.\(Document no. CR-FC-01 \)](#)
[The flowchart for corrective action plan.\(Document no. CAPA-FC-01\)](#)
[The flowchart for customer satisfaction survey.\(Document no. CUSUP-FC-01\)](#)

5.3

Quality Policy

EVEREST ENGINEERING WORKS' top management ensures that the quality policy:

- Is appropriate & adequate for meeting the objectives of the purpose of organization;
- Includes a firm commitment to meet customer requirements and to continual improvement in product as well as processes.
- Provides a framework for establishing and reviewing quality



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 10 of 28
9001:2008	0	1 st Nov. 2011	1	

	<p>objectives;</p> <p>d) Is communicated and understood at appropriate levels in the organization;</p> <p>e) Is reviewed for continuing suitability.</p> <p>f) And is controlled.</p>
--	---

Ref: [The Quality Policy](#)

5.4

Planning

5.4.1

Quality Objectives

EVEREST ENGINEERING WORKS' Top Management ensures that quality objectives are established at relevant functional levels within the organization. The quality objectives are measurable and consistent with the quality policy and include the commitment to continual improvement. Quality objectives include the ones needed by **EVEREST ENGINEERING WORKS** to meet the customer requirements for various products and services.

Ref: [Performance report. MR-F-05](#)

5.4.2

Quality Management System Planning

EVEREST ENGINEERING WORKS' top management ensures that the resources needed to achieve the quality objectives are identified and planned. The output of the planning is documented.

a) Quality planning includes:

- The processes of the quality management system, considering permissible exclusions;
- The resources needed;
- Continual improvement of the quality management system.

b) Planning ensures that change is conducted in a controlled manner and that the integrity of the quality management system is maintained during this change.

5.5

Responsibility, Authority and Communication

5.5.1

Responsibility and Authority



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 11 of 28
9001:2008	0	1 st Nov. 2011	1	

Functions and their interrelations within the organization, including responsibilities and authorities, are defined and communicated by the top management in order to facilitate effective quality management.

[Ref: Job Description Card TR-F-05](#)

5.5.2

Management Representative

EVEREST ENGINEERING WORKS' top management has appointed a member of the organization's management team who, irrespective of other responsibilities, has responsibility and authority that includes:

- Ensuring that processes of the Quality Management System are established and maintained;
- Reporting to top management on the performance of the Quality Management System, including needs for improvement; and
- Promoting awareness of customer requirements throughout the organization.

The responsibility of the management representative may include liaison with external parties on matters relating to the quality management system.

5.5.3

Internal Communication

EVEREST ENGINEERING WORKS ensures communication between its various levels and functions regarding the processes of the Quality Management System and their effectiveness.

5.6

Management Review

5.6.1

General

EVEREST ENGINEERING WORKS' top management reviews the Quality Management System, at least annually, to ensure its continuing suitability, adequacy and effectiveness.

The review evaluates the need for changes to the **EVEREST ENGINEERING WORKS** Quality Management System, including the Quality Policy and quality objectives.

5.6.2

Review Input



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 12 of 28
9001:2008	0	1 st Nov. 2011	1	

	Inputs to management review include current performance and improvement opportunities related to the following: a) Results of audits; b) Customer feedback; c) Process performance and product conformance; d) Status of preventive and corrective actions; e) Follow-up actions from prior management reviews; and f) Changes that could affect the quality management system. g) Recommendations for improvements
5.6.3	Review Output
	The outputs from the management review include actions related to: a) Improvement of the Quality Management System and its processes; b) Improvement of product related to customer requirements; and c) Resource needs. Results of management reviews are recorded.

Ref: [The flowchart \(MR –FC – 01\) for management review.](#)

Resource Management : Clause No.6

6.1	Provision of Resources
	EVEREST ENGINEERING WORKS determines and provides, in a timely manner, the resources needed: a) To implement and improve the processes of the quality management system, and b) To address customer satisfaction.
6.2	Human Resources
6.2.1	General
	Personnel who are assigned responsibilities defined in the quality management system are competent on the basis of applicable education, training, skills and experience.
6.2.2	Competence, Training and Awareness



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 13 of 28
9001:2008	0	1 st Nov. 2011	1	

EVEREST ENGINEERING WORKS :

- a) Identifies competency needs for personnel performing activities affecting conformity to product requirements;
- b) Where applicable Provide training to take other actions to achieve the necessary competence;
- c) Evaluates the effectiveness of the training provided to organization people.
- d) Ensures that its employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives; and
- e) Maintains appropriate records of education, experience, training and qualifications.

Ref: [The flowchart \(CAT – FC – 01\) for Competency awareness & training.](#)

6.3

Infrastructure

EVEREST ENGINEERING WORKS identifies, provides and maintains the facilities it needs to achieve the conformity of its product, including:

- a) Workspace & associated facilities;
- b) Equipment, hardware and software;
- c) And supporting services (such as transport, communication or information systems).

6.4

Work Environment

EVEREST ENGINEERING WORKS identifies and manages the human and physical factors of the work environment needed for **EVEREST ENGINEERING WORKS** to achieve highest standards of quality & reliability.

Product Realization: Clause No. 7

7.1

Planning of Realization Processes

Product realization is that sequence of processes and sub-processes required achieving the final outcome, which is a finished product. Planning of the realization processes is consistent with the other requirements of the **EVEREST**



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 14 of 28
9001:2008	0	1 st Nov. 2011	1	

ENGINEERING WORKS Quality Management System and is documented in a form suitable for **EVEREST ENGINEERING WORKS** method of operation.

In planning the processes for realization of product , **EVEREST ENGINEERING WORKS** determines the following, as appropriate:

- Quality objectives for the product, project or contract;
- The need to establish processes and documents, and to provide resources and facilities specific to the product;
- Required verification, validation monitoring, measurement, inspection and test activities specific to the product and criteria for product acceptance.

The records those are necessary to provide confidence of conformity of the processes and resulting product.

Ref: [Flow Chart \(DC – FC – 01 \) for Document Control.](#)

7.2 Customer-Related Processes

7.2.1 Determination of requirements related to the product.

EVEREST ENGINEERING WORKS determines customer requirements including:

- Product requirements based on the data provided by the customer.
- Product requirements not specified by the customer but necessary as an integral part of the product design.
- Obligations applicable to product, including regulatory and legal requirements.
- Any additional requirements considered necessary by the **EVEREST ENGINEERING WORKS**.

Ref: [The flowchart \(CR – FC – 01\) for contract review.](#)

7.2.2 Review of requirements related to the product.

EVEREST ENGINEERING WORKS reviews the identified customer requirements together with additional requirements determined by the organization for product development, execution, manufacturing, checking and after sales support.

This review is conducted prior to the commitment to supply a



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 15 of 28
9001:2008	0	1 st Nov. 2011	1	

product to the customer (e.g. submission of a tender, acceptance of a contract or order) and ensure that:

- a) Product requirements are defined;
- b) Where the customer provides no documented statement of requirement, the customer requirements are confirmed before acceptance;
- c) Contract or order requirements differing from those previously expressed (e.g. in a tender or quotation) are resolved; and
- d) The organization has the ability to meet defined requirements.

The results of the review and subsequent follow-up actions are recorded by **EVEREST ENGINEERING WORKS**.

Where the product requirements are changed, **EVEREST ENGINEERING WORKS** ensures that relevant documentation is amended. **EVEREST ENGINEERING WORKS** ensures that relevant personnel are made aware of the changed requirements.

Ref: [The flowchart \(CR – FC – 01\) for contract review.](#)

7.2.3 Customer Communication

EVEREST ENGINEERING WORKS identifies and implements arrangements for communication with customers relating to:

- a) Product information;
- b) Inquiries, contracts or order handling, including amendments;

Customer feedback, including customer complaints.

Ref: [The flowchart \(CR –FC-01\) for contract review.](#)
[The flowchart \(CAPA – FC – 01\) for corrective & preventive action plan.](#)
[The flowchart \(CUSUP – FC – 01\) for customer satisfaction survey.](#)

7.3 Design & Development



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 16 of 28
9001:2008	0	1 st Nov. 2011	1	

	N.A.
7.3.1	Design and Development Planning
	N.A.
7.3.2	Design and Development Inputs
	N.A.
7.3.3	Design and Development Outputs
	N.A.
7.3.4	Design and Development Review
	N.A.
7.3.5	Design and Development Verification
	N.A.
7.3.6	Design and Development Validation
	N.A.
7.3.7	Control of Design and Development Changes
	N.A.
7.4	Purchasing
7.4.1	Purchasing Process
	<p>EVEREST ENGINEERING WORKS controls its purchasing processes to ensure that the material & services conform to the specified requirements. The type and extent of control is dependent upon the effect on subsequent realization processes and their output.</p> <p>EVEREST ENGINEERING WORKS evaluates and selects service providers based on their ability to supply product in accordance with the established requirements. The Criteria for selection, evaluation re-evaluation are defined. The results of evaluations and follow-up actions are recorded by EVEREST ENGINEERING WORKS.</p>
Ref:	The flowchart (PUR –FC – 01) for purchase.
7.4.2	Purchasing Information
	<p>Purchasing documents contain information describing the product or service to be purchased, including where appropriate:</p> <p>a) Requirements for approval of the product, procedure,</p>



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 17 of 28
9001:2008	0	1 st Nov. 2011	1	

processes and equipment.

b) Requirements for qualification of Personnel; or

c) Quality Management System requirements.

EVEREST ENGINEERING WORKS ensures the adequacy of specified requirements contained in the purchasing documents prior to their release.

[Ref: The Flow Chart \(SSA – FC – 01\) for Supplier & sub contractor assessment.](#)

7.4.3

Verification of Purchased Material.

EVEREST ENGINEERING WORKS identifies and implements the activities necessary for verification of purchased product. Where **EVEREST ENGINEERING WORKS** or its customer proposes to perform verification activities at the supplier's premises, **EVEREST ENGINEERING WORKS** specifies the intended verification arrangements and method of release in the purchasing information.

[Ref: The Flow Chart \(SSA- FC – 01\) for supplier & sub contractor assessment](#)

7.5

Production and Service Operations

7.5.1

Control of Production and Service Provision

EVEREST ENGINEERING WORKS controls Production/Service operations through:

- The availability of information that specifies the characteristics of their product;
- Where necessary, the availability of work instructions;
- The use and maintenance of suitable equipment for product operations;
- The availability and use of monitoring and measuring equipment;
- The implementation of monitoring and measurement ;
- The implementation of product release, delivery and applicable post-delivery activities.

[Ref: The Flow Chart \(PC – FC – 01\) for process control.](#)



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 18 of 28
9001:2008	0	1 st Nov. 2011	1	

7.5.2	Validation of Process for Production and Service Provision : N.A.
Ref. :	N.A.
7.5.3	Identification and Traceability EVEREST ENGINEERING WORKS identifies, where appropriate, their products by suitable means throughout product operations. EVEREST ENGINEERING WORKS identifies the status of their products with respect to measurement requirements throughout product realization. EVEREST ENGINEERING WORKS controls and records the unique identification of their products, where traceability is a requirement.
Ref.	Product identification Tag.
7.5.4	Customer Property EVEREST ENGINEERING WORKS exercises care with customer property while it is under EVEREST ENGINEERING WORKS control or being used by EVEREST ENGINEERING WORKS marks/ identifies, verifies, protects and maintains customer property provided EVEREST ENGINEERING WORKS for use or incorporation into its product. The information given by the customer is treated with respect and care. And is not disclosed in any third party or unauthorized person. The occurrence of any customer property that is lost damaged or otherwise found to be unsuitable for use is recoded EVEREST ENGINEERING WORKS and reported to the customer.
Ref:	Customer Property Register MKT-F-08
7.5.5	Preservation of Product EVEREST ENGINEERING WORKS preserves product curing internal processing and delivery to the intended destination in



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 19 of 28
9001:2008	0	1 st Nov. 2011	1	

order to maintain conformity to requirements. As applicable preservation includes identification, handling, packaging, storage and protection preservation also apply to constituent parts of a product.

Ref: Control of product (Inspection reports),
Identification & tractability (Tag / Product code no. / Color code),
Handling, packaging, storage, protection and delivery (store slip / dispatch register)

7.6

Control of Measuring and Monitoring Equipment

EVEREST ENGINEERING WORKS shall determine the monitoring and measurement to undertaken and the monitoring and measuring equipments needed to provide evidence of conformity of product to determined requirements. **EVEREST ENGINEERING WORKS** shall establish processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment shall

- a. Be calibrated or verified or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis uses for calibration or verification shall be recorded (see 4.2.4);
- b. Be adjusted or re-adjusted as necessary.
- c. Have identification in order to determine its calibration status;
- d. Be safeguarded from adjustments that would invalidate the measurement result;
- e. Be protected from damage and deterioration during handling, maintenance and storage.

In addition, the **EVEREST ENGINEERING WORKS** shall assess and record the validity of the previous measuring



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 20 of 28
9001:2008	0	1 st Nov. 2011	1	

results when the equipment is found not to conform to requirements.

The **EVEREST ENGINEERING WORKS** shall take appropriate action on the equipment and any product affected. Records of the results of calibration and verification shall be maintained (see 4.2.4).

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application shall be verified. This shall be undertaken prior to initial use and reconfirmed as necessary.

Ref: [Flow Chart \(CAL – FC - 01\) for calibration.](#)

Measurement, Analysis, Improvement: Clause No. 8

8.1

General

EVEREST ENGINEERING WORKS defines plans and implements monitoring, measurement, analysis and improvement processes needed.

- To demonstrate conformity to product requirements,
- To ensure conformity of the quality management system,
- To continual improve the effectiveness of the quality management system.

This includes the determination of the need for, and use of, Applicable methodologies including statistical techniques.

8.2

Monitoring and Measurement

8.2.1

Customer Satisfaction

EVEREST ENGINEERING WORKS monitors information on customer satisfaction and/or dissatisfaction as one of the measurements of performance of the quality management system. The methodologies for obtaining and using this information are determined.

Ref: [The flow chart \(CUSUP – FC – 01\) for Customer Satisfaction Survey.](#)

8.2.2

Internal Audit

EVEREST ENGINEERING WORKS conducts periodic internal audits to determine whether the quality management system:

- Conforms to the requirements of this International Standard;



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 21 of 28
9001:2008	0	1 st Nov. 2011	1	

b) Has been effectively implemented and maintained.

EVEREST ENGINEERING WORKS plans the audit program taking into consideration the status and importance of the activities and areas to be audited as well as the results of previous audits.

The audit scope, frequency and methodologies are defined. Personnel other than those who perform the activity being audited conduct audits.

EVEREST ENGINEERING WORKS defines the responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records in a documented procedure.

Follow-up actions include the verification of the implementation of corrective action, and the reporting of verification results.

Ref: [The flow chart \(IA – FC – 01\) for Internal Audit](#)

8.2.3

MONITORING AND MEASUREMENT OF PROCESSES

EVEREST ENGINEERING WORKS applies suitable methods for measurement and monitoring of those realization processes necessary to meet customer requirements.

These methods confirm the continuing ability of each process to satisfy its intended purpose. When planned results are not achieved, correction and corrective action is taken, as appropriate.

Note : When determining suitable methods, it is advisable that the organization consider the type of extent of monitoring of measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and on the quality management system.

Ref:

[The relevant realization processes/ procedures documents indicate appropriate monitoring and measurement activity.](#)



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 22 of 28
9001:2008	0	1 st Nov. 2011	1	

8.2.4

MONITORING AND MEASUREMENT OF PRODUCT

EVEREST ENGINEERING WORKS measures and monitors the characteristics of its product to verify that requirements for the product are met. This is carried out at appropriate stages of the product realization process. Evidence of nonconformity with the acceptance criteria is documented.

Records indicate the authority responsible for testing of the product & final authorization of test report.

Product delivery does not proceed until all the specified activities have been satisfactorily completed, unless otherwise approved by the relevant authority / customer in writing.

[Ref: The flow chart \(QC – FC -01\) for Quality Control](#)

8.3

CONTROL OF NONCONFORMING PRODUCT

EVEREST ENGINEERING WORKS ensures that the Product that does not conform to requirements is identified and controlled to prevent unintended use or delivery.

EVEREST ENGINEERING WORKS defines the controls and related responsibilities and authorities for dealing with non-conforming product in a documented procedure.

The **EVEREST ENGINEERING WORKS** deals with a 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 a relevant authority and where applicable, by the customer;
- c) By taking action to preclude its original intended use or application.
- d) By taking action appropriate to the effects, or potential effects, of the nonconforming product is detected after delivery or use has started;

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, shall be



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 23 of 28
9001:2008	0	1 st Nov. 2011	1	

maintained.

Nonconforming product may be corrected and subject to re-verification after correction to demonstrate conformity.

It may be required that the proposed rectification of nonconforming product be reported for concession to the customer, the end-user, regulatory body or other body.

[Ref: The flow chart \(NCM-FC-01\) for Non Conforming Material/Product / Process.](#)

8.4

ANALYSIS OF DATA

EVEREST ENGINEERING WORKS determines and collects appropriate data to demonstrate the suitability and effectiveness of the quality management system. It then analyses and evaluates them for deciding the continual improvement of the system. The data is collected at specified periodicity and the designated executives provide the same to Management Representative. The data is compiled and trend graphs are made by Management Representative to indicate the comparison.

This data is analyzed and reviewed quarterly by the Proprietor to decide the further improvements.

The "Analysis of Data" includes:

The data generated as a result of product / process monitoring and measurement in the organization;

The Data collected from other relevant sources, e.g., Bench Marking Data from relevant associations or from the customers.

During the Management Review, the data is analyzed as a minimum for focusing the information relating to :

Customer satisfaction

Conformance to product requirements,

Characteristics and their trends in processes and of products

Opportunities for preventive action,



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 24 of 28
9001:2008	0	1 st Nov. 2011	1	

On time delivery,
Suppliers Data who provide the materials and services.

[Ref: Flow chart \(AOD – FC- 01\) for Analysis of Data.](#)

8.5

IMPROVEMENT

8.5.1

CONTINUAL IMPROVEMENT

EVEREST ENGINEERING WORKS plans and manages the processes necessary for the continual improvement of the Quality Management System.

EVEREST ENGINEERING WORKS facilitates the continual improvement of the Quality Management System through the use of the quality policy, objectives, audit results, analysis of data, corrective and preventive action and management review.

[Ref: Organization Performance Report MR-F-05.](#)

8.5.2

CORRECTIVE ACTION

EVEREST ENGINEERING WORKS takes corrective action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective action is appropriate to the impact of the problems encountered.

Quality Procedure, Corrective Action plan of **EVEREST ENGINEERING WORKS** defines requirements for:

- Identifying nonconformities (including customer complaints);
- Determining the causes of nonconformity;
- Evaluating the need for actions to ensure that nonconformities do not recur;
- Determining and implementing the corrective action needed;
- Recording results of action taken; and
- Reviewing of corrective action taken.

[Ref: The flow chart \(CAPA –FC- 01\) for Corrective and Preventive action.](#)

8.5.3

PREVENTIVE ACTION



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 25 of 28
9001:2008	0	1 st Nov. 2011	1	

EVEREST ENGINEERING WORKS identifies preventive action to eliminate the causes of potential nonconformities to prevent occurrence. Preventive actions taken are appropriate to the impact of the potential problems.

EVEREST ENGINEERING WORKS Quality Procedure for Preventive Action defines requirements for:

- a) Identifying potential nonconformities and their causes;
- b) Evaluating the need for action to prevent occurrence of nonconformities;
- c) Determining and ensuring the implementation of preventive action needed;
- d) Recording results of action taken; and
- e) Reviewing the effectiveness of the preventive action taken.

[Ref: The flow chart \(CAPA – FC – 01\) for Corrective and Preventive Action.](#)



Everest Engineering Works

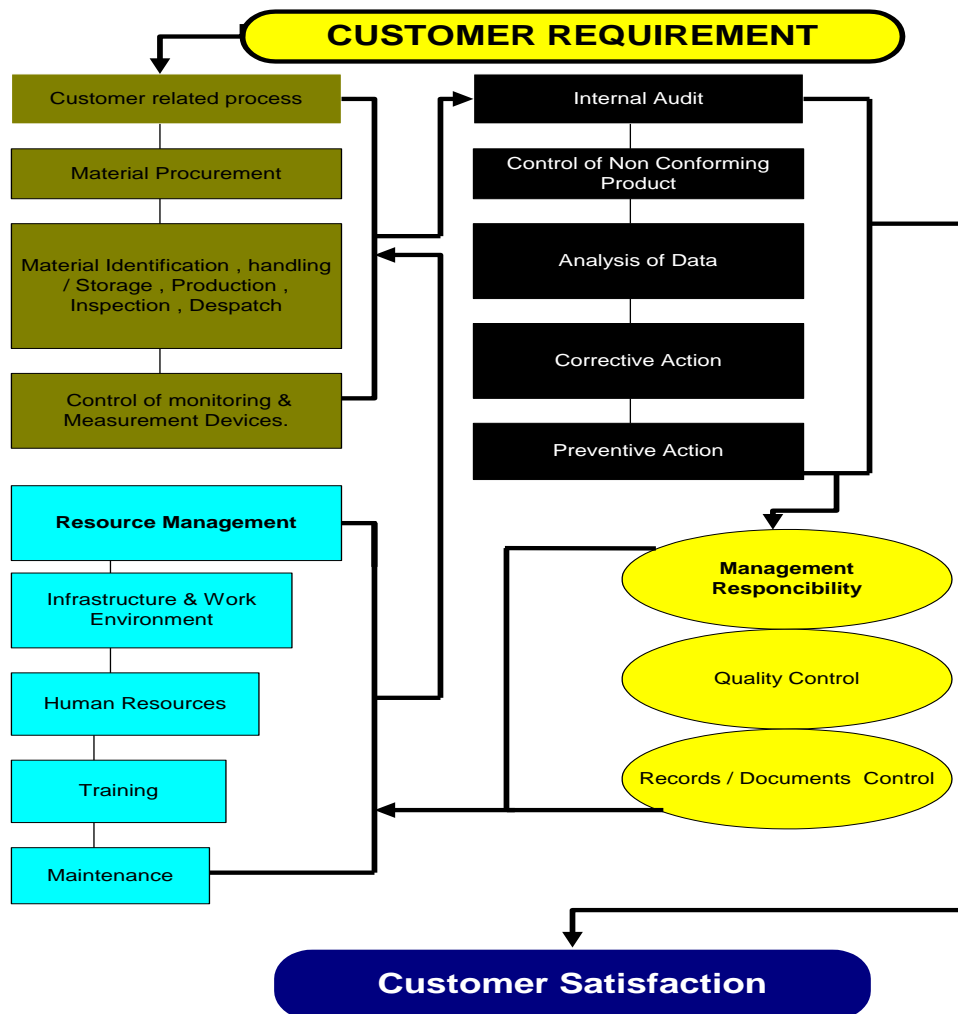
ISO	REVISION	DATE	ISSUE	Page 26 of 28
9001:2008	0	1 st Nov. 2011	1	



Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 27 of 28
9001:2008	0	1 st Nov. 2011	1	

Annex: I Interaction of Processes





Everest Engineering Works

ISO	REVISION	DATE	ISSUE	Page 28 of 28
9001:2008	0	1 st Nov. 2011	1	

Annexure : 2 Organization Chart

