

MAS GroupTM
Mitigating Risk

Quality Manual

ISO 9001 : 2015

QUALITY MANAGEMENT SYSTEM

MAS Marine Services (India) Pvt. Ltd.

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Sr. No:	Section No:	Nature of Change with Necessary Justification	Rev. Date	Issue No:	Rev. No:
01.	All	Modified to comply with ISO 9001: 2015 standard.	01.01.2018	04	00

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APPROVED BY: _____ (CEO)

0.01 FOREWORD :

MAS Marine Services (India) Pvt. Ltd was incorporated in the year 1997 in India and we render a comprehensive set of Cargo & Marine Inspection Services.

The company operates a testing laboratory at Jamnagar which provides support to the group in testing and analysis of samples. The laboratory is headed by an independent person ensuring freedom of expression.

Value added services and consistency in approach has helped MAS Group grow in the due course of time and has added a list of satisfied clients to its credit. The clientage includes public sectors, large and small private companies, shipping companies, importers, exporters and third party inspectors.

In our endeavor to enhance the effectiveness of our system the company has decided to implement ISO 9001:2015 International Standard for Quality Management System.

It is our intention to streamline our internal processes and thus to continuously increase our corporate quality. These endeavours are given expression in the form of a clearly formulated Quality Management Documentation.

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1.0 SCOPE :

This manual and all subsequent processes are applicable for MAS Marine Services (I) Pvt. Ltd. and cover our full scope of services.

The manual shall serve as guideline for all activities within the company and for interaction with our business partners and stakeholders.

- This is the Apex Manual and covers the requirements of the International Standard–ISO 9001:2015.
- It outlines the structure and general principles of operations. The Quality Policy & Quality Objectives are documented here along with other requirements of the standard.
- References to detailed procedures and processes are given in this manual. Where separate Procedures or Process Charts are not required, references to records are indicated.

2.0 NORMATIVE REFERENCES:

All documented information or regulations referred to in this manual, are in line with the guidelines of ISO 9001:2015.

3.0 TERMS AND DEFINITIONS:

The terms and definitions given in ISO 9000:2015 apply for this Manual and all related documented information. They are based on gender equality. Whenever reference is made to "he" / "his" or any male title for profession, task or duty description, this is to be understood and read as synonymous for "he or she", "his or her", or the respective female title.

The product anywhere used in the manual refers to the one or a particular set of services.

The following abbreviations have been used in the manual :

Sr. No.	Abbreviation	Explanation/Definition
1	QMS	Quality Management System
2	MR	Management Representative
3	Doc. No:	Document Number
4	Rev	Revision
5	ED	Effective Date
6	CEO	Chief Executive Officer
7	WI	Work Instruction
8	PC	Process Controls
9	CHT	Process Chart
10	FRM	Forms & Formats

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APPROVED BY: _____ (CEO)

4.0 CONTEXT OF THE ORGANIZATION

4.1 UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT

MAS Marine Services (India) Pvt. Ltd. is an independent third party inspection agency rendering comprehensive set of services in UAE, India, Sri Lanka, Maldives and Singapore with the help of own offices and associates.

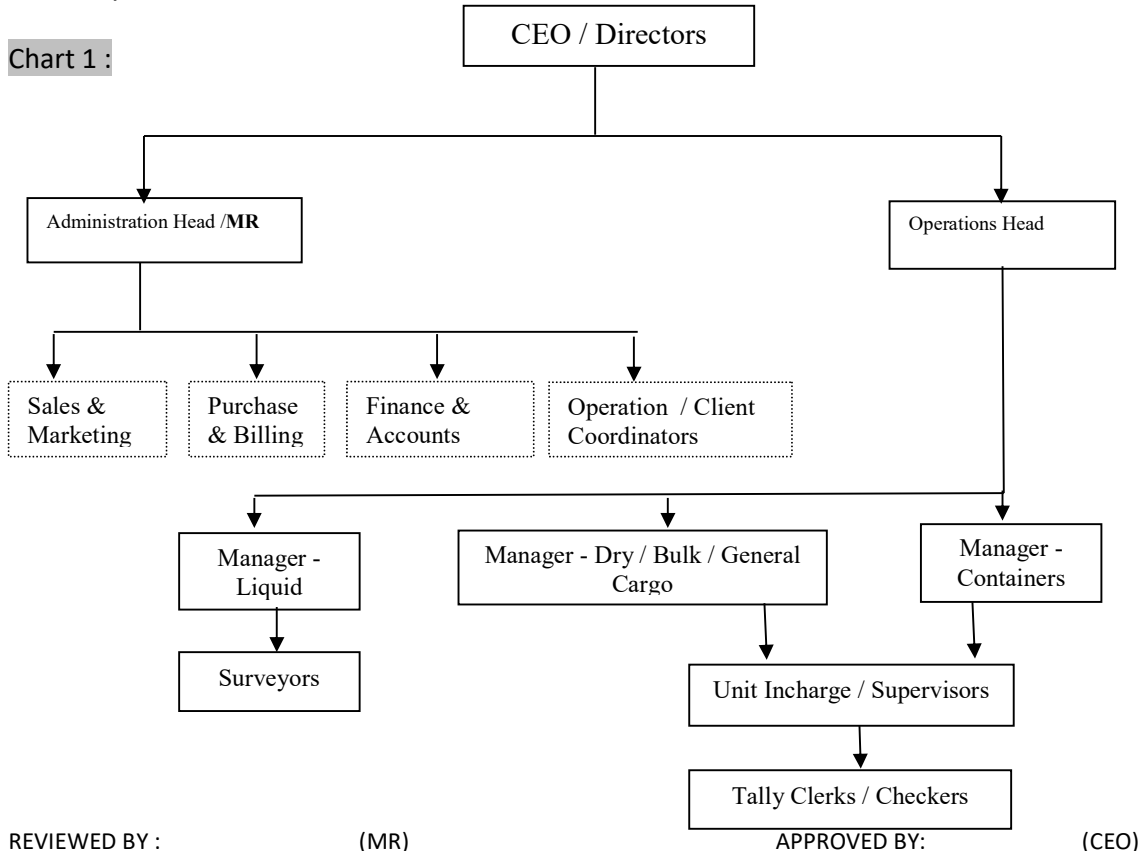
The company is one of the leading independent inspection agency in India rendering services to some of prestigious players in the industry for various cargo viz : Agri products, finished steel goods, coal, coke, cement & clinker, petroleum and edible oil, project cargo, machinery, automobiles etc, apart from comprehensive container inspections.

MAS Marine Services was incorporated in the year 1997 in India and we render a comprehensive set of Cargo & Marine Inspection Services. Our core team of Port Captains, Marine Engineers, Surveyors & Inspectors who are members of the International Institute of Marine Surveyors, (IIMS) UK and IICL ensure a customer centric mode of service and compliance to the relevant standards.

The fields that we cater to for the container industry are : Containerized cargo, Container on hire / off hire / IICL surveys, terminal operations, and services to container Freight Stations.

The organogram followed in MAS Marine Services (India) Pvt. Ltd is as per the following hierarchy:

Chart 1 :



4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

Due to this context and related requirements, different stakeholders can be defined, which have a major influence on our activities. An evaluation of internal and external stakeholders, as well as assessment of their expectation is done within the yearly Management Review. We have categorized our stakeholders as follows

4.2.1 Internal Stake Holders

- Shareholder
- Management
- Employees

The expectations of the internal stake holders are primarily assessed and based on the following parameters :

Stake Holders	Parameters
Shareholders	Revenue and yearly profits
Management	Revenue, yearly profits, geographical expanse, goodwill, service area expansion, ratio of satisfied clients
Employees	Yearly appraisals, financial security(on personal occasions viz : Loans for marriage, child education, housing etc), medical facilities, conveyance

4.2.2 External Stake Holders

- Clients
- Finance Agencies
- Banks
- Government
- Tax authorities
- Competitors.

Stake Holders	Parameters
Clients	Best services at reasonable rates, indemnification against risks and liabilities
Finance Agencies	Capital investments and returns
Banks	Turnovers, deposits, collateral gains
Government	Job generation, compliance of statutory requirements
Tax Authorities	Timely tax payments

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4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

Our QMS covers the company as a whole and includes the interaction with our external stakeholders. Our product is to perform and execute inspection and supervision services and we do not design or develop any services on our own.

All appointments and nominations are project / term specific and implemented according to the specifications defined by our clients and there is no activity undertaken where the resultant output can be monitored or verified. The competence of people ensure that expert services are catered.

Therefore, design and development of products and services (clause 8.3) are not applicable for MAS and thus excluded from our QMS.

4.4 QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES

The goal of our QMS is to implement the quality policy and objectives within the company and to enhance our Clients' satisfaction levels. A systematic and methodical process is ensured by defining all processes that affect the services delivered to our Clients.

4.4.1 Organization of our Quality Management System

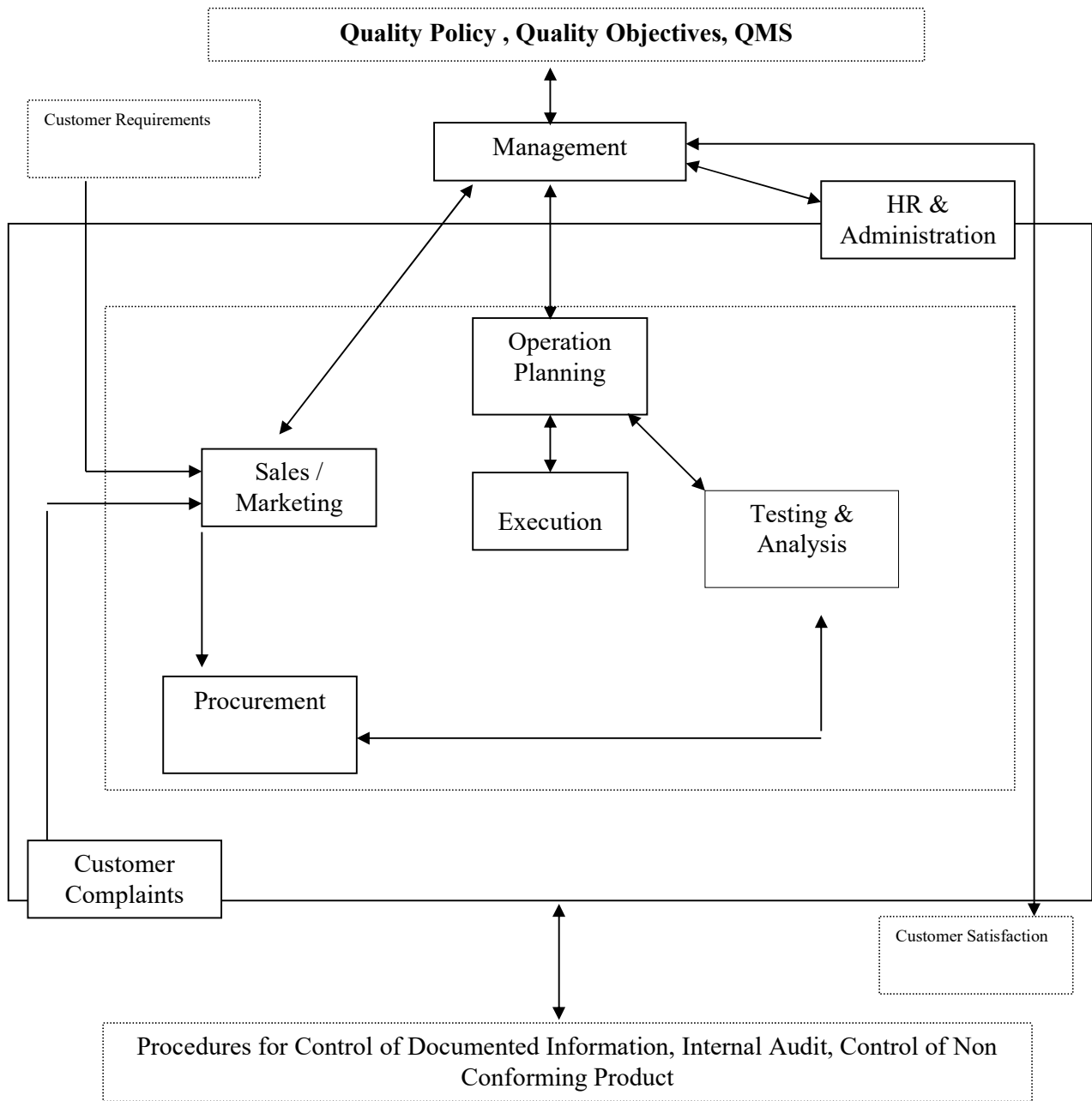
The overall responsibility for the implementation and continual improvement of the QMS remains with the management. It is supported by the Management Representative who contributes to the effectiveness of the QMS and ensures that the processes are delivering their intended outputs.

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4.4.2 Process Interaction Chart

The process map shows the interaction between our processes :



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5.0 LEADERSHIP

5.1 LEADERSHIP AND COMMITMENT

5.1.1 General

The Top Management is at the apex and takes the onus of devising the QMS in a way that ensures impartiality, independence and integrity required for the provision of its services.

Quality Management System (QMS), which guarantees that all work will be planned, controlled and supervised and that all services correspond exactly to the requirements specified by the Clients. The quality orientation of the company is exemplified by the management and our senior staff.

The management requires all employees to carry out their work in accordance with the quality regulations described in this manual and assures that

- we commit to offer professional services to our Clients
- there is no financial influence exerted on investigation and inspection results;
- any influence on investigation and inspection results by external persons or organizations is excluded;
- we are not involved with activities potentially compromising confidence in the company's independence of evaluation and its integrity concerning the inspection activities.

Compliance with the given quality policy and the quality objectives is continuously monitored by the top management and documented in the annual Management Review.

5.1.2 Customer Focus

- All customers are regularly visited and updated on the latest information in the field. The CEO makes personal visit to address requirements of clients on an ongoing basis. The organization takes care to ensure that the information received from customers is safeguarded.
- Staff is regularly trained for understanding and meeting customer requirements and counseled to promptly respond to customer needs.

5.2 POLICY

5.2.1 Establishing the Quality Policy

After having spent a reasonably fair time of 20 years servicing the industry, the company and the employees enjoy a good reputation. This motivates the management to continually improve and offer our clients the best quality service and to assure our employees attractive and secure employment with potential for further development.

The CEO defines the Quality Policy and Quality Objectives. These are given below.

- Establishing a Quality Policy,
- Setting out Quality objectives and periodically reviewing the effectiveness of the same.
- Availability of resources are consistently reviewed.
- Compliance with applicable statutory and regulatory requirements are communicated and met.

Quality Policy

“We at MAS Marine Services are committed to provide Quality Services to our Customers, in the areas of marine surveys and cargo inspections onboard as well as onshore, so as to enhance their satisfaction.

We comply with all applicable statutory and regulatory requirements and provide value for money to our clients by continually improving our processes and effectiveness of our quality management system based on ISO 9001:2015.

We respond promptly to our customers’ needs and remain focused to optimize our performance and delivering our services, on time every time.”

CEO

MAS Marine Services (India) Pvt. Ltd

Date : 1st January, 2018

5.2.2 Communicating the Quality Policy

- All employees are explained and advised on the same on joining the office or during training.
- The Quality Policy is displayed in English at prominent locations viz : reception and meeting rooms in Head Office in Gandhidham, workplaces, site and branch offices, chambers of the HODs; and it is ensured that every one understands, implements and maintains the same at all levels in the organization.
- The Quality Policy is also uploaded on the company's website and brochures for easy access and understanding to clients and concerned parties.

5.2.3 Organizational Roles, Responsibilities and Authorities

- The organogram and the hierarchy in the company has been depicted in Chart 1 (Para 4.1) in this manual and it shows the relationships between the respective functions.
- All employees are responsible for the quality of their own work and for reporting to their responsible supervisor of any conditions that are adverse to the quality of the work being produced or adverse to the satisfactory operations of the QMS.
- Personnel are responsible, and have the authority within their defined areas of control for
 - the quality of work carried out
 - initiating action to prevent the occurrence of nonconformance
 - identifying and recording quality problems
 - initiating, recommending and providing solutions to quality problems.

The Responsibilities and authorities of the personnel on the organization chart are described as below:

CEO

- Oversee functioning of the organization including all matters related to liaison, documentation and customer complaints.
- Provide for resources related to day to day operations
- Provide qualified manpower as per the requirements of the job.
- Appointment of MR.
- Overall responsibility for implementing and maintaining quality management systems.
- Liaison with Government and other offices, Banks and Customers.
- Approving quality systems and procedures.

- Review and approve requirements of customers.
- Responsible for providing adequate resources to ensure implementation of QMS.
- Approve Purchase Orders
- Review HR issues related to all functional heads.
- Training / development of employees
- Attend Management Review Meetings and guide personnel to bring about improvements.
- Maintain optimum financial status at all times, have a control on the expenses and ensure a stable and financially sound position.

MANAGEMENT REPRESENTATIVE

- To oversee the functioning of all the members mentioned in the organization chart and to ensure the implementation of quality management system in accordance with ISO 9001:2015 International Standard.
- The MR is also responsible for reporting on the performance of the QMS for Management Review to form basis for improvements in the QMS and liaison with external parties on the matters related to QMS.
- Preparation, implementation and maintenance of QMS with approval of CEO.
- Convening the Management Review Meeting at least once in three months or as and when necessary and follow up on the decisions and corrective action taken.
- To identify and address areas of non conformance and take appropriate corrective actions, and control non conformance till adequate actions are taken up.
- Convene, conduct and review Internal Quality Audits.
- Ensuring promotion of awareness of customer requirements within the organization.

ADMINISTRATION HEAD

- Oversee Marketing , Purchase and Accounts functions
- Respond to Customers and resolve their queries
- Coordinate between Operations and Management

- Attend to customer complaints and redress issues
- Coordinate Customer requirements with Operations

OPERATION HEAD / Managers (Respective Departments)

- Oversee all operations undertaken through-out the country.
- Understand and make operational plans for the jobs to be executed.
- Ensure operations being undertaken strictly in accordance with customers' instructions, requirements, applicable statutory and regulatory requirements and related work.
- Entrust the jobs to personnel, as per the relevant efficiency and knowledge of the personnel and to ensure that their scope is very clear to them
- To ensure, that no mishaps occur throughout the work being undertaken due to the lack of knowledge and efficiency of down-the-line employees responsible for the relevant job.
- To ensure proper, accurate and timely feedback and / or daily status to the concerned departments for further intimation to clients.
- Ensure timely completion of jobs, as far as undertaken in our scope (except for unavoidable circumstances created by some other parties)

SURVEYOR

- Responsible for carrying out marine surveys
- Ensure timely completion and accuracy in survey reports
- Report all non conformances and deviation to operations head.
- Carry out instructions given by CEO / Operations Head

Unit Incharge / Supervisors

- Carry out all instructions given by Operations Head
- Supervise day to day work of tally clerks / checkers
- Report status of activities on daily basis to Operations Head

TALY CLERKS

- Supervise Loading / Unloading Operations
- Report to Field officer on job status
- Execute instructions of Unit Incharge / Supervisors

6.0 PLANNING

6.1 ACTIONS TO ADDRESS RISK AND OPPORTUNITIES

The management of risks is an integral part of MAS's business management and internal control framework. The aim is to enable the achievement of the strategic and financial objectives and targets in a controlled manner.

As an on-going controlled process it is closely tied to our business processes. All risks are categorized and the clear focus has been set on proactive preventive and protective measures and actions. In case of materialized risks, decisive and structured actions are taken and followed up.

Risks that cannot be prevented or mitigated at all or only with an unreasonably big effort, or risks, that we cannot influence on are excluded from our risk management. This includes risks such as wars, government policies, global recession or epidemics.

Opportunities for development are identified on a regular basis either through internet based tender services or through information "from the field". This includes the direct approach by the Client or business partners (quite often due to outstanding reputation), an active search by managers on-site or by management staff during acquisition trips.

Reference: FRM/QM/ 3 – RISK REGISTER

6.2 QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM

It is our objective to retain and strengthen its position among the top independent inspection agencies. Offering a full range of services for sustainability and growth is inevitable for our business. Open and competently managed communications in compliance with the regulatory requirements are essential for our credibility and success. At the same time, the confidentiality of the business and trade secrets entrusted by the Clients must be guaranteed.

We have set some important parameters as the major objectives as under :

Objective	Measuring parameter	Process /Location	Status FROM	Target TO	Time Frame	Methodology	Responsibility
Enhance Business Performance	Conversion ratio of Enquiry to Order	Marketing / Administration	Approx 40%	70%	March 2019	Regular follow-ups of enquiry Timely response to Queries	CEO
Customer Complaints	No: of Complaints	Marketing / Administration	Data not available	Establish Data Base	March 2018	Identify areas of complaint and take immediate corrective actions	Administration / Operations

Customer Satisfaction	Rating of Customer Feedback	Marketing / Administration	Mar 2017	To have an 'A' grade on all parameters	Every quarter of the year	Send Feed Back forms and follow-up for response	Marketing / Administration
Reduce errors in reporting	Number of incidences	Operations / Administration	Not more than 10 in a year	NIL	Every year	Counsel errors and rectify immediately Verify documents before sending to concerned parties	All functions
Increase revenue	Invoiced Value	Management	9 crores	15 crores	March 2019	Focus on new customers and improve conversion ratio	Marketing / CEO

Reference: QM/FRM-10 – Objective Monitoring Sheet

6.3 PLANNING OF CHANGES

Quality objectives are revised and redefined – if necessary - during the regular management meetings. All employees are informed at regular intervals about the prevailing situation of the company and the status of individual projects / client's business volumes through staff information meetings.

The status and the efficiency of the QMS are reviewed by preparing the Management Review. Based on the Review, measures are defined and objectives are set for ensuring continual improvement. Management Reviews are prepared once every six months.

- The ongoing suitability and effectiveness of the Quality System and implementation of the Quality Policy are reviewed at the Management Review meeting conducted at least once in six months or at planned frequency as per requirements .
- The CEO calls for a meeting once in every month to review the progress of Activities related to business.
- Minutes of Management Review Meetings are maintained as records every Three months, for the effectiveness of Quality Management System.

Reference: FRM/QM/ 1 – Minutes of Meeting

7.0 SUPPORT

7.1 RESOURCES

7.1.1 General

Resource requirements are identified on an ongoing basis as required to maintain the Quality Management System and meet Customer requirements and applicable statutory and regulatory requirements.

Specific resources if required for meeting the above requirements are reviewed in the Management Meetings to enhance customer satisfaction.

Adequacy of resources are reviewed during Management Review Meetings, Customer Complaints, Internal Quality Audits.

7.1.2 People

In the cargo and marine inspection business, competent and skilled employees are the backbone of the company's competitiveness and the success of a project substantially depends on the personality and competence of the project staff.

We pay high attention to the selection of its employees. Apart from technical knowledge and expertise, the ability of staff to organize and communicate is of main interest.

The CEO has the responsibility to ensure all identified activities for services to customers are provided in an effective manner; which implies that he is responsible for ensuring the right people and the right strength deployed for the project.

- Where additional staff / training is required due to changes in the regulations / requirements the same are identified and provided.
- The effectiveness of such training is reviewed periodically during the regular operations.
- Appropriate measures are taken to keep synergy with the Quality Objectives.
- Periodicals and Journals are referred regularly to be in touch with the market and regulatory requirements.
- Records of training and seminars attended are maintained.

7.1.3 Infrastructure

The office space, IT infrastructure including hardware and software as well as information and communication technology (conference facilities, group chats for relay of prompt / real time information) are continually brought up-to-date according to requirements needed for the daily business.

- The organization maintains necessary facilities like phone, fax and email to be used in the premises and work sites.
- Identified equipment are given on Annuals Maintenance Contracts.

7.1.4 Environment for the operation of processes

Variable working hours and part-time agreements offer flexibility to realize given tasks.

For travelers adequate assistance is extended in the form of comfortable conveyance facility, outstation lodging and boarding allowances.

Special loans and assistance for employees' special / emergency occasions such as marriage, house purchase, medical urgency of employee or family members.

Special provisions are made for employees based on seasonal changes, viz : juices / water based nutritional supplements provided in summers.

Personal Protective Equipment in form of safety shoes, safety vests, overalls / boilersuits, winter jackets, raincoats, goggles, masks, gloves are provided to employees.

Sufficient conveyance facilities have been provided in the form of buses, cars and bikes.

Adequate measures are implemented to maintain suitable working conditions.

Continuous attention is given to housekeeping and removal of waste from work areas.

CEO meets the staff frequently to keep them motivated and customer oriented.

7.1.5 Monitoring & Measuring resources

As on date no such devices are used for monitoring and measurement that need to be periodically verified.

7.1.6 Organizational Knowledge

We have been in the business for 21 years and have acquired the organizational knowledge that is necessary to manage and execute our processes and to ensure conformity of our services.

The knowledge is based on internal (intellectual property, lessons learned, best practices and external resources. The knowledge is being maintained and made accessible to all employees through training sessions and literature in the form of SOPs and Work Instructions.

7.2 COMPETENCE

Project success substantially depends on the personality and competence of the project staff. We pay high attention to the selection of employees. Apart from technical knowledge and expertise, the ability of staff to organize and communicate, as well as proficiency in the locally used language is of main interest.

It is our intent to promote the employee in his specific and interdisciplinary qualification. In addition to the knowledge that has been acquired in the scope of the professional education and experience, a constant and additional training is required to meet the continually changing requirements. The need for training is defined and it assures proper documentation of training measures performed is maintained.

Reference: CHT-1/FRM-04 – Competence Matrix
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7.3 AWARENESS

Efforts are made to inculcate in the employees the respect for QMS and to perform their activities in accordance with our quality policy, quality objectives and the documented management system and stipulated quality standards.

Regular interactive sessions on the quality management system and selected processes ensure awareness of our quality processes and objectives. In the case of nonconformities stated during internal audits measures are taken and followed-up.

7.4 COMMUNICATION

MR is responsible to communicate any modifications or addition of the policies to the team. In the event of any such change or modification, it is ensured that all concerned employees are communicated effectively through meetings, interactive sessions and emails.

In case if there is some change which also impacts the clients, it is communicated to the clients well in time through emails or personal meetings.

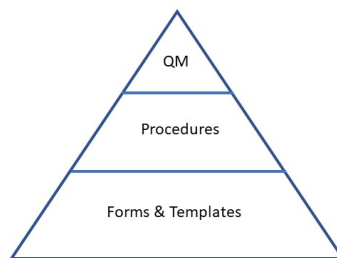
Communication with clients is only carried out by the HOD or MR basis the case and situation.

7.5 DOCUMENTED INFORMATION

7.5.1 General

Our documented information is based on our processes. Quality management processes comprise mainly the tasks of quality management that define the framework of the company's activities and guarantee a continual improvement of the organization. Core processes describe the complete project cycle and thus constitute essential contributions to Client satisfaction. Support processes provide the prerequisites and the necessary resources for smooth progress of the core and management processes.

The Structure of our documentation is as per the below figure :



The Procedures and Forms are included in the Operations Manual.

7.5.2 Creating and Updating

We have committed to the fact that the documented information

- is correct and complete,
- is valid and up-to-date,
- meets all internal requirements,
- that clear regulations will be applied

All quality management documents are clearly marked and identifiable and all employees have access to the currently valid versions.

The Operations managers and concerns are free to monitor each process and the related forms and documents and - with assistance of the MR – to prepare revisions – if necessary.

Reference: QM/FRM-12 – Amendment and Circulation Register

7.5.3 Control of Documented Information

Ample efforts are put in to ensure that the current version of the documented Procedures and Forms are in use. The prevailing versions are circulated to all concerns through emails.

The Procedures and Forms are maintained in identifiable and traceable formats. The revision numbers are mentioned of the formats. The obsolete versions are ensured discarded and not is use.

8.0 OPERATIONS

8.1 OPERATIONS PLANNING AND CONTROL

It is ensured that the basic requirements of executing the operations are in place and planned well in advance to cater to smooth execution :

To ensure this we have done the following :

- Set up supplier accounts / vendor list
- Purchase Stock
- Ensure staff have correct skills and understanding of the job in hand
- Purchase tools & vehicles
- Ensure sufficient staff strength
- Suppliers and providers of any outsourced processes are evaluated and selected on the basis of their ability to provide the products / services required based on
 - certification to ISO 9001 : 2015
 - approved by classification societies or other government and regulatory bodies
 - our past experience or of other similar organizations
- The organization only purchases stationary etc other than availing services for couriers and local transport and maintenance of equipments.
- An approved Supplier list is maintained for reference, wherein it is ensured that the major suppliers are in the GST slab and abide to the GST regulations.
- Where suppliers are selected on Annual Rate contract basis, requirements are specified through contracts.
- Reviews of Suppliers performance is done on an ongoing basis and no formal system of evaluation is required.
- The organization purchases materials like Books, Stationary, Transport and miscellaneous items as per the requirements from unregistered suppliers. The purchases of these nature is normally done for the full year hence no formal review is required. However any discrepancy in services is immediately informed .
- Purchases less than Rs.1000/- do not require a Purchase Order. Miscellaneous and emergency purchases are even done from unregistered suppliers after assuring the quality of goods services purchased conform to our specific requirements for the purpose.
- Upon receiving an enquiry from the clients, customized offer (quotation) is sent through email.

8.2 REQUIREMENTS FOR PRODUCTS AND SERVICES

8.2.1 Customer Communication

In addition to technical know-how, personal contact with our Clients is important. Therefore, we attach much importance to the personal integrity of our project team and their ability to communicate. This competence allows us to better serve our Clients and to meet their specific requirements.

- During the complete project term a close communication is maintained, through regular Clients visits or e.g. by conducting Client interviews at suitable intervals.
- Additionally and on a regular basis, our website informs about services and new activities. Brochures and reference lists present updated information on latest projects.
- The organization has established a system to continually monitor the information required by the customer and meet customers requirements. Review Meetings are taken with Customers every 3 months or case to case basis and immediate action is taken on any issues affecting the performance.
- Customers perception is reviewed for service requirements and communicated through letters or during visits at what frequency
- Feedback forms are used and sent to customers every 3 months or 6 months to know the level of customers satisfaction in various aspects.

Reference: QM/ FRM- 4 Customer Feed Back Form

8.2.2 Determining the requirements for the products and services

As a third party independent inspection agency, it is required that we have a valid status in the form of a company. We abide to the prevailing rules and regulations as defined by the Government of India :

- We are registered as a Private Limited company as per the 1956 Companies Act.
- We have a valid Shop and Establishment License wherever we have a presence / branch.
- We abide to all statutory regulations applicable to the company Viz : GST, Income Tax, EPF, Professional Tax.

8.2.3 Review of the requirements for products and services

The contract documents (together with the technical proposal) contain among other the full scope of works, work schedule, staff planning, and a list of project deliverables. They are the main guidelines for the execution of the project, because all activities, tasks, duties, reports to be produced, invoices to be prepared etc. are described extensively. Risks that are likely to endanger timely project completion, being technical, financial, organizational, or compliance related shall be pointed out during the project kick off meeting. During project execution the requirements for products and services are continuously monitored based on regular project status reports.

8.2.4 Changes to requirements for products and services

Major modifications respectively additional services to contracts awarded are controlled through addenda signed with the Client.

8.3 DESIGN AND DEVELOPMENT OF PRODUCTS

Excluded: MAS is only commissioned to perform planning and supervision tasks. An independent design and development of services does not apply. All orders are specific to projects and implemented according to the specifications of the Client.

8.4 CONTROL OF EXTERNALLY PROVIDED PROCESSES< PRODUCTS AND SERVICES

8.4.1 General

To support permanent work forces and to add specific expertise, we count on the appointment of freelance experts. Relevant information on freelance experts, their experience, education and references are managed in the information system (approved Supplier List). Clear regulations have been defined for contracting experts, and outlining their duties and responsibilities.

8.4.2 Type and extent of control

The performance of freelance experts is assessed on a regular basis every assignment and the feedback from our supervising personnel and clients.

8.4.3 Information for external providers

As stated in para 8.4.1 above any kind of information on freelance experts is available through the approved Supplier list. The reporting formats and procedures which is necessary for project activities, like QM and Compliance related documents, marketing material or letter and report templates. are shared with the selected freelance experts.

8.5 PRODUCTION AND SERVICE PROVISION

8.5.1 Control of production and service provision

We have defined two core processes which describe the complete project cycle.

8.5.1.1 Preparation of PQs and proposals

The quality of a Prequalification (PQ), an Expression of Interest (EOI), a Letter of Interest (LOI), or a Proposal is of decisive importance for the possible awarding of contracts or Purchase order. Regulations on the process for the preparation of PQs and proposals and the formal design of the submitted documents have been defined.

8.5.1.2 Project execution and management

Projects are executed according to specifications stated in the contract and in internal procedures. Standardized procedures are not always possible, as projects differ widely in nature and scope. However, we have defined basic instructions as to the project phases kick-off, implementation, and completion.

8.5.2 Identification and traceability

- All samples are identified with unique identity including Cargo Name, Month and Serial Number.
- Executed orders are identified with relevant documents recorded in the vessel status.

8.5.3 Property belonging to customers or external providers

- Customer property include samples and documents submitted while availing services.
- Customer property shall be cared for while it is under the organization's control.
- Customer property is identified, verified, protected and safeguarded when under organization's control.
- Adequate care is taken to ensure that it is prevented from loss, damage or deterioration.
- Where any customer supplied property is found unsuitable the same is informed to the customer. Records of such communication is maintained.

8.5.4 Preservation

Identification

The products being services, samples and reports and they are appropriately identified as such.

Handling

Samples and reports are handled in a safe manner to protect from deterioration.

Packaging

As the organization is in the business of providing cargo and inspection services this is not directly applicable. However safe delivery of client documents is ensured.

Storage

All documents are filed properly and stored in the office in a way so as to prevent damage or deterioration likewise appropriately stored.

Periodic verifications are carried out at storage locations to ensure there is no damage during storage .

Preservation

Pest control is done in storage cabins to ensure preservation of documents..

All project results are systematically collected, filed and archived during and at the end of the project. Regulations for physical (archive) and electronic (file server) filing of project documents have been set-up and are applied throughout the whole company.

8.5.5 Post-delivery activities

Customer feedbacks is the most dominant factor in evaluation of the service levels. Hence post-delivery of the services which is based on either case to case or annual contracts, feedback is collected from customers during personal interaction and through feedback forms.

Reference: QM/ FRM- 4 Customer Feed Back Form

8.5.6 Control of changes

Major modifications respectively additional services to contracts awarded are controlled through addenda signed with the Client.

8.6 RELEASE OF PRODUCTS AND SERVICES

The project manager and the head of department have to agree on a procedure for quality control prior to submission of the first documents.

A Final check is done before the release of the reports corresponding to an assignment to ensure that the scope conducted were in line with the initial agreement and have been elaborately incorporated in the reports as is necessary.

8.7 CONTROL OF NON CONFORMING OUTPUTS

8.7.1 General

Non Conformity are addressed as Purchase Non Conformity and Service Non Conformity. Purchase Non Conformity is related to incoming Materials and services. Service Non Conformities are related to Surveys and Inspections

8.7.2 General

CEO is authorised and responsible to take action on non-conformities and advise adequate measures including acceptance under deviation.

- Non Conformance is documented and appropriate personnel advised.
- Purchase related Non conformances are returned / replaced / rectified.
- Non conformance are actioned in accordance with the agreed decision and the appropriate documentation completed.
- Adequate records are maintained to provide objective evidence that rectifications are satisfactorily completed and that re-verification has been carried out in accordance with documented procedures.

9.0 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

- The organization monitors and measures process performance by means of periodic reviews.
- The controls established are aimed at producing desired results and customer satisfaction.
- Where planned results are not achieved, appropriate corrective action are taken.
- The details of handling such process are detailed in the individual process charts.

**Reference: CHT4/FRM-1 – Hold Inspection Report
CHT-4/FRM-2 – Hose Inspection Report
CHT-4/FRM-6 – Draught survey report
CHT-4/FRM-9 – Cargo Condition Report
CHT-4/FRM- 10- Dispatch Report**

9.1.2 Customer satisfaction

We have a vital interest in the satisfaction of its Clients and monitors if the Client's requirements have been met.

Client's satisfaction is recorded systematically by means of a pre-defined questionnaire and the request for a certificate to be issued by the Client after project closure and confirming the successful completion of all services contracted.

The performance of our quality management system is monitored through the evaluation of the Client satisfaction by means of the Client interview and the number of Client certificates received. Results from internal audits and the key performance indicators are evaluated in the Management Review Meetings.

The organization has established a system to continually monitor the information required by the customer and meet customers requirements. Review Meetings are taken with Customers and immediate action is taken on any issues effecting the performance.

Customers perception is reviewed for service requirements and communicated through letters or during visits .

Feedback forms are used to know the level of customers satisfaction in various aspects.

9.1.3 Analysis and evaluation

- The organization collects and analyses determined data to demonstrate suitability and effectiveness of the Quality management system and to continually improve upon it.
- The analysis includes data for
 - customer satisfaction,
 - service conformity,
 - trends in relation to processes
 - potential non conformity
 - supplier evaluation.
- Data related to objectives are analyzed and discussed during the Review Meetings.

9.2 INTERNAL AUDIT

- Audits shall be planned, and undertaken as a means of improvement and to confirm compliance of the Quality Management System to the requirements of the Standard and, documented Procedures and Processes.
- The Audit programme is planned as per the status and importance of the processes. The Audit criteria, frequency, scope and methods are defined in the Audit Programme.
- Audits shall be undertaken by trained personnel who are independent of the function being audited
- Audit findings as recorded, are used as the main formal means of resolving problems and deficiencies detected in the QMS
- Audit findings shall be brought to the attention of the person responsible for the area audited; who shall undertake timely action, as appropriate.
- All actions taken to correct deficiencies and followup actions are carried out to verify effectiveness of the actions taken.

9.3 MANAGEMENT REVIEW

9.3.1 General

The management commits to review regularly the status and the efficiency of the quality management system by preparing a Management Review. The review is prepared twice a year and serves for continual development and improvement of our QM system.

9.3.2 Management Review inputs

The basis for the Management Review are, among others, status of actions from previous management reviews, findings resulting from audits performed, quality measures planned, status of training measures performed, a consideration of relevant stakeholders, assessment of risks and opportunities at a strategic level and the achievement of quality objectives based on key performance indicators assessed. Based on the recorded results, measures are defined and objectives are set for ensuring continuous improvement.

9.3.3 Management Review outputs

On basis of the review it will be decided on opportunities for improvement and any need for changes of our existing QM system. New targets for the following business year are established by the management.

All projects are subject to a regular control by the responsible head of department, thus ensuring that risks can be identified and eliminated at an early stage.

- The services are provided in a controlled manner and are continually being measured prior to release.
- Monthly meetings ensures review of planned results and market position.
- Records for all reviews and measurement and monitoring is maintained..

Reference: QM/FRM-10 – Objective Monitoring Sheet

10.0 IMPROVEMENT

10.1 GENERAL

The goal of our QM system is to implement and continually improve our quality processes within the company and thus to enhance our stakeholder's satisfaction levels. Processes have been defined which ensure early warnings and methods for correction. Moreover, all processes are subject to regular reviews to guarantee continual improvement

- Changes to process / documents / work instructions are reviewed with a view to study the effect of such changes on
 - Customers requirements
 - Applicable statutory and regulatory requirements
 - Quality managements system
 - our requirements
- Potential causes of non conformances are addressed by analysis of audit reports, product quality reports and customer complaints and other relevant data.
- The action needed to prevent potential problems are determined.
- Control ensures that preventive action is effective.

10.2 NON CONFORMITY AND CORRECTIVE ACTION

10.2.1 General

Project related nonconformities shall be reported on a monthly basis to the responsible head of department. The idea behind is to inform the head of department as early as possible if any major changes or deviations have occurred or are imminent with regard to change in scope of works, budget, personnel, time schedule, problems, risks and compliance issues or if major comments on any submitted reports have been received, in order to allow suitable corrective action, in time.

10.2.2 Corrective Action

- The organization ensures action to eliminate cause of non conformity in order to prevent recurrence.
- The causes of customer complaints and identified non conformity related to service provide or the quality system are investigated and recorded as required.
- Timely corrective action commensurate with risks encountered, are taken to eliminate the cause of non conformances.
- The effectiveness of such corrective actions are reviewed.
- Procedures or Processes are amended and training provided in line with outcomes of investigation related to the corrective action where appropriate.

- Complaints from customers are addressed immediately and resolved.

10.3 CONTINUAL IMPROVEMENT

- The organisation ensures continual improvement for effectiveness of the Quality management system through use of
 - Quality Policy,
 - Quality Objective
 - audit results
 - analysis of data
 - management review.
- Activities are monitored on a daily basis to ensure improvements in individual work areas.