

UNITED MUD-CHEM PVT. LTD.

Appex Manual

Title : Cover sheet

Issue number : 01
Date : 01.01.2016
Revision number : 0
Date : 01.01.2016
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Issued By : M.R.

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UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM -01 Page 1/3
Cross Ref. : ISO 9001 : 2008 Clause 4.2.3 ISO 14001 : 2004 Clause 4.4.5 BS OHSAS 18001:2007 Clause 4.4.5	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Index.	

Doc. No.	ISO 9001 2008	ISO 14001 2004	OHSAS 18001 2007	Title	Total Pages
--	---	---	---	Cover sheet	01
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AM-02	4.2.4	4.5.4	4.5.3	Revision Record	
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AM-05	1.0	4.4.4	4.4.4	Scope of Integrated Management System and Exclusions	01
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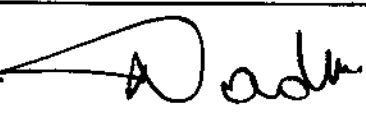

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Cross Ref. : ISO 9001 : 2008 Clause 4.2.3 ISO 14001 : 2004 Clause 4.4.5 BS OHSAS 18001:2007 Clause 4.4.5	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Index.	

Point No.	ISO 9001 2008	ISO 14001 2004	OHSAS 18001 2007	Title	Total Pages
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	7.4.3	---	---	Verification of purchased product	
AM-22				Product and Operational Control	02
	7.5.1	4.4.6	4.4.6	Control of production and service provision	
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Cross Ref. : ISO 9001 : 2008 Clause 4.2.3 ISO 14001 : 2004 Clause 4.4.5 BS OHSAS 18001:2007 Clause 4.4.5	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Index.	

Point No.	ISO 9001 2008	ISO 14001 2004	OHSAS 18001 2007	Title	Total Pages
AM-24				Measurement , Analysis and Improvement	01
	8.1	---	---	General	
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	8.2.4	---	---	Monitoring and measurement of product	
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AM-29				Continual Improvement, Incident Investigation ,Non conformity , Corrective and Preventive Action	02
	8.5.1	---	---	Continual Improvement	
	---	---	4.5.3.1	Incident Investigation	
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	8.5.2	4.5.3	4.5.3.2	Corrective action	
	8.5.3	4.5.3	4.5.3.2	Preventive action	
Approval Certificate					
This Manual is prepared and issued by Management Representative and Approved by Director on 01/01/2016					
Approved by :- 			Prepared by :- 		

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Apex Manual	Document No.: AM-02 : -Page-1/1
Cross Ref. : ISO 9001 : 2008 Clause 4.2.4 ISO 14001 : 2004 Clause 4.5.4 BS OHSAS 18001:2007 Clause 4.5.3	Issue/Rev. No.:1/ 4 Date : 17/08/2008
Title of the process : Revision Record:	

Sr. No	Section No.	Revision No.		Date	Brief description of revision	Approved by Director
		From	To			
1	All sections	---	---	01/01/2016	EHS added	
2						
3						
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Apex Manual	Document No.: AM-03 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 4.2,	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Brief History of United Mud-Chem Pvt. Ltd.	

United Mud-Chem Pvt. Ltd. formerly **United Mud Chemicals**, was established in the year 2001 primarily with the objective of supplying complete package of **mud chemicals** required by the **Drilling Fluid Industry** for oil and gas fields.

United Mud-Chem Pvt. Ltd. has created a niche for itself among the drilling fluid service companies as a reliable source for **Drilling Fluid Additives** which they require for their Mud Fluid Systems for oil and gas exploration.

United Mud-Chem Pvt. Ltd. has had a clear goal to provide our customers with the complete package of **Mud Additives** quickly, efficiently and at the same time giving clients, quality product performance at reasonable prices.

United Mud-Chem Pvt. Ltd. (UMC) was promoted by **Mr. Meraj Ahmad**, (M.Sc Geology) And **Mr. Nadeem Akhavan** (Major in International Business Marketing). The company manufactures most of the products on regular volume basis while the other products are manufactured on job work basis by giving full technical support to our principals.

UMC is a technology-driven company that has been serving the needs of **Mud Service Industry** as a reliable manufacturer and preferred supplier of **Specialty Drilling Fluid Additives** since 2001. Our business & products have been changing over time; however, our commitment to customers remains intact.

The combination of **R&D** technical service laboratory as well as manufacturing facilities enable us to be the premier **Drilling Fluid Additive** manufacturer for the service industry.

UMC is a responsible corporate citizen dedicated to the health and safety of the people and the protection of the environment.

The strength of **United Mud-Chem Pvt. Ltd.** comes from its dedicated team of qualified, trained, honest employees who work jointly at different manufacturing points and ports of loading to ensure that our customers get the best in service and quality.

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Apex Manual	Document No.: AM-05 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 1.0 ISO 14001 :2004 Clause 4.1 BS OHSAS 18001:2007 Clause 4.1	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Scope of Integrated Management System and Exclusions	

The scope of Integrated Management System of United Mud-Chem Pvt. Ltd. covers

Manufacture and Supply of Drilling Fluid Additives and specialty Oilfield Chemicals

**This covers implementation of Quality Management System ISO 9001:2008,
Environment Management System ISO 14001 :2004 and Occupational Health
And Safety Management System BS OHSAS 18001 :2007**

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Apex Manual	Document No.: AM-06 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 4.2.3 ISO 14001 : 2004 Clause 4.4.5 BS OHSAS 18001:2007 Clause 4.4.5	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Copy holder of this 'Apex Manual'	

3.1 List of controlled copy holders of this 'Apex Manual' :

Sr.No.	Copy No	Copy Holder
1	Master Copy	Management Representative
2	Soft Copy on Computer	All related Mts, Exec

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UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM-07 Page 1/5
Cross Ref. : ISO 9001 : 2008 Clause 4.1 ISO 14001 : 2004 Clause 4.1 BS OHSAS 18001:2007 Clause 4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Integrated Management System	

General Requirements :

United Mud-Chem had established, documented, implemented and maintained a Quality Management System and continually improved its effectiveness in accordance with the requirements of International Standard ISO 9001:2000/2008 since April 2006

In the of Year 2015 , Company decided to implement Environment Management System and OHSAS. It was also decided to integrate QMS, EMS and OHSAS .The Various processes needed to implement Integrated Management System have been defined in the Process Flow Chart (refer next Page) The relevent processes have been documented and are implemented to ensure the effective operations and control of these processes . The various resourses required are reviewed by management and are made available for the respective process.The relevent SOPs have been documented and displayed at respective work area.

The measuring parameters and performance criterias for various processes and system have been defined and the performance achieved are reviewed and analysed along with objectives in Management review Meeting . The necessary actions are taken to achieve the planned results and to make the required improvements.

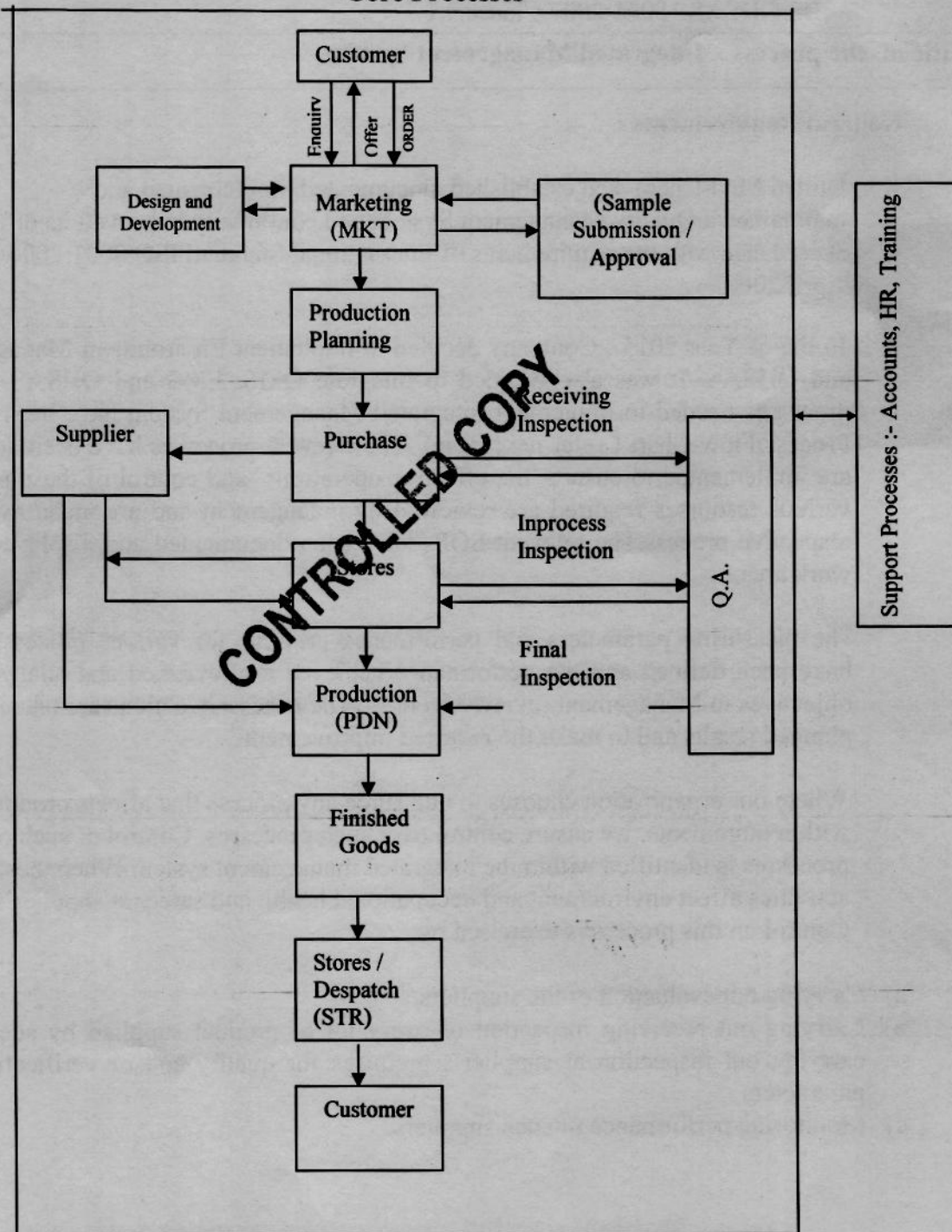
Where our organization chooses to outsource any process that affects product conformity with requirements, we ensure control over such processes. Control of such outsource processes is identified within the integrated management system. When these outsourcing activities affect environment and occupational health and safety at supplier's end. Control on this process is exercised by:

- a) Carrying out evaluation of the suppliers,
- b) Carrying out receiving inspection of every lot of product supplied by such suppliers or carrying out inspection at supplier's premises for quality and or verification of process parameters
- c) Monitoring performance of such suppliers.

Title of the process : Integrated Management System
Sequence and Interaction of the processes

**Mgmt. &
Support**

Core Processes



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Apex Manual	Document No.: AM -07 Page 3/5
Cross Ref. ISO 9001 : 2008 Clause 4.1. ISO 14001 : 2004 Clause 4.1 BS OHSAS 18001:2007 Clause 4.4.4.	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Integrated Management System	

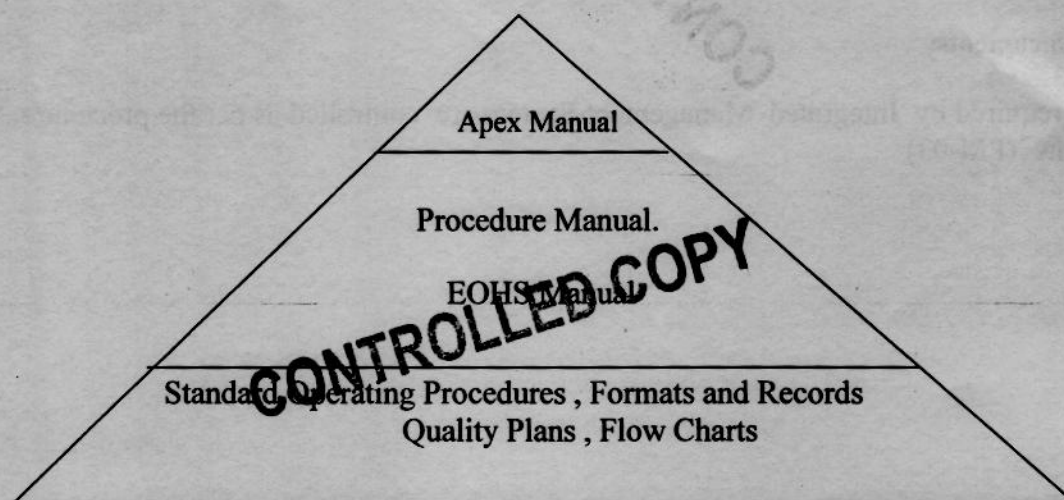
Documentation requirements

General and IMS Manual :

Our integrated management system documentation includes documented statements of a IMS policy and quality objectives, Environmental and OH&S Objectives , IMS Manual, documented procedures required by the International Standard, documents needed by the organization to ensure the effective planning, operation, Control of its processes, mitigation of Hazards and Risks and the records required by these International Standard ISO 9001:2008, ISO 14001 :2004 and BS OHSAS 18001:2007

This is covered in 'three levels', which covers the entire scope for which certification is sought. The details of each level is described below

Following is the level structure of documentaion :-



Level 1 : Apex Manual :

This includes IMS Policy, outline of the IMS Management System, , responsibilities and authorities of various personnel related to activities.

The Exclusions have been described in AM-05.

This manual contains various 'Sections', which cover the relevant requirement of QMS, EMS and OHSAS.

Each page has unique identification stating :

1. Latest Issue No. / Rev No and Date
2. Clause Reference of the standard / Specification.

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Apex Manual	Document No.: AM -07 Page 4/5
Cross Ref. : ISO 9001 : 2008 Clause 4.1 ISO-14001 : 2004 Clause 4.1 BS OHSAS 18001:2007 Clause 4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Integrated Management System	

Level 2 : Procedure Manual (PM):

This contains documented procedures fulfilling the requirement of various clauses of these International Standards and specifications and company needs, as applicable to the respective dept. These manuals are in Three Parts :-

1. Procedure Manual (PM) – Covers the procedures needed for meeting the requirement of ISO 9001: 2008, ISO 14001:2004 and OHSAS 18001:2007
2. EOHS Manual :- Covers the specific Procedures needed for meeting the requirements of ISO 14001:2004 and BS OHSAS 18001:2007

Level 3 : Standard Operating Procedures, Quality Plan, Flow Charts , Formats and Records :

These are In the form of Instructions, Formats, Registers, Tags for collecting and controlling the data.

Control of Documents:

Documents required by Integrated Management System are controlled as per the procedure 'Control of Documents '(PM-03)

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Apex Manual	Document No.: AM-07 Page 5/5
Cross Ref. : ISO 9001 : 2008 Clause 4.2.4 ISO 14001 : 2004 Clause 4.1 BS OHSAS 18001:2007 Clause 4.1.	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Integrated Management System	

Control of records:

M.R maintains the Master List of records and soft copies are made available to the respective Executives and shift In-charge .

Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the Integrated Management System.

The identification, , protection, retrieval, retention period of records are controlled as per procedure 'Control of Records' (PM-04)

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Apex Manual	Document No.: AM – 08 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.1, 5.2 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Management Responsibility.	

Management Commitment :

Director's commitment is evident through following ,

- a) Importance of meeting customer, statutory and regulatory requirements are communicated to all employees through meeting , display board, other means of internal communications and various training programs.
- b) IMS policy: This Policy has been established as stated in AM-09 of this Manual.
- c) Objectives are established for relevant functions and systems.
- d) Management review meetings are conducted as planned.
- e) Resources as required are made available
- f) Provide the human resources essential to establish, implement and maintain and improve the integrated management system
- g) Define the roles and responsibility , accountability and authority and communicate to all Concerned through out United Mud-Chem
- h) Identify top management representative who will be available to all persons working under the control of UNITED MUD-CHEM and will report to top management on the performance of integrated management system

Customer Focus :

Director and DH (Marketing) ensure , that customer requirements are determined and are met with the aim of enhancing customer satisfaction. They ensure determining the requirements related to the product as mentioned in Manual 'Customer-related Processes' AM-18 and Monitoring and measuring customer satisfaction as mentioned in AM-25.

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Apex Manual	Document No.: AM - 09 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.3 ISO 14001 : 2004 Clause 4.2 BS OHSAS 18001:2007 Clause 4.2	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : IMS Policy.	

We, at United Mud-Chem Pvt. Ltd. are committed to an Integrated Management System which combines the QMS ISO 9001:2008, EMS ISO 14001:2004 and BS OHSAS 18001:2007.

We shall strive to provide unsurpassed customer satisfaction by offering superior product value at agreed delivery and international business services. We have a vision to succeed through working closely with employees, customers and suppliers to meet changing needs of the business. We shall achieve this by implementing effective QMS ISO 9001:2008.

We recognize the impact of our Products, services and activities upon the environment and we commit to minimize the harmful impacts. We commit ourselves for the prevention of pollution and meeting the applicable legal and other requirements related to environmental aspects. We shall achieve this by implementing effective EMS ISO 14001:2004

We shall also demonstrate care for injury and ill health, occupational health and safety of all people associated with the activities and processes by minimizing all possible risks. We commit ourselves for meeting currently applicable OH&S legislation and other requirements. We shall achieve this by implementing effective BS OHSAS 18001:2007

We shall establish the framework for reviewing objectives and targets. We shall develop our employees and associates by imparting Training. We shall implement an efficient and effective IMS to achieve organization's goal of continual improvement and business growth. The policy shall be periodically reviewed and revised, if needed to meet the changing needs of the business.

01.01.2016


Director- y

IMS policy is well documented, implemented and maintained. This policy is communicated to all persons working for or on behalf of the company and is made available to the public and interested parties with the intent to make them aware.

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Apex Manual	Document No.: AM - 10 Page 1/1
Cross Ref. : : ISO 9001 : 2008 Clause 5.4.1 — ISO 14001 : 2004 Clause 4.3.3 BS OHSAS 18001:2007 Clause 4.3.3	Issue/Rev. No.: 1/0 Date : 01.01.2016
Title of the process : Objectives, Targets and Management Programmes.	

Planning :-Objectives, Targets and Programmes :

Director along with MR and core Team and concerned Executives establish the objectives at relevant functions and levels within the UNITED MUD-CHEM. This include the requirement specified by the customer for the product. Quality Objectives and Targets and also Environmental and OH&S Objectives, Targets and programmes. These Objectives, Tatgets and programmes are measurable where applicable and consistent with IMS Policy and also reviewed in every 'Manangement Review Meeting'.

The monitoring and measurement of these Objective is ensured in the Organisation by each responsible function.

Reference of Documented Procedure :-

PM-15 Objectives , Targets and Management and Programs

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Apex Manual	Document No.: AM - 11 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.4.2 ISO 14001 : 2004 Clause 4.3.3 BS OHSAS 18001:2007 Clause 4.3.3	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Management System Planning.	

Management System planning :

Director and M.R. are primarily responsible for 'Integrated Management System planning'.
They ensure that

- The planning of the 'Integrated Management System' is carried out in order to meet the requirements of these Standards and Objectives , Targets and Programmes.
- The integrity of the Integrated Management System is maintained when changes to the Management System are planned and implemented.

Referecne of Process/Procedure : Nil

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Apex Manual	Document No.: AM – 12 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Roles , Responsibility and Authority and Communication.	

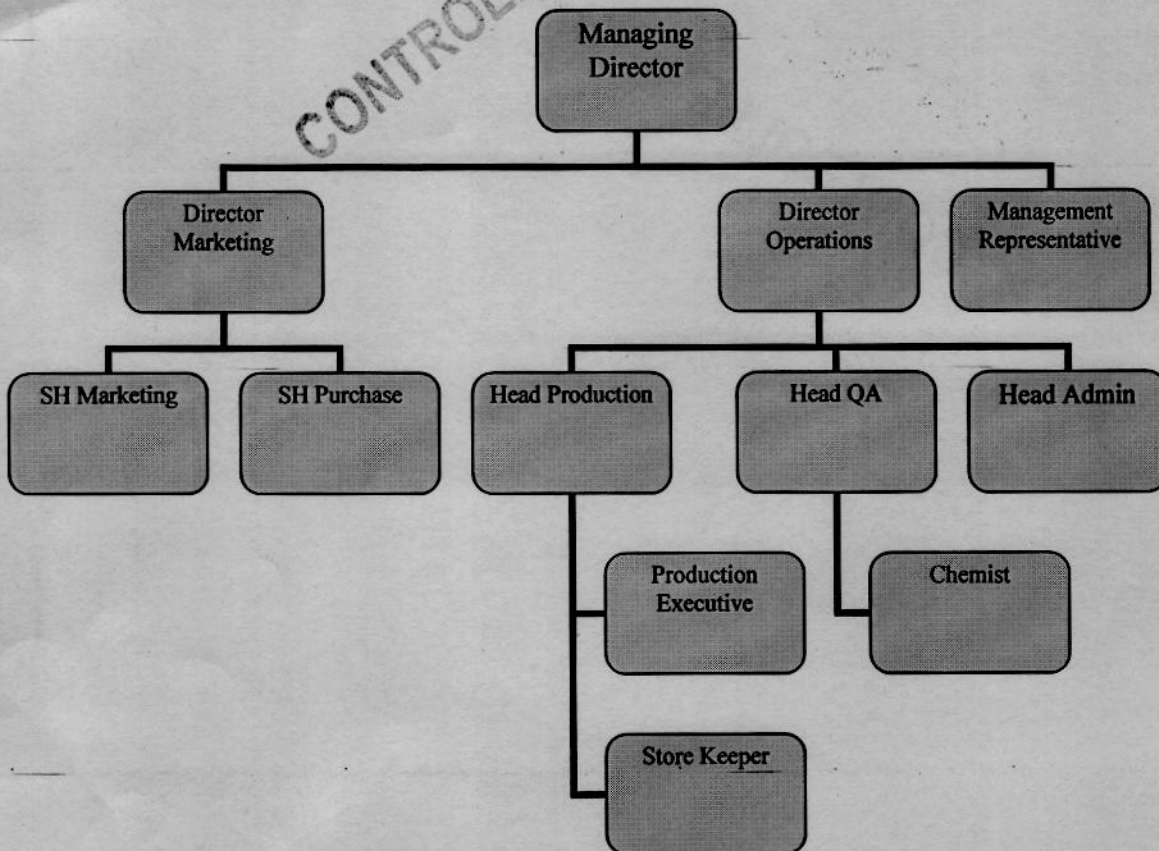
Roles, Responsibility, authority and communication :

Director defines the Organisation structure and the responsibilities and authorities of personnel who manage , perform and verify the activities and are communicated them in order to facilitate effective management system. Employees are accountable for obtaining the planned results. The director is the ultimate responsible for the OH&S and OH&S management system

Common responsibilities and authorities are defined in AM- 013 . These are also communicated to all through the e-mail.

Referecne of Process / Procedure : Nil

Organisation structure of UNITED MUD-CHEM : :



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Apex Manual	Document No.: AM – 13 Page 1/ 5
Cross Ref. : ISO 9001 : 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Responsibility and Authority.	

Sr. No.	Responsibility	Authority
A) Director: (Operations):		
1	Overall responsibility of plant operations to achieve business goals and the ultimate responsible for OH&S and OH&S management system	Finalising
2	Review and sanction the need of capital , Provide the resources and infrastructure needed to achieve conformity to product requirements.	Reviewing Implementation
3	Preparation of Annual Business Budget Plan and review	Finalising
4	Review and monitor Operational performance on business aspects with all Department heads	Reviewing Implementation
5	Define the responsibilities & authorities and communicate to all.	Finalising
6	Formation of IMS Policy ,Define Objectives and Targets	Finalising
7	To appoint a member of management.	Finalising
8	Provide the leadership towards environmental and human care. Provide technical and financial resources for implementation and continual improvement of Integrated Management System	Decide
9	Review and monitor the IMS Objectives and management system, at planned intervals, to ensure continuing suitability, adequacy and effectiveness.	Reviewing Implementation
10	Provide and maintain industrial relation services for UNITED MUD-CHEM	Decide Implementation
11	Accountable for development, implementation of the Integrated Management System and continually improve its effectiveness.	Provision of resources
B) Director (Marketing):		
1	Independent handling of Sales and marketing department from receipt of enquiry , preparation of Quotations , follow up of orders.	Decide and Finalising
2	Coordinator between Customer and UNITED MUD-CHEM to resolve all issues on price, delivery and quality , and performance and any other commercial as well as technical issues.	Decide and Finalising
3	Visit customer for marketing activity.	Decide and Finalising
4	Carry out Customer Satisfaction Survey once in a year and decide the corrective action plan.	Reviewing
5	Accountable for development, implementation of the new Customers/ product and increase in the sales turnover	Customer visits / communication
C) Head Production		
1	To work as mediator / Management Appointee between top management and lower management and communicate the issues to and fro and implement the practicable solutions within UMC	Reviewing
2	To Arrange training for all staff and workmen to help them to achieve the highest productivity and Quality	Decide and Finalising
3	To Lead the team to achieve the company's goal / targets on the sales.	Reviewing
4	To support production processes to achieve Zero defect Quality products	Reviewing Implementation

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Cross Ref. : ISO 9001 : 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date: 01/01/2016
Title of the process : Responsibility and Authority.	

Sr. No.	Responsibility	Authority
5	To act as a chairperson for Core Team / safety committee .Select and coordinate with all the concern persons for monitoring OH&S and environmental parameters and maintain records	Recommendation And implement action
6	To Manage and ensure Plant safety including Emergency Control Plan, conduct audits and tests	Decide and monitor action
7	To Inspect and test of processes which are prone to hazards and risks, Environmental aspects and impacts	Decide and take monitor action
8	To achieve the productivity and sales target and control OH&S hazards and significant environment aspects	
D) Production Executive		
1	To Prepare, Review and monitor weekly /Monthly Production Plan based on the pending orders, schedules and budget .	Finalising
2	To Prepare, Review and monitor weekly /Monthly Shortage List and follow up with purchase.	Decide and take monitor action
3	To prepare the Sales contract based on availability of the material and forward to account manager for forwarding to customer.	Implementation, verification
4	To Inform delay / discrepancies in despatch plan to all	Reviewing
5	Carry out the packing activity of Finished goods in co-ordination with Production and stores	Implementation, verification
6	Co-ordinate with Purchase for Raw material / Bought out / consumable procurement with relevant documentation.	Decide and take monitor action
7	Co-ordinate with Purchase for subcontracting activity with relevant documentation.	Decide and take monitor action
8	To give Weekly Despatch planning to stores.	monitor action
9	Communicate the pending order statement to customer	Communicate, verification
E) SH (PUR) :		
1	Carry out evaluation and selection of suppliers	Approving
2	Plan the Raw material and subcontracting activity so as to meet the Monthly Production Cum Despatch Plan	Finalising
3	Prepare and review Purchase Orders with complete purchasing data as appropriate and communicate with Supplier	Reviewing
4	To establish and implement the activities at supplier's place to ensure the purchased / subcontracted product meet the requirements	Implementation, verification
5	Finalizing the Contracts with Supplier for Product Development and production.	Decide and Finalising
6	Carry out analysis of data which provide information relating to suppliers performance in respect of Quality	Reviewing Implementation
7	Take corrective action to eliminate the cause of non conformities in for the products supplied / subcontracted by supplier	Reviewing Implementation

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Apex Manual	Document No.: AM – 13 Page 3/ 5
Cross Ref. : ISO 9001 : 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Responsibility and Authority.	

Sr. No.	Responsibility	Authority
8	Interface with subcontractors for OH&S and environment matters	Implementation
9	To achieve Monthly production targets as well as delivery commitments	Reviewing Implementation
10	Follow up & controlling of production activities carried out at Supplier's end	Implementation, Verification
F) Head(QA) :		
1	Define the processes needed for the Integrated Management system. Promote the awareness of customer requirements, Environmental and OH&S hazards and risks throughout the organization. Coordination and identification of OH&S hazards and risks , environmental aspects and impacts	Defining Reviewing Implementation
2	Establish and maintain IMS Documentation and perform control on documents and records	Defining Reviewing Implementation
3	Formulate and monitor Objectives and Targets	Co-ordination & documentation
4	To ensure internal communication process within UNITED MUD-CHEM.	Implementation
5	To plan and implement the monitoring, measurement, analysis and improvement processes.	Reviewing Implementation
6	Co-ordinate internal audits at planned intervals	Implementation
7	Monitor corrective and preventive action on Non-conformities and report	Co-ordination and monitoring of completion
8	Co-ordinate Management Review Meeting	Implementation
9	Adherence and evaluation of legal compliance	Verification
10	Liaisoning with certifying agencies on matters relating to IMS.	Implementation
11	Ensure continual improvement and effectiveness of the Integrated management system	Reviewing Implementation
12	Reporting to Director on the performance of Integrated Management System and need for improvement	Implementation
13	Exercise adequate control of monitoring and measuring devices by timely calibration and their maintenance.	Implementation, Recording
14	Control activities related to QA function from Receiving Inspection stage to Final Inspection Stage	Controlling Implementation
15	Draw up the corrective and preventive action Plan in case of customer complaints	Controlling Implementation
16	Abide by the defined / laid down OH&S hazards and risks and environmental aspects	Implementation

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Apex Manual	Document No.: AM – 13 Page 4/ 5
Cross Ref. : ISO 9001 : 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Responsibility and Authority.	

Sr. No.	Responsibility	Authority
G) Head Administration		
1	-Verify Import documentation for correctness and export documentation prepared by stores Assist. -Dealing with CHA -Complete all legal formalities.	Implementation, Maintenance, Monitoring, reporting
	Dealing with Govt. Authorities like Excise, Customs etc Prepare Quarterly / Annual Performance Report .Obtain Various permissions required for operations	Implementation, Maintenance
3	To determine the appropriate disposal method for all waste in UNITED MUD-CHEM	Decide and monitor action
4	To carry out all fuctions related to personnel salary & wage administration. Handling matters related to contractual labours, attendance & leave records. Maintain overall discipline & action taken. Day to day coordination with all employees & dealing with union.	Implementation, verification, reporting.
5	Manpower planning, Recruitment & selection, Performance planning, training & development.	Implementation, verification, reporting.
6	Maintain appropriate record of education, Training, skill and experience in line with requirement of IMS.	Reviewing Implementation
4	Determine the necessary competence for personnel performing work affecting product quality, Enviromental aspects, OH&S risks and hazards and their training as appropriate.	Reviewing Implementation
7	Overall factory administration, House keeping, Guest arrangement, Transportation, Telephone & Fax.	Implementation, verification, reporting.
8	Spreading of Health & Safety awareness & employee welfare.	Implementation, verification, reporting.
9	To act as Factory Manager and communicate ,co-ordinate and interface with Legal and statutory authorities and external interested parties	Implementation, verification, reporting.
10	Identification and Compliance to applicable Legal & statutory, regulatory and other requirements and perodic evaluation and updation.	Implementation, reporting.
11	Compliance to legal , statutory and othe requirement and submit the report to management.	Coordination for Corrective action
12	Investigation of Incidents, Accidents and identification and implementation of Corrective and preventive actions	Reviewing Implementation
13	Communicate and Consult with contractors	Reviewing Implementation

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Apex Manual	Document No.: AM – 13 Page 5 / 5
Cross Ref. : ISO 9001: 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Responsibility and Authority.	

Sr. No.	Responsibility	Authority
H) Core Team / Safety Committee :-		
1	Periodically identify hazards and risks, determine significance , establish OH&S Objectives and targets, programmes and review	Documentation , implementation, Review
2	Periodically identify environmental aspects and impacts , establish Objectives and targets and programmes and review them periodically	Documentation , implementation, Review
3	Develop, implement and maintain OH&S and Environmental Management system under direction of MR	Implementation
4	Take timely effective actions in changing or unknown circumstances or events	Implementation
5	Review environmental aspects and impacts , OH&S hazards and risks for any new product, activities before it is taken up for production / Implementation	Documentation , implementation, Review
I) Security :-		
1	To Keep the records of goods inwards and outwards	Implementation, reporting.
2	Verify the PUC certificates, Driving licence, reverse horn for the vehicles coming in UNITED MUD-CHEM.	verification, reporting.
3	Guide the visitors / contractors as per the instructions displayed on the gate. Send the visitors / interested parties to DH (HR , Personnel & Legal) / MR for communication/ complaints / matter related to IMS	verification, reporting.
4	Take the necessary action in case of emergency situation as indicated in Emergency control plan and bring the situation under control	Implementation, reporting.
5	Inform the concerned persons, hospitals , fire brigade etc as required	Implementation, reporting.
6	Provide the First Aid incase of incidents / Accidents	Implementation, reporting.
7	To protect property from theft , inside / outside agency	Implementation, reporting.
The responsibility and authority for specific activities are covered in level 3 documentation i.e. Standard Operating Procedures		

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Apex Manual	Document No.: AM - 14 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.5.2 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Management Representative .	

Management Representative :

UNITED MUD-CHEM Pvt. Ltd ,has appointed, Mr Amir Khan a member of management, as a Specific Management Representative who, irrespective of other responsibilities, has responsibility and authority for

- a) ensuring processes needed for the IMS Management System are established, implemented and maintained.
- b) reporting to top management on the performance of the IMS Management System and any need for improvement, and
- c) ensuring the promotion of awareness of customer , Environment and OH & S requirements throughout the Organisation.
- d) The identity of the Management Representative is done through training programmes
- e) Liasing with Certifying Agencies on matters related to the IMS Management System.

Date:
01.01.2016

Director

[Signature]

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Cross Ref. : ISO 9001 : 2008 Clause 5.5.3 ISO 14001 : 2004 Clause 4.4.3 BS OHSAS 18001:2007 Clause 4.4.3	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Communication.	

Internal Communication :

Director and all DHs ensure that appropriate communication process is established within the UNITED MUD-CHEM and that communication takes place regarding the effectiveness of the IMS

through various meetings, Training Programmes, displays, circulars , intra-mail, Notices etc.

The internal communication with reference to environmental aspect and OH&S hazards is communicated to all through e-mails or computer.

The details of communication on the OH&S hazards and risk are identified in the procedure PM- 16, which covers Internal communication among various levels and functions in UNITED MUD-CHEM

The participation of workers is evolved in hazard identification, risk assessment and determination of the controls , incident investigation , involvement in changes / development and review of the OH&S policies , objectives.

Workers are informed about their participation arrangement and contractors are consulted for any changes in OH&S when appropriate.

External Communication :-

MR ensures the External communication on Environmental & OH&S between UNITED MUD-CHEM and external interested parties, such as Suppliers, Customers, public / local communities. The

communication is done through the e-mail. Interested party can raise their concern by contacting MR.

(Head Admin) is responsible for the Legal Communication. responsible for responding to inquiries from Regulatory agencies.

Directors are also responsible for communicating with Contractors, visitors to the workplace and responding to media communication and the people outside the organization who are likely to be affected and /or affect organizations environment and OH&S.

He consults with contractors where there are changes that affect OH&S and the pertinent OH&S matters with the external interestd parties

(Head Admin) is responsible for determining the need for and preparation of any

notification to regulatory agencies on need basis, in consultation with Director and MR

The board is displayed at the gate to communicate the Environment Performance of UNITED MUD-CHEM (IMS-MR/R-015)

Reference of documented process:

PM - 16 Communication, participation and Consultation

UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM - 16 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.6, 5.6.1, 5.6.2, 5.6.3 ISO 14001 : 2004 Clause 4.6 BS OHSAS 18001:2007 Clause 4.6	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Management Review.	

Management Review :

M.R. collects the data for " Objectives , Targets and Management Programmes " every month. Director reviews the data every month and actions are taken on the specific points . However the 'Management Review Meeting' is held once in 3 months to ensure its continuing suitability, adequacy and effectiveness.

This meeting is Chaired by the Director . This review includes assessing opportunities for improvement and the need for changes to the Integrated Management System, including the IMS policy and Objectives and Targets, Management Programmes.

The inputs decided for the management review are stated in the point 'Review input' and the 'Review Output' from the management review are detailed in Procedure. The inputs also covers the evaluation of compliance with the legal requirements, results of participation and Consultation , communication with external interested parties and complaints , status of incident investigation , corrective and preventive actions.

These are discussed,debated and agreed in the Management Review and recorded with target dates for completion.

Records from Management Reviews in the form of 'minutes of Management Review meeting' are prepared and maintained by Management Representative.

M.R. circulates a copy of minutes of 'Management Review Meeting' to all the Participants and are available for communication and consultation to all..

Reference of documented process:

PM - 05 Management review.

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Apex Manual	Document No.: AM - 17 Page: 1/2
Cross Ref. : ISO 9001 : 2008 Clause 6.1, 6.2, 6.2.1, 6.2.2, 6.3 ISO 14001 : 2004 Clause 4.4.1, 4.4.2 BS OHSAS 18001:2007 Clause 4.4.1, 4.4.2	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Resource Management .	

Provision of resources :

Director allocates the resources like human resources, specialized skills, organizational infrastructure, finance, services from external experts, technological resources.

- To implement and maintain the Integrated Management System output and continually improve its effectiveness, and
- To enhance customer satisfaction by meeting customer requirements.
- To achieve company's business plan.

Human resources

General:

Director ensures the personnel performing work having environmental impacts, OH & S hazards affect the the product performance are competent on the basis of appropriate education, knowledge, training, skills, experience and level of responsibility and risk involved.

Competence, awareness and training:

Director and DH -HR

- Determine the necessary competence for personnel performing work affecting product Quality, environment and OH&S matters
- Provide training or take other actions to satisfy these needs,
- DH -HR evaluates the effectiveness of the actions taken,
- Ensure that the personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the Quality objectives, Environment Objectives Targets, OH & S Objectives
- DH -HR maintains appropriate records of education, training, skills and experience

Persons performing specific assigned tasks such as internal audits, inspection and testing are trained on the basis of appropriate education, training or experience as required to make them qualified to perform their task.

Reference of documented processes:

PM - 08 Competence, awareness and Training

UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM - 17 Page 2/2
Cross Ref. : ISO 9001 : 2008 Clause 6.1, 6.2, 6.2.1, 6.2.2, 6.3 ISO 14001 : 2004 Clause 4.4.1, 4.4.2 BS OHSAS 18001:2007 Clause 4.4.1, 4.4.2	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Resource Management.	

Infrastructure / Resources :

The responsibility for this activity is with Director.

Organization determines, maintains and provides the capital investment, infrastructure to achieve product quality, delivery, cost, health & safety, productivity, tooling, handling, administration and environmental and OH&S compliance.

This infrastructure includes:

- a) Suitable machines, equipments are used for production. The process parameters, which are critical, are recorded and monitored suitably.
- b) The Executive / Shift Incharge ensure suitable methods of maintenance of machines is laid down and implemented to ensure continuing process capability
- c) Building , workplace and associated utilities, Periodic house keeping review is carried out any requirement being highlighted during the audit are met with.
- d) Process equipment (both hardware and software) The suitable methods of maintenance of Machines are laid down and implemented to ensure continuing Process capability.
- e) Supporting services (such as transport or communication) such as phone, fax , e-mails are provided for easy and fast communication.

This is planned in Annual Business Plan and or identified in Management Review Meeting

Work Environment :

Head production and Head Admin determine and manage the work environment and coordination in working team needed to achieve conformity to product requirements.

The design of work place is done with the view to maintain conducive work environment adoption of human capabilities in order to have maximum and quality output , to eliminate or reduce the OH&S risks, environmental aspects and impacts at their source. Suitable employees welfare measures like uniforms, Use of PPEs , First Aid facility, Fire Extinguishers ergonomics , Heat , Humidity, Light, Air Flow, hygiene, Cleanliness, Noise, Vibration, Pollution are considered in ascertaining environmental impacts, OH&S hazards as specified in EOHS Manual.

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Apex Manual	Document No.: AM - 18 Page 1/2
Cross Ref. : ISO 9001 : 2008 Clause 7.1,7.2, 7.2.1,7.2.2 ISO 14001 : 2004 Clause 4.3.1 BS OHSAS 18001:2007 Clause 4.3.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Planning for Product Realization and Customer related processes, Aspect and Hazard Identification	

Planning of product realization :

Director Marketing along with other DHs carry out this process for new product.

UNITED MUD-CHEM plans and develops the processes needed for product realization, considering the

Requirement of other processes of 'Integrated Management System'.and following points as appropriate::

For existing product range, process flow chart as per AM-07 is followed.

For any new products UNITED MUD-CHEM determines as appropriate:-

- a) Objectives and requirements for the product.
- b) Need to establish processes, documents, and provide resources specific to the product;
- c) Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance.
- d) Records needed to provide evidence that the realization processes and resulting product meet requirements.
- e) Identify the Aspect- Impact , Significant if any , identify the Legal requirement as per the documented Procedure EOHS-04.
- f) Carry out the Hazard Identification and Risk Analysis as per the documented Procedure EOHS -03.
- g) Identify the Emergency situations arising during the processing of the item and decide on Emergency control Plan
- h) Establishing & maintaining Operating Parameters for the process affecting environmental, OH & S hazards and plan to mitigate the same.

The output of this planning is recorded in a suitably to cover all aspect of Customer's requirement in the Register (IMS-MKT/R-007).

Customer Related Processes :

For customer related process UNITED MUD-CHEM determines:

- a) Requirement for the products in the form of specifications. Technical requirements specified on drawings and customer's specification sheets
- b) Requirements specified by the customer, including delivery and post-delivery activities,
- c) Requirements not stated by the customer but necessary for specified or intended use, where known,
- d) statutory and regulatory requirements related to the product, and
- e) Commercial requirements
- f) any additional requirements determined by our Organisation .

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Apex Manual	Document No.: AM – 18 Page 2/2
Cross Ref. : ISO 9001 : 2008 Clause 7.1,7.2, 7.2.1,7.2.2 ISO 14001 : 2004 Clause 4.3.1 BS OHSAS 18001:2007 Clause 4.3.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Planning for Product Realization and Customer related processes, Aspect and Hazard Identification	

Review of requirements related to Product :

The review is carried out at the time of receipt of enquiry, acceptance of the order and acceptance to the changes to the contract or order.

The above points are reviewed as per format (IMS-MKT/R-001) and discrepancies , if any are Resolved by communicating back to customer. Only after conformation by customer, products are included in the monthly plan for execution.

The samples are submitted to customer along with initial sample inspection prior to bulk supply

Reference of documented Procedure :

- EOHS -03 – Planning for Hazard Identification, Risk
Assesment and Minimizing Controls
- EOHS -04 – Planning for Environmental Aspect

- Reference Documents :-
- 1) Aspect Impact Rating for Activity (IMS-MR/D-16)
 - 2) Aspect Impact Rating for Product (IMS-MR/D-18)
 - 3) Aspect Impact Rating for Services (IMS-MR/D-19)
 - 4) Hazard Identification and Risk Assesment (IMS-MR/D-17.2)
 - 5) Onsite Emergency Plan (IMS-MR/D-004)

- Reference Records:-
- 1) Communication with customer regarding discrepancies (e-mails)
 - 2) Enquiry / Purchase Order evaluation Form(IMS-MKT/R-001)
 - 3) List of Legal and Other Requirment (IMS-HR/R-005)

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Apex Manual	Document No.: AM – 19 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 7.2.3 ISO 14001 : 2004 Clause 4.3.1 BS OHSAS 18001:2007 Clause 4.4.3	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Customer Communication	

Customer communication :

Director Marketing along with SH marketing carry out this activity.

UNITED MUD-CHEM Pvt. Ltd ,dermines and implement effective arrangements for communicating with customers in relation to :

- a) Product information is communicated through Catalogs , drawing , specifications or quotation or Puchase Order from customer.
- b) Enquiries, contracts or order handling, including amendments,
- c) Customer feedback on specific requirement after receipt of samples first lot.

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Cross Ref. : ISO 9001 : 2008 Clause 7.3 ISO 14001 : 2004 Clause 4.4.6 BS OHSAS 18001:2007 Clause 4.4.6	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Design and Development.	

Design and development :

The specification for our product are given by our customer for the products are detailed in the scope (AM-05) .

Reference of documented Procedure :

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UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM – 21 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 7.4, 7.4.1 to 7.4.3 ISO 14001 : 2004 Clause 4.4.6 BS OHSAS 18001:2007 Clause 4.4.6	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Purchasing.	

Purchasing :

Director is responsible for carrying out these process.

1.0 The activity is carried by ensuring :-

- Purchased product obtained from supplier conforms to specified purchase requirements.
- Control over the supplier and purchased product. The type and extent of 'control' applied to the supplier and the purchased product is dependent upon the effect of the purchased product, on subsequent product realization or the final product.
- Appropriate evaluation and selection of suppliers based on their ability to supply product in accordance with requirements. Criteria for selection, evaluation and re-evaluation are established.
- The selected suppliers are included in the 'List of approved supplier,' (IMS-PUR/R-002) which includes suppliers supplying raw material, bought out, capital goods packing and packaging , subcontracting , consumables and services like maintenance and calibration
- SH(PUR) maintains records of the results of evaluations and performance of approved supplier is monitored by Quality Control Index (QCI) every month and any necessary actions arising from the evaluation.
- Where environmental impacts and hazards of goods and OH& S risks , equipment and services of purchased are identified, these are communicated to Supplier and contractor. They are encouraged and helped to meet the requirements of OHSAS 18001 : 2007 and ISO 14001 :2004 to the maximum possible extent.
- Purchasing information is addressed in details in the procedure.

2.0 The purchased products are verified as follows :-

The inspection and verification activities necessary for ensuring that purchased product meets specified purchase requirements are established and implemented.

If need arises, SH(PUR) arranges the intended verification arrangements and method of product release in the 'purchasing information', where 'our Organisation ' or 'our customer' intends to perform 'verification' at the supplier's premises. The purchasing document gives specific instructions.

Reference of Documented Processes :

PM - 11 Purchasing

SOP-QA-005..Receiving Inspection , Inprocess and Final Inspection

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Apex Manual	Document No.: AM - 22 Page 1/3
Cross Ref. : ISO 9001 : 2008 Clause 7.5, 7.5.1 to 7.5.5 ISO 14001:2004 Clause 4.4.6 BS OHSAS 18001:2007 Clause 4.4.6	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Production and Operational Control	

The responsibility for this process is Manager (PDN) and Exec (PDN) and Exec (STR)

Production is planed on the basis of confirm Orders / Schedule from Customer.

Operations and activites that are associated with identified significant environmental aspects And OH&S risks where control measures are required , these are planned and carried out under specifed conditions, which in consisitant with IMS Policy , Objectives and Targets. Documented procedures are established , implemented and maintained to the situatios where their absence could lead to deviation of IMS Policy , Objectives and Targets

This is implemented by ensuring :

- a) the availability of information that describes the 'characteristics' (specifications) of the product such as Drawing , material Specification and any other specific requirement
- b) The availability of Standard Operating Procedures , as necessary.
- c) The use of suitable equipment like machines, tooling. These are maintained by carrying Out Preventive and breakdown Maintenance
- d) The availability and use of appropriate monitoring and measuring devices,
- e) The implementation of monitoring and measurement, and
- f) The implementation of release, delivery .
- g) The environmental Aspect and Hazard identification related to each of the activity is identified and are addressed in the relevant SOPs with the control procedure and action plan as appropriate.

Reference of documented processes :

Standard Operating Procedures HR,STR, Production , QA

Referance Records :-

Monthly Production /Despatch Plan (IMS-MKT/ R- 002)

List of Machines (IMS-PDN/D -001)

Maintainence History Card (IMS-PDN / R- 001-)

Monthly Production Report (IMS-PDN/R- 003)

Validation of processes for production provision :

Today we do not have any which needs validation.

The output all processes can be verified by subsequent monitoring or measurement.

In future any process requiring validation , where the resulting output can not be verified by subsequent monitoring or measurement.and where deficiencies become apparent only after the product is in use. Validation shall be done for all such processes.

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Apex Manual	Document No.: AM - 22 Page 2/3
Cross Ref. : ISO 9001 : 2008 Clause 7.5, 7.5.1 to 7.5.5 ISO 14001:2004 Clause 4.4.6 BS OHSAS 18001:2007 Clause 4.4.6	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Production and Operational Control	

Identification and traceability:

Head QA and Operartors are primarily responsible for this activity

Where appropriate, our Organisation 'identifies' the product by suitable means (names, tags or keeping it at designated locations, racks, bins) through out product realization.

The organization identifies the product status such as accepted , rejected, accepted under concession (i.e. deviation), for rework / repair . These products stored at designed Locations or identified with suitable tags as defined in the procedure, during processing to ensure that only product that has passed the inspection is forwarded to the next operation or dispatch.

Wherever traceability is a requirement , products are tracable by assigning Serial No/ Batch No. upto raw material test certificate. Further traceability shall be maintained as per customer's requirement as appropriate.

Reference of Documented Procedures :

SOP-QA-005... Receiving Inspection, In-process and Final Inspection.
SOP-QA-006 ...Control of Non-Conforming Product

Customer Property :

Head production and Store keeper are primarily responsible for this activity in their respective areas

We exercise the care with customer' s property such as production tooling , while it is undercontrol or being used by us. We identify , vewrify , protect and safeguard customer's property provided for use or incorporation into their product. If the customer's property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and Records are maintained.

Reference of Documented Procedure : Nil

Reference Records :-

List of Customer Property : IMS- MKT/ R-004

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Apex Manual	Document No.: AM - 22 Page 3/3
Cross Ref: : ISO 9001 : 2008 Clause 7.5, 7.5.1 to 7.5.5 ISO 14001 : 2004 Clause 4.4.6 BS OHSAS 18001:2007 Clause 4.4.6	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Production and Operational Control	

Preservation of product :

Head Production and Operators are primarily responsible for this activity.

Products are preserved for conformity during processing and delivery to the intended destination. This preservation includes identification, handling, packaging, storage and protection..

Suitable methods of handling the product during processing are used and mentioned in the processes. Designated storage areas are used to store raw materials to prevent damage / deterioration. Appropriate methods of receipt and issues from such areas are implemented.

The condition of product in stock at raw material stage and finished product stage are periodically checked to detect damage/deterioration, if stored more than three months.

Care is taken to ensure that packaging is appropriate and will not cause damage to the product during transit.

The relevant records pertaining to the dispatches are maintained (as mentioned in Master list of records by stores) as required by statutory bodies like Excise and Customs

Reference of Documented Processes:

SOP-QA-005... Receiving Inspection , Inprocess and Final Inspection

SOP -PDN -09 and 18 Packing and Packaging .

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Apex Manual	Document No.: AM - 23 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 7.6 ISO 14001 : 2004 Clause 4.5.1 BS OHSAS 18001:2007 Clause 4.5.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Control of Monitoring and Measuring Equipments and performance monitoring	

Head (QA) is primarily responsible for this activity.

The monitoring and measuring devices needed to provide evidence of conformity of product to the determined requirements and process parameters and Environment Monitoring parameters are identified.

The selection of instrument is done on the basis of measurements to be made and necessary accuracy and precision. The accuracy of the devices selected must be greater than the required accuracy. The range must be sufficiently large to cover the range of measurement to be made.

The details of such devices are maintained in the list 'List of monitoring and measuring Equipments' (IMS-QA/ R -010).

These devices are calibrated by approved and selected external Agency traceable to National/ International standard.

The Calibration Certificates are verified along with traceability of the equipment used for calibration and calibration Certificate. The devices are identified with calibration sticker mentioning due date for next calibration.

The Measuring and test equipments used for monitoring environmental parameters and performance are to be verified or calibrated as appropriate.

Care is taken during handling, storage, and preservation of measuring equipment. Concerned employees are trained to ensure accurate and safe handling and operation of equipment, so as to prevent them from adjustments which would invalidate the calibration settings.

b) Performance monitoring

Head Admin and MR are responsible for this activity.

The parameters which affect the Environment aspect and OHSAS Hazards and risks and also the objectives are monitored and reported in the monthly report. The relevant records are also submitted to statutory and regulatory bodies as defined in the Monitoring of Legal requirements.

Reference of Documented Procedure :-

PM -17 Performance measurement and monitoring

Reference Record:-

List of Monitoring and Measuring Equipments (IMS-QA/ R -010)

Calibration Certificate along with traceability certificates where applicable.

Monitoring of Legal requirements (IMS-HR/R -09)

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Apex Manual	Document No.: AM - 24 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 8.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Measurement , Analysis and Improvement	

MR and all other Exec are responsible for this activity.

UNITED MUD-CHEM plans and implements the monitoring, measurement, analysis and improvement process needed :.

- a) To demonstrate conformity of the product
- b) To ensure conformity of the Integrated Management System, and
- c) To continually improve the effectiveness of the Integrated Management System.

Reference of Documented Process:

SOP-QA- 05 ... Receiving , Inprocess and Final Inspection

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Apex Manual	Document No.: AM - 25 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 8.2.1	Issue/Rev. No.: 1/0 Date : 01/01/2016.
Title of the process : Customer Satisfaction:	

Customer Satisfaction:

Director (Marketing) is responsible for this activity.

As one of the major measurements of the performance of the Integrated Management System, Director Marketing monitors information relating to customer perception as to what extent UNITED MUD-CHEM has met the customer requirements. The Customer Satisfaction Survey Forms

(IMS-MKT/R -003) are sent to Customer every year in April . After receipt of the Forms summary of each of the element is prepared . The detailed analysis report is prepared and discussed in Management Review Meeting and taken as scope for improvement.

Reference of Documented Process:- Nil

Reference Records :-

Customer Satisfaction Survey forms (IMS-MKT/R -003)
Analysis of Satisfaction Survey.

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Apex Manual	Document No.: AM-26 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 8.2.2, ISO 14001 : 2004 Clause 4.5.5 BS OHSAS 18001:2007 Clause 4.5.5	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Internal Audit.	

Internal audit :

MR is primarily responsible for this activity.

UNITED MUD-CHEM conducts internal audits at planned intervals of **once in 6 months** in every department as per Plan. Internal Audit and MRM Plan' (IMS -MR/D-001) is prepared to determine whether the 'Integrated Management System';

- a) conforms to the planned arrangements to the requirements of International Standard and to the Integrated Management System requirements established by our Organisation , and
- b) is effectively implemented and maintained.

A follow-up activity (next Internal Audit) includes, the verification of the actions taken (correction and corrective action) and the reporting of verification results.

A summary of audit report forms a part of the agenda of 'management review'.

Reference of Document Procedure:

PM -06Internal Audit

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Apex Manual	Document No.: AM – 27 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 8.2.3, ISO 14001 : 2004 Clause 4.5.1 BS OHSAS 18001:2007 Clause 4.5.1	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Monitoring and measurement of processes	

Monitoring and measurement of processes :

MR is primarily responsible for this activity and supported by Exec (PDN).

UNITED MUD-CHEM applies suitable methods for monitoring and, where applicable, measurement of the Integrated Management System processes. These methods demonstrate that the Processes under control and ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action are taken, as appropriate, to ensure conformity of the product, Control on environmental hazards and OH&S risks

Reference of Documented Procedure:

PM – 05	Management Review
PM - 06	Internal Audit
SOP-QA- 07	Corrective and Preventive Action
PM-17	Performance measurement and monitoring
EOHS- 08	Incident investigation, Non-conformity , Corrective action And Preventive actions

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UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM - 28 Page 1/3
Cross Ref. : ISO 9001 : 2008 Clause 8.2.4, 8.3, 8.4	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Monitoring and Measurement of Product	

Monitoring and measuring of product:

Executives and operators are primarily responsible for incoming, in-process and final inspection.

UNITED MUD-CHEM monitors and measures the characteristics (specifications) of the product to verify that, product requirements have been met. This is carried out at appropriate stages of the product realization process i.e. at receiving inspection of purchased product, in-process inspection of the product and final inspection of the product, in accordance with the planned arrangements.

Receiving inspection and testing of all incoming raw materials is done as per Quality Plan. In case of urgency material is used only with permission of Director. Supplier's earlier evaluation report is used as base for release of material. Product from such material and its Processing record is kept traceable condition till testing is complete.

Executives and operators carry out inspection at various in-process stages as per Quality Plan / respective drawing. This is done to ensure that respective specifications are met..

In case of non-conforming product resulted during the process, it is recorded and corrected by repair/rework or rejected as detailed in control of non conforming products.

Final inspection is carried as per relevant Final Quality Plan/ respective drawing and non-conformances observed are corrected before its dispatch to the customer.

Evidence of conformity with the acceptance criteria is maintained in the form of Inspection records at receiving, in-process & final stage. These records also indicate the person(s) authorizing release of product.

Inspection and test records are properly maintained.

Product release doesnot proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority i.e. Director and, where applicable, by the customer.

Reference of Documents :

Quality Plans for Receiving / Inprocess and Final Inspection.

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Apex Manual	Document No.: AM – 28 Page 2/3
Cross Ref. : ISO 9001 : 2008 Clause 8.2.4, 8.3 .8.4	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Monitoring and Measurement of Product.	

Control of nonconforming product:

Head Production and Operators are responsible for this activity.

UNITED MUD-CHEM ensures 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 a documented procedure.

The non-conforming products are dealt by one or more of the following ways:

- by taking action to eliminate the detected nonconformity; such as doing rework to fulfil the specified requirements or repair to fulfil the intended usage requirements although it may not conform to the originally specified requirements or rejected/scraped.
- by authorizing its use, release or acceptance 'under concession' by a Customers representative, where applicable, or by Director
- by taking action to preclude its original intended use or application.
- by making suitable for alternative use

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained are maintained as maintained.

When non-conforming product is corrected by rework or repair, the re-verification (re-inspection) is carried out as per relevant Quality Plans/ respective drawing to demonstrate conformity to the requirements.

The appropriate action is taken to the effects, or potential effects, of the nonconformity, when nonconforming product is detected after delivery or use stated. This is detailed in Procedure Manual.

Reference of Documented Procedure:

SOP-QA-06 ... Control of nonconforming product

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Apex Manual	Document No.: AM - 28 Page 3/3
Cross Ref. : ISO 9001 : 2008 Clause 8.2.4, 8.3 ,8.4	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Monitoring and Measurement of Product.	

Analysis of data :

MR and All Execs are responsible for this activity.

UNITED MUD-CHEM determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the Integrated Management System and to evaluate where continual improvement of the effectiveness of the Integrated Management System can be made.

This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provide information relating to

- a) 'Customer Satisfaction' as one of the measurement of the performance of the Integrated Management System.
- b) Conformity to product requirements
- c) characteristics and trends of 'processes' and 'products' including opportunities for preventive action, and
- d) Supplier's performance monitoring. (QCI monitoring)

The documented procedures and processes are available for this.

Reference of Documents:

SOP -STR-001 Receipt of material in Stores

SOP-QA-05Receiving Inspection, Inprocess and Final Inspection.

UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM – 29 Page 1/ 2
Cross Ref. : ISO 9001 : 2008 Clause 8.5.2 8.5.3 ISO 14001 : 2004 Clause 4.5.3 BS OHSAS 18001:2007 Clause 4.5.3	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Non conformity , Corrective and Preventive Action	

All Heads and MR are primarily responsible for this activity .

UNITED MUD-CHEM works on improve continually the effectiveness of the Integrated Management System through the use of the IMS Policy, Objectives,, MPs , OH& S Objectives and Targets, audit results, analysis of data, corrective and preventive actions and management review.

Corrective action

The actions are taken to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure is established to define requirements for :-

- reviewing nonconformities (including customer complaints),and taking the actions to mitigate their environmental impacts
- determining the causes of nonconformities,
- evaluating the need for action to ensure that nonconformities do not recur,
- determining and implementing action needed,
- records of the results of action taken, and
- reviewing corrective action taken.
- EOHS Corrective Action

The appropriate actions are taken depending on upon the magnitude of the problem and Environmental impacts

Head production ,MR and other Executives review nonconformity observed in the verification of product, processes, and system and determines the causes of nonconformities.

And analysis is carried out for corrective action. The implemented coorrective action is monitored in further processing or the production for effectiveness.Records of the results of these analysis and investigations and effectiveness of the results of action taken are maintained.

If it needs the corrective action from supplier, the supplier is requested for the same verbally or in writing and the effectiveness of the corrective actions taken is monitored in the subsequent lots received from the supplier/ QCI for the subsequent months.

Identify proposed actions for new or changed hazards / new or changed controls through risk assessment prior to implementation

Complaints from Interested Parties :-

MR and Head Admin are responsible for this activity.

The complaint is received in the form of verbal, written, e-mail, phone, letter,fax etc.

In case of complaint related to OH&S and environmental issues,it is registered External Communication Register kept on the Gate or communicated directly to DH (P, HR and Legal).The appropriate actions are taken to migitate the same.

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Apex Manual	Document No.: AM- 29 Page 2/ 2
Cross Ref. : ISO 9001 : 2008 Clause 8.5.2 8.5.3 ISO 14001 : 2004 Clause 4.5.3 BS OHSAS 18001:2007 Clause 4.5.3.	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Non conformity , Corrective and Preventive Action	

The complaint regarding the product is received in the form of verbal, written, e-mail, phone, letter, fax etc. After receipt, the complaint is registered in 'Customer Complaint Register'. The complaint is analysed involving concern personnel and with the reference to the dispatch data where required Cause and Effect diagram is used for finding out the root cause. The disposition and corrective action or action plan is decided in order to prevent "recurrence". The responsibility is assigned to the respective personnel and target date for completion is also decided and the data is entered in the Register.

The actions taken are communicated to customer. The corrective action taken is monitored in further lots of supplies for the effectiveness.

Data of Customer Complaint and analysis is discussed in Management Review Meeting.

Corrective action taken for non-conformities in Integrated System are dealt with by M.R. as per documented procedures.

Preventive Action

DHs along with MR and other Executives are primarily responsible for this activity.

The problems are reviewed in Management Review Meeting from process control records, inspection and test reports, and service feed backs in order to identify potential causes and recommend preventive action in order to eliminate them. The preventive actions are recorded in the Preventive Action Format and the responsibility for carrying out this is assigned to the specified department/person. Resource requirements for implementing the preventive actions, if any, are presented in the Management Review Meetings. The effectiveness of preventive actions is verified.

Incident Investigation

Establish, implement and maintain the procedure to record, investigate and analyse the incidents in order to determine OH&S deficiencies and need for corrective action is identified opportunities for preventive action and continual improvement are identified. The results of such investigation are communicated to all concerned. The incident investigation will also result in the correction and preventive actions and are performed in timely manner..

Reference of Documented Procedure:

SOP- QA- 07 – Corrective and Preventive Action.

PM-16 – Communication, Participation and consultation

EOHS-08 – Incident investigation Non conformity , Corrective and Preventive Action

UNITED MUD-CHEM PVT. LTD.

Appex Manual

Title : Cover sheet

Issue number : 01
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Issued By : M.R.

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Apex Manual	Document No.: AM-01	Page 1/3
Cross Ref. : ISO 9001 : 2008 Clause 4.2.3 ISO 14001 : 2004 Clause 4.4.5 BS OHSAS 18001:2007 Clause 4.4.5	Issue/Rev. No.: 1/0	Date : 01/01/2016

Title of the process : Index.

Doc. No.	ISO 9001 2008	ISO 14001 2004	OHSAS 18001 2007	Title	Total Pages
---	---	---	---	Cover sheet	01
AM-01	4.2.3	4.4.5	4.4.5	Index	03
AM-02	4.2.4	4.5.4	4.5.3	Revision Record	
AM-03	---	---	---	Abbreviations	
AM-05	1.0	4.4.4	4.4.4	Scope of Integrated Management System and Exclusions	01
AM-06	4.2.3	4.4.5	4.4.5	Copy holders of this 'Apex Manual'	01
AM-07				Integrated Management System	05
	4.1	4.1	4.1	General requirements	
	4.1	4.1	4.1	Sequence and interaction of the processes	
	4.2	4.4.4	4.4.4	Documentation requirements	
	4.2.1	4.4.4	4.4.4	General and IMS Manual	
	4.2.3	4.4.5	4.4.5	Control of documents	
	4.2.4	4.5.4	4.5.4	Control of records	
AM-08				Management Responsibility	01
	5.1	4.4.1	4.4.1	Management commitment	
	5.2	---	---	Customer focus	
AM-09	5.3	4.2	4.2	IMS policy	01
AM-10	5.4	4.3	4.3	Planning	
	5.4.1	4.3.3	4.3.3	Objectives, targets and programmes	01
AM-11	5.4.2	4.3.3	4.3.3	Management System planning	
AM-12				Responsibility, Authority and Communication	02
	5.5.1	4.4.1	4.4.1	Organisation structure	02
AM-13	5.5.1	4.4.1	4.4.1	Responsibility and authority	05
AM-14	5.5.2	4.4.1	4.4.1	Management Representative	01
AM-15	5.5.3	4.4.3	4.4.3	Communication	01
AM-16				Management review	01
	5.6.1	4.6	4.6	General	
	5.6.2	4.6	4.6	Review input	
	5.6.3	4.6	4.6	Review output	

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Apex Manual	Document No.: AM -01 Page 2/3
Cross Ref. : ISO 9001 : 2008 Clause 4.2.3 ISO 14001 : 2004 Clause 4.4.5 BS OHSAS 18001:2007 Clause 4.4.5	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Index.	

Point No.	ISO 9001 2008	ISO 14001 2004	OHSAS 18001 2007	Title	Total Pages
AM-17				Resource management	02
	6.1	4.4.1	4.4.1	Provision of resources	
	6.2	4.4.1	4.4.1	Human resources	
	6.2.1	4.4.2	4.4.2	General	
	6.2.2	4.4.2	4.4.2	Competence, awareness and training	
	6.3	4.4.1	4.4.1	Infrastructure	
	6.4	---	---	Work Environment	
AM-18				Product realization	02
	7.1	4.3.1	4.3.1	Planning of product realization	
	7.2	---	---	Customer-related processes	
	7.2.1	---	---	Determination of requirements related to the product	
	7.2.2	---	---	Review of requirements related to the product	
AM-19	7.2.3	---	---	Customer communication	01
AM-20	7.3	---	---	Design and development	01
AM-21				Purchasing	01
	7.4.1	4.4.6	4.4.6	Purchasing process	
	7.4.2	4.4.6	4.4.6	Purchasing information	
	7.4.3	---	---	Verification of purchased product	
AM-22				Product and Operational Control	02
	7.5.1	4.4.6	4.4.6	Control of production and service provision	
	7.5.2	4.4.6	4.4.6	Validation of processes for production and service provision	
	7.5.3	---	---	Identification and traceability	
	7.5.4	---	---	Customer property	
	7.5.5	---	---	Preservation of product	
AM-23	7.6	4.5.1	4.5.1	Control of monitoring and measuring equipments	01

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Apex Manual	Document No.: AM -01 Page 3/3
Cross Ref. : ISO 9001 : 2008 Clause 4.2.3 — ISO 14001 : 2004 Clause 4.4.5 BS OHSAS 18001:2007 Clause 4.4.5	Issue/Rev. No.: 1/0 Date: 01/01/2016
Title of the process : Index.	

Point No.	ISO 9001 2008	ISO 14001 2004	OHSAS 18001 2007	Title	Total Pages
AM-24				Measurement , Analysis and Improvement	01
	8.1	---	---	General	
AM-25	8.2.1	---	---	Customer Satisfaction	01
AM-26	8.2.2	4.5.5	4.5.5	Internal audit	01
AM-27	8.2.3	4.5.1	4.5.1	Monitoring and measurement of processes	01
AM-28				Monitoring and measurement of Product	03
	8.2.4	---	---	Monitoring and measurement of product	
	8.3	---	---	Control of nonconforming product	
	8.4	---	---	Analysis of data	
AM-29				Continual Improvement, Incident Investigation ,Non conformity , Corrective and Preventive Action	02
	8.5.1	---	---	Continual Improvement	
	---	---	4.5.3.1	Incident Investigation	
	---	4.5.3	4.5.3.2	Non conformity	
	8.5.2	4.5.3	4.5.3.2	Corrective action	
	8.5.3	4.5.3	4.5.3.2	Preventive action	

Approval Certificate

This Manual is prepared and issued by Management Representative and Approved by Director on 01/01/2016

Approved by :-



Prepared by :-



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Apex Manual	Document No.: AM-02 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 4.2.4 ISO 14001 : 2004 Clause 4.5.4 BS OHSAS 18001:2007 Clause 4.5.3	Issue/Rev. No.: 1/ 4 Date : 17/08/2008
Title of the process : Revision Record:	

Sr. No	Section No.	Revision No.		Date	Brief description of revision	Approved by Director
		From	To			
1	All sections	---	---	01/01/2016	EHS added	
2						
3						
4						
5						
6						
7						

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Apex Manual	Document No.: AM -03	Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 4.2,	Issue/Rev. No.: 1/0	Date : 01/01/2016
Title of the process : Brief History of United Mud-Chem Pvt. Ltd.		

United Mud-Chem Pvt. Ltd. formerly **United Mud Chemicals**, was established in the year 2001 primarily with the objective of supplying complete package of **mud chemicals** required by the **Drilling Fluid Industry** for oil and gas fields.

United Mud-Chem Pvt. Ltd. has created a niche for itself among the drilling fluid service companies as a reliable source for **Drilling Fluid Additives** which they require for their Mud Fluid Systems for oil and gas exploration.

United Mud-Chem Pvt. Ltd. has had a clear goal to provide our customers with the complete package of **Mud Additives** quickly, efficiently and at the same time giving clients, quality product performance at reasonable prices.

United Mud-Chem Pvt. Ltd. (UMC) was promoted by **Mr. Meraj Ahmad**, (M.Sc Geology) And **Mr. Nadeem Akhan** (Major in International Business Marketing). The company manufactures most of the products on regular volume basis while the other products are manufactured on job work basis by giving full technical support to our principals.

UMC is a technology-driven company that has been serving the needs of **Mud Service Industry** as a reliable manufacturer and preferred supplier of **Specialty Drilling Fluid Additives** since 2001. Our business & products have been changing over time; however, our commitment to customers remains intact.

The combination of **R&D** technical service laboratory as well as manufacturing facilities enable us to be the premier **Drilling Fluid Additive** manufacturer for the service industry.

UMC is a responsible corporate citizen dedicated to the health and safety of the people and the protection of the environment.

The strength of **United Mud-Chem Pvt. Ltd.** comes from its dedicated team of qualified, trained, honest employees who work jointly at different manufacturing points and ports of loading to ensure that our customers get the best in service and quality.

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Apex Manual	Document No.: AM-05 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 1.0 ISO 14001 :2004 Clause 4.1 BS OHSAS 18001:2007 Clause 4.1	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Scope of Integrated Management System and Exclusions	

The scope of Integrated Management System of United Mud-Chem Pvt. Ltd. covers

Manufacture and Supply of Drilling Fluid Additives and specialty Oilfield Chemicals

**This covers implementation of Quality Management System ISO 9001:2008,
Environment Management System ISO 14001 :2004 and Occupational Health
And Safety Management System BS OHSAS 18001 :2007**

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Apex Manual	Document No.: AM-06 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 4.2.3 ISO 14001 : 2004 Clause 4.4.5 BS OHSAS 18001:2007 Clause 4.4.5	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Copy holder of this 'Apex Manual'	

3.1 List of controlled copy holders of this 'Apex Manual' :

Sr.No.	Copy No	Copy Holder
1	Master Copy	Management Representative
2	Soft Copy on Computer	All related SHs, Exec

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UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM-07 Page 1/5
Cross Ref. : ISO 9001 : 2008 Clause 4.1 ISO 14001 : 2004 Clause 4.1 BS OHSAS 18001:2007 Clause 4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Integrated Management System	

General Requirements :

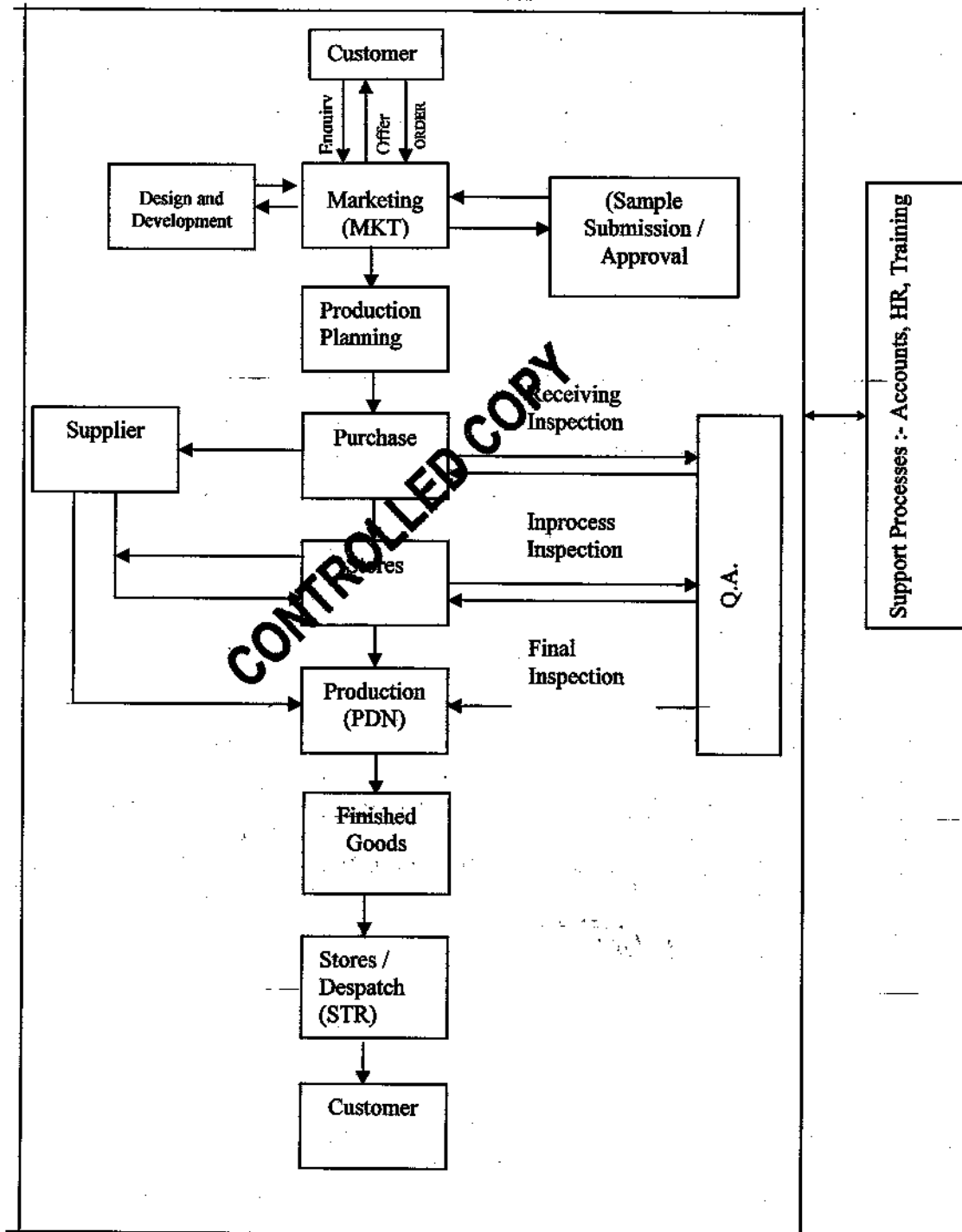
United Mud-Chem had established, documented, implemented and maintained a Quality Management System and continually improved its effectiveness in accordance with the requirements of International Standard ISO 9001:2000/2008 .since April 2006

In the of Year 2015 , Company decided to implement Environment Management System and OHSAS. It was also decided to integrate QMS, EMS and OHSAS .The Various processes needed to implement Integrated Management System have been defined in the Process Flow Chart (refer next Page) The relevent processes have been documented and are implemented to ensure the effective operations and control of these processes . The various resourses required are reviewed by management and are made available for the respective process.The relevent SOPs have been documented and displayed at respective work area.

The measuring parameters and performance criterias for various processes and system have been defined and the performance achieved are reviewed and analysed along with objectives in Management review Meeting . The necessary actions are taken to achieve the planned results and to make the required improvements.

Where our organization chooses to outsource any process that affects product conformity with requirements, we ensure control over such processes. Control of such outsource processes is identified within the integrated management system. When these outsourcing activities affect environment and occupational health and safety at supplier's end. Control on this process is exercised by:

- a) Carrying out evaluation of the suppliers,
- b) Carrying out receiving inspection of every lot of product supplied by such suppliers or carrying out inspection at supplier's premises for quality and or verification of process parameters
- c) Monitoring performance of such suppliers.

Title of the process : Integrated Management System**Sequence and Interaction of the processes****Mgmt. &
Support****Core Processes**

UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM -07 Page 3/5
Cross Ref. ISO 9001 : 2008 Clause 4.1. ISO 14001 : 2004 Clause 4.1 BS OHSAS 18001:2007 Clause 4.4.4.	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Integrated Management System	

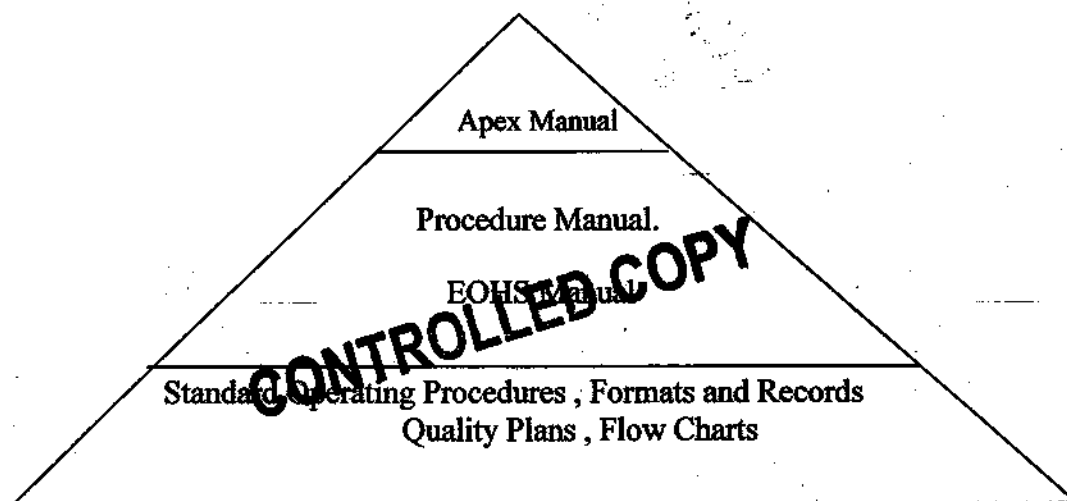
Documentation requirements

General and IMS Manual :

Our integrated management system documentation includes documented statements of a IMS policy and quality objectives, Environmental and OH&S Objectives , IMS Manual, documented procedures required by the International Standard, documents needed by the organization to ensure the effective planning, operation, Control of its processes, mitigation of Hazards and Risks and the records required by these International Standard ISO 9001:2008, ISO 14001 :2004 and BS OHSAS 18001:2007

This is covered in 'three levels', which covers the entire scope for which certification is sought. The details of each level is described below

Following is the level structure of documentaion :-



Level 1 : Apex Manual :

This includes IMS Policy, outline of the IMS Management System, , responsibilities and authorities of various personnel related to activities.

The Exclusions have been described in AM-05.

This manual contains various 'Sections' , which cover the relevant requirement of QMS, EMS and OHSAS.

Each page has unique identification stating :

1. Latest Issue No. / Rev No and Date
2. Clause Reference of the standard / Specification.

UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM -07 Page 4/5
Cross Ref. : ISO 9001 : 2008 Clause 4.1 ISO 14001 : 2004 Clause 4.1 BS OHSAS 18001:2007 Clause 4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Integrated Management System	

Level 2 : Procedure Manual (PM):

This contains documented procedures fulfilling the requirement of various clauses of these International Standards and specifications and company needs, as applicable to the respective dept. These manuals are in Three Parts :-

1. Procedure Manual (PM) – Covers the procedures needed for meeting the requirement of ISO 9001: 2008, ISO 14001:2004 and OHSAS 18001:2007
2. EOHS Manual :- Covers the specific Procedures needed for meeting the requirements of ISO 14001:2004 and BS OHSAS 18001:2007

Level 3 : Standard Operating Procedures, Quality Plan, Flow Charts , Formats and Records :

These are In the form of Instructions, Formats, Registeres, Tags for collecting and controlling the data.

Control of Documents:

Documents required by Integrated Management System are controlled as per the procedure 'Control of Documents '(PM-03)

UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM-07 Page 5/5
Cross Ref. : ISO 9001 : 2008 Clause 4.2.4 ISO 14001 : 2004 Clause 4.1 BS OHSAS 18001:2007 Clause 4.1.	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Integrated Management System	

Control of records:

M.R maintains the Master List of records and soft copies are made available to the respective Executives and shift In-charge .

Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the Integrated Management System.

The identification, , protection, retrieval, retention period of records are controlled as per procedure 'Control of Records' (PM-04)

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Apex Manual	Document No.: AM – 08 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.1, 5.2 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Management Responsibility.	

Management Commitment :

Director's commitment is evident through following ,

- a) Importance of meeting customer, statutory and regulatory requirements are communicated to all employees through meeting , display board, other means of internal communications and various training programs.
- b) IMS policy: This Policy has been established as stated in AM-09 of this Manual.
- c) Objectives are established for relevant functions and systems.
- d) Management review meetings are conducted as planned.
- e) Resources as required are made available
- f) Provide the human resources essential to establish, implement and maintain and improve the integrated management system
- g) Define the roles and responsibility , accountability and authority and communicate to all Concerned through out United Mud-Chem
- h) Identify top management representative who will be available to all persons working under the control of UNITED MUD-CHEM and will report to top management on the performance of integrated management system

Customer Focus :

Director and DH (Marketing) ensure , that customer requirements are determined and are met with the aim of enhancing customer satisfaction. They ensure determining the requirements related to the product as mentioned in Manual 'Customer-related Processes' AM-18 and Monitoring and measuring customer satisfaction as mentioned in AM-25.

UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM - 09 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.3 ISO 14001 : 2004 Clause 4.2 BS OHSAS 18001:2007 Clause 4.2	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : IMS Policy.	

We, at United Mud-Chem Pvt. Ltd. are committed to an Integrated Management System which combines the QMS ISO 9001:2008, EMS ISO 14001:2004 and BS OHSAS 18001:2007.

We shall strive to provide unsurpassed customer satisfaction by offering superior product value at agreed delivery and international business services. We have a vision to succeed through working closely with employees, customers and suppliers to meet changing needs of the business. We shall achieve this by implementing effective QMS ISO 9001:2008.

We recognize the impact of our Products, services and activities upon the environment and we commit to minimize the harmful impacts. We commit ourselves for the prevention of pollution and meeting the applicable legal and other requirements related to environmental aspects. We shall achieve this by implementing effective EMS ISO 14001:2004

We shall also demonstrate care for injury and ill health, occupational health and safety of all people associated with the activities and processes by minimizing all possible risks. We commit ourselves for meeting currently applicable OH&S legislation and other requirements. We shall achieve this by implementing effective BS OHSAS 18001:2007

We shall establish the framework for reviewing objectives and targets. We shall develop our employees and associates by imparting Training. We shall implement an efficient and effective IMS to achieve organization's goal of continual improvement and business growth. The policy shall be periodically reviewed and revised, if needed to meet the changing needs of the business.

01.01.2016


Director-

IMS policy is well documented, implemented and maintained. This policy is communicated to all persons working for or on behalf of the company and is made available to the public and interested parties with the intent to make them aware.

UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM - 10 Page 1/1
Cross Ref. : : ISO 9001 : 2008 Clause 5.4.1 ISO 14001 : 2004 Clause 4.3.3 BS OHSAS 18001:2007 Clause 4.3.3	Issue/Rev. No.: 1/0 Date : 01.01.2016
Title of the process : Objectives, Targets and Management Programmes.	

Planning :-Objectives, Targets and Programmes :

Director along with MR and core Team and concerned Executives establish the objectives at relevant functions and levels within the UNITED MUD-CHEM. This include the requirement specified by the customer for the product. Quality Objectives and Targets and also Environmental and OH&S Objectives, Targets and programmes. These Objectives, Tatgets and programmes are measurable where applicable and consistent with IMS Policy and also reviewed in every 'Manangement Review Meeting'.

The monitoring and measurement of the Objective is ensured in the Organisation by each responsible function.

Reference of Documented Procedure :-

PM-15 Objectives , Targets and Management and Programs

UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM – 11	Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.4.2 ISO 14001 : 2004 Clause 4.3.3 BS OHSAS 18001:2007 Clause 4.3.3	Issue/Rev. No.: 1/0	Date : 01/01/2016
Title of the process : Management System Planning.		

Management System planning :

Director and M.R. are primarily responsible for 'Integrated Management System planning'.
They ensure that

- a) The planning of the 'Integrated Management System' is carried out in order to meet the requirements of these Standards and Objectives , Targets and Programmes.
- b) The integrity of the Integrated Management System is maintained when changes to the Management System are planned and implemented.

Referecne of Process/Procedure : Nil

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Apex Manual	Document No.: AM – 12 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/ 0 <u>Date</u> : 01/01/2016
Title of the process : Roles , Responsibility and Authority and Communication.	

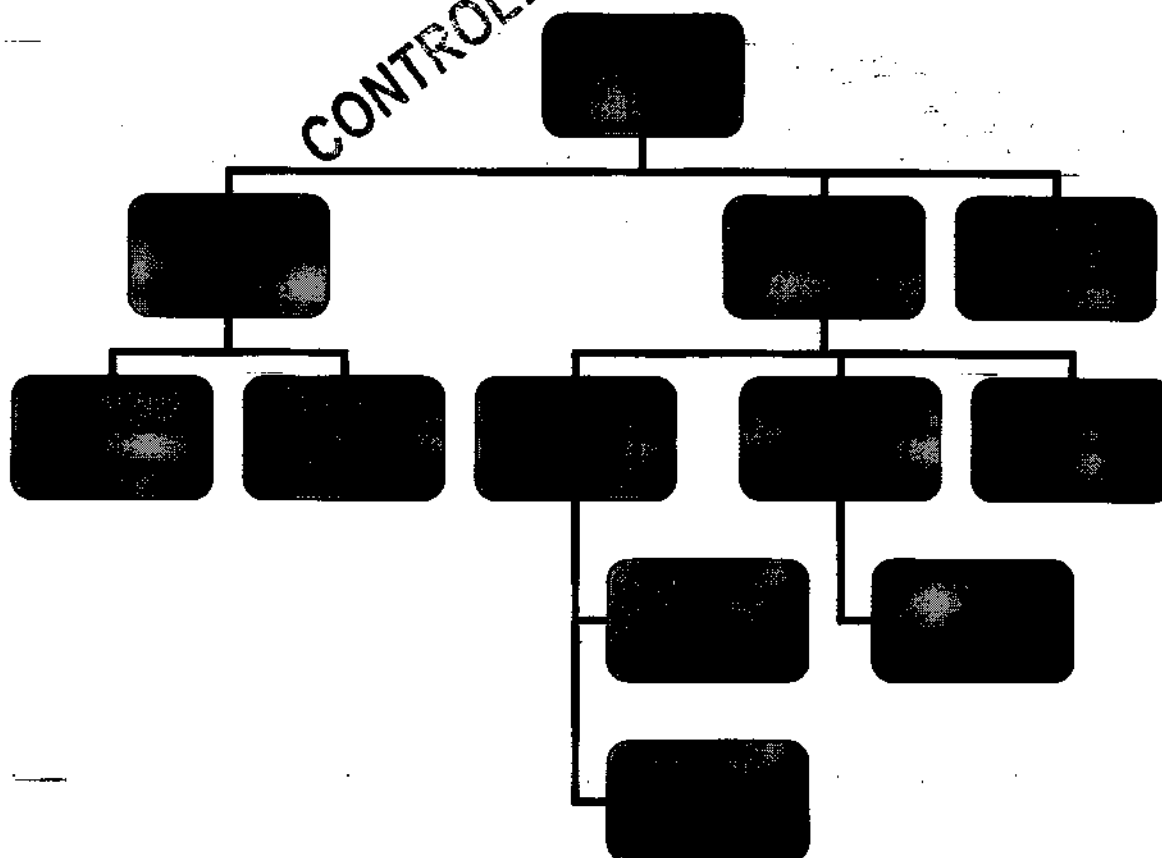
Roles, Responsibility, authority and communication :

Director defines the Organisation structure and the responsibilities and authorities of personnel who manage , perform and verify the activities and are communicated them in order to facilitate effective management system. Employees are accountable for obtaining the planned results. The director is the ultimate responsible for the OH&S and OH&S management system

Common responsibilities and authorities are defined in AM- 013 . These are also communicated to all through the e-mail.

Referecne of Process / Procedure : Nil

Organisation structure of UNITED MUD-CHEM : ::



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Apex Manual	Document No.: AM – 13 Page 1/5
Cross Ref. : ISO 9001 : 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date: 01/01/2016
Title of the process : Responsibility and Authority.	

Sr. No.	Responsibility	Authority
A)	Director: (Operations):	
1	Overall responsibility of plant operations to achieve business goals and the ultimate responsible for OH&S and OH&S management system	Finalising
2	Review and sanction the need of capital , Provide the resources and infrastructure needed to achieve conformity to product requirements.	Reviewing Implementation
3	Preparation of Annual Business Budget Plan and review	Finalising
4	Review and monitor Operational performance on business aspects with all Department heads	Reviewing Implementation
5	Define the responsibilities & authorities and communicate to all.	Finalising
6	Formation of IMS Policy ,Define Objectives and Targets	Finalising
7	To appoint a member of management.	Finalising
8	Provide the leadership towards environmental and human care. Provide technical and financial resources for implementation and continual improvement of Integrated Management System	Decide
9	Review and monitor the IMS Objectives and management system, at planned intervals, to ensure continuing suitability, adequacy and effectiveness.	Reviewing Implementation
10	Provide and maintain industrial relation services for UNITED MUD-CHEM	Decide Implementation
11	Accountable for development, implementation of the Integrated Management System and continually improve its effectiveness.	Provision of resources
B)	Director (Marketing):	
1	Independent handling of Sales and marketing department from receipt of enquiry , preparation of Quotations , follow up of orders.	Decide and Finalising
2	Coordinator between Customer and UNITED MUD-CHEM to resolve all issues on price, delivery and quality , and performance and any other commercial as well as technical issues.	Decide and Finalising
3	Visit customer for marketing activity.	Decide and Finalising
4	Carry out Customer Satisfaction Survey once in a year and decide the corrective action plan.	Reviewing
5	Accountable for development, implementation of the new Customers/ product and increase in the sales turnover	Customer visits / communication
C)	Head Production	
1	To work as mediator / Management Appointee between top management and lower management and communicate the issues to and fro and implement the practicable solutions within UMC	Reviewing
2	To Arrange training for all staff and workmen to help them to achieve the highest productivity and Quality	Decide and Finalising
3	To Lead the team to achieve the company's goal / targets on the sales.	Reviewing
4	To support production processes to achieve Zero defect Quality products	Reviewing Implementation

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Apex Manual	Document No.: AM-13 Page 2/5
Cross Ref. :- ISO 9001 : 2008 Clause-5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Responsibility and Authority.	

Sr. No.	Responsibility	Authority
5	To act as a chairperson for Core Team / safety committee .Select and coordinate with all the concern persons for monitoring OH&S and environmental parameters and maintain records	Recommendation And implement action
6	To Manage and ensure Plant safety including Emergency Control Plan, conduct audits and tests	Decide and monitor action
7	To Inspect and test of processes which are prone to hazards and risks, Environmental aspects and impacts	Decide and take monitor action
8	To achive the productivity and sales target and control OH&S hazards and significant environment aspects	
D) Production Executive		
1	To Prepare, Review and monitor weekly /Monthly Production Plan based on the pending orders, schedules and budget .	Finalising
2	To Prepare, Review and monitor weekly /Monthly shortage List and follow up with purchase.	Decide and take monitor action
3	To prepare the Sales contract based on availability of the material and forward to account manager for forwarding to customer.	Implementation, verification
4	To Inform delay / discrepancies in despatch plan to all	Reviewing
5	Carry out the packing activity of Finished goods in co-ordination with Production and stores	Implementation, verification
6	Co-ordinate with Purchase for Raw material / Bought out / consumable procurement with relevant documentation.	Decide and take monitor action
7	Co-ordinate with Purchase for subcontracting activity with relevant documentation.	Decide and take monitor action
8	To give Weekly Despatch planning to stores.	monitor action
9	Communicate the pending order statement to customer	Communicate, verification
E) SH (PUR) :		
1	Carry out evaluation and selection of suppliers	Approving
2	Plan the Raw material and subcontracting activity so as to meet the Monthly Production Cum Despatch Plan	Finalising
3	Prepare and review Purchase Orders with complete purchasing data as appropriate and communicate with Supplier	Reviewing
4	To establish and implement the activities at supplier's place to ensure the purchased / subcontracted product meet the requirements	Implementation, verification
5	Finalizing the Contracts with Supplier for Product Development and production.	Decide and Finalising
6	Carry out analysis of data which provide information relating to suppliers performance in respect of Quality	Reviewing Implementation
7	Take corrective action to eliminate the cause of non conformities in for the products supplied / subcontracted by supplier	Reviewing Implementation

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Apex Manual	Document No.: AM – 13 Page 3/5
Cross Ref. : ISO 9001 : 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Responsibility and Authority.	

Sr. No.	Responsibility	Authority
8	Interface with subcontractors for OH&S and environment matters	Implementation
9	To achieve Monthly production targets as well as delivery commitments	Reviewing Implementation
10	Follow up & controlling of production activities carried out at Supplier's end	Implementation, Verification
F) Head(QA) :		
1	Define the processes needed for the Integrated Management system. Promote the awareness of customer requirements, Environmental and OH&S hazards and risks throughout the organization. Coordination and identification of OH&S hazards and risks , environmental aspects and impacts	Defining Reviewing Implementation
2	Establish and maintain IMS Documentation and perform control on documents and records	Defining Reviewing Implementation
3	Formulate and monitor Objectives and Targets	Co-ordination & documentation
4	To ensure internal communication process within UNITED MUD-CHEM.	Implementation
5	To plan and implement the monitoring, measurement, analysis and improvement processes.	Reviewing Implementation
6	Co-ordinate internal audits at planned intervals	Implementation
7	Monitor corrective and preventive action on non-conformities and report	Co-ordination and monitoring of completion
8	Co-ordinate Management Review Meeting	Implementation
9	Adherence and evaluation of legal compliance	Verification
10	Liaisoning with certifying agencies on matters relating to IMS.	Implementation
11	Ensure continual improvement and effectiveness of the Integrated management system	Reviewing Implementation
12	Reporting to Director on the performance of Integrated Management System and need for improvement	Implementation
13	Exercise adequate control of monitoring and measuring devices by timely calibration and their maintenance.	Implementation, Recording
14	Control activities related to QA function from Receiving Inspection stage to Final Inspection Stage	Controlling Implementation
15	Draw up the corrective and preventive action Plan in case of customer complaints	Controlling Implementation
16	Abide by the defined / laid down OH&S hazards and risks and environmental aspects	Implementation

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Apex Manual	Document No.: AM - 13 Page 4/ 5
Cross Ref. : ISO 9001 : 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Responsibility and Authority.	

Sr. No.	Responsibility	Authority
G) Head Administration		
1	-Verify Import documentation for correctness and export documentation prepared by stores Assist. -Dealing with CHA -Complete all legal formalities.	Implementation, Maintenance, Monitoring, reporting
	Dealing with Govt. Authorities like Excise, Customs etc Prepare Quarterly / Annual Performance Report .Obtain Various permissions required for operations	Implementation, Maintenance
3	To determine the appropriate disposal method for all waste in UNITED MUD-CHEM	Decide and monitor action
4	To carry out all fuctions related to personnel salary & wage administration. Handling matters related to contractual labours, attendance & leave records. Maintain overall discipline & action taken. Day to day coordination with all employees & dealing with union.	Implementation, verification, reporting.
5	Manpower planning, Recruitment & selection, Performance planning, training & development.	Implementation, verification, reporting.
6	Maintain appropriate record of education, Training, Skill and experience in line with requirement of IMS.	Reviewing Implementation
4	Determine the necessary competence for personnel performing work affecting product quality, Enviromental aspects, OH&S risks and hazards and their training as appropriate.	Reviewing Implementation
7	Overall factory administration, House keeping, Guest arrangement, Transportation, Telephone & Fax.	Implementation, verification, reporting.
8	Spreading of Health & Safety awareness & employee welfare.	Implementation, verification, reporting.
9	To act as Factory Manager and communicate ,co-ordinate and interface with Legal and statutory authorities and external interested parties	Implementation, verification, reporting.
10	Identification and Compliance to applicable Legal & statutory, regulatory and other requirements and perodic evaluation and upadation.	Implementation, reporting.
11	Compliance to legal , statutory and othe requirement and submit the report to management.	Coordination for Corrective action
12	Investigation of Incidents, Accidents and identification and implementation of Corrective and preventive actions	Reviewing Implementation
13	Communicate and Consult with contractors	Reviewing Implementation

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Apex Manual	Document No.: AM - 13 Page 5 / 5
Cross Ref. : ISO 9001: 2008 Clause 5.5.1 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Responsibility and Authority.	

Sr. No.	Responsibility	Authority
H) Core Team / Safety Committee :-		
1	Periodically identify hazards and risks, determine significance , establish OH&S Objectives and targets, programmes and review	Documentation , implementation, Review
2	Periodically identify environmental aspects and impacts , establish Objectives and targets and programmes and review them periodically	Documentation , implementation, Review
3	Develop, implement and maintain OH&S and Environmental Management system under direction of MR	Implementation
4	Take timely effective actions in changing or unknown circumstances or events	Implementation
5	Review environmental aspects and impacts , OH&S hazards and risks for any new product, activities before it is taken up for production / Implementation	Documentation , implementation, Review
I) Security :-		
1	To Keep the records of goods inwards and outwards	Implementation, reporting.
2	Verify the PUC certificates, Driving licence, reverse horn for the vehicles coming in UNITED MUD-CHEM.	verification, reporting.
3	Guide the visitors / contractors as per the instructions displayed on the gate. Send the visitor / interested parties to DH (HR , Personnel & Legal) / MR for communication/ complaints / matter related to IMS	verification, reporting.
4	Take the necessary action in case of emergency situation as indicated in Emergency control plan and bring the situation under control	Implementation, reporting.
5	Inform the concerned persons, hospitals , fire brigade etc as required	Implementation, reporting.
6	Provide the First Aid incase of incidents / Accidents	Implementation, reporting.
7	To protect property from theft , inside / outside agency	Implementation, reporting.
The responsibility and authority for specific activities are covered in level 3 documentation i.e. Standard Operating Procedures		

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Apex Manual	Document No.: AM - 14 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.5.2 ISO 14001 : 2004 Clause 4.4.1 BS OHSAS 18001:2007 Clause 4.4.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Management Representative .	

Management Representative :

UNITED MUD-CHEM Pvt. Ltd ,has appointed, Mr Amir Khan a member of management, as a Specific Management Representative who, irrespective of other responsibilities, has responsibility and authority for

- a) ensuring processes needed for the IMS Management System are established, implemented and maintained.
- b) reporting to top management on the performance of the IMS Management System and any need for improvement, and
- c) ensuring the promotion of awareness of customer , Environment and OH & S requirements throughout the Organisation.
- d) The identity of the Management Representative is done through training programmes
- e) Liasing with Certifying Agencies on matters related to the IMS Management System.

Date:
01.01.2016

Director

Adhim

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Cross-Ref. : ISO 9001 : 2008 Clause 5.5.3 ISO 14001 : 2004 Clause 4.4.3 BS OHSAS 18001:2007 Clause 4.4.3	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Communication.	

Internal Communication :

Director and all DHs ensure that appropriate communication process is established within the UNITED MUD-CHEM and that communication takes place regarding the effectiveness of the IMS

through various meetings, Training Programmes, displays, circulars , intra-mail, Notices etc.

The internal communication with reference to environmental aspect and OH&S hazards is communicated to all through e-mails or computer.

The details of communication on the OH&S hazards and risk are identified in the procedure PM- 16, which covers Internal communication among various levels and functions in UNITED MUD-CHEM

The participation of workers is evolved in hazard identification, risk assessment and determination of the controls , incident investigation , involvement in changes / development and review of the OH&S policies , objectives.

Workers are informed about their participation arrangement and contractors are consulted for any changes in OH&S when appropriate.

External Communication :-

MR ensures the External communication on Environmental & OH&S between UNITED MUD-CHEM and external interested parties, such as Suppliers, Customers, public / local communities. The

communication is done through the e-mail. Interested party can raise their concern by contacting MR.

(Head Admin) is responsible for the Legal Communication. responsible for responding to inquiries from Regulatory agencies.

Directors are also responsible for communicating with Contractors, visitors to the workplace and responding to media communication and the people outside the organization who are likely to be affected and /or affect organizations environment and OH&S.

He consults with contractors where there are changes that affect OH&S and the pertinent OH&S matters with the external interestd parties

(Head Admin) is responsible for determining the need for and preparation of any notification to regulatory agencies on need basis, in consultation with Director and MR
The board is displayed at the gate to communicate the Environment Performance of UNITED MUD-CHEM (IMS-MR/R-015)

Reference of documented process:

PM - 16 Communication, participation and Consultation

UNITED MUD-CHEM PVT. LTD.

Apex Manual	Document No.: AM - 16 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 5.6, 5.6.1, 5.6.2, 5.6.3 ISO 14001 : 2004 Clause 4.6 BS OHSAS 18001:2007 Clause 4.6	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Management Review.	

Management Review :

M.R. collects the data for " Objectives , Targets and Management Programmes " every month. Director reviews the data every month and actions are taken on the specific points . However the 'Management Review Meeting' is held once in 3 months to ensure its continuing suitability, adequacy and effectiveness.

This meeting is Chaired by the Director . This review includes assessing opportunities for improvement and the need for changes to the Integrated Management System, including the IMS policy and Objectives and Targets, Management Programmes.

The inputs decided for the management review are stated in the point 'Review input' and the 'Review Output' from the management review are detailed in Procedure. The inputs also covers the evaluation of compliance with the legal requirements, results of participation and Consultation , communication with external interested parties and complaints , status of incident investigation , corrective and preventive actions.

These are discussed,debated and agreed in the Management Review and recorded with target dates for completion.

Records from Management Reviews in the form of 'minutes of Management Review meeting' are prepared and maintained by Management Representative.

M.R. circulates a copy of minutes of 'Management Review Meeting' to all the Participants and are available for communication and consultation to all..

Reference of documented process:

PM - 05 Management review.

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Apex Manual	Document No.: AM - 17 Page 1/2
Cross Ref. : ISO 9001 : 2008 Clause 6.1, 6.2,6.2.1, 6.2.2,6.3 ISO 14001 : 2004 Clause 4.4.1,4.4.2 BS OHSAS 18001:2007 Clause 4.4.1, 4.4.2	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Resource Management .	

Provision of resources :

Director allocates the resources like human resources, specialized skills, organizational infrastructure ,finanace , services from external experts , technological resources.

- To implement and maintain the Integrated Management System output and continually improve its effectiveness, and
- To enhance customer satisfaction by meeting customer requirements.
- To achieve company's business plan.

Human resources

General:

Director ensures the personnels performing work having environmental impacts ,OH & S hazards affect the the product performance are competent on the basis of appropriate education, knowledge,training, skills,experience and level of responsibilty and risk Involved.

Competence, awareness and training:

Director and DH -HR

- Determine the necessary competence for personnel performing work affecting product Quality, environment and OH&S matters
- Provide training or take other actions to satisfy these needs,
- DH -HR evaluates the effectiveness of the actions taken,
- Ensure that the personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the Quality objectives, Environment Objectives Targets , OH & S Objectives
- DH -HR maintains appropriate records of education, training, skills and experience

Persons performing specific assigned tasks such as internal audits, inspection and testing are trained on the basis of appropriate education, training or experience as required to make them qualified to perform their task.

Reference of documented processes:

PM - 08 Competence, awareness and Training

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Apex Manual	Document No.: AM-17 Page 2/2
Cross Ref.: ISO 9001 : 2008 Clause 6.1, 6.2, 6.2.1, 6.2.2, 6.3 ISO 14001 : 2004 Clause 4.4.1, 4.4.2 BS OHSAS 18001:2007 Clause 4.4.1, 4.4.2	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Resource Management.	

Infrastructure / Resources :

The responsibility for this activity is with Director.

Organization determines, maintains and provides the capital investment, infrastructure to achieve product quality, delivery, cost, health & safety, productivity, tooling, handling, administration and environmental and OH&S compliance.

This infrastructure includes:

- Suitable machines, equipments are used for production. The process parameters, which are critical, are recorded and monitored suitably.
- The Executive / Shift Incharge ensure suitable methods of maintenance of machines is laid down and implemented to ensure continuing process capability
- Building, workplace and associated utilities, Periodic house keeping review is carried out any requirement being highlighted during the audit are met with.
- Process equipment (both hardware and software) The suitable methods of maintenance of Machines are laid down and implemented to ensure continuing Process capability.
- Supporting services (such as transport or communication) such as phone, fax, e-mails are provided for easy and fast communication.

This is planned in Annual Business Plan and or identified in Management Review Meeting

Work Environment :

Head production and Head Admin determine and manage the work environment and coordination in working team needed to achieve conformity to product requirements.

The design of work place is done with the view to maintain conducive work environment adoption of human capabilities in order to have maximum and quality output, to eliminate or reduce the OH&S risks, environmental aspects and impacts at their source. Suitable employees welfare measures like uniforms, Use of PPEs, First Aid facility, Fire Extinguishers ergonomics, Heat, Humidity, Light, Air Flow, hygiene, Cleanliness, Noise, Vibration, Pollution are considered in ascertaining environmental impacts, OH&S hazards as specified in EOHS Manual.

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Apex Manual	Document No.: AM - 18 Page 1/2
Cross Ref. : ISO 9001 : 2008 Clause 7.1, 7.2, 7.2.1, 7.2.2 — ISO 14001 : 2004 Clause 4.3.1 BS OHSAS 18001:2007 Clause 4.3.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Planning for Product Realization and Customer related processes, Aspect and Hazard Identification	

Planning of product realization :

Director Marketing along with other DHs carry out this process for new product.

UNITED MUD-CHEM plans and develops the processes needed for product realization, considering the

Requirement of other processes of 'Integrated Management System' and following points as appropriate::

For existing product range, process flow chart as per AM-07 is followed.

For any new products UNITED MUD-CHEM determines as appropriate:-

- a) Objectives and requirements for the product.
- b) Need to establish processes, documents, and provide resources specific to the product;
- c) Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance.
- d) Records needed to provide evidence that the realization processes and resulting product meet requirements.
- e) Identify the Aspect- Impact , Significant if any , identify the Legal requirement as per the documented Procedure EOHS-04.
- f) Carry out the Hazard Identification and Risk Analysis as per the documented Procedure EOHS -03.
- g) Identify the Emergency situations arising during the processing of the item and decide on Emergency control Plan
- h) Establishing & maintaining Operating Parameters for the process affecting environmental, OH & S hazards and plan to mitigate the same.

The output of this planning is recorded in a suitably to cover all aspect of Customer's requirement in the Register (IMS-MKT/R-007).

Customer Related Processes :

For customer related process UNITED MUD-CHEM determines:

- a) Requirement for the products in the form of specifications. Technical requirements specified on drawings and customer's specification sheets
- b) Requirements specified by the customer, including delivery and post-delivery activities,
- c) Requirements not stated by the customer but necessary for specified or intended use, where known,
- d) statutory and regulatory requirements related to the product, and
- e) Commercial requirements
- f) any additional requirements determined by our Organisation .

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Apex Manual	Document No.: AM – 18 Page 2/2
Cross Ref. : ISO 9001 : 2008 Clause 7.1,7.2, 7.2.1,7.2.2 ISO 14001 : 2004 Clause 4.3.1 BS OHSAS 18001:2007 Clause 4.3.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Planning for Product Realization and Customer related processes, Aspect and Hazard Identification	

Review of requirements related to Product :

The review is carried out at the time of receipt of enquiry, acceptance of the order and acceptance to the changes to the contract or order.

The above points are reviewed as per format (IMS-MKT/R-001) and discrepancies , if any are Resolved by communicating back to customer. Only after conformation by customer, products are included in the monthly plan for execution.

The samples are submitted to customer along with initial sample inspection prior to bulk supply

Reference of documented Procedure :

- EOHS -03 – Planning for Hazard Identification, Risk Assessment and Determining Controls
- EOHS -04 – Planning for Environmental Aspect

- Reference Documents :-
- 1) Aspect Impact Rating for Activity (IMS-MR/D-16)
 - 2) Aspect Impact Rating for Product (IMS-MR/D-18)
 - 3) Aspect Impact Rating for Services (IMS-MR/D-19)
 - 4) Hazard Identification and Risk Assessment (IMS-MR/D-17.2)
 - 5) Onsite Emergency Plan (IMS-MR/D-004)

- Reference Records:-
- 1) Communication with customer regarding discrepancies (e-mails)
 - 2) Enquiry / Purchase Order evaluation Form(IMS-MKT/R-001)
 - 3) List of Legal and Other Requirement (IMS-HR/R-005)

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Apex Manual	Document No.: AM – 19 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 7.2.3 ISO 14001 : 2004 Clause 4.3.1 BS OHSAS 18001:2007 Clause 4.4.3	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Customer Communication	

Customer communication :

Director Marketing along with SH marketing carry out this activity.

UNITED MUD-CHEM Pvt. Ltd ,dermines and implement effective arrangements for communicating with customers in relation to :

- a) Product information is communicated through Catalogs , drawing , specifications or quotation or Puchase Order from customer.
- b) Enquiries, contracts or order handling, including amendments,
- c) Customer feedback on specific requirement after receipt of samples first lot.

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Apex Manual	Document No.: AM-20 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 7.3 ISO 14001 : 2004 Clause 4.4.6 BS OHSAS 18001:2007 Clause 4.4.6	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Design and Development.	

Design and development :

The specification for our product are given by our customer for the products are detailed in the scope (AM-05) .

Reference of documented Procedure :

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Apex Manual	Document No.: AM - 21 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 7.4, 7.4.1 to 7.4.3 ISO 14001 : 2004 Clause 4.4.6 BS OHSAS 18001:2007 Clause 4.4.6	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Purchasing.	

Purchasing :

Director is responsible for carrying out these process.

1.0 The activity is carried by ensuring :-

- a) Purchased product obtained from supplier conforms to specified purchase requirements.
- b) Control over the supplier and purchased product. The type and extent of 'control' applied to the supplier and the purchased product is dependent upon the effect of the purchased product, on subsequent product realization or the final product.
- c) Appropriate evaluation and selection of suppliers based on their ability to supply product in accordance with requirements. Criteria for selection, evaluation and re-evaluation are established.
- d) The selected suppliers are included in the 'List of approved supplier,' (IMS-PUR/R-002) which includes suppliers supplying raw material, bought out, capital goods packing and packaging, subcontracting, consumables and services like maintenance and calibration
- e) SH(PUR) maintains records of the results of evaluations and performance of approved supplier is monitored by Quality Control Index (QCI) every month and any necessary actions arising from the evaluation.
- f) Where environmental impacts and hazards of goods and OH& S risks, equipment and services of purchased are identified, these are communicated to Supplier and contractor. They are encouraged and helped to meet the requirements of OHSAS 18001 : 2007 and ISO 14001 :2004 to the maximum possible extent.
- g) Purchasing information is addressed in details in the procedure.

2.0 The purchased products are verified as follows :-

The inspection and verification activities necessary for ensuring that purchased product meets specified purchase requirements are established and implemented.

If need arises, SH(PUR) arranges the intended verification arrangements and method of product release in the 'purchasing information', where 'our Organisation' or 'our customer' intends to perform 'verification' at the supplier's premises. The purchasing document gives specific instructions.

Reference of Documented Processes :

PM - 11 Purchasing

SOP-QA-005..Receiving Inspection , Inprocess and Final Inspection

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Apex Manual	Document No.: AM - 22 Page 1/3
Cross Ref. : ISO 9001 : 2008 Clause 7.5, 7.5.1 to 7.5.5 ISO 14001 : 2004 Clause 4.4.6 BS OHSAS 18001:2007 Clause 4.4.6	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Production and Operational Control	

The responsibility for this process is Manager (PDN) and Exec (PDN) and Exec (STR)

Production is planed on the basis of confirm Orders / Schedule from Customer.

Operations and activites that are associated with identified significant environmental aspects And OH&S risks where control measures are required , these are planned and carried out under specifed conditions, which in consisitant with IMS Policy , Objectives and Targets. Documented procedures are established , implemented and maintained to the situations where their absence could lead to deviation of IMS Policy , Objectives and Targets

This is implemented by ensuring :

- a) the availability of information that describes the 'characteristics' (specifications) of the product such as Drawing , material Specification and any other specific requirement
- b) The availability of Standard Operating Procedures , as necessary.
- c) The use of suitable equipment like machines, tooling. These are maintained by carrying Out Preventive and breakdown Maintenance
- d) The availability and use of appropriate monitoring and measuring devices,
- e) The implementation of monitoring and measurement, and
- f) The implementation of release, delivery .
- g) The environmental Aspect and Hazard identification related to each of the activity is identified and are addressed in the relevant SOPs with the control procedure and action plan as appropriate.

Reference of documented processes :

Standard Operating Procedures HR,STR, Production , QA

Reference Records :-

Monthly Production /Despatch Plan (IMS-MKT/ R- 002)

List of Machines (IMS-PDN/D -001)

Maintainence History Card (IMS-PDN / R- 001-)

Monthly Production Report (IMS-PDN/R- 003)

Validation of processes for production provision :

Today we do not have any which needs validation.

The output all processes can be verified by subsequent monitoring or measurement.

In future any process requiring validation , where the resulting output can not be verified by subsequent monitoring or measurement and where deficiencies become apparent only after the product is in use. Validation shall be done for all such processes.

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Cross Ref. : ISO 9001 : 2008 Clause 7.5, 7.5.1 to 7.5.5 ISO 14001 : 2004 Clause 4.4.6 BS OHSAS 18001:2007 Clause 4.4.6	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Production and Operational Control	

Identification and traceability:

Head QA and Operators are primarily responsible for this activity

Where appropriate, our Organisation 'identifies' the product by suitable means (names, tags or keeping it at designated locations, racks, bins) through out product realization.

The organization identifies the product status such as accepted, rejected, accepted under concession (i.e. deviation), for rework / repair. These products stored at designed Locations or identified with suitable tags as defined in the procedure, during processing to ensure that only product that has passed the inspection is forwarded to the next operation or dispatch.

Wherever traceability is a requirement, products are traceable by assigning Serial No/ Batch No. upto raw material test certificate. Further traceability shall be maintained as per customer's requirement as appropriate.

Reference of Documented Procedures :

SOP-QA-005... Receiving Inspection, Incoming and Final Inspection.
SOP-QA-006 ...Control of Non-Conforming Product

Customer Property :

Head production and Store keeper are primarily responsible for this activity in their respective areas

We exercise the care with customer's property such as production tooling, while it is under control or being used by us. We identify, verify, protect and safeguard customer's property provided for use or incorporation into their product. If the customer's property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and Records are maintained.

Reference of Documented Procedure : Nil

Reference Records :-

List of Customer Property : IMS- MKT/ R-004

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Cross Ref: : ISO 9001 : 2008 Clause 7.5, 7.5.1 to 7.5.5 ISO 14001 : 2004 Clause 4.4.6 BS OHSAS 18001:2007 Clause 4.4.6	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Production and Operational Control	

Preservation of product :

Head Production and Operators are primarily responsible for this activity.

Products are preserved for conformity during processing and delivery to the intended destination. This preservation includes identification, handling, packaging, storage and protection..

— Suitable methods of handling the product during processing are used and mentioned in the processes. Designated storage areas are used to store raw materials to prevent damage / deterioration. Appropriate methods of receipt and issues from such areas are implemented.

The condition of product in stock at raw material stage and finished product stage are periodically checked to detect damage/deterioration, if stored more than three months.

Care is taken to ensure that packaging is appropriate and will not cause damage to the product during transit.

The relevant records pertaining to the dispatches are maintained (as mentioned in Master list of records by stores) as required by statutory bodies like Excise and Customs

Reference of Documented Processes:

SOP-QA-005... Receiving Inspection , Inprocess and Final Inspection

SOP -PDN -09 and 18 Packing and Packaging .

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Apex Manual	Document No.: AM - 23 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 7.6 ISO 14001 : 2004 Clause 4.5.1 BS OHSAS 18001:2007 Clause 4.5.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Control of Monitoring and Measuring Equipments and performance monitoring	

Head (QA) is primarily responsible for this activity.

The monitoring and measuring devices needed to provide evidence of conformity of product, to the determined requirements and process parameters and Environment Monitoring parameters are identified.

The selection of instrument is done on the basis of measurements to be made and necessary accuracy and precision. The accuracy of the devices selected must be greater than the required accuracy. The range must be sufficiently large to cover the range of measurement to be made.

The details of such devices are maintained in the list 'List of monitoring and measuring Equipments'. (IMS-QA/ R -010).

These devices are calibrated by approved and selected external Agency traceable to National/ International standard.

The Calibration Certificates are verified along with traceability of the equipment used for calibration and calibration Certificate. The devices are identified with calibration sticker mentioning due date for next calibration.

The Measuring and test equipments used for monitoring environmental parameters and performance are to be verified or calibrated as appropriate.

Care is taken during handling, storage, and preservation of measuring equipment. Concerned employees are trained to ensure accurate and safe handling and operation of equipment, so as to prevent them from adjustments which would invalidate the calibration settings.

b) Performance monitoring.

Head Admin and MR are responsible for this activity.

The parameters which affect the Environment aspect and OHSAS Hazards and risks and also the objectives are monitored and reported in the monthly report. The relevant records are also submitted to statutory and regulatory bodies as defined in the Monitoring of Legal requirements.

Reference of Documented Procedure :-

PM -17 Performance measurement and monitoring

Reference Record:-

List of Monitoring and Measuring Equipments (IMS-QA/ R -010)

Calibration Certificate along with traceability certificates where applicable.

Monitoring of Legal requirements (IMS-HR/R -09)

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Apex Manual	Document No.: AM - 24 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 8.1	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Measurement , Analysis and Improvement	

MR and all other Exec are responsible for this activity.

UNITED MUD-CHEM plans and implements the monitoring, measurement, analysis and improvement process needed :.

- a) To demonstrate conformity of the product
- b) To ensure conformity of the Integrated Management System, and
- c) To continually improve the effectiveness of the Integrated Management System.

Reference of Documented Process:

SOP-QA- 05 ... Receiving , Inprocess and Final Inspection

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Apex Manual	Document No.: AM - 25 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 8.2.1	Issue/Rev. No.: 1/0 Date : 01/01/2016.
Title of the process : Customer Satisfaction:	

Customer Satisfaction:

Director (Marketing) is responsible for this activity.

As one of the major measurements of the performance of the Integrated Management System, Director Marketing monitors information relating to customer perception as to what extent UNITED MUD-CHEM has met the customer requirements. The Customer Satisfaction Survey Forms

(IMS-MKT/R -003) are sent to Customer every year in April . After receipt of the Forms summary of each of the element is prepared . The detailed analysis report is prepared and discussed in Management Review Meeting and taken as scope for improvement.

Reference of Documented Process:- Nil

Reference Records :-

Customer Satisfaction Survey forms (IMS-MKT/R -003)
Analysis of Satisfaction Survey.

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Apex Manual	Document No.: AM-26 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 8.2.2, ISO 14001 : 2004 Clause 4.5.5 BS OHSAS 18001:2007 Clause 4.5.5	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Internal Audit.	

Internal audit :

MR is primarily responsible for this activity.

UNITED MUD-CHEM conducts internal audits at planned intervals of once in 6 months in every department as per Plan. Internal Audit and MRM Plan' (IMS -MR/D-001) is prepared to determine whether the 'Integrated Management System';

- a) conforms to the planned arrangements to the requirements of International Standard and to the Integrated Management System requirements established by our Organisation , and
- b) is effectively implemented and maintained.

A follow-up activity (next Internal Audit) includes, the verification of the actions taken (correction and corrective action) and the reporting of verification results.

A summary of audit report forms a part of the agenda of 'management review'.

Reference of Documented Procedure:

PM -06Internal Audit

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Apex Manual	Document No.: AM – 27 Page 1/1
Cross Ref. : ISO 9001 : 2008 Clause 8.2.3, ISO 14001 : 2004 Clause 4.5.1 BS OHSAS 18001:2007 Clause 4.5.1	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Monitoring and measurement of processes	

Monitoring and measurement of processes :

MR is primarily responsible for this activity and supported by Exec (PDN).

UNITED MUD-CHEM applies suitable methods for monitoring and, where applicable, measurement of the Integrated Management System processes. These methods demonstrate that the Processes under control and ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action are taken, as appropriate, to ensure conformity of the product, Control on environmental hazards and OH&S risks

Reference of Documented Procedure:

PM – 05	Management Review
PM - 06	Internal Audit
SOP-QA- 07	Corrective and Preventive Action
PM-17	Performance measurement and monitoring
EOHS- 08	Incident investigation, Non-conformity , Corrective action And Preventive actions

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Apex Manual	Document No.: AM - 28 Page 1/3
Cross Ref. : ISO 9001 : 2008 Clause 8.2.4, 8.3, 8.4	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Monitoring and Measurement of Product	

Monitoring and measuring of product:

Executives and operators are primarily responsible for incoming, in-process and final inspection.

UNITED MUD-CHEM monitors and measures the characteristics (specifications) of the product to verify that, product requirements have been met. This is carried out at appropriate stages of the product realization process i.e. at receiving inspection of purchased product, in-process inspection of the product and final inspection of the product, in accordance with the planned arrangements.

Receiving inspection and testing of all incoming raw materials is done as per Quality Plan. In case of urgency material is used only with permission of Director. Supplier's earlier evaluation report is used as base for release of material. Product from such material and its Processing record is kept traceable condition till testing is complete.

Executives and operators carry out inspection at various in-process stages as per Quality Plan / respective drawing. This is done to ensure that respective specifications are met.

In case of non-conforming product resulted during the process, it is recorded and corrected by repair/rework or rejected as detailed in control of non conforming products.

Final inspection is carried as per relevant Final Quality Plan/ respective drawing and non-conformances observed are corrected before its dispatch to the customer.

Evidence of conformity with the acceptance criteria is maintained in the form of Inspection records at receiving, in-process & final stage. These records also indicate the person(s) authorizing release of product.

Inspection and test records are properly maintained.

Product release doesnot proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority i.e. Director and, where applicable, by the customer.

Reference of Documents :

Quality Plans for Receiving / Inprocess and Final Inspection.

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Apex Manual	Document No.: AM – 28 Page 2/3
Cross Ref. : ISO 9001 : 2008 Clause 8.2.4, 8.3 .8.4	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Monitoring and Measurement of Product.	

Control of nonconforming product:

Head Production and Operators are responsible for this activity.

UNITED MUD-CHEM ensures 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 a documented procedure.

The non-conforming products are dealt by one or more of the following ways:

- by taking action to eliminate the detected nonconformity; such as doing rework to fulfil the specified requirements or repair to fulfil the intended usage requirements although it may not conform to the originally specified requirements or rejected/scraped.
- by authorizing its use, release or acceptance 'under concession' by a Customers representative, where applicable, or by Director
- by taking action to preclude its original intended use or application.
- by making suitable for alternative use

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained are maintained as maintained.

When non-conforming product is corrected by rework or repair, the re-verification (re-inspection) is carried out as per relevant Quality Plans/ respective drawing to demonstrate conformity to the requirements.

The appropriate action is taken to the effects, or potential effects, of the nonconformity, when nonconforming product is detected after delivery or use stated. This is detailed in Procedure Manual.

Reference of Documented Procedure:

SOP-QA-06 ... Control of nonconforming product

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Apex Manual	Document No.: AM - 28 Page 3/3
Cross Ref. : ISO 9001 : 2008 Clause 8.2.4, 8.3 ,8.4	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Monitoring and Measurement of Product.	

Analysis of data :

MR and All Execs are responsible for this activity.

UNITED MUD-CHEM determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the Integrated Management System and to evaluate where continual improvement of the effectiveness of the Integrated Management System can be made.

This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provide information relating to

- a) 'Customer Satisfaction' as one of the measurement of the performance of the Integrated Management System.
- b) Conformity to product requirements
- c) characteristics and trends of 'processes' and 'products' including opportunities for preventive action, and
- d) Supplier's performance monitoring. (QCI monitoring)

The documented procedures and processes are available for this.

Reference of Documents:

SOP -STR-001 Receipt of material in Stores

SOP-QA-05Receiving Inspection, Inprocess and Final Inspection.

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Apex Manual	Document No.: AM – 29 Page 1/ 2
Cross Ref. : ISO 9001 : 2008 Clause 8.5.2 8.5.3 ISO 14001 : 2004 Clause 4.5.3 BS OHSAS 18001:2007 Clause 4.5.3	Issue/Rev. No.: 1/ 0 Date : 01/01/2016
Title of the process : Non conformity , Corrective and Preventive Action	

All Heads and MR are primarily responsible for this activity .

UNITED MUD-CHEM works on improve continually the effectiveness of the Integrated Management System through the use of the IMS Policy, Objectives,, MPs , OH& S Objectives and Targets, audit results, analysis of data, corrective and preventive actions and management review.

Corrective action

The actions are taken to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure is established to define requirements for :-

- a) reviewing nonconformities (including customer complaints),and taking the actions to mitigate their environmental impacts
- 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.
- g) EOHS Corrective Action

The appropriate actions are taken depending on upon the magnitude of the problem and Environmental impacts

Head production ,MR and other Executives review nonconformity observed in the verification of product, processes, and system and determines the causes of nonconformities. And analysis is carried out for corrective action. The implemented coorrective action is monitored in further processing or the production for effectiveness.Records of the results of these analysis and investigations and effectiveness of the results of action taken are maintained.

If it needs the corrective action from supplier, the supplier is requested for the same verbally or in writing and the effectiveness of the corrective actions taken is monitored in the subsequent lots received from the supplier/ QCI for the subsequent months.

Identify proposed actions for new or changed hazards / new or changed controls through risk assessment prior to implementation

Complaints from Interested Parties :-

MR and Head Admin are responsible for this activity.

The complaint is received in the form of verbal, written, e-mail, phone, letter,fax etc.

In case of complaint related to OH&S and environemental issues,it is registered External Communication Register kept on the Gate or communicated directly to DH (P, HR and Legal).The appropriate actions are taken to migitate the same.

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Apex Manual	Document No.: AM-29 Page 2/2
Cross Ref. : ISO 9001 : 2008 Clause 8.5.2 8.5.3 ISO 14001 : 2004 Clause 4.5.3 BS OHSAS 18001:2007 Clause 4.5.3.	Issue/Rev. No.: 1/0 Date : 01/01/2016
Title of the process : Non conformity , Corrective and Preventive Action	

The complaint regarding the product is received in the form of verbal, written, e-mail, phone, letter, fax etc. After receipt, the complaint is registered in 'Customer Complaint Register'. The complaint is analysed involving concern personnel and with the reference to the dispatch data where required Cause and Effect diagram is used for finding out the root cause. The disposition and corrective action or action plan is decided in order to prevent "recurrence". The responsibility is assigned to the respective personnel and target date for completion is also decided and the data is entered in the Register.

The actions taken are communicated to customer. The corrective action taken is monitored in further lots of supplies for the effectiveness.

Data of Customer Complaint and analysis is discussed in Management Review Meeting.

Corrective action taken for non-conformities in Integrated System are dealt with by M.R. as per documented procedures.

Preventive Action

DHs along with MR and other Executives are primarily responsible for this activity.

The problems are reviewed in Management Review Meeting from process control records, inspection and test reports and service feed backs in order to identify potential causes and recommend preventive action in order to eliminate them. The preventive actions are recorded in the Preventive Action Format and the responsibility for carrying out this is assigned to the specified department/person. Resource requirements for implementing the preventive actions, if any, are presented in the Management Review Meetings. The effectiveness of preventive actions is verified.

Incident Investigation

Establish, implement and maintain the procedure to record, investigate and analyse the incidents in order to determine OH&S deficiencies and need for corrective action is identified opportunities for preventive action and continual improvement are identified. The results of such investigation are communicated to all concerned. The incident investigation will also result in the correction and preventive actions and are performed in timely manner..

Reference of Documented Procedure:

SOP- QA- 07 – Corrective and Preventive Action.

PM-16 – Communication, Participation and consultation

EOHS-08 – Incident investigation Non conformity , Corrective and Preventive Action