



خيرى تيك لنظم المعلومات ذ.م.م

Veritec Information Systems L.L.C

QUALITY MANAGEMENT MANUAL

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TABLE OF CONTENTS

1	<u>QHSE Policy Statement</u>
1.1	QHSE Policy Statement
1.2	General Objectives
2	<u>Introduction</u>
2.1	Objectives and Scope
2.2	References
2.3	Veritec Information Systems
3	<u>Approval, Amendment Procedure and Distribution</u>
3.1	Approval
3.2	Amendment Procedure
3.3	Distribution of Quality Manual
4	<u>Quality Management System</u>
4.1	General Requirements
4.2	Documentation Requirements
4.2.1	General
4.2.2	Structure of quality System Document
4.2.3	Quality System Manual
4.2.4	Control of Documents
4.2.5	Control of Records
5	<u>Management Responsibility</u>
5.1	Management Commitment
5.2	Customer Focus
5.3	Quality Policy
5.4	Planning
5.4.1	Quality Objective
5.4.2	Quality Management System Planning
5.5	Responsibility, Authority, and Communication
5.5.1	Responsibility and Authority
5.5.2	Responsibility and Authority Relating to Quality

Rev. 2 / Apr. 05



5.5.3 Internal Communication

5.6 Management Review

6 **Resource Management**

6.1 Provision of Resources

6.2 Human Resources

6.2.1 General

6.2.2 Competence, Awareness, and Training

6.3 Infrastructure

6.4 Work Environment

7 **Product Realization**

7.1 Planning of Product Realization

7.2 Customer-related Processes

7.2.1 Determination & Review of Requirement

7.2.2 Customer Communication

7.2.3 Product Information

7.2.4 Customer Feedback

7.3 Design and Development

7.4 Purchasing

7.4.1 General

7.5 Production and Service Provision

7.5.1 Control of Production & Service Provision

7.5.2 Validation of Processes for Production & Service Provision

7.5.3 Identification & Traceability

7.6 Control of Monitoring and Measuring Devices

8 **Measurement, Analysis, and Improvement**

8.1 General

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

8.2.2 Internal Audit

8.2.3 Measuring & Monitoring of Processes

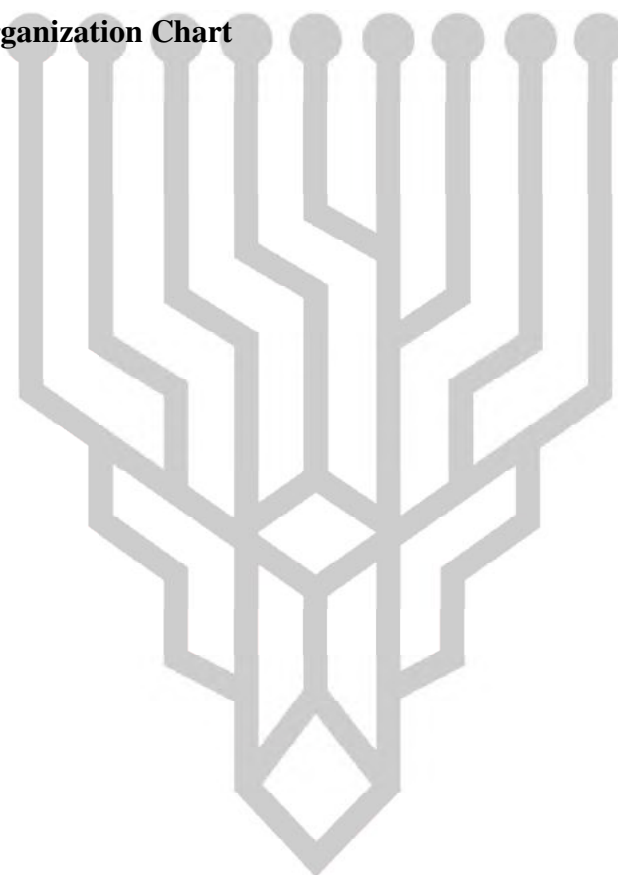
8.2.4 Measurement & Monitoring of Product / Service

- 8.3 Control of Nonconforming Product
- 8.4 Analysis of Data
- 8.5 Improvement
 - 8.5.1 Continual Improvement
 - 8.5.2 Corrective & Preventive Action

Annex A Process Maps

Annex B Veritec Organization Chart - Rev 2 / Apr. 05

Annex C Quality Organization Chart



List of Revisions

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SECTION 1.0

QHSE POLICY AND QUALITY OBJECTIVES

1.1 QHSE POLICY STATEMENT

QHSE Policy

We are committed to implement a policy of TOTAL QUALITY in all our operations. We will perform all activities to ensure that the resulting products consistently exceed our customer expectations, are reliable and dependable and provide maximum value for money to our customers.

We at Veritec Information Systems LLC (“Veritec”) are committed to provide services and focused on distributing the best high services to our customers and have always represented some of the finest names in worldwide and that will meet 100% of our client’s expectations while ensuring the health & safety of all personnel and the protection of the Environment.

Veritec have recognized the importance of Health, Safety and Environmental (HSE) Management and the benefits it will bring to the company, employees and the country at large.

We are committed to ensure that health, safety and environment at work is a primary business objective and accordingly the company is committed to educating and training its employees in HSE Matters.

Further, we aim to comply with all the legislative requirements applicable to UAE and to promote improvement of relevant HSE related issues. We will support and cooperate with our customers, business partners and government agencies in their HSE programs.

Veritec management has defined this HSE policy in relevance to its strategic objectives. This policy should be well understood at all levels of the company.

Veritec through its HSE Management system will implement this policy. All employees and Contractors are required to be committed to and perform their duties according to this HSE Policy and in line with the international Standards ISO 14001: 2004 and OHSAS 18001: 1999



1.2 GENERAL QUALITY OBJECTIVES

Quality Policy shall be achieved by:

- **Offering Outstanding Customer Service:** This can be done by having in-depth customer knowledge, by delivering what is promised and by offering value addition to our customers.
- **Providing Talented and Motivated People:** Constant training, job enrichment and empowerment will be the aim to motivate staff and develop team spirit and pride of ownership amongst them.
- **Advanced Systems and Technology:** Providing advanced systems and technology to ensure time saving. Assist staff in gaining competitive edge for the organization and provide a healthy environment for growth and providing efficient Management Information systems.
- **Always Being a Market Leader:** Innovation, flexibility and credibility will ensure that we remain market leaders. Through our large sales volumes we can obtain and provide maximum value for money to our customers.
- **By Delivering Quality in Everything We Do:** By defining our service standards and through continual efforts to improve quality and productivity we will ensure maintenance of quality in all our operations. Using customer feedback effectively, we will ensure constant product improvisation in line with customer expectations

SECTION 2.0

INTRODUCTION

2.1 OBJECTIVES AND SCOPE

Veritec has developed a quality management system to satisfy the needs of its customers and to improve the management system of the company.

The quality system has been organized to comply with the International Standards

The purpose of this quality manual is to document the company's policy and instruct and guide employees, whose actions affect product quality, in the course of their day to day activities so as to achieve the Company's overall objective of Customer Satisfaction.

2.2 REFERENCES

ISO 9000:2000	Quality Vocabulary
ISO 9001:2000	Quality Management Systems Requirements
ISO 9004:2000	QMS-Guidelines of Performance Improvements



2.3 VERITEC INFORMATION SYSTEMS

Veritec, an ISO9001:2008 company, is a professional service provider in unified security and low voltage solutions that specializes in giving end-users absolute control. We have conceived systems that present you with the scalability and speed to determine and reconfigure settings as and when you require.

Our expertise is a result of years of industry presence and experience, an in-depth understanding and implementation of innovation, and pioneering breakthrough technology via research and development.

Our Quality Management System combined with customer's feedback; ensure that the best & most effective solutions are always available to the UAE market, backed up with an effective sales & customer support organization.

Our Vision

To serve the world with a constant and continuous sense of security, harnessing a peaceful global community.

Our Mission

To be the leading provider in unified security and low voltage solutions through:

- **Human Capital**

To always invest in human capital and recognize that as the prime of our success.

- **Inspire Innovation**

To always embrace creativity and inspire innovation to deploy World best technologies to meet the global security demand.

- **Superior Quality**

To always deliver superior quality products and ensure excellent customer experience.

- **Trusted**

To always put our customer as our first priority and develop business partnership base on trust.

Partnership



SECTION 3.0

APPROVAL, AMENDMENT PROCEDURE AND DISTRIBUTION

3.1 APPROVAL

All documents related to Quality Management System such as Quality Management Manual, Organization Manual, Process Flow Manual and Procedures has been prepared by Management Representative, Reviewed by Steering Committee, Approved by Managing Director and Issued by Management Representative.

3.2.0 AMENDMENT PROCEDURE

3.2.1 Amendments to the quality Policy and Quality objectives shall be reviewed and approved by the Managing Director. Amendments to any part of other quality documents shall be reviewed and approved by the Management Representative. The revision, updating and distribution of Quality System Manuals will be the responsibility of the Management Representative.

3.2.2 In the event of minor changes, requiring the revision of one or several pages of the Quality Manual, only such page or pages shall be revised. In such cases the revision number of the relevant page(s) will be incremented and the other page(s) will remain unchanged. Whenever practicable, the change in the document will be highlighted by a vertical line, adjacent and to the right of the amendment, and the revision will be denoted on the amendment sheet.

3.3.0 DISTRIBUTION OF THE QUALITY MANUAL

3.3.1 Distribution of the Quality Management Manual is controlled by the Management Representative in accordance with the established distribution list approved by the Managing Director. The Management Representative will ensure that controlled copies are updated promptly. He will distribute all amendments of the Quality Management Manual to all holders of controlled copies and give notice as to the disposition of obsolete copies.

3.3.2 Uncontrolled copies of the Quality Manual may be used for marketing or promotional purposes, or issued to customers on demand for reference purposes. Uncontrolled copies shall not be updated.



SECTION 4.0

QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

Veritec has a defined and effective quality management system, which meets the requirements of ISO9001: 2000 standard and company's overall quality objectives.

Veritec has documented quality system, which includes quality policy and quality objectives, Quality Management Manual, Organization Manual, Quality Procedures, Process Flow Manual, Work Instructions and Quality Records. The system is reviewed at the defined frequency to improve its effectiveness.

Veritec has adopted a "process approach" for the continual improvement of quality management. The sequence of the activities are interrelated with the applicable clauses of ISO 9001:2000 QMS standard and described in the quality procedures and other documents.

4.2.0 DOCUMENTATION REQUIREMENTS

4.2.1 General

The scope of the quality system covers the organization, responsibilities and authorities, procedures, work methods, and resources, with a view to achieve and maintain the quality of services commensurate with the quality policy and quality objectives of the company and the Customer's expectations.

Veritec has 3 different business processes which are **System Integration, Distribution and Export**. The sequence and interaction of these processes with Quality Management System are outlined on Annex A -Process Maps.



4.2.2 Structure of Quality System Documentation

The quality system documentation is structured in the following order of precedence:

- **Quality Management Manual** which outlines the overall quality system and in which the company's policy and quality objectives are published.
- **Organization Manual** which details the responsibilities and authorities to be followed when carrying out various activities and tasks.
- **Process Flow Manual** which details the Veritec processes. These are confidential and their circulation is restricted to internal use within the company unless otherwise contractually agreed.
- **Quality Procedures (QP)** which detail the responsibilities and methods to be followed when carrying out various activities and tasks. These procedures define how the requirements of applicable clauses of ISO 9001:2000 are applied to the services. These are confidential and their circulation is restricted to internal use within the company unless otherwise contractually agreed.
- **Quality plans** are developed for projects wherever required. The plans address the requirements of the projects and also establishes an appropriate interface with the company's Documented Quality System.

4.2.3 Quality System Manual

Veritec has established and maintained a quality system manual (QSM), which explains how the requirements of ISO9001: 2000 have been incorporated into the quality management system. Further more, Quality system documentation, references of the quality procedures and quality records are given in the manual, wherever required.



4.2.4 Control of Documents

Veritec has established and maintained procedures for the control of all documentation relating to the Quality System, as follows:

- All quality documents are reviewed and approved prior to issue.
- The pertinent issues of appropriate documents are available at locations where operations essential to the effective functioning of the quality system are performed.
- All changes to documents are in writing, are reviewed and approved prior to issue, and are distributed to all holders of controlled copies.
- A master set of applicable documents is maintained and updated.
- Obsolete documents are removed, as required, from points of use and issue.
- Obsolete documents retained for knowledge preservation or legal purposes are clearly identified as such.
- Documents are re-issued after a practicable number of changes.

The procedure ensures that documents of external origin essential to the company's system are adequately controlled.

(Reference procedure: VIS-QP-01, Control of Documents)

4.2.5 Control of Records

Veritec has established a procedure for maintenance and control of necessary records in order to demonstrate that requirements for quality have been met and that the quality system is working effectively.

The periods for maintenance of quality records are detailed in procedures and any contractual requirements for such are identified. Procedures also ensure that records are suitably identified and defined where and who maintains the records.

The procedures also define the methods for disposition of quality records after prescribed retention periods is carried out. Confidentiality is observed in all cases.

The Customer is afforded access to quality records pertaining to their contract.

(Reference procedure: VIS-QP-02, Control of Records)



SECTION 5.0

MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

Veritec's management is fully committed to implement quality management system in the company and provides evidence of its commitment through:

- Communicating to all employees the importance of meeting customer requirements and expectations, as well as applicable statutory and regulatory requirements.
- Establishing quality policy and quality objectives.
- Conducting periodic management reviews.
- Ensuring the availability of the resources for the implementation of an effective Quality Management System.

5.2 CUSTOMER FOCUS

Veritec 's Management is committed to achieve customer satisfaction, which is evaluated at periodical basis by Management (based on the number of customer complaints, customer feedback and corrective and preventive action requests). Enhancing customer satisfaction for Veritec Services is the main objective and to ensure that customer requirements are determined and fulfilled, the management is committed to provide all the necessary support and resources for the effective implementation of quality management system.



5.3 Quality Policy

Veritec Quality Policy has been defined by the Managing Director. The contents of the Quality Policy are disseminated throughout the company. Copies of the Quality Policy are also issued to staff to facilitate better understanding of its contents. Briefing on the quality Policy and the requirements of the company's system is included in induction training for all new staff by Management Representative and Personnel Department.

5.4.0 PLANNING

5.4.1 Quality Objectives

Veritec's management has ensured that quality objectives set are relevant to the main quality Policy of the company. Those objectives are incorporated with the main procedures and process, which are used in day to day activities. The objectives are developed on the basis of long and short-term goals/targets. These objectives are specific, time bound, measurable, and achievable. The Quality Objectives are also issued to staff to facilitate better understanding of its contents. Briefing on the Quality Objectives are included in induction training for all new staff by Management Representative and Human Resources Department.

5.4.2 Quality Management System Planning

Veritec Management has established quality objectives and ensures that resources needed to achieve quality objectives are identified and planned. The management carries out quality planning. Planning for quality is identified and documented and discussed during management review. The establishment and implementation of the quality system is considered to be basic quality planning.

Contract specific quality planning is also undertaken for Public Services projects and revolves around the provision of adequately trained personnel, compatibility of entities and documentation, special process requirements, material and sub-contract procurement, and required quality records.



5.5.0 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1. Responsibility and Authority

The Organization chart shows the inter-relation of positions and functions within Veritec and the path of responsibility and authority in relation to Quality.

The responsibility, authority and inter-relation of every person who manages, performs, and verifies work which affect quality are defined in position descriptions in the Organization Manual.

Position descriptions are issued to all personnel and maintained in personnel files. These are available for review at Veritec premises.

(Reference document : Veritec Organization Manual)





5.5.2 Responsibilities and authorities relating to quality

The responsibilities and authority of the key personnel are as follows:

Managing Director

- Define and approve the quality policy and quality objectives of Veritec and ensure its implementation and maintenance.
- Authorize the quality manual, quality procedures, Organization Manual, process activity flow manual.
- Ensure the quality system is reviewed to ensure its continuing suitability and effectiveness in satisfying the requirements of the standard, the company's objectives and the customer's expectations.
- Review and provide adequate resource requirements.
- Develop the company business plan, marketing strategy and long term growth.
- Nominates the Management Representative.



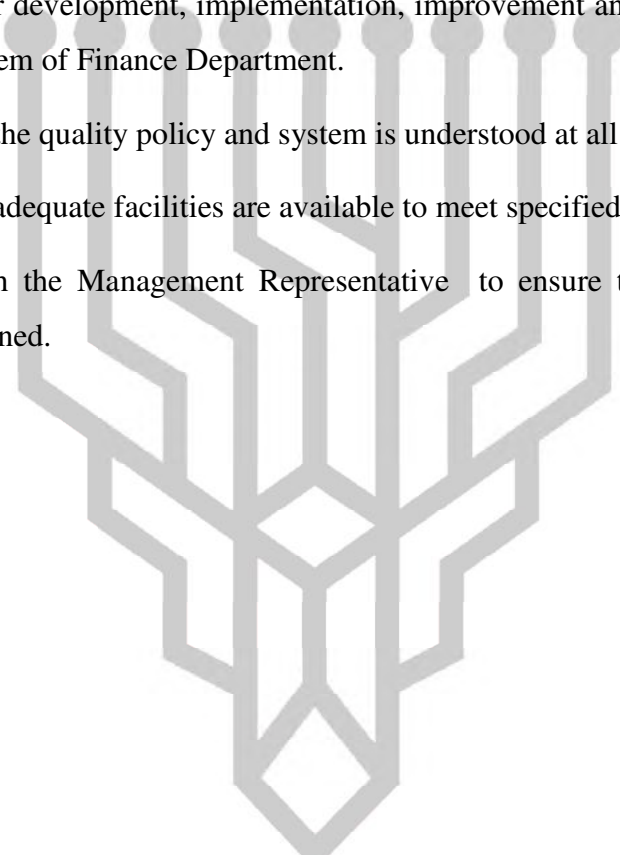
Integration Division Manager

- Responsible to the Managing Director for the design and development, implementation, improvement and continuous operations of the quality system of sales department.
- Responsible for tenders, quotations, and review the customer inquiries and orders related to Sales department.
- Co-ordination and control of all commercial, managerial and technical aspects of the business.
- To ensure that the quality policy and system is understood in his area of operations.
- Estimating and bidding tenders, project cost control.
- Responsible for purchasing and selecting suppliers related with Sales activities.
- Responsible for evaluation of Supplier Performance.
- Responsible for follow up of customer complaints regarding to Sales activity and report to Management Representative
- Review / Identify resource requirements.
- To liaison with the Management Representative to ensure the quality procedures are adequately defined.



Finance Manager

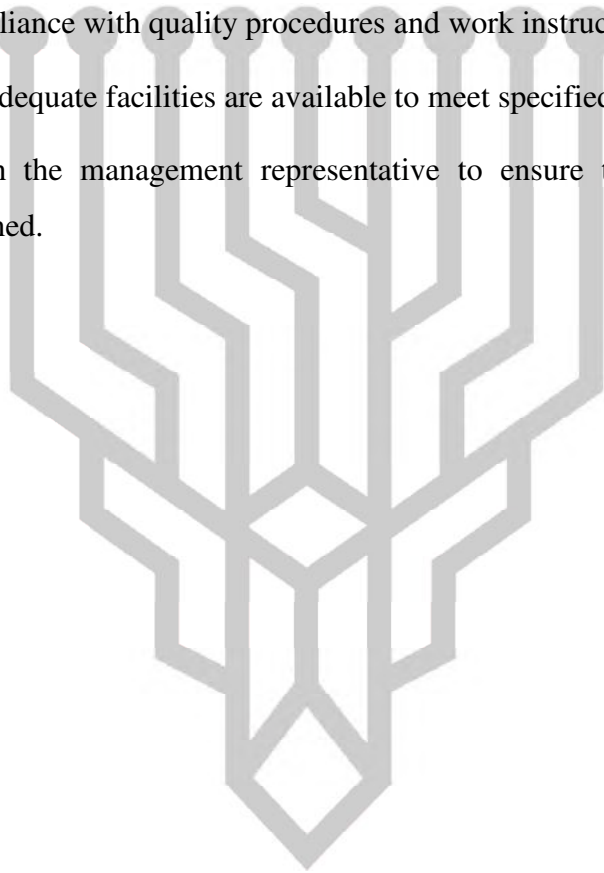
- Responsible to Managing Director for implementation of approved policies and procedures, in matter related to finance and financial objectives.
- Co-ordination and control of all commercial aspects of the business.
- Accounting services, stores, insurance, budgeting, treasury cost control, purchasing and logistics.
- Responsible for development, implementation, improvement and continuous operations of the quality system of Finance Department.
- To ensure that the quality policy and system is understood at all levels.
- To ensure that adequate facilities are available to meet specified quality requirements.
- To liaison with the Management Representative to ensure the quality procedures are adequately defined.





Marketing Manager

- Responsible to Managing Director for all functions related to Marketing activities.
- Planning and control of Marketing activities and analysis.
- Responsible for the design and development, implementation, improvement and continuous operations of the quality system of marketing activities.
- To ensure that the quality policy and system is understood at all levels.
- To ensure compliance with quality procedures and work instructions.
- To ensure that adequate facilities are available to meet specified quality requirements.
- To liaison with the management representative to ensure the quality procedures are adequately defined.





Technical Manager

- Responsible to the Managing Director for all functions related to IT Infrastructure, Spare parts purchasing, maintenance of software and hardware ,back up activities.
- Responsible for planning of purchasing and maintenance spare parts, software and hardware , back up activities and applying this.
- To ensure that the quality policy and system is understood at all levels.
- To ensure compliance with quality procedures and work instructions.
- To ensure that adequate facilities are available to meet specified quality requirements.
- Responsible for follow up inner customer complaints, non-conformities, corrective and preventive action request regarding to IT activities and report to Management Representative.
- To liaison with the Management Representative to ensure the quality procedures are adequately defined.



Personnel Manager

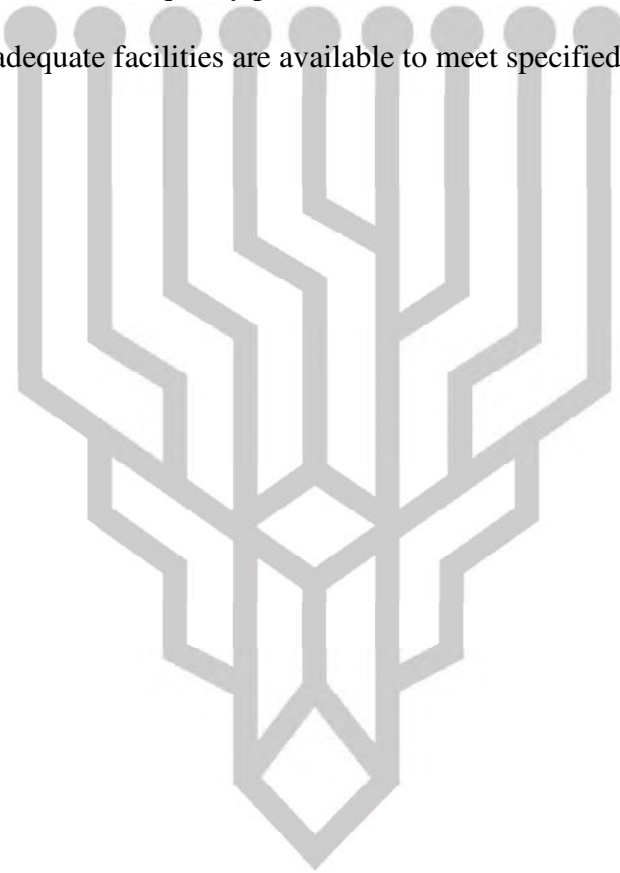
- Responsible to Managing Director for all issues pertaining to Personnel Administration.
- Responsible for issues pertaining to salaries, leave, maintenance of overtime payments.
- Monitor staff attendance and reporting.
- Arranging employment letters, contracts including visa processing for new staff.
- To ensure that the quality Policy and system is understood at all levels.
- To ensure compliance with quality procedures and work instructions.





Human Resources Manager

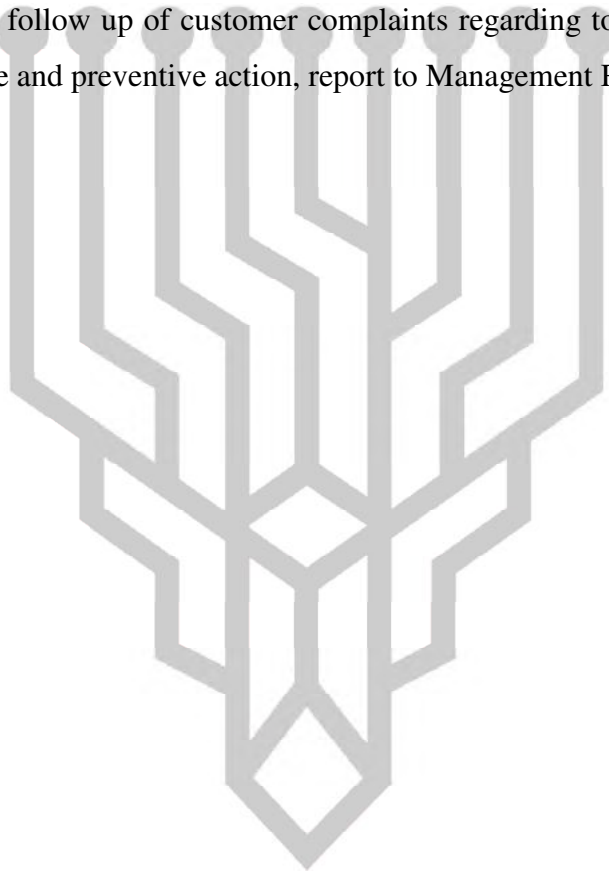
- Responsible to Managing Director for all functions related to Human Resources and Public Relations.
- Responsible for requirement of new personnel, needs for training, evaluates personnel performance, improving personnel competence and skills.
- To ensure that the quality policy and system is understood at all levels.
- To ensure compliance with quality procedures and work instructions.
- To ensure that adequate facilities are available to meet specified quality requirements.





Public Services Manager

- Responsible to Managing Director for all functions related to Public Service activities.
- Responsible for planning and implementing contracts and services activities.
- To ensure that the quality Policy and system is understood at all levels.
- To ensure compliance with quality procedures and work instructions.
- To ensure that adequate facilities are available to meet specified quality requirements.
- Responsible for follow up of customer complaints regarding to Public Services activities, taking corrective and preventive action, report to Management Representative.





Management Representative

- Managing Director has appointed the Integration Division Manager as Management Representative who has the authority and responsibility for:
- Ensuring that the quality system is established, implemented and maintained according to the requirements of ISO 9001:2000.
- Reporting on the performance of the quality system to Management for review and on a basis for improvement of the quality system.
- Ensuring the promotion of awareness of customer requirements throughout the organization.
- To ensure that the quality Policy and quality objectives and system is understood at all levels.
- To ensure compliance with processes, quality procedures, and work instructions on all the levels of the organization.
- Organize Management Review meeting, preparing plan, agenda, minutes meeting.
- Manage the day –to-day operations of quality system as required by procedures and ensure communication and awareness of customer requirements as well as the legal and regulatory requirements throughout the organization.
- Establish and control the document data and record control system.
- Establish the internal audit plan and co-ordinate with auditors.
- Initiate follow up audit activities in order to verify audits and record the implementation and effectiveness of corrective and preventive action taken.
- Report results of internal audits, status of corrective and preventive actions, process performance, follow up action from previous management reviews; changes could affect the quality management system and recommendations for improvement to Management.



Quality Manager (QM)

The responsibility of Quality Manager is to function as a coordination point between the Management Representative (MR), the Quality Coordinators (QC) and various departments and branch offices of Veritec to ensure quality policies and quality procedures are followed continuously for enhanced customer satisfaction.





Quality Coordinators

The Quality Coordinators will act as quality consultants and visit the different departments and branch offices as assigned to them and support Managers and Office In-charges to continually improve processes and services by strictly adhering to the Quality policies and quality procedures and will report to the Quality Manager.





5.5.3 Internal Communication

Veritec has developed a system for the effective communication between the departments through periodic management review meetings. The organization chart and process flow charts and written procedures have been developed and implemented which clearly shows the reporting channel and hierarchy within the company. Internal Memo and E-mail System have been used to disseminate the information about the Quality Management System. Veritec has created an in-house quarterly publication to enhance internal communication of the organisation.

5.6 MANAGEMENT REVIEW

Management Review meetings are carried out two times per year at approximately six monthly intervals in order to ensure the quality system's continuing suitability and effectiveness in satisfying the quality Policy, the requirements of the standard, and in meeting the Customers requirements. Managing Director chairs Management Review meetings and may call unscheduled meetings, should the need arise.

Management Review meetings will be attended by personnel stipulated in VIS-QP-03. Managing Director may request other management members to participate in the management review meeting as deemed necessary.

Information regarding results of audits, customer feedback, process performance status of nonconformities, corrective and preventive actions, follow up actions from previous management reviews, changes that could affect the quality management system and recommendations for improvement form part of a set agenda for such meetings.

The Management Representative maintains minutes of the meeting.

(Reference Document: VIS-QP-03, Management Review)



SECTION 6.0

RESOURCE MANAGEMENT

6.1 PROVISION OF RESOURCES

Veritec Management is committed to provide all type of resources required for implementation and maintenance of the Quality Management System. Regular management review meetings, internal audits and corrective-preventive action system will identify such resources.

Adequacy of resources including trained personnel, equipment and software, etc. with regard to meeting clients demands, are reviewed periodically during the Management Review and necessary actions are taken.

6.2.0 HUMAN RESOURCES

6.2.1 General

Personnel are assigned to their jobs on the basis of qualification, competence and past performance.

6.2.2 Competence, Awareness and Training

Veritec attaches great importance to ensuring that all personnel performing activities affecting quality have adequate experience and qualifications. This is achieved through the recruitment of suitably qualified personnel and the provision of adequate training.

Procedure requires all new personnel to undergo induction training, which includes an introduction to the Company's Policy, the Quality Management System and the employee's responsibilities and authority.

The procedure also requires that the training needs of personnel are reviewed at least once every year. This is achieved through staff appraisals or recommendations and where training requirements are identified, a plan for further training is established. Appropriate personnel training records are maintained.

(Reference Document VIS-QP-04, Training Procedure)

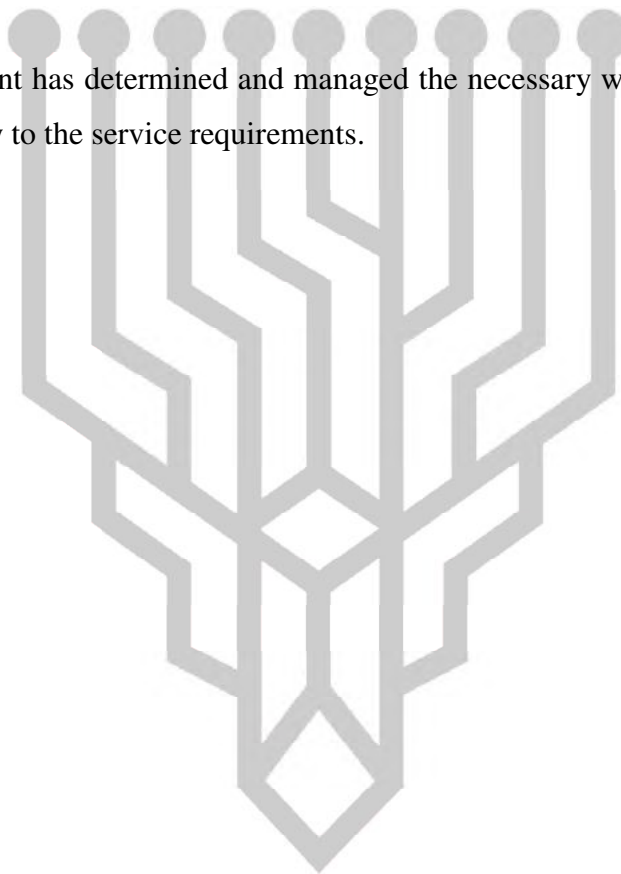


6.3 INFRASTRUCTURE

Veritec Management has provided necessary infrastructure, in terms of workspace, associated utilities, necessary hardware, software and other supporting services, needed to achieve conformity to the services delivered. A maintenance program is applied to IT services in order to sustain process capability and minimize breakdown.

6.4 WORK ENVIRONMENT

Veritec management has determined and managed the necessary work environment needed to achieve conformity to the service requirements.





SECTION 7.0

PRODUCT REALIZATION

7.1 PLANNING OF PRODUCT REALIZATION

It is the policy of the company not only to maintain but also to improve the quality of services by ensuring the effective controls on the processes. Management will plan and develop the processes needed for service realization, which will be consistent with the requirements of the Quality Management System.

In planning product/service realization, the following are determined:

- i) The quality objectives and requirements of the product/service.
- ii) Established processes, documents, and provision of resources specified to the product/service.
- iii) Required verification, validation, monitoring activities specific to the product/service.
- iv) Records needed to provide evidence that the realization processes and resulting product/service meet requirements.

The customer requirements and quality objectives are identified at an earlier stage and are incorporated into the quality procedures/activity flow charts of the process which includes inspection stages.

The company's processes and interaction between processes are described in detail in process map, the quality procedures and process activity flow charts.



7.2.0 CUSTOMER-RELATED PROCESSES

7.2.1 Determination and Review of Requirements Related to Product

SYSTEM INTEGRATION The requirement of the client can be received over the phone, in person or written via mail, fax or e-mail. Services, Products and Suppliers are selected based on the ability to satisfy the customer requirements.

PUBLIC SERVICES The customer requirement is identified through notification for the participation in tenders/bids by customers. Public Services department verifies the capabilities of such participation by the company as required by the tender or request. Services, Products and Suppliers are selected based on the ability to satisfy the customer requirements. Subsequently tender documents are prepared in consultation/approval by Managing Director for submission to customers.

7.2.2 Customer Communication

The company has developed a system for handling customer inquiries and complaints. All inquiries are logged and addressed through the responsible Department. Customer feed back in terms of suggestions or complaints are handled through corrective/preventive actions procedure. These are reviewed periodically in management review meetings. All concerned personnel are qualified and experienced and have in-depth knowledge of products to satisfy any customer query.

7.2.3 Product Information

Veritec's objective is to provide unified security & low current services to clients that may be corporate or the general public.

The customer communication is insured by various means such as telephone, mails, e-mails, internet, face to face communication, news paper advertising, promotional flyers, etc.

The customer communication concerns various unified security & low current services and related products and opportunities.



7.2.4 Customer Feed Back

Depending on the services provided various processes are in place related to customer complaints. Complaints received are recorded and reviewed against objective evidence. Corrective and preventive action will be initiated by respective managers. The outcome will be advised to customer and Head of the Department.

Public Service Department Complaints are registered for each contract as well as anomalies or problems encountered during the contract. The project supervisor informs the manager in writing about the complaints of the client. The root cause of the problem is investigated and corrective action is carried out and the client informed.

7.3 DESIGN AND DEVELOPMENT

7.4.0 PURCHASING

7.4.1 General

In purchasing products, services, equipments, spare parts and stationary, the company attaches critical importance to evaluation and selection of suppliers, communication of requirements and inspection and verification of purchased products/services.

The criteria for evaluation and selection of new suppliers is based on one or more factors such as price, on time delivery, service quality, convenience, availability, compliance to contract requirements etc. Continuation of service/contract will be automatically renewed annually, unless otherwise specified.

Systems have been established which ensures that:

- Only approved suppliers are used and that the mechanism for selection of new suppliers is in place (suppliers includes subcontractors). Allowance has been made to approve vendors based on trial orders or specific availability.
- Purchasing documents clearly and completely describes the material ordered and the quality requirements.
- Purchase documents are reviewed and approved prior to release.
- The company or the customer may require to verify products/services at the suppliers, wherever applicable.



7.5.0 PRODUCTION AND SERVICE PROVISION

7.5.1 Control of production and service provision

All company operations are performed according to the documented quality procedures and the activities defined in this quality manual.

- i) Only trained and experienced persons are appointed for the job, who could directly/indirectly effect the quality of the services. All possible measures are taken to ensure that the proper operation of any specified activity is performed as per quality procedures.
- ii) Proper information about the customer requirements are provided to the concerned person/suppliers to deliver our services in a professional manner.
- iii) The process is controlled through careful checks for monitoring at the subsequent stages by the concerned managers.

7.5.2 Validation of Processes for Production and Service Provisions

This activity has been established for Veritec and the process has been defined. The output is monitored based on the results of the process.

7.5.3 Identification and Trace ability

Each client is identified by a unique code number, client name, etc. which allows the identification and trace ability of each activity carried on behalf of the client. Also the ticket number identifies the ticket holder, the destination and other relevant data.

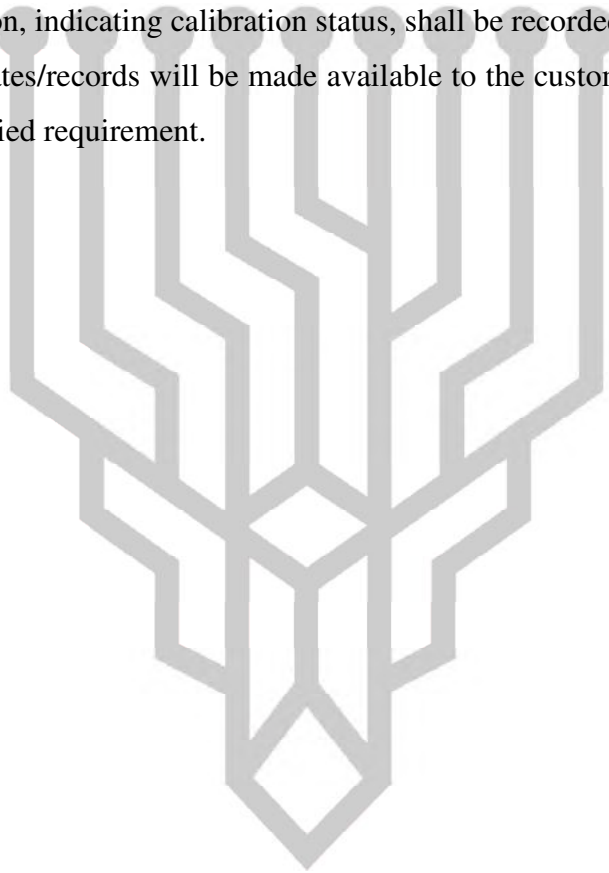


7.6 CONTROL OF MONITORING AND MEASURING DEVICES

All inspection, measuring, and test equipment used for demonstrating the conformity of the product are controlled and maintained on a regular basis.

The Measuring and Test Equipment is subject to either external calibration by independent bodies or in house by qualified personnel.

Results of calibration, indicating calibration status, shall be recorded and maintained.
Calibration certificates/records will be made available to the customer for verification when it is a customer specified requirement.



SECTION 8.0

MEASUREMENT, ANALYSIS and IMPROVEMENT

8.1 GENERAL

The company has developed and implemented methods for the monitoring, measurement and improvement of the system.

The monitoring of the performance of the activities in term of financial objectives and Quality Objectives are in place which directly demonstrates the conformity of the services delivered by Veritec.

Corrective and Preventive Action Request Forms are filled whenever a customer complaint or suggestion is received by the company and actioned according to procedures laid down in VIS.QP.06 clause 5.5. The results are reported in the Management Review by Management Representative.

8.2. MONITORING AND MEASUREMENT

8.2.1 Customer Satisfaction

Veritec has developed a customer satisfaction survey to measure satisfaction of their customers on a monthly basis. In addition, Customer Satisfaction of processes can also be surveyed as follows:

Integration	Commendations from costumers and appreciation certificates by suppliers.
Distribution	Customer commendations and appreciation certificates by suppliers
Public Services	Individual client re-order, renewal of contracts



8.2.2 Internal Audits

Procedures have been established, which ensure that activities throughout the company are regularly audited. Audits are scheduled based on the status and importance of the activity. The procedures require that an audit schedule is established which includes all relevant activities.

Audits are prepared and planned by Management Representative. The procedure ensures that in all cases the auditor(s) will be independent of the function or area being audited.

All non-conformities discovered during audit are recorded and an audit report is prepared. The results of audits are communicated to respective managers who are responsible for timely implementation of agreed corrective actions.

Procedure requires that the implementation and effectiveness of corrective action is verified by a follow-up audit.

Findings of audits are presented and reviewed during management review meetings. This information is evaluated to help assess the effectiveness of the Quality System in satisfying the Customer, the quality certification requirements, the quality Policy, and to determine if any improvements in the system are required.

(Reference Procedure: VIS-QP-05 Internal Audit)

8.2.3 Measurement and Monitoring of Processes

Marketing Department have been monitoring marketing and process performance of Veritec at the relevant stages for continuous measurement.

Following reports have been developed and utilized:

- Statistical Report
- Feasibility and Analyses Report
- System Integration Market Report
- Trend Analyses Report
- Market Intelligence Reports
- Project Reports



Veritec management monitors and measures the quality management system processes through the collection of data related to clients, suppliers, internal audits and all above reports, in order to evaluate continuous improvement and will discuss at defined intervals in management review meetings.

8.2.4 Measurement and Monitoring of Product/Service

In order to achieve the required objectives of the company and to provide quality service to customers, company has developed and implemented quality procedures/activity flow charts. These quality procedures/activity flow charts clearly identify the process stages along with the authority where proper inspection are required prior to release to the next stage or to the customer.

Interfaces with the Customer will be explored to find out how the Customer assesses the quality of service provided by the Company.

(Reference Document Process Flow Manual)

8.3 CONTROL OF NON CONFORMING PRODUCT

All personnel are responsible for identification, recording and immediate reporting of any instances of non-conforming product/services.

The authority and responsibility for review and disposition of non-conforming products/services is defined in procedures.

Procedures provide for suitable identification of non-conforming products/services to prevent unintended use.

The procedure requires that, apart from immediate disposition, the reasons for product non-conformities are analyzed to determine corrective actions required to avoid recurrence by Management Representative and responsible staff.

(Reference Document: VIS-QP-06 Nonconformity, Corrective and Preventive Action)



8.4 ANALYSIS OF DATA

The Company has determined the need for use of statistical techniques in analyzing the data for different service requirements. The company collects and analyses data to demonstrate the suitability and effectiveness of the quality management system and to evaluate continuous improvement.

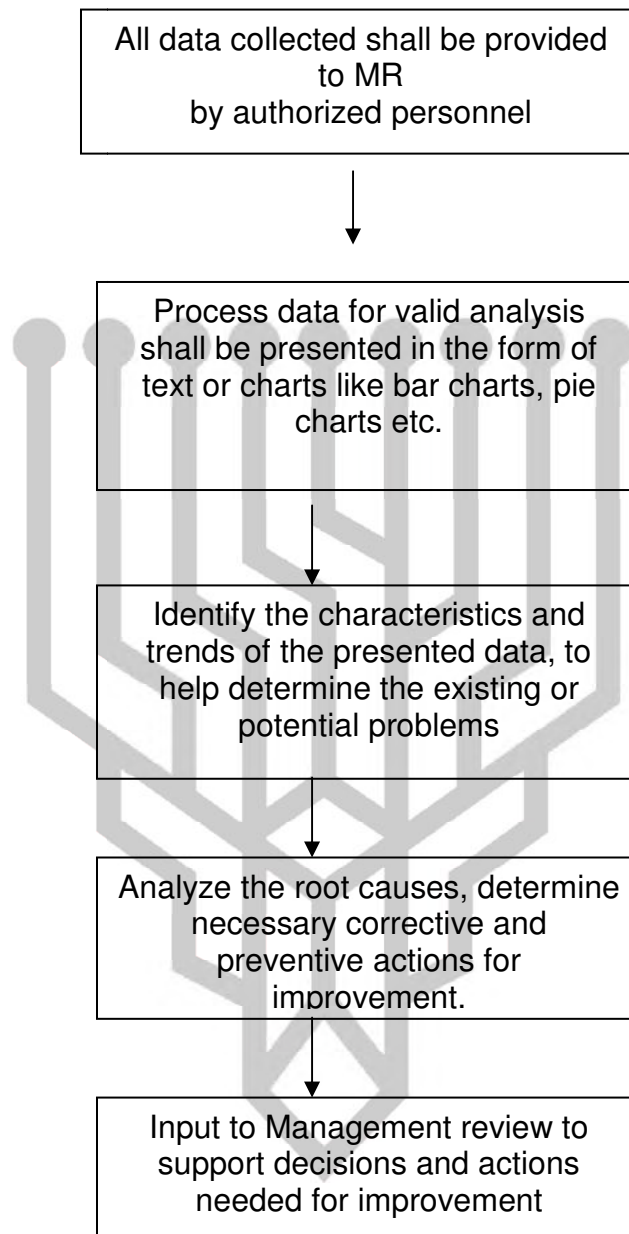
The focus of the analysis is on clients' satisfaction, achievement of objectives, service conformance requirements, preventive action, beneficial supplier relationship and continuous improvement. The feedback of such analysis is presented during management reviews for review and appropriate actions to support continuous improvement.

Following constitute inputs to the data analysis:

- Customer feedback and customer complaints
- Customer satisfaction surveys
- Market need study
- Information related to competition
- Product non-conformities
- Process non-conformities
- Supplier performance data
- Internal audit results
- Financial measurements
- Corrective action reports



ANALYSIS OF DATA





8.5.0 IMPROVEMENT

8.5.1 Continual Improvement

Veritec has established and maintained a system for evaluating the effectiveness of quality system through internal audits, quality Policy and objectives, corrective and preventive actions and by conducting management reviews at defined intervals.

8.5.2 Corrective and Preventive Action

Controls have been established to ensure that Customer complaints are acted upon in a timely manner and effectively processed to a satisfactory conclusion.

Procedures require that Customer complaints, whether written or verbal, are recorded and reviewed by authorized personnel to establish that they are justified. In the event of unjustified complaints a reasonable explanation will be offered to customers.

All justified complaints are subject to analysis in order to determine the immediate corrective action as well as to establish the root cause of the problem in order to implement suitable preventive action. Customers are notified of any immediate corrective measures taken as well as what preventive action will be taken to avoid recurrence.

The quality system requires that prompt and effective corrective action is taken in all cases where product, process or system related non-conformance occur.

Non-conformities discovered are recorded and reported. Procedures ensure that the reasons for occurrence of non-conformity are thoroughly studied such that the root cause shall be determined. Results of such investigations are recorded.

Corrective/preventive actions are implemented commensurate with the magnitude of the problem. The implementation and effectiveness of corrective/preventive actions is monitored. Any permanent changes resulting from corrective action taken are recorded in appropriate system documentation.



Procedure also requires that available information is studied in order to detect, analyze and eliminate potential causes of non-conformities. Information on subsequent preventive action taken is submitted for consideration during Management Review.

Personnel are encouraged to indicate areas where potential non-conformities may occur and report such situations. Any suggestions on possible improvements of the quality system are also welcomed from all staff.

(Reference Document: VIS-QP-06 Nonconformity, Corrective and Preventive Action)

Annex A Process Maps

Annex B Veritec Organization Chart

Annex C Quality Organization Chart