

Joseph Co.

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Title:	Quality Manual	Date of Issue:	01-01-2014		
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JOSEPH CO. Quality Manual

ISO 9001:2008 QUALITY MANAGEMENT SYSTEM

Prepared by: _____

Approved by: _____

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1. Scope:

Cut to Pack Ready Made garments.

1.1 General:

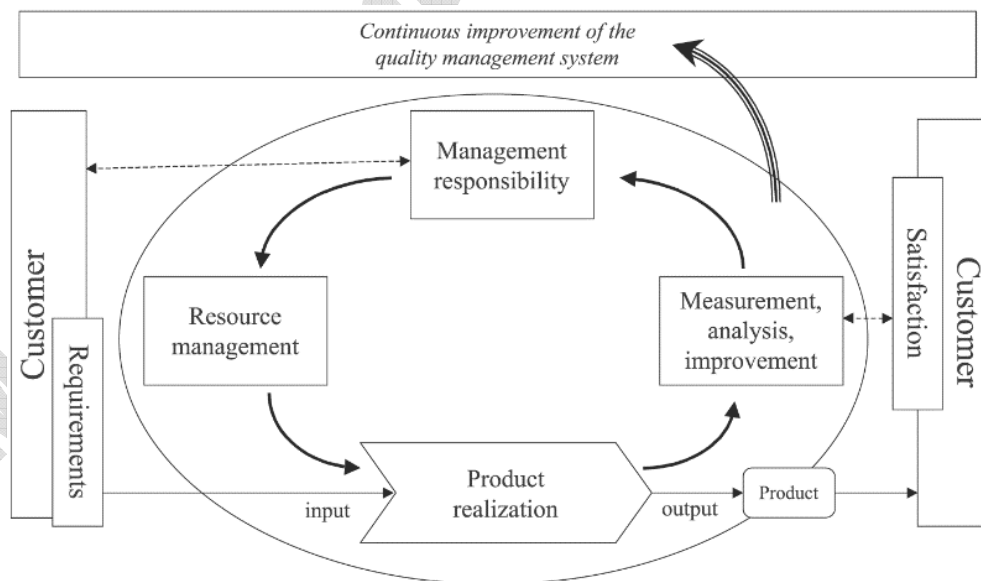
Joseph Co. Quality Management System (QMS) is the means of implementing process improvements and ensuring all products and services conform to specified customer and company requirements.

1.2 Application:

Joseph Co. Quality Manual documents the system requirements and principles for its QMS. It governs policies, standard operational procedures and work instructions and specifies how they relate to the overall operation of the QMS. It is consistent with the Business's Vision, Values and Quality Policy. It assigns responsibilities and sets up authority for carrying out quality processes to consistently meet our customer's contractual requirements and quality expectations.

1.3 Process Approach:

Joseph Co. has adopted the process approach to quality management. Figure below is a conceptual illustration of the process approach at Joseph Co.



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1.4 Exceptions / Exclusions.

- a) The Requirements of 7.3, Design & Development requirements are excluded from Joseph Co.

Justification: Joseph Co. is not responsible for the design of products as defined in the scope. Joseph Co. works to the customer requirements only.

- b) Validation of Processes for Product and Service Provision 7.5.2 is excluded from Joseph Co.

Justification: Joseph Co. does not perform or outsource any process where the resulting output cannot be verified by subsequent monitoring or measurement.

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2. Company Profile:

Ace Management System Consultants is the Leading Business Management Consulting Organization for Management System, Social Compliance and All Buyers Code Conduct Consultancy, Training, Documentation and Facilitation Services Provider.

Ace Management System Consultants has been in the field of Consultancy since 2006 and has thus acquired an extensive expertise in the field Management System Consultancy & Training Services.

Our keen knowledge in the field of Consultancy has helped us to develop Management System that answers the needs of today's clients.

These Management Systems allow you to:

- Increase productivity
- Reduce operating costs
- Increase customer satisfaction

The company's head office is located at M.A Jinnah Road which is the most commercially known area in the city of Karachi. On M.A Jinnah Road there are head offices of most of the national as well as international Companies and well known shopping plaza in the town.

Ace Management System Consultants also has its branch office in the most important city of Pakistan LAHORE and representatives in RAWALPIND, ISLAMABAD, and NOWSHERA & SIALKOT also planning to expand this business in all the largest cities of Pakistan.

Ace Management System Consultants is committed to provide our customers with Quality Consulting and Training Services while continuously improving to meet the needs of our Customers & enabling them to compete with any Organization on an International Level.

Our Consulting packages come with 100% Certification and Registration guarantee. We enjoy a 100% success rate for all our Consulting Assignments. We just do not consult to achieve certification but to improve the overall Business Processes of an Organization.

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2.1 Normative Reference:

The following normative document contains provisions which, through reference in this text, constitute provisions of ISO 9001:2008. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. However, parties to agreements based on ISO 9001:2008 are encouraged to investigate the possibility of applying the most recent edition of the normative document indicated below. For undated references, the latest edition of the normative document referred to applies.

“ISO 9000: 2005 Quality Management System –Fundamentals and Vocabulary”

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3. Terms and Definitions:

TERMS

DEFINITIONS

TERMS RELATING TO QUALITY:

Quality:	A characteristic or feature that someone or something has.
Quality Requirement:	Requirement for inherent characteristics of a service, process or system.
Customer Satisfaction:	The Customer's opinion of the degree to which a transaction has met the customer's needs and expectations.
Capability:	The Ability of an organization, system, or process to realize a service that fulfils the requirements for that service.

TERMS RELATING TO MANAGEMENT:

Management System:	System to establish policy and objectives and to achieve those objectives.
Quality Management System:	System to establish a QMS policy and QMS objectives and to achieve those objectives
QMS Policy:	Overall intentions and direction of an organization related to quality, as formally expressed by top management.
QMS Objectives:	Something sought, or aimed for related to quality.
Planning:	Part of quality management focused on setting QMS objectives and specifying necessary operational processes and related resources to fulfil the quality objectives.
Quality Control:	Part of quality management, focused on fulfilling quality requirements.
Quality Assurance:	Part of quality management, focused on providing confidence that quality requirements are fulfilled.
Improvement:	Part of quality management, focused on increasing effectiveness and efficiency.

TERMS RELATING TO ORGANIZATION:

Organizational Structure:	Orderly arrangement of responsibilities, authorities and relationships between people.
Work Environment:	Set of conditions under which a person operates.

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Customer:	Organization or person that receives a service.
Supplier:	Organization or product that provides a service.
Interested Property:	A Person or group having an interest in the performance or success of an organization.

TERMS RELATING TO PROCESS AND SERVICE:

Process:	System of activities, which uses resources to transform inputs into outputs.
Service:	Intangible product that is the result of at least one act performed at the interface between the supplier and customer.

TERMS RELATING TO CHARACTERISTIC:

Quality Characteristics:	Inherent characteristics of a product, process, or a system derived from a requirement.
Traceability:	Ability to trace the history, application or location of that which is under consideration.

TERMS RELATING TO CONFORMITY:

Conformity:	Fulfillment of a requirement.
Non-conformity:	Non-fulfillment of a requirement.
Preventive Action:	Action taken to eliminate the causes of a potential non-conformity or other potentially undesirable situation.
Corrective Action:	Action taken to eliminate the cause of a detected nonconformity or other undesirable situation.
Correction:	Action taken to eliminate a detected nonconformity.
Concession:	Authorization to use or release a product that does not conform to the specified requirements.

TERMS RELATING TO DOCUMENT:

Document:	Information and its support medium.
Specification:	Document stating requirements.
Guideline:	A Document stating recommendations or suggestions.
Quality Manual:	A Document stating the quality management system of an organization.
QMS Plan:	The Document specifying the quality management system elements and the resources to be applied in a specific case.

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Procedure: Specified way to perform an activity or a process.
Record: Document stating results achieved or providing evidence of activities performed.

TERMS RELATING TO EXAMINATION:

Objective Evidence: Data supporting the existence or verity of something.
Inspection: Conformity evaluation by observation and judgment accompanied as appropriate by measurement, testing or gauging.
Verification: Confirmation and provision of objective evidence that specified requirements have been fulfilled.
Validation: Confirmation and provision of objective evidence that the requirements for a specific intended use or application have been fulfilled.

TERMS RELATING TO AUDIT:

Audit: Systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.
Audit Program: Set of audits to be carried out during a planned timeframe.
Audit Scope: Extent and range of a given audit.
Audit Criteria: A set of policies, procedures, or requirements against which collected audit evidence is compared.
Audit Evidence: Records, verified statements of fact or other information relevant to the audit.
Audit Findings: Results of the evaluation of the collected audit evidence against audit criteria.
Audit Conclusions: The outcome of an audit decided by the audit team after consideration of all the audit findings.
Auditee: The organization being audited.
Audit Team: One or more auditors conducting an audit, one of whom is appointed as leader.
Auditor: A Person qualified and competent to conduct audits.

TERMS RELATING TO QUALITY ASSURANCE FOR MEASUREMENT PROCESSES:

Measurement: A set of operations having the object of determining the value of a quantity.

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Measurement Process: A set of interrelated resources, activities, and influences related to a measurement.

Measuring Equipment: Instrument, measurement standard, reference material and/or auxiliary apparatus necessary to implement a measurement process for carrying out a specified and defined measurement.

3.1 List of Abbreviations:

ISO	International Organization for Standardization
QMS	Quality Management System
DOC	Document
PR	Procedure
FM	Form
WI	Work Instruction
SOP	Standard Operating Procedure
QSM	Quality System Manual
QPL	Quality Plan
OC	Organization Chart
QP	Quality Policy
QO	Quality Objectives

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4. Quality Management System:

4.1 General Requirements:

Joseph Co. has established, documented, and implemented a Quality Management System (QMS) in accordance with the requirements of the International Standard ISO 9001:2008. The company maintains and continually improves the effectiveness of its QMS. Joseph Co.:

- a) Has identified the processes needed for the QMS and their application throughout the organization.
- b) Has determined the sequence and interaction of these processes.
- c) Has determined criteria and methods needed to ensure that both the operation and control of these processes are effective.
- d) Ensures the availability of resources and information necessary to support the operation and monitoring of these processes.
- e) Monitors, measures and analyzes these processes.
- f) Implements actions necessary to achieve planned results and continual improvement of these processes.

4.2 Documentation Requirements:

4.2.1 General:

The Management Representative has overall responsibility and authority for QMS documentation. The QMS documentation includes:

- a) Documented statements of a quality policy and quality objectives.
- b) A quality manual.
- c) Documented procedures required by International Standard as referenced above.
- d) Documents needed by Joseph Co. to ensure the effective planning, operation and control of its processes.
- e) Records required by the International Standard.

4.2.2 Quality Manual:

Joseph Co. has established and maintains this quality manual. The Management Representative has the responsibility and authority for the development, approval, issue, and revision of the manual. It includes the scope of the QMS, including details of and justification for exclusions and a description of the interaction among the processes of the QMS.

Quality Manual "JSC/QML-001"

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4.2.3 Control of Documents:

Documents required by the QMS are controlled. Records are a special type of document and are controlled according to the requirements given in

Reference: Control of Documents "JSC-PR-001-00"

A documented procedure is established to define the controls needed to:

- Approve documents for adequacy prior to issue.
- Review and update as necessary and re-approve documents.
- Ensure that changes and the current revision status of documents are identified.
- Ensure that relevant versions of applicable documents are available at points of use.
- Ensure that documents remain legible and readily identifiable.
- Ensure that documents of external origin are identified and their distribution controlled.
- Prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

4.2.4 Control of Records:

Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. Records remain legible, readily identifiable and retrievable. A documented procedure is established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

Reference: Control of Records "JSC-PR-002-00"



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5. Management Responsibility:

5.1 Management Commitment:

Senior management at Joseph Co. is ultimately responsible for the quality of products provided, as well as the implementation of the Quality Management System. Management personnel routinely demonstrate their commitment to the development and implementation of the Quality Management System and continually improving its effectiveness by:

- Communicating to the company the importance of meeting customer as well as statutory and regulatory requirements.
- Establishing the Quality Policy.
- Ensuring that Quality Objectives are established.
- Conducting Management Reviews.
- Ensuring the availability of resources.

5.2 Customer Focus:

Management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction

5.3 Quality Policy:

Joseph Co. Management ensures that the quality policy:

- Is appropriate to the purpose of Joseph Co.
- Includes a commitment to comply with requirements and continually improve the effectiveness of the QMS.
- Provides a framework for establishing and reviewing quality objectives.
- Is communicated and understood within Joseph Co.
- Is reviewed for continuing suitability.

Reference: Quality Policy "JSC-QPL-01-00"

For more details and complete documents, contact us at our head office.

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