

G.K.P. PRINTING & PACKAGING LTD.



*#Packaging is a theatre,
we create your stories.*

G.K.P. PRINTING & PACKAGING LTD.
Complete Packaging Solutions

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(QUALITY MANUAL)

Quality Management System

ISO 9001:2015

Issue no.: 02

Revision Status: 00 Date –24 OCT 2018

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Company Profile

INTRODUCTION

G. K. P. Printing & Packaging Ltd. provides one stop professionalized solution for your trade and manufacturing. Depending on the size and field of your organization, we have different products to meet your requirements. We provide the optimum and customized solutions made for your organization. G. K. P. Printing & Packaging Ltd. began its business operation as a small trading unit in the year 1994. G. K. P. Printing & Packaging Ltd. is focusing exclusively in high quality and cost-effective product development. We are advancing on a tremendous pace and with involvement of skilled and experienced people working in the organization. G. K. P. Printing & Packaging Ltd. is currently doing business in Liquor, Garment Exports, Retail, Steel Utensils, Pharmaceuticals, Playing Cards, Prints, Record Management, Engineering, Confectionery and FMCG sector.

BUSINESS PARTNERS

The company has been formed in the year 1994, by a group of professionals having vivid experience and wide exposure in the manufacturing of Corrugated Boxes. People involved here are young qualified business graduates and qualified by experience as they have been consistently proving themselves with their knowledge and expertise in the tasks assigned to them. The resource personnel working in the company have been consistently providing reliable products along with consultancy with respect to the type and quality of the Boxes suitable for the furtherance of their business to a wide variety of corporate houses either in the capacity of business partner or well-wisher. Bottom line of the company philosophy is building a long-term business partnership with its clients where interpersonal relationship, reliability, assured quality and target oriented manufacturing of quality products are the major building blocks. It is a company where professionals from both technical and functional field group together with an objective of providing the best in the industry. It realizes the importance of functional knowledge and its impact in developing business relations. We constantly strive to be leading corrugators with profound business and functional knowledge. The key to the company's success is the maintenance of a close working relationship with the clients through ensuring the best possible quality and cost effective products; to establish and maintain a thorough knowledge and understanding of client's objective and help them maximize the benefits. We want to establish ourselves as the best choice in Manufacturers of Corrugated Boxes, Rolls, Partitions, & Other Packing Materials by offering the full spectrum of products.

OUR MISSION & VISION

Our Mission is to achieve the reputation of a quality, high standard & reliable manufacturing Company in the Corrugation industry. Our Vision is to achieve 100% customer satisfaction by delivering quality products at an affordable cost. Our forward vision is to strive to become an entity in technology based

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Corrugated Box Manufacturers, capable of demanding unconditional response from the targeted niche. We also believe that for our scope of improvisation – sky is the limit and we are always ready to take our achievements to the next level. We are growing and would always like to remain on the growing streak.

Our keys for development:

- Desire for Excellence
- Trust and confidence build-up
- Innovation
- Transparency
- Teamwork

We believe in

- Motivation
- Collective responsibility and leadership
- Professionalism and ethics
- Adding values to our client needs

CLIENT'S ABROAD

G.K.P.L. closely works for establishing clients at African and Middle East market. Targeted companies are jointly involved in business with G.K.P.L. and are extremely satisfied with the quality of products offered by G.K.P.L. in the time frame provided by the clients themselves. G.K.P.L. targets to create more clients in the African and Middle East.

OUR INVOLVEMENT

❑ CORRUGATION AND PACKAGING

We crave for high-quality techniques implementation for clients' satisfaction and implementation of new technology according to the clients' requirement or upgrading, enhancing the existing facilities in the clients end with the new technology integrated with the existing one. GKPL offers a full range of packaging products to help maintain your business requirements for effective implementation of trading, export or retails as the case may be. Our products cover:

- Master Cartons
- Mono Cartons
- Corrugated Pallets
- Shipping Containers
- Die Cut Items
- Displays
- Point of Purchase Packaging
- Partitions
- Interior Packaging
- Honey Comb Partition
- Die Cut Self Locking
- Storage Bins
- Adjustable Depth Book Folds
- Ring Flaps
- Unit Cartons

Most items at your favorite supermarket, discount store, or shopping mall were safely delivered in boxes made of corrugated cardboard, and many are displayed in the same boxes, which were manufactured so they could be opened and used for this purpose. Corrugated cardboard is a stiff, strong, and light-weight material made up of three/five/ seven layers of brown Kraft paper. No other packaging material offers the benefits of corrugated boxes. It maximizes protection while being space efficient; it is outstandingly versatile and has a fast design-to-delivery turn around. Add to this the economic benefits arising from increased production efficiency in the industry, and you can see why corrugated packaging is hard to beat.

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A vast programmer of research and development is leading to more economic products and more responsive customer service. Above all the industry listens whether you need to improve food preservation, protect electronic devices, or find more economic ways to distribute and store products; the corrugated packaging industry continues to discover new and surprising answers. These are the key reasons why corrugated packaging is so popular. Wherever it can be used, it usually is more than two thirds of the world's retailed commodities are packed and transported in it - more than all other types of packaging put together.

☐ FACILITIES & INFRASTRUCTURE

Growth in the Solution Integration being in the manufacturing field is fueled by the need for seamless business processes across an organization's complete value chain of customers, partners, suppliers, and employees. GKPL's services enable clients to identify, develop, and implement the best-fit solutions which are equipped to meet their business and product standards in the market. GKPL's Solution Integration services offer to:

- Test Bursting Strength
- Check Viscosity
- Electronic GSM Testing
- Maximize interoperability

GKPL provides total packaging solution, right from premium quality paper, accurate paper combination, good Bursting Strength and Bursting Factor backed by best methodology to well defined production frameworks and extensive integration experience.

QUALITY POLICY

GKPL is committed to understanding and meeting our customer needs and expectations.

Listed are some measures to maintain Quality Policy:

- Conscious efforts to improve the product quality to consistently cater packaging needs by utilizing slate of art manufacturing facilities and ensuring the delivery as per the customer's expectation.
- Developing and maintaining open and construction communication with our customers, suppliers and employees.
- Developing our manufacturing process capabilities to meet our customer's future requirements.
- Managing and conducting our business using systems which insures that we can respond at all times in professional manner.
- Developing and training our workers so that they can be fully involved towards achieving this policy.

HEALTH & SAFETY POLICY

GKPL is committed to providing healthy and safe work environment for all its employees, contractors and visitors.

Following are some measures observed by us to maintain the Health and Safety Policy:

- Effective consultation with employees, contractors and visitors regarding health and safety manners.
- To continually improve our health and safety performance we would be setting measure objectives.
- The appointment of competent persons to fulfill functions which our established of work place safety roles and functions.
- Assisting individual to understand their responsibilities for implementing and maintaining effective health and safety systems and proceed.
- Informing individuals of their obligations to comply with health and safety polices systems and regulations.

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PRODUCT OFFERINGS

☐ COLOURED CORRUGATED BOXES

We are engaged in manufacturing colored corrugated boxes which is widely used in Pharmaceutical, Electronic products manufacturers, Chemicals industry and Food industry. It is offered in various shapes, size and thickness as per client demand. Some of its noteworthy features are: Versatile Environment friendly Customizable Graphically appealing Cost effective.

☐ CORRUGATED PACKAGING BOX

We manufacture a corrugated packaging box which is highly appreciated for its light weight, high durability and cost effective features. It is widely used in the packaging of soft drinks, distillery & breweries, Edible oil, Food processing industries, textile yarn, electronic goods, glass, engineering goods and many other items. It is produced in compliance of necessary norms and can be modified according to client demand.

☐ CORRUGATED PAPER BOX

We are engaged in manufacturing corrugated paper boxes which is known for its longevity and environment friendly features. It is widely used in Pharmaceutical, Electronic products manufacturing and Chemical industry. It is manufactured in accordance of requisite standards and can be delivered within given time frame.

☐ CORRUGATED PAPER BOX

We are engaged in manufacturing corrugated paper boxes which is known for its longevity and environment friendly features. It is widely used in Pharmaceutical, Electronic products manufacturing and Chemical industry. It is manufactured in accordance of requisite standards and can be delivered within given time frame.

☐ CUSTOMISED CORRUGATED BOX

We offer wide range of customized corrugated boxes which is renowned among our valued clients for its effectual working. Advanced machinery is used in the production of our boxes. The machinery includes Rotary Machine, Partition Cutter, Board Cutter, Creasing machine, Box stitching and many others. It is manufactured in compliance of requisite standard and can be delivered within given time.

☐ CORRUGATED BOX WITH PARTITION

One can avail from us a wide range of Corrugated Boxes with Partition. These Boxes are widely used to pack various types of bottles including, pharmaceutical bottles, distilled bottles, drugs and various other bottles. Company offers these Corrugated Boxes with Partitions in various sizes and also offer customized solution as per the choices of our clients. We offer these Corrugated Boxes with Partitions at most affordable rate.

☐ WHITE CORRUGATED BOX

The company has occupied a leading position in manufacturing and supplying a diversified range of White Corrugated Boxes. Manufactured from unmatched quality materials these White Corrugated Boxes are superb in quality and in strength. These White Corrugated Boxes are specially designed as per the international standards and are ideal to store and load heavy materials. Company offers these White Corrugated Boxes at most reasonable rate.

☐ PRINTED CORRUGATED BOX

Being one of the reliable manufactures and suppliers we offer our clients a designer range of Printed Corrugated Boxes. Manufactured using premium quality materials these Printed Corrugated Boxes are high in strength and assures long service life. We implement latest technologies to manufacture these

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Printed Corrugated Boxes and assure our clients for the long service life and high loading capacity of our Printed Corrugated Boxes.

MACHINERY INSTALLED

GKPL have installed capacity of 300 MT monthly, and are currently converting around 200 MT. GKPL's factory being located at vasai, has infrastructure of 20,000 sq ft which have 2 fully functional state of art plants including the largest punching machine in Mumbai and Thane. Our machinery includes:

- 1 set of 52-inch Corrugation Machine NF
- 1 set of Scoring Machine
- 1 set of Slotting Machine
- 1 set of Platen Punching Machine
- RS-4 with two color Printing
- 2 set of Pinning Machine

OUR QUALITY ASSURANCE

We aim to deliver quality approved array of the offered products to our esteemed customers from all over the world. With this objective, we have incorporated an in-house quality checking facility that has all the essential amenities and tools required to test all the procured basic material and the final products to make them ready for dispatch. For the inspection of these products we have make a team of quality auditors who follows some strict quality management policies set by the industry, in adherence with the global quality standards.

CLIENT SATISFACTION

As working with a faith to make our customers fulfilled and to offer them products of unparalleled quality standard, we are here employed in the corrected stream. Our products provided are developed in compliance with the market guidelines, using cutting-edge technology. To achieve our clients' fulfillment it has been trained to our experienced professionals to uphold & follow strict quality parameters while executing the fabrication procedure. For the purpose, we assure our customers to have best fulfillment in choosing us as their attaining companies.

BUSINESS AFFILIATION

GKPL is proudly conducting Business with following local & internationally reputed companies & organizations:



9. BUSINESS AFFILIATION

GKPL is proudly conducting Business with following local & internationally reputed companies & organizations:

rediff.com
SHOP & GIFT



naaptol
shop right • shop more



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2. Reference copy -Copy 2 for External / Internal Auditor & Process owners

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GALA NO. 14, AMRUT INDUSTRIAL ESTATE, SR. NO. 45, DHUMAL NAGAR, WALIV IP-12025, PALGHAR – 401208.

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G.K.P. PRINTING & PACKAGING LTD. is committed for delivering quality in Scope of Business

“MANUFACTURING (PAPER & PAPER PRODUCTS PUBLISHING, PRINTING & REPRODUCTION RECORDED MEDIA).”

Which meet and exceeds the needs & expectation of our clients?

We promise our valued customer's commitment to excellence in each activity by each employee in the organization by adopting innovative and best in class engineering and management practices with continual improvement in business and quality management system as a part of our efforts for enhancement in customer satisfaction while assuring 100% quality and quantity.

Key Objectives

1. Timely completion of projects
2. Increase Customer satisfaction
3. Reduce Customer Complain
4. Low Defective products

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Sr. No.	Abbreviation	Description	Sr. No.	Abbreviation	Description
1	GKPL	G.K.P. PRINTING & PACKAGING LTD.	18	ASL	Approved supplier list
2	QSM	Quality System Manual	19	PDIR	Pre Dispatch Inspection Report
3	DI	Documented Information	20	MME	Measuring & Monitoring Equipments
4	CFT	Cross Functional Team	21	ISO	International Organizational Standardization for
5	CH	Chart	22	MKT	Marketing
6	CP	Control Plan	23	QA	Quality Assurance
7	FG	Finished Goods	24	PUR	Purchase
8	QF	Quality Format	25	STR	Stores
9	SYS	System	26	INST	Installation
10	IA	Internal Audit	27	HR	Human Resource
11	List	List	28	MNT	Maintenance
12	NC	Non Conformance	29	DD	Design and Development
13	CA	Corrective action	30	LOI	Letter of Indent
14	OK	Organizational Knowledge	31	MI	Measurement traceability
15	NCP	Non Conforming Product	32	PI	Performance evaluation
17	EP	External provider	34	IP	Interested Parties

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4.1 Understanding the organization and its context:

G.K.P. PRINTING & PACKAGING LTD. determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system through PEST and SWOT. The external and internal issues identified through PEST and SWOT are continuously being monitored and reviewed by

PEST

Political Factors (P)	Economic Factors (E)
1 Political direction on Smart Cities	1 Growth of banks in rural areas
2 Allocation for Infrastructure	2.Funding of smart cities
3 Skill enhancement in Automation Sector	3 Increase in car park density
4 Monetary policies	4 High GDP growth
Social Factors (S)	Technology Factors (T)
1 Increased literacy	1 Advancement in chip design
2 Technological awareness	2 Automation tools growth
3 Banking on banks	3 High technology at low cost
4 Increased per capita income	4 Digital technology growth

SWOT

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Strength (S) 1 Strong technology backup 2 Young and motivated team 3 Nil borrowing 4 Quick decision making 5 Strong customer focus	Weakness (W) 1 Very small team 2 Lack of Industrial Zone 3 Weak marketing 4 High inventory 5 Limited customer base
Opportunity (O)	Threat (T)
1 Lean organization leads to	1 High technology imports
a Flexibility in products	2 Skill development velocity
b Quick response to customer needs	3 Increased competition
2 Low level of competition	4 Technology leakage
3 High growth potential	5 Attrition

4.2- Understanding the needs and expectations of interested parties

G.K.P. PRINTING & PACKAGING LTD. has determined the interested parties who are relevant to the G.K.P. PRINTING & PACKAGING LTD. Quality management system and the requirement of the interested parties in order to prevent the potential effect on the organization's ability to consistently provide products and services which meet the customer and applicable statutory and regulatory requirements.

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Interested parties	Requirements	Monitoring & Review mechanism in G.K.P. PRINTING & PACKAGING LTD.
External providers	1) Specification communication 2) Payment as agreed 3) On time Supply of Input material (if any) 4) Technology support	1) Defined in Documented information of External providers control 2) Review in Management review meetings
Customer	1) Quality of product & Service 2) Delivery of product on time 3) Response to complaint 4) Proper Communication channel	1) Defined in documented information of Marketing & Sales process 2) Review in Management review meetings
Statutory & Regulatory Body	Complying with the statutory and regulatory requirements as defined from time to time.	1) Defined in documented information of Leadership 2) Review in Management review meetings
Bankers / Financiers	Updating of changes in the organization whenever it happened	Review in Management review meetings
Employees	Management Support, Payments on time	Accounting Control of management

4.3 Determining the scope of the quality management system

The organization had determined the scope of the Quality management system by considering external and internal issues, requirement of relevant interested parties and Product & Service of the organization.

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Scope of Quality Management System

“MANUFACTURING (PAPER & PAPER PRODUCTS PUBLISHING, PRINTING & REPRODUCTION RECORDED MEDIA).”

Exclusions:

NIL

4.4 Quality management system and its processes **G.K.P. PRINTING & PACKAGING LTD.** has determined the processes needed for the quality management system and their application throughout the organization in Process map & Interactions of processes QM

- Has determined the inputs required and the outputs expected from each processes in individual process map addressed in documented information of each process.
- Has determined the sequence and interaction of the processes in Process map & Interactions of processes QM-M
- Has determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes in documented information of each process.
- Has determined the resources needed for these processes and ensure their availability in documented information of Support process.
- Has assigned the responsibilities and authorities for each processes
- G.K.P. PRINTING & PACKAGING LTD. has addressed the risks and opportunities

G.K.P. PRINTING & PACKAGING LTD. has been evaluating these processes and implementing any changes needed to ensure that these processes achieve their intended results and improve the processes and the quality management system.

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Improve the processes and the quality management system

4.4.2- G.K.P. PRINTING & PACKAGING LTD. is also maintaining documented information to support the operation of its processes and retaining documented information to have confidence that the processes are being carried out as planned.

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Leadership and commitment

G.K.P. PRINTING & PACKAGING LTD. Management has demonstrated leadership and commitment with respect to the quality management system through

- Taking accountability for the effectiveness of the quality management system by periodical review of quality management system through management review meeting, Quality objectives review and providing necessary resources.
- Management has determined the organizational processes and integrated with the quality management system requirement through process map & Interaction this can be demonstrated.
- Established procedure for promoting the use of the process approach and risk-based thinking
- Ensuring that the resources needed for the quality management system are available, this is being periodically reviewed through management review meeting.
- Communicating the importance of effective quality management and of conforming to the quality management system requirements
- Ensuring that the quality management system achieves its intended results
- Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system by providing trainings, conducting awareness programs and
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

G.K.P. PRINTING & PACKAGING LTD. management has demonstrated leadership and commitment with respect to customer focus by ensuring that

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on enhancing customer satisfaction is maintained and procedure.

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QUALITY POLICY

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“MANUFACTURING (PAPER & PAPER PRODUCTS PUBLISHING, PRINTING & REPRODUCTION RECORDED MEDIA).”

5.2.1 We promise our valued customer’s commitment to excellence in each activity by each employee in the organization by adopting innovative and best in class engineering and management practices with continual improvement in business and quality management system as a part of our efforts for enhancement in customer satisfaction while assuring 100% quality and quantity.

5.2.2 Establishing the quality policy

G.K.P. PRINTING & PACKAGING LTD. management has established, implemented and maintained a quality policy that

- a) is appropriate to the purpose and context of the organization and supports its
Strategic direction
- b) Provides a framework for setting quality objectives
- c) Includes a commitment to satisfy applicable requirements
- d) Includes a commitment to continual improvement of the quality management

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5.2.3 Communicating the quality policy

The quality policy is

- Meet the needs and exceed the expectations of its customers in order to achieve customer satisfaction at all stages of the service delivery.
- Maintain a Business Management System which is compliant with and assessed against ISO 9001:2015.
- Use the Quality Management System as a practical and commercially effective value- adding tool.
- Enhance the Company's integrity and reputation through continual improvement at all levels of the business.
- Establish Quality Objectives annually at Management Review Meetings and will communicate and monitor their effectiveness at regular intervals throughout the year, through team meetings and regular management meetings
- Meet employee expectations through communication, training and advancement.
- Regularly review this Quality Policy and our business management system to ensure its continued suitability and effectiveness throughout the business.
- The Limited is ultimately responsible for the effective communication of this Policy and operation of the business management system. In order to demonstrate the Company's commitment to achieve this goal the Managing Director has been appointed Company Quality Management Representative to manage and control the system.

3. Organizational roles, responsibilities and authorities

G.K.P. PRINTING & PACKAGING LTD. management has ensured that the responsibilities and authorities for relevant roles are assigned communicated and understood within the organization. While assigning roles, responsibility and authority, top management has considered and ensured that

- The quality management system conforms to the requirements of this International Standard
- The processes are delivering their intended outputs
- Reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management
- The promotion of customer focus throughout the organization
- The integrity of the quality management system is maintained when changes to the quality

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management system are planned and implemented.

- Roles, responsibility and authorities assigned are available in process & as per Organization chart wise

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Limited Responsibility

- Overall Responsibility for formulating and communicating Quality Policy & Quality objectives.
- Formulation of Strategy for continuous up gradation of Business and Quality System.
- Ensure periodic assessment of the performance of Quality System.
- Approval of Quality System Manual.
- Budget Approval for the organization.
- Overall Responsibility for Business Development & all financial issues.
- Provision of resources as required.
- Strategic decisions on developments and technical set ups.
- To provide the leadership for effective implementations of the system.

Authorities

- Approval of customers orders, P.O. and Cheque.
- Sanctioning leaves of all Staff.
- Approval of funds for Training needs.
- All the authorities of down - line personnel.

Manager Responsibility

- Responsibilities for the entire Product work, i.e. Quality, Quantity and Time.
- Co ordination with consultants and contractors.
- Co ordination with Consultants for drawings.
- Co ordination with the Sales engineers.
- Monitoring Plant engineers work on daily basis.
- Reporting to the GM Projects on the above issues
- Responsibilities for safety at Plant. (Good working environment).

Authorities

- Make or force required decision at all levels to achieve project objectives.
- Quantity and Time frame issues related to project work.
- To stop and initiate corrective actions on non –confirming binding wire products

Engineer Responsibility

- Monitoring of Company and labour contractors.
- Monitoring of work progress and daily reporting

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- Preparation of work progress report.
- Control of non - conformities on site.
- Ensuring Machinery is properly used and is with status of calibration.
- Track Project progress & produce regular weekly status reports.
- Coordinate with all labour contractors to achieve continuous progress at site as per schedule.
- Follow up with Project manager for pending decisions / drawings/of Binding wire Product.
- Communicate management decisions and information to Site subordinate staff.
- Ensuring the workers safety at site and usage of safety equipments.
- Implementation and follow up and regular monitoring of implemented ISO 9001 system at site.
- Co ordination with the Quality Person for Quality related issues.
- Coordinating Row Material Accountability at Plant

Authorities

- Initiating the corrective and preventive actions as needed on client and consultants.
- Decision making on during any emergencies at Company site

In charge Marketing

- Managing & motivating the sales force towards achievement of target.
- Preparation of Sales plan.
- Annual sales forecast.
- Monthly sales forecast
- Implementation of sales plan

Authorities

- 1 Approval of documents as per Master list of Quality System Document.
- Authorized to decide corrective & preventive action.
- Authorized to obtain concessional acceptance for non - conforming product from the customer

Admin & AccountResponsibility

- Responsible for tendering activity.
- Customer order review.
- Handling and coordinating customers
- Identification of resources, as applicable.
- Document & Data control system pertaining to his department.
- Maintain all documents related to quality system.
- Coordinator for Management reviews.
- Promoting awareness of customer requirements throughout the Organization.
- Compliance & effectiveness of the training system.

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- Suitable working environment (cleanliness, ventilation, lighting, safety etc.).
- Record maintaining for Sales Register, Rent Register, Sale Files, and Stationery & Office Equipments.
- Archiving and record keeping of old files.
- Payroll Monthly: Salary -To release monthly salary of the employees as per policy finalized.
- Leave - To keep record of leave as per policy finalized.
- Annual Allowance - To release annual allowances as per policy finalized.
- Employee Record - To update employee details as per organization Policy
- To prepare appointment letter, confirmation letter, experience letter & all employee related
- Matter as per policy finalized with the help of Managing Director.

Authorities

- 1 Approval of customer orders.
- 2 Approval of documents as per master list of Quality System Document.
- 3 Authorized to decide corrective & preventive action.

In charge Purchase responsibilities

- Overall in charge of purchase Raw material activities.
- Identification of resources, as applicable.
- Purchasing system - Evaluation, selection, purchasing, monitoring.
- Document & Data control system pertaining to his department.
- Corrective / Preventive action system (sub - contractor non-conformances, in particular.)
- Control of records

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- a) Enhance desirable effects Binding Vendor.
- b) Prevent, or reduce, undesired effects
- c) achieve improvement

6.1.2

- a) actions to address these risks and opportunities
- b) how to integrate and implement the actions into its quality management system processes

6.2.2 Quality objectives and planning to achieve them

6.2.1 G.K.P. PRINTING & PACKAGING LTD. establish quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall

- Be consistent with the quality policy
- Be measurable
- Take into account applicable requirements
- Relevant to conformity of services and to enhancement of customer Satisfaction
- Be monitored
- Be communicated
- Be updated as appropriate

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Interested Parties	Requirements	Risks and Opportunities	Effectiveness s of actions
External Providers	Communication, Payment Terms , On Time Supply, Technology Support,	Communication Gap, Payment & Delivery terms not in written, Output Failure	Communication like Emails, Phone, Payment & delivery terms mention in PO, Documented information is
Customer	Product Quality, Delivery & service of on time, Response to complaint, Proper Communication channel	Business Loss, Reputation Down for Organization	Defined in documented information of Marketing & Sales process & Review in Management review meetings
Statutory & Regulatory Body	Organization & product related Statutory & regulatory requirements is kept	Customer is not accepted material or loss of business	Defined in documented information & Review in Management review meetings
Bankers financiers	/All product & organization related	Organization is facing the problems (funds related)	All product & organization related documents is kept
Employees	On time Payments	Work is not properly operated	On time payments issue to employees
Marketing	Competitive rates, More amenities, Prime Location,	Organization facing problems in sales, Reputation in market	Market analysis, Competent marketing team.
Purchase	Competitive rates , Good Quality material, Timely Delivery,	Organization facing Finance problems, Customer dissatisfied, Delay in project completion & Reputation in market	Market analysis, Competent Purchase team

G.K.P. PRINTING & PACKAGING LTD. achieve its quality objectives

- What will be done?
- What resources will be required?
- Who will be responsible?
- When it will be completed?
- How the results will be evaluated?

Our Quality Objectives are as below

- We deliver the rubber product that our customers require.
- As a minimum, we shall meet the requirements of ISO 9001:2015
- We shall be certified or accredited in according to relevant standards.
- We shall provide reliable consultation support & innovative solutions.
- We shall document our quality.
- Our Employee, Vendors & contractor are our most important resource.

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Planning of changes

G.K.P. PRINTING & PACKAGING LTD. Determines the need for changes to the quality management system, the changes is carried out in a planned manner

- a) the purpose of the changes and their potential consequences
- b) the integrity of the quality management system
- c) the availability of resources
- d) the allocation or reallocation of responsibilities and authorities

G.K.P. PRINTING & PACKAGING LTD. **has** determined the processes needed for the quality management system and their application throughout the organization in Process map & Interactions of processes QM-M.

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G.K.P. PRINTING & PACKAGING LTD. management determine, provide and maintain the infrastructure needed to achieve conformity to product requirements & in identifying the required resources the LIMITED play a key role based on their day to day interactions with respective IN CHARGE'S and employees

7.1.1 Environment for the operation of processes

G.K.P. PRINTING & PACKAGING LTD. is determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services

A suitable environment can be a combination of human and physical factors

- a) Social (e.g. non-discriminatory, calm, non-confrontational)
- b) Psychological (e.g. stress-reducing, burnout prevention, emotionally protective)
- c) Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

LIMITED in co-ordination with respective IN CHARGE determines and manages the work environment needed to achieve conformity to product requirement and reviewed ongoing basis.

7.1.2 Monitoring and measuring resources

7.1.5.1 General

G.K.P. PRINTING & PACKAGING LTD. is determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

The organization shall ensure that the resources provided

- a) are suitable for the specific type of monitoring and measurement activities being Undertaken
- b) are maintained to ensure their continuing fitness for their purpose
- c) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information
- d) Identified in order to determine their status
- e) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

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G.K.P. PRINTING & PACKAGING LTD. is determine the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

Control of Monitoring & Measuring Equipments

Measurement & Monitoring system is well equipped and the system has complete control over the monitoring and measuring Equipments. The measurement methods used are evaluated to ensure that they are appropriate and reliable

- Equipments are maintained properly and are calibrated & adjusted as and when needed. Necessary safeguards are in place to take care of adjustments that could lead to invalid results.
- Calibrations are carried out as per international standards (). Where no such standard exist, the basis used for calibration or verification are recorded. The calibration records include the last date of calibration, calibrating agency (for external agency), calibration result, and frequency of calibration as per the process and/or instrument requirement and the next calibration date. The required accuracy is identified and compared to the measurement that meets expectations.
- Identification of appropriate equipment is accomplished by tagging, labeling, numbering or by including it in a calibration/maintenance database.
- Proper control is maintained to ensure that no faulty equipment is used, the reliability of the equipment is ensured through routine maintenance and re-calibration.

Equipments are used, handled and stored under conditions that protect accuracy and prevent unauthorized adjustment. Work environmental controls are all in place for equipment.

Organizational Knowledge

G.K.P. PRINTING & PACKAGING LTD. is determining the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained and be made available to the extent necessary

When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates

Organizational knowledge is specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organization's objectives.

Organizational knowledge can be based on:

- Internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from
- failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);
- External sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).

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7.1 Competence

G.K.P. PRINTING & PACKAGING LTD. is

- a) Determine the necessary competence of person(s) doing work under its control
That affects the Performance and effectiveness of the quality management system
- b) Ensure that these persons are competent on the basis of appropriate
Education, training, or Experience
- c) Where applicable, take actions to acquire the necessary competence, and
Evaluate the effectiveness of the actions taken

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7.3 Awareness

G.K.P. PRINTING & PACKAGING LTD. is ensure that persons doing work under the organization's control are aware of

- The quality policy
- Relevant quality objectives
- Their contribution to the effectiveness of the quality management system, including the benefits of improved performance
- The implications of not conforming to the quality management system requirements

7.4 Communication

G.K.P. PRINTING & PACKAGING LTD. is determine the internal and external communications relevant to the quality management system, including

- On what it will communicate
- When to communicate
- With whom to communicate
- How to communicate

Who Communicates

What	When	with whom	How	Who
INTERNAL COMMUNICAT			TON	
Quality policy	Permanent	All Employees / Interested parties	Display / Letter / Training	Management
Importance of effective QMS	As per Training plan / during Orientation training	All Employees	Training / Display	Management
Responsibilities and Authority	During recruitment / Promotion / Department change	Employee	Procedure / Oral / Training	Management
Quality objectives	While defining / Once in 3 months	All employees	Procedure / Oral / Training	Management
Customer complaint / Feedback	At the time of receipt	Head of the department / Respective process owner	Meeting	LIMITED

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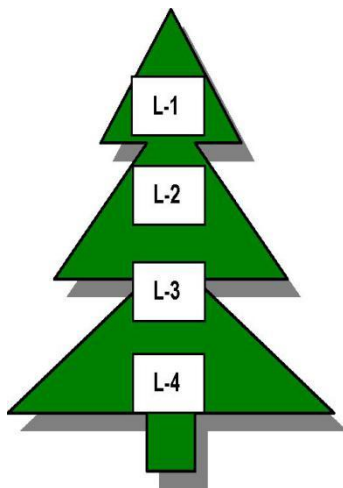
General

7.5.1 Creating and updating

G.K.P. PRINTING & PACKAGING LTD. creating and updating documented Information, the G.K.P. PRINTING & PACKAGING LTD. is ensure Appropriate

- Identification and description
- Format (e.g. language, software version, graphics) and media (e.g. paper, Electronic)
- Review and approval for suitability and adequacy

G.K.P. PRINTING & PACKAGING LTD. quality management system is include Quality management System documentation is established with the following approach. A four level- documented structure is followed for the operation of Quality Management System



Master Documents - Tree Diagram

QUALITY MANUAL (Standard Requirement)

PROCEDURES

PROCESS FLOW CHART, WI, QUALITY PLANS,
CHECKSHEETS, MANUFACTURING PROCESS
FLOW CHARTS

DOCUMENTED INFORMATION

Quality Manual (standard Requirement)

- 1) Defines the approach and responsibility, which includes a documented statement of quality policy & objectives etc.

Procedures

- 2) Defines what, where, when, who & why of an activity being done as stated in ISO- 9001:2015 standard.
- 3) The documented procedure activity process flow chart defines the effective planning, operation and control of processes.

WI, Quality Plans, Check sheet etc

- 4) Defines how exactly an activity is to be done ensuring the effective planning, operation and control of processes.

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Documented Information

- 5) Provides the evidence, which has to be established for all the activities, stated above which In turn Documented Information. A master list of Quality Record is maintained by respective Departments/ section heads as per the requirement of ISO 9001:2015

Control of Quality System Manual

- Limited is approves the Quality Manual, procedure, WI & documented Information and its amendments.
- Management Representative / Quality In charge is responsible for preparation, review, issue & control of the manual and its amendments.
- In case any personnel ceases to be holder of manual copy for any reason, his copy number of manual will be allocated to any new holder with note in amendment list to this effect. MASTER COPY will be stamped "MASTER" on the front side of all pages in "BLUE" colour. Photo copy will be taken for all MASTER & will be "CONTROLLED" stamped in RED colour. MR/Quality in charge maintains the master copy having original signatures.

Document changes

MR/Quality in charge perceive the need for amendment to this manual based on adequacy audit report, mistake / corrections during review by any holder, system change and amendment to Reference ISO standard or any change in the organization affecting system described in this manual. Amendments to this manual are recorded in the Amendment list (After Amendment).The holders of Quality System Manual refer to amendment list before referring to respective amended sections to clearly understand details / purpose of amendment. A list indicating latest revision status of each page of this manual, whenever a page of any chapter is amended, the page and the chapter bear the latest Rev. No. The latest revision no. is indicated in the amendment sheet, and on the cover page of the Quality Manual.

Numbering Logic of Quality System Manual

The numbering logic of this quality system manual will be as described here:

- a. The numbering logic will be -QM-XX.
- b. Indicates G.K.P. PRINTING & PACKAGING LTD.
- c. QM indicates Quality System Manual of ISO 9001:2015.

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For Maintain Documented Information

7.5.2

Control of documented information

Documented information required by the quality management system and by this International Standard shall be controlled to ensure

- It is available and suitable for use, where and when it is needed
- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity)

(Procedure for Retain Documented Information)

For the control of documented information, G.K.P. PRINTING & PACKAGING LTD. is address the

Following activities, as applicable

- Distribution, access, retrieval and use Storage and preservation, including preservation of legibility Control of changes (e.g. version control) Retention and disposition
- Documented information of external origin determined by the organization to be necessary for the Planning and operation of the quality management system is identified as appropriate, and is controlled.
- Documented information retained as evidence of conformity shall be protected from unintended alterations

Operations

8.1 **Operational planning and control**

G.K.P. PRINTING & PACKAGING LTD. is plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions in & maintained risks and opportunities related to planning maintained in operational planning control. Like bar chart for planning.

- a) Determining the requirements for the products and services
- b) Establishing criteria for
 - 1) The processes
 - 2) The acceptance of products and services
- c) Determining the resources needed to achieve conformity to the product and service Requirements
- d) Implementing control of the processes in accordance with the criteria
- e) Determining, maintaining and retaining documented information to the extent necessary
 - 1) To have confidence that the processes have been carried out as planned
 - 2) To demonstrate the conformity of products and services to their requirements

G.K.P. PRINTING & PACKAGING LTD. is control planned changes and reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

G.K.P. PRINTING & PACKAGING LTD. is ensure that outsourced processes are controlled refer QM-O

8.2 Requirements for products and services

8.3 **Customer communication**

Communication with customers is include

- a) Providing information relating to products and services
- b) Handling enquiries, contracts or orders, including changes
- c) Obtaining customer feedback relating to products and services, including customer complaints
- d) Handling or controlling customer property
- e) Establishing specific requirements for contingency actions, when relevant

Customers are communicated regarding the product information though letter, verbal and/ or through phone, Fax, e-mail. If any amendments in enquiries, purchase orders it

will be communicated through Phone, letter & Email. The customer complaints are registered in customer complaint register and the corrective action taken is communicated determining the requirements for products and services.

G.K.P. PRINTING & PACKAGING LTD. is ensure that

- The requirements for the products and services are defined, including
- Any applicable statutory and regulatory requirements
- Those considered necessary by the organization
- The organization can meet the claims for the products and services it offers

At present the marketing activities are looked after **MANAGING DIRECTOR KEVAL GORADIA** is actively involved in the determination of customer requirements and for each enquiry he determines the Requirements related to the product in contract review form with respect to requirements specified by customer, including the requirements for delivery and post delivery activities. Requirements not stated by customer but necessary for specific or intended use (where known) Statutory and Regulatory requirements related to the product any additional requirements determined by the organization.

8.2.1 Review of the requirements for products and services

G.K.P. PRINTING & PACKAGING LTD. is ensuring that it has the ability to meet the requirements for products and services to be offered to Customers. G.K.P. PRINTING & PACKAGING LTD. is conduct a review before committing to supply products and services to a customer, to include

- a) Requirements specified by the customer, including the requirements for delivery and post delivery activities
- b) Requirements not stated by the customer, but necessary for the specified or intended use, when known
- c) Requirements specified by the organization
- d) Statutory and regulatory requirements applicable to the products and services

G.K.P. PRINTING & PACKAGING LTD. is ensuring that contract or order requirements differing from those previously defined are resolved.

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The customer's requirement is confirmed by G.K.P. PRINTING & PACKAGING LTD. is before acceptance, when the customer does not provide a documented statement of their requirements.

G.K.P. PRINTING & PACKAGING LTD. is retain documented information, as applicable

8.3.1 **Design and development planning**

G.K.P. PRINTING & PACKAGING LTD. is consider in determining the stages and controls for design and development, including

- a) The nature, duration and complexity of the design and development activities
- b) The required process stages, including applicable design and development reviews
- c) The required design and development verification and validation activities
- d) The responsibilities and authorities involved in the design and development process
- e) The internal and external resource needs for the design and development of Products and services
- f) The need to control interfaces between persons involved in the design and development process
- g) The need for involvement of customers and users in the design and development process
- h) The requirements for subsequent provision of products and services
- i) The level of control expected for the design and development process by customers and other relevant interested parties

The documented information needed to demonstrate that design and development requirements have been met.

a) **Control of externally provided processes, products and services (Purchase)**

8.4.1 **General**

G.K.P. PRINTING & PACKAGING LTD. is ensure that externally provided processes, products and services conform to requirements , G.K.P. PRINTING & PACKAGING LTD. is determine the controls to be applied to externally provided processes, products and services when

- a) Products and services from external providers are intended for incorporation into the organization's own products and services
- b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization
- c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization.

G.K.P. PRINTING & PACKAGING LTD. is determined and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations.

IN CHARGE PUR ensures that the purchased products are procured from Approved sources only and which conforms to specified purchase requirement. This is done as per business process flow for PROCUREMENT. The type and control to be exercised on supplier, based on the effect of the purchased product on the process/final product, is defined in the approved Supplier list.

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IN CHARGE PUR evaluates and select supplier based on their ability to supply product in accordance with the requirements of the organization. Criteria for selection, evaluation and re-evaluation are described and depicted in Business Process Flow chart.

- Selection, Evaluation and approval of supplier's material product.
- Periodical evaluation of Supplier
- Approved Supplier List will be maintained by the IN CHARGE PUR and also the records of their periodical performance.

Type and extent of control

G.K.P. PRINTING & PACKAGING LTD. is ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

G.K.P. PRINTING & PACKAGING LTD. is

- Ensure that externally provided processes remain within the control of its quality management system
- Define both the controls that it intends to apply to an external provider and
- those it intends to apply to the resulting output
- Take into consideration
- The potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements
- The effectiveness of the controls applied by the external provider
- Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.2 Information for external providers

G.K.P. PRINTING & PACKAGING LTD. is ensure the adequacy of requirements prior to their communication to the external provider G.K.P. PRINTING & PACKAGING LTD. is communicate to external providers its requirements for

- The processes, products and services to be provided
- The approval of Products and services
- Methods, processes and equipment
- The release of products and services
- Competence, including any required qualification of persons

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- The external providers' interactions with the organization
- Control and monitoring of the external providers' performance to be applied by the organization.
- Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises

The Purchase order is describes the product to be purchased including

- Requirement of Material Test Certificate / Product Dimensional report / PPAP such as Control Plan / Binding wire Process Flow Chart / Process Sheets / Process Capability studies etc.
- Requirements for qualification of personnel
- QMS requirements.

PO will be reviewed for adequacy of the specified requirement prior to release by IN CHARGE PUR & M.R

The Purchase order released to the supplier indicates the intended verification arrangements and method of product release, whenever **G.K.P. PRINTING & PACKAGING LTD.** or its customer intends to perform such verification at external providers end.

Incoming Product Quality

The control / Inspection plan for incoming be based on the control exercised on the external providers -

- a. Inspection and / or testing on sampling method. The sampling size should be decided based on past performance of the supplier.
- b. Inspection at Sub-contractor's premises with / without system audit.
- c. Quality assurance certificate or test report from supplier.
- d. Part evaluation by accredited laboratories.
- e. Receipt and evaluation of statistical data.
- f. Any of above method or Combination of any two or more from above.

Supplier Monitoring

External providers performance monitoring through the following indicators, & will be carried out by IN CHARGE PUR as described in Procedure for Purchase Delivered Product Quality.

- Delivery Performance.
- Customer disruptions including field Returns.
- Customer notification Related to quality Or delivery Issues
- Premium freight.

G.K.P. PRINTING & PACKAGING LTD. is Promote monitoring of the performance of manufacturing Processes of the external providers' as part of supplier development.

8.5.1 Control of Sales and service provision

G.K.P. PRINTING & PACKAGING LTD. is implement Sales and service provision under controlled conditions. Controlled condition is including, as Applicable.

- The availability of documented information that defines
- The characteristics of the sales to be produced, the services to be provided, or the activities to be performed
- The results to be achieved
- The availability and use of suitable monitoring and measuring resources
- The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for services, have been met
- The use of suitable infrastructure and environment for the operation of processes
- The appointment of competent persons, including any required qualification
- The validation, and periodic revalidation, of the ability to achieve planned results of the processes for sales and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- The implementation of actions to prevent human error
- The implementation of release, delivery and post-delivery activities.

Sales In Charge shall plan the sales as per and respective Section In charge carry out process under controlled condition as defined in Process Flow in respective process procedures Controlled conditions shall include:-

- a) Sales plans for all processes which describes the characteristics of the product and process flow chart for sequence of operations
- b) Work Instructions made available at all work stations.
- c) Use of appropriate equipment for a particular process/operation
- d) Use of calibrated monitoring and measuring devices
- e) In process inspection/verification
- f) Verification of acceptance criteria

Sales & Service Plan

Sales & Service plan for all stages of installation, including receipt of material sample, pilot & regular sales shall be used. These sales plans at each stage may be amendments of sales plans of earlier stage.

As described above, Marketing shall be involved in preparation of sales plans where required by customer sales Plans will be submitted to customer for approval.

The sales plan shall list the controls used for the manufacturing processes

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Include methods for monitoring of control exercised over special Characteristics defined by both the customer and the organization.
Include the customer required information, if any

The sales & service plans are live documents and are reviewed and updated when change to the original product or process occurs.

Work Instructions

Respective IN CHARGE prepares Work Instructions for all operations / process activities and for all employees having responsibilities under them. These instructions are made accessible for use at the work station & are prepared based on trial run result and old documents of similar product at the time of job induction into sales and will be reviewed for applicable changes in event of sales Plan change(s).

Preventive Maintenance

IN CHARGE MNT maintains a list of all machines / equipment used in sales and designated key process equipment in the list. A plan for preventive maintenance for this key equipment shall be developed & implemented to ensure continuing process capability. This plan shall be based on the available data from manufacturer's recommendations, previous break down and preventive history, extent of usage, and rate of wear and tear etc., based on these details appropriate predictive techniques are used.

Validation of processes for sales and service Provision

All processes are validated before the start of the sales through set up approval and First Five Piece Inspection.

The above processes are controlled and continually monitored through documented work instructions, process qualifications, set up approval and worker qualification, as Applicable to ensure that the specified requirements are met.

Appropriate records are maintained by All IN CHARGE to demonstrate the control of these processes and equipment. Records of personnel qualifications and re-qualifications are maintained by All IN CHARGE. Stipulate workmanship standards to the greatest practicable extent, where appropriate, by means of written standards, representative samples or display boards.

Ensure Handling, Storing and transporting within the sales shop are carried to protect all materials / products. The details of process controls are described in respective department procedures.

8.5.2 **Identification and traceability**

G.K.P. PRINTING & PACKAGING LTD. is use suitable means to identify outputs when it is necessary to ensure the conformity of products and services

G.K.P. PRINTING & PACKAGING LTD.is identify the status of outputs with respect to monitoring and measurement requirements throughout sales and service provision G.K.P. PRINTING & PACKAGING LTD.is control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.

All material are identified including inspection and test status in appropriate manner (paint, punch mark, labels, stickers and tagging etc.) from receipts at stores through various stages of sales. The final product is kept on trolleys & transferred to Finished Goods area before delivery to customer as detailed in work procedures for storage, packing & dispatch procedure.

Traceability is provided, if required by customer or decided for some products by G.K.P. PRINTING & PACKAGING LTD. to identify sales & Services products by providing punch mark / tag / batch code. For such products proper records are maintained also the main packages are traceable through Bar code system.

8.5.3 **Property belonging to customers or external providers**

G.K.P. PRINTING & PACKAGING LTD. is exercise care with property belonging to customers or external Providers while it is under the organization's control or being used by the organization

G.K.P. PRINTING & PACKAGING LTD. is identified, verify, protect and safeguard customers 'or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be Unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.

Any arrangement of Customer Supplied raw materials, components, tooling, returnable packaging, measuring instruments etc., are identified during the contract review by CFT/ IN CHARGE MKT and communicated to the people concerned.

All such products are uniquely identified after proper verification and properly stored and Maintained. Any such product that is lost damaged or is otherwise unsuitable for use shall be Recorded and reported to the Customer by customer representative & IN CHARGE Marketing. It shall be the responsibility of QA personnel to verify the quality of such product even if it has been supplied by the Customer

8.5.4 **Preservation**

G.K.P. PRINTING & PACKAGING LTD. is preserving the outputs during Sales and service provision, to the extent necessary to ensure conformity to requirements. Preservation is including identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.

At all stages of Service appropriate material / product handling, storage, packing of products, preservation and delivery of products established viz.. Material in storage - are preserved by packing in Gunny bags. In process - material are stored in Bins and Air

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Bubble bags.

8.5.5 Storage and Inventory

A suitable inventory control system is established to optimize inventory turns, assure stock rotation & minimize inventory levels. Stores Section shall monitor stock levels and inform purchase section in time.

Handling and Storage of Incoming Material

At present manual method are provided for movement of brought out items and material respectively. In charge Stores shall ensure safe handling of materials / items received in stores. Secured storage space with proper environmental conditions to protect the products stored shall be provided for all items in stores. Shelf life items are identified and periodic inspection of all stored items is conducted once in three months for fitness for use.

Store In charge has the defined responsibility to receive issue & dispatch materials from secured storages i.e., Stores & Finished Goods Stock point.

All material in stock is periodically assessed to verify continued fitness for use. Proper material accounting shall be maintained in the stock ledger, with the consideration for keeping stored items in usable conditions.

In process Products

Handling of In-process material is done using Troll and BINS. At all times the individual operator ensure safe handling of the material to prevent damage. Storage on shop floor, for in-process products if required suitable packaging material will be used to protect the products from any kind of damages, deterioration due to environmental conditions.

Packaging

Packaging of products carried out according to packaging instructions / drawings wherever applicable, i.e., contractually agreed or if product nature calls for packing. Type of packaging material & its quality is ensured as per customer requirements, if mentioned in the purchase order. Material / packages used for packing of products are verified before packing to ensure its conformance to specified requirements as per Purchase Order/ Customer Requirement.

Packing method employed will be adequate to protect the products fully till they reach their destination if contractually specified.

8.5.5 Post-delivery activities

G.K.P. PRINTING & PACKAGING LTD. is meet requirements for post-delivery activities associated with the sales and services is consider In determining the extent of post-delivery activities that are required,

- a) statutory and regulatory requirements
- b) the potential undesired consequences associated with its sales and services
- c) the nature, use and intended lifetime of its products and services

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- d) customer requirements
- e) customer feedback

8.5.6 **Control of changes**

G.K.P. PRINTING & PACKAGING LTD. is review and control changes for sales or service provision, to the extent necessary to ensure continuing conformity with requirements.

G.K.P. PRINTING & PACKAGING LTD. is retaining documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

Release of sales and services G.K.P. PRINTING & PACKAGING LTD. is implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of sales and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer

G.K.P. PRINTING & PACKAGING LTD. is retaining documented information on the release of products and services. The documented information is include

- a) Evidence of conformity with the acceptance criteria
- b) Traceability to the person(s) authorizing the release

To ensure that the sales & services meet the quality requirements of customer fully, a systematic approach for inspection and testing at all stage viz. incoming, in process and final are demonstrated. At each stage the activity is performed according to documented procedures.

Receiving Inspection & Testing

Inspection / Verification of incoming material are carried out according to the respective Incoming Inspection Standards & Control plans. This is the responsibility of IN CHARGE QA.

The control plan for incoming shall use one of the following methods.

- Inspection and / or testing on sampling method.
- Inspection at suppliers premises with / without system audit.
- Quality assurance certificate or test report from supplier.

The incoming materials used in sales shall not be used or processed without acceptance by Receipt inspection.

Store Personnel are responsible for receipt, identification, records and storage of all Incoming materials, the detailed procedure for incoming material inspection is described.

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In-process Inspection & Testing

All in-process inspection carried out according to the applicable control plans by QA during in process based on sample inspection and as per the documented procedures for the required tests. The details of in process inspection are described in respective process owner's procedure.

Inspection and Tests Records

Records of inspection / tests at all stages mentioned above are prepared in specific forms & maintained. The format number(s) of records as mentioned in respective procedures / work instructions /control plans.

IN CHARGE QA & IN CHARGE PRD will be the approving authority at each stage for disposition of non-conforming materials / products.

8.3 Control of nonconforming outputs

Procedures are established for identifying non-conforming product at Stores and stages of installation / inspection as well as at the final inspection stage. The non-conforming materials are identified by the sales operator/ QA Personnel at these stages and suitably identified. Responsibility and authority are assigned for segregation, review and disposition of non-conforming product. Documented information of segregation, review and suitable disposition.

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8 Performance evaluations

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

G.K.P. PRINTING & PACKAGING LTD. is evaluating the performance and the effectiveness of the quality management system.

G.K.P. PRINTING & PACKAGING LTD. is retaining appropriate documented information as evidence of the results.

Purpose: To establish measurement, analysis and improvement plan for all the process /

Function defined in the Quality Management System.

Objective: To establish quality management measurement process and monitor as per planned results for achievement also establish processes to identify non- Conformity situation and subsequently corrective & preventive actions to be taken.

IN CHARGE QA in consultation with all respective sales process heads plan and implement the monitoring, measurement, analysis and improvement processes needed.

- a) What needs to be monitored and measured
 - b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results
 - c) When the monitoring and measuring shall be performed
- When the results from monitoring and measurement is analysed and evaluated

9.1.2 Customer satisfaction

G.K.P. PRINTING & PACKAGING LTD. is monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled.

G.K.P. PRINTING & PACKAGING LTD. is determining the methods for obtaining, monitoring and reviewing this information.

MANAGING DIRECTOR & MKT in Charge have primary responsibility for Customer Satisfaction as one of the measurement of the Quality Management System and as to whether the organization has met customer requirements. Customer satisfaction shall include collection of authentic data, frequency and validity of analysis.

The trend and major elements affecting customer satisfaction and key indicators of customer dissatisfaction will be monitored supported by objective evidence. Wherever data available, level of customer satisfaction will be compared with those of our competitors & relevant action plan will be evolved.

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A customer satisfaction analysis survey will be conducted ONCE IN A 12 MONTHS Review of customer satisfaction will be taken by top management during Management Review Meeting as described in Procedure.

9.1.3 **Analysis and evaluation**

G.K.P. PRINTING & PACKAGING LTD. analyzes and evaluates appropriate data and information arising from monitoring and measurement

The results of analysis is used to evaluate

- a) Conformity of products and services
- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers;
- g) The need for improvements to the quality management system

9.2 **Internal audit**

Procedures are established for a system of planned and documented internal quality audits to verify that the Quality Management System conforms to the planned arrangements as per ISO (9001:2015) requirements and effectively implemented and maintained in Scope of Business is below.

“MANUFACTURING (PAPER & PAPER PRODUCTS PUBLISHING, PRINTING & REPRODUCTION RECORDED MEDIA).”

The MR is responsible for

Planning and organizing audits at works depending on the importance and the extent of the activity concerned and the results of the previous audits. The internal quality system audits as per schedule are to be carried out at least once in SIX Months period and at least 02 times during a year.

MR also ensures that the trained auditors are involved in quality system audit to ensure objectivity of the auditing processes and are not directly responsible for the area under audit. The results of the audit are documented in specified format to record non conformances in product / process and work practices and brought to the notice of person responsible for the area audited, who in turn shall take appropriate corrective actions within agreed time limit and ensure removal of deficiencies observed. Follow up the effectiveness of the corrective action taken. The effectiveness of identified corrective action against any such internal audit findings are verified by the MR prior to subsequent management.

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MR maintains appropriate records of implementation & effectiveness in the form of internal audit reports. The details of the audit team, schedule, preparation of non-conformances reports, The follow up on the corrective actions is detailed in procedure no.

[U&T/LMS/IAS/IAF/ISO 9001:2015.](#)

The non-conformance identified during third party audits or by external agencies is handled in the same manner. The non-conformances of IA remaining open due to delay in implementation of corrective action along with major non-conformances recorded will be reviewed during management review meetings described in [U&T/LMS/IAS/IAF/ISO 9001:2015.](#)

9.3 Management review

9.3.1 General

Top management of G.K.P. PRINTING & PACKAGING LTD. is review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization

Management review will be conducted and chaired by MD / MANAGING DIRECTOR once in SIX Months to ensure continuing suitability & effectiveness in satisfying the requirements of ISO 9001:2015 and the stated quality policy and objectives.

The Management Review will include all elements of the entire quality system as detailed in procedure and schedule for the Management Review is described in [U&T/LMS/IAS/IAF/ISO 9001:2015.](#)

Records of Management Review Meetings shall be maintained by [KEVAL GORADIA.](#)

The MANAGING DIRECTOR during review shall assess opportunities for improvement and the need for changes in Quality Management System, including the Quality Policy and Quality Objectives.

9.3.2 Management review inputs

The management review is planned and carried out taking into consideration.

- a) The status of actions from previous management reviews**
- b) Changes in external and internal issues that are relevant to the quality management system;**
- c) Information on the performance and effectiveness of the quality management system, including trends in:**
 - 1) customer satisfaction and feedback from relevant interested parties;**
 - 2) the extent to which quality objectives have been met;**
 - 3) Process performance and conformity of products and services;**
 - 4) Nonconformities and corrective actions.**
 - 5) Monitoring and measurement result.**

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10 Improvements

10.1 General

G.K.P. PRINTING & PACKAGING LTD. is determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction These is include

- a) Improving products and services to meet requirements as well as to address future needs and expectations
- b) Correcting, preventing or reducing undesired effects;
- c) Improving the performance and effectiveness of the quality management system.

Improvement is include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization

10.2 Nonconformity and corrective action

10.2.1 When nonconformity occurs, including any arising from complaints, G.K.P. PRINTING & PACKAGING LTD. is

All nonconformities relating to product, process and quality system are investigated & the results are recorded. While investigating causes of non-conformances & deciding corrective actions, the team identifies other products / situations where same or similar non-conformance can occur. Corrective actions for nonconforming products and processes, detected in the organization are recorded; analyzed, reviewed and necessary actions are taken. This will be the responsibility of IN CHARGE QA & SI (respective SERVICE INSTALLATION In-charge) the corrective action and preventive measures are implemented and their effectiveness is monitored.

The details are as described in the procedure **U&T/LMS/IAS/IAF/ISO 9001:2015.**

Corrective actions are taken on customer complaints; by analyzing the causes of the complaints and taking suitable action to prevent their reoccurrence.



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10.3 Continual improvement

G.K.P. PRINTING & PACKAGING LTD. are continually improved the suitability, adequacy and effectiveness of the quality management system.

G.K.P. PRINTING & PACKAGING LTD.is consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement

Please refer [U&T/LMS/IAS/IAF/ISO 9001:2015.](#)

PREPARED BY	REVIEWED & APPROVED BY
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