MEASUREMENT, ANALYSIS AND IMPROVEMENT

(ISO 9001 Clause No: 8)

8.1 GENERAL

Appropriate monitoring, measurement analysis and improvement processes are adopted to evaluate the effectiveness of system, which includes use of suitable statistical techniques for continually improving the effectiveness of the quality management system.

8.2.1 CUSTOMER SATISFACTION

As one of the measurements of the performance of the management system, Sr. Managing – Marketing monitors information relating to customer perception as to whether LIV has met customer requirements. Customer feedback will be collected yearly once.

Customer satisfaction is also monitored through continual evaluation of performance of the product realization process such as quality, delivery, lost business analysis, compliments and performance etc.

8.2.2 INTERNAL AUDIT

The Quality management system is continuously monitored through scheduled Internal Audits conducted by qualified and independent auditors assigned by the Management Representative.

Lehry conducts internal audits as per the procedure, covering all processes **at least once in six (6) months** as detailed in Annual audit plan. This is to ensure

- Whether QMS conforms to the planned arrangements to the requirements of ISO 9001 : 2008 and to the management system requirements established by Lehry and
- Whether the QMS is effectively implemented and maintained?

An Annual audit plan is released for the current year, taking into consideration the status and importance of the processes as well as the results of the previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. It is ensured that auditors do not audit their own work.

The responsibilities and requirements for planning and conducting audits and for reporting results and maintaining records are defined in the procedure.

The management responsible for the area being audited shall ensure that any necessary correction and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes.

8.2.3 MONITORING AND MEASUREMENT OF PROCESSES

HOD's ensures regular monitoring of various process measurable parameters through graphs/trends. The system shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action are taken and improved.

Lehry performs process studies on all new processes to verify process capability and to provide additional input for process control. The results of process studies are documented with specifications, where applicable for means of Trading / service realization, measurement and test, and maintenance instructions.

8.2.4 MONITORING AND MEASUREMENT OF PRODUCT

System for Monitoring and measurement of products at all stages are defined in work instructions. Head of Department monitors and measures the characteristics of the product / service to verify that product / service requirements have been met.

Delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

8.3 CONTROL OF NONCONFORMING PRODUCT

- Non conformances are identified through the following means:
  - Monitoring and measurement of product / service at incoming / In process /final stage
  - Monitoring and measurement of Objectives / Process measures
  - Customer feedback
  - Audit results (Internal/external)

- Lehry ensures that product which does not conform to product / service (customer confirmation) requirements is identified and controlled to prevent its unintended use or delivery. Non-conformance is also identified in case if there is any deviation from the specified procedures. The controls and related responsibilities and authorities for dealing with nonconforming products are defined in procedure.

- Lehry deals with the nonconforming products / service by one or more of the following ways:
  - By taking action to eliminate the detected nonconformity
  - By authorizing its use, release or acceptance under concession by a relevant authority and where, applicable by the customer

- By taking action to preclude its original intended use or application.

- Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained are maintained.
- When nonconformance is corrected, it is subject for re-verification to demonstrate conformity to the requirements.

8.4 ANALYSIS OF DATA

Data pertaining to the following is regularly collected and analyzed to assess the suitability and effectiveness of QMS and to evaluate scope of continual improvement in the effectiveness of the System.

a. Customer Satisfaction

b. Repeated Orders

c. On time delivery

d. Supplier Performance

e. Resource utilization and Productivity

8.5 IMPROVEMENT

8.5.1 CONTINUAL IMPROVEMENT (CI)

Lehry continually improves the effectiveness of the Quality management system through the use of policy, objectives, audit results, analysis of data, corrective and preventive action and management review. The Continual improvement projects are identified and Managing Director / Director - Marketing monitors the progress and evaluates the effectiveness of the implemented services.

Trading process improvement is continually focused upon control and reduction of variation in product / service characteristics and process parameters.

8.5.2 Corrective Action

A Corrective and Preventive Action Group has been constituted for analysis of nonconformance, customer complaints.

This group goes into all aspects of abnormality in a structured way and recommends taking and monitoring appropriate corrective action to eliminate the root- cause of the abnormality.

Following requirements for taking effective corrective actions has been considered:

a. Review of nonconformities related to product / service, process and customer complaints

b. Root-cause analysis

c. Identification of corrective action to eliminate the root-cause

d. Determination and Implementation of corrective action

e. Verification of execution of corrective action

f. Verification of effectiveness of corrective action

g. Keeping records of action taken.

Details of methods, responsibilities and documentation for Cause analysis and Corrective Action are described in Procedure.

8.5.3 Preventive Action

Lehry shall initiate action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive action will be appropriate to the effects of the potential problems.

Details of methods, responsibilities and documentation for Preventive Action are described in Procedure.