

FINE-LINE CIRCUITS LIMITED.	Doc. No. : D-QM-01
ISO 9001:2015 QUALITY MANAGEMENT SYSTEM MANUAL	Issue / Rev No. : 02/00 W.E.F. Date : 02.04.2018

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To ensure that each copy of the quality manual maintains a complete record of amendments, this amendment page is updated and issued with each document when revised and with each issue of the entire manual. Amendments of a minor or editorial nature may be undertaken -and incorporated by the Management Representative. Amendments affecting policy shall only be incorporated with the approval of the MANAGING DIRECTOR.

Prepared By (Sign)	Approved By (Sign)	Date of Approval
MR	MD	02.04.2018

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AMENDMENT LIST

Amend . No	Doc. No	Page No	New Issue / Rev. No & Eff. Date	Description of Changes	Amended By	Approved By
01	D-IM-01	ALL	02/00 Dated : 02.04.2018	As per ISO 9001:2015 requirements	MR	MD

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DISTRIBUTION LIST

Sr No	Name	Designation	Copy No
1	Mr. Milan Trivedi	Management Representative & DMR	Printed Copy (<i>Master</i>)
2	Mr. Abhay Doshi	Managing Director	Printed Copy (<i>Controlled Copy</i>)
3	All Functional head	All Functional head	Printed Copy (<i>Controlled Copy</i>)

This document has been prepared to define and communicate the company's Quality Policy for the purpose of effective implementation of quality system designed to assist in the achievement of total customer satisfaction. The quality system has been based on the requirement of ISO 9001:2015. The Quality Manual is the property of FINE-LINE CIRCUITS LIMITED, So its circulation is limited to those mentioned in the distribution list, presented overleaf. Preparation of additional copies is not permitted without authorized approval.

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1. SCOPE:

1.1.1 Company Name:

Fine-Line Circuits Limited & High technology Multilayer Unit & High technology Multilayer Unit are the leading manufactures & suppliers of Printed Circuit Boards started in 1989 by Mr. B. T. Doshi & family. Fine-Line Circuits Limited & High technology Multilayer Unit & High technology Multilayer Unit today manufacture(s) high quality Printed Circuit Boards in a medium volume facility located in India's premier free trade zone (SEEPZ) at Mumbai.

The entire PCB production is dedicated for export to customers around the world. (USA, Germany, UK, Switzerland & Singapore). Latest state-of the art manufacturing facility helps to produce high quality products.

Fine-Line is a publicly traded corporation on the Mumbai stock exchange since 1992.

Fine-Line Circuits Limited & High technology Multilayer Unit & High technology Multilayer Unit is striving for excellence in products and consistent quality to achieve customer satisfaction by implementing ISO 9001:2015 Quality Management Systems.

Products And Services

The following are the products and services offered by Fine-Line Circuits Limited & High technology Multilayer Unit:

1. Printed Circuit Board
 - Multi Layer PCBs
 - Impedance Controlled PCBs
 - Backplane PCBs
 - Immersion Gold finish PCBs
 - Immersion Tin finish PCBs
 - Hard Gold finish PCBs

Works & Office Address : Unit No. 145-148, SDF V, Seepz, Andheri (East), Mumbai, Maharashtra 400 096 India

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1.1.2 **Scope of Certification:** Manufacturing Of Unpopulated Printed Circuit Boards

1.1.3 Application:

Exclusions: Clause 8.3 Design & Development of Product & Service is not applicable Since the business of FINE-LINE CIRCUITS LIMITED does not require any design and development activity and the products are manufactured according to customer supplied instructions and industry standard specifications.

2. NORMATIVE REFERENCES:

ISO 9001:2015 STANDARDS MANUAL.

3. TERMS & DEFINITIONS:

The intended meaning of the following terms used in the Quality Manual of FINE-LINE CIRCUITS LIMITED is as under:

- a. Applicable: related to this quality management system or any referenced standard.
- b. Appropriate: reasonable
- c. Documented: written
- d. Product: end result of a process
- e. Shall: must
- f. Suitable: reasonable for intended purpose.
- g. Organization / Company: FINE-LINE CIRCUITS LIMITED
- h. Management: MANAGING DIRECTOR, MR, HOD - HRM, HOD - PUR, HOD – PRODUCTION & QC , HOD-MKT, HOD- ACCOUNTS
- i. Product: Result of a process.
- j. Service: Result generated by activities at the interface between the supplier and the customer and by the supplier internal activities to meet the customer needs.
- k. Customer: Organization or person that receives a product.
- l. External Providers : Organization or person that provides a product / Service .
- m. Quality: Degree to which a set of inherent characteristics fulfills requirements.
- n. Inspection: Conformity evaluation by observation and judgment accompanied as appropriate by measurement, testing or gauging.
- o. Verification: Confirmation, through the provision of objective evidence, that specified requirements have been fulfilled.
- p. Objective Evidence: information, which can be proved true, based on facts obtained .
- q. Quality Control: Part of quality management focused on providing confidence that quality requirements will be fulfilled.
- r. Management System: System to establish policy and objectives and to achieve those objectives

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- s. Traceability: Ability to trace the history, application or location of that which is under consideration.
- t. Policy: Overall intentions and direction of an organization related to Quality as formally expressed by top management.
- u. Objectives: Something sought, or aimed for, related to Quality – MS.
- v. Auditor: Person with the competence to conduct an audit.

ABBREVIATIONS:

QMS	:	Quality Management System
QM	:	Quality Manual
FLCL	:	FINE-LINE CIRCUITS LIMITED
MR	:	Management Representative
HOD	:	Department Heads
PUR	:	Purchase
PRD	:	Production
D&D	:	Design & Development
QC	:	Quality Control
STR	:	Stores
MKT	:	Marketing
HRM	:	Human Resource Management
RM	:	Resource Management
PR	:	Product Realisation
AL	:	Amendment List
DL	:	Distribution List
SC	:	Scope
NR	:	Normative Reference
TD	:	Terms & Definitions
CIP	:	Continual Improvement
MSW	:	Maintaining Suitable Work Environment
MRV	:	Management Review
IQA / IA	:	Internal Quality Audit
CNP	:	Control of Nonconforming product
NCP	:	Non conforming products

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4. CONTEXT OF THE ORGANIZATION

4.1 Understanding The Organization And Its Context

FINE-LINE CIRCUITS LIMITED has determine external and internal issues that are relevant to its purpose and its strategic direction and that affect our ability to achieve the intended result's of its quality management system.

FINE-LINE CIRCUITS LIMITED has monitored and reviewed the information about these external and internal issues, by formal Risk Assessment (Doc No : D-MG-21)

4.2 Understanding The Needs And Expectations Of Interested Parties

To assess effect or potential effect on the FINE-LINE CIRCUITS LIMITED's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements -

FINE-LINE CIRCUITS LIMITED has determine :

- a. the interested parties that are relevant to the quality management system;
- b. the requirements of these interested parties that are relevant to the quality management system.

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NAME OF INTRESTED PARTY	NEEDS & EXPECTATION	MONITORING & REVIEW MECHANISM IN FLCL
Customer / Clients	<ul style="list-style-type: none"> • Quality Products, • price, • On-time delivery of products and services etc.. 	<ul style="list-style-type: none"> • Defined in Processes of Marketing & Sales process • Review in Management review meetings
End-user	<ul style="list-style-type: none"> • Product performance • Ease of use • Reliability • Safety • Maintainability etc... 	<ul style="list-style-type: none"> • Defined in Processes of Marketing & Sales process • Review in Management review meetings
Owner/ Management	<ul style="list-style-type: none"> • Profitability • Return on investment • Growth in market value of organization • Increased growth • Sales & profitability • Efficiency & effectiveness of operations etc.. 	<ul style="list-style-type: none"> • Review in Management review meetings • Accounting Control of management
Employees	<ul style="list-style-type: none"> • Good work environment • Job security • Health & safety • On-the Job/Off-the Job training • Promotion, recognition and reward etc.. 	<ul style="list-style-type: none"> • Defined in Processes for training. • Review in Management review meetings
External providers of product and services (suppliers; partners)	<ul style="list-style-type: none"> • Increase scope and volume of purchases • Long-term contractual arrangements etc. 	<ul style="list-style-type: none"> • Defined in Processes of External providers control (Purchasing) • Review in Management review meetings
Regulatory Bodies	<ul style="list-style-type: none"> • Compliance with all applicable requirements • Follows Industry standards • Timely Submission of reports / returns etc.. 	<ul style="list-style-type: none"> • Review in Management review meetings
Government & Community	<ul style="list-style-type: none"> • Environmental protection • Ethical behavior • Growth in business and taxes to build infrastructure to support community services, activities and institutions etc.. 	<ul style="list-style-type: none"> • Review in Management review meetings

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FINE-LINE CIRCUITS LIMITED has monitored and reviewed information about all the interested parties and their relevant requirements.

4.3 Determining The Scope Of The Quality Management System

FINE-LINE CIRCUITS LIMITED has determined the boundaries and applicability of the quality management system to establish its scope.

While determining all these FINE-LINE CIRCUITS LIMITED has considered :

- a. the external and internal issues as despite in " Risk Assessment Doc No : D-MG-21
- b. the requirements of relevant interested parties
- c. the products and services of the organization.

FINE-LINE CIRCUITS LIMITED has applied all the requirements of this International Standard if they are applicable within the determined scope of its quality management system.

FINE-LINE CIRCUITS LIMITED manages these processes in accordance with the requirements of ISO 9001:2015. The quality system documentation provides necessary cross-references to the quality system procedures so that the employees are able to understand and implement the quality system.

Scope of Certification: Manufacturing Of Unpopulated Printed Circuit Boards

Application:

Exclusions: Clause 8.3 Design & Development of Product & Service is not applicable Since the business of FINE-LINE CIRCUITS LIMITED does not require any design and development activity and the products are manufactured according to customer supplied instructions and industry standard specifications.

The scope stated the types of products and services covered, and provide justification for any requirement of this International Standard that the organization determines is not applicable to the scope of its quality management system. In preparation of the quality system due consideration is given to methods used, skills needed and the training required by personnel involved in carrying out the various activities. It is also ensured that the quality system is

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effectively implemented and reviewed for continuous improvement. Abbreviations used frequently are defined in the sub section titled "Abbreviations" on the Terms and Definitions section.

4.4 Quality Management System And Its Processes

4.4.1 FINE-LINE CIRCUITS LIMITED has established, documented, implemented and maintained a quality management system for ensuring that the products and services provided by it conform to specified customer requirements and also for providing opportunities for continuous improvement in the overall quality as per ISO 9001:2015 International Standard requirements.

To determine the processes needed for the quality management system and their application throughout the organization, FINE-LINE CIRCUITS LIMITED has :

- a. Determined the inputs required and the outputs expected from these processes; as depicted in Annexure.
- b. Determined the sequence and interaction of these processes as depicted in Annexure : 3. "Process Flow Diagram" in the Quality Manual.
- c. 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;
- d. Determined the resources needed for these processes and ensure their availability;
- e. Assigned the responsibilities and authorities for these processes;
- f. Addressed the risks and opportunities as determined in accordance with the requirements; as despite in " Risk Assessment Doc No : D-MG-21
- g. Evaluated these processes and implement any changes needed to achieve planned results and continual improvement of these processes as per quality system procedures For " Internal Audit" : D-MG-0 & for "Control of NCP and Corrective Action : D-MG-06.
- h. Improved the processes and the quality management system as defined in the "Quality Manual" : Doc No: D-QM-01.

4.4.2 FINE-LINE CIRCUITS LIMITED has :

- a. Maintained documented information to support the operation of its processes;
- b. Retained documented information to have confidence that the processes are being carried out as planned.

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5 LEADERSHIP

5.1 Leadership And Commitment

5.1.1 General

The management of FINE-LINE CIRCUITS LIMITED is committed to the development and implementation of the quality management system and continually improving its effectiveness by communicating to the employees the importance of meeting customer as well as regulatory and legal requirements. The responsibility, authority & the inter-relation of personnel, who manage, perform & verify work affecting quality is defined and documented & the required organizational freedom, authority & resources are provided.

Top management of FINE-LINE CIRCUITS LIMITED has demonstrated leadership and commitment with respect to the quality management system by:

- a. taking accountability for the effectiveness of the quality management system;
- b. ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
- c. ensuring the integration of the quality management system requirements into the organization's business processes: as depicted in Annexure 3 : Process Flow Diagram in the Quality Manual.
- d. promoting the use of the process approach and risk-based thinking; issues as despite in " Risk Assessment Doc No : D-MG-21
- e. ensuring that the resources needed for the quality management system are available;
- f. communicating the importance of effective quality management and of conforming to the quality management system requirements;
- g. ensuring that the quality management system achieves its intended results;
- h. engaging, directing and supporting persons to contribute to the effectiveness of the quality management system; A Management Representative Mr. Milan Trivedi designated to ensure the establishment, implementation & maintenance of the quality system.
- i. promoting improvement;
- j. supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

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5.1.2 Customer Focus

FINE-LINE CIRCUITS LIMITED has demonstrated leadership and commitment with respect to customer focus by ensuring that :

- a. customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b. 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

5.2 Policy

5.2.1 Establishing The Quality Policy

FINE-LINE CIRCUITS LIMITED has established & communicated its QUALITY POLICY as follows :

QUALITY POLICY

FINE-LINE CIRCUITS COMMITS ITSELF TO MANUFACTURE AND DELIVER DEFECT FREE PCBs TO MANUFACTURING INDUSTRIES BY CONTINUALLY UPGRADING THE SERVICES, PROCESS CAPABILITY, PRODUCT RANGE, AND WITH A CONSTANT CUSTOMER FOCUS SHALL ACHIEVE CUSTOMER SATISFACTION. COMPLY WITH REQUIREMENTS AND CONTINUALLY IMPROVE THE EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM.

Date: 02.04.2018
DIRECTOR

MANAGING

The policy is relevant to the organization's goals and commits to meet the expectations and needs of the customers on quality and statutory requirements. The policy is communicated to all employees through displays in the organization at strategic locations. Employees at all levels are trained to understand the quality policy and their role in implementing and maintaining the policy. The quality policy is reviewed for its continuous suitability and effectiveness during management review meetings.

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5.2.2 Communicating The Quality Policy

The policy is communicated to all employees & Interested parties through displays in the organization at strategic locations, Websites, Emails, Broachers, Business Catalogs etc. . Employees at all levels are trained to understand the quality policy and their role in implementing and maintaining the policy. The quality policy is reviewed for its continuous suitability and effectiveness during management review meetings.

5.2.3 Organizational Roles, Responsibilities And Authorities

The organization structure of FINE-LINE CIRCUITS LIMITED as shown in Annexure I :*“Organization Chart”* below depicts inter – relationship of personnel who manage, perform & verify work affecting quality. FINE-LINE CIRCUITS LIMITED has defined and communicated responsibilities and authorities in ref. Doc No: R-HR-01 at all levels of the organization to ensure the effective implementation of the Quality Management System.

Responsibility and authority as per the ISO defined and documented.

- a. Ensured that the quality management system conforms to the requirements of this International Standard;
- b. Ensured that the processes are delivering their intended outputs;
- c. Report on the performance of the quality management system and on opportunities for improvement in particular to top management review meetings
- d. Ensured the promotion of customer focus throughout the organization;
- e. Ensured that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

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6 PLANNING

6.1 Actions To Address Risks And Opportunities

6.1.1 FINE-LINE CIRCUITS LIMITED has considered the issues and the requirements and determined the risks and opportunities as despite in " Risk Assessment Doc No : D-MG-21, that need to be addressed to :

- a. give assurance that the quality management system can achieve its intended result
- b. enhance desirable effects;
- c. prevent, or reduce, undesired effects;
- d. achieve improvement

6.1.2 FINE-LINE CIRCUITS LIMITED has planed :

- a. actions to address these risks and opportunities;
- b. to integrate and implement the actions into its quality management system processes , &to evaluate the effectiveness of these actions as despite in " Risk Assessment Doc No : D-MG-21.

6.2 Quality Objectives And Planning To Achieve Them

6.2.1 & 6.2.2 The quality policy is translated into QUALITY OBJECTIVES which are specified, communicated & measured through performance indicators as outlined in the " *Quality Objectives Tracker R-MG-10*, that MR submits for management review. These are reviewed for suitability during Management Review Meeting.

6.3 Planning Of Changes

FINE-LINE CIRCUITS LIMITED has determined the need for changes to the quality management system, the changes shall be carried out in a planned manner

FINE-LINE CIRCUITS LIMITED has considered :

- 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.

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7 SUPPORT

7.1 Resources

7.1.1 General

FINE-LINE CIRCUITS LIMITED has determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

For this FINE-LINE CIRCUITS LIMITED has considered :

- a. the capabilities of, and constraints on, existing internal resources;
- b. what needs to be obtained from external providers.

7.1.2 People

FINE-LINE CIRCUITS LIMITED has determined and provided the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes. As despite in " *List Of Employee Details*" Doc No: R-HR-13.

7.1.3 Infrastructure

FINE-LINE CIRCUITS LIMITED has determined, provided and maintained the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

7.1.4 Environment For The Operation Of Processes

FINE-LINE CIRCUITS LIMITED has determined, provided and maintained the environment necessary for the operation of its processes and to achieve conformity of products and services.

7.1.5 Monitoring And Measuring Resources

7.1.5.1 General

FINE-LINE CIRCUITS LIMITED identifies the measurements to be made and the measuring and monitoring equipment required assuring conformity of product to specified requirements.

Measuring and monitoring devices is used and controlled to ensure that measurement capability is consistent with the measurement requirements documented in Doc No: R-MNT-05

7.1.5.2 Measurement Traceability

Where necessary to ensure valid results, measuring equipment's are:

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- a) calibrated or verified or both periodically or prior to use, against devices traceable to international or national standards; where no such standards exist, the basis used for calibration is recorded;
- b) adjusted or re-adjusted as necessary;
- c) identified in order to determine its calibration status;
- d) safeguarded from adjustments that would invalidate the calibration;
- e) protected from damage and deterioration during handling, maintenance and storage;

In addition FINE-LINE CIRCUITS LIMITED assesses and records the validity of previous results when the equipment is found not to conform to requirements. The appropriate corrective action on the equipment and any product is carried out. Records of the result of calibration and verification are maintained.

7.1.6 Organizational Knowledge

FINE-LINE CIRCUITS LIMITED has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services; as despite in *"Employees Job description & Current Profile - R-HR 01"*.

7.2 Competence

FINE-LINE CIRCUITS LIMITED has :

- a. determined the necessary competence of person's doing work under its control that affects the performance and effectiveness of the quality management system; as despite in *"Employees Job description & Current Profile - R-HR 01"*.
- b. ensured that these persons are competent on the basis of appropriate education, training, or experience;
- c. take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d. retained appropriate documented information as evidence of competence.

7.3 Awareness

FINE-LINE CIRCUITS LIMITED has ensured that persons doing work under the organization's control are aware of :

- a. the quality policy;
- b. relevant quality objectives;
- c. their contribution to the effectiveness of the quality management system, including the benefits of improved performance;

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d. the implications of not conforming with the quality management system requirements.

7.4 Communication

FINE-LINE CIRCUITS LIMITED ensured communication between its various levels and functions regarding the processes of the quality management system through verbal modes and wherever necessary by display boards.

What	When	With whom	How	Who
INTERNAL COMMUNICATION				
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 6 months	All employees	Procedure / Oral / Training	Management
Customer complaint / Feedback	At the time of receipt	Head of the department / Respective process owner	Meeting / MRM	Sales & Marketing Head
EXTERNAL COMMUNICATION				
Information to external providers	Placing purchase order / Quotation collection	Supplier	Purchase order / Letter / Email / Oral	Purchase I/C
Product / Service information	Enquiry stage	Customer / Clients	Electronic media / Letter / oral / E-Migrate	Marketing I/C
Enquiry, Demand, amendments	Enquiry review / Demand review	Customer / Clients	Electronic media / Letter / oral / E-Migrate	Marketing I/C
Customer feedback	Once in a year	Customer / Clients	Forwarding customer feedback form	Marketing I/C

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Action taken for customer complaints	Once action taken	Customer /Clients	Electronic media /Letter/ oral	Quality I/C, CMD
Information to external providers	As agreed with customer	Customer /Clients	Invoice / Letter / Email	Sales I/C, Bill I/C

7.5 Documented Information

7.5.1 General

The quality management system followed by FINE-LINE CIRCUITS LIMITED is a means of ensuring that the procedures for the analysis, design & development of all activities in FINE-LINE CIRCUITS LIMITED are defined and standardized and that they meet the requirements of ISO 9001:2015. The quality system structure is as under:

- a. *Quality Manual with Quality Policy and Quality Objectives – Doc No: D-QM-01*
- b. *Quality Procedure*
- c. *[Quality System Forms \(Documents & Records\) - Doc No: R-MG-01 & R-MG-06](#)*

7.5.2 Creating And Updating

When creating and updating documented information, the organization shall ensure appropriate:

- a. identification and description (e.g. a title, date, author, or reference number);
- b. format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- c. review and approval for suitability and adequacy.

MR is overall responsible for document creating & updating. The document's header and footer identify the authorized personnel for approval and issue of documents, document name, document ~~number~~, issue, ~~and~~ revision number and date. MR maintains the "Master Copy" and sends one copy to the controlled copy holders after ~~ensuring that stamping each page with "Controlled Copy" is stamped on each page in red.~~

~~makes it available at a location accessible to all the employees.~~ All documents and data including those of external origin such as national and international standards that relate to this quality system are determined, identified and controlled by means of a Control of Document D-MG-03 for approval, issue, and change / modification. It is ensured that the documents are adequate for fulfilling the functional needs and are duly approved.

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Document and data changes are reviewed and approved by authorized personnel as per original documents unless others are designated for the purpose. In case of review by alternate personnel they shall have access to pertinent information on which to base their review and approval.

7.5.3 Control Of Documented Information

All quality records are controlled in the respective procedures and at appropriate stages in the performance of related activities. The primary responsibility lies with MR. A documented procedure Control of Records *D-MG-04* is established and maintained for identification, collection, indexing, access, storage, protection, retrieval, retention and disposition of quality records to demonstrate conformance to quality system requirements. Quality records are completed legibly, stored & retained to ensure ready retrieve ability to protect against damage or deterioration.

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8 OPERATION

8.1 Operational Planning And Control

FINE-LINE CIRCUITS LIMITED has planned, implemented and controlled the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined by :

- 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:
 - a. to have confidence that the processes have been carried out as planned;
 - b. to demonstrate the conformity of products and services to their requirements.

FINE-LINE CIRCUITS LIMITED has controlled planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

8.2 Requirements For Products And Services

8.2.1 Customer Communication

Communication with customer is very effectively done either through personal, Sending Customer Feed back & Customer Complaint Also media like telephone, fax, and control of website, etc.

Effectiveness of this evident through customer feed back. We will monitor and review our website once in six months and update all necessary requirements. All communications with the customer requirement is filed. Customer's complaint is recorded and discussed it in the MRM and takes necessary actions.

8.2.2 Determining The Requirements For Products And Services

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FINE-LINE CIRCUITS LIMITED has ensured that:

- a. the requirements for the products and services are defined, including:
 - 1) any applicable statutory and regulatory requirements;
 - 2) those considered necessary by the organization;

FINE-LINE CIRCUITS LIMITED could meet the claims for the products and services it offers.

8.2.3 Review Of The Requirements For Products And Services

8.2.3.1 organization reviews the requirements related to the product prior to the organization commitment to supply product to the customer. The review is done in following stages:

- Examination of the enquiry/ Tender with respect to the Technical & Commercial feasibility and the delivery schedule required by the customer.
 - The marketing department considers for quotation only standard products, materials for which are specified in the Control plan. In case of enquiry for items/ products which are in other materials not specified in the Control plan, the enquiry is referred to Director for technical aspects & marketing manager for Commercial & other aspects.
 - Cost calculation & quotation
 - Examination of the Contract/ Order when received, for conformance to the offer made regarding completeness and clarity of technical and commercial aspects and regarding feasibility of delivery period.
- b) The organization also ensures the following before accepting the contract/ order
- The product requirements are adequately defined.
 - Any contract/ Order requirements differing from tender/ offer made are brought to the notice of the customer and are resolved before accepting contract/ order.
 - Organization ability & capability in terms of production control, testing equipment, methods and technique required to produce the items as per the customer's specification and requirements.

8.2.3.2 FINE-LINE CIRCUITS LIMITED has retained documented information, as applicable :

- a. on the results of the review;
- b. on any new requirements for the products and services.

8.2.4 Changes To Requirements For Products And Services

Where product requirements are changed, the organization ensures that relevant documentation is amended. The organization ensures that relevant personnel are made aware of the changed requirements.

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8.3 Design And Development of Products & Service

Excluded.

8.4 Control Of Externally Provided Processes, Products And Services

FINE-LINE CIRCUITS LIMITED controls externally provided processes, products and services to ensure that to conforms to specified requirements. The type and extent of control is dependent upon the effect on subsequent realization processes and their output.

the company evaluates and selects venders based on their ability to supply product/ service in accordance with the organization's requirements on certain criteria for selection, periodic evaluation and re-evaluation of suppliers.

8.4.2 Type And Extent Of Control

FINE-LINE CIRCUITS LIMITEDhas ensured that externally provided processes, products and services has not adversely affect the our ability to consistently deliver conforming products and services to its customers.

For providing better control over outsource processes if required; we demand supplier test certificate and the same will be reviewed by Manager QC and in case of Labor Contract we are issuing letter of agreement for contractor, terms and condition define and singed and the same is monitored time to time.

8.4.3 Information For External Providers

Purchasing documents offFINE-LINE CIRCUITS LIMITEDcontains information describing processes, products and services to be provided including where appropriate:

- a. requirements for approval of product, procedures, processes and equipment,
- b. requirements for qualification of personnel and
- c. quality management system requirements.
- d. verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

FINE-LINE CIRCUITS LIMITEDensures the adequacy of specified purchase requirements prior to release.

8.5 Production And Service Provision

8.5.1 Control Of Production And Service Provision

FINE-LINE CIRCUITS LIMITED controls production and service operations through

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- a. availability of information that specifies the characteristics of the product
- b. where necessary, the availability of work instructions
- c. the use and maintenance of suitable equipment for production and service operations
- d. the availability and use of measuring and monitoring equipment
- e. the implementation of monitoring activities
- f. the implementation of defined processes for product release, delivery and applicable post delivery activities.

8.5.2 Identification And Traceability

"Product Status:

- a. The organization has established procedure of product status for measuring and monitoring requirements during all stages for manufacturing by means of marking tags, color codes, location boards etc. and inspection records are kept in separate file.
- b. This indicates status of product to ensure processing of only those products, which fully meet the requirement. Non-conforming products are identified by specified location marked for such items.
- c. Authority for release of product is identified on the record itself.
- d. Raw materials are stored in the allocated areas and are identified by location boards.
- e. The location s in the dispatch section identifies products.
- f. Though the identification is fully ensured, traceability is also maintained when required by contract from raw material stage to finished product stage through various records such as material issue register, process control records and final inspection reports.

8.5.3 Property Belonging To Customers Or External Providers

FINE-LINE CIRCUITS LIMITED has exercised care with property includes Gerber files, Drawings, product approved samples etc. belonging to customers while it is under the our's control or being used by us.

FINE-LINE CIRCUITS LIMITED identify, 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, FINE-LINE CIRCUITS LIMITED will report this to the customer or external provider and all retain related documents.

8.5.4 Preservation

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FINE-LINE CIRCUITS LIMITED preserves the product with customer requirements during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable preservation includes identification, handling, storage and protection which also applies to the constituent parts of a product. The supervisor is responsible for this function.

8.5.5 Post-Delivery Activities

FINE-LINE CIRCUITS LIMITED meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, FINE-LINE CIRCUITS LIMITED has considered :

- a. statutory and regulatory requirements;
- b. the potential undesired consequences associated with its products and services;
- c. the nature, use and intended lifetime of its products and services;
- d. customer requirements & customer feedback.

8.5.6 Control Of Changes

FINE-LINE CIRCUITS LIMITED has reviewed and controlled changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements & records for the same maintained.

8.6 Release Of Products And Services

FINE-LINE CIRCUITS LIMITED has implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products 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.

8.7 Control Of Nonconforming Outputs

8.7.1

Non-conforming goods are identified, segregated and held to prevent unauthorized use or inclusion with conforming products.

Employees have the responsibility to advise their superiors that product may be non-conforming.

The responsible Person from that department evaluates any non conformity and determines their disposition in accordance with documented procedure.

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Non-conformances are documented and appropriate personnel advised. Non-conformances are disposed in accordance with agreed decision and the appropriate documentation completed. Non-conforming material/services received from suppliers are processed in a manner described in Procedure for NC & Corrective action D-MG-06.

More comprehensive details are documented in Procedure.

8.7.2

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

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9 PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis And Evaluation

9.1.1 General

FINE-LINE CIRCUITS LIMITED has planned and implemented the monitoring, measurement, analysis and improvement processes needed:

- a. to demonstrate conformity to product requirements,
- b. to ensure conformity of the quality management system and
- c. to continually improve effectiveness of quality management system

This includes the determination of the need for, and the use of, applicable methodologies including statistical techniques.

9.1.2 Customer Satisfaction

FINE-LINE CIRCUITS LIMITED has established a system of customer survey to monitor the information relating to customer perception as to whether the organization has met customer requirements.

A format has been established which identifies the attributes which are critical to the business and important to the customer.

A customer survey is done once in a year to identify the customer needs and expectations.

The survey is done by marketing department on their visit to customer or by on request to the customer by sending the identified format by post/fax/email.

On receipt of filled up format from the customer, Manager - marketing plans improvement through the concerned department heads.

Manager - Marketing informs the customer of corrective action taken if any.

Lost Business Analysis is also done as and when required.

9.1.3 Analysis And Evaluation

FINE-LINE CIRCUITS LIMITED collects and analyses appropriate data to determine the suitability and effectiveness of the quality management system and to identify improvements that can be made. This includes data generated by measuring and monitoring activities and other relevant sources.

FINE-LINE CIRCUITS LIMITED analyses this data to provide information on:

- a. customer satisfaction;
- b. conformity to product / service requirements;

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- c. performance and effectiveness of the quality management system;
- d. the effectiveness of actions taken to address risks and opportunities;
- e. characteristics and trends of processes and product including opportunities for preventive action
- f. performance of external providers;

9.2 Internal Audit

9.2.1 Internal Quality Audits are planned and undertaken as a means of improvement and to confirm compliance of quality system to the requirements of the standard and documented procedures.

The audit process is very effectively used to ensure that the QMS is effectively implemented and maintained in the organization.

The frequency of the audits is based on the status and importance of the activity. Generally frequency for conducting Internal Audit is at least once in 12 MONTHS. Trained personnel, who are independent of the function being audited, undertake audits.

Quality audits' findings as recorded, are used as the main formal means of resolving Problems and deficiencies detected in the quality system. Audit findings are brought to the attention of the responsible person for the area audited, who undertakes timely action, as appropriate. All actions taken to correct deficiencies are re-audited to verify Compliance.

More comprehensive details regarding Internal Quality Audit are contained in Procedure.

9.2.2

MR is responsible for the planning and effective implementation of the internal audit procedure. FINE-LINE CIRCUITS LIMITED plans the audit program taking into consideration the status and importance of the activities and areas to be audited as well as the results of previous audits.

A documented procedure "*Internal Audit*" D-MG-07 includes the responsibilities and requirements for conducting audits, ensuring their independence, recording results and reporting to management. Records of the audit and their results are maintained.

The management responsible for the area being audited ensures that actions are taken without undue delay to eliminate detected non-conformities and their causes. Follow up activities include the verification of the actions taken and the reporting of the verification results.

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9.3 Management Review

9.3.1 General

The management of FINE-LINE CIRCUITS LIMITED reviews the quality management system, once in 4 months, to ensure its continuing suitability, adequacy and effectiveness. The review assesses opportunities for improvement and evaluates need for changes to the organization's quality management system, including quality policy and quality objectives. Management review committee comprises of all Department Heads (HOD). MR is the coordinator of all the management review meetings and maintains the " Management Review Meeting Review" Meeting Minutes : R-MG-09.

9.3.2 Management Review Inputs

The management reviews 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:
 - customer satisfaction and feedback from relevant interested parties;
 - the extent to which quality objectives have been met;
 - process performance and conformity of products and services;
 - non-conformities and corrective actions;
 - monitoring and measurement results;
 - audit results;
 - the performance of external providers
- d. the adequacy of resources;
- e. the effectiveness of actions taken to address risks and opportunities (see 6.1);
- f. opportunities for improvement.

9.3.3 Management Review Outputs

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It [includes](#) decisions and actions related to:

- a. opportunities for improvement;
- b. changes in existing quality management system
- c. resources needs.

10 IMPROVEMENT

10.1 General

FINE-LINE CIRCUITS LIMITED plans and manages the processes necessary for the continual improvement of the quality management system.

FINE-LINE CIRCUITS LIMITED facilitates the continual improvement of the quality management system through the use of the quality policy, objectives, and audit results, analysis of data, corrective and preventive action and management review.

FINE-LINE CIRCUITS LIMITED has determined opportunities for improvement and implement necessary actions to meet customer requirements and enhance customer satisfaction.

Which 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.

FINE-LINE CIRCUITS LIMITED facilitates the continual improvement of the quality management system through the use of the quality policy, objectives, and audit results, analysis of data, corrective and preventive action and management review.

10.2 Nonconformity And Corrective Action

10.2.1

FINE-LINE CIRCUITS LIMITED ensures that the product / service, which does not conform to requirements, is identified and controlled to prevent unintended use or delivery. The controls and related responsibilities and authorities for dealing with non-confirming products are defined in documented information for " Disposal of NCP and Corrective Action " D-MG-06.

Where applicable, FINE-LINE CIRCUITS LIMITED deals with non-confirming products by one or more of the following ways:

- a. by reviewing and analyzing the nonconformity;

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- b. by determining the causes of the nonconformity;
- c. by determining if similar nonconformities exist, or could potentially occur;

When nonconforming product is corrected it shall be subject to re- verification to demonstrate conformity to the requirements.

10.2.2

Records of the nature of non-conformities and any subsequent actions taken, including concessions obtained, are maintained.

10.3 Continual Improvement

FINE-LINE CIRCUITS LIMITED plans and manages the processes necessary for the continual improvement of the quality management system.

FINE-LINE CIRCUITS LIMITED facilitates the continual improvement of the quality management system through the use of the quality policy, objectives, and audit results, analysis of data, corrective and preventive action and management review.

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Annexure 1 : Organization Chart

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Annexure 2: Responsibility – Clause Matrix

CLN	CLAUSE	RESPONSIBILITIES							
		DIRECTOR	MR	HOD - HRM	HOD - PUR	HOD - PRD	HOD - QC	HOD - STR	HOD - MKT
4	Context of the organization								
4.1	Understanding the organization and its context	P	P	S	S	S	S	S	S
4.2	Understanding the needs and expectations of interested parties	P	P	S	S	S	S	S	P
4.3	Determining the scope of the quality management system	P	P	S	S	S	S	S	S
4.4	Quality management system and its processes	P	P	S	S	S	S	S	S
5	Leadership								
5.1	Leadership and commitment	P	P	P	P	P	P	P	P
5.1.1	General	P	P	P	P	P	P	P	P
5.1.2	Customer focus	P	P	S	S	S	S	S	P
5.2	Policy	P	P	S	S	S	S	S	S
5.2.1	Establishing the quality policy	P	P	S	S	S	S	S	S
5.2.2	Communicating the quality policy	P	P	S	S	S	S	S	S
5.3	Organizational roles, responsibilities and authorities	P	P	P	P	P	P	P	P
6	Planning	P	P	P	P	P	P	P	P
6.1	Actions to address risks and opportunities	P	P	P	P	P	P	P	P
6.2	Quality objectives and planning to achieve them	P	P	P	P	P	P	P	P
6.3	Planning of changes	P	P	P	P	P	P	P	P
7	Support								
7.1	Resources	P	P	P	P	P	P	P	P
7.1.1	General	P	P	P	P	P	P	P	P
7.1.2	People	P	P	P	P	P	P	P	P
7.1.3	Infrastructure	P	P	P	P	P	P	P	P
7.1.4	Environment for the operation of processes	P	P	P	P	P	P	P	P
7.1.5	Monitoring and measuring resources	P	P	P	P	P	P	P	P
7.1.6	Organizational knowledge	P	P	P	P	P	P	P	P
7.2	Competence	P	P	P	S	S	S	S	S
7.3	Awareness	P	P	P	S	S	S	S	S

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7.4	Communication	P	P	P	S	S	S	S	S
7.5	Documented information	P	P	P	P	P	P	P	P
7.5.1	General .	P	P	P	P	P	P	P	P
7.5.2	Creating and updating	P	P	P	P	P	P	P	P
7.5.3	Control of documented information	P	P	S	S	S	S	S	S
8	Operation								
8.1	Operational planning and control	S	S	P	P	P	P	P	P
8.2	Requirements for products and services	P	S	S	S	P	S	S	P
8.2.1	Customer communication	P	S	S	S	P	S	S	P
8.2.2	Determining the requirements for products and services	P	S	S	S	P	S	S	P
8.2.3	Review of the requirements for products and services	P	S	S	S	P	S	S	P
8.2.4	Changes to requirements for products and services	P	S	S	S	P	S	S	P
8.3	Design and development of products and services	Excluded							
8.4	Control of externally provided processes, products and services	P	S	S	P	P	S	S	P
8.4.1	General	P	S	S	P	P	S	S	P
8.4.2	Type and extent of control	P	S	S	P	P	S	S	P
8.4.3	Information for external providers	P	S	S	P	P	S	S	P
8.5	Production and service provision	P	S	S	S	P	P	S	P
8.5.1	Control of production and service provision	P	S	S	S	P	P	S	P
8.5.2	Identification and traceability	P	P	P	P	P	P	P	P
8.5.3	Property belonging to customers or external providers	P	S	S	S	P	P	S	P
8.5.4	Preservation	P	S	S	P	P	S	S	P
8.5.5	Post-delivery activities	P	S	S	S	P	S	S	P
8.5.6	Control of changes	P	S	S	S	P	S	S	P
8.6	Release of products and services	P	S	S	S	P	P	P	S
8.7	Control of nonconforming outputs	P	S	S	S	P	P	P	S
9	Performance evaluation								
9.1	Monitoring, measurement, analysis and evaluation	P	P	P	P	P	P	P	P

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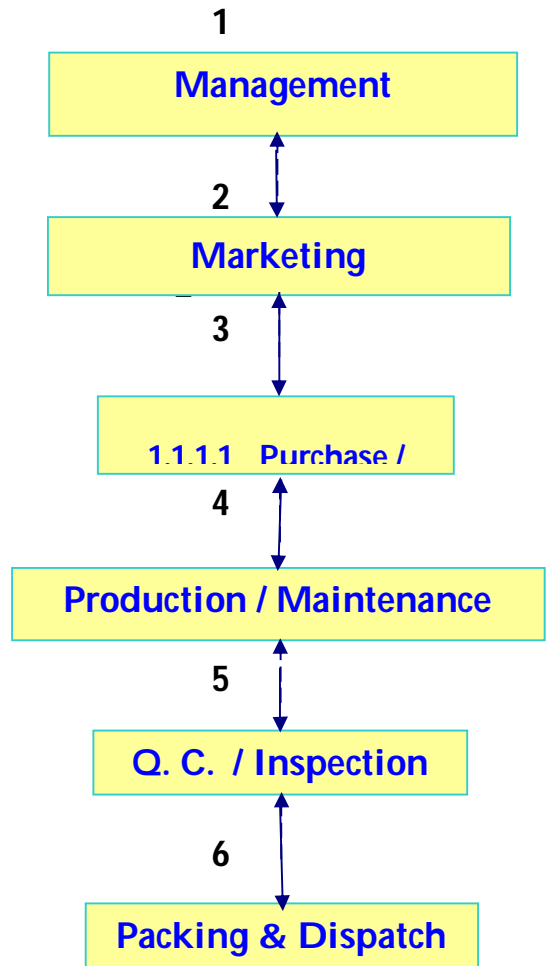
9.1.1	General	P	P	S	S	S	S	S	S
9.1.2	Customer satisfaction	P	P	S	S	S	S	S	P
9.1.3	Analysis and evaluation	P	P	S	S	S	S	S	S
9.2	Internal audit	P	P	S	S	S	S	S	S
9.3	Management review	P	P	S	S	S	S	S	S
9.3.1	General	P	P	S	S	S	S	S	S
9.3.2	Management review inputs	P	P	S	S	S	S	S	S
9.3.3	Management review outputs	P	P	S	S	S	S	S	S
10	Improvement								
10.1	General	P	P	S	S	S	S	S	S
10.2	Nonconformity and corrective action	P	P	P	P	P	P	P	P
10.3	Continual improvement	P	P	S	S	S	S	S	S

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Annexure 3: Process Flow Diagrams & Interaction of Processes

3 A. FLOW CHART OF THE PROCESSES



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3 B. SEQUENCE & INTERACTION OF THE PROCESSES

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Annexure 4: Process Input - Output Diagram

Input	Process	Output	Acceptance Criteria	Interaction With Other Processes
material requirements, specifications	PUR	availability of right material at right time at right cost from right source of right quality	availability of material as per requirement	marketing, maintenance hrm, quality control, operation , stores
customer Work orders, Layout & Drawing Approvals, availability of material, training to manpower, drawings, equipment's& trained manpower	OPR	timely Operation optimum utilization of resources,	Timely completion of Projects	marketing, hrm, purchase, quality control
customer requirements, Projects in hand, availability of resources, customer feedback	MKT	customer orders, customer satisfaction, customer feedback, regular customer communication	customer satisfaction index,	operation, quality control, store, hrm
Layout plan & Drawings, customer requirements, measuring equipment's and their calibration, drawings & work instructions, trained manpower, work instructions	QC	inspection reports , non-conforming product / service, corrective actions on non-conformities, customer complaints	no. of customer complaints, out of calibration instruments	marketing, maintenance hrm, purchase, operation

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intimation of receipt of goods, dispatch note, stock record, availability of space, material handling equipment's and their availability	STR	stock register, proper storage, preservation, identification of goods	loss of goods due to pilferages & theft	marketing, maintenance hrm, purchase, operation
job profile, training needs, faculty resource, facilities available, feedback	HR M	training calendar, individual training records, trained staff	no. of training programs organized	marketing, maintenance stores, purchase, operation
list of documents, external origin documents, control required	DDC	qms documentation , easy availability of documents, proper control	incidences of non-availability of documents	marketing, maintenance hrm, purchase, operation, mr, stores
audit calendar, trained internal auditors, previous audit reports	IOA	audited QMS, corrective actions, audit report	no. of NCR's	marketing, maintenance hrm, purchase, operation, mr, stores
audit report, performance of process, product / service, ca/pa, customer complaints, quality policy, objectives	MR M	resource requirements, improvements	timely conduction of meetings	marketing, maintenance hrm, purchase, operation ,mr, stores

Prepared By (Sign)	Approved By (Sign)	Date of Approval
MR	MD	02.04.2018