



**SILMAS Company (One-Person Company)**  
**According to ISO 9001:2015 Standard Requirement**



**SILMAS Company (One-Person Company)**  
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**Quality Manager**

**Prepared By**

**General Manager**

**Reviewed By**

**CEO**

**Approved By**





	SILMAS Company	Issue # 01
	Quality Management System Manual SILMAS-QM-01	Issue Date: 12/03/2024 Edit # 00 Edit Date: 12/03/2024

## Clause: 1 Scope:

The Quality Management System implemented in SILMAS Company has been established according to the requirements given in ISO9001:2015 to all processes/procedures of the organization and is based on the Seven Quality Management Principles (QMP). Such QMPs include Customer Focus, Leadership, Engagement of People, Process Approach, Improvement; Evidence based decision Making and Relationship Management.

The focus of this quality Management System is to achieve ongoing improvement measured through the ultimate satisfaction of customers and external service provider, and the performance of the organization. Customer satisfaction is sought by understanding customer requirements or needs and striving to meet his needs. At present established scope for quality management system is

### 1.2 Control:

quality Management System Manual is prepared by the Management Representative, then is reviewed and approved by the CHIEF EXECUTIVE OFFICER as indicated in the footer of every page.

#### 1.2.1 Controlled Copies:

Controlled and Hard Copy of this manual maintained by management representative and distributes PDF copy among department heads and are recorded under the distribution list (Refer to section 2.4). Such copies are updated in line with any changes to the company policy, operating procedures or process descriptions, and/or work instructions.

Holders of controlled copies are responsible for its safekeeping and should ensure that it is readily available for reference by others when required.

#### 1.2.2 Un-Controlled Copies:

Uncontrolled copies of this manual are issued by the Management Representative. Copies are issued to individual as well who are not employed by the company (e.g. customers, ISO certification body, etc...) after approval from proprietor. Such copies are up to date at the time of issue but will not be subject to any updating further after.

### 1.3 Issue and Revision:

1.3.1 The Manual is periodically reviewed by the CEO and Management Representative, and amendments or re-issue are made when appropriate and approved by the Chief Executive Officer. A distribution list of recipients on controlled copies of the manual and records of the issue of amendments or the issue of the manual can be found in section C and are controlled by the Management Representative. Updating, occurring on a continuous basis and revision are issued to holders of numbered copies only.

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**1.3.2 Revisions to the Manual are on a single page basis, each page showing its revision status and date. Revisions, which are considered to be of an urgent nature, are implemented immediately. Revisions are recorded within the Manual Revision History**

**1.3.3 Any one page will have the most recent revision number marked, the previous revision markings being removed, each time it is re-issued under a new revision number. The original issue of the old version, preserved with Management Representative, is marked as obsolete and kept in proper file.**

**1.3.4 Recipients are responsible for inserting revised pages into their copies of the manual and for destroying the obsolete pages as required.**

**1.3.5 Hand-written notations or changes are not permitted.**

**1.4 Distribution:**

**Manual distribution occurs on a controlled and un-controlled basis. Non editable soft copies of Manual intended for distribution among operation mangers. Refer to section 7.5.3 for further information.**

**1.4.1 Copies of the document distributed within the organization (top management and department responsible) are ink stamped "Controlled." Un-controlled copies attended for handling to third party are ink stamped "Un-Controlled."**

**Clause: 2 Normative References:**

**SILMAS Company apply latest version of Quality Management System, Environment Management System, Occupational Health & Safety Management System as per latest version applying the following standards**

**ISO 19011: 2011, Guidelines for auditing management system**

**ISO 9000: 2015, Quality Management Systems - Fundamental of Vocabulary**

**ISO 9001: 2015, Quality Management System - Requirements for the Certification**

**ISO 31000: 2009, Risk Management, Principle and guidelines**

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**Clause: 3 Terms and Definition:**

<b>QMS</b>	<b>Quality Management System</b>
<b>Quality Management System</b>	<p>A management tool for meeting and established objective made up of four steps is e., Plan, implement, measure and adjusts.</p> <p>In SILMAS Quality Management System is as per requirements of 9001:2015- Quality Management System,.</p>
<b>Objective</b>	<p>Result to be achieved</p> <p>Note 1 to entry: An objective can be strategic, tactical, or operational.</p> <p>Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels (such as strategic, organization-wide, project, product and process.</p> <p>Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as an OH&amp;S objective, or by the use of other words with similar meaning (e.g. aim, goal, or target).</p> <p>Note 4 to entry: This constitutes one of the common terms and core definitions for ISO management system standards.</p>
<b>QMS objective</b>	Objective set by the organization for its QMS or to achieve specific results consistent with the QMS of QMS policy
<b>Risk</b>	Combination of likelihood of an occurrence of hazardous event or exposure (s) and the severity of injury or ill health that can be caused by the event or exposure(s).

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<b>Risk Assessment</b>	<p>Process of evaluating the risks arising from a hazard(s), taking into account the adequacy of any existing controls, and deciding whether or not the risk(s) is acceptable.</p>
<b>Audit</b>	<p>Systematic, independent and documented process of obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.</p>
<b>/Internal Audit</b>	<p>Note 1 to entry: An internal audit is conducted by the organization itself, or by an external party on its behalf.</p> <p>Note 2 to entry: An audit can be a combined audit (combining two or more disciplines).</p> <p>Note 3 to entry: Independence can be demonstrated by the freedom from responsibility for the activity being audited or freedom from bias and conflict of interest.</p> <p>Note 4 to entry: “Audit evidence” consists of records, statements of fact or other information which are relevant to the audit criteria and are verifiable; and “audit criteria” are the set of policies, procedures or requirements used as a reference against which audit evidence is compared, as defined in ISO 19011:2011.</p>
<b>Compliance obligations</b>	<p>legal requirements and other requirements: legal requirements that an organization has to comply with and other requirements that an organization has to or chooses to comply with</p> <p>Note 1 to entry: Compliance obligations are related to the environmental management system</p> <p>Note 2 to entry: Compliance obligations can arise from mandatory requirements, such as applicable laws and regulations, or voluntary commitments, such as organizational and industry standards, contractual relationships, codes of practice and agreements with community groups or non-governmental organizations.</p>
<b>QMS Objectives</b>	<p>Overall Quality Management System goal, consistent with the Quality management</p>

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policy that an organization sets itself to achieve.

**Documented information**

Information required to be controlled and maintained by an organization and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media, and from any source.

Note 2 to entry: Documented information can refer to: — the Quality management system, including related processes;

— Information created in order for the organization to operate (can be referred to as documentation);

— Evidence of results achieved (can be referred to as records).

**Competence**

Ability to apply knowledge and skills to achieve intended results.

**Performance**

Measurable result of QMS Management System

Note 1 to entry: Performance can relate either to quantitative or qualitative findings. Results can be determined and evaluated by qualitative or quantitative methods.

Note 2 to entry: Performance can relate to the management of activities, processes, products (including services), systems or organizations.

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**Aim of SILMAS Quality management system:**

The purpose of this quality Management System covering the requirements of QMS is to provide SILMAS for

- a) Needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- b) AQMS to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and

**Plan-Do-Check-Act model:**

The basis for the approach underlying quality management system of SILMAS Company has been founded on the concept of Plan-Do-Check-Act (PDCA). The PDCA model provides an iterative process used by SILMAS to achieve continual improvement. It can be applied to an Quality management system and to each of its individual elements. SILMAS Company has implemented the Quality Management System as per the PDCA cycle and approach as follows.

- Plan: establish QMS objectives and processes necessary to deliver results in accordance with the organization's quality policy.
- Do: implement the processes as planned.
- Check: monitor and measure processes against the QMS policy, including its commitments, QMS objectives and operating criteria, and report the results.
- Act: take actions to continually improve.

**Clause: 4 Context of the Organization:**

**4.1 Understanding the Organization and its Context:**

SILMAS Company has established, documented, implemented and maintained the information in procedure # (QA-P-01) for determining and evaluating the external and internal issues or factors relevant to its operating environment (context), strategic planning and which affect its ability to achieve its objectives and intended outcomes of its QUALITY Management System.

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Information relevant to these external and internal factors is effectively maintained, considered while managing the associated addressed risks and opportunities. Strength and Weakness also monitored through defined mechanism in order to ensure smooth and consistent business execution.

Examples of internal and external issues which can be relevant to the context of the organization include:

- a) The external cultural, social, political, legal, regulatory, financial, technological, economic, natural and competitive circumstances, whether international, national, regional or local;
- b) The internal characteristics or conditions of the organization, such as its activities, products and services, strategic direction, culture and capabilities (i.e. people, knowledge, processes, systems).

An understanding of the context of an organization is considered to established, implemented, maintains and continually improve SILMAS quality management system. Internal and external issues can be positive or negative and include conditions, characteristics or changing circumstances that can affect the quality management system, for example:

External issues, such as:

- 1) The cultural, social, political, legal, financial, technological, economic and natural surroundings and market competition, whether international, national, regional or local;
- 2) Introduction of new competitors, contractors, subcontractors, suppliers, partners and providers, new technologies, new laws and the emergence of new occupations;
- 3) New knowledge on products and their effect on health and safety;
- 4) Key drivers and trends relevant to the industry or sector having impact on the organization;
- 5) Relationships with, as well as perceptions and values of, its external interested parties;
- 6) Changes in relation to any of the above;

Internal issues, such as:

- 1) Governance, organizational structure, roles and accountabilities;
- 2) Policies, objectives and the strategies that are in place to achieve them;
- 3) The capabilities, understood in terms of resources, knowledge and competence (e.g. capital, time, human resources, processes, systems and technologies);
- 4) Information systems, information flows and decision-making processes (both formal and informal);
- 5) Introduction of new products, materials, services, tools, software, premises and equipment;
- 6) Relationships with, as well as perceptions and values of, workers;
- 7) The culture in the organization;

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- 8) Standards, guidelines and models adopted by the organization;
- 9) The form and extent of contractual relationships, including, for example, outsourced activities;
- 10) Working time arrangements;
- 11) Working conditions;
- 12) Changes in relation to any of the above.

SILMAS shall monitor and review information about these external and internal issues.

NOTE 1: Issues can include positive and negative factors or conditions for consideration.

NOTE 2: Understanding the external context can be facilitated by considering issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local.

NOTE 3: Understanding the internal context can be facilitated by considering issues related to values, culture, knowledge and performance of the organization.

An understanding of the context of an organization is used to established, implemented, maintained and continually improve its QUALITY management system (see 4.4).

The internal and external issues that are determined in 4.1 can result in risks and opportunities to the organization or to the quality management system (see 6.1.1 to 6.1.3).

SILMAS Company has determined those that need to be addressed and managed (see 6.1.4, 6.2, Clause 7, Clause 8 and 9.1).

#### **4.2 Understanding the needs and expectations of interested parties:**

SILMAS Company has established, documented, implemented and maintained the information in procedure (QA-P-01) for determining the interested parties relevant to its Quality Management System and the requirements of these interested parties.

Information relevant to these external and internal parties is effectively maintained, reviewed and monitored through defined mechanism in order to ensure smooth and consistent business execution.

SILMAS Company has determined:

- a. The other interested parties, in addition to workers, that are relevant to the QUALITY management system;
- b. The relevant needs and expectations (i.e. requirements) of workers and other interested parties;
- c. Which of these needs and expectations are or could become legal requirements and other requirements.

Interested parties in addition to workers can include:

- a. Legal and regulatory authorities (local, regional, state/provincial, national or international);



- b. Parent organizations;**
- c. Suppliers, contractors and subcontractors;**
- d. Workers' representatives;**
- e. Workers' organizations (trade unions) and employers' organizations;**
- f. Owners, shareholders, clients, visitors, local community and neighbours of the organization and the general public;**
- g. Customers, medical and other community services, media, academia, business associations and non-governmental organizations (NGOs);**
- h. Occupational health and safety organizations, occupational safety and health-care professionals.**

Some needs and expectations are mandatory; for example, because they have been incorporated into laws and regulations. The organization may also decide to voluntarily agree to, or adopt, other needs and expectations (e.g. subscribing to a voluntary initiative). Once the organization adopts them they are addressed when planning and establishing the quality management system.

Some interested party requirements reflect needs and expectations that are mandatory because they have been incorporated into laws, regulations, permits and licenses by governmental or even court decision. In Such case SILMAS may decide to voluntarily agree to or adopt other requirements of interested parties (e.g. entering into a contractual relationship, subscribing to a voluntary initiative). Once the organization adopts them, they become organizational requirements (i.e. compliance obligations) and are taken into account when planning the environmental management system

**Reference: Context of Organization Procedure**

**(QA-P-01)**



### **4.3 Determining the Scope of Management System**

SILMAS Company has determined the boundaries and applicability of its Quality Management System (QMS) in accordance with ISO 9001:2015, Clause 4.3.

The scope of the Quality Management System covers all activities related to mining, mineral processing, manufacturing, handling, sales, marketing, transportation, and supply of silica sand, including all supporting and management processes that affect product conformity and customer satisfaction.

The QMS applies to all relevant functions and processes within the organization, including but not limited to:

- Production and operational activities
  
- Maintenance and equipment management
- Purchasing and supplier management
- Sales and marketing activities
- Transportation and logistics
- Human resources and training
- Finance, administration, and IT support
- Quality management and ERP-based process controls

The scope has been defined considering:

- Internal and external issues affecting the organization (Clause 4.1)
- The requirements of relevant interested parties (Clause 4.2)
- The organization's products, services, and operational context

All applicable requirements of ISO 9001:2015 are included within the scope of the QMS. No exclusions are applied that affect the organization's ability or responsibility to ensure conformity of products and services or to enhance customer satisfaction.

The scope of the Quality Management System is reviewed and updated as necessary, particularly when changes occur in organizational activities, processes, or operational context, and is maintained as documented information within this Quality Manual.

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#### **4.4 Management System and its Processes:**

SILMAS Company has established, implemented, maintained and continually improved its Management System in accordance with the requirements of ISO 9001:2015, For this purpose, SILMAS Contracting Company has determined the following;

- a) Processes required for QUALITY Management System and their application throughout SILMAS Company
- b) Inputs required, and the output expected from these processes,
- c) Sequence and interaction between these processes,
- d) Criteria and Methods needed to ensure the effective operation and control of these processes,
- e) Resources needed for these processes and ensuring their availability,
- f) Assigning the responsibilities and authorities for these processes,
- g) Address the Risk and opportunities associated with the processes,
- h) Evaluating these processes through a defined mechanism of monitoring, measurement and analysis of processes performances and evaluating any changes needed to ensure that these processes achieve their intended or planned results.
- i) Improving the process of the Management System.

SILMAS Company 's Management System is structured to achieve a good internal management system and to get the results of customer satisfaction and effective continual improvement.

SILMAS Company 's has maintained documented information wherever there is a need or requirement to have documented information, either by international standard "ISO 9001:2015 or by organization for its effective planning, control and operation. Clause 7.5 of this Manual has addressed requirements of Documented Information.

#### **Clause: 5: Leadership:**

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Leadership and commitment, including awareness, responsiveness, active support and feedback, from the organization's top management, are critical for the success of the QUALITY management system and achievement of its intended outcomes; therefore, top management has specific responsibilities for which they need to be personally involved or which they need to direct.

A culture that supports an organization's QUALITY management system is largely determined by top management and is the product of individual and group values, attitudes, managerial practices, perceptions, competencies and patterns of activities that determine the commitment to, and the style and proficiency of, its quality management system.

## **5.1 Leadership and commitment:**

### **5.1.1 General:**

Top Management has demonstrated effective leadership and commitment with respect to its QUALITY Management System by ensuring the following;

Top Management has undertaken whole accountability for the effectiveness of the QUALITY Management System.

Top Management has ensured that QUALITY Policy and QUALITY objectives are documented, implemented and maintained. The documented policy and objectives are made compatible with the context and strategic direction of the organization.

Top Management has ensured integration of the QUALITY Management System requirements in to its Business process through establishment of effective documentation structure (detailed in clause 7.5 of this manual).

Top Management has ensured the use of "Risk base approach" and "Process approach" through effectively defining and promoting the SILMAS Company documentation structure.

Top management is committed for continual improvement. Where training, new equipment, additional support or personnel is needed, the management shall exert all efforts to acquire or hire all essential resources.

Top management has ensured that effective communication processes are established for communicating the importance of effective QUALITY management system and importance of conformity to the QUALITY Management System requirements.

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Top Management has ensured that personnel at each level are effectively engaged, directed or supported in order to demonstrate their contribution for the effectiveness of the Management System. This is ensured for example, via implementation of defined organization hierarchy, assigned responsibilities and authorities and other monitoring parameters.

Top Management has emphasized on the promotion of continual improvement of its QUALITY Management System through defined mechanism of monitoring and / or measurement.

Top Management has always encouraged and supported personnel on Management Roles for demonstration of their leadership skills, within their area of responsibility.

Top Management has developed a QUALITY Management system, and is leading and promoting a culture in the organization that supports the intended outcomes of the QUALITY management system;

Top Management is directing and supporting the persons to contribute to the effectiveness of the QUALITY Management System

**5.1.2 Customer Focus:**

SILMAS Company ensures that Customer requirements are determined and effectively achieved out. SILMAS Company focuses on achieving Customer Satisfaction 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;
- c) The focus on enhancing customer satisfaction is maintained.

Reference: Customer Satisfaction Procedure QA-P-07

Reference: Customer Complaints Handling Procedure QA-P-08



**5.2 Policy**

**5.2.1 Establishing the quality policy**

CHIEF EXECUTIVE OFFICER has documented a QUALITY Policy, duly approved by the CEO, The policy provides frame work for achieving QUALITY objectives through the implementation and maintenance of the management system described in this manual and associated procedures.

Employees at all levels of the organization are expected to understand and fulfill the requirements of the policy in all of their work, related efforts, and decisions.

A QUALITY Policy is a set of principles stated as commitments in which top management outlines the intentions of the organization to support and enhance its performance. The QUALITY Policy has enables the organization to set its QUALITY objectives (see 6.2), take actions to achieve the intended outcomes of the QUALITY management system, and achieve continual improvement

Chief Executive Officer 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 system.
- e) Includes a commitment to fulfill its compliance obligations;
- f) Includes a commitment to continual improvement to enhance QUALITY Management system performance.

Reference: Company Quality Policy

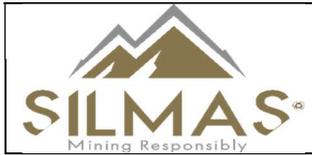
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**5.2.2 Communicating the policy**

Top Management has ensured that this Quality Management Policy is communicated, understood, applied within the organization and made available to interested parties via different defined means of communication. This Quality Management Policy is effectively reviewed at defined interval, within Management Review in order to ensure its continuing suitability with respect to SILMAS Company 's Management System and its business needs.

**5.3 Organization Roles, Responsibilities and Authorities**

Top Management has ensured that responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization. SILMAS Company Organizational Chart pictorially represents the designations of personnel



and their inter-relationships. Functional roles of each division/department/unit, duties and responsibilities of personnel are clearly defined in the Standard Operating Procedure, which is part of SILMAS Company

Top management has assigned the responsibility and authority for:

- a) Ensuring that the QUALITY management system conforms to the requirements of ISO 9001:2015.
- b) Ensuring that the processes are delivering their intended outputs;
- c) Reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;
- d) Ensuring the promotion of customer focus throughout the organization;
- e) Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Top management being accountable means being answerable for decisions and activities to the organization's governing bodies, legal authorities and, more broadly, its interested parties. It means having ultimate responsibility and relates to the person who is held to account if something is not done, is not done properly, does not work or fails to achieve its objective.

The specific roles and responsibilities identified in 5.3 may be assigned to an individual, shared by several individuals, or assigned to a member of top management.

The responsibilities of Top Management of SILMAS Company are given below:

Chief Executive Officer:

- Overall head of QUALITY Management system and Company Management
- Resources approval
- Business Development and Alliances
- Provide resources to the company for effective functioning and implementation of system.
- Plan, Frame and Execute the future plans and growth steps of the company.
- Ensure that company third party accreditations are obtained and maintained
- Ensure all company policies, objectives and procedures are clear and simple
- To arrange internal audit and management review meeting on timely manner
- To identify risk in business process and to apply controls accordingly
- To apply safety program across the business process
- To analyze QUALITY performance on regular basis
- Maintain the company library of compliance resources including standards
- To aware company and sub-contractor personnel for ISO 9001:2015.
- To ensure that the QUALITY management system conforms to the requirements of ISO 9001:2015
- To regularly Report on the performance of the QUALITY management system to top



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management.

**Sales & Marketing Manager:**

- To develop new market
- To follow up quotation to the party about enquiry
- To Discuss & get the order verified.
- To interact with existing customers on regular basis to solve any problem
- Business Development and Alliance
- Keep top management informed of all progress of Marketing.
- To take customer feedback and attend customer complaints whenever required.

**Human Resource Manager:**

- To keep the legal requirements updated
- Maintain the competence record of all the employees.
- Consolidate the Training Needs Identification Form and organize the training.
- Maintain the record of all trainings conducted & evaluation of employees.
- Identify the training needs of the persons and record in Training Need Identification Form.

**Quality Manager / QMS Representative Responsibilities**

- Ensure the Quality Management System is established, implemented, and maintained in accordance with ISO 9001:2015
- Monitor QMS performance and report results to Top Management
- Coordinate internal audits, corrective actions, and management review activities
- Promote customer focus and continual improvement across the organization

**Production / Factory Manager**

- Ensure production activities comply with approved procedures and quality requirements
- Control production processes and product conformity
- Ensure availability of resources and competent personnel for production operations

**Purchasing Manager**



- Ensure selection, evaluation, and re-evaluation of suppliers
- Verify that purchased materials and services meet specified requirements
- Maintain supplier performance records

#### **Sales & Marketing Manager**

- Manage customer requirements, quotations, orders, and feedback
- Ensure customer complaints are addressed and communicated to relevant functions

Authorities and responsibilities for these roles are communicated through the organizational structure, job descriptions, and applicable procedures. These roles are reviewed periodically to ensure continued suitability and effectiveness of the Quality Management System.

### **Clause: 6 Planning:**

#### **6.1 Action to address risks and opportunities**

##### **6.1.1 General**

The established procedure identifies ongoing hazards, risk assessments and the necessary control measures for:

- Routine and non-routine activities (emergency, breakdown, etc.)
- All activities of all personnel in the company including visitors and subcontractors.
- All the company facilities and work places.
- The procedure defines the methodology for hazard identification and risk assessment.
- All the assessment results are considered in setting the objectives and program.
- The assessment and risk control is updated.

When planning for the quality management system, SILMAS Company has considered the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:

- a) Give assurance that the QUALITY management system can achieve its intended result(s);
- b) Enhance desirable effects;
- c) Prevent, or reduce, undesired effects;
- d) Achieve improvement.



For SILMAS Company , Planning is not a single event but an ongoing process, anticipating changing circumstances and continually determining risks and opportunities, both for the workers and for the OH&S management system.

Undesired effects can include work-related injury and ill health, noncompliance with legal requirements and other requirements, or damage to reputation.

SILMAS Company planning considers the relationships and interactions between the activities and requirements for the management system as a whole.

OH&S opportunities address the identification of hazards, how they are communicated, and the analysis and mitigation of known hazards. Other opportunities address system improvement strategies.

**6.1.2 SILMAS Company has planned:**

a) Actions to address these risks and opportunities;

b) How to:

- 1) Integrate and implement the actions into its quality management system processes (see 4.4);
- 2) Evaluate the effectiveness of these actions.  
Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

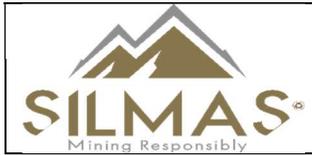
NOTE 1 Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.

NOTE 2 Opportunities can lead to the adoption of new practices, launching new products, opening new markets, addressing new clients, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customers' needs.

**6.1.2.1 Risk identification**

SILMAS Company has established, implemented and maintained a processes (QA-P-03) for Risk identification that is on-going and proactive. The processes shall take into account but not be limited to:

- a) How work is organized, social factors (including workload, work hours, victimization, harassment and bullying), leadership and the culture in the organization;
- b) Routine and non-routine activities and situations, including Risks arising from:
  - 1) Infrastructure, equipment, materials, substances and the physical conditions of the workplace;



- 2) Product and service design, research, development, testing, production, assembly, construction, service delivery, maintenance and disposal;
- 3) Human factors;
- 4) How the work is performed;
  
- c) Past relevant incidents, internal or external to the organization, including emergencies, and their causes;
- d) Potential emergency situations;
- e) People, including consideration of:
  - 1) Those with access to the workplace and their activities, including workers, contractors, visitors and other persons;
  - 2) Those in the vicinity of the workplace who can be affected by the activities of the organization;
  - 3) Workers at a location not under the direct control of the organization;
- f) Other issues, including consideration of:
  - 1) The design of work areas, processes, installations, machinery/equipment, operating procedures and work organization, including their adaptation to the needs and capabilities of the workers involved;
  - 2) Situations occurring in the vicinity of the workplace caused by work-related activities under the control of the organization;
  - 3) situations not controlled by the organization and occurring in the vicinity of the workplace that can cause injury and ill health to persons in the workplace;
- g) Actual or proposed changes in organization, operations, processes and activities
- h) Changes in knowledge of, and information about, hazards.

### 6.1.3 Determining the Legal Requirements and Other Requirements

Legal and other requirements applicable to QUALITY Management System are identified, accessed and updated periodically. The applicable legal and other requirements with which subscribes to have been taken into account while establishing, implementing and maintaining the management system. The CHIEF EXECUTIVE OFFICER is responsible for ensuring and updating, communication and compliance of the applicable legal requirements i.e., legislation, decree or directive, permit, licenses

SILMAS Company has:

- a) Determined and have access to the compliance obligations related to its environmental aspects & QUALITY Requirements;
- b) Determined how these compliance obligations apply to the organization;
- c) Taken these compliance obligations into account when establishing, implementing,

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maintaining and continually improving its environmental management system. SILMAS Company has maintained documented information of its compliance obligations.

**NOTE** Compliance obligations can result in risks and opportunities to the organization. Relevant information about applicable legal and other requirements is communicated to employees through various means of communication. Same is also communicated to customers and interested parties, upon request, through company profile, company manual, policy and meetings. Records of compliance with the applicable legal and other requirements including compliance evaluation are also maintained. Legal requirements have been established for the purpose of identifying legal and other requirements applicable to SILMAS Company and associates. These requirements are evaluated periodically.

Reference: Legal and Other Requirements Procedure LG-P-01

#### 6.1.4 Planning Action

Documented procedures exist to cover all Quality, related issues for each generic process, from the point of order inquiry to the actual completion of the services, due consideration is given to all of the customer requirements.

The system and its description as processes with inputs and outputs until the final output been delivered to the customers, then evaluation of these processes will cover the suitable required planning to meet the requirements of objectives & achieve compliance obligation improved for all the entire process.

Reference Risk and Opportunity Assessment Procedure QA-P-03

#### 6.2 QUALITY Objective and planning to achieve them

SILMAS Company has established QUALITY objectives at relevant functions, levels and processes needed for the QUALITY management system.

The QUALITY objectives is:

- a) Consistent with the QUALITY policy;
- b) Measurable;
- c) Taken into account applicable requirements;
- d) Taken into account the results of the assessment of risks and opportunities (see 6.1.2.2 and 6.1.2.3);
- e) Taken into account the results of consultation with workers (see 5.4), and, where they exist, workers' representatives;
- f) Relevant to conformity of products and services and to enhancement of customer satisfaction;
- g) Regularly monitored;



- h) To be communicated at all relevant levels of the SILMAS Company
- i) To be updated as appropriate.

SILMAS Company maintained documented information and determines:

- a) What will be done?
- b) What resources will be required?
- c) Who will be responsible?
- d) When it will be completed;
- e) How the results will be evaluated.
- f) how the results will be evaluated, including indicators for monitoring;
- g) How the actions to achieve QUALITY objectives will be Quality into the organization's business processes.

SILMAS Company has defined set of QUALITY objectives to be achieved, mentioned with the QUALITY Policy to be a trend for the company, and known by the employees. Measurable objectives been documented and maintained. The details, criteria and methods to achieve these objectives will be detailed in the Management Procedures that are related to these objectives.

These QUALITY objectives will be reviewed continuously through the Management review meeting as described in clause 9.3 of the Manual.

Reference: Quality Objectives Procedure QA-P-02

### 6.3 Planning of changes

When the organization determines the need for changes, SILMAS Company ensures that integrity of the management system is maintained while planning and implementation of changes. This shall be carried out in accordance with the planned arrangements, as mentioned in clause 4.4 (sub clause a to i).

Reference: Change Control Procedure QA-P-04



**Clause: 7 Support:**

**7.1 Resources**

**7.1.1 General**

The top management of SILMAS Company along with the concern department Managers has determined and provided the resources needed to implement and maintain the Quality management system and continually improve its effectiveness, and to enhance customer satisfaction by meeting customer requirements.

Note: Resources can include human resources, natural resources, infrastructure, technology and financial resources. Examples of human resources include specialized skills and knowledge. Examples of infrastructure resources include the organization's buildings, equipment, underground tanks and drainage system.

Examples of resources include human, natural, infrastructure, technology and financial.

Examples of infrastructure include the organization's buildings, plant, equipment, utilities, information technology and communications systems, and emergency containment systems.

While determining the required resources, the organization has also considered risk associated with this process, including;

The capabilities of, and constrain on, existing internal resources and the requirements for outsourcing of resources from external providers.

**7.1.2 People**

To ensure that resources employed at various levels are competent and have appropriate education, training and experience, the human resource selection criteria is clearly defined leading to achieve customer satisfaction.

All the records/employees file pertaining to their trainings; education and experience are maintained with the responsible person. (I.e. Curriculum Vitae, Training Certificate & Diplomas, etc.).

**7.1.3 Infrastructure**

The management has identified the need for providing an adequate and suitable infrastructure to achieve product / service conformity and thus achieve customer satisfaction.

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The management also provides for the employee of SILMAS Company a suitable supporting facilities and services such as transportation, accommodation and medical treatment facilities.

The Infrastructure required in achieving service conformity such as hardware, software, workspaces, associated utilities, transportation, communication or information system are provided and maintained to appropriate functions.

Equipment used for handling of material including vehicle and forklifts are being maintained as per Equipment Maintenance Procedure

#### 7.1.4 Environment for the operation of processes

SILMAS Company identifies and provides a suitable working environment and support facilities to achieved and maintain service conformity. These facilities include adequate office facilities with computers and network system, adequate personal protective equipment's. A suitable environment required for maintaining good health and safety and the operational facilities are provided with adequate work environment.

#### 7.1.5 Monitoring and Measuring Resources

SILMAS Company determine and provide the resources needed to ensure valid and reliable results to verify the conformity of product. SILMAS Company ensure the resources are:

- a) Suitable for the specific type of monitoring and measurement activities are being undertaken
- b) Maintaining to ensure their contributing fitness for their purpose

SILMAS Company shall retain appropriate documented information as evidence of fitness for the purpose of monitoring and measurement resources.

SILMAS Company has considered the measurement traceability as an essential part in the validity of measurement results. All measuring equipment are

- a) Calibrated and verified at specified intervals against measurement standards traceable to international or national measurement standards
- b) Identified in order to determine their status
- c) Safeguarded from adjustment, damage or deterioration that would invalidate the calibration status and subsequent measurement results

SILMAS Company has determined the validity of previous measurement results that has been adversely affected measurement equipment unfit for its intended purpose and take appropriate action as necessary.



### **7.1.6 Organizational knowledge**

SILMAS Company has determined and maintained the necessary knowledge specific to international standards addressing competence for personnel performing work at organization

The knowledge is determined in terms of evaluation of personnel work experience for specified process at the time of hiring or at the time of transfer from one process to another.

This is covered as part of competency parameter itself which include other parameter like education, training, skill and experience.

### **7.2 Competence**

Competency for the personnel is being controlled and maintained by SILMAS Company competency for the personnel is found maintained. Department Head identified and evaluate the training requirements needed by their personnel or staff

SILMAS Company has:

- a) Determined the necessary competence of person(s) doing work under its control that affects its QUALITY performance and its ability to fulfill its compliance obligations;
- b) Ensured that these persons are competent on the basis of appropriate education, training or experience;
- c) Determined training needs associated with its environmental aspects and its QUALITY management system;
- d) Where applicable, takes actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken.

In determining the competence for each role, SILMAS have taken into account things such as:

- a) The education, training, qualification and experience necessary to undertake the role and the re-training necessary to maintain competence;
- b) The work environment;
- c) The preventive and control measures resulting from the risk assessment process(es);
- d) The requirements applicable to the QUALITY management system;
- e) Legal requirements and other requirements;
- f) The QUALITY policy;
- g) The potential consequences of compliance and noncompliance, including the impact on the worker's health and safety;
- h) The value of participation of workers in the OH&S management system based on

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- their knowledge and skill;
- i) The duties and responsibilities associated with the roles;
  - j) Individual capabilities, including experience, language skills, literacy and diversity;
  - k) The relevant updating of the competence made necessary by context or work changes.

Workers can assist the organization in determining the competence needed for roles.

Workers should have the necessary competence to remove themselves from situations of imminent and serious danger. For this purpose, it is important that workers are provided with sufficient training on hazards and risks associated with their work.

NOTE Applicable actions can include, for example, the provision of training to, the mentoring of, or the reassignment of currently employed persons; or the hiring or contracting of competent persons.

SILMAS Company has retained appropriate documented information as evidence of competence.

Annual training plan is maintained by SILMAS Company responsible and training records shall be maintained as per the training conducted.

All new employees of SILMAS Company are required to undergo Induction training program to familiarize their job requirements and the Management System. This program defined in such a way that new employee clearly understands the channels of internal communications.

SILMAS Company management conducts performance evaluation to each employee as their basis for giving increment and regularization. The new employee will be evaluated their performance by their immediate superior or the department head prior to the completion of their probationary period of 3 months or prior to their regularization.

Reference: Recruitment and talent acquisition Procedure

HR-P-01

### **7.3 Awareness**

All new employees of are required to undergo Induction training program to familiarize their job requirements and the Management System. This program defined in such a way that new employee clearly understands the channels of internal communications and System requirements. Through immediate superior or department head, the Management conducts performance evaluation to each employee as their basis for giving increment and regularization. The organization shall ensure that persons doing work under the organization's control are aware of:

- a) The QUALITY policy;

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- b) The significant QMS Risks;
- c) Their contribution to the effectiveness of the QUALITY management system, including the benefits of enhanced environmental performance;
- d) The implications of not conforming to the QUALITY management system requirements, including not fulfilling the organization's compliance obligations.

The new employee shall be evaluated on the basis of their performance by their immediate superior or the department head prior to the completion of their probationary period of 3 months or prior to their regularization.

Reference: Training & Competence Procedure

HR-P-02

### 7.4 Communication

Reporting System will be built through the application of the QUALITY Management Systems.

Internal memos, E-Mail and fax will help in achieving good internal communication. Records and information flow will be achieved through the development of clear, effective reporting system described in the quality management system procedure, forms and quality records.

#### 7.4.2 Internal communication

SILMAS Company has defined a process for:

- a) Internally communicate information relevant to the QUALITY management system and its processes as per scope of work among the various levels and functions of the organization, including changes to the QUALITY management system, as appropriate;
- b) Ensuring its communication process enables persons doing work under the organization's control to contribute to continual improvement.

#### 7.4.3 External communication

SILMAS Company has defined a process for external communication information relevant to the QUALITY management system, as established by the organization's communication processes and as required by its compliance obligations.

For External communication, SILMAS Company has defined or designated the responsibility for each relevant department.

External communication included communication to and or from external interested parties, such as; Communication to and / or from customer relevant to the contracted services, its feedback including resolution of complains. Communication to and / or from external providers relevant to the purchased service. Communication to and / or from Regulatory bodies. Where ever required, organization shall retain documented information for internal and external communications.

Reference: Internal Communication Policy

HR-PO-01



Reference: Communication Procedure

QA-P-05

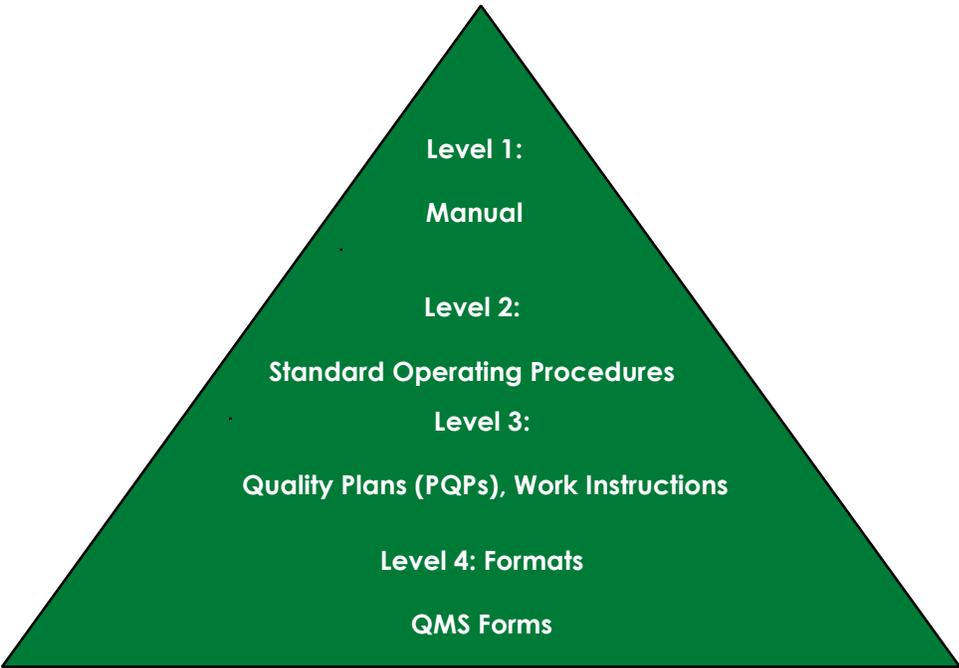
**7.5 Documented Information**

**7.5.1 General**

SILMAS Company has established the Quality Management System which includes documented information for Policy & objectives and the structure of its documentation is in Four (4) levels to ensure that the products and services provided by SILMAS Company conform to specified requirements and continually improves its effectiveness.

The structure of the QMS documented information is illustrated below and elaborated in the succeeding paragraphs:

**QMS DOCUMENTATION STRUCTURE**



**7.5.2 Creating and Updating**

Level 1 – Management System Manual as documented information, is introductory describing Policy and objectives and broadly stating what are to be done to assure expected quality of services. The manual has covered all the requirements of the International Standard ISO 9001:2015. The Manual also makes reference of the applicable Company’s Management System Procedures.

Level 2 –Management Procedure SILMAS Company management procedure or acronym MP are the documented information which describe the overall procedures and

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responsibilities for operating the Management System by all divisions/departments/units to effectively implement each requirement of ISO 9001:2015, Standard.

It covers the documented procedures and records required and to include those other documents and records that may be needed to ensure the effective planning, operation and control of its process.

Level 3 – Work Instruction are documented information, which describe the specific Quality Plan and/or work procedures to be implemented for a particular Contract Job/Work contracted by SILMAS Company with the Customer.

Level 4 – Forms: These comprise the fourth level of the System documentation. They are generated and maintained as per the system requirements. They provide evidence that the quality system has been implemented and maintained effectively. A detailed description of the system followed is explained in Section 7.5 of this Manual. The particular record to be generated and the standard formats to be used are detailed under the relevant functional procedures.

### 7.5.3 Control of Documented Information

As part of documented information, SILMAS Company maintains a documented procedure for control of documented information. The details of the process of documentation including review, approval, changes and distribution of document are found in the Management Procedure. SILMAS Company Adheres to the adequate control of documented information, is an essential requirement in the pursuit of an efficient operation.

The QMS Manual distribution is divided into two (2) categories, i.e.:

#### Controlled Copies:

Controlled copies of the MS Manual shall be stamped “Controlled Copy” in red and issued to the authorized holders. Any changes in the manual affected by any revisions shall be incorporated to the controlled copies issued.

The originals of the QUALITY Management System documents are under the custody of Management Representative

#### Uncontrolled Copies:

Any photocopy of SILMAS Company document is considered an “Uncontrolled Copy”.

A soft copy of the original SILMAS Company management system manual (in PDF format) is available with the CHIEF EXECUTIVE OFFICER,



Documented information subject to control can be in the form of hard copy or electronic media. SILMAS Company ensure that documented information of external origin determined by the organization to be necessary for the planning and operational activities.

**Documented Distribution Control**

QUALITY Management System documents identified and their distribution controlled. Documents cover but not limited to the following:

- ✓ Quality Program.
- ✓ Quality Management Procedures.
- ✓ Departmental and technical Procedures
- ✓ Custom Legal guidelines
- ✓ Saudi Labor rule and regulations
- ✓ International Guidelines
- ✓ Change Orders / Contract Amendments
- ✓ Local Municipality Inspection Report
- ✓ Established QUALITY Objective and Target
- ✓ Internal / External Audit Reports
- ✓ Management Review Action Report
- ✓ SILMAS Company prevents the unintended use of obsolete documented information, and to apply suitable identification to them if they are retained for any purpose.

While creating or updating any documented information, SILMAS Company ensures; proper identification and description on the documented information, to have it in proper format and media and to have proper review and approval for adequacy.

SILMAS Company has established documented information in form of Procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of documented information. The Company’s documented information to be retained in master list of document and record All documented information to be retained shall be maintained and filed in an orderly manner for a retention period as specified in contract agreement with customers.

Documented information retention shall be identified and marked with “Date of Destroy.” Expiry of the retention period is described in Documented Information. Periodical audits shall be conducted to ensure safety storage of the documented information.

All company’s computers are protected with anti-virus program (i.e., MacAfee Virus Scan Enterprise). Documented information in computer shall be retained or provided with backups.



**Clause: 8: Operation:**

**8.1 Operation planning and Control**

Throughout SILMAS Company have identified and developed a suitable and effective plan, which can be reference out to appropriate procedures, work instruction and process map, for service realization process to ensure that the services are in compliance with the specified requirements is safe.

The following planning shall be implemented to achieve and maintain service conformity:

- The objective of QUALITY Management System i.e. customer satisfaction, safe business operation at minimum environment impact and specific requirements of service (if any)
- The information / documents and resources needed to achieve service realization are defined.
- Verification and supervision activities are implemented to confirm service conformity.
- All documented information is kept in such a way to provide evidence that the realization process and resulting service met the requirements.
- Operational controls of the processes covers use of procedure, competent employees, regular supervision and departmental meetings
- New employees are trained by supervisors till they deliver services perfectly. They are not allowed to work independently
- Controls pertaining to subcontractor and other agencies involved in business process
- induction, management procedures, work supervision and departmental monitoring.

Sub-contractor risk is assessed in risk assessment. To eliminate these risk SILMAS Company team visit sub-contractor site regularly and during internal audit as well conforming:

- a) Process control criteria
- b) Management system and operation planning
- c) Competency , qualification and experience
- d) Resource , equipment and work preparation
- e) Life cycle perspective whenever applicable



**f) QUALITY performance**

SILMAS Company has established and implemented Operational planning and control of the processes need to be as necessary to enhance QUALITY Performance, by eliminating QUALITY Risk, if not practicable, by reducing the QUALITY risks to levels as low as reasonably practicable for operational areas and activities.

Some Examples of operational control of the processes include:

- a) The use of procedures and systems of work;
- b) Ensuring the competence of workers;
- c) Establishing preventive or predictive maintenance and inspection programs;
- d) Specifications for the procurement of goods and services;
- e) Application of legal requirements and other requirements, or manufacturers' instructions for equipment;
- f) Engineering and administrative controls;
- g) Adapting work to workers; for example, by:
  - 1) Defining, or redefining, how the work is organized;
  - 2) The induction of new workers;
  - 3) Defining, or redefining, processes and working environments;

SILMAS Company has controlled, planned changes and regularly review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. SILMAS Contracting Company has ensured that outsourced processes are controlled or influenced. The type and extent of control or influence to be applied to the processes shall be defined within the QUALITY management system.

SILMAS Company maintains documented information to the extent necessary to have confidence that the processes have been carried out as planned.

**8.2 Requirement for product and Service**

**8.2.1 Customer Communication**

SILMAS Company established a channel for communication with in the organization and externally with customer relating to:

- Service Information which is provided directly to customers including telephonic and printed information thorough our web site.
- Inquiries are handled by sales manager depending on the nature of the inquiry or who made initial contact. Operation manager provides technical assistance and related information as needed.



- SILMAS Company defines controls to address customer feedback and complaints. Customer feedback is collected by sale manager for review and analysis and served as a basis of necessary improvement to meet the required standard.

**8.2.2. Determining the requirement for product and service**

Sales Manager identify the customer requirements through the enquiry received. If there are certain requirement, which are not stated by the customer but necessary for specified or intended use, the same shall be asked from the customers or identified internally.

The specific requirement, which the organization has identified, shall be applied during the service including specific statutory and regulatory requirements

Contract is signed by both of the parties for billing and shipping documentation availability to SILMAS Company

**8.2.3 Review the requirement for product and service**

Sales manager of SILMAS Company shall ensures that the customer requirements are reviewed prior to the commitment for delivery of services to the customer as per the scope of the Management System.

Once the Inquiry / Contract is received from the customer, these are reviewed by sales manager to ensure that the requirements are clearly and completely defined.

Upon review of the Customer requirements, operation manager coordinate with the concerned functions to ensure the organization's capability to deliver services as per requirement before making the commitments to the customer.

Preparation of technical documentation and a cost calculation is done utilizing various functions within the company. The offer is, together with the customer, reviewed and evaluated prior to signing the contract agreement.

The customer is notified to ensure that the differences are resolved and the commitment are fully understood and agreed upon by both parties. Records for any changes or cancellation of the contractual requirements shall be maintained with the operation manager.

**8.2.4 Changes to requirement for product and services**

SILMAS Company management ensure the relevant information amendment and relevant persons are made aware of the change required when the requirement for shipment service or scheduling

**8.3 Design and development of product and services:**



"Design and development of product is not Applicable and bot included in QMS Scope"

## **8.4 Control of externally provided process, product and services**

### **8.4.1 General**

SILMAS Company controls subcontracting process to assure that the externally provided services confirms to the pre-defined requirements. Type and extent of controls applied to the suppliers / sub-contractors are effectively applied and monitored.

### **8.4.2 Type and extent of control**

A list of approved subcontractor is maintained and review annually by operation department. The List of Approved Subcontractor is compiled on the following criteria:

Level I – A Subcontractor that provides quality services that has a high-performance history and meet the delivery requirements and alike.

Level II – Recommended by other subcontractor or a source out subcontractor that can provide and meet delivery requirements.

Level III – A subcontractor that provides exclusive services which the company has no option due to availability or contract.

Level IV – Trial period and evaluation of performance on regular basis

The result of the supplier evaluation should be recorded and kept by the Purchasing Department.

### **8.4.3 Information for external providers**

SILMAS Company Management ensures that documents must contain information describing the product / services to be purchased. The information should be concise but complete in details.

SILMAS Company Management also ensures the adequacy of the specified requirements prior to communication to the subcontractor

SILMAS Company established a method for the supplier assessment prior to sign contract, the following methods are: Service assessment which includes recommendation and evaluation of service, system audit at supplier site and through supplier evaluation.

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In cases where SILMAS Company proposes to perform verification activities at subcontractor premises to requirements for arrangement and method of services release shall be communicated through the purchasing document or a formal contract

Reference: Externally Provided Process Procedure

PC-P-01

## **8.5 Production and Service Provision**

### **8.5.1 Control of production and service provision**

Process Control is understood and defined as incorporating all elements of SILMAS Contracting Company operations and procedures that are involved in the planning & execution

Accordingly, SILMAS Company controls all processes, which directly affect the quality of services, provided. Where appropriate the process control will include:

1. Operational planning and execution.
2. Display of work instructions (If lack of instructions would degrade the quality of the service).
3. All stages of the processes are carried out and monitored by departmental heads and in accordance with customer requirements and established documented procedures.

SILMAS Company policy is to meet customers' needs by delivering the services shall provide the suitable control of services for the customers.

SILMAS Company shall not validate any processes for service provision where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the service has been delivered.

SILMAS Company shall establish arrangements for these processes including, as applicable,

- a) Defined criteria for review and approval of the processes,
- b) Approval of equipment and qualification of personnel,
- c) Use of specific methods and procedures,
- d) Requirements for records (see 7.5.3).

Reference: Departmental Procedure

### **8.5.2 Identification and traceability**

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SILMAS Company ensures the effective identification and traceability of services, from the shipper to client warehouse. Throughout the delivery stages shipment is monitored as per the scope of the Management System.

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

SILMAS Company possess Mining and Mineral Processing.

### **8.5.4 Preservation**

SILMAS Company protects and safeguards inventory and finished stocks required temperature is maintained. Shipment delivery is tracked properly till it reaches the customer ware house to avoid any transportation delay Custom clearance and transportation details are maintained.

### **8.5.5 Post -delivery activities**

SILMAS Company does not provide post delivery service to his customers.

### **8.5.6 Control of changes**

When any change is addressed, SILMAS Company shall review and control such changes, to the extent necessary to ensure continuing conformity with the requirements.

SILMAS Company shall maintain documented information of such changes, including the results of the review of changes, the person authorizing the changes and any necessary actions arising from the review of such changes.

### **8.6 Release of products and services**

Evidence of conformity, as documented information i.e., retained inspection report with shipment documents. The release of product and delivery to the customer shall not proceed without custom clearance.

Result of custom clearance shall be provided to transporter to transport the shipment at desired location. The service shall be monitored and measured based on weekly coordination meeting report and shipment status report.

Complaints raised during regular coordination or special meetings with client recorded in the minutes of meetings.

### **8.7 Control of nonconforming outputs**

Controls are in place to prevent non-conforming material/services from unauthorized use or shipment, to inform concerned personnel, and to record all the related information.



A documented procedure has been established to define the methods and responsibilities for the detection, segregation and disposition of products/services that are non-fulfillment of specified requirements.

**Clause: 9 Performance Evaluation**

**9.1 Monitoring, Measurement, Analysis and Evaluation**

**9.1.1 General**

SILMAS Company has established and maintains documented systems in monitoring, measurement, analysis and improvement processes to prove that conformity of the activity is in relation to the Quality System and customer’s requirements.

**a) Product and Service Conformity**

SILMAS Company ensures effective and efficient measurement; collection and validation of data to ensure the finished activity conform to the requirements.

All services are subject for test and inspection at appropriate stages of processes, as specified in by customer requirement

SILMAS Company continually monitors its performance improvement actions and retains documented information of its result. These data results from improvement activities shall be used as added input during the Management Review Meeting. These provide information for improving the quality of the activity and operational sequence.

**b) QUALITY Management System Conformity**

To ensure effective continual improvement of QUALITY Management system, SILMAS Company has established and maintained documented information for planning and implementing system audits, to verify quality activities and relates results comply with planned arrangements, and to determine the effectiveness of company’s QUALITY management system

SILMAS Company shall identify the need for statistical techniques required for establishing, controlling or verifying process capability and service characteristics, including the establishing and maintaining documented information to implement and control the application of the statistical techniques.

**c) QUALITY Management System Effectiveness**



Satisfactory results from past products and services shall be the basis of analyzing the effectiveness of the system continual improvement.

Technical reports which features advance technology for effective processes shall be another source of identifying the need of improvements.

Customer's feedbacks and non-conforming reports shall be statistically analyzed to attain appropriate information to implement corrective and preventive actions. Process conformance results can be analyzed statistically to provide data suitable to the customer's requirement. Statistical analysis generated by the company will be released to the customer (if required).

Reference: Performance Management Policy HR-P-02

**9.1.2 Customer Satisfaction**

Sales Management measures the performance of QUALITY and service conformity to determine customer perception as to whether SILMAS Company has met their requirements is through customer feedback form and Complaint(s).

Sales Department utilizes a customer feedback Form and sends it through fax, mail or other medium once a year. Data is collected by consistent follow up of Sales Department through customer communication. All the information in this regard is recorded and analyze for improvement.

Customer complaints (whether received in writing or verbally) are immediately recorded by the one who have received the complaint(s) and reported to Operation Manager for preparing a Customer Complaint Report. The result of the investigation along with the corrective action is forwarded to the customer to update him about the action taken

The Operation Manager review and summarize customer feedback (including complaints) one month before the Management Review Meeting.

Reference: Customer satisfaction Provedure QA-P-07

**9.1.2 Evaluation of Compliance**

The frequency and timing of compliances depend on the importance of the requirement, variation in operating conditions, changes in the legal requirements but all compliance are monitored thoroughly during management review meeting.

**9.1.3 Analysis and Evaluation**

Data related to important process of QUALITY and SILMAS processes and departmental performance are recorded and monitored for conformity and checked for improvement. These data include;

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- a) Customer Complaint & Feed Back
- b) Operational Activity / Supplier Evaluation report
- c) Internal Audit Report
- d) Nonconformity / Corrective Action Report.

## 9.2 Internal Audit

A system of planned and documented audit is arranged to monitor the effective and efficient operation of the Management System. The time between audits for each procedure shall not exceed more than twelve months.

Qualified personnel not having direct responsibility in the areas being audited perform audits. The Management Representative is responsible for the planning and frequency of auditing of various sectors. This plan is based upon the results from the previous audit and general performance of the system. These results are recorded as per the procedure for the Internal Audit process.

It is the duty of the auditor to discuss the results of the audit with the auditee. In addition, the auditor must document the results along with a completion date of any Correction / Corrective action on the non-conformity report.

Follow-up will verify and record implementation and effectiveness of corrective action.

The Management Representative retains all reports. The results and effectiveness of any corrective action taken are discussed at the management review meetings.

Reference: Internal Audit Procedure

QA-P-10

## 9.3 Management Review Meeting

### 9.3.1 General

The Operation Manager in coordination with Management Representative shall review and evaluate the SILMAS Company management system for suitability and effectiveness in QUALITY Management system.

Review Meeting. Management Review Meeting shall be conducted at least once in a year

Management Review Meeting Notification shall be issued to the participants of the management review meeting by the Management Representative, one week prior to the Management Review Meeting. Records / Minutes of Management Review Meeting shall be prepared by the management representative at the end of each management review.

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### **9.3.2 Management Review Input**

The review consists of (not limited to) the following elements:

Policy, Objectives, External Internal Issues, Risk and Opportunities, Aspect Impact analysis, Changes in PME regulations, Incident Accident Report, Result of participation and Consultation External Internal Audit Results, Customer Complaints and Feedbacks, Non-Conformities, Processes, Performances, Planned changes that could affect the Management System, Corrective Actions taken the need of statistical techniques, Suppliers Performance, Need for new resources, and Recommendations for Improvements.

It is the mission of the management representative to receive all the statistics and data analysis results, and to prepare a report of the results achieved, to act as part of the inputs for the management review meeting.

Objectives will be planned through the management review meeting, where old objectives will be assessed, checked if achieved or not, the new objectives will be defined, and the resources to achieve such objectives will be planned.

### **9.3.3 Management Review Output**

The output of the all the review input points shall be recorded in Management Review Action Report that shall be circulated among the participants as action plan the discussed agenda. Meeting Records shall be maintained for evidence or reference purpose.

Reference: Management Review Meeting Procedure

QA-P-09

**Clause: 10 Improvement:**

#### **10.1 General**

SILMAS Company in consideration to commitment for continual improvement, demonstrated in the QMS Policy, continually improves the system in order to meet customer requirements and to enhance customer satisfaction. This shall be carried out through the use of the QMS Policy, QMS objectives, external and internal audit results, analysis of data, corrective and preventive actions and management reviews.

SILMAS Company considers the results of the analysis and evaluation, and the outputs from the Management review, to determine if there are needs or opportunities, which shall be addressed as part of the continual improvement.

#### **10.1 / 10.2 Non-Conformity and Corrective Action**

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When any Nonconformity occurs, including any arising from complaints, SILMAS Company establishes implements and maintains documented information to initiate corrective and corrective actions for conditions adverse to quality. SILMAS Company retains the documented information of any raised Non-Conformity and results of the corrective action. This Corrective Action Procedure defines the requirements for:

- ✓ Reviewing non-conformities (including Customer Complaints, incident and accidents).
- ✓ Determining causes of non-conformities.
- ✓ Evaluating the need for action to ensure that non-conformities do not recur.
- ✓ Updating the risks and opportunities determined during planning, if necessary.
- ✓ Determining and implementing the action needed.
- ✓ Records of the results of action taken.
- ✓ Review the effectiveness of corrective action taken.
- ✓ Addressing changes to the Management System if necessary or required as part of addressed corrective action.

Reference: Control of Non Conformity and corrective actions Procedure QA-P-11

**10.3 Continual Improvement**

SILMAS Company in consideration to commitment for continual improvement, demonstrated in the Policy, continually improves the system in order to meet customer requirements and to enhance customer satisfaction. This shall be carried out through the use of the Policy, objectives, audit results, analysis of data, corrective actions, opportunities for improvements and management reviews. SILMAS Company considers the results of the analysis and evaluation, and the outputs from the Management review, to determine if there are needs or opportunities, which shall be addressed as part of the continual improvement.

Reference: Improvement Project Document QA-12-F-01