NARO
Water & Wastewater Solutions

NARO Water Solutions FZC

QUALITY MANAGEMENT SYSTEM

QMS Manual

Based On ISO 9001:2015

Approval Details

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Signature:	
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Signature:	
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Revision History

Issue No	Rev	Date	Reasons for Change
01	00	24th Nov., 2020	New Issued as per (ISO 9001:2015) standard requirements

Organization Address

Organization Name	Naro Water Solutions FZC
Organization Address	Saif Zone, Q4-265, Sharjah-UAE
Telephone	+971 6 557 3257
Email	info@narowater.com
Website	www.narowater.com

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1.0   Introduction

1.1   About the Organization

NARO WATER SOLUTIONS has become one of the leading innovation solutions and service provider in Water and Wastewater Treatment field. Starting with small domestic requirements, NARO WATER SOLUTIONS has got extended its services to cover the industrial sectors including Oil & Gas, Power, Petrochemical, Pharmaceutical, Food, Beverages and Mining.
Our solutions are being custom designed, engineered and manufactured, as result of individual study of each client and project requirements, in order to harmonize within their needs and existing facilities.

Our aim is to provide reliable, high quality, low capital and running cost solutions.

Our Mission
We provide the highest quality products and services to our customers, while striving to solve their requirements related to water or wastewater treatment and build long term, repetitive cooperation.

Eco Standards

NARO is aimed to provide eco-friendly processes that help in reducing water wastage by recycling water that would otherwise be deemed to be unsanitary and end up being disposed. The process is being designed to comply the application needs, environmental regulations and discharge standards

1.1.1   Our Services:

NARO WATER SOLUTIONS is committed to serve the customers according to their needs, with our custom designed and made solutions.
We serve the clients requirements starting from study stage. Our specialists will visit you to help evaluate your needs, study the characterization of Water / Wastewater and identify a solution to best meet your needs.

Range of services offered by NARO WATER SOLUTIONS:
- Process Design
- Detailed Engineering
- Procurement
- Fabrication
- Supervision of installation & Commissioning
- Operations & maintenance
- Training of client staff

- Consultancy
- Supply of spare parts and consumables

1.1.2   Organizational Scope of Work

Naro Water Solutions FZC is mainly involved in the Water Treatment Equipment & Manufacturing

1.2   Organization Location

Organization Name	Naro Water Solutions FZC
Organization Address	Saif Zone, 400 M 2 Warehouse, Q4-265, Sharjah-UAE
Telephone	+971 65573257
Email	info@narowater.com
Website	www.narowater.com

1.2.1   Google Map

1.3   Scope

The scopes of the QMS (ISO 9001:2015 standard) is Water Treatment Equipment & Manufacturing

2.0   Normative References

The following reference documents have been used in the preparation of Naro Water Solutions FZC quality manual:

ISO 9000:2015   Quality Management Systems – Fundamental and Vocabulary

ISO 9001:2015   Quality Management Systems – Requirements

ISO 9002:2016   Quality Management and Quality System Elements (Guidelines for Performance Improvements)

ISO 19011:2018   Guidelines for Internal Auditing of QMS.

ISO 31000:2018   Guidelines for risk management

3.0   Terms and Definitions

Terms	Definitions
Audit	An audit is a systematic evidence gathering process. Audits must be independent and evidence must be evaluated objectively to determine how well audit criteria are being met. There are three types of audits: first-party, second-party, and third-party. First-party audits are internal audits while second and third-party audits are external audits.
Audit criteria	Audit criteria are used as a reference point and include policies, requirements, and other forms of documented information. They are compared against audit evidence to determine how well they are being met. Audit evidence is used to determine how well policies are being implemented and how well requirements are being followed.
Audit evidence	Audit evidence includes records, factual statements, and other verifiable information that is related to the audit criteria being used. Audit criteria include policies, requirements, and other documented information.
Audit findings	Audit findings result from a process that evaluates audit evidence and compares it against audit criteria. Audit findings can show that audit criteria are being met (conformity) or that they are not being met (nonconformity). They can also identify best practices or improvement opportunities.
Audit program	An audit program (or program) refers to a set of one or more audits that are planned and carried out within a specific time frame and are intended to achieve a specific audit purpose.
Characteristic	A characteristic is a distinctive feature or property of something. Characteristics can be inherent or assigned and can be qualitative or quantitative. An inherent characteristic exists in something or is a permanent feature of something while an assigned characteristic is a feature that is attributed or attached to something.
Competence	Competence means being able to apply knowledge and skill to achieve intended results. Being competent means having the knowledge and skill that you need and knowing how to apply it. Being competent means that you're qualified to do the job.
Complaint	In the context of ISO 9001, a complaint refers to an expression of dissatisfaction with a product or service and is filed by a customer and received by an organization. Whenever a customer lodges a complaint, a

	response is either explicitly or implicitly required.
Concession	A concession is a special approval that is granted to release a nonconforming product or service for use or delivery. Concessions are usually restricted to a specific use and limited by time and quantity and tend to specify that nonconforming characteristics may not violate specified limits.
Conformity	Conformity is the "fulfilment of a requirement". To conform means to meet or comply with requirements and a requirement is a need, expectation, or obligation. There are many types of requirements including customer requirements, quality requirements, quality management requirements, management requirements, product requirements, service requirements, contractual requirements, statutory requirements, and regulatory requirements.
Context of the organization	An organization's context is its business environment. It includes all of the internal and external factors and conditions that affect its products and services, have an influence on its QMS, and are relevant to its purpose and strategic direction.
Continual improvement	Continual improvement is a set of recurring activities that are carried out in order to enhance performance. Continual improvements can be achieved by carrying out audits, self-assessments, and management reviews. Continual improvements can also be realized by collecting data, analyzing information, setting objectives, and implementing corrective and preventive actions.
Contract	A contract is a binding agreement between two or more parties.
Correction	A correction is any action that is taken to eliminate a non-conformity. However, corrections do not address root causes. When applied to products, corrections can include reworking products, reprocessing them, regarding them, assigning them to a different use, or simply destroying them
Corrective action	Corrective actions are steps that are taken to eliminate the causes of existing nonconformities in order to prevent recurrence. The corrective action process tries to make sure that existing nonconformities and potentially undesirable situations don't happen again.
Customer	A customer is anyone who receives products or services (outputs) from a supplier. Customers can be either people or organizations and can be either external or internal to the supplier organization. Examples of customers include clients, consumers, users, guests, patients, purchasers, and beneficiaries.
Customer	Customer satisfaction is a perception. It's also a question of degree. It can vary from high satisfaction to low satisfaction. If customers believe that

satisfaction	you've met their requirements, they experience high satisfaction. If they believe that you've not met their requirements, they experience low satisfaction.
Data	The term data is defined as any facts about an object.
Defect	A defect is a type of nonconformity. It occurs when a product or service fails to meet specified or intended use requirements.
Design and development	Design and development is a process (or a set of processes) that uses resources to transform general input requirements for an object into specific output requirements.
Determination	To determine means to find or to identify the value of a characteristic
Documented information	The term documented information refers to information that must be controlled and maintained and its supporting medium. Documented information can be in any format and on any medium and can come from any source.
Effectiveness	Effectiveness refers to the degree to which a planned effect is achieved. Planned activities are effective if these activities are actually carried out and planned results are effective if these results are actually achieved.
Feedback	The term feedback is used to refer to a comment or an opinion expressed about a product or service or an interest expressed in a product or a service. It may also be used to refer to the customer complaints-handling process itself.
Improvement	Improvement is a set of activities that organizations carry out in order to enhance performance (get better results). Improvement can be achieved by means of a single activity or by means of a recurring set of activities.
Information system	In the context of this ISO 9001 standard, an information system is a network of communication channels used within an organization.
Interested party	An interested party is anyone who can affect, be affected by, or believe that they are affected by a decision or activity. An interested party is a person, group, or organization that has an interest or a stake in a decision or activity.
Management	The term management refers to all the activities that are used to coordinate, direct, and control organizations. These activities include developing policies, setting objectives, and establishing processes to achieve these objectives. In this context, the term management does not refer to people. It refers to what

	managers do.
Measuring equipment	Measuring equipment includes all the things needed to carry out a measurement process. Accordingly, measuring equipment includes instruments and apparatuses as well as all the associated software, standards, and reference materials.
Nonconformity	**Nonconformity is a non-fulfilment or failure to meet a requirement.** A requirement is a need, expectation, or obligation. It can be stated or implied by an organization or interested parties.
Objective	An objective is a result you intend to achieve. Objectives can be strategic, tactical, or operational and can apply to an organization as a whole or to a system, process, operation, product, or service. Objectives may also be referred to as targets, aims, goals, or intended outcomes.
Objective evidence	Objective evidence is data that shows or proves that something exists or is true. Objective evidence can be collected by performing observations, measurements, tests, or using other suitable methods.
Policy	A policy is a general commitment, direction, or intention and is formally stated by top management. A quality policy statement should express top management's commitment to the implementation and improvement of its quality management system and should allow managers to set quality objectives.
Product	A product is a tangible or intangible output that is the result of a process that does not include activities that are performed at the interface between the supplier (provider) and the customer.
Quality	The adjective quality applies to objects and refers to the degree to which a set of inherent characteristics fulfils a set of requirements. An object is any entity that is either conceivable or perceivable and an inherent characteristic is a feature that exists in an object
Quality management system	A quality management system (QMS) is a set of interrelated or interacting elements that organizations use to formulate quality policies and quality objectives and to establish the processes that are needed to ensure that policies are followed and objectives are achieved. These elements include structures, programs, practices, procedures, plans, rules, roles, responsibilities, relationships, contracts, agreements, documents, records, methods, tools, techniques, technologies, and resources.
Quality objective	A quality objective is a quality result that you intend to achieve. Quality objectives are based on or derived from an organization's quality policy and must be consistent with it. They are usually formulated at all relevant levels

	within the organization and for all relevant functions.
Quality policy	A quality policy should express top management's commitment to the quality management system (QMS) and should allow managers to set quality objectives. It should be based on ISO's quality management principles and should be compatible with your organization's other policies and be consistent with its vision and mission.
Risk-based thinking	Risk-based thinking refers to a coordinated set of activities and methods that organizations use to manage and control the many risks that affect its ability to achieve objectives. Risk-based thinking replaces what the old standard used to call preventive action.
Service	A service is an intangible output and is the result of a process that includes at least one activity that is carried out at the interface between the supplier (provider) and the customer.
External Provider	A supplier is a person or an organization that provides products or services. Suppliers can be either internal or external to an organization. Internal suppliers provide products or services to people within their own organization while external suppliers provide products or services to other organizations.
Top management	The term top management normally refers to the people at the top of an organization. It refers to the people who provide resources and delegate authority and who coordinate, direct, and control organizations.
Validation	Validation is a process. It uses objective evidence to confirm that the requirements which define an intended use or application have been met. Whenever all requirements have been met, a validated status is established. Validation can be carried out under realistic use conditions or within a simulated use environment.
Verification	Verification is a process. It uses objective evidence to confirm that specified requirements have been met. Whenever specified requirements have been met, a verified status is achieved.

4   Context of the organization

4.1   Understanding context of the organization

Naro Water Solutions FZC determined the internal and external issues which have ability to effect on achieving its intended results of its quality management system. NWS conducted a detailed analysis by considering the external and internal issues, and maintained. NWS is planned to periodically review this data during the management review meeting.

NWS considered the positive and negative issues, which rose from external or internal origin while understanding the context. The main sources of issues from external origin are already identified by NWS and are from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local. The internal issues which identified are related to values, culture, knowledge, structure and performance of the organization.

Reference: SWOT Analysis   NWS-IMSP-04-F-02

4.2   Understanding the needs and expectations of interested Parties

Naro Water Solutions FZC has determined the interested parties and their needs and expectations according to the Procedure for determining the Context and Interested Parties and listed them in the List of Interested Parties.

Reference: List of Interested Parties NWS-IMSP-04-F-01

4.3   Determining the scope of the quality management system

Naro Water Solutions FZC established and implemented the QMS, which is maintained and continually improved according to the requirements of the ISO 9001:2015 standard including processes needed and their interactions. NWS determined the processes needed for the QMS and their application through the organization.

Naro Water Solutions FZC determined required inputs and desired outputs of the processes, criteria and methods needed for effective operation and control of these processes, as well as resources needed and responsibilities and authorities for processes in the Quality Plan.

The scope of the QMS (ISO 9001:2015 standard) is "IT Infrastructure, Information Technology Consultants and Software House". Outsourcing processes are controlled through procurement procedure executed by the company. This section describes the structure of the documented quality management system established and implemented by the organization. The documented quality system covers all following Process.

- Estimation/Sales
- Purchase/out Sourcing.
- Store.
- Operation
- Human Resource.
- Finance
- Documents control
- Management Team

4.4   Quality management system and its processes

All QMS processes are monitored and analyzed to achieve results as per the company's strategic business plan.   The continual improvement of these processes is measured and monitored by periodic Analysis of Data, Quality audits & Management Review. All these activities are planned and implemented in the framework of ISO 9001:2015 QMS.
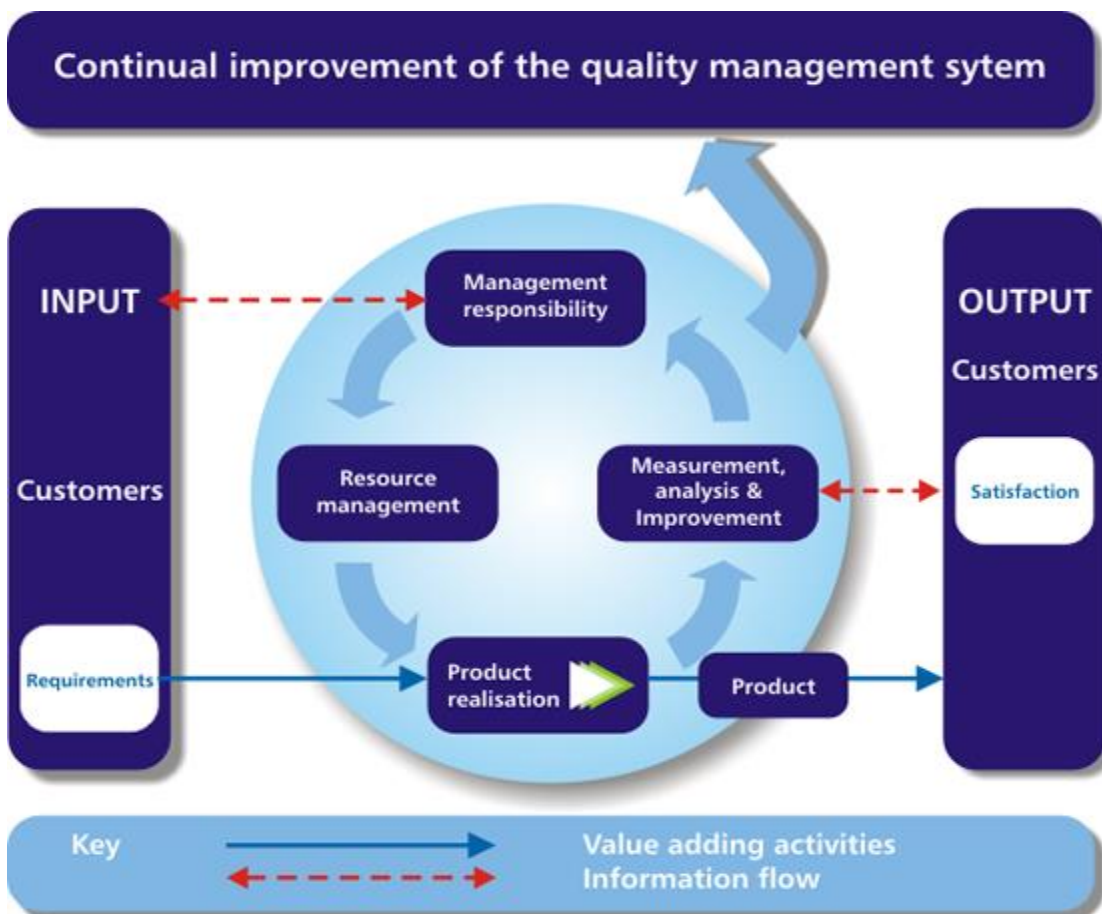
Reference: List of Interested Parties NWS-IMSP-04

4.4.1   Interaction Process Chart

QMS-PROCESS INTERACTION

Marketing / Sales

Procurement

Administration

Projects

Accounts / Finance

Quality Management

MANAGEMENT
1. Quality System Review
2. Planning
3. Internal Quality Audits
4. Objective Measures
5. Customer Satisfaction
6. Continual Improvement
7. Effectiveness of QMS

Policy

Objectives

Corporate Plan

Action Plan

Continual Improvement Plan

Customer Satisfaction Measures

Identification of Key Process

Process and Operation Planning

Monitoring of Process and Operation & Hand over

Reference: Procedure for Context of the Organization   NWS-IMSP-04

5 Leadership

5.1 Leadership & commitment

5.1.1 General

The top management of Naro Water Solutions FZC is taking accountability for the effectiveness of the QMS and providing resources to ensure that the Quality Policy and Quality Objectives will be compatible with the strategic direction and the context of the organization.

The top management ensures that QMS requirements are integrated into NWS's business processes, and that the QMS is achieving the intended results.

The top management communicates the importance of an effective QMS, promotes continual improvement, a process approach, and risk-based thinking, and supports relevant management roles to demonstrate leadership to their areas of responsibility.

The management is committed to deliver the promised products and services to its valued customers. To achieve this objective, adequate competent resource is ensured, processes are identified and responsibilities are delegated to various personnel who add value to processes. The quality management system established is aimed to add quality to all activities which are part of converting customer requirements into products.

Reference Doc: Organization Chart

5.1.2 Customer focus

Executive management shall meet annually to define the company strategy. The organization works closely with its customers to ensure all requirements are understood and fulfilled. NWS all stated and implied Customer requirements are fulfilled in order to meet Customer's expectations and hence achieve Customer satisfaction. A procedure is established and maintained:

- To fully understand the stated and implied needs / expectations of the customers.
- To clarify the requirements which are not clear

All staff within NWS is aware of the importance of customer satisfaction, and work in line with the QMS when dealing with customers at any level, including use of customer feedback information and customer complaints in order to improve the quality of the business.

5.2 Policy

The organization's commitment to quality is encompassed in our quality policy statement. For full description quality policy will also be attached to the set of documents

Reference: Organization Chart and Quality Policy NWS-QMS-P-01

5.2.1 Establishing the quality Policy

A Quality Policy is declared by the Management with an objective to achieve customer satisfaction. This policy is communicated to all level of employees in the organization to ensure their commitment to quality. The effectiveness of quality management system is evaluated periodically and analyzed whether the quality policy objectives have been achieved. The new goals are set necessary improvements are made in the system to ensure effective operation. Quality Policy is controlled in the same way as other documents and it is ensured that all individuals in the organization understand objectives of the policy.

5.2.2 Communicating the Quality Policy

The process sequence, linkage / interrelation, interactions, method of operation & control and process criteria of monitoring & measurement are carried out as stated above in clause 4 and are communicated to all employees through this documentation.

Where the performance of one process affects the other process, concerned Manager & MR will initiate appropriate actions. Effective internal communication system is established by combination/ all of the following:

- Notice board
- Verbal communication to Staff
- Internal Memos
- E mail
- Display of Quality policy and objectives
- Management Reviews / minutes of meetings
- Internal training activities

Reference: Organization Chart and Quality Policy NWS-QMS-P-01

5.3 Organizational roles, responsibilities and authorities

Top management shall ensure that the responsibilities and authorities for relevant roles within the Quality management system is assigned and communicated at all levels within the organization and maintained as documented information. Workers at each level of the

organization shall assume responsibility for those aspects of the Quality management system over which they have control.

General: Naro Water Solutions FZC assigns Managers with sufficient authority to allow them to take decisions and to ensure that the responsibilities that go with the authorities are understood. In this regard, the following definitions are relevant:

Authorization: Only persons formally inducted by the Quality Department and are qualified to carry out the works for NWS and have been instructed to do so in writing, are authorized to participate in site activities. Those authorized persons must be in possession of a valid UAE Labour Permit and proof of the site-specific induction by means of a unique induction sticker issued.

Roles and Responsibilities: Each position identified in the Operation Management Team has defined responsibilities for the management of quality and integrity issues. Quality within the operation is a particular responsibility of line managers (operation managers, operation managers, site superintendents, area coordinators and Factory Supervisor). Quality Co-coordinators are delegated supporting roles to assist managers and Factory Supervisor fulfils their accountabilities. All management team members shall acknowledge acceptance of their quality related responsibilities in writing. The Operation Manager shall be responsible for coordinating the quality related responsibilities on the operation. The responsibilities for the key management and supervision roles include (but are not limited to) the following:

CEO

- To oversee all the operations of the organization and manage individual process of the company to run it into a profitable organization
- To formulate policies, setting up goals and targets and guiding other members of the management to achieve them successfully
- Responsible for budgeting and operating the company funds to maximize proper obligations of them to earn maximum profitability
- Decision maker in upgrading the resources of the organization to fulfil the business
- Establishing business plans and strategy
- Establishing company Health policy / objectives and commitment
- Ensuring that QHSE are developed, implemented, maintained and continuously improved
- Establishing personnel recruitment & benefits policy
- Ensuring financial commitments are fulfilled
- To develop cost estimates.
- To ensure proper accounts books are maintained and audited.
- Ensuring all statutory laws, rules and regulations are complied with respect to labour, immigration, local authorities and QHSE
- Authorized to stop the processes when found to be deviating from the requirements
- Community and Public Relations, Assures the organization and its mission, programs, and services are consistently presented in strong, positive image to clients.

Accountabilities

- To ensure that overall corporate QHSE matters of the organization.
- To keep looking for business opportunities within the region and exploit those with appropriate planning.
- To ensure all the operations of the company run within the legal framework and boundaries applied in the region.

Senior/ Top Manager:

- Formulate and implement a Quality, Health, Safety and Environment Management System.
- Provide a safe work place, Environment, Facilities and Equipment.
- Review safety matters on regular basis with the department Managers.
- Provide budgetary support for all the necessary safety programs initiated.
- Make sure safe behavior of the employees is a condition of employment.
- Review accident reports and respond where necessary.
- Be visibly committed to making health and safety work. Inspire others to make it work.
- Ensure that adequate and suitable planning is done to provide safe and healthy workplaces.
- Hold employees and subcontractors accountable for the authority and responsibility delegated to them.

Accountability

- To ensure that the company remains profitable and give good returns to headquarter.
- To keep looking for business opportunities within the region and exploit those with appropriate planning.
- To ensure all the operations of the company run within the legal framework and boundaries applied in the region.

Human Resources

Include QHSE roles and responsibilities in job descriptions, induction training and performance management programs at the time joining HR Manager is given the documented roles and responsibilities to new employees:

- Facilitate and organize QHSE training;
- Provide information and statistics to assist in the calculation and analysis of key performance indicators;
- Participate in the development of QHSE strategy and implementation plans; and
- Participate in the development and awareness of QHSE Policy and procedures.
- Organize periodic renewal of Licenses

- Submission of correct documentation to the Ministry of Labour for visa applications
- Submission of correct documentation to obtain licenses and efficient collection of Licenses to take place when completed
- Represent the Company at locations such as the Police Station, Airport, Hotels, Embassies, Ministries/Municipalities & other significant Departments & in accordance with services such as mobile & landline phone services (connections/ disconnections/ repairs), mail and electricity.
- Take, submit & collect all necessary documentation in order to organize all Employee official paperwork.
- Arrange medical tests, passports, memos, promotional draws and fine resolution.
- Accompany the employee as they exit the country.

Accountabilities

- Performance and adequacy of the document control system.
- Quality hiring of potential resources for the company
- Development of HR policies and procedures

Purchase and Storekeeper

- Sending enquiries to vendors and compile the quotations from the vendors,
- Preparing purchase order,
- Liaising with the Vendors for delivery schedule and terms and conditions,
- Inspecting the received materials and informs the QA / QC Engineer for further inspection,
- Receiving Customer supplied product,
- Product identification and traceability and its proper and safe storage, logistics,
- Issue of material from the stock as per the store requisition form and as per the material stock released form approved by Operation Manager,
- Preparation of Store receipt voucher (SRV), miscellaneous goods voucher (MGRV). Store issue record (SIV),
- Ensure records are produced, filed, and stored as per operating procedure.

Accountabilities

- To supervise and coordinate purchases for the company.
- To arrange quotations, make comparison, place purchase order and coordinate with the suppliers.
- To ensure that all purchased materials are checked quality and quantity wise and entered properly in the stock register.
- To ensure all the store activities as per company's policy and procedure.
- To ensure stock count in the stock register is matching with actual stock at all times.

Accountant

- Compiles and analyzes financial information to prepare entries to book of accounts.
- Analyze daily banking transactions
- Payroll reconciliation
- Verify contracts, orders, and vouchers
- Monitor compliance with generally accepted accounting principles and company procedures.
- Reviews, investigates, and corrects errors and inconsistencies in financial entries, documents, and reports.
- Keep account books and accounting systems up to date.
- Issue checks for accounts payable.
- Match invoices to work orders.
- Prepares asset, liability, and capital account entries by compiling and analyzing account information.
- Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports.
- Maintains accounting controls by preparing and recommending policies and procedures.
- Secures financial information by completing data base backups.
- Prepares payments by verifying documentation.
- Maintains company financial information confidential.

Accountabilities

- To consider the requirements related to QHSE matters (Legal / Contractual) during finance activities, to effectively implement.
- Performance and adequacy of the document control system related to his/her job.
- To ensure that the company remains profitable and give good returns to head office.

Public Relations Officer:

- Send out notifications on documentation required to renew trade licenses and complete surveys, etc. required by the government bodies at the time of license renewals.
- Submit detailed reports related to visa expenses to the finance department.
- To submit required documentation to the banks and process bank transactions as advised by the Operation Manager.
- Represent the Company at locations such as the Police Station, Embassies, Ministries/Municipalities & other significant Departments in accordance with services such as mobile & landline phone services (connections/disconnections/repairs), mail, electricity.
- Purchases supplies and maintains inventory.
- Handle expense claims following Operation Managers approval.
- Maintain confidentiality and security of company and employee documents at all times.

Accountabilities

- To update legal requirements related to QHSE matters for the organizations compliance periodically.
- Performance and adequacy of the document control system.
- Quality hiring of potential resources for the company
- To ensure that the company remains profitable and give good returns to head office.

Secretary:

- Maintains key corporate documents and records.
- Produces correspondence and documents and maintain presentations, records, spread sheets and databases.
- Sorting and distributing incoming posts and organizing and sending outgoing posts.
- Keeps up-to-date contact details (i.e. names, addresses and telephone numbers) for the management committee and (where relevant) ordinary members of the organization.
- Compiles lists of names and addresses that are useful to the organization, including those of appropriate officials or officers of voluntary organization.
- Photocopying and printing various documents, sometimes on behalf of the staff.
- Circulating agendas and reports.
- Orders and maintains stationery and equipment.

Accountabilities

- To consider the requirements related to QHSE matters (Legal / Contractual) during finance activities, to effectively implement.
- Performance and adequacy of the document control system related to his/her job.
- To ensure that the company remains profitable and give good returns to head office.

Operation Manager

The Operation Manager has a duty to ensure:

- Promote a culture in which safety is the prime concern that shall never be compromised.
- Ensure that adequate Quality, Health, Safety and Environmental hazard evaluations are made on project, plant and equipment purchases.
- Implement project specific plans that comply with the QHSE Policy and Procedures.
- Provide resources to eliminate hazards and improve safety.
- Incorporate Quality, Health, Safety and Environmental targets assisted by direct reports.

- Ensure that safe systems of work are defined and documented, and that hazards analysis and risk control methods have been incorporated during the preparation.

- Ensure that any Safety Committee is established and functions effectively.
- Ensure thorough investigation of all incidents to avoid recurrence.
- Review QHSE audits and ensure review meetings are held.
- Promote the involvement of all employees in improving safety.
- Focus on the elimination of unsafe acts and rectify unsafe conditions.
- Ensure safety responsibility is an integral part of all management systems and processes.
- Provide resources and ensure that actions to address safety issues are implemented.

Accountability

- To ensure that the company remains profitable and give good returns to headquarter.
- To keep looking for business opportunities within the region and exploit those with appropriate planning.
- To ensure all the operations of the company run within the legal framework and boundaries applied in the region.
- Keep up-to-date with project legislation and communicate changes to affected areas.
- Ensure that the project documentation is reviewed and updated following any Changes to project legislation.
- Ensure that the project responsibilities of contractors are documented in consultation with top management.
- Ensure the QHSE is regularly audited and reports are produced and distributed.
- Produce timely reports on project performance for the Company

Sales Manager

- Establishes, develops and maintains business relationships with current customers and prospective Customers in the assigned territory/market segment to generate new business for the organizations Products/services.
- Makes telephone calls and in-person visits and presentations to existing and prospective customers.
- Researches sources for developing prospective customers and for information to determine their potential.
- Develops clear and effective written proposals/quotations for current and prospective customers.
- Expedites the resolution of customer problems and complaints.
- Coordinates sales effort with marketing, sales management, accounting, logistics and technical service Groups.
- Analyses the territory/market's potential and determines the value of existing and prospective customers
- Creates and manages a customer value plan for existing customers highlighting profile, share and value opportunities.

Authorities

- Constant contact with the customers, suppliers & managerial staff
- Reports to Chief Executive Officer, Sales Manager and Technical staff

Service Manager

- Lead the team of Service engineers and technicians
- Allocate job to the Service engineers and technicians
- Attend jobs on-board/in-house in case of emergency
- Support sales team for technical meetings and discussions
- Support purchase team for technical related clarifications.
- On-board jobs in vessels to do commissioning and testing jobs.
- Engineering, design, proposal ad execution of awarded jobs.
- Support sales team for submitting technical/ commercial offers.
- Technical awareness and training classes to all new joiners.
- Internal training on service related jobs for all technicians.
- Technical team mobilization / material purchase coordination with the purchase team.
- Initialize to bring new products for establishment.

Authorities

- Direct reporting to the CEO in case of any clarification required.
- To not take up job if not under scope of our duties.
- Approve and certify units after calibration/testing.

Service Engineer

- Execute job at site and on-board including calibration and testing of equipment.
- Preparing and agreeing operation budgets, timescales and specifications with clients and managers
- Creating test procedures
- Lead by the Service Manager to execute jobs as per requirements.
- Mobilize materials required as per job scope.
- Testing, evaluating, modifying and calibrating products and instruments
- Writing reports and documentation, Analysing and interpreting data
- Undertaking relevant research, Producing and implementing designs
- On-board calibration and service jobs to be carried upon service manager command.
- Collaborating with a team of engineers
- Providing technical support.

Authorities

- Job cards to be issued and certificate approval upon calibration job done.
- Inform the vessel in charge or client about the impossibility of carrying out job.
- Report to the Service manager if in case any emergency needed to complete the job. Valid reports to be submitted on record of jobs attended.

QHSE Manager:

- Responsible for the Company's QHSE implementation.
- Liaise with Department Managers in implementation of Quality, Health, Safety and Environment Management System and issues safety directives accordingly.
- Monitors, reviews and advises the CEO on QHSE Policy implementation and results of the QHSE audits.
- Makes sure QHSE roles, responsibilities, policies, plans and objectives are communicated to all relevant personnel.
- Monitors QHSE training requirements of personnel and coordinates in arranging internal and external training.
- Receives client's latest QHSE standards and procedures and advises the CEO to revise Company procedures accordingly, if necessary.
- Preventing injury to personnel and damage to plant and equipment.
- Determine the cause of any accident or dangerous occurrence and recommend means of preventing recurrence.
- Promote awareness of injury prevention and damage control to all levels of employees.
- Supervise the recording and analysis of information on injuries, damage and loss, assess accident trends and review overall safety performances.
- Keep up-to-date with recommended codes of practices and new safety literature; circulate information applicable to each level of employees.

Accountabilities

- Keep up-to-date with QHSE legislation and communicate changes to affected areas.
- Ensure that the QHSE and documentation is reviewed and updated following any Changes to QHSE legislation.
- Ensure the risk management procedure is documented within the QHSE.
- Safe handling of hazardous substances and dangerous goods
- Safe handling of materials
- Investigation of incidents.
- Management of QHSE documents and records.
- QHSE Auditing
- Manage and Review the QHSE training program
- Ensure that the QHSE responsibilities of contractors are documented in consultation with project management team.

- Ensure the QHSE is regularly audited and reports are produced and distributed.
- Produce timely reports on QHSE performance for the Company

QHSE Officer:

- Ensure that all site personnel and visitors adhere to the safety rules.
- Implement safety rules where necessary.
- Carry out work site surveyors on daily and weekly basis and report to Operation Manager.
- Inspect tools and equipment arriving on site prior to issue, removing defective tools and replacing them with working items.
- Record the analyze accidents, injuries, damages and report to the safety manager.
- Inspect and report to the manager that the site and office areas are maintained in suitable condition for work, Health & Safety.
- Ensure that the safety and fire precautions are constantly enforced.
- Authorize to stop activities which are not adhering to the Organization's Health and Safety Requirements.
- Ensure that safety requirements are regularly investigated and made available.
- Keep up to date with recommended safety literature and display safety placards.
- Ensure that up dated safety manual is being issued to key personnel and acknowledgement is noted.
- Conducts on the job training on Health and Safety Procedures and requirements.
- Ensure that healthy work conditions are maintained.
- Advise the safety manager of any enforcement of new safety regulation as per UAE regulations.
- Prepare safety reports for the safety manager to endorse and issue.
- Ensure Material Safety Data Sheet is supplied for all solvents used on site.
- All site personnel will be indoctrinated into the safety plan. Evidence of this training will be maintained. Conduct weekly toolbox meeting.
- Completes Monthly Safety Report which is submitted as part of Project's Monthly Report.
- The site safety personnel will be directly responsible to the safety manager.

Accountabilities

- To ensure the Quality, Health, Safety and Environmental aspects of the work area as well as QHSE requirements.
- To report the safety statistics and Incident / accident reports of the work area to the management.
- To ensure all instructions, toolbox discussions, trainings, awareness, emergency preparedness are fully communicated and properly recorded and confirmed in written by all employees.

Supervision (Engineers/ Supervisors / Foremen)

The main duties of the appointed Site Engineers are as follows:

- Promote a culture in which safety is the prime concern and shall never be compromised.
- Ensure self and others safety awareness at all times and promote the involvement of all employees in improving safety.
- Ensuring that safety instructions and procedures are implemented and practices to eliminate hazards.
- Focus on the elimination of unsafe acts and rectify unsafe condition.
- Facilitate with job specific risk assessments and sign of and approval thereof before submitting to the site QHSE Coordinator.
- Ensure Contractors in your discipline and area comply with these rules and rectify any deviations immediately.
- Being familiar with any emergency procedures and ensure instructions are followed when necessary.
- Reporting any defects on plant and equipment to the Operation Manager.
- Ensuring the required job specific risk assessment is completed on a daily basis.
- Participation in accident /incident investigations.
- Ensuring accident reporting procedures are adhered to.

Employees:

- All employees have a responsibility for their own safety and for other colleagues, who may be affected by their activities.
- Understand the company safety policy and appreciate their individual safety responsibility for themselves, for their co-workers and company.
- Use the correct tools for the right job. Use properly personal protective equipment provided by the company.
- Keep tools and equipment in good condition, inspect tools and equipment for defect before use and report defects immediately to the supervisor.
- Refrain from horseplay, abuse or misuse of safety devices, equipment and welfare facilities. Vandalism will lead to dismissal.
- Be constantly alert to unsafe conditions and report them to the supervisors for corrective action.
- Report any accident or injury no matter how small.
- Obey all posted warning signs and safety instructions.
- Follow instruction from supervisors. If in doubt, ask questions. Never commence work without ensuring that work can be done safely. strictly observe "permit to work system"
- Know emergency procedures (Siren Codes, Assembly point etc).
- Report hazardous or unsafe conditions to their superintendent.
- Perform the job without endangering him or co-workmen.
- Persons found under influence of alcohol or drugs will be immediately dismissed

Accountabilities

Employees are accountable to their supervisor through:

- Regular one-to-one meetings
- The Performance Development Scheme
- Job descriptions

All workers have the authority to:

- Commence an emergency response
- Raise health and safety issue
- Cease work where there is an immediate and serious threat to the health and safety.

Subcontractor Personnel:

- All subcontractors will adopt the NWS Health & Safety Management System.
- Subcontractors shall appoint a full time QHSE Officer to ensure that his personnel are following the safety program.
- Before commencing work, ensure compliance with health and safety policy and program and make it clear to employees that failure to do so could result in termination of contract.
- Coordinate all work activities through the site superintendent.
- Subcontractors personnel brought on site shall have undergone practical training and their services will be supported by relevant certificates.
- Subcontractors shall be responsible for the safety of their people.
- Subcontractors shall provide adequate safe tools, equipment for the job and necessary personal protective equipment for his personnel.
- Subcontractors shall inform about any incident/accident to the company and shall submit accident statistics periodically.
- Notify superintendent of any lost-time injuries, medical aid cases, and reportable occurrences on the Project.
- Cooperate in accident investigations.

Visitors:

- Visitors to plants and facilities shall follow the conditions specified in the (permit to enter).
- Follow the prescribed routes free from danger within the plants facilities.
- No visitor shall tamper or operate any plant machinery/Equipment.
- Visitors shall wear the minimum requirements of personal protective equipment applicable for the area.

- Visitors shall use the washing facilities provided in the plant to clean their hands before leaving the plant area.
- No visitor shall be left unattended in a hazardous area before or after office hours.

Accountabilities

- To follow the company QHSE rules
- Wear PPEs as recommended

Department Heads

All Department Heads of the organization are responsible for the QHSE in relation to the following:

- Maintain compliance to the QHSE Policy and procedures through regular performance review;
- Conduct regular inspections of work areas under their responsibility in order to determine QHSE risks (environmental aspects & impacts, and QHSE hazards & risk), implement corrective actions; and arrange monitoring if required;
- Ensure that all employees under their responsibility, including contractors are appropriately inducted;
- Provide relevant QHSE information and ensure training;
- Identify health monitoring needs, in consultation with the organization assigned physician;
- Maintain appropriate records;
- Ensure consultation with and active participation of subordinates and staffs;
- Investigate reported incidents and report to QHSE Manager all actions to prevent similar occurrences.

MANAGEMENT RESPONSIBILITY (Flow Chart)

```
┌─────────────────────┐         ┌──────────────────────────────────────────────┐
│  Establish Quality  │ ──────▶ │ ▪ Define Organization Structure                │
│       System        │         │ ▪ Establish Quality Policy                     │
└─────────────────────┘         │ ▪ Establish Quality Objectives                 │
           │                    │ ▪ Provide Resources                            │
           │                    │ ▪ Assign Management Representative             │
           │                    │ ▪ Communicate Responsibilities and Authorities │
           │                    │ ▪ Establish suitable methods for internal communication │
           │                    └──────────────────────────────────────────────┘
           ▼
┌─────────────────────┐         ┌──────────────────────────────────────────────┐
│ Determine and       │         │ ▪ Audit Reports                                │
│ communicate         │         │ ▪ Customer Feedback                            │
│ customer and        │ ◀────── │ ▪ Process performance                          │
│ statutory           │         │ ▪ Product conformance                          │
│ /regulatory         │         │ ▪ Status of Corrective / Preventive actions    │
│ requirements to the │         │ ▪ Follow up actions from previous Management Reviews │
│ process owners      │         │ ▪ Changes to Quality Management System         │
└─────────────────────┘         │ ▪ Recommendations for improvement              │
           │                    └──────────────────────────────────────────────┘
           ▼
┌─────────────────────┐
│ Review effectiveness│◀─┐
│  of Quality System  │  │
└─────────────────────┘  │
           │   [NO]       │
           ▼              │
        ◇ Effective ◇ ──────▶ ┌──────────────────────┐
           │                  │  Improvement Action  │
           │   [YES]          └──────────────────────┘
           ▼              │
┌─────────────────────┐  │      ⬡ ▪ Improvement of system
│   New Objectives    │──┘────▶   ▪ Improvement of processes
└─────────────────────┘           ▪ Improvement of services
                                  ▪ Improvement of resources ⬡
```

Reference: Procedure for Roles and Responsibilities, NWS-IMSP-06

6.0   Planning

6.1   Actions to address risks & opportunities

While planning the QMS, Naro Water Solutions FZC considers the context of the organization, needs and expectations of interested parties, and the scope of the QMS.

NWS will determine risks and opportunities related to the ability to give assurance that the QMS can achieve intended results, enhance desirable results, prevent or reduce undesired effects, are compatible with the context of the organization, and can achieve continual improvement.

Risks and opportunities related to the QMS are addressed according to the Procedure for Addressing Risks and Opportunities.

Reference: Procedure for Context of the Organization, NWS-IMSP-04

6.2   Quality objectives & planning to achieve them

Measurable quality objectives are documented, which is consistent with the documented Quality policy. Department Managers/ Heads, in coordination with MR, review (and revises where needed) these measurable parameters during the Management Review/ changes in the existing product requirements.

In establishing new or revised quality objectives, Management may consider information generated from sources such as customer needs & market trends. Details of quality objectives are discussed and agreed by the managers and communicated to staff.

The Quality Policy forms the basis of this QMS and for drafting the Departmental objectives. Necessary Documentation, implementation and periodical monitoring are identified and implemented as per ISO 9001: 2015 requirement. These are objectively evidenced through this Manual.

For meeting the requirements of ISO 9001:2015, General Requirements, all the essential systems, practices, methods are deployed as described in the procedures and a reference to the procedures is given in this manual. Planned achievements of Quality Objectives are monitored during periodic management reviews.

The suitability & integrity of the QMS is ensured by MR when QMS changes are planned and reviewed during the Management review.

Reference: Procedure for Objectives & Targets   NWS-IMSP-08

6.3 Planning changes

When the organization determines a need for changes to the Quality Management System, Chief Executive Officer takes responsibility to carry them out in a planned manner.

Chief Executive Officer will plan changes to the QMS considering the purpose of the changes and potential consequences, integrity of the QMS, and allocation or relocation of responsibilities and authorities.

7   Supports

7.1   General

Naro Water Solutions FZC determines and provides resources needed for establishment, implementation, maintenance, and continual improvement of the Quality Management System.

7.1.1   Resources

Resource requirements (human, technological, support services, training, equipment, tools, workspace) arising throughout the year are submitted for discussion to management. Managers identify requirements for their areas of responsibility outlining staff training needs, equipment, material and facility/maintenance requirements to fulfill their product and process activities.

Throughout NWS's, staffs are recruited and assigned roles and responsibilities in accordance with their qualifications, skills and experience. New staff undergoes an orientation program, which includes quality awareness issues.

NWS maintain relevant information relating to the qualifications and experience (Naro Water Solutions FZC minimum requirements/competency) of each member of staff, as hard copies of CV's certificates etc.

Job Descriptions are used to define the minimum competency requirements of each post and training needs are identified on an annual basis through an informal "one on one" meeting with each member of staff by CEO /PM/MR and Department Heads. Training is evaluated for effectiveness and the results are used to determine future use of training providers, further training requirements or requirements for modification of courses/materials or methods.

7.1.2   People

Personnel performing work affecting conformity to products and services requirements shall be competent on the basis of appropriate education, training, skills and experience.

7.1.3   Infrastructure

The basic infrastructure facilities like appropriate location, work area, necessary hardware and software, building floor space, necessary utilities, communication facilities – both internal and external that are required for effective functioning of Naro Water Solutions FZC is identified, provided and maintained to suit the growing and potential needs to achieve conformity to product requirements.

Working with the senior management team during the annual business-planning phase, the management team will review all activities of the business this will include:

- Buildings, workspace and utilities.
- Process equipment (both hardware and software)
- Management Representative (such as transport, communication for information system, etc.)

7.1.4   Environment for the operation of processes

Employees are the most valuable assets for our organization. We believe any employee can contribute to quality only when he is comfortable and satisfied in his job and with their work environment. The Management reviews the suitability of the work environment needed to achieve the conformity to product requirements and to enhance the organizational capability in achieving the Quality Policy, Objectives and the Customer Satisfaction, through planned periodic Management reviews.

Naro Water Solutions FZC will provide a clean, safe and adequately lit working environment to achieve the desired working environment for all employees.

7.1.5   Monitoring and Measuring Resources

Management actively seeks the valued opinions of its customers through customer feedback, assessment and reporting during the management review. This information is collated. The survey obtains the customer's perspective and expectations. Based on the outcome of the review, necessary corrective action are planned and implemented to enhance customer satisfaction level and to achieve continual improvement of the products / services offered by the organization

Reference: Procedure for Equipment Maintenance   NWS-QMSP-05
Reference: Procedure for Monitoring & Reporting   NWS-HSEP-04

7.1.6   Organizational Knowledge

NWS fulfil requirements for the handling of organizational knowledge in the following four phases, which are analogous to the PDCA cycle:

- Determine the knowledge necessary for the operation of processes and for achieving conformity of products and services
- Maintain knowledge and make it available to the extent necessary
- Consider the current organizational knowledge and compare it to changing needs and trends
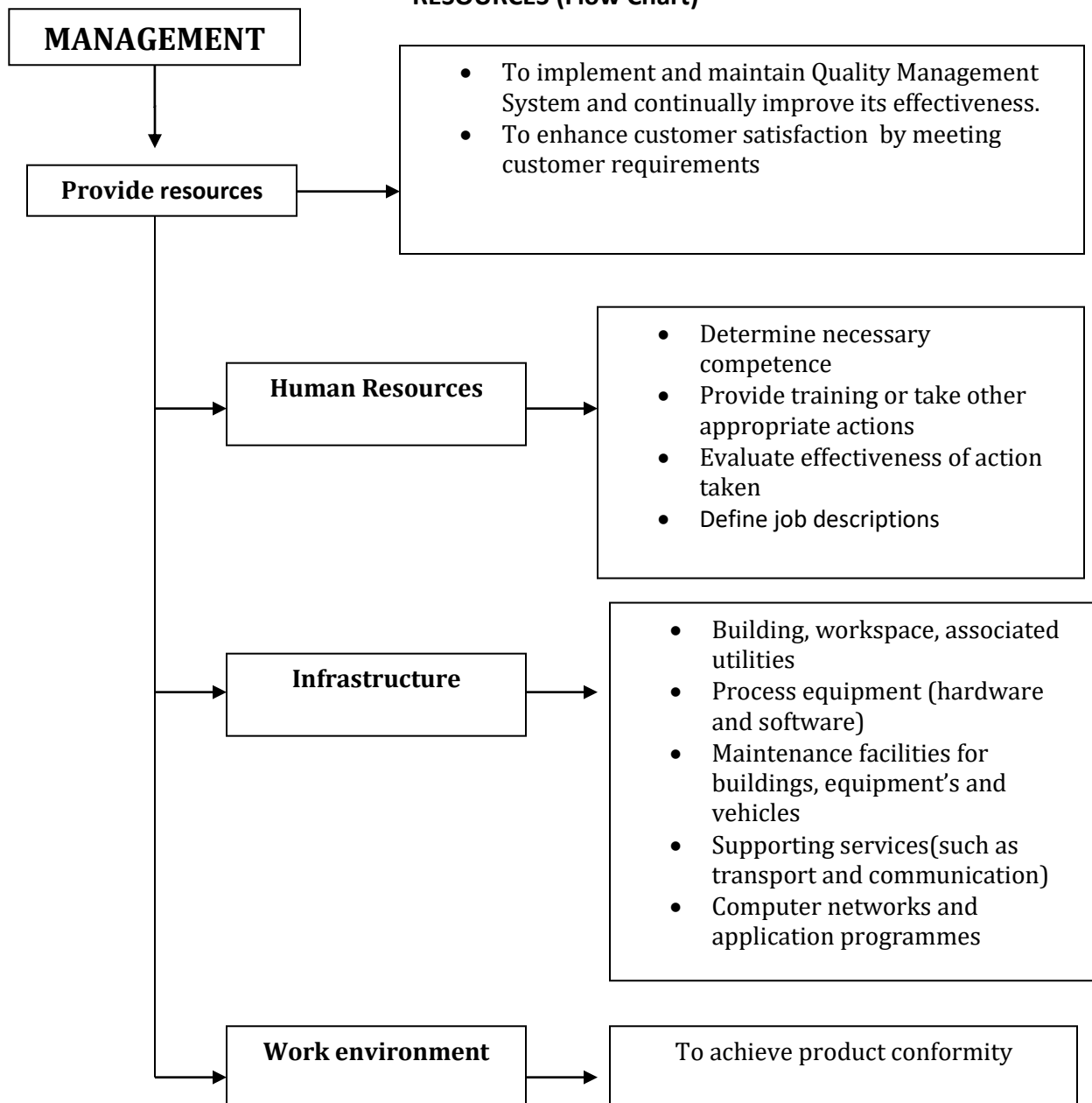- Acquire the necessary additional knowledge.

Naro Water Solutions FZC always considers Organizational knowledge gained from:

Internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful operations; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);

External sources (e.g. s standards; conferences; gathering knowledge from customers or external providers).

RESOURCES (Flow Chart)

MANAGEMENT

↓

Provide resources →

- To implement and maintain Quality Management System and continually improve its effectiveness.
- To enhance customer satisfaction by meeting customer requirements

Human Resources →

- Determine necessary competence
- Provide training or take other appropriate actions
- Evaluate effectiveness of action taken
- Define job descriptions

Infrastructure →

- Building, workspace, associated utilities
- Process equipment (hardware and software)
- Maintenance facilities for buildings, equipment's and vehicles
- Supporting services(such as transport and communication)
- Computer networks and application programmes

Work environment →

To achieve product conformity

Reference: Procedure for Training and Competency NWS-IMSP-09

7.2   Competence

Competence of employees will be conducted in accordance with the requirements of the standard. This is based on four principles; commitment, planning, action, evaluation, further defined as follows:

Naro Water Solutions FZC disposes the necessary staff with the needed knowledge and skills, organizational infrastructure, and financial resources for establishing, implementation, maintenance, and improvement of the QMS.

In cases where it is deemed necessary and justified, NWS will hire competent external personnel and organizations from relevant fields for realization of activities for which the organization does not have adequate resources.

Managers are responsible for identifying the needs and conducting professional training of employees who carry out activities that may have a significant impact on the quality of product, service and customer satisfaction.

Each organizational part manager / process owner is responsible for the suitable competency of his workers, on the basis of education, training, and / or work experience, in accordance with the requirements of their work.

The method of ensuring the necessary competencies for roles, responsibilities, and authorities for implementation and control activities within the QMS was established in accordance with the Training and Awareness Procedure. Records of completed training and training effectiveness are kept by the management representative.

7.3   Awareness

Naro Water Solutions FZC ensures that persons doing work under the organization's control are aware of:

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

Reference: Procedure for Training and Competency NWS-IMSP-09

7.4   Communications

To ensure communications between the various staff regarding processes, services and the effectiveness of the QMS, Naro Water Solutions FZC encourages ongoing informal communications along with formal NWS's minutes of meetings and information exchanges, which regularly take place.

With regard to particular problems, product, process, contract and/or customer issues, formal meetings are conducted at the appropriate level and actions/decisions recorded and communicated.

Quality Management Review Meetings are used to discuss service, process and QMS matters. NWS minutes of these meetings are prepared and distributed to attendees by MR. Where necessary, feedback from any meeting will be communicated to the relevant staff using the appropriate means.

Additional communication mechanisms for example: e-mail, fax, information sharing database programs, and memos will be employed as appropriate.

Reference: Procedure for Consultation & Communication   NWS-IMSP-07

7.5   Documented Information

7.5.1   General

Documented information of the Quality Management System is carried out through the following documents:

- Quality Policy, Quality Objectives
- Quality Manual
- Procedure for Document and Record Control
- Documents, including records, required by ISO 9001.
- Documents, including records, which NWS have determined to be necessary.

7.5.2   Creating and Updating

All quality system documents and data maintained by the department heads on its computer systems are regularly backed up with secure copies. Important documents and data will be reviewed and approved for adequacy prior to issue. A master set of documents is established. This control will ensure that:

- The correct issues of appropriate documents are available at all locations where activities essential to the effective functioning of the quality management system are performed;

- Obsolete documents are promptly removed from all points of issue or use, or otherwise assured against unintended use;
- Any obsolete documents retained for legal and/or knowledge-preservation purpose are suitably identified.
- External documents are recorded and expiry dates noted, it is the responsibility of the Management Representative to ensure that external documents are kept current.

Changes to controlled documents and data will be reviewed and approved by the same person that performed the original review and approval, unless specifically designated otherwise. The designated person will have access to pertinent background information upon which to base their review and approval. Where practicable, the nature of the change will be identified in the appropriate document attachments.

7.5.3   Control of document information

Information relating to the QMS is recorded in order to demonstrate conformance to specified customer, process, product, appropriate legal or QMS requirements and to verify effective operation of the QMS.

NWS-IMSP-01 of each of the QMS procedures lists the quality records associated with the process described and also details storage location, retention time and method of disposal. Quality records are maintained by the relevant personnel who store information in a manner that prevents loss or damage and ensures information can be readily retrieved. Quality Records are checked as part of the audit program and, where appropriate, quality record information will be used to make improvements to the QMS.

Archived records are kept in the office until disposal after a specified retention time or as stated in the operation contract. Records are disposed of either by shredding or by internally reusing documents for printing purposes following the screening of information for confidentiality.

Reference: Procedure for Control of Documents & Records   NWS-IMSP-01

8   Operations

8.1   Operational planning and control

All processes required for the operation of the Naro Water Solutions FZC are determined by the management and responsibilities to execute processes are assigned to various departments in the organization.

Processes are defined in procedures, instructions and flow charts and communicated to relevant functions. The management ensures the availability of adequate resource and information for the operation of all sections in the organization.

Verification of processes is carried out by responsible Supervisors in the area and wherever found necessary immediate corrective actions are implemented. All information is subject to verification by concerned section/department heads for conformance to requirements. Records are generated maintained, which are required for process monitoring and evaluations.

Organization shell control plan changes and review the consequences of unintended changes taking action to mitigate and advance effects as necessary.

8.2   Determination of requirements for products and services

8.2.1   Customer Communication

Quotations prepared are forwarded to the customers for communicating the conditions. Orders received in any form are completely reviewed against the submitted quotation. If any point is unclear or any clarification is required it is taken up with the customer. Only after ensuring the conditions are mutually agreed, material purchase and service activities are planned. There is a close communication between the organization and customer regarding the work start, progress and completion. Customer complaints are registered to the quality system and immediate corrective actions are implemented. Actions are communicated to customers and if the complaint is due to unawareness /negligence of any staff, necessary training is provided as preventive action repetition in future.

A system is established to collect the data of customer feedback about the quality of service as explained in this manual. The objective of the system is to measure customer satisfaction and hence to introduce improvement actions to delight customers.

8.2.2   Determination of requirements related to product/service

Requirements are specified by clients in the form of inquiry. Most of the cases drawings or specifications are supplied along with such inquiries. In addition to that, unspecified but other relevant requirements are also considered by the management, which are applicable to the

type of inquired product/service. Applicable legal and regulatory requirements such as product related and local/regional regulations are taken into consideration while review of inquiries.

CEO/PM/SE is responsible for the Company's sales and marketing activities. The marketing function of the Company is done through a variety of ways:

- Company literature,
- Company functions,
- Advertising in local and international journals,
- Any other standard marketing functions.

The marketing and sales activities for the Company are done through, Regular customer visits to inform our customer base of the products and services we can offer,

- The subsequent obtaining of suitable enquiries,
- The provision of timely and accurate quotations,
- Subsequent helpful follow up to ensure order where possible,
- The proper process of subsequent orders,
- The on-time delivery of services / Material wherever possible,
- To ensure customer satisfaction after service delivery

CEO/PM/SE will be responsible for monitoring levels of Customer satisfaction and/or dissatisfaction, through regular visits and feedback from visits. From this the Company's performance can be gauged. All other members of the Company, particularly the external/internal marketing / technical team, have a responsibility to inform the need or reason for customer contact in this respect.

Feedback is reported, reviewed and responded to at an appropriate level. It is also used to identify opportunities for improvement.

8.2.3   Review of requirements related to products and services

Customer requirements are reviewed for completeness and, if necessary, to gather more information the respective operation manager shall initiate it. Naro Water Solutions FZC understands that specification and quantities are main input for review of scope. Product and service requirements, labour requirements and other related cost are studied; quotations are prepared based on the study. Upon reviewing the inquiry, if it is felt that client's requirements can't be met, it is regretted.

8.3 Design and Development

8.3.1 Design & Development Planning

At the start of a commission the available data will be reviewed and key stages of the works are identified. (Timescale, programme, budget and technical issues.) This will determine appropriate stages to review, verify and validate the design.

8.3.2 Design & Development Input

Design inputs (e.g. client or company drawings or specifications, standards, legislation, etc.) are checked to confirm that they are fit for purpose. Any conflicting or ambiguous requirements will be discussed and resolved with the client and the outcome recorded.

8.3.3 Design & Development Output

Resulting documentation and drawings or specifications will:

- Be consistent with the data inputs and the commission brief.
- Identify any consideration upon which the validity of any submission may be contingent.
- Identify any considerations that may influence safe and proper deployment of any design or findings or recommendations.

8.3.4 Design & Development Review

At appropriate stages, work is to be reviewed to ensure that it meets the input requirements and to identify and resolve any problems. These actions are recorded. The review will include relevant personnel (e.g. client, associate). Records of significant decisions are to be retained.

8.3.5 Design & Development Verification

Where appropriate, work will be verified (e.g. by reference to similar proven designs, or by carrying out alternative calculations) to ensure that the input requirements can be met. Verification is usually carried out as part of the review process (see 8.3.4) and recorded.

8.3.6 Design & Development Validation

Where appropriate to the commission, work will be validated by testing. Testing is to be carried out against predetermined and documented test specifications and the results recorded.

8.3.7 Design & Development Change Control

Any change to a previously approved submission or design will be documented and version control applied. The proper handling of previous versions will be considered (e.g., removal, deletion, or modification) and implemented.

Reference: Procedure for Design and Development NWS-QMSP-03

8.4 Control of externally provided processes, products and services

Naro Water Solutions FZC procurement process has two main functions, firstly to locate materials required by internal & external customers, and secondly to negotiate prices and arrange logistics / freighting requirements using safety oriented subcontractors.
Material / services are delivered directly from principal supplier / source, or freighting agent's location, to the customer's designated delivery point. The contractor performing the delivery is aware of all health, safety, environmental and legal implications associated with moving, handling and storing the Material.

The competency of the sub-contractor in performing his duties is overseen by NWS who accompanies all deliveries to the customer. Subcontractors are audited and reviewed on a regular basis. Appropriate actions are taken if performance does not meet agreed standards. At the time of delivery to customer's site, all local safety, health and environmental requirements will be complied with.

Procurement method describes these processes in more detail. In addition to this process, the staffs are responsible for monitoring the selection and ongoing evaluation of most suppliers and subcontractors. Any Certification / Calibration / Test Certificates / Safety / Toxicity documents are retained with the delivered Material.

Reference: Procedure for Purchasing NWS-IMSP-10

8.4.1 General

8.4.2 Type and extent if control if external provisions

Any service, which is availed from other organizations, is considered as outsourced process. The standard procedure for selection and monitoring of material suppliers is applicable to such suppliers. If there is only single source to provide such service or there is any legal requirement to avail service from specific sources, a feedback about the service is provided, once in six months to maintain quality of service.

8.4.3 Information for external provider

All purchased items are verified as conforming to requirements. If any purchased materials/service is found to be non-conforming, it is prevented from use and records of such

deviations are used for monitoring suppliers' performance. If it is required to verify the quality of purchased product before shipment at suppliers premises (by our organization or by customer), then it will be specified in the purchasing documents and communicated to suppliers. (Generally not required)

Reference: Procedure for Purchasing NWS-IMSP-10

8.5   Operation and service provision

Upon award of contract / LPO, the concerned department issue job order to operation. Operation/Service Manager plans the jobs/service based upon the availability of material, equipment and human resource.   Procedures and work instructions are established to define standard processes and key responsibilities. Management ensures the availability of supporting services and equipment required for all departments in addition to human resources. Communication is established between the various departments to ensure continuous and efficient operation of the organization. Delivery to sites is based upon the site readiness communicated by client/Site Supervisors. Care is taken to avoid any damage to products during transportation/ installation.

8.5.1   Control of operation and service provision

Wherever process qualification is required, procedures are established and personnel performing such activities are trained and qualified by reputed agencies. Any new employee is trained on the assigned process to ensure their capability.   Effectiveness of established processes and procedures is examined through internal audits and analysis of trends in the system for further improvements.

8.5.2   Identifications and traceability

All jobs/services are identified through records with clears traceability to various processing stages, conditions, inspection status and personnel who performed the job/service. Operation codes (Job numbers) are marked on all manufactured products for traceability. System is very simple but provides its own identity to each job/service.   The method of identification is efficient to separate customers' property from company's own property.

8.5.3   Property belonging to customers or external providers

Customer's properties received are subject to close inspection and any damages/loss unsuitability for use not specified by the customers is communicated to the customer. Only

after getting customer comments and management's acceptance, further processed are started. Ultimate care is taken by all responsible to avoid any damage during the agreed processes done by company.

8.5.4   Preservation

All materials, Material and products are handled in a way that prevents damage and deterioration during storage, processing, delivery and installation. This shall also include constituent parts of a product.

Designated storage areas are provided for incoming raw materials. Job numbers are allotted to materials which are purchased for specific operations. Movement of materials is carried out using safe material handling methods.

Issue and receipt details of products are recorded to ensure that product use can be accounted for and to ensure that adequate stock levels are maintained. Where appropriate, shelf life product is stored in a manner that facilitates issue on a first-in-first-out basis.

Appropriate measures are taken to ensure that products at various stages are adequately protected against any damage or environmental conditions that may adversely affect product quality.

8.5.4.1 Inspection, Measuring and Test Equipment

All equipment used by Naro Water Solutions FZC to demonstrate conformance to client requirement are calibrated, inspected and tested to a recognized standard to confirm accuracy. This includes:

- Identification, location, checks method, frequency, and the action taken after unsatisfactory results.
- Ensuring equipment used is capable of required accuracy.
- Identification of equipment and calibration status.
- Ensuring handling, use and storage is suitable.

In keeping with the NWS commitment to continual improvement, a method for monitoring and/or measuring the relevant parameters of each product and key processes has been identified and implemented.

This includes determining suitable intervals and methods for collating, analyzing and reporting. The results are used to determine compliance and identify opportunities for improvements to products, processes and the QMS itself. The following diagram shows the interaction and relation of NWS core and support processes.

8.5.5   Post-delivery activities

Product and service provided on customer's sites will be handed over in compliance with customer's requirements.

8.6   Release of products & services

NWS have implemented planned arrangements, at appropriate stages, to verify that the product and service requirements are met.

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

8.7   Control of non-conforming outputs

On detecting non-conforming materials/service they are recorded and clearly identified to prevent unauthorized use. The authority and responsibility for review and disposition of non-conforming product/service is defined in procedures.

Non-conforming products can be dealt with in the following ways:

- By taking action to eliminate the detected nonconformity eg. repairing, rework
- By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer
- By taking action to preclude its original intended use or application, e.g. scrapping

All non-conforming products and services are reviewed to determine the need for corrective action and their subsequent disposition. Products and services that do not conform to the specification are only accepted under Organization concession or where appropriate the Customer's concession with the Customer's prior knowledge and written consent.

Records of all non-conformances are maintained and are reviewed during the management review meetings to establish trends and determine the need for further preventative actions.

Any non-conformance detected after delivery or use will be handled according to the potential effects of the non-conformity and shall be recorded under corrective action procedure. Appropriate actions will be taken based on the magnitude of the problem.

Reference: Nonconformity and CA   NWS-IMSP-03

9   Performance evaluations

9.1   Monitoring, measurement, analysis & evaluation

9.1.1   General

The management team identifies processes and characteristics that can be quantified and monitored. The method of measuring and monitoring these processes is conducted in accordance with Monitoring, Measuring, Analysis & Improvement Procedure and the identification; basis of analysis, responsibilities and records used for collation of results is documented on Monitoring & Measuring Tables. Collated data is used to demonstrate improvement.

9.1.2   Customer satisfaction

NWS monitor customer's perceptions of the degree to which their needs and expectations have been fulfilled.

NWS determine the methods like customer feedback report, customer survey etc. for obtaining, monitoring & reviewing their information.

Reference: Customer Satisfaction and Services   NWS-QMSP-06

9.1.3   Analysis & evaluation

The data is collated from the monitoring and measurement activities defined within the quality management system. Analysis techniques such as statistical process control are applied selective
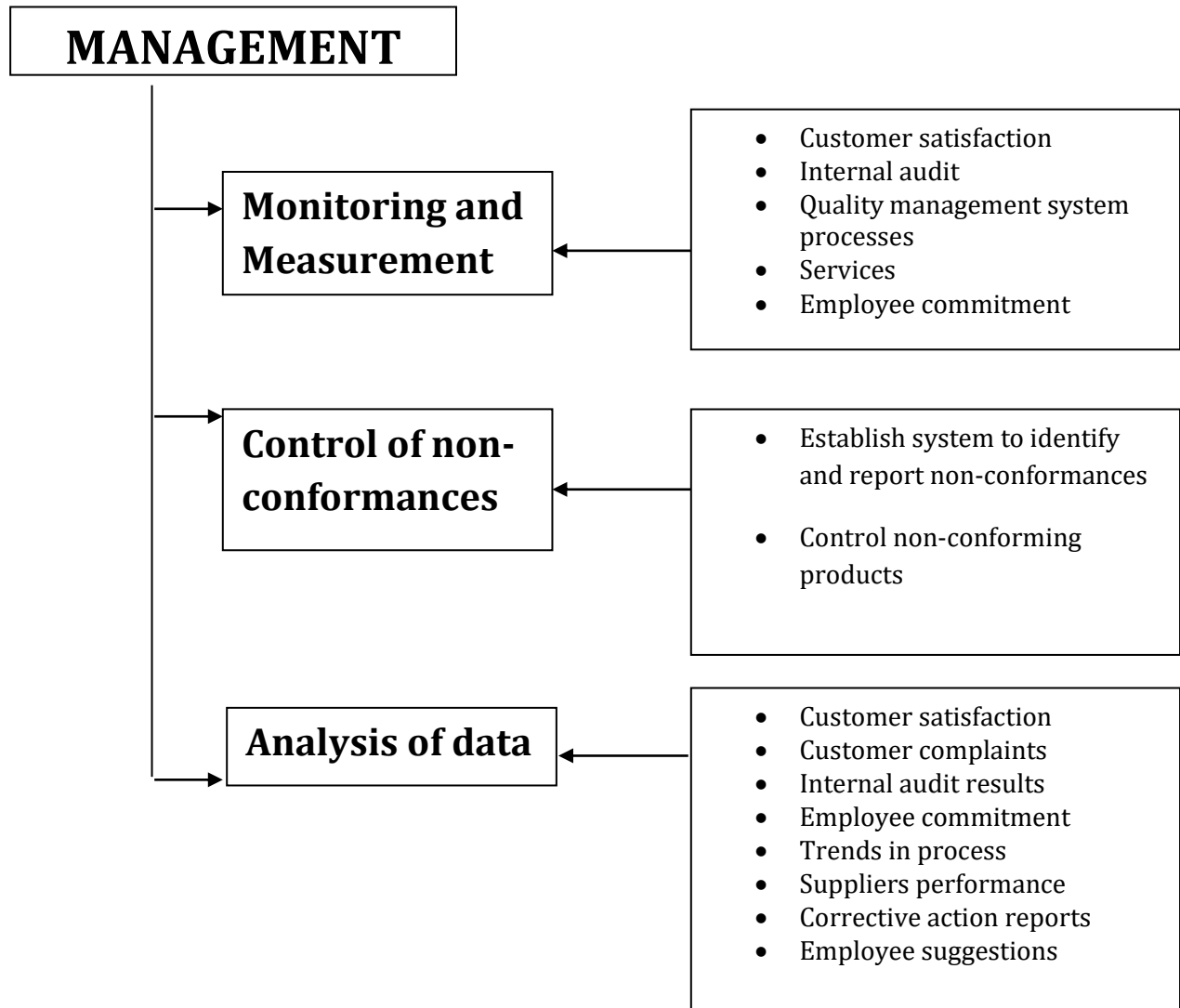
Appropriate statistical analysis of data are prepared by the concerned Manager / MR and reviewed in the Management Review. Analytical data are prepared in line with the defined Quality Objectives. The data may include information related to any or all of the following:

- Customer satisfaction / dissatisfaction and their trends
- Conformance to customer requirements
- Quality audit data
- Appropriate actions against the non-conformances
- Characteristics and trends of processes and products including opportunities of preventive action
- Supplier performance monitoring and the rating

This whole process is shown on the following flow chart

Monitoring, measurement, analysis, evaluation flow chart (FLOWCHART)

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┌─────────────────────┐
│   MANAGEMENT        │
└─────────────────────┘
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Monitoring and Measurement

- Customer satisfaction
- Internal audit
- Quality management system processes
- Services
- Employee commitment

Control of non-conformances

- Establish system to identify and report non-conformances
- Control non-conforming products

Analysis of data

- Customer satisfaction
- Customer complaints
- Internal audit results
- Employee commitment
- Trends in process
- Suppliers performance
- Corrective action reports
- Employee suggestions

9.2   Internal Audit

The quality management system is fully audited once in a year to ensure that current practices conform to the policies set out in the quality manual. Audits are carried out systematically, on a predetermined frequency as per audit plan and with due regard to the status of and importance of the activity.

Audits are prepared and planned by trained auditors. The procedure ensures that in all cases the auditor(s) will be independent of the function or area being audited.

All non-conformities discovered during audit are recorded and an audit report is prepared. The results of audits are communicated to respective managers who are responsible for defining and timely implementing corrective and preventive actions.

Corrective actions are monitored to ensure their effectiveness; through this process the organization continuously improves and refines its quality management system. Re-audits are carried out to verify that all non-conformances identified have been addressed.

Findings of audits are presented and reviewed during management review meetings. This information is evaluated to help assess the effectiveness of the Quality System in satisfying the Customer, the requirements of ISO 9001-2015, the quality policy, and to determine if any improvements in the system are required.

Reference: Procedure for Internal Audit   NWS-IMSP-02

9.3   Management Review

9.3.1   General

The Management review is carried once in a year, following the internal audit carried out by qualified internal quality auditors.

This demonstrates the commitment and method for

- Review of the implemented system
- Review of continuing suitability and effectiveness
- Determining the frequency of review and audit
- Review Inputs and Outputs
- Records of evidences

Participants of the Management Review will consist of respective department heads

9.3.2 Management review inputs

The efficiency and effectiveness of QMS is evaluated by considering the customer needs and organizational expectations.

The inputs considered for Management Review are as follows:

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 QMS objectives have been met;
- Process performance and conformity of products and services;
- Nonconformities and corrective actions;
- Monitoring and measurement results;
- Audit results;
- The performance of external providers;
- Risk assessment
- QMS Objective and target.
- Legal and other requirement.

d) The adequacy of resources;
e) The effectiveness of actions taken to address risks and opportunities;
f) Opportunities for improvement.

9.3.3 Management review outputs

Management review outputs as a minimum will consist of the following:

- Improvements of the effectiveness of the QMS and the processes
- Service improvements related to customer requirements
- Resource needs and their management

The copy of the minutes will be circulated to all participants / concerned.

Reference: Procedure for Management Review   NWS-IMSP-05

10 Improvements

10.1 General

The defined quality management system is aimed at continuous improvement in all processes, achievement of customer satisfaction and growth of the organization. Various control mechanisms used for measuring the performance are aimed to identify the weakness in the system and hence for improvements. Procedures are established for corrective actions and preventive actions (improvement actions), which are communicated throughout the organization.

10.2 Non-conformity & corrective action

Naro Water Solutions FZC will handle nonconformities in order to control and correct them and deal with the consequences. NWS will establish a corrective action system to investigate and document the root cause and actions to correct supplier, internal, and customer reported nonconformities. Corrective actions will be assigned to a responsible individual and tracked by number and completion date.

Corrective action is used as a tool for improvement. The significance of the problem is evaluated and the root cause is determined. Suitable corrective actions are planned and implemented. A documented procedure is established and implemented detailing the following:

- Review of non-conformities arising from all areas
- Determining the cause of non-conformities and suitable corrective action.
- Evaluation of the proposed action to ensure that the non-conformance will not recur.
- Implementation strategies
- Review and verification of action initiated

When any non-conformance within the quality management system, including customer complaints, is identified, the cause is determined and eliminated with appropriate corrective action as per defined procedure. Corrective actions are reviewed to monitor their effectiveness and are subject of regular management reviews. All corrective actions are recorded and periodically analysed to establish the need for any preventative actions.

10.3 Continual Improvement

Management seeks continual improvement of the organization's processes and of its overall performance. Management considers the quality management system as an effective tool for the staff to identify and manage improvement activities, which include:

- Planning improvements with use of the objectives,
- Use of quality policy
- Evaluation of audit results and performance data,
- Resolutions of identified problems through corrective and preventive actions,
- Driving strategic improvements through management reviews.

Naro Water Solutions FZC is committed to the concept of continual improvement through constant refinement and improvement of this quality management system.

Reference: Nonconformity and CA   NWS-IMSP-03
                     Continual Improvements   NWS-IMSP-12