QUALITY MANAGEMENT SYSTEM MANUAL ISO 9001:2015	Doc No.: KAC-QM
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	Name	Designation	Signature	Date
Prepared	Raghvendra Kumar	QA/QC & Mgmt. Rep.		01-02-2025
Reviewed By	Mazen Barajaa	Operations manager		01-02-2025
Approved By	Ghaith Ghezawi	Chief Executive Officer		01-02-2025

REVISION AND APPROVAL

Rev #	Date	Page #	Section	Nature of Amendment
01	01-04-2021	All		Incorporating the new company (Kurita AquaChemie FZE) name, its scope and all other information
02	01-01-2022	All		CEO signature added and updated
03	01-02-2025	All		New CEO signed Quality policy updated.





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Introduction

The following companies, working in UAE & KSA, are covered under the umbrella of Kurita AquaChemie, for the scope of this document:

1. Kurita AquaChemie FZE, Dubai, UAE
2. Kurita AquaChemie Saudi Arabia Company, KSA

Quality Management System covering the requirements of ISO 9001:2015 has been documented for all four companies, listed above, and being referred as Kurita AquaChemie. It consists of following documents:

- Quality Manual
- Quality Policy & Objectives
- Quality Procedure & Forms

A brief introduction with communication details of the individual companies of Kurita AquaChemie is mentioned below:

i. Kurita AquaChemie Saudi Arabia Company

P.O.Box : 7950
Dammam , Second Industrial City
Zip Code : 31472
Kingdom of Saudi Arabia
Tel +966 (13) 8303793
Fax +966 (13) 8303793

ii. Kurita AquaChemie FZE

Plot No S40801
Jebel Ali
Dubai
United Arab Emirates
Ph: +97148807701
Fax: +97148807702

Kurita AquaChemie has developed and implemented quality management system (QMS) to determine the company's best business practices, to satisfy the requirements and expectations of its customers, and to improve the overall performance of the company.

The Management System Manual also describes the arrangements for process sequence & interaction, employee competence, the suitability of suppliers and the methods of preventing non-conformance, customer satisfaction, improvement and preventive action (risk management) all together with systematic auditing and review of the entire system.

The Quality Manual describes the general methods and processes that are used within the organization to improve the Quality Management System and to meet quality objectives.

This manual is based on ISO 9001: 2015 requirements, and is oriented towards customer satisfaction.

Company Background

Initially, Kurita AquaChemie (as local UAE Company) was established in Dubai on Oct 30th, 2008 as a Limited Liability Company, under the U.A.E Federal Commercial Company Law.

After that, additionally "**Kurita AquaChemie FZE**" a new free-zone company in was formed for higher operational efficiency and control, for doing business in the region.

In KSA, we operate through our Saudi registered local company, under a local Saudi sponsor "Kurita AquaChemie Establishment" & recently formed under SAGIA, Kurita AquaChemie Saudi Arabia Company.

Besides these, in Qatar, Oman & Kuwait, although the management and operation are controlled by Kurita AquaChemie, legally we are represented by local companies. Bahrain is covered by KSA office. In China, we have dedicated office for supplier due-diligence & sourcing.

Kurita AquaChemie is a Chemicals Supply and Distribution company; headquartered in Dubai & operates throughout the Middle East (mainly GCC countries). It has corporate offices & multiple warehouses in UAE, Qatar, KSA, Oman, and Kuwait. For products sourced from China & India, a dedicated local team qualifies suppliers & undertakes due-diligence, before each supply.

Kurita AquaChemie provides quality products (both Industrial and Specialty) and services. It engages itself only with Customers & Suppliers of International repute.

The core strength of an organisation is its people. At Kurita AquaChemie we believe that people are our biggest asset who add significant value and competitive edge while dealing with customers.

1. Scope

Kurita AquaChemie business scope is "MANUFACTURING, SALES & DISTRIBUTION of CHEMICALS, along with associated TECHNICAL SERVICES"

It conforms to all the requirements of ISO 9001:2015 except the clause 8.3. (Design & development – justification is given below).

Justification

The exclusion neither affects our ability nor absolves us from the responsibility, to provide service that meets Kurita AquaChemie's statutory and regulatory requirements.

Clause 8.3 of ISO 9001:2015 (Design and Development) is excluded because - The scope of Kurita AquaChemie's QMS & Operation excludes Design and Development activities. In general, Chemical supply and service functions are carried out as per relevant International/ National Standards & Customer specification and doesn't require any particular design/ development activities.

2. Normative References

ISO 9000:2015, Quality management systems — Fundamentals and vocabulary

3. Terms and Definitions

Term	Definitions
Kurita AquaChemie	Including 2 companies of Kurita AquaChemie mentioned in the introduction
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 establish 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 particular 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 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, analysing 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 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 satisfaction	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 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 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 carried out, and planned results are effective if these results are 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 to enhance performance (get better results). Improvement can be achieved using a single activity or using 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 a system, process, project, 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 an overall 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	The 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 appropriate 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 a 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.
Supplier	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 Organisation

4.1. Understanding the organization and its context

Kurita AquaChemie identified & conducted a detailed analysis of the internal and external issues, which can affect intended results of achieving its quality management system. Kurita AquaChemie has planned to review this data periodically during the management review meeting.

Kurita AquaChemie considered the positive and negative issues while understanding the context. The main sources of issues from an external origin, already identified by Kurita AquaChemie, are from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local.

The internal issues identified are related to values, culture, knowledge, and performance of the organization.

4.2. Understanding the needs and expectations of interested parties

Kurita AquaChemie documented and maintained the expectation of the interested parties which may potentially affect Kurita AquaChemie's ability to supply Chemicals & Services consistently; that meets customer, applicable statutory and regulatory requirements. Kurita AquaChemie has maintained a document which contains the interested parties and their interest; Kurita AquaChemie will review and monitor this information Semi-annually.
Refer Understand the Context of the Organization procedure.

4.3. Determining the scope of the quality management system

Kurita AquaChemie considered the external and internal issues, requirements of relevant interested parties and its training services while determining the scope of its Quality Management system. All services based on the scope of quality management system, defined above in "1" has been included.

Kurita AquaChemie product range includes:

- Industrial Chemicals - RM, Intermediate, Process Chemicals, Solvents & Lab Chemicals
- Specialty Chemicals - Catalyst, Polymer Additives, IE Resin, Activated Carbon, Fuel & Lube Additive, Specialty Process treatment, Water & Wastewater Treatment (Cooling, Boiler, Sea Water, Chilled Water, Desalination, RO, Effluent treatment)
- Chemical Equipment - SS IBC's, Dry Connections, Chem dosing systems, Iso-Containers
- Technical Services – Monitoring, Troubleshooting, Analytical, Training & other Field Services

Kurita AquaChemie now has a large customer base in the GCC region. Partial list of customers in the region are shown below:

KSA

Nalco Champion	Sabic R&T	Tasnee
S-Chem	Jana	Maaden Phosphate
Baker Petrolite	GEWPT	Satorp
Chemanol	Petrorabigh	Sahara
Saudi Kayan	Sadara	Aramco

QATAR

Q-Chem	Qatar Petroleum	Qatar Shell GTL
Ras Gas	Qatalum	Halliburton
RGPC	RLOC	M Power

Qatar Power	Veolia	QEWC
Weatherford	Qatar Gas	QVC
Oryx	Ras Girtas	Degremont

UAE

General Electric	ENOC	JBF RAK
Sembcorp Gulf O&M	Petrofac	Tytan
Gulf Oilfield Services	SiChem	Adnoc

KUWAIT

EQUATE Petrochemicals	GE Italba	KNPC
Technicas	Technimont for KPPC	Sulaibya

4.4. Quality management system and its processes

To implement the quality management system, Kurita AquaChemie has managed to:

- Identify the inputs required and the outputs expected from these processes;
- Determine the sequence and interaction of these processes
- All the main processes, its applications and its interactions through Sequence & Interactions of QMS
- Criteria for operation and measurement of the processes through in Quality Objective.
- Implement actions necessary to achieve the planned results and continual improvement

To continually improve the organization's performance and its ability to satisfy customer's needs through the implementation of a good working quality management system. To achieve this, the company has defined the processes necessary for an effective and efficient operation of the quality management system.

The SAP system has been created based on this process interaction and it functions in Kurita AquaChemie since 2015.

Kurita AquaChemie has established, documented, implemented and maintains a Quality Management System and continually improves its effectiveness by the requirements of ISO 9001:2015.

The following processes are identified (but not limited to) as externally provided processes and details are addressed within the Quality Management System.

Activities Externally provided:

Activity Outsourced
Customs Clearance and Logistics
Third Party Warehousing
Calibration of Equipment

Externally provided activities are controlled periodically by Monthly Performance Review, Visit, Customer feedbacks and Delivery status.

Responsibilities: Top Management has the overall responsibility for establishing, implementing and maintaining QMS. CEO is responsible for controlling the outsourced activities.

5. Leadership

5.1. Leadership and commitment

5.1.1. General

Top management is fully committed to quality and demonstrates its commitment to the development and continually improvement of the quality management system by:

- Taking accountability for the effectiveness of the quality management system;
- Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization
- Ensuring the integration of the quality management system requirements into the organization's business processes;
- Promoting the use of the process approach and risk-based thinking;
- Ensuring that the resources needed for the quality management system are available;
- Communicating the importance of effective quality management and of conforming to the quality management system requirements;
- Ensuring that the quality management system achieves its intended results;
- Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- Promoting improvement;
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.