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.

5.1.2. Customer focus

The management focuses its efforts in understanding the requirements of the customers and ensures that they are well documented, translated, communicated and realized to achieve customer satisfaction.

Customer requirements are determined and planned through feedback Surveys and other meetings with the aim of enhancing satisfaction.

Determining client requirements	Business Planning Processes provide methodologies to ensure customer requirements are identified, documented and understood.
Meeting client requirements	The fulfilment of requirements is assured through methodologies defined in the Quality Management Process. The central focus is on ongoing and frequent contact with the customer to assess their level of satisfaction.
Enhancing client satisfaction	A formal program of measuring client satisfaction is used to identify areas where improvement may be needed.

Responsibilities

CEO has overall responsibility for establishing, implementing and maintaining these activities.

Reference

ISO 9001:2015

5.2. Policy

5.2.1. Establishing the quality policy

Kurita AquaChemie has established and documented its policy for quality and ensures that it:

- Is appropriate to the purpose and context of the organization and supports its strategic direction;
- Provides a framework for setting quality objectives;
- Includes a commitment to satisfy applicable requirements;
- Includes a commitment to continual improvement of the quality management system.

The quality policy is as given overleaf

QUALITY POLICY

Kurita AquaChemie is committed to supply chemical products and associated technical services, which completely satisfies or exceeds our customers' requirements.

'Kurita AquaChemie will continually provide safe and secure products and services that contribute to solving customer and societal issues, thereby winning unshakable trust.'

Kurita AquaChemie will implement specific measures through the following approaches in the quality management system-

- We will accurately understand the demands and expectations of our customers and delve into their backgrounds and examine any related factors, thereby striving to better understand their true needs.
- We will build a system to accumulate and utilize the knowledge obtained from frontline sites (Gemba) and provide reliable products and services that are always based on the latest knowledge.
- We will deliver on time and on-specifications to our customers.
- We will comply with legal requirements meeting National/International standards and with customer requirements.
- We will establish processes and standards for verifying, inspecting, and monitoring products and services, and keep records of those activities.
- We will appropriately disclose information about products and services.
- Ensuring that Quality Policy and Quality Objectives are established for the QMS and are compatible with the context and strategic direction of the company.
- Promoting the use of a process approach and risk-based thinking.
- A continual improvement of the QMS by ensuring the risk and opportunities that can affect conformity of products and services are determined and addressed.

This policy will be communicated to all employees and relevant stakeholders. This policy will be reviewed (when required) by top management and were deemed necessary will be amended and re-issued.

Ghaith Ghezawi
CEO Kurita AquaChemie

Date: 01-02-2025

كوريتا اكواشيمي م م ح
PO Box No.16800
Dubai - U.A.E.
Kurita AquaChemie FZE

شركة كوريتا اكواشيمي العربية السعودية
س.ت ٢٠٥٠١٠٩٣٨٢
C.R. 2050109382
Kurita AquaChemie Saudi Arabia Company

5.2.2. Communicating the quality policy

The quality policy is communicated and enforced through management reviews, training, and displays in English at appropriate locations within the Kurita AquaChemie. Management Representative Conduct's regular sessions with existing employees and new employees to ensure that all understands the quality policy. The quality policy is displayed in the organization profile and uploaded to the organization's website. The quality policy is reviewed at least once in a year, in the management review meetings for its continuous suitability and improvement

5.3. Organizational roles, responsibilities and authorities

The responsibilities and authorities for relevant roles are assigned in the Kurita AquaChemie and it is documented as Organization Chart (Refer: HR Procedure).

The responsibility and authority of different personnel within the organization shall be detailed in the Job Description issued to each personnel performing the jobs affecting the service quality. (Refer: Job Descriptions)

A brief description of responsibilities for effective implementation of the Quality System is as given below:

Sl No.	Personnel	Responsibilities for Quality Activities
1.	CEO	Quality Policy, Management Review, Contract Review, Legal Requirement Review, Risk Register. Ensuring that the integrity of the quality management system is maintained when changes to quality management system, planned and implemented
2.	Quality Management Representative	Quality System, Internal Quality Audit, Training, Maintenance of Quality Record. Reporting the performance of the quality management system and opportunities for improvement, particularly to top management.
3.	Sales Team	Ensuring the promotion of customer focus throughout the organization
4.	Manager-Client Support	Ensuring the processes is delivering their intended outputs.
5.	Assistant Manager-Supply Chain	Ensuring the processes is delivering their intended outputs.

6. Planning

6.1. Actions to address risks and opportunities

The top management of Kurita AquaChemie planned the Quality Management system based on the identified risks and opportunities to

- Give assurance that the quality management system can achieve its intended results;
- Enhance desirable effects;
- Prevent, or reduce, undesired effects;
- Achieve improvement.

The risk register prepared will be used as the guiding document while planning the Quality management system. Kurita AquaChemie planned some actions to address all these identified risks and opportunities, and to integrate it with the quality management system activities.

Most of the risks are planned to remove through regular training and proper monitoring and control operations. Refer Risk Register.

6.2. Quality objectives and planning to achieve them

Top management has established quality objectives at appropriate functions and levels within the Kurita AquaChemie. These objectives are defined in measurable terms and are the interpretation goals of policy deployment in each department. The objectives are consistent with the quality policy and the commitment to continual improvement and meeting requirements for supply services. Top management established quality objectives for each department to remove the negative issues as much as possible.

Top management will try to achieve above quality objectives in coming years to secure the rights of its customers. Refer Quality Objective.

Responsibilities

CEO has overall responsibility for establishing, implementing and maintaining these activities.

Implementation

Quality Objectives

6.3. Planning of changes

Top management has established a proper planning to carry out the changes in Quality Management System if it is necessary to change it. The planning for the changes is based on -

- The purpose of the changes and their potential consequences;
- The integrity of the quality management system;
- The availability of resources;
- The allocation or reallocation of responsibilities and authorities

6.4. Quality Management System Planning

In planning or revising the quality management system, management defines processes for its operation to fulfill their stated quality objectives effectively and efficiently.

The result is to establish, document, implement and maintain a quality management system that complies with the quality policies herein, including those for continual improvement.

System is planned to meet customer requirements	The Kurita AquaChemie QMS consists of a set of core management processes and methodologies that provide the minimum requirement for managing client requirements. Each assigned Manager is required to plan and use of defined methodologies in fulfilling client requirements for a specific audit. The manual is the vehicle for the Audit Manager to record the results of that planning effort and to gain approval for any requested adaptations. A key element of that planning is to define the quality actions and objectives that will ensure the assessment and fulfillment of client requirements.
Integrity of system is maintained during changes	CEO must approve all changes to the QMS. This single authority for revision ensures that any changes introduced into the system have been properly assessed to avoid any inadvertent degradation of the system's effectiveness. The Management Representative may, at his discretion, review changes with the CEO based on the significance of the changes being made.

7. Support

7.1. Resources

7.1.1. General

Top Management has determined and provided the resources needed for the establishment, Implementation, maintenance and continual improvement of the quality management system based on:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtained from external providers

Top management of Kurita AquaChemie created the organization chart that shows the structure of its organization and the relationships and relative ranks of its parts and positions.

7.1.2. People & Infrastructure

Top Management has determined and provided the persons and Infrastructure necessary for the effective implementation of its quality management system and the operation and control of its processes. The top management has always made available the new and modern software and electronic equipment to its people, who require it. For the transportation requirement, Kurita AquaChemie management has appointed proper transportation management companies, with the necessary quantity of vehicle.

7.1.3. Environment for the operation of processes

Top management has provided a suitable environment, with a combination of human and physical factors, such as social, psychological and physical, for the operation of its processes.

7.1.4. Monitoring and measuring resources

7.1.4.1. General

The organization has provided suitable resources that are capable of monitoring and measure the activities, which are undertaken. Top management makes sure of this from interview/ purchase process of any resource to the organization. The human resource procedures are followed by the HR department to select a suitable employee while the purchase procedure helps to select an appropriate equipment.

All inspection, measuring, and test equipment used to demonstrate conformity of the product is controlled and maintained on a regular basis. A master list is established to define and monitor the equipment and define frequency and accuracy required.

Results of calibration, indicating calibration status, specified accuracy and traceability are recorded and maintained. Refer Calibration procedure& Procedure for Corrective and Preventive maintenance**.**

7.1.4.2. Measurement traceability

In Kurita AquaChemie the measurement tractability is applicable only to human resources as there is no such n equipment are owned by the organization. And for the Human resources, it has been done as per the HR procedure.

7.1.5. Organizational knowledge

Top Management of Kurita AquaChemie has determined the knowledge necessary for the operation of its processes and to achieve conformity of supply services and it is maintained update on any new changes. Organizational knowledge is knowledge specific to the Kurita AquaChemie; it is gained by experience. It is information that is used and shared to achieve the Quality objectives. This organizational knowledge normally obtained from the:

- internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes);
- External sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).

7.2. Competence

Top management always maintained to have competent persons to be hired in the organization for doing work under its control that affects the performance and effectiveness of the quality management system. Top management preferred to hire the persons are competent by appropriate education, training, or experience. And provide training to the employees for improving the competency and maintain a record of it. The evaluation of the effectiveness of training is also conducted.

Top management is determined to conduct a competency evaluation for all the employees at the time of joining and maintained a record of it. Refer HR Procedure.

7.3. Awareness

The training program for the whole organization is planned by the Kurita AquaChemie top management to ensure the awareness of the employees working under the control of it. A planning process is being implemented which ensures the proper training, awareness and competence development of people. The Kurita AquaChemie ensured all the employees must be aware of the following details:

- 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. Refer HR Procedure.

7.4. Communication

Quality related issues and results are communicated to those concerned with product and service realization during regular meetings.
The communication must be clarifying the following details:

- On what it will communicate?
- When to communicate?
- With whom to communicate?
- How to communicate?
- Who communicates?

An internal communication plan is in place to ensure people at all levels of the organization are informed about quality:

What	Issued to	Issued through	Period of Review	Responsibility
Quality policy	All employees	Personal contact Awareness meeting Display on board	Once a year OR as needed Continuously	MR
Quality-Objective	Process owners	Management Review	Twice in a Year	MR
Internal Audit reports	-Process owners – MR	Reports	According to the annual audit program	MR
Work Procedures	Employees	Meetings	On regular basis as and when needed	Department Head

7.5. Documented information

7.5.1. General

The documented information of Kurita AquaChemie includes documented information required by this ISO 9001:2015 and documented information determined by the organization as

being necessary for the effectiveness of the quality management system.

The quality management system documentation includes:

- Documented statements of a quality policy and quality objectives.
- A quality manual
- Documented Procedures and Forms (Appendix -A)
- Business Risk Assessment

7.5.2. Creating and updating

The top management of Kurita AquaChemie has determined some criteria for creating and updating the documented information.
For the identification and description of documented information, it decided to include the title, date, and reference number.

S.No	Purpose	Action/ Details
1	Identification and description	A title, date, and reference number
2	Format	English
3	Media	Paper and Electronic
4	Suitability and adequacy	Review - By the Operation Manager Approval – CEO

7.5.3. Control of documented information

The top management of Kurita AquaChemie is determined to control the documented information required by the quality management system and by this International Standard. To ensure that documented information of internal and external origin determined by the Kurita AquaChemie to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and Kurita AquaChemie has established a procedure for controlling documents used in its quality management system. This control ensures that:

- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;
- Control of changes (e.g. version control);
- Retention and disposition.

8. Operations

8.1. Operational planning and control

Kurita AquaChemie activities are carried out according to a strategic plan. Kurita AquaChemie plans and develops the processes and documents needed for product/ service realization. Planning of product realization is consistent with the requirements of the other processes of the quality management system.

In planning product/ service realization, Kurita AquaChemie determines (as appropriate) quality objectives, need to establish processes, documents, resources specific to the service, required verification, validation, monitoring, measurement, inspection and test activities.

All departments will assist Kurita AquaChemie in fulfilling its vision, mission, strategic initiatives, and objectives, while adhering to its core values, by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of enterprise-wide risk management, internal control systems, and governance processes.

Ultimately, the QMS to ensure:

- Risks are appropriately identified and managed;
- Significant financial, managerial, and operating information is accurate, reliable, and timely;
- Entities actions are in compliance with policies, standards, procedures, and applicable laws and regulations;

Kurita AquaChemie resources are acquired economically, used efficiently, and adequately safeguarded;

- Kurita AquaChemie operations are transacted by sufficient internal controls, good business and high ethical standards;
- Quality and continuous improvement are fostered in the Kurita AquaChemie internal control processes; and
- Significant legislative or regulatory issues impacting the Kurita AquaChemie business are recognized and addressed appropriately.

Opportunities for improving the internal controls and operating efficiency may be identified during internal audits; these opportunities will be shared with the appropriate level of management.

The Quality Management System defines processes needed to fulfil the requirements of QMS. Records needed to provide evidence that the realization processes and resulting product meet requirements are established.

The top management of Kurita AquaChemie is determined and planned, to implement and control the processes needed to meet the

requirements for the provision of supply to its valued customers. While creating the plan, the Top management and operations department considered the following criteria to meet the requirements of customers.

- Determined the requirements for the supply of materials to clients;
- Establishing criteria for:
  - The processes;
  - The acceptance of Customer requirements;
- Determining the resources needed to achieve conformity to the service requirements;
- Implementing control of the processes by the criteria;
- Determining, maintaining and retaining documented information to the extent necessary:
  - To have confidence that the processes have been carried out as planned;
  - To demonstrate the conformity of services to their requirements.

8.2. Requirements for products and services

8.2.1. Customer communication

The Kurita AquaChemie ensures that the customers are communicated appropriately about the matters related to:

- Product information
- Inquiries, audit methods/ handling including amendments, and
- Client feedback, including complaints.

The Sale Manager is responsible for handling customer complaints and customer feedback measurement. Customer Complaints are handled by the agreed contractual terms.

8.2.2. Determining the requirements for services

The Sales Engineers/ Sales Manager determines all the requirements related to the customer before the commitment to provide services. In the discussion it is ensured that:

- Sourcing, Procurement, and Sales requirements are adequately defined and understood,
- Customer requirements differing from those previously expressed are resolved, and
- Kurita AquaChemie can meet the defined requirements.

8.2.3. Review of the requirements for products and services

The Sales Engineers/ Sales Manager review all the requirements related to the customer requirements before the commitment to provide product and service. In the review it is ensured that:

- Sourcing, Procurements, and Sales requirements are adequately defined and understood,
- Customer requirements differing from those previously expressed are resolved, and
- The Kurita AquaChemie can meet the defined requirements.

The results of the review are recorded, and actions arising from the review are maintained. Any changes in the requirements shall be fully reviewed, and necessary amendments are made and communicated to the concerned personnel. Refer Procedure for Sales.

8.3. Design and development of products and services

Not Applicable for Kurita AquaChemie

8.4. Control of externally provided processes, products, and services

8.4.1. General

Kurita AquaChemie top management has determined that externally provided processes, products and services conform to requirements. Kurita AquaChemie top management has determined the controls to be applied to externally provided processes, services when:

- Services from external providers are intended for incorporation into the organization's products and services;
- Services are provided directly to the customer(s) by external providers on behalf of the organization;
- A process, or part of a process, is provided by an external provider as a result of a decision by the organization.

8.4.2. Type and extent of control

Kurita AquaChemie top management has determined that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming supply services to its customers.

Kurita AquaChemie top management is determined to:

- Ensure that externally provided processes remain within the control of its quality management system;
- Defined both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- Took into consideration:
  - The potential impact of the externally provided processes, products, and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;
  - The effectiveness of the controls applied by the external provider;
- Determine the verification, or other activities, necessary to ensure that the externally provided processes, products, and services meet requirements.

8.4.3. Information for external providers

Kurita AquaChemie top management has determined the adequacy of requirements before their communication to the external provider.

The organization shall communicate to external providers its requirements for:

- The processes, services to be provided;
- The approval of:
  - Supply services;
  - Methods, processes and Documents;
  - The release of Documents and services;
- Competence, including any required qualification of persons;
- The external providers' interactions with the organization;
- Control and monitoring of the external providers' performance to be applied by the organization;
- Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

8.5. Production and service provision

8.5.1. Control of production and service provision

Purchase Planning

Kurita AquaChemie identifies the required services and materials to purchase. There are two types of purchases of Product & Services – 1) For blending RM & direct Customer

supply; 2) For Consumables & another day to day internal requirement. These purchases are wither based on the contract agreement or spot Purchase Order.

Suppliers of Purchases are qualified based on experience or current evaluation of their capability. Kurita AquaChemie is responsible for the technical evaluation of major and specialized services procurement, Supplier selection, evaluation, re-evaluation and placement of contracts/ purchase order.

Kurita AquaChemie monitors the performance of the service providers based on the work progress and service quality delivery parameters. It is the responsibility of Warehouse In-charge to ensure that all purchased items conform to specified requirements. Control features have been established for verification of purchased services/ items.

Sales and Distribution along with Service Provision

The objective of the Quality Management Process is to ensure the identification and execution of monitoring and measurement actions that verify that the delivery of our products and solutions are fulfilling our customers' requirements, quality requirements and standards.

Kurita AquaChemie monitors the sales activities to ensure it is planned and carried-out under the following controlled conditions;

- The availability of information that describes the characteristics of the Services,
- The availability of work instructions, as necessary
- The implementation of monitoring and measurement, and
- The implementation of release, delivery activities

Refer Procedure for Sales and Distribution

8.5.2. Identification and traceability

Identification of materials at the warehouse is done either by location, name and batch number of the products. Traceability is maintained by product code and Sales order. All the details like people involved, equipment's usage material usage, etc. can be found out based on unique number in the job process or sales order number.

Any non-conformance found during the inspection are identified and corrected. Records of Non-conformity are maintained.

8.5.3. Preservation

Kurita AquaChemie maintains documented procedures for handling storage, packaging, preservation, and delivery of the product. Handling procedures are designed to preclude mix-ups, deterioration, contamination or other damage to the product. Designated controlled condition and limited access areas are used as needed to prevent deterioration. Packaging materials will be selected and specified as necessary to ensure product conformance to requirements is maintained throughout its distribution. Preservation, including controlled environmental conditions, will be utilized to ensure continuing conformance to requirements during handling and storage.

The subsequent movement of materials is controlled through the application of established procedures and defined authority levels. Refer Logistic and Warehousing Procedure

8.5.4. Post-delivery activities

Kurita AquaChemie top management is determined to meet requirements for post-delivery activities associated with the services.

In determining the extent of post-delivery activities that are required, Kurita AquaChemie top management considered:

- Statutory and regulatory requirements;
- The potential undesired consequences associated with its services;
- The nature, use and intended lifetime of its services;
- Customer requirements;
- Customer feedback.

Calibration

Testing and Calibration of equipment are carried out before use by the concerned in-charge. Servicing firefighting equipment is carried out by an external party and records are maintained by the Quality Manager and Production In-charge.

8.5.5. Control of changes

Kurita AquaChemie top management is determined to review and control changes for service provision, to the extent necessary to ensure continuing conformity with requirements. Kurita AquaChemie top management is determined to retain documented information describing the results of the review of changes, the persons authorizing the change, and any necessary actions arising from the review.

8.6. Release of products and services

Kurita AquaChemie top management is determined to implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer shall not proceed until the planned arrangement has been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Kurita AquaChemie top management determined to retain documented information on the release of products and services. The documented information shall include:

- Evidence of conformity with the acceptance criteria;
- Traceability to the person(s) authorizing the release.

Refer Procedure for Purchase

8.7. Control of nonconforming outputs

8.7.1. Kurita AquaChemie top management is determined to ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

Kurita AquaChemie top management is determined to take appropriate action based on the nature of the nonconformity and its effect on the conformity of documents and supply services. This shall also apply to nonconforming services detected after delivery of services, during or after the provision of services.

The Kurita AquaChemie operation department shall deal with nonconforming outputs in one or more of the following ways:

- Correction;
- Informing the customer;
- Obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

8.7.2. Kurita AquaChemie top management is determined to retain documented information that:

- Describes the nonconformity;
- Describes the actions taken;
- Describes any concessions obtained;
- Identifies the authority deciding the action in respect of the nonconformity.

Refer Procedure for Non-conformance

9. Performance Evaluations

9.1. Monitoring, measurement, analysis, and evaluation

9.1.1. General

The Kurita AquaChemie top management has determined:

- What needs to be monitored and measured;
- The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- When the monitoring and measuring shall be performed;
- When the results of monitoring and measurement shall be analysed and evaluated.

Kurita AquaChemie top management has determined to evaluate the performance and the effectiveness of the quality management system. It has also determined to retain appropriately documented information as evidence of the results.

9.2. Customer satisfaction

Kurita AquaChemie top management is determined to monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. Kurita AquaChemie top management is determined the methods for obtaining, monitoring and reviewing this information. And Manager- Client Support will be the responsible person to manage the customer satisfaction analysis.

9.2.1. Analysis and evaluation

Kurita AquaChemie top management is determined to analyse and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- Conformity of supply services;
- The degree of customer satisfaction;
- The performance and effectiveness of the quality management system;
- If planning has been implemented effectively;
- The effectiveness of actions taken to address risks and opportunities;
- The performance of external providers;
- The need for improvements to the quality management system.

9.3. Internal audit

The internal audit process acts as a management tool for independent assessment of any designated process or activity. The internal audit process provides an independent tool for use in obtaining objective evidence that the existing requirements have been met. Kurita AquaChemie has established a process for performing internal audits to determine if the quality management system:

- Conforms to the requirements of this international standard
- Has been effectively implemented and maintained.

The addition of a requirement that the management team in the area being audited is responsible for necessary corrections and corrective actions.

A documented procedure shall be established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.

The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results (see 8.5.2).

Kurita AquaChemie plans audit program, which is based on the status and importance of the activities, areas or items to be audited, and the results of previous audits. Kurita AquaChemie has documented and implemented internal audit process that covers the audit scope, frequency and methodologies, as well as the responsibilities, requirements for conducting audits, recording and reporting results to management.

Audits are performed by personnel other than those who performed the work being audited. The management takes timely corrective actions on deficiencies found during the audit. Follow-up actions include the verification of the implementation of corrective action and the reporting of verification results. Refer Procedure for Internal Quality Audit.

9.4. Management review

9.4.1. General

Kurita AquaChemie will review the quality management system after the complete execution of internal audit. These reviews ensure the continuing suitability, adequacy, and effectiveness of the whole quality management system.

The review includes evaluation of the need for changes to the quality management system, including quality policy and quality objectives.

9.4.2. Management review inputs

The management reviews include periodic review of current performance and improvement opportunities related to:

- The status of actions from previous management reviews;
- Changes in external and internal issues that are relevant to the quality management system;
- Information on the performance and effectiveness of the quality management system, including trends in:
  - Customer satisfaction and feedback from relevant interested parties;
  - The extent to which quality objectives have been met;
  - Process performance and conformity of products and services;
  - Nonconformities and corrective actions;
  - Monitoring and measurement results;
  - Audit results;
  - The performance of external providers;
- The adequacy of resources;
- The effectiveness of actions taken to address risks and opportunities (see 6.1);
- Opportunities for improvement.

9.5. Management review outputs

The outputs from management review include actions related to:

- Opportunities for improvement;
- Any need for changes to the quality management system;
- Resource needs

Results of management reviews are recorded. Refer Procedure for Management Review.

10. Improvements

10.1. General

The Kurita AquaChemie top management determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These shall include:

- Improving documents and services to meet requirements as well as to address future needs and expectations;
- Correcting, preventing or reducing undesired effects;
- Improving the performance and effectiveness of the quality management system.

10.2. Nonconformity and corrective action

10.3. When a non-conformity occurs, the organization is determined to:

- React to the nonconformity and, as applicable:
  - Take action to control and correct it;
  - Deal with the consequences;

- Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
  - Reviewing and analysing the nonconformity;
  - Determining the causes of the nonconformity;
  - Determining if similar nonconformities exist, or could potentially occur;
  - Implement any action needed;

- Review the effectiveness of any corrective action taken;
- Update risks and opportunities determined during planning, if necessary;
- Make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

10.3.1. The Kurita AquaChemie top management is determined to retain documented information as evidence of:

- The nature of the nonconformities and any subsequent actions were taken;
- The results of any corrective action

Refer Procedure for Corrective Actions & Procedure for Non-Conformance

10.4. Continual improvement

Kurita AquaChemie top management determined to continually improve the suitability, adequacy, and effectiveness of the quality management system. Kurita AquaChemie top management determined to consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement. Refer Procedure for Corrective Actions.

List of QMS Procedures (Appendix A)

S.No	Name of the document	Ref Doc No
1	Control of Externally provided products/services procedure	QSP-01
2	Human Resources management procedure	QSP-02
3	Logistics & Warehousing Procedure	QSP-03
4	Sales Procedure	QSP-04
5	Corrective Action Request Procedure	QSP-05
6	Understand the Context	QSP-06
7	Internal Quality Audit Procedure	QSP-07
8	Control of Non conformances	QSP-08
9	Calibration of Measuring Equipments	QSP-09
10	Operation Control Procedure	QSP-10
11	Mixing of Chemical - Blending	WI-01
12	Transporting Of Chemicals	WI-02
13	Control of Documented Information	QSP-11
14	Management Review	QSP-12
15	Corrective & Preventive Maintenance	QSP-13
16	Procedure for Production blending and QC	QSP-14
17	Quality Policy	KAC-QP-01
18	QMS 2015 Manual	KAC-QM