Control of Documented Information	Doc No.: QSP-11
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1. Purpose

1.1. This procedure defines the various steps taken to control documented information used in the Quality Management System.

1.2. To establish the rules for the backup and storage of electronic information to avoid loss of data and facilitate recovery in the event of a system crash.

2. Scope

Applies to all documented information (internal and external) of Quality management system and all individuals within the company that are responsible for the installation and support of Information Resources and office utilities maintenance.

3. Definitions

QM- Quality Management System
QA MR- Quality Management Representative
Documented Information-Documents and Records required to maintain QMS system

4. Roles and Responsibilities

Quality Management Representative

- Quality Management Representative is responsible for the control of all documents under QMS
- Quality Management Representative is responsible for the review and make the necessary amendments to ensure the continuing suitability of the QMS documentation
- Issue relevant documents to concerned personnel and ensure that current revision of documents is used

Regional Operations Manager

- Authorizes and approves all QMS documents prior to issue

5. Process Description

5.1 Classification of QMS documented information

All documented information under the quality management system is broadly categorised as internal or external based on their origin and control.

Internal documents are those documents which are generated within the QMS with revision control in the hands of the Quality Management Representative. Internal documents can be further classified into three levels:

- QMS Manual
- QMS Procedures
- Formats-Quality plans-Work instructions etc.

External documents are those documents that are generated outside the company's quality management system with revision control with an external agency. National Standards/ International Standards & Guidelines all come under the category of external documents.

Documents of external origin are listed, maintained and updated whenever necessary in the "List of External Documents (AC-CDR-03)". National Standards/ International Standards/ Financial Institutions recommendations & Guidelines are available with respective department. Quality Management Representative in consultation with the department heads updates and maintains the "List of External documents (AC-CDR-03)".

Documents from customers/ vendors will be considered for document control after receiving order confirmation.

5.2 Preparation, Review and Approval

5.2.1 The QMS manual is prepared by the Quality Management Representative. The procedures and formats are prepared by the respective department heads/ Quality Management Representative and are reviewed by the Regional Operations Manager.

5.2.2 All first and second level QMS documents are approved by the Regional Operations Manager All third level documents and formats are reviewed and approved by the Quality Management Representative.

5.2.3 The Master copy of all QMS documents is maintained by the Quality Management Representative. Relevant procedures, formats and documents are distributed to the concerned functions. The "Master List of documents (AC-CDR-01)" is maintained by the Quality Management Representative.

5.3 Changes/ Revisions

5.3.1 Changes or revisions of the approved QMS documentation can be initiated due to one or more reasons but not limited to the list below:

- Internal audits
- Customer Complaints
- Process Measurements
- Suggestions by staff
- Management decisions

5.3.2 Changes to system related internally prepared documents could be requested by any user to Quality Management representative in the "Document Change Request (AC-CDR-02)" who verifies and approves the suggested change with regards to the requirements of ISO 9001: 2015. Document change, review, approval and distribution follow the same control procedures as per the issue of the original documents.

5.3.3 The revised documents shall be re-issued to the relevant functions after updating the "Master List of documents (KAC-CDR-01)" and removing the obsolete copies.

5.3.4 For minor changes requiring revision of one or several pages of the quality procedure the revision number of all pages will be incremented. The entire procedure will be re-issued after five amendments or major change in the organisation. Such decision is at the Quality Management Representative's discretion.

5.3.5 The changes made in the documents along with their current revision status are recorded in the Amendment History table in the respective documents.

5.4 Issue, Distribution and Control

5.4.1 The original signed copy of QMS documentation is stamped as "MASTER COPY" and is maintained by the Quality Management Representative. Master copy shall be stamped on the backside of the documents.

5.4.2 Quality Management Representative shall ensure that copies of current revision of relevant documents are made available at required locations as per the "Document Distribution List (KAC-CDR-04)". Quality Management Representative ensures the disposal of obsolete documents.

5.4.3 Quality Management Representative shall issue the relevant procedures to the functions concerned and shall take signature of recipient as evidence in the distribution list itself. Controlled copies of the quality system documents shall be identified by stamp "CONTROLLED COPY".

5.4.4 Forms do not require any such stamps and shall be issued along with relevant procedures. Quality Management Representative shall train all employees to understand and implement the quality system.

5.4.5 The management system documents are intended for the employees of Kurita AquaChemie and must be treated confidentially. In principle, disclosure to or copying (also of excerpts) for third parties are prohibited.

5.4.6 Exceptions from the above require prior approval from Quality Management Representative. By way of such exception, customers, accreditation bodies or authorities may be allowed to inspect or receive certain management system documents in order to verify the existence of the quality management system.

5.4.7 Obsolete quality system documents shall be removed from all places of distribution and destroyed. If the Quality Management Representative decides to retain any obsolete documents for legal, contractual, or knowledge preservation purposes, such documents shall be marked "OBSOLETE" and filed separately.

5.5 Identification

5.5.1 QMS documents will be identified by the respective document name and document reference number on the header of each section.

5.5.2 Uncontrolled copies of Quality Manual and Procedures are issued to customers - external auditing agencies at the discretion of Quality Management Representative with the stamp "UNCONTROLLED". Such documents are current only at the time of issue and the organization has no obligation to issue revisions of those documents.

5.5.3 The procedures consist of the following sections- Purpose, Scope, Definitions, Roles and Responsibilities, Process Description, Records and References. Division into subsections is carried out as and when

necessary. The document number, revision status, date and pages will be mentioned in the header of all Quality manual and procedures.

5.5.4 The numbering for QMS procedures is QSP-XX and of work instructions is WI-XX, where XX is serial number assigned to each procedure.

5.5.5 The QMS formats are numbered as AC-XX-YY, AC- represents Kurita AquaChemie DMCC and YY is serial number assigned to each format and XX is the department code which uses the particular form. On top right hand corner of all formats the number AC-XX-YY .Rev. ZZ will be printed, where ZZ stands for the current revision number. LW-Logistics & Warehouse, PU-Purchase, SA-Sales, QM-Quality system forms, HR – Human Resources Management.

5.6 Reference documents

5.6.1 Department Head/ Quality Management Representative shall obtain the relevant standards from national-international bodies as applicable, whenever there are any changes or amendments. The "List of External Documents (KAC-CDR-03)" shall be updated and maintained by Quality Management Representative, as and when required by any customer.

5.6.2 At least once in six months the Department Head/ Quality Management Representative shall check the sources for updating such information. While updating, the Quality Management Representative shall ensure the previous version is identified obsolete and is maintained.

5.7 Data security- Data protection

5.6.3 The data in individual PC's is backed up on a regular basis by the IT department. All necessary updates and maintenance of all PC's is carried out by the IT department of the organisation.

5.6.4 The Quality Management Representative shall make a backup for the quality system documents on data storage media, each time the system is revised or changed. The magnetic media shall be dated and kept in safe custody.

5.8 Identification and storage of records

5.7.1 All records required by QMS have been identified and documented in the respective procedures.

5.7.2 The name, retention period and the person responsible for its storage and retrieval of the records is mentioned in the "List of Records (KAC-CDR-05)".

5.7.3 In case of physical mode of storage, the records are collected in files(s) and the files are identified by the format number of the record stored. The Quality Management Representative is responsible for maintenance of the soft copies.

5.9 Protection and Retrieval

5.9.1 Records shall be maintained in an appropriate manner (date wise or serial number wise) decided by the top management and is recorded in the "List of Records (KAC-CDR-05)".

5.9.2 Retrieval of the records within the retention period is done by record reference number and the storage location defined in the respective procedures. File all records in the box / flat files or in the computer.

5.8.3 On completion of an activity, all employees should ensure that quality records are given to the appropriate persons, so that they can be stored together with other quality records as required.

5.8.4 Where records are maintained on computer magnetic media, these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

5.10 Retention period and disposal of records

5.9.1 Retention period of the records is defined on the basis of business, legal and financial requirements by the top management. All quality records, unless otherwise stipulated in List of Records, shall be maintained for a minimum period of three years.

5.9.2 It is the responsibility of the respective department manager detailed on the list to maintain the said records, which must be filed in such a way so as to prevent loss or damage and facilitate easy retrieval.

5.9.3 When contractual or customer expressed retention periods exceed those on the list of the quality records, due note should be made in the files to prevent early disposal. Also, if contractually agreed, the customer will be provided access to the quality records during the retention period stipulated.

5.9.4 No quality records shall be removed or destroyed without the permission of the Quality Management Representative. When quality records become due for disposal, checks should be made with the Quality Management Representative to ensure that there is no unusual circumstances' requiring further extension of the retention period.

5.9.5 The records that have outlived their retention period are disposed off in a manner decided by the organization. When destroying quality records, due consideration should be given to company and customer confidentiality.

5.11 Storage & Back up

All relevant Information Resources are controlled by QM, and saved on external hard drive to facilitate the backup operation.

The backup strategy is based on the redundancy concept to reduce the risk of data loss:

Scheduled Backup: In order to prevent data losses in case of any crash to the laptop and the corresponding inbuilt drives, a monthly backup schedule should be implemented to provide an up to date copy of the data on an external hard Drive.

Data Copy: A copy of the most relevant data (Offers, Purchase Orders, Designs, and Quality System records, administrative and accounting information) should also be saved on an external drive every month. Backups must be tested to ensure that they are recoverable.

6. Reference

ISO 9001:2015 Quality System Manual

7. Records

Record	Record Ref #	Responsibility
Master List of Documents	KAC-CDR-01	Quality Management Representative
Document Change Request	KAC-CDR-02	Quality Management Representative
List of External Documents	KAC-CDR-03	Quality Management Representative
Document Distribution List	KAC-CDR-04	Quality Management Representative
List of Records	KAC-CDR-05	Quality Management Representative

8. Procedure Amendment History

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	01-04-2022	All		Annual Revision
03	01-04-2023	All		Annual Revision
04	01-04-2025	All		Annual Revision