ISO 9001:2015

GENERAL TRADING L.L.C

HOOK GENERAL TRADING LLC

QUALITY MANAGEMENT SYSTEM

MANUAL

	NAME	SIGNATURE	DATE
PREPARED BY	Daisy Lou Sabang		NOV. 01, 2026
APPROVED BY	Vameh Alyamani		NOV. 01, 2026

1. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00	01 Oct 2021	Original issue.	MANAGING DIRECTOR

Table of contents

1. INTRODUCTION 6

1.1 Company Profile 6

2. SCOPE 6

3. TERMS AND DEFINITIONS 6

4. CONTEXT OF THE ORGANIZATION 11

4.1. Understanding the Organization and Its Context 11

4.2. Understanding the Needs and Expectations of Interested Parties 11

4.3. Determining the Scope of the Quality Management System 12

4.4. Management System and Its Processes 12

5. LEADERSHIP 12

5.1. Leadership and Commitment 12

5.1.1. General 12

5.1.2. Customer Focus 13

5.2. Quality Policy 13

5.2.1. Establishing the Quality Policy 13

5.2.3 Communicating the Quality Policy 13

5.3. Organizational Roles and Responsibilities 14

6. PLANNING 14

6.1. Actions to Address Risks and Opportunities 14

6.2. Quality Objectives and Planning to Achieve Them 15

6.3. Planning Changes 15

7. RESOURCES 15

7.1. Resources 15

7.1.1 General 15

7.1.2 People 15

7.1.3 Infrastructure 16

7.1.4 Environment for the operation of processes 16

7.1.5 Monitoring and measuring resources 16

7.1.6 Organizational knowledge 16

7.2. Competence 17

7.3. Awareness 17
7.4. Communication 18
7.5. Documented Information 18
7.5.1 General 18
7.5.2 Creating and updating 18
7.5.3 Control of documented information 18
8. OPERATION 19
8.1. Organizational Planning and Control 19
8.2. Requirements for Products and Services 19
8.2.1 Customer Communication 19
8.3. Design and Development of Products and Services 20
8.4. Control of Externally Provided Processes, Products and Services 20
8.4.1 General 20
8.4.2 Type and extent of control 20
8.4.3 Information for external provider 20
8.5. Production and Service Provision 21
8.5.1 Control of production and service provision 21
8.5.2 Identification and traceability 21
8.5.3 Property belonging to customers or external providers 21
8.5.4 Preservation 21
8.5.5 Post-delivery activities 21
8.5.6 Control of changes 22
8.6. Release of Products and Services 22
8.7. Control of Nonconforming Outputs 22
9. PERFORMANCE EVALUATION 23
9.1. Monitoring, Measurement, Analysis and Evaluation 23
9.1.1. General 23
9.1.2. Customer Satisfaction 23
9.1.3. Analysis And Evaluation 23
9.2. Internal Audit 23
9.3. Management Review 24
9.3.1 General 24

9.3.2 Management review inputs 24
9.3.3 Management review outputs 25
10. IMPROVEMENT 25
10.1. General 25
10.2. Nonconformity and Corrective Action 25
Ref: Nonconformity and Corrective Action Procedure 26
10.3. Continual Improvement 26

1. Introduction

1.1 Company Profile

*See attached

2. Scope

This manual describes the Quality Management System, which is established and implemented by **HOOK GENERAL TRADING LLC** to ensure that the quality of products and services we deliver meets or exceeds customer requirements at optimum costs for the organization.

This Quality Management Manual is prepared based upon the requirements of the international Quality Management System standard **ISO 9001:2015.**

3. Terms and Definitions

QSM	:	Quality System Manual
QMS	:	Quality Management System
QSD	:	Quality System Document
QSP	:	Quality System Procedure
MD	:	MANAGING DIRECTOR
MR	:	Management Representative
NCR	:	Non-conformity Report
ISO	:	International Organization for Standardization
Supplier	:	The source from where we procure material/service

Terms	Definitions
Audit	An audit is a systematic evidence gathering process. Audits must be independent and evidence must be evaluated objectively to determine how well audit criteria are being met. There are three types of audits: first-party, second-party, and third-party. First-party audits are internal audits while second and third party audits are external audits.
Audit criteria	Audit criteria are used as a reference point and include policies, requirements, and other forms of documented information. They are compared against audit evidence to determine how well they are being met. Audit evidence is used to determine how well policies are being implemented and how well requirements are being followed.

Audit evidence	Audit evidence includes records, factual statements, and other verifiable information that is related to the audit criteria being used. Audit criteria include policies, requirements, and other documented information.
Audit findings	Audit findings result from a process that evaluates audit evidence and compares it against audit criteria. Audit findings can show that audit criteria are being met (conformity) or that they are not being met (nonconformity). They can also identify best practices or improvement opportunities.
Audit program	An audit program (or program) refers to a set of one or more audits that are planned and carried out within a specific time frame and are intended to achieve a specific audit purpose.
Characteristic	A characteristic is a distinctive feature or property of something. Characteristics can be inherent or assigned and can be qualitative or quantitative. An inherent characteristic exists in something or is a permanent feature of something while an assigned characteristic is a feature that is attributed or attached to something.
Competence	Competence means being able to apply knowledge and skill to achieve intended results. Being competent means having the knowledge and skill that you need and knowing how to apply it. Being competent means that you're qualified to do the job.
Complaint	In the context of ISO 9001, a complaint refers to an expression of dissatisfaction with a product or service and is filed by a customer and received by an organization. Whenever a customer lodges a complaint, a response is either explicitly or implicitly required.
Concession	A concession is a special approval that is granted to release a nonconforming product or service for use or delivery. Concessions are usually restricted to a specific use and limited by time and quantity and tend to specify that nonconforming characteristics may not violate specified limits.
Conformity	Conformity is the "fulfillment of a requirement". To conform means to meet or comply with requirements and a requirement is a need, expectation, or obligation. There are many types of requirements including customer requirements, quality requirements, quality management requirements, management requirements, product requirements, service requirements, contractual requirements, statutory requirements, and regulatory requirements.
Context of the organization	An organization's context is its business environment. It includes all of the internal and external factors and conditions that affect its products and services, have an influence on its QMS, and are relevant to its purpose and

	strategic direction.
Continual improvement	Continual improvement is a set of recurring activities that are carried out in order to enhance performance. Continual improvements can be achieved by carrying out audits, self-assessments, and management reviews. Continual improvements can also be realized by collecting data, analyzing information, setting objectives, and implementing corrective and preventive actions.
Contract	A contract is a binding agreement between two or more parties.
Correction	A correction is any action that is taken to eliminate a non-conformity. However, corrections do not address root causes. When applied to products, corrections can include reworking products, reprocessing them, regarding them, assigning them to a different use, or simply destroying them
Corrective action	Corrective actions are steps that are taken to eliminate the causes of existing nonconformities in order to prevent recurrence. The corrective action process tries to make sure that existing nonconformities and potentially undesirable situations don't happen again.
Customer	A customer is anyone who receives products or services (outputs) from a supplier. Customers can be either people or organizations and can be either external or internal to the supplier organization. Examples of customers include clients, consumers, users, guests, patients, purchasers, and beneficiaries.
Customer 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 on any medium and can come from any source.
Effectiveness	Effectiveness refers to the degree to which a planned effect is achieved. Planned activities are effective if these activities are actually carried out and planned results are effective if these results are actually achieved.
Feedback	The term feedback is used to refer to a comment or an opinion expressed about a product or service or an interest expressed in a product or a service. It may also be used to refer to the customer complaints-handling process itself.
Improvement	Improvement is a set of activities that organizations carry out in order to enhance performance (get better results). Improvement can be achieved by means of a single activity or by means of a recurring set of activities.
Information system	In the context of this ISO 9001 standard, an information system is a network of communication channels used within an organization.
Interested party	An interested party is anyone who can affect, be affected by, or believe that they are affected by a decision or activity. An interested party is a person, group, or organization that has an interest or a stake in a decision or activity.
Management	The term management refers to all the activities that are used to coordinate, direct, and control organizations. These activities include developing policies, setting objectives, and establishing processes to achieve these objectives. In this context, the term management does not refer to people. It refers to what managers do.
Measuring equipment	Measuring equipment includes all the things needed to carry out a measurement process. Accordingly, measuring equipment includes instruments and apparatuses as well as all the associated software, standards, and reference materials.
Nonconformity	Nonconformity is a non-fulfillment or failure to meet a requirement. A requirement is a need, expectation, or obligation. It can be stated or implied by an organization or interested parties.
Objective	An objective is a result you intend to achieve. Objectives can be strategic, tactical, or operational and can apply to an organization as a whole or to a system, process, 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 a general commitment, direction, or intention and is formally stated by top management. A quality policy statement should express top management's commitment to the implementation and improvement of its quality management system and should allow managers to set quality objectives.
Product	A product is a tangible or intangible output that is the result of a process that does not include activities that are performed at the interface between the supplier (provider) and the customer.
Quality	The adjective quality applies to objects and refers to the degree to which a set of inherent characteristics fulfills a set of requirements. An object is any entity that is either conceivable or perceivable and an inherent characteristic is a feature that exists in an object
Quality management system	A quality management system (QMS) is a set of interrelated or interacting elements that organizations use to formulate quality policies and quality objectives and to establish the processes that are needed to ensure that policies are followed and objectives are achieved. These elements include structures, programs, practices, procedures, plans, rules, roles, responsibilities, relationships, contracts, agreements, documents, records, methods, tools, techniques, technologies, and resources.
Quality objective	A quality objective is a quality result that you intend to achieve. Quality objectives are based on or derived from an organization's quality policy and must be consistent with it. They are usually formulated at all relevant levels within the organization and for all relevant functions.
Quality policy	A quality policy should express top management's commitment to the quality management system (QMS) and should allow managers to set quality objectives. It should be based on ISO's quality management principles and should be compatible with your organization's other policies and be consistent with its vision and mission.
Risk-based thinking	Risk-based thinking refers to a coordinated set of activities and methods that organizations use to manage and control the many risks that affect its ability to achieve objectives. Risk-based thinking replaces what the old standard used to call preventive action.
Service	A service is an intangible output and is the result of a process that includes at least one activity that is carried out at the interface between the supplier (provider) and the customer.

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 Organization

4.1. Understanding the Organization and Its Context

HOOK GENERAL TRADING LLC determined the internal and external issues which have ability to effect on achieving its intended results of its quality management system. HOOK GENERAL TRADING LLC conducted a detailed analysis by considering the external and internal issues and maintained. HOOK GENERAL TRADING LLC is planned to periodically review this data during the management review meeting.

HOOK GENERAL TRADING LLC considered the positive and negative issues, which rose from external or internal origin while understanding the context. The main sources of issues from external origin are already identified by HOOK GENERAL TRADING LLC and are from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local.

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

Ref: Understanding the Context of Organization Procedure

4.2. Understanding the Needs and Expectations of Interested Parties

HOOK GENERAL TRADING LLC has determined the interested parties and their needs and expectations which may and potentially may affect the HOOK GENERAL TRADING LLC's ability to consistently meet customer and applicable statutory and regulatory requirements.

HOOK GENERAL TRADING LLC has maintained a document *Procedure for Context of Organization* which has listed details of interested parties and their respective interests.

4.3. Determining the Scope of the Quality Management System

HOOK GENERAL TRADING LLC has considered the internal and external issues & requirements of relevant interested parties while determining the ***Scope of Quality Management System*** which applies to the following activities:

- Fresh & Chilled & Frozen Meat Trading
- General Trading
- Repackaging & Refilling Services

4.4. Management System and Its Processes

HOOK GENERAL TRADING LLC will establish and implement the QMS, which is maintained and continually improved according to the requirements of the ISO 9001:2015 standard including processes needed and their interactions.

HOOK GENERAL TRADING LLC determined the processes needed for the QMS and their application through the organization.

HOOK GENERAL TRADING LLC determined required inputs and desired outputs of the processes, criteria and methods needed for effective operation and control of these processes, as well as resources needed and responsibilities and authorities for processes.

During management review, top management of HOOK GENERAL TRADING LLC evaluates processes and will make changes needed in order to ensure that the processes achieve intended results and improve processes and the QMS.

5. Leadership

5.1. Leadership and Commitment

5.1.1. General

The top management of HOOK GENERAL TRADING LLC is taking accountability for the effectiveness of the QMS and providing resources to ensure that the ***Quality Policy*** and ***Quality Objectives*** will be compatible with the strategic direction and the context of the organization.

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

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

The management is committed to deliver the promised products and services to its valued customers. To achieve this objective, adequate competent resource is ensured, processes

are identified, and responsibilities are delegated to various personnel who add value to processes. The quality management system established is aimed to add quality to all activities which are part of converting customer requirements into products / services.

5.1.2. Customer Focus

The top management of HOOK GENERAL TRADING LLC demonstrates leadership and commitment with respect to customer focus through ensuring:

- that customer and statutory and regulatory requirements are defined, understood, and consistently met
- the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- the focus on enhancing customer satisfaction is maintained

5.2. Quality Policy

HOOK GENERAL TRADING LLC will define the ***Quality Policy*** as a separate document and made it available to employees and the public.

This Policy represents the framework for planning and improving the QMS and setting general and specific quality objectives.

Ref: Quality Policy

5.2.1. Establishing the Quality Policy

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

5.2.3 Communicating the Quality Policy

The quality policy is communicated and enforced through management reviews, training, and displayed at appropriate locations within HOOK GENERAL TRADING LLC. Management Representative conducts regular sessions with existing employees and new employees to ensure that all understands quality policy. The quality policy is displayed in the organization profile and uploaded in 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 and Responsibilities

Responsibilities and authorities for relevant roles are assigned by the top management and communicated within HOOK GENERAL TRADING LLC. The top management will assign roles and responsibilities for ensuring that the QMS conforms to ISO 9001:2015 and reporting on the performance of the QMS, including the QMS performance, to the top management.

The responsibilities and authorities for relevant roles are assigned in HOOK GENERAL TRADING LLC and it is documented as Organization Chart. 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 product 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.	MANAGING DIRECTOR	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 the quality management system are planned and implemented
2.	Management Representative	Quality System, Internal Quality Audit, Handling of Customer Complaints, Training, Maintenance of Quality Record. Reporting on the performance of the quality management system and on opportunities for improvement in particular to top management
3.	Managers	Ensuring the promotion of customer focus throughout the organization. Ensuring the process is delivering their intended outputs

6. Planning

6.1. Actions to Address Risks and Opportunities

While planning the QMS, HOOK GENERAL TRADING LLC considers the context of the organization, needs and expectations of interested parties, and the scope of the QMS.

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

Ref: Risk Management Procedure

6.2. Quality Objectives and Planning to Achieve Them

Top management has established measurable and timed quality objectives for the relevant functions and levels within the organization. The objectives are monitored by MANAGING DIRECTOR in the context of monitoring and measurement and management review.

Quality objectives will be consistent with the Quality Policy and prescribed to all levels and functions in HOOK GENERAL TRADING LLC considering applicable requirements, relevance to conformity of products and services, and enhancement of customer satisfaction.

The plans for achieving the objective will be made for each defined quality objective.

Activities in the plans to achieve quality objectives, responsibilities, deadlines, and resources for the realization of the objectives are defined and documented in the ***Quality Objectives.*** Realization of the plans will be regularly reviewed by MANAGING DIRECTOR to monitor realization and to include new or modified situations, or at least during regular management review.

Ref: Quality Objectives

6.3. Planning Changes

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

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

7. Resources

7.1. Resources

HOOK GENERAL TRADING LLC determines and provides resources needed for establishment, implementation, maintenance, and continual improvement of the Quality Management System.

7.1.1 General

As part of HOOK GENERAL TRADING LLC's strategy, current levels of resources will be reviewed in line with company objectives and forth-coming business levels. The concept of this process is to continually improve and meet or exceed our customers' expectations.

To ensure that all personnel are adequately qualified, job-related training will be in operation. Appropriate records of all such training will be maintained in accordance with the requirement of ISO 9001:2015.

7.1.2 People

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

7.1.3 Infrastructure

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

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

- Buildings, workspace, and utilities.
- Process equipment (both hardware and software)
- Transport facilities, communication for information system etc.

7.1.4 Environment for the operation of processes

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

HOOK GENERAL TRADING LLC will provide a clean, safe and adequately lit working environment to achieve the desired working environment for all employees.

Ref: Resource Management Procedure

7.1.5 Monitoring and measuring resources

Management actively provides facilities to ensure consistent results when products/services are being monitored or measured to evaluate conformance with established requirements. Based on the outcome of the review, necessary corrective action is planned and implemented to enhance customer satisfaction level and to achieve continual improvement of the products / services offered by the organization.

7.1.6 Organizational knowledge

HOOK GENERAL TRADING LLC fulfills requirements for the handling of organizational knowledge in the following four phases, which are analogous to the PDCA cycle:

- Determine the knowledge necessary for the operation of processes and for achieving conformity of products and services

- Maintain knowledge and make it available to the extent necessary
- Consider the current organizational knowledge and compare it to changing needs and trends
- Acquire the necessary additional knowledge.

HOOK GENERAL TRADING LLC always considers Organizational knowledge gained from:

- 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, products and services).
- External sources (e.g. standards; conferences; gathering knowledge from customers or external providers).

7.2. Competence

HOOK GENERAL TRADING LLC disposes the necessary staff with the needed knowledge and skills, organizational infrastructure, and financial resources for establishing, implementation, maintenance, and improvement of the QMS.

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

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

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

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

7.3. Awareness

The training programmed for the whole organization is planned by HOOK GENERAL TRADING LLC 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. HOOK GENERAL TRADING LLC ensures that all employees must be aware about 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 with the quality management system requirements.

7.4. Communication

The QMS is communicated to all level of employees in the organization through documents pertaining to their area of activities. Each department head assumes the responsibilities for proper communication to his subordinates. All technical / commercial information for processes is communicated through documents to relevant functions. Intercom services and mobile phones are provided to various personnel for fast and easy passage of information. In addition to that special information when required are communicated through memos or meetings organized within offices / sites.

7.5. Documented Information

7.5.1 General

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

- Quality Policy, Quality Objectives
- Quality Manual
- Procedure for Control of Documentation
- Documents, including records, required by ISO 9001, will be given in the ***Master list of Documents***

7.5.2 Creating and updating

The top management of HOOK GENERAL TRADING LLC determined some criteria for creating and updating the documented information.

For the identification and description documented information, it decided to include a title, date and reference number.

SN	PUPOSE	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 - Management Representative Approval– MANAGING DIRECTOR

7.5.3 Control of documented information

The top management of HOOK GENERAL TRADING LLC 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 HOOK GENERAL TRADING LLC to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and HOOK GENERAL TRADING LLC has established a procedure for controlling documents used in its quality management system. This control ensures that:

a) distribution, access, retrieval, and use.
b) storage and preservation, including preservation of legibility.
c) control of changes (e.g. version control).
d) retention and disposition.

Ref: Documented Information Procedure

8. Operation

8.1. Organizational Planning and Control

All processes required for the operation of the HOOK GENERAL TRADING LLC are determined by the management and responsibilities to execute processes are assigned to various departments in the organization.

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

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

8.2. Requirements for Products and Services

8.2.1 Customer Communication

Customers are communicated regarding the information related to product/services though letter, verbal and/ or through phone, Fax, e-mail. If any amendment in enquiries or purchase orders is required, it will be communicated through Phone, letter & Email. There is a close communication between the organization and customer regarding the work start, progress and completion. The customer complaints are registered in customer complaint register and the corrective action taken is communicated. Actions are communicated to customers and if the complaint is due to unawareness /negligence of any staff, necessary training is provided as prevent recurrence in future.

8.2.2 Determination of requirements related to product/service

Requirements are specified by clients in the form of email request received from insurance companies. All relevant information and requirement regarding the product will be included in the email or requested if incomplete. Applicable legal and regulatory requirements such as product related and local/regional regulations are taken into consideration during review of enquiries.

8.2.3 Review of requirements related to products and services

Customer requirements are reviewed for completeness and, if necessary, to gather more information, the respective production manager shall initiate it. HOOK GENERAL TRADING LLC understands that specification and quantities are main input for review of scope. Product and service requirements, labor requirements and other related cost are studied.

Ref: Operation Procedure

8.3. Design and Development of Products and Services

*Exclusion

8.4. Control of Externally Provided Processes, Products and Services

8.4.1 General

Procurement department has established criteria for selection, approval and monitoring of suppliers' performance. According to the established procedure, if any supplier fails to maintain the quality of their service, they are disqualified and removed from the list of company's approved suppliers. All purchases are made from approved suppliers and purchasing documents clearly specify the grade/specification of items to be purchased, packing conditions if any and the required delivery time in addition to payment conditions. Purchasing documents are subject to review and approval by authorized personnel as defined in a procedure for purchase. Supplier evaluation records are maintained to demonstrate the practice.

8.4.2 Type and extent of control

Any service, which is availed from other organizations, is considered as outsourced process. The standard procedure for selection and monitoring of material suppliers is applicable to such suppliers. Before acceptance of product/service, HOOK GENERAL TRADING LLC establishes controls to ensure that specifications of products and services provided by external organization meets its specific requirement.

8.4.3 Information for external provider

All purchased goods are verified to ensure conformance to requirements of HOOK GENERAL TRADING LLC. If any purchased materials/service is found to be non-conforming, it is prevented from use and records of such deviations are used for monitoring suppliers' performance. If it is required to verify the quality of purchased product before

shipment at supplier's premises, then it will be specified in the purchasing documents and communicated to suppliers.

Ref: Purchasing Procedure

8.5. Production and Service Provision

8.5.1 Control of production and service provision

HOOK GENERAL TRADING LLC will define activities of planning and executing the project realization process under controlled conditions, to ensure full capability of the process and to prevent nonconformity occurrence. At the same time, all necessary resources for execution of these processes will be provided. Procedures and work instructions are established to define standard processes and key responsibilities. Management ensures the availability of supporting services and equipment required for all departments in addition to human resources.

8.5.2 Identification and traceability

All jobs/services are identified through records with clears traceability to various processing stages, conditions, and review. Coding system of products is used for traceability. System should be understandable and provides its own identity to each job/service.

8.5.3 Property belonging to customers or external providers

Customer's properties received are subject to close inspection and any damage, loss or unsuitability for use not specified by the customers is communicated to them. Only after getting customer comments and management's acceptance, subsequent processes are started. Ultimate care is taken by all responsible to avoid any damage to customer's property while it is being used by the company.

8.5.4 Preservation

All materials, goods and products are handled in a way that prevents damage and deterioration during storage, processing, and delivery. Movement of materials is carried out using safe material handling methods.

Issue and receipt details of products are recorded to ensure that product use can be accounted for. Products/service should be delivered immediately to avoid deterioration and damage.

In any occasion the product cannot be delivered immediately, appropriate measures are taken to ensure that products at various stages are adequately protected against any damage or environmental conditions that may adversely affect product quality.

8.5.5 Post-delivery activities

HOOK GENERAL TRADING LLC meets all regulatory and statutory requirements while handling post-delivery issues and queries of customers. The company extends all possible services to resolve customers' grievances related to use of product or service.

8.5.6 Control of changes

HOOK GENERAL TRADING LLC top management is determined to review and control changes for service provision, to the extent necessary to ensure continuing conformity with requirements. Any decision taken to permit changes is properly recorded which includes 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

The organization has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements are met.

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

8.7. Control of Nonconforming Outputs

The organization ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. On detecting non-conforming materials/service, they are recorded and clearly identified to prevent unauthorized use.

The authority and responsibility for review and disposition of non-conforming product/service is defined in procedures.

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

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

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

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

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

Ref: Control of Non-conformity and Corrective Action Procedure

9. Performance Evaluation

9.1. Monitoring, Measurement, Analysis and Evaluation

9.1.1. General

MANAGING DIRECTOR in HOOK GENERAL TRADING LLC defines what will be monitored and measured, as well as the methods and timing for monitoring and measuring. Results of the monitoring and measuring will be evaluated at appropriate levels and functions in the organization and the top-level management will evaluate the performance of the QMS during the management review.

9.1.2. Customer Satisfaction

HOOK GENERAL TRADING LLC monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled.

HOOK GENERAL TRADING LLC determines the methods like customer feedback report, market share analysis, customer survey etc. for obtaining, monitoring & reviewing their information.

Ref: Customer Feed Back, Complaint & Satisfaction Procedure

9.1.3. Analysis And Evaluation

HOOK GENERAL TRADING LLC will analyze and evaluate appropriate data and information arising from monitoring and measurement.

The results of the analysis will be used to evaluate:

- conformity of products and 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.

Ref: Management Responsibility Procedure

9.2. Internal Audit

The quality management system at HOOK GENERAL TRADING LLC is fully audited on annual basis to ensure that current practices conform to the policies set out in the quality

manual. Audits are carried out systematically, on a predetermined frequency as per audit plan and with due regard to the status of and importance of the activity.

Audits are prepared and planned by trained auditors. The procedure ensures that in all cases the auditor(s) will be independent of the function or area being audited. All non-conformities discovered during audit are recorded and an audit report is prepared. The results of audits are communicated to respective managers who are responsible for defining and timely implementing corrective and preventive actions.

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

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

Ref: Internal Quality Audit Procedure

9.3. Management Review

9.3.1 General

The Management review is carried out on annual basis, following the internal audit carried out by qualified internal quality auditors.

This demonstrates the commitment and method for

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

Participants of the Management Review will consist of respective department heads.

9.3.2 Management review inputs

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

The inputs considered for Management Review are as follows:

- Status and results of quality objectives and improvement activities
- Results of quality audits and follow-up activities
- Process performance and product conformity

- Status and results of preventive and corrective actions including customer complaints and feedback
- Follow up actions from previous management reviews
- Changes that could affect the QMS
- Recommendations for improvements
- Staff Training
- Any other relevant business matters that contributes for QMS.

9.3.3 Management review outputs

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

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

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

Ref: Management Responsibility Procedure

10. Improvement

10.1. General

HOOK GENERAL TRADING LLC will determine and select opportunities for improvement and implementation of any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- improving products 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.

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

10.2. Nonconformity and Corrective Action

HOOK GENERAL TRADING LLC will handle nonconformities to control and correct them and deal with the consequences.

HOOK GENERAL TRADING LLC will established a corrective action system to investigate and document the root cause and actions to correct supplier-, internal-, and customer-reported nonconformities. Corrective actions will be assigned to a responsible individual and tracked by number and completion date.

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

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

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

Ref: Nonconformity and Corrective Action Procedure

10.3. Continual Improvement

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

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

HOOK GENERAL TRADING LLC is committed to the concept of continual improvement through constant refinement and improvement of this quality management system

Ref: Management Responsibility Procedure