HOOK General Trading LLC
QA/QC DEPARTMENT

1. Purpose

The QA/QC Department is responsible for establishing, implementing, monitoring, and maintaining quality control and assurance processes to ensure that products and services consistently meet customer, statutory, regulatory, and applicable ISO requirements.

2. Key Responsibilities

- Ensure compliance with the company's Quality Management System (QMS).
- Monitor the quality of incoming materials, products, storage, and delivery activities.
- Conduct inspections and quality checks at defined stages of operations.
- Maintain inspection, testing, and quality records.
- Identify, document, and control non-conforming products or services.
- Coordinate corrective and preventive actions and verify their effectiveness.
- Monitor customer complaints and ensure appropriate corrective actions are implemented.
- Ensure measuring and monitoring equipment is properly maintained and calibrated where applicable.
- Conduct internal quality inspections and support internal audits.
- Monitor supplier performance and incoming product quality.
- Ensure employees follow approved procedures, work instructions, and quality requirements.
- Maintain relevant QA/QC documentation and records.
- Identify opportunities for continual improvement.
- Report quality-related issues and performance to management.

3. QA/QC Records

The department shall maintain, as applicable:

1. Incoming Material Inspection Records
2. Product Inspection/Quality Check Records
3. Temperature Monitoring Records
4. Cleaning and Sanitation Records
5. Non-Conformity Reports (NCR)
6. Corrective Action Reports (CAR)
7. Customer Complaint Records
8. Supplier Evaluation Records
9. Calibration Records
10. Internal Audit Reports
11. Inspection Checklists
12. Training Records
13. Product Traceability Records
14. Product Release/Acceptance Records
15. QA/QC Monitoring Reports

4. Monitoring and Verification

QA/QC personnel shall regularly verify that established procedures and controls are effectively implemented. Any identified non-conformity shall be documented, investigated, corrected, and monitored to prevent recurrence.

5. Continual Improvement

The QA/QC Department shall support continual improvement by reviewing inspection results, customer feedback, non-conformities, corrective actions, audit findings, and quality performance indicators.

6. Reporting

The QA/QC Department shall provide relevant quality performance information to Management for review and decision-making, including significant non-conformities, customer complaints, corrective actions, audit findings, and improvement opportunities.