



مصنع البحرين لجلفنة المعادن
BAHRAIN GALVANIZING FACTORY

BAHRAIN GALVANIZING FACTORY

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QUALITY SYSTEM MANUAL





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BAHRAIN GALVANIZING FACTORY

Revision : 01-Dated : 11/01/2022

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Bahrain Galvanizing Factory

SL.No	Description	Control
1	Controlled Copy	✓
2	Un-Controlled Copy	X
3	Manual Revision No:	01
4	This Copy Number:	02
5	Issued to :	

Activity	Name / Designation	Signature
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Company Profile

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This Quality Manual specifies requirements that Bahrain Galvanizing Factory. Uses to address customer satisfaction, to meet customer and applicable regulatory and statutory requirements and to meet ISO 9001:2015 requirements, and is supported by additional procedures where necessary. The quality management principles stated in ISO 9000, and ISO 9001, have been taken into consideration during the development of this Quality Policy Manual.

This Quality Manual specifies the general requirements for Bahrain Galvanizing Factory. Competence towards a management system for quality, administrative and technical operations.

1 Scope

This Quality Manual specifies requirements for a quality management system where Bahrain Galvanizing Factory. Needs to demonstrate its ability to consistently provide product and services that meet customer and applicable statutory and regulatory requirements, and b) Aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of this ISO 9001:2015 are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides; Bahrain Galvanizing Factory. Quality Management System includes business processes defined in this manual as below.

Main business processes;

- Determining the organization context, identifying relevant issues & providing strategic direction
In the manufacturing of pressure vessel heads, dish end, cones and pressure parts.
- Demonstrating the leadership and commitment.
- Planning- determining risks and opportunities need to be addressed.
- Support- Ensuring resources aligned to actions to risks and opportunities.
- Operation- Implementing processes and actions as determined.
Support processes;
- Performance Evaluation
- Improvement

This document is available to all Bahrain Galvanizing Factory. Heads personnel, customers, and representatives of ISO Quality Registrar.

Bahrain Galvanizing Factory. Heads encompass all the specified requirements outlined in ISO9001-2015 with exclusion of design and development of product and services. Development criteria. Hence the requirements defined in the clause 8.3 design and development of the ISO9001-2015 is not applicable to Bahrain Galvanizing Factory. Quality management system.





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2 Normative References

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.
ISO 9001:2015, Quality management systems — Fundamentals and vocabulary

LIST OF ABBREVIATIONS USED

BGF	Bahrain Galvanizing Factory.
GM	General Manager
HRM	Human Resource Manager
QC	Quality Contoller
SM	Sales Manager
PM	Production Manager
FM	Finance Manager
PM	Purchasing Manager
OM	Operations Manager
NCR	Non-Conformance Report
CAR	Corrective Action Report
CPAR	Corrective and Preventive Action Report
QMS	Quality Management System
PD	Process Description
Mgt	Management

3 Terms and Definitions

3.1 Terms Relating to Quality

Quality	Ability of a set of inherent characteristics of a product, system or process to fulfill requirements of customers and other interested parties.
Customer Satisfaction	Customer's opinion of the degree to which a transaction has met the customer's needs and expectations.
Capability	Ability of an organization, system, or process to realize a product that fulfils the requirements for that product.

3.2 Terms Relating to Management

Management System	System to establish policy and objectives and to achieve those objectives.
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Quality Management System	System to establish a quality policy and quality objectives and to achieve those objectives.
Quality Policy	Overall intentions and direction of an organization related to quality as formally expressed by to management.
Quality Objectives	Something sought, or aimed for related to quality.
Quality Planning	Part of quality management focused on setting quality objectives and specifying necessary operational processes and related resources to fulfill the quality objectives.
Quality Control	Part of quality management, focused on fulfilling quality requirements.
Quality Assurance	Part of quality management, focused on providing confidence that quality requirements shall be fulfilled.
Quality Improvement	Part of quality management, focused on increasing effectiveness and efficiency.

3.3 Terms Relating to Organization

Organizational Structure	Orderly arrangement of responsibilities, authorities and relationships between staff of a company.
Work Environment	Set of conditions under which a person operates.
Customer	Organization or person that receives a product.
Supplier	Organization or product that provides a product.
Interested Property	Person or group having an interest in the performance or success of an organization.

3.4 Terms Relating to Process and Product

Process	System of activities which uses resources to transform inputs into outputs.
Product	Result of a process.
Service	Intangible product that is the result of at least one activity performed at the interface between the supplier and customer.
Design and Development	Set of processes that transform requirements into specified characteristics and into the specifications of the product realization process.

3.5 Terms Relating to Characteristic

Quality Characteristics	Inherent characteristics of a product, process, or system derived from a requirement.
Traceability	Ability to trace the history, application or location of that which is under consideration.

3.6 Terms Relating to Conformity

Conformity	Fulfillment of a requirement.
Non-conformity	Non-fulfillment of a requirement.
Preventive Action	Action taken to eliminate the causes of a potential non-conformity or other potentially undesirable situation.
Corrective Action	Action taken to eliminate the cause of a detected nonconformity or other undesirable situation.
Correction	Action taken to eliminate a detected nonconformity.
Concession	Authorization to use or release a product that does not conform to the specified requirements.
Release	Authorization to proceed to the next stage of a process.
Repair	Action taken to a non-conforming to make it acceptable for the intended use.





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Rework	Action taken on a non-conforming product to make it conform to the requirements.
Re-grade	Alteration of the grade of a non-conforming product in order to make it conformant with requirements differing from the initial ones.
Scrap	Action taken on a non-conforming product to preclude its originally intended usage.

3.7 Terms Relating to Document

Document	Information and its support medium.
Specification	Document stating requirements.
Guideline	Document stating recommendations or suggestions.
Quality Manual	Document stating the quality management system of an organization.
Quality Plan	Document specifying the quality management system elements and the resources to be applied in a specific case.
Procedure	Specified way to perform an activity or a process.
Record	Document stating results achieved or providing evidence of activities performed.

3.8 Terms Relating to Examination

Objective Evidence	Data supporting the existence or verity of something.
Inspection	Conformity evaluation by observation and judgment accompanied as appropriate by measurement, testing or gauging.
Verification	Confirmation and provision of objective evidence that specified requirements have been fulfilled.
Validation	Confirmation and provision of objective evidence that the requirements for a specific intended use or application have been fulfilled.

3.9 Terms Relating to Audit

Audit	Systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which the audit criteria shall be fulfilled.
Audit Program	Set of audits to be carried out during a planned time.
Audit Scope	Extent and range of a given audit.
Audit Criteria	Set of policies, procedures, or requirements against which collected audit evidence is compared.
Audit Evidence	Records, verified statements of fact or other information relevant to the audit.
Audit Findings	Results of the evaluation of the collected audit evidence against audit criteria.
Audit Conclusions	Outcome of an audit decided by the audit team after consideration of all the audit findings.
Auditee	Organization person being audited.
Audit Team	One or more auditors conducting an audit, one of whom is appointed as leader.
Auditor	Person qualified from a certification body to conduct audits.

3.10 Terms Relating to Quality Assurance for Measurement Processes

Measurement	Set of operations having the object of determining the value of a quantity.
Measurement Process	Set of interrelated resources, activities, and influences related to a measurement.
Measurement Control System	Set of operations necessary related to achieve meteorological confirmation and continuous control of measurement processes.



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Measuring Equipment	Instrument, measurement standard, reference material and/or auxiliary apparatus necessary to implement a measurement process for carrying out a specified and defined measurement.
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4 Context of the Organization

4.1 Understanding the Organization and its Context

Bahrain Galvanizing Factory.Has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. Bahrain Galvanizing Factory.Monitors and reviews information about these external and internal issues.

Bahrain Galvanizing Factory.Shall monitors and reviews the information about the external and internal issues periodically with a focus on below issues.

- Positive and negative factors or conditions arising out of review.
- Technology upgradation as required.
- Market information, upcoming projects.
- Competitors Information
- Economic environment
- Manpower

4.2 Understanding the Needs and Expectations of Interested Parties

Due to their effect or potential effect on Bahrain Galvanizing Factory.Ability to consistently Bahrain Galvanizing Factory.Provide products The needs and expectations of interested parties can effect or potentially effect ability in constantly providing products and services that meet customer and applicable Statutory & regulatory requirements. Hence Bahrain Galvanizing Factory.Shall determine that;

- The interested parties are relevant to the Quality Management system.
- The requirements of these interested parties are relevant to Quality Management system.
- The information about the interested parties and their requirements shall be monitored & Regularly reviewed.

4.3 Determining the Scope of the Quality Management System

Bahrain Galvanizing Factory.Shall determines the boundaries and applicability of the Quality Management system to establish the scope considering;

- The internal and external issues
- The requirements of interested parties
- Its product and services.

All the requirements of ISO 9001:2015 as determined in the scope of this manual with justifications for exclusions are applicable for the quality management system that is maintained as documented information. It shall be ensured that the requirements of ISO 9001:2015 standards determined as not applicable shall not affect Bahrain Galvanizing Factory.Ability or responsibility in ensuring the conformity of products and services and the enhancement of customer satisfaction.

Scope of Registration

The Scope associated with Bahrain Galvanizing Factory.

4.4 Quality Management System and its Processes





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- 4.4.1 Bahrain Galvanizing Factory.has established, implemented, maintains, and continually improves a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard. Bahrain Galvanizing Factory.Has determined the processes needed for the quality management system and their application throughout Bahrain Galvanizing Factory Determined the inputs required and the outputs expected from these processes;
- Determined the sequence and interaction of these processes;
 - Determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
 - Determined the resources needed for these processes and ensure their availability;
 - Assigns the responsibilities and authorities for these processes;
 - Addresses the risks and opportunities as determined in accordance with the requirements of 6.1;
 - Evaluates these processes and implement any changes needed to ensure that these processes achieve their intended results.
 - Improves the processes and the quality management system.

4.4.2 To the extent necessary, Bahrain Galvanizing Factory.) Maintains documented information to support the operation of its processes (See procedure list)

- Retain documented information to have confidence that the processes are being carried out as planned (See Records Table).

5 Leadership

5.1 Leadership and Commitment

5.1.1 General

Top management of Bahrain Galvanizing Factory.Demonstrates leadership and commitment with respect to the quality management system by:

- Taking accountability for the effectiveness of the quality management system;
- Ensuring that the quality policy and quality objectiveness are established for the quality management system and are compatible with the context and strategic direction of Bahrain Galvanizing Factory.Ensuring the integration of the quality management system requirements into Bahrain Galvanizing Factory.Business process;
- 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; and
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer Focus

Bahrain Galvanizing Factory.Top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

- Customer and applicable statutory and regulatory requirements are determined, 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; and
- The focus on enhancing customer satisfaction is maintained.





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5.2 Policy

5.2.1 Developing the Quality Policy

Top management Bahrain Galvanizing Factory.Has established, implemented and maintains a quality policy that:

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

5.2.2 Communicating the Quality Policy

The Quality Policy of Bahrain Galvanizing Factory is available and maintained as documented information and communicated, understood and applied within the organization; and is available to relevant interested parties, as appropriate.

Quality Policy:

To ensure Quality is present from inception to completion in all that we do...

Bahrain Galvanizing Factory.Provides and Continually Improves Quality-of-Production and Services, On-Time Delivery and the Overall Service Experience While Meeting or Exceeding the Requirements and Expectations of Our Customers. Bahrain Galvanizing Factory.Commits to Review the Continued Suitability of This Policy, Promotes this Throughout the Organization, Assures Compliance with All Requirements and Continually Maintains the Effectiveness of the QMS System.

5.3 Organizational Roles, Responsibilities, and Authorities

Bahrain Galvanizing Factory.Top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within Bahrain Galvanizing Factory.Top management assigns the responsibility and authority for:

- Ensuring that the quality management system conforms to the requirements of this International Standard ISO 9001 :2015;
- Ensuring that the processes are delivering their intended outputs;
- Reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;
- Ensuring the promotion of customer focus throughout Bahrain Galvanizing Factory.And
- Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

6 Planning

6.1 Actions to Address Risks and Opportunities

6.1.1 Bahrain Galvanizing Factory.Shall plan its Quality Management system considering issues as referred in organization context and the requirements of interested parties while determining the risks and opportunities with actions on below as a minimum;

- To ensure that the Quality Management system can achieve the intended results.
- To enhance the desirable effects
- Prevent, change or reduce undesired effects
- Achieve improvement

6.1.2 Bahrain Galvanizing Factory.

Plans:

The planning shall address actions for risks and opportunities. These actions shall be integrated and implemented into the Quality Management system & the effectiveness shall be evaluated. While





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addressing actions on risks options like avoiding risks, taking or retaining risks with informed decision to pursue opportunity, eliminating source of risk, changing the likelihood or consequences or sharing the risk shall be considered.

While pursuing the opportunities options like adoption of new practices, launching new Production Process, opening for new markets, new customers, building partnership, new technology Any other viable possibilities that can address organization or customer needs shall be Considered.

6.2 Quality Objectives and Planning to Achieve Them

Bahrain Galvanizing Factory. Shall establish measurable quality objectives consistent with Quality policy at relevant functions & processes mainly in following areas.

Earn customer recognition through continual quality progress;

Measure quality performance and evaluate compliance with customer service level agreements;

Operate efficiently to reduce overall operating costs;

Recognize each employee's responsibility for quality;

Seek out and upgrade technologies for improvement and assuring error-free work;

Empower employees to make recommendations and question processes, which may produce production and service nonconformity.

The quality objectives shall be in line with applicable requirements, relevant to the conformity of the production and services with a focus on enhancing customer satisfaction.

The quality objectives shall be communicated updated appropriately and the progress achieved shall be monitored. The quality objectives shall be maintained as documented information.

In the process of planning to achieve the quality objective the responsibility, resources required, time bound action required and means for evaluating results shall be determined. The documented information shall be maintained.

6.3 Planning of Changes

When Bahrain Galvanizing Factory. Determines the need for changes to the quality management system, the changes are carried out in a planned manner (see 4.4).

Bahrain Galvanizing Factory. considers:

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

7 Support

7.1 Resources

7.1.1 General

Bahrain Galvanizing Factory. Determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

Bahrain Galvanizing Factory. Considers: The capabilities of and constraints on existing internal resources; and What needs to be obtained from the external providers.

7.1.2 People

Bahrain Galvanizing Factory. Determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

7.1.3 Infrastructure

Bahrain Galvanizing Factory. Determines, provides, and maintains the environment necessary for the operation of its processes and to achieve conformity of production and services.

- Buildings and associated utilities;





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- b) Equipment, including hardware and software;
- c) Transportation resources; and
- d) Information and communication technology.

7.1.4 Environment for the Operation of Processes

Bahrain Galvanizing Factory. Determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of production and services.

- a) Social (e.g. non-discriminatory, calm, non-confrontational);
- b) Psychological (e.g. stress reducing, burnout prevention, emotionally protective);
- c) Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise). These factors can differ substantially depending on the production and services provided.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

Bahrain Galvanizing Factory. Determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. Bahrain Galvanizing Factory. Ensures that the resources provided:

- a) Are suitable for the specific type of monitoring and measurement activities being undertaken; and
- b) Are maintained to ensure their continuing fitness for their purpose.

Bahrain Galvanizing Factory. Retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 Measurement Traceability

When measurement traceability is a requirement, or is considered by Bahrain Galvanizing Factory. To be an essential part of providing confidence in the validity of measurement results, measuring equipment are:

- a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standard exist, the basis used for calibration or verification is retained as documented information;
- b) Identified in order to determine their status; and
- c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

Bahrain Galvanizing Factory. Determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary.

7.1.6 Organizational Knowledge

Bahrain Galvanizing Factory. Determines the knowledge necessary for the operation of its processes and to achieve conformity of production and services.

This knowledge is maintained and made available to the extent necessary.

When addressing changing needs and trends, Bahrain Galvanizing Factory. Considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

7.2 Competence

Bahrain Galvanizing Factory. Shall determine & maintain documented information to ensure that all personnel who manage, perform, or verify activities within QMS affecting conformity to production requirements are qualified and competent to establish minimum requirements for that function on the basis of appropriate education, training, skills, experience and other recognized criteria.





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Bahrain Galvanizing Factory.Determines the necessary competence for personnel performing activities affecting conformity to product requirements and provides training or similar actions to ensure and satisfy the required needs. Any actions taken to improve the competence and/or training Are evaluated to ensure compliance.

7.3 Awareness

All personnel are made aware of the relevance and importance of their activities, quality policy and their contribution to the achievement of the quality objectives, effectiveness of Quality Management system & benefits of improvement. Awareness on Implications of not conforming to the Quality management system shall also be provided. Documented information related to Awareness shall be maintained.

7.4 Communication

Bahrain Galvanizing Factory.Executive Management ensures continual communication between all levels and functions including any external communication to ensure intent within the organization regarding the processes of the Quality Management System and related policies and their effectiveness is communicated, understood and reviewed. This may include, but not limited to, information from internal quality audits, management reviews, customer feedback, etc. In general, the Quality Management System shall serve as the key medium for conveying internal communication within the organization. The Quality Policy and Objectives, documented procedures, process instructions, work instructions and record are also used to communicate organizational intent. External communications related customers, interested parties shall be through relevant Functions like Sales, Purchase or Quality control/Assurance

7.5 Documented Information

7.5.1 General

Bahrain Galvanizing Factory.Quality Management System has documented procedures as required by ISO 9001:2015 and as determined by Bahrain Galvanizing Factory.to ensure effective planning, consistent operation and control of the Quality Management System, production/service conformity, resources needed, control on outsourced processes and customer related processes and to meet the stated requirements of Bahrain Galvanizing Factory.quality policy and objectives.

2. The Bahrain Galvanizing Factory.Quality Manual forms the basis of the Bahrain Galvanizing Factory.Quality Management System and also describes exclusions and reference to associated procedures. This document also offers a description of ISO 9001:2015 specified requirements, their perspective elements, and their interaction with Bahrain Galvanizing Factory.Planned processes.

7.5.2 Creating and Updating

When creating an updating documented information, Bahrain Galvanizing Factory.Ensures appropriate:

- Identification and description (e.g. title, date, author, or reference number);
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic); and
- Review and approval for suitability and adequacy.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the quality management system and by ISO 9001:2015 are controlled to ensure: Availability and suitable for use, where and when it is needed; and It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).





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7.5.3.2 For the control of documented information, Bahrain Galvanizing Factory. Has addressed the following activities, as applicable.

- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;

- Control of changes (e.g. version control); and
- Retention and disposition.

Documented information of external origin determined by Bahrain Galvanizing Factory. To be necessary for the planning and operation of the quality management system is identified as appropriate and controlled. Documented information retained as evidence of conformity are protected from unintended alterations.

8 Operation

8.1 Operational Planning and Control

Bahrain Galvanizing Factory. Planned, implemented and controls the processes (see 4.4) needed to meet the requirements for the provision of production and services, and implemented the actions determined in Clause 6, by:

- Determining the requirements for the production and services;
- Establishing criteria for:
 - The processes;
 - The acceptance of production and services;
- Determining the resources needed to achieve conformity to the production and service requirements;
- Implementing control of the processes in accordance with the criteria; and
- Determining and keeping documented information to the extent necessary:
 - To have confidence that the processes have been carried out as planned;
 - To demonstrate the conformity of production and services to their requirements.

The output of this planning is in a form suitable Bahrain Galvanizing Factory. Method of operations. Bahrain Galvanizing Factory. Ensures that outsourced processes are controlled (See 8.4).

8.2 Requirements for Production and Services

8.2.1 Customer Communication

Bahrain Galvanizing Factory. Maintain customer communication as per the documented procedure for; Communication with Customers includes:

- Providing information relating to products and services;
- Handling inquiries, contracts or orders, including changes;
- Obtaining customer feedback relating to products and services, including customer complaints;
- Handling or controlling customer property; and
- Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements Related to Production and Service

The Sales Manager shall review & understand the special production requirements specified by the customer.

All customer enquiries shall be clearly understood, reviewed and documented with signature. Queries, if any shall be clarified with the customer or internal staff, prior to cost estimation and preparation of the quotation.

Necessary liaison work shall be carried out with the customer to realize a quotation into an actual Purchase Order.





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The received Purchase Order shall be reviewed by the Sales Manager to ensure that the order requirements shall be in compliance with the original quotation proposal and any other mutually agreed modifications.

A Job order is prepared detailing all the products requirements required by the customer and is forwarded to the Production Manager for initiating the production activities.

8.2.3 Review of Requirements Related to Products and Services

8.2.3.1

Bahrain Galvanizing Factory.Ensures that it has the ability to meet the requirements for production and services offered to customers. Bahrain Galvanizing Factory.Conducts a review before committing to supply production and services to a customer, to include: Requirements specified by customer, including the requirements for delivery and post-delivery activities; Requirements not stated by the customer, but necessary for the specified intended use, when known; Requirements specified by Bahrain Galvanizing Factory.Statutory and regulatory requirements applicable to the products and services; and Contract or order requirements differing from those previously expressed Bahrain Galvanizing Factory.ensures that the contract or order requirements differing from those previously defined are resolved. The customer's requirements are confirmed by Bahrain Galvanizing Factory.Before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2 Bahrain Galvanizing Factory.Retains documented information, as applicable:

- On the results of the review; and
- On any new requirements for the products and services;

8.2.4 Changes to Requirements for Products and Services

Bahrain Galvanizing Factory.ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and Development of Products and Services

Bahrain Galvanizing Factory.Production as per customer design and development criteria. Hence design and development is not in the scope of Bahrain Galvanizing Factory.QMS Refer Para 1.1 of this manual for exclusions.

8.4 Control of Externally Provided Processes, Products, and Services

8.4.1 General

Bahrain Galvanizing Factory.Ensures that externally provided processes, production and services conform to requirements.

Bahrain Galvanizing Factory.Determines the control applied to externally provided processes, production, and services when:

- Production and services from external providers are intended for incorporation Bahrain Galvanizing Factory.Own production and services;
- Production and services are provided directly to the customer(s) by external providers on behalf of Bahrain Galvanizing Factory.And
- A process, or part of a process, is provided by an external provider as a result of a decision by Bahrain Galvanizing Factory.





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Bahrain Galvanizing Factory.Determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or production and services in accordance with requirements. Bahrain Galvanizing Factory.Retains documented information of these activities and any necessary actions arising from the evaluations.

8.4.2 Type of Extent Control

Bahrain Galvanizing Factory.Ensures that externally provided processes, production and services do not adversely affect Bahrain Galvanizing Factory.Ability to consistently deliver conforming products and services to its customers. Bahrain Galvanizing Factory.

- Ensures that externally provided processes remain within the control of its quality management system;
- Defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- Takes into consideration:
 - The potential impact of the externally provided processes, production and services on Bahrain Galvanizing Factory.Ability to consistently meet customer and applicable statutory and regulatory requirements;
 - The effectiveness of the controls applied by the external provider;
- Determines the verification, or other activities, necessary to ensure that the externally provided processes, production and services meet requirements.

8.4.3 Information for External Providers

Bahrain Galvanizing Factory.Ensures the adequacy of requirements prior to their communication to the external provider. Bahrain Galvanizing Factory.Communicates to external providers its requirements for: a) The processes, products and services to be provided;

- The approval of: Production and services, Methods, processes and equipment; The release of production and services; Competence, including any required qualification of persons; The external providers' interactions with Bahrain Galvanizing Factory.Control and monitoring of the external providers' performance to be applied by Bahrain Galvanizing Factory.And Verification or validation activities that Bahrain Galvanizing Factory.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

Bahrain Galvanizing Factory.Implements production and service provision under controlled conditions. Controlled conditions include, as applicable:The availability of documented information that defines:

- The characteristics of the products to be produced, the services to be provided, or the activities to be performed; The results to be achieved, The availability and use of suitable monitoring and measuring resources; The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for production and services have been met; The use of suitable infrastructure and environment for the operation of processes; The appointment of competent persons, including any required qualification; The validation and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement; The implementation of actions to prevent human error; and The implementation of release, delivery and post-delivery activities.

8.5.2 Identification and Traceability





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The system is followed for indicating identification, traceability and inspection status of a production at all stages which are of receiving, storage, production and delivery.

After performing the receiving inspection of the materials and components, the accepted materials shall be forwarded for storage or issued for production.

Materials stored shall be identified with proper location numbers.

Finished products shall be identified properly with an Identification Tags, Customer Identification and Item Number etc.

Non-conforming products at any in-process stage shall be suitably identified with a Hold Tag and reported for initiating corrective action.

All the records related to a particular production order shall be referenced with the production date ensuring complete traceability of products from receipt of raw materials to delivery of the production to a customer.

8.5.3 Property Belonging to Customers or External Providers

The company shall maintain separate inventory and protection of the raw/semi-finished products received for further processing, if contracted.

The company shall utilize the said material only as per instructions received from the client directly and dispose-off the extra/unused material as per client's instructions.

The company shall prepare any NCR on the material and dispose it off as per client's instructions.

8.5.4 Preservation

Bahrain Galvanizing Factory.Preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

8.5.5 Post-delivery Activities

Bahrain Galvanizing Factory.Meets requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, Bahrain Galvanizing Factory.Considers:

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

8.5.6 Control of Changes

Bahrain Galvanizing Factory.Reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. Bahrain Galvanizing Factory.Retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release of Production and Service

Bahrain Galvanizing Factory.Has implemented planned arrangements, at appropriate stages, to verify that the production and service requirements have been met. The release of products and services to the customer, do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Bahrain Galvanizing Factory.Retains documented information on the release of products and services. The documented information includes:

- Evidence of conformity with the acceptance criteria;





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b) Traceability to the person(s) authorizing the release.

8.7 Control of Nonconforming Outputs

8.7.1 Bahrain Galvanizing Factory.

Ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. Bahrain Galvanizing Factory. Takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products, during or after the provision of services. Bahrain Galvanizing Factory. Deals with nonconforming outputs in one or more of the following ways:

a) Correction;

b) Segregation, containment, return or suspension of provision of products and services;

c) Informing the customer; and

d) Obtaining authorization for acceptance under concession.

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

8.7.2 Bahrain Galvanizing Factory. Retains documented information that:

a) Describes the nonconformity;

b) Describes the actions taken;

c) Describes any concessions obtained; and

d) Identifies the authority deciding the action in respect of the nonconformity.

9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

Bahrain Galvanizing Factory. Determines shall establish a documented procedure to plan and implement the monitoring, measurement, analysis and evaluate processes needed to demonstrate conformity to product requirements, ensure conformity of the Quality Management System, and Continually evaluate the effectiveness of the Quality Management System. This shall include Determination of applicable methods & when the monitoring and measurement shall be Performed & when it shall be analyzed and evaluated. Documented information shall be Retained. Bahrain Galvanizing Factory. Evaluates the performance and the effectiveness of the quality management system. Bahrain Galvanizing Factory. Retains appropriate documented information as evidence of the results.

9.1.2 Customer Satisfaction

In measuring the performance of the Quality Management System, Bahrain Galvanizing Factory. Shall establish planned arrangements, as applicable, for monitoring information relating to customer Satisfaction and perception to assess whether or not the organization has met customer requirements. Suitable methods as below shall be established for obtaining the information on customer perception.

- Customer satisfaction survey
- Customer feedback on delivered product/service quality
- Lost business/market share analysis
- Customer compliments and complaints.

9.1.3 Analysis and Evaluation

Bahrain Galvanizing Factory. Analyzes and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis are used to evaluate:

a) Conformity of products and services;





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- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers; and
- g) The need for improvements to the quality management system.

9.2 Internal Audit

Bahrain Galvanizing Factory shall conduct internal quality audits at a minimum, annually, to determine whether the Quality Management System is effectively implemented and maintained and to ensure that it conforms to the planned arrangements as required by the Quality Management System and ISO 9001:2015.

2. An audit program shall be planned and taking into consideration the status and importance of The processes and areas to be audited, as well as the results of previous audits.

3. The audit criteria, scope, frequency and methods shall be defined.
4. Selection of auditors and the conduct of audits shall ensure objectivity and impartiality of the Audit process. Auditors shall be independent of the area audited and shall not audit their own Work.
5. Bahrain Galvanizing Factory shall establish a documented procedure to ensure that;
 - Internal audits are planned and conducted,
 - Responsibilities for planning and conducting audits are defined.
 - Results are recorded and records maintained
 - Results of audits are brought to the attention of personnel responsible for the audited Area.
 - The management responsible for the area being audited shall take necessary corrections and Corrective actions in a timely manner to eliminate detected nonconformities and their causes.
 - Follow-up actions are conducted to include verification of corrective/preventive action on Nonconformities, including documented evidence of verification.

9.3 Management Review

9.3.1 General

Top management reviews Bahrain Galvanizing Factory Quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of Bahrain Galvanizing Factory.

9.3.2 Management Review Inputs

The management review input requirements includes, at a minimum, information on the Following:

- Follow-up actions from previous management reviews,
- changes in external & internal issues that are relevant to the quality management system,
- Information on the performance and effectiveness of the quality management system, Including trends in;
 - a. results of audits,
 - b. customer satisfaction & feedback from the relevant interested parties,
 - c. process performance and product/service conformity,
 - d. nonconformities and corrective actions
 - e. monitoring and measurement results
 - f. performance of external providers





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- Adequacy of the resources
- Opportunities for improvement.
- The effectiveness of actions taken to address risks and opportunities

9.3.3 Management Review Outputs

The outputs of the management review include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system; and
- c) Resource needs.

Bahrain Galvanizing Factory. Retains documented information as evidence of the results of management reviews.

10 Improvement

10.1 General

Bahrain Galvanizing Factory. Determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

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

10.2 Nonconformity and Corrective Action

10.2.1 When a nonconformity occurs, including any arising from complaints, Bahrain Galvanizing Factory. Reacts to the nonconformity and, as applicable:

1. Takes action to control and correct It;
 2. Deals with the consequences;
 - b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 1. Reviewing and analyzing the nonconformity;
 2. Determining the causes of the nonconformity;
 3. Determining if similar nonconformities exist, or could potentially occur;
 - c) Implements any action needed;
 - d) Reviews the effectiveness of any corrective action taken;
 - e) Updates risks and opportunities determined during planning, if necessary; and
- Appropriate to the effects of the nonconformities encountered.

10.2.2 Bahrain Galvanizing Factory. Retains documented information as evidence of:

- a) The nature of the nonconformities and any subsequent actions taken; and
- b) The results of any corrective action.

10.3 Continual Improvement

Bahrain Galvanizing Factory. Continually improves the suitability, adequacy and effectiveness of the quality management system.

Bahrain Galvanizing Factory. Considers the results of analysis and evaluations, and the outputs from the management review, to determine if there are needs or opportunities that are addressed as part of the continual improvement.



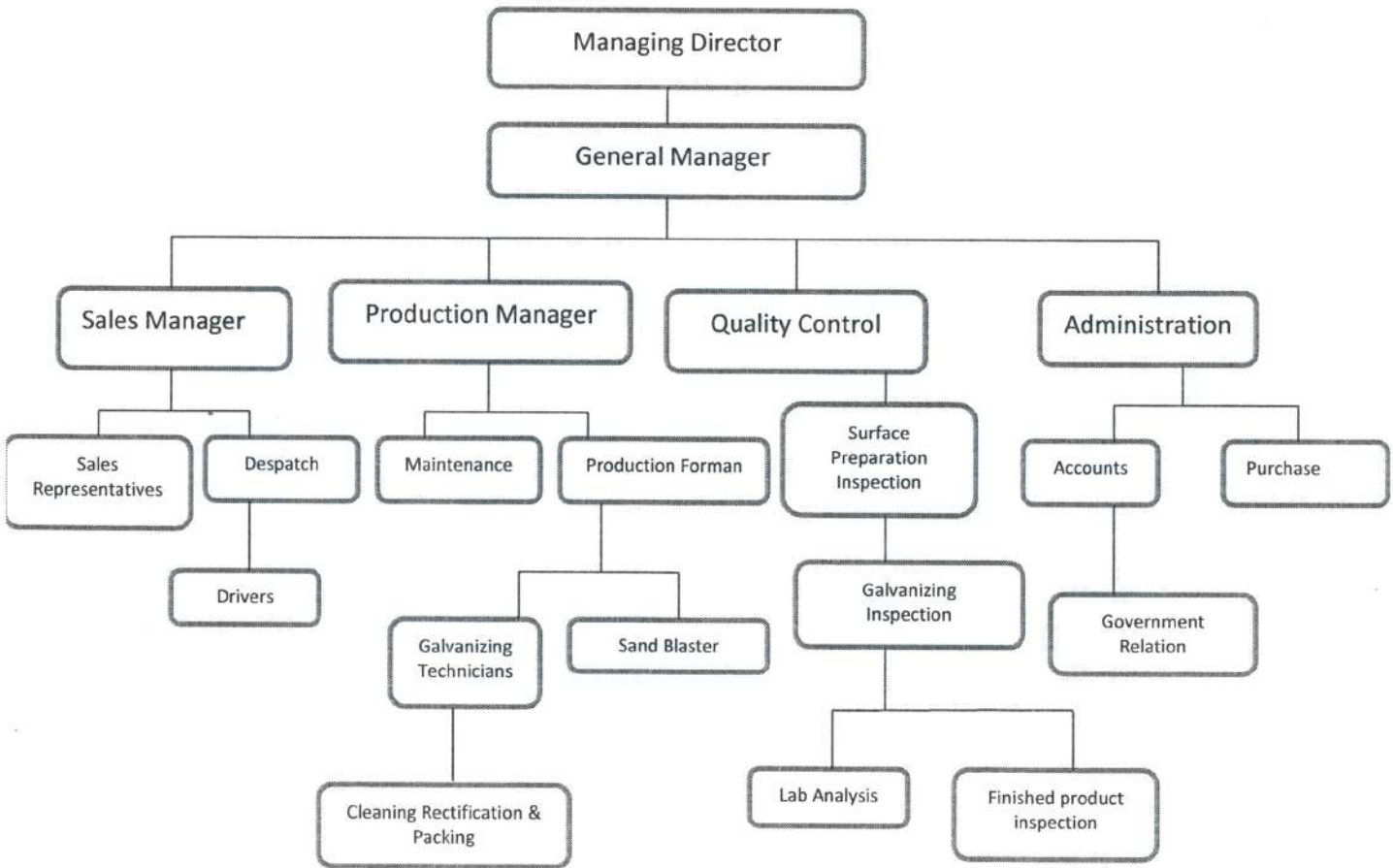


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ANNEXE A

ORGANIZATIONAL CHART





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ANNEXE B

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

QUALITY POLICY

سياسة الجودة

Bahrain Galvanizing Factory. Is committed to comply with the requirements of the above standards as applicable to its scope of operations with the following corporate objectives, which shall be realized by setting and achieving process related objectives at various functions and levels.

- To provide quality products and services that meet customers' needs and expectations by complying with the requirements of Specifications and Standards as contractually agreed as well as any relevant Statutory and Regulatory requirements as applicable.
- To continually improve its performance in Quality Management System by conducting periodic reviews and assessment of the Management System, Policies and Objectives for continuing suitability and effectiveness.

This policy shall be communicated to all employees and persons/organizations working for or on behalf of Bahrain Galvanizing Factory. Through Induction, Awareness Training and notices as appropriate. All above mentioned personnel are required to understand and implement this policy within the area of their responsibilities.

This policy shall be made available to any interested party upon request.





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ANNEXE C

QUALITY OBJECTIVES

أهداف الجودة

Bahrain Galvanizing Factory. Establishes Following Improvement Objectives that are Measurable and Achievable:

1. To ensure that approved methods and procedures are in place.
2. To minimize the wastage during the production processes.
3. To ensure that safety of the personnel and facilities.
4. To comply with International standards while planning and executing the customers' projects.
5. To ensure that quality requirements shall be determined and satisfied at all phases of production & delivery to the customers.
6. To ensure that inspection and audits are conducted at all processes and analysis of the results carried out.
7. To ensure prompt detection of deficiencies and undertaking corrective actions in a timely manner.

All quality objectives shall be discussed in management review meeting and reviewed for continuing suitability.

Approved by: _____

General Manager





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ANNEXE D

Work Flow Chart

