

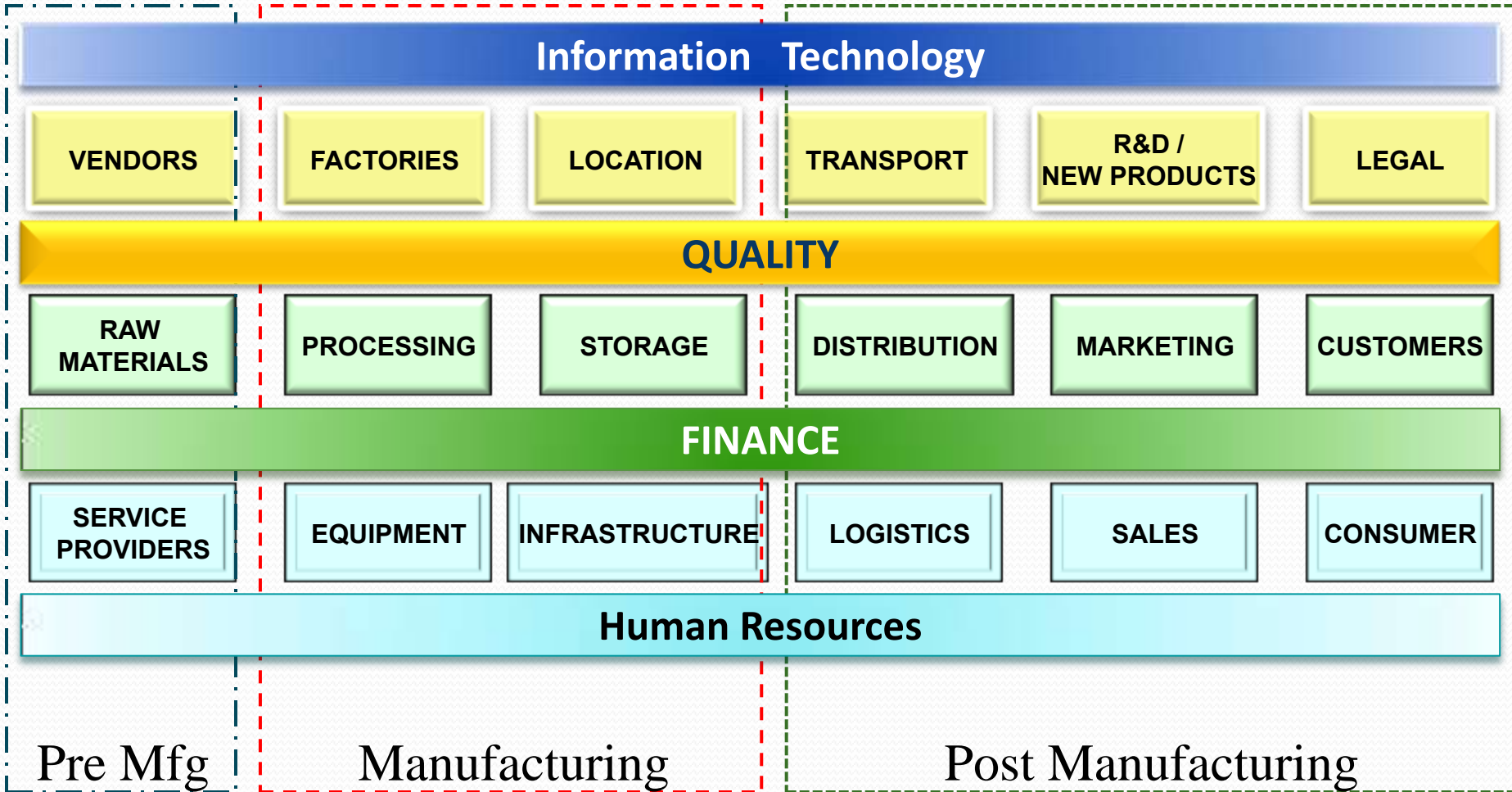
# QMS / ISO

## OVERVIEW

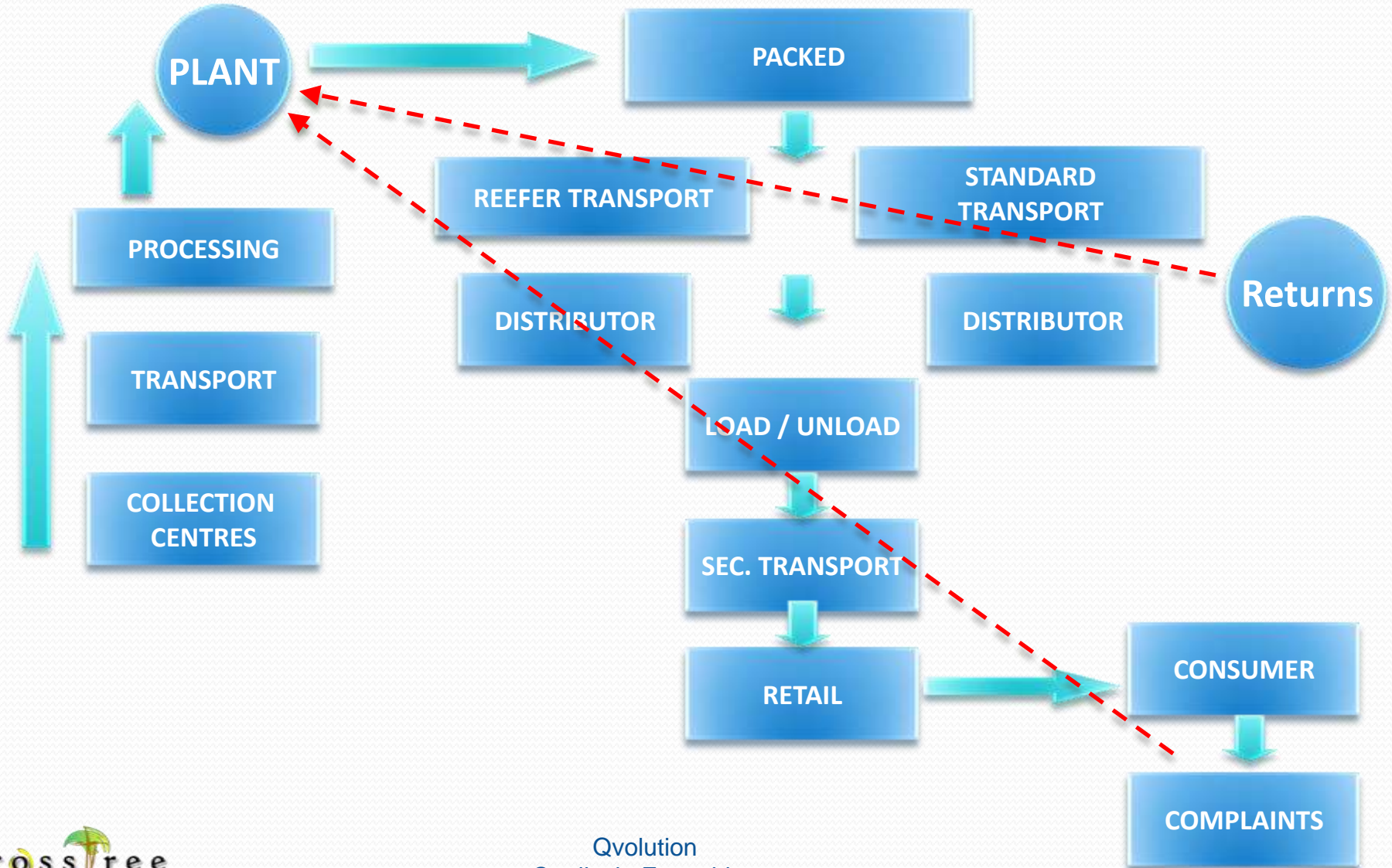
by Umesh Naik



# Typical Organisation

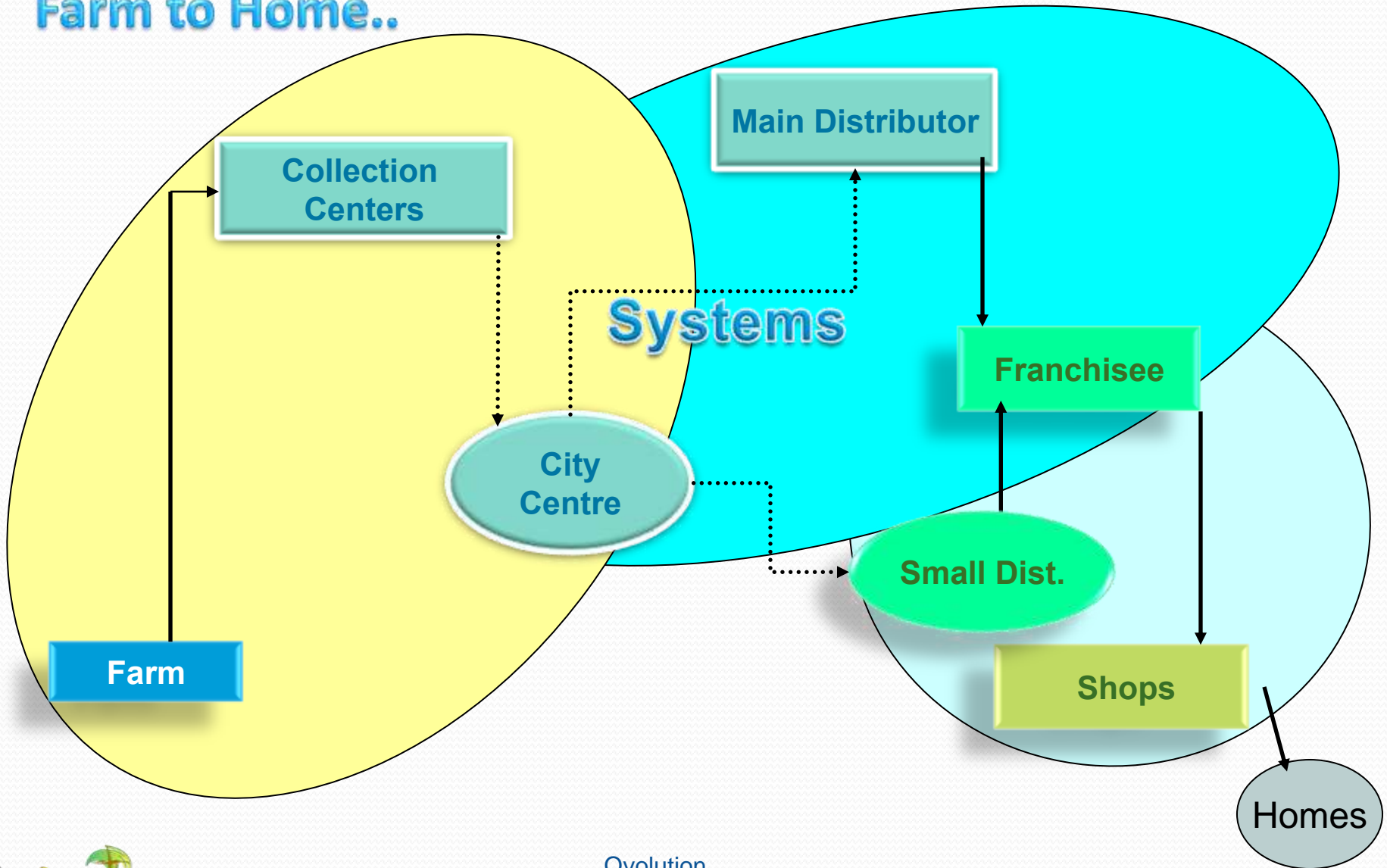


# Sample Process (Perishables)



# Areas of Activity

Farm to Home..



Qvolution  
Quality in Everything

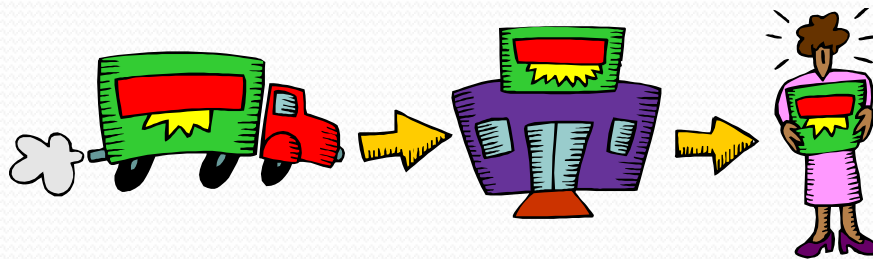
# Specifications

## Storage and Transport

PRODUCTS -STORAGE CONDITIONS REQUIREMENT							
PRODUCT CATEGORY	STORAGE CONDITION	TRANSPORTATION - FACTORY TO C&FA TO RD					
	TEMP. 0 <sup>0</sup> C	SUMMER		WINTER		MONSOON	
		↙	↘	↙	↘	↙	↘
		AMBIENT TEMP.	TYPE OF VEHICLE	AMBIENT TEMP.	TYPE OF VEHICLE	AMBIENT TEMP.	TYPE OF VEHICLE
MILK POUCHES	5 C - 8 C	>30 <sup>0</sup> C	REEFER	>30 <sup>0</sup> C	INSULATED	<30 <sup>0</sup> C	DRY CARGO CONTAINERS / OPEN TRUCKS WITH TWO LAYERS OF PLASTIC TARPULIN IN SUMMER AND WINTER AND FOUR LAYERS IN MONSOON
AMBIENT PRODUCTS	NON-A.C. < 35 <sup>0</sup> C		DRY CARGO CONTAINERS / OPEN TRUCKS		DRY CARGO CONTAINERS / OPEN TRUCKS	<30 <sup>0</sup> C	DRY CARGO CONTAINERS / OPEN TRUCKS WITH TWO LAYERS OF PLASTIC TARPULIN IN SUMMER AND WINTER AND FOUR LAYERS IN MONSOON
FROZEN PRODUCTS	-18 - 22 C		REEFER		REEFER	<30 <sup>0</sup> C	DRY CARGO CONTAINERS / OPEN TRUCKS WITH TWO LAYERS OF PLASTIC TARPULIN IN SUMMER AND WINTER AND FOUR LAYERS IN MONSOON

# NEED FOR A QUALITY SYSTEM

- To provide the objective evidence of quality.
- To assure that adequate control is maintained throughout the manufacturing process and any other related activity like purchase sales administration, maintenance, safety, etc.
- To assist improvements by continuously evaluating, reviewing and verifying the processes.



# Organisation Aspires...

- Quality - reduction in Complaints
- Consistency
- Transparency
- Efficiency
- Improvements
- Reduces wastages
- Improves costs
- INCREASED PROFITS



# Quality Management System (QMS)

- a **set of procedures** that cover all key processes in the business;
- **monitoring processes** to ensure they are effective;
- **adequate records**;
- checking output for defects, with appropriate **corrective action** where necessary;
- regularly **reviewing individual processes** and the quality system itself for effectiveness; and
- facilitating **continual improvement**.



# QMS specifies requirements to enable...

- Implementation of Food Safety
- Comply with Statutory and Regulatory requirements
- Evaluate and assess Complaints
- Disposition of non quality products
- Traceability
- Responsibility / authority
- Training and Resources
- Specify / document / review corrective actions
- Review / determine causes and avoid recurrence of non conformities



# Benefits of Defined QMS ...

- Quality - reduction in Complaints
- Consistency
- Transparency
- Reduces wastages
- Improves costs
- Efficiency
- Improvements

## Standards available

- ISO 9001 ( Quality Management )
- ISO 14000 ( Environment )
- ISO 22000 ( Food Safety / HACCP )
- OHSAS
- BRC ( retail focus )

# ISO Benefits

- Wider acceptance to the Quality Management Standard
- Provide a significant competitive advantage to the company.
- Establish a Positive Quality Attitude and Management's Commitment to continuous improvement
- Implement Prevention attitude throughout the company
- Establish and implement Clear, well documented procedures
- Provide adequate Quality Training to everyone in the company
- Helps focus on customer needs
- Independent third party audits ensures evidence of compliance with quality system.
- Assurance of product Quality, Consistency, Food Safety
- Enhanced marketability
- Ensure the involvement of the Head of the organization and other functions

**HR Development**

**Monitoring**

**Export  
Potential**

**Innovation  
&  
Improvement**

**Demonstrability**

**Documentation**

**Customer  
Orientation**

**Traceability**

**ISO 9000  
Benefits**

**Marketing  
Advantage**

**Brings clarity**

**Recognition  
Confidence  
creation**

**Creates  
Effective  
QMS**

**Quality  
consistency**

**Improves  
Financial  
Performance**

**Productivity  
Improvement**

**Legal  
Aspects**

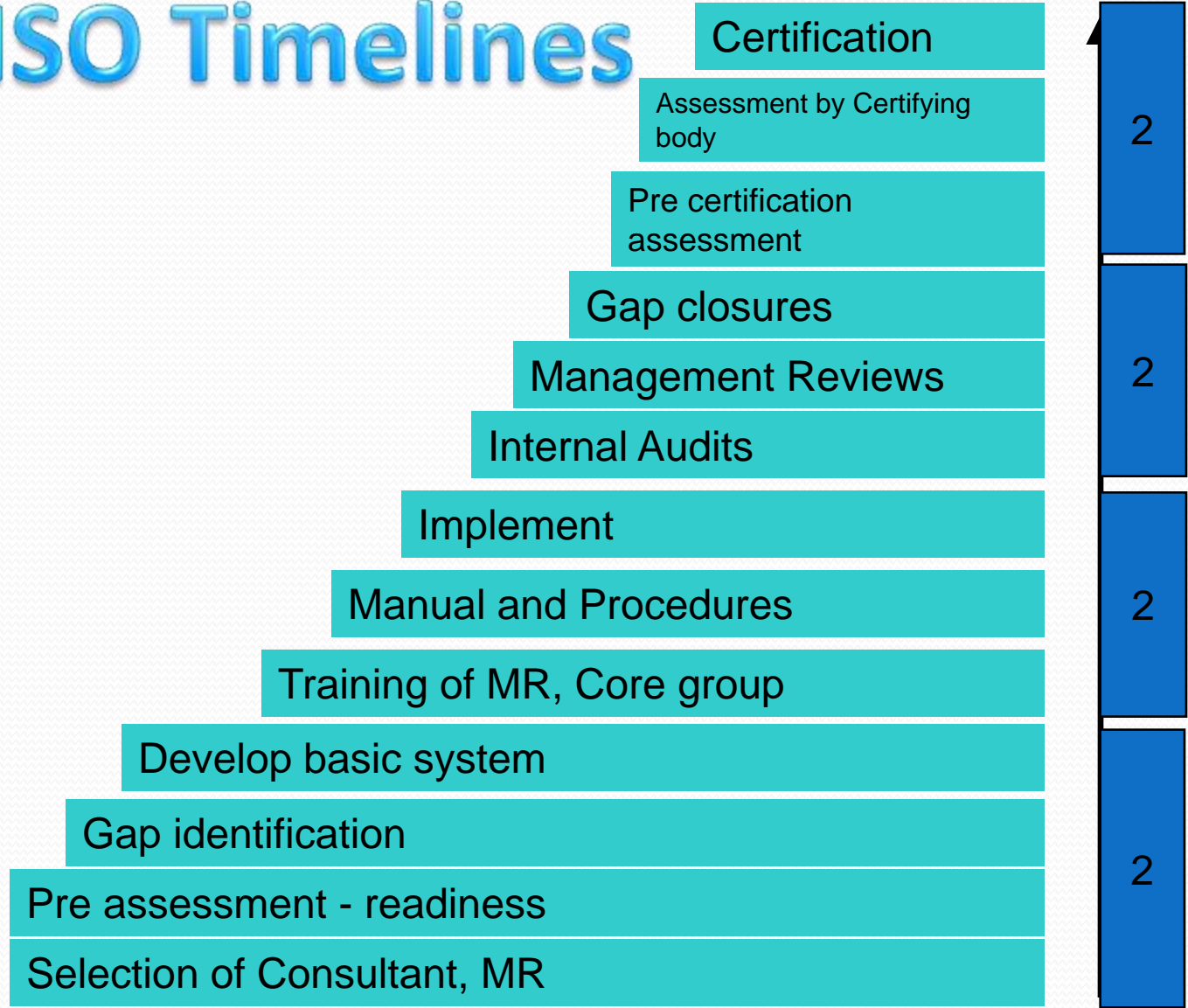
# Effective QMS / ISO

Focuses on -

- personnel training and qualification;
- controlling the product design; documentation; purchasing;
- product identification and traceability at all stages of production;
- controlling and defining production and process;
- defining and controlling inspection, measuring and test equipment;
- product acceptance; controlling nonconforming product;
- instituting corrective and preventive action when errors occur;
- labeling and packaging controls;
- handling, storage, distribution and installation;
- records; responsibilities;
- data analysis;

# ISO Timelines

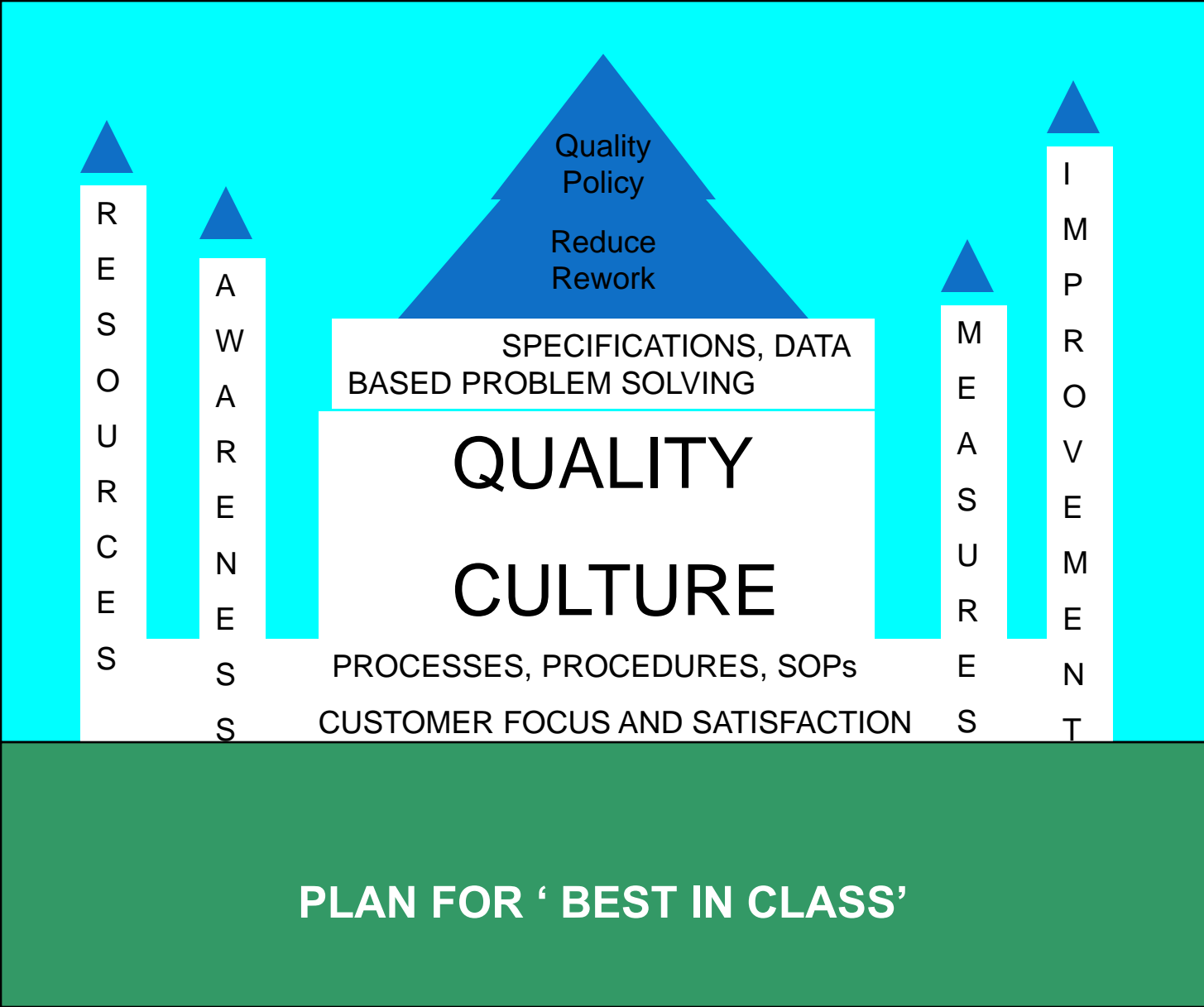
Certification Body
Certification Body
Consultant
MR, All DH
MR, Management
MR , Core Group
All DH
ALL DH, Consult
MR, HR, Consult
MR, All DH
MR, Consultant
MR, Consultant
Management



Responsibility

Activities

Months



# COMPANY OBJECTIVES ACHIEVED THROUGH QMS

1. To guarantee the quality of goods in the hands of the customer
2. To assure quality of goods at every stage of manufacture.
3. To ensure consistency in quality
4. To, ultimately, satisfy the customers through best quality.
5. To upgrade quality
6. To reduce rejections, wastage.
7. To fulfill statutory requirement
8. To have a competitive edge over others
9. To achieve recognition in the industry.
10. To have an organized way of producing best quality.

# About Umesh Naik

- Food Technologist
- Quality Professional - 20 yrs
- Cadbury - Corporate QA Head
  - Dairy/Food Products & Beverages
- Reckitt Benckiser - GM Quality South Asia
  - FMCG & Pharma
- ACME Cold Chain - AVP Quality
  - Fruits / Veggies / Technology
- New Product Dev, Process Improvement, Quality Assurance, ISO Systems, Audits, Regulatory Food laws, Training, Recall, Traceability, SAP Quality, Food Safety, IT in QA

**Quality**  
Do it Together



[contact@crossree.info](mailto:contact@crossree.info)

+91-9990399825

**Thank You**

## **TWENTY ELEMENTS OF ISO 9000.**

- MANAGEMENT RESPONSIBILITY
- QUALITY SYSTEM
- CONTRACT REVIEW
- DESIGN CONTROL
- DOCUMENT AND DATA CONTROL
- PURCHASING
- PURCHASER SUPPLIED PRODUCTS
- PRODUCT IDENTIFICATION & TRACEABILITY
- PROCESS CONTROL
- INSPECTION & TESTING
- INSPECTION, MEASURING AND TEST EQUIPMENTS
- INSPECTION & TEST STATUS
- CONTROL OF NON-CONFORMING PRODUCTS
- CORRECTIVE AND PREVENTIVE ACTION
- HANDLING, STORAGE, PACKING AND DELIVERY
- QUALITY RECORDS
- INTERNAL QUALITY AUDIT
- TRAINING
- SERVICING
- STATISTICAL TECHNIQUES