



**MEZON STAINLESS STEEL
FZCO**

QMS MANUAL

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QMS MANUAL

COMPRISING

QUALITY MANAGEMENT SYSTEM STANDARDS

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MEZON STAINLESS STEEL FZCO

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Quality Management System



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LIST OF ABBREVIATIONS

SI.No.	ABBREVIATION	EXPANSION
1.	QMS	QUALITY MANAGEMENT SYSTEM
2.	QHSE-MS	QUALITY HEALTH SAFETY & ENVIRONMENT MANAGEMENT SYSTEM
3.	HSE	HEALTH, SAFETY & ENVIRONMENT
4.	QP	QUALITY POLICY
5.	QO	QUALITY OBJECTIVES
6.	PO	PROCESS OBJECTIVES
7.	QC	QUALITY CONTROL
8.	DIR	DIRECTOR
9.	GM	GENERAL MANAGER
10.	MR / QA	MANAGEMENT REPRESENTATIVE / QUALITY ASSURANCE
11.	ACC	ACCOUNTS DEPARTMENT
12.	MKT	MARKETING DEPARTMENT
13.	MEX	MARKETING SALES COORDINATOR
14.	PC	PROCUREMENT DEPARTMENT
15.	LI	LOGISTICS INCHARGE
16.	R&O	RISKS & OPPORTUNITIES
17.		
18.		
19.		
20.		

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AMENDMENT FOR MANUAL

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RECORD OF AMENDMENTS

Rev. No	Date of Issue	Issue by	Nature of Revision	Approved by
00	01.06.2006	MR	Original Issue	GM
01	01.11.2011	MR	Organization structure updated	GM
02	25.05.2012	MR	Article 4.4.1 merged with Article 5.6	GM
			QP 002- Records to be maintained for 5 years	GM
			Organization structure updated	GM
			5.1 Flowchart of Process maps revised	GM
			6.1 Mezon Stainless Steel Process Flow Chart- Competence and Training number corrected	GM
			7.2 Administration: "maintaining Stationary stock level" DELETED	GM
			10.0 Key Process management updated (Purchase- Technical/ QC included)	GM
			9.0 Quality Process management- Inspection- QC included	GM
03	27.06.2013	MR	<ul style="list-style-type: none"> Type of copy maintained defined in List of copy holders. Definition for Management Team included Abbreviation for MR included Org Chart revised (incl. QC inspector) 	GM
04	25.05.2014	MR	Org chart revised.	GM
05	03.03.2015	MR	<ul style="list-style-type: none"> List of contents in page 6 & 7 corrected QC and HSE included in QMS Process interaction Section 6.2 heading corrected as Marketing 	GM
06	03.04.2016	MR	Company legal status Changed from FZE to FZCO in all pages	GM
07	22.01.2017	MR	Document title of QP-17 was changed from Marketing Procedure to Tendering and Pre order Control Procedure in Appendix 10.4 and updated respective Key process flow chart	GM
08	15.03.2017	MR	<ul style="list-style-type: none"> Updated as per current organisation structure. Updated Distribution List 	GM
09	10.10.2018	MR	Revised as per ISO 9001:2015 requirements	GM
10	10.12.2018	MR	Updated Organisation Structure	GM
11	02.10.2019	MR	<ul style="list-style-type: none"> Updated as per current organisation structure. Updated in process maps and interactions Updated in Quality Policy Updated as per change of management. 	DIR
12	07-09-2020	MR	4.1 Understanding the organization and its context - INCLUDED	DIR
			4.2 Understanding the needs and expectations of interested parties - INCLUDED	



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1 Introduction

Mezon Stainless Steel FZCO, located in the Jebel Ali Free zone (South) is having a well-established marketing & distribution network in the Middle East, North Africa and Indian Sub-Continent for over 19 years and has built up a sound credibility for quality and competence.

Mezon supplies piping materials and flat products to process industries such as Oil & Gas, water desalination, Petro-chemical industries, engineering industries etc from its stock or through associate suppliers.

Our Stock product range includes (but not limited) following materials.

- 1) Stainless steel prime quality Hot rolled and cold rolled plates in dimension 4 feet X 8 feet and 2 M X 6 M in the grades 316L and 304L
- 2) Super Duplex, Duplex pipes in the grades ASTM A790 UNS S32760, UNS S32750, UNS S31803.
- 3) Stainless steel Welded pipes.
- 4) Stainless steel Seamless Tubing ASTM A312 TP316L and 304L.
- 5) Duplex and Stainless-steel Seamless Butt Welded (WP) Fittings.
- 6) Stainless steel Forged fittings (NPT & Socket Welded).
- 7) Duplex and Stainless-steel Flanges.

1.1 Purpose

The purpose of this quality manual is to clearly identify and describe the following:

- The Mezon Stainless Steel FZCO Organization
- Commitment to Customers, Quality and Continual Improvement
- Core and Supporting Business Processes
- The sequence and interaction between processes
- The methods for planning and controlling process activities and related documentation
- Responsibilities and Authorities
- Structure of Quality System Documentation

The manual is also designed to provide an introduction and reference for Customer, Management and Staff.

1.2 Scope

The scope of the QMS applies to piping materials and flat products being supplied from Mezon's stock and to those traded by Mezon. Control is ensured over any outsourced processes that affect product conformity with requirements. Control of such applicable processes are identified and defined within the quality management system



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1.3 Exclusions

Design & Development and its related process is excluded in this Quality Management System since Mezon Stainless Steel FZCO does not undertake any design or development activities.

At Mezon, there is no product supplied from the customer for any operation or use for whatsoever purpose, Property belonging to customers or external providers does not apply to the company, and we have excluded it from Quality Management System.

2 Definitions & Abbreviations

2.1 Definitions

Management Team (The Directors, General Manager, Management Representative and Department Representatives.)

2.2 Abbreviations

SI. No.	ABBREVIATION	EXPANSION
1.	QMS	QUALITY MANAGEMENT SYSTEM
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13.	MEX	MARKETING SALES COORDINATOR
14.	PC	PROCUREMENT DEPARTMENT
15.	LI	LOGISTICS INCHARGE
16.	R&O	RISKS & OPPORTUNITIES

3 The Mezon Stainless Steel FZCO Organization

Mezon Stainless FZCO identifies, analyses, monitors and reviews external and internal issues which includes legal, technological, economic, geopolitical and market conditions that may affect our ability to satisfy the needs and expectations of our customers and applicable statutory & regulatory requirements, owners/shareholders, employees and suppliers.

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Issues that influence our context are discussed with process owners and suitable steps are taken.

4 Context of the Organization

4.1 Understanding the organization and its context

Mezon shall determine external and internal issues that are relevant to its purpose and its strategic direction and the effect its ability to achieve the intended result(s) of its quality management system.

Mezon shall monitor and review information about these external and internal issues.

NOTE 1: Issues include positive and negative factors or conditions for consideration.

NOTE 2: understanding the external context can be facilitated by considering issues arising from legal, technological, competitive, market, cultural, social and economic environments. Whether international, national, regional or local.

NOTE 3: Understanding the internal context can be facilitated by considering issues related to values, culture, knowledge and performance.

Refer Records, FR-01, REV:02 13-08-2020 Risks and Opportunities Analysis Based on SWOT

4.2 Understanding the needs and expectations of interested parties

Due to their effect and potential effect on Mezon ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, APF shall determine:

- a) The interested parties that are relevant to the quality management system:
- b) The requirements of these interested parties that are relevant to the quality management system.

Mezon shall monitor and review information about these interested parties and their relevant requirements. There is a documented procedure has been made for the Context of the Organization with Risk assessment for better understanding.

Refer Records, FR-20, REV:00 06-09-2020 Interested Parties Needs & Expectations

5 Roles and Responsibilities

5.1 Management Team

The Directors are responsible for the overall direction and management of the Company. In relation to quality, they have key responsibilities for strategic development of the QMS, policy and objectives, promotion of quality and participation in the conduct of management review meetings.

The Directors or MR/QA shall establish Mezon Stainless Steel FZCO's Quality Policy. The policy identifies the Company's commitment to excellence and to achieve continual improvement through setting and achieving quality objectives Refer Quality Policy (Appendix-10.3). This policy is communicated to staff.



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Mezon Stainless Steel FZCO will continue to establish Company objectives for quality. Quality and Process Objective Management Programs describe the methods and responsibilities for achieving the QO's and PO's. Progress and status of the programs are reviewed by the Management Team on a regular basis, mainly through the Management Review Meetings, to ensure that the Programs remain effective in meeting the objectives and fulfilling the commitments made in the Quality Policy.

Review Meetings will be held at least once in 12 months. Additional review meetings may be organized at the discretion of the MR or as necessary. Review meetings are conducted after the Internal Audits.

Customer feedback, audit results, non-conformance and corrective/preventive action status, progress towards objectives, monitoring and measurement data and potential improvements are among the topics for discussion. Refer FR-13, Rev:0, 01.06.2010 Minutes of Management Review Meeting

5.2 The Management Representative and Quality Team

The Management Representative has been assigned specific responsibility for ensuring that the QMS is fully established, implemented and maintained. This responsibility includes:

- Running the internal audit program,
- Monitoring corrective and preventive action status
- Monitoring customer feedback and satisfaction levels
- Monitoring Quality Objective progress and status
- Collating management review information
- Highlighting any need for improvements to the QMS
- Promoting awareness of customer requirements and the QMS throughout the organisation
- Liaising with external parties on matters relating to quality
- Reporting to the Directors on the overall performance of the QMS

MR/QA shall be appointed by Directors for the role of Quality Management Representative. In the absence of the Management Representative, the Directors will delegate the relevant responsibilities to a nominated representative.

5.3 Mezon Stainless Steel FZCO Personnel

In order to ensure that the responsibilities and authorities within Mezon Stainless Steel FZCO are clear and understood, company outline key and specific responsibilities and authorities related to each process/area of work.



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All staff are responsible for complying with the requirements of the quality policy, management programs and other QMS documents. All Mezon Stainless Steel FZCO staff responsibilities are clearly defined in their related job descriptions that are available in the working document.

QMS outline the activities and processes for each area of work. Mezon Stainless Steel FZCO maintains an Organization chart, showing the company organization (Appendix-11.1).

6 Administration of the Quality Management System

6.1.1 Document Control

The preparation, review, approval and distribution of documents associated with the QMS are managed by MR. Document Control made to ensure that the correct versions are available for issue or use and to prevent the use of obsolete documents or incorrect information. Printed documents are uncontrolled. Prior to distribution, documents are reviewed and approved to ensure that they are fit for the intended use and any subsequent changes are also subject to a revision, review and approval process.

In addition, Mezon Stainless Steel FZCO applies controls to the receipt and distribution of relevant external documents such as standards, industry codes, product specifications and safety literature. This includes identifying the latest and applicable versions of documents and clearly marking obsolete documents when retained for reference purposes.

6.1.2 Quality Records

Information relating to the QMS is recorded in order to demonstrate conformance to specified customer, process, product, QMS requirements and to verify effective operation of the QMS.

Refer Records

- FR-02, Rev:00, 01.11.2011 Master List of External Origin Documents
- FR-19, Rev:1, 01.11.2011 Master List of Documents & Records
- FR-30, Rev:0, 01.11.2011 Document Change Record
- FR-01, Rev:02, 02.10.2013 Document Issue Control Sheet

Quality records are maintained by the relevant personnel who store information in a manner that prevents loss or damage and ensures information can be readily retrieved. Quality Records are checked as part of the audit program and, where appropriate, quality record information will be used to make improvements to the QMS.

Archived records are kept in the office until disposal after a specified retention time or as stated in the contract. Where the retention period is not specified the retention period will be five years. After the expiry of the retention period, Top Management will review the records and determine if the records can be destroyed. If required by contract, records will be retained for a further retention period and reviewed to determine when they can be destroyed.



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6.2 Internal Communications

To ensure communications between the various staff regarding processes, products, risk and the effectiveness of the QMS, Mezon Stainless Steel FZCO encourages ongoing informal communications along with formal communication such as minutes of meetings, notifications and other modes of information exchanges.

With regards to problems, product, process, contract and/or customer issues, formal meetings are conducted at the appropriate level and actions/decisions recorded and communicated.

Management Review Meetings are used to discuss service, risk and opportunities, process and QMS matters. Minutes of these meetings are prepared and distributed to attendees by MR.

Additional communication mechanisms for example: e-mail, fax, circular, information sharing database programs, and memos will be employed as appropriate.

6.3 Resource Management

Resource requirements (human, technological, support services, training, equipment, tools, workspace) arising throughout the year are submitted for discussion to management. Department Heads identify requirements for their areas of responsibility outlining staff training needs, equipment, material and facility/maintenance requirements to fulfil their product and process activities.

Throughout Mezon Stainless Steel FZCO staffs are recruited and assigned roles and responsibilities in accordance with their qualifications, skills and experience. New staff undergoes an orientation program, which includes quality awareness issues.

Mezon Stainless Steel FZCO maintains relevant information relating to the qualifications and experience (minimum requirements/competency) of each member of staff, as hard copies of CV's certificates etc.

Job Descriptions are used to define the minimum competency requirements of each post and training needs are identified on an annual basis through an informal "one on one" meeting with each member of staff by Department Heads. Training is evaluated for effectiveness and the results are used to determine future use of training providers, further training requirements or requirements for modification of courses/materials or methods.



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Work Environment and Infrastructure:

To provide a working environment, which is conducive to product/process efficiency, Mezon Stainless Steel FZCO manage factors such as noise, light, hygiene, dust, temperature, humidity, human factors, as appropriate to each area of work.

Mezon Stainless Steel FZCO provides adequate office facilities and sub contractor competency along with any hardware and software required in meeting service requirements. Maintenance of these facilities includes regular pest control services and provision of fire fighting systems including fire hoses, extinguishers and alarms.

6.4 Quality Planning

Top management are responsible for establishing Policies and objectives. The Top Management shall consider the risk and opportunities involved and needs of interested parties (such as Clients, company staff, Shareholders, suppliers, Legal or Government regulations) while establishing policies, objectives and relevant control measures.

Refer Records, FR-11, Rev:01, 30.09.2019 Quality Objectives

For each of the processes of the QMS, planning is an important role and its work instructions.

6.5 Measuring, Monitoring and Recording of Improvements

The management team identifies processes and characteristics that can be quantified and monitored. The data/characteristics, which can be monitored and measured to evaluate current effectiveness, are identified for processes or sub-processes and noted in the relevant monitoring & measuring file. Measuring & Monitoring results are reviewed and discussed at either Management Review Meetings or periodic business meetings. Following analysis, certain activities or areas will be selected and targeted for improvement and responsibilities will be assigned for further discussion, exploration and development. Alternatively, a quality objective may be set, and a management program established. Collated data is used to demonstrate continual improvement. Refer Records FR-11, FR-13, customer Feedback, Internal Audit Reports, Sales Reports.

6.6 Internal Quality Audits

To check on the level of compliance, implementation and effectiveness of the QMS, Mezon Stainless Steel FZCO perform internal audits. Audits are scheduled throughout each year to cover the full scope of the QMS. Auditors who have been trained to conduct audits independent of their areas of work and responsibility. The MR prepares the annual audit plan & schedule and auditors are then required to arrange, conduct, report and follow-up on their assigned audits.

Refer Records,

- FR-04, Rev:01, 01.11.2011 Internal Audit Schedule & Check list



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- FR- 05, Rev:00, 01.06.2006 Internal Audit Report
- FR-06, Rev:00, 01.11.2011 Internal Audit Plan
- FR-07, Rev:00, 01.11.2011 Internal Audit Non-conformance Report

Data is retained in the Quality Records. The results of audits are collated and reported by the Management Representative for discussion and follow-up during Quality Management Review Meetings to ensure any areas for concern or opportunities for improvement are addressed.

The audit process is itself subject to auditing to ensure it remains effective in meeting the above objectives.

Internal Auditors are assigned responsibility for audit preparation, conducting, reporting and follow-up. In their role as an internal auditor they are responsible to the MR. Internal Auditors are trained and perform audits in areas independent of their area of work.

6.7 Corrective/Preventive Action

Mezon Stainless Steel FZCO will take corrective and preventive action in response to non-conformances identified through internal/external audits, customer complaints, day-to-day operations and management reviews.

The objective is to identify the root cause of the potential or actual problem and take action to prevent it from occurring or recurring. Details of non-conformances, their causes and any subsequent actions are maintained to build up data on problems and use this to identify areas of concern and opportunities for improvement.

All staff are encouraged to highlight non-conformances to the MR.

Refer Records,

- FR-31, Rev:00, 01.11.2011 Non-Conformance Report
- FR-29, Rev:00, 01.11.2011 Customer Complaint Form
- FR-07, Rev:00, 01.11.2011 Internal Audit Nonconformance Report

6.8 Management Reviews

The Management team to review the effectiveness of the QMS and to consider service and process improvement initiatives and to identify and plan any required changes attends scheduled Quality Management Review Meetings. The MR is responsible for organizing each review meeting, preparing the agenda and minutes, and circulating any discussion documents. The Directors or GM shall chair the meeting. Review Meetings will be held at least once in 12 months. Additional review meetings may be organized at the discretion of the MR or as necessary.

Refer Records,



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- Agenda
- FR-13, Rev:0, 01.06.2010 Minutes of Management Review Meeting

6.9 Customer Focus

Customer satisfaction is clearly linked to quality and the Mezon Stainless Steel FZCO aim is to exceed customer expectations. Through effective management and improvement of the quality management system, Mezon Stainless Steel FZCO focus on customer requirements.

All staff within Mezon Stainless Steel FZCO are aware of the importance of customer satisfaction and work in line with the QMS when dealing with customers at any level, including use of customer feedback information and customer complaints in order to improve the quality of the business.

The satisfaction level of the client base of Mezon Stainless Steel FZCO is evaluated by the response to Customer feedback form sent to assess the level of satisfaction with the company's services. Customer satisfaction is monitored at least **once in a Year**. Analysis on Customer satisfaction is done and reviewed during Management Review Meeting in order to understand the likelihood of future orders.

Refer Records, FR-12- Customer Feedback Form & FR-29-Customer Complaint Form

6.10 Operations and Service Control

Mezon Stainless Steel FZCO carries out trading in stainless steel plates, pipes, fittings, flanges and tubes.

Service validation is performed by adherence to the Mezon Stainless Steel FZCO doc's system database containing all relevant specifications, codes, etc.

6.11 Purchasing

In order to provide, control and monitor correct purchasing service, purchasing documents contain data clearly describing the product ordered, including where applicable.

Purchasing documents are reviewed and approved for adequacy of the specified requirements prior to release.

6.11.1 Verification at Suppliers' Premises

Where it is proposed to verify purchased product at the supplier's premises, verification arrangements and the method of product release are specified in the purchasing documents.



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6.11.2 Customer Verification at Suppliers Premises

Where specified in contract, the customer or representative is afforded the right to verify at the supplier's premises and at Mezon Stainless Steel FZCO premises that product conforms to specified requirements.

6.12 Training

External training courses and any seminars are organized with approval of HR / MR / QHSE. Department heads are responsible for identifying training needs. Personnel performing specific assigned tasks are qualified based on education, training and experience against the position's competence and qualifications.

Effectiveness of training is determined by exam certification/ interview / observation of performance. Training needs are discussed and identified at the management review, and plans drawn up.

6.13 Handling, Storage, Packaging and Delivery

Methods of handling products and equipment are provided to prevent deterioration. Designated storage areas are used to prevent damage or deterioration pending use or delivery. The QC / Warehouse staffs notify the PC regarding material discrepancy/ damage due to transit. Regular physical stock checks are made, stock registers updated and maintained.

Material is identified and stored securely and safely compliant with any MSDS for paints/chemicals. Proper storage to avoid damage, deterioration and contamination is ensured. Preservation is therefore ensured. All the materials are placed in designated locations using material handling equipment and the same is identified through the BIN numbers/Rack numbers maintained in soft copy by Logistics In-charge. Documentation is maintained for receiving, stocking and issued.

6.14 Inspection, Measuring and Test Equipment

All equipment used by Mezon Stainless Steel FZCO to demonstrate conformance to client requirement are calibrated, inspected and tested to a recognized standard to confirm accuracy. This includes:

- Identification, location, checks method, frequency, and the action taken after unsatisfactory results.
- Ensuring equipment used is capable of required accuracy.
- Identification of equipment and calibration status.
- Ensuring handling, use and storage is suitable.



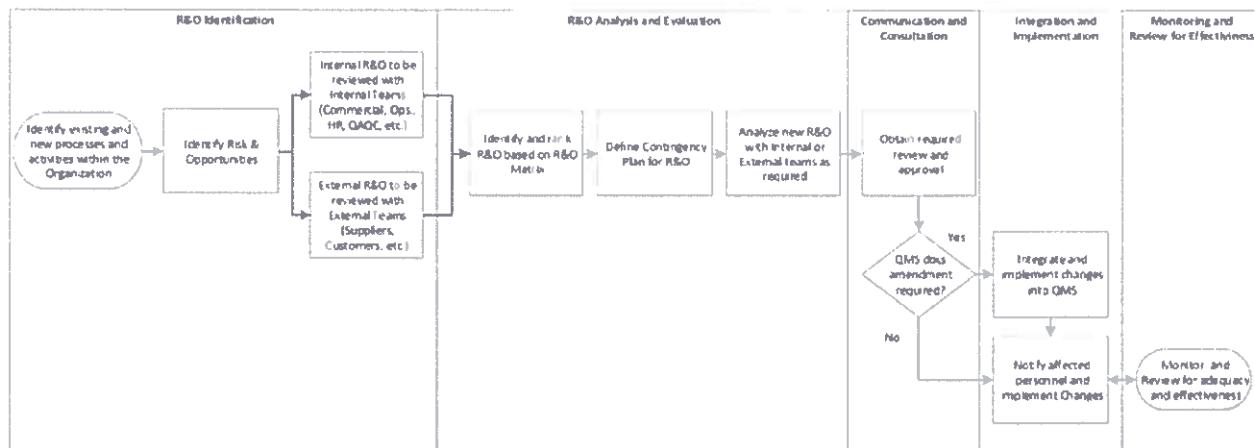
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6.15 Management of Change and Risk Assessment

The Management of Change (MOC) process shall be applied when any of the following types of significant changes are planned:

- a. **Changes in essential personnel** that might impact product or service quality and/or delivery.
- b. **Changes in process execution** that might impact product or service quality and/or delivery.
- d. **Changes in Quality Management System documents**, including changes resulting from Corrective and Preventive actions that may impact product or service quality and/or delivery.
- e. **Changes in Service-Related Products, & Design Changes** that might impact product or service quality delivery



7.0 Key Processes

7.1 Mezon Stainless Steel FZCO Overall Process Interactions

Refer Mezon Stainless Steel FZCO. Process maps and process interactions. (Appendix-10.2)

Each process includes the appropriate planning, identification/traceability, service control, and monitoring and verification/validation activities.

In keeping with the Mezon Stainless Steel FZCO commitment to continual improvement, a method for monitoring and/or measuring the relevant parameters of each product and key processes has been identified and implemented.

This includes determining suitable intervals and methods for collating, analysing and reporting. The results are used to determine compliance and identify opportunities for improvements to products, processes and the QMS itself.



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7.2 Marketing

Staff in marketing department are responsible for the Company's sales and marketing activities.

The marketing function of the Company is done through a variety of ways:

- Exhibition at specific trade shows
- Distribute Company Profile/brochures
- Any other standard marketing functions.

The sale work for the Company is done through: -

Regular customer visits to inform our customer base of the products and services we can offer,

- The subsequent obtaining of suitable enquiries,
- The provision of timely and accurate quotations,
- Subsequent helpful follow up to ensure order where possible,
- The proper process of subsequent orders,
- The on-time delivery of services / goods wherever possible,
- To ensure customer satisfaction after service delivery

Marketing manager and Management will be responsible for monitoring levels of Customer satisfaction and/or dissatisfaction, through regular visits and feedback from visits. From this the Company's performance can be gauged. All other members of the Company, particularly the external/internal marketing / Logistics team, have a responsibility to inform the need or reason for customer contact in this respect.

Feedback is reported, reviewed and responded to at an appropriate level. It is also used to identify opportunities for improvement.

7.3 Purchasing & Logistics/Stores

Mezon Stainless Steel FZCO's purchasing process has two main functions, firstly to locate materials required by internal & external customers, and secondly to negotiate prices and arrange logistics / freighting requirements using safety-oriented subcontractors.

Goods / services are delivered directly from warehouse and principal supplier / source, or freighting agent's location, to the customer's designated delivery point. The contractor performing the delivery is aware of all health, safety, environmental and legal implications associated with moving, handling and storing the goods.

The competency of the sub contractor in performing his duties is overseen by Mezon Stainless Steel FZCO who accompanies all deliveries to the customer. Appropriate actions are taken if performance does not meet agreed standards.



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At the time of delivery to customer's site, all local safety, health and environmental requirements will be complied with.

In addition to this process, the staffs are responsible for monitoring the selection and ongoing evaluation of most suppliers and subcontractors. Any Certification/Calibration/Test Certificates/Safety/Toxicity documents are retained with the delivered goods.

7.4 Administration

Administrator deals with the provision of administration support services within Mezon Stainless Steel FZCO Administration Services include human resources (recruitment, policy development, personnel files, terms & conditions, visas, travels, medical, etc).

The Administrator also co-ordinates office maintenance requirements and transportation of staff. Training records are dealt with by the Administrator. The training process begins with annual training requirements, individual requests for training or a recruit. The Administrator organizes training internally or through an appropriate external agency. They complete the process by evaluating the training given/received and updating individual training records.

Staff training records and job specification and competency data is maintained. All other daily administrative tasks, such as coordinating with office cleaning contractors etc., are the responsibility of the Administrator.

8 Support Processes

The following activities provide the support processes necessary to Mezon Stainless Steel FZCO to assist with product realization.

8.1 Accounting

The Accounting department is responsible for all aspects of Mezon Stainless Steel FZCO Financial process; inputs are received from relevant Mezon Stainless Steel FZCO staff as appropriate. Purchase Orders are checked from customers to ensure correctness on Price and the payment terms.

Invoices are raised to cover sales of all materials and services provided to the customers. This is done with the cooperation of the Purchasing/Logistics/Marketing/Stores/Qc departments. Payments are received direct into Company's Bank Account as transfers. Payment, Checks/Demand Drafts received are deposited with the Banks.

Payments other than LCs are made either through Wire transfer of funds to the suppliers account, Demand Draft or by Cheques. Office & Administration Expenses, includes Expenses for Advertising, Audit Fees, Consulting fees, Office Expenses, Utility Bills, Printing, Stationery, Postage, Courier,



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Rent for Office/Warehouse & Accommodation, Visa Expenses, Sponsorship & Trade License fees, Insurance.

The Accountant handles all petty cash payments and detailed Statements of Petty cash payments are periodically submitted to the Directors for approval. Letter of Credit for material to be purchased is raised by the Accountant according to the criteria required by the supplier.

The handling of LC's for the Accountant coordinates material sold. It is of vital importance that the material is shipped within the time limits stated in the LC's. Any extensions required are brought to the attention of the Accountant for action.



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9.0 Quality Processes Management

Process	Process Inputs	Process Outputs	Control Criteria	Inter-actions	Responsible Functions
Quality Policy	<ul style="list-style-type: none"> - Quality Goals. - Customer needs. 	<ul style="list-style-type: none"> Understanding, communication & commitment to Policy. 	<ul style="list-style-type: none"> Suitable to company's scope of business - Address current Quality Objectives 	<ul style="list-style-type: none"> - DIR - MR 	<ul style="list-style-type: none"> - DIR - MR
Quality Objectives	<ul style="list-style-type: none"> - Suggestions for continual improvement. - Quality Policy. - Customer needs. 	<ul style="list-style-type: none"> Quality Objectives program and continual improvement 	<ul style="list-style-type: none"> Quality Objectives program, monitored and executed. 	<ul style="list-style-type: none"> - GM - MR 	<ul style="list-style-type: none"> -GM -MR -Departments
Ensuring Customer Feedback	<ul style="list-style-type: none"> Customer Meeting reports 	<ul style="list-style-type: none"> Customer Satisfaction 	<ul style="list-style-type: none"> Maintain Customer satisfaction 	<ul style="list-style-type: none"> -Customer - Marketing 	<ul style="list-style-type: none"> -Marketing
Internal Quality Audits	<ul style="list-style-type: none"> -Audit Plan -Previous Audit NCNs -Nomination of Auditors 	<ul style="list-style-type: none"> -Audit findings -Corrective and preventive actions -Statistical Analysis 	<ul style="list-style-type: none"> -Conduct Audit as planned -Area of NCNs against previous Audit results -Closing of Audits 	<ul style="list-style-type: none"> - MR - Auditor -Departments 	<ul style="list-style-type: none"> - MR - Auditors
Controlling Non-conforming Products	<ul style="list-style-type: none"> -Inspection request 	<ul style="list-style-type: none"> -Corrective and Preventive Action -Statistical Analysis 	<ul style="list-style-type: none"> -Incoming inspection 	<ul style="list-style-type: none"> - MR - Purchasing - QC 	<ul style="list-style-type: none"> - MR - QC
Control of Training	<ul style="list-style-type: none"> -Identification of training requirements -Identification of Trainer. 	<ul style="list-style-type: none"> -Trained personnel -Training records 	<ul style="list-style-type: none"> -To enhance the skill of trainee to the appropriate level so that all respective jobs & responsibilities can be carried out. 	<ul style="list-style-type: none"> -MR -HR -QHSE - Management 	<ul style="list-style-type: none"> -MR -HR -QHSE



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10.0 Key Processes Management

Key Process	Process Objectives	Process Inputs	Process Outputs	Control Criteria	Interaction	Resp. Function
Marketing	<ul style="list-style-type: none"> - Sale - Generate enquiry - Client identification 	<ul style="list-style-type: none"> - inquiry. -Contract Agreement. -Contract Documents. -Clarifications -External original Doc. 	<ul style="list-style-type: none"> -Sales order -contract. -Procurement requirements. 	<ul style="list-style-type: none"> -Contract Documents. -Planning Schedule. 	<ul style="list-style-type: none"> -Director -Purchase -Technical / QC Dept 	<ul style="list-style-type: none"> - MEX/GM
Purchase	<ul style="list-style-type: none"> Ensure Delivery to Plan and Schedule 	<ul style="list-style-type: none"> -Specification -Approval of Suppliers -Supplier documents -Material approval. -Transportation 	<ul style="list-style-type: none"> -Tech. Data -Purchase Orders -Supplier Product / service - Delivery -Insurance 	<ul style="list-style-type: none"> -Delivery note vs PO. -Delivery time as specified in contract docs. -Actual vs Plan - Timely delivery to Spec 	<ul style="list-style-type: none"> -Director -Stores - Accounts+ Admin. -Ext. suppliers subcontracts - Technical/ QC Dept. 	<ul style="list-style-type: none"> -Director -PC -ACC
Logistics & Stores	<ul style="list-style-type: none"> Ensure Delivery to Plan and Specification 	<ul style="list-style-type: none"> -Specification -Material approval. -Transportation 	<ul style="list-style-type: none"> -Tech. Data (MTC) -Purchase Orders -Supplier Product / service - Delivery 	<ul style="list-style-type: none"> -Delivery note vs PO. -Delivery time. -As specified in contract docs. -Actual vs Plan - Timely delivery to Spec 	<ul style="list-style-type: none"> -Logistics & Stores - Accounts + Admin. -Ext. suppliers - Customers - subcontracts 	<ul style="list-style-type: none"> -Logistics & Stores In charge
Suppliers control	<ul style="list-style-type: none"> - Effective control 	<ul style="list-style-type: none"> -Contract - Inspections 	<ul style="list-style-type: none"> -Inspection results. -Operations activity execution. 	<ul style="list-style-type: none"> -Contract -Specifications -Schedule 	<ul style="list-style-type: none"> -QC -Sub-contractor representatives -MR 	<ul style="list-style-type: none"> -QC -MR

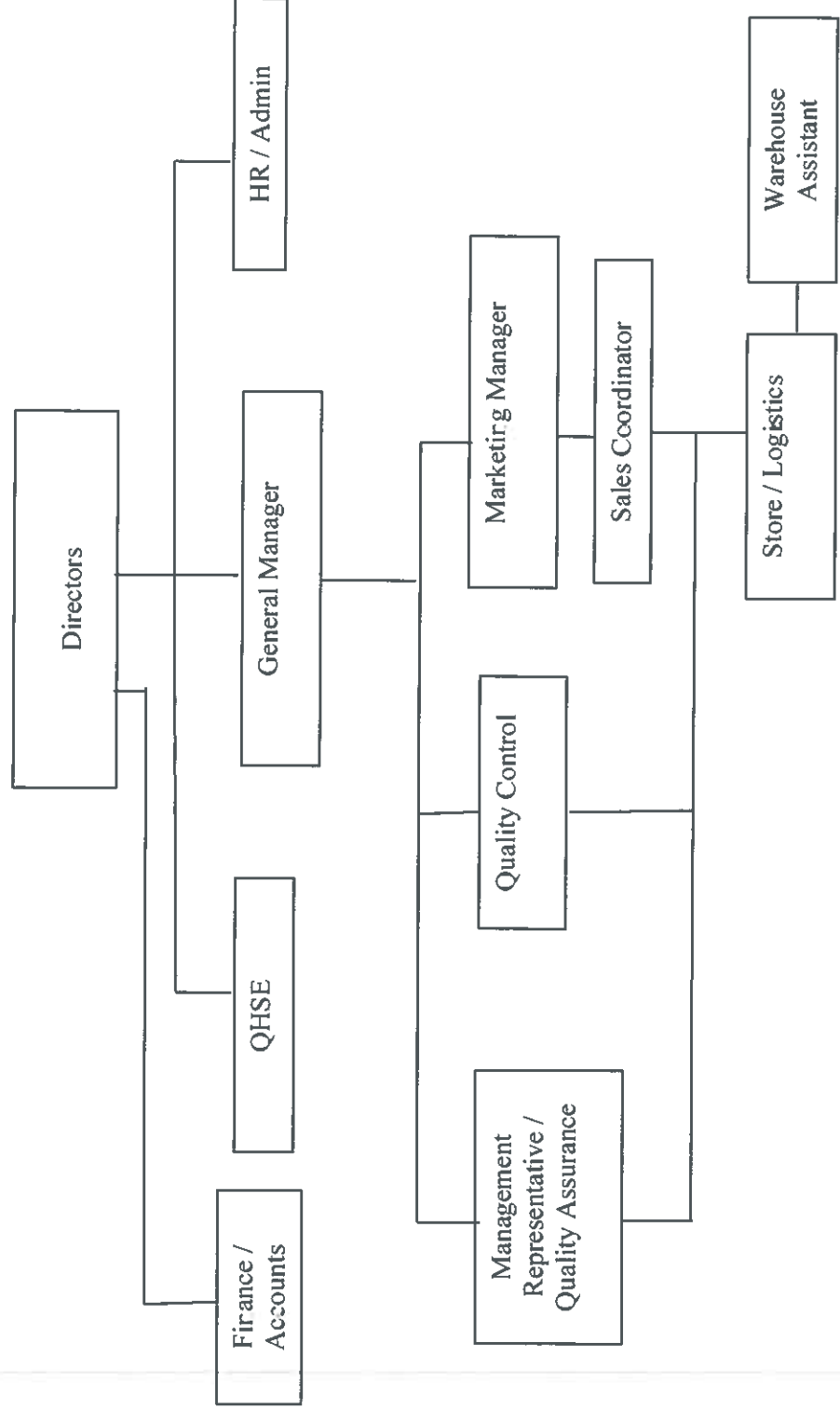


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APPENDIX-10.1 ORGANISATION STRUCTURE



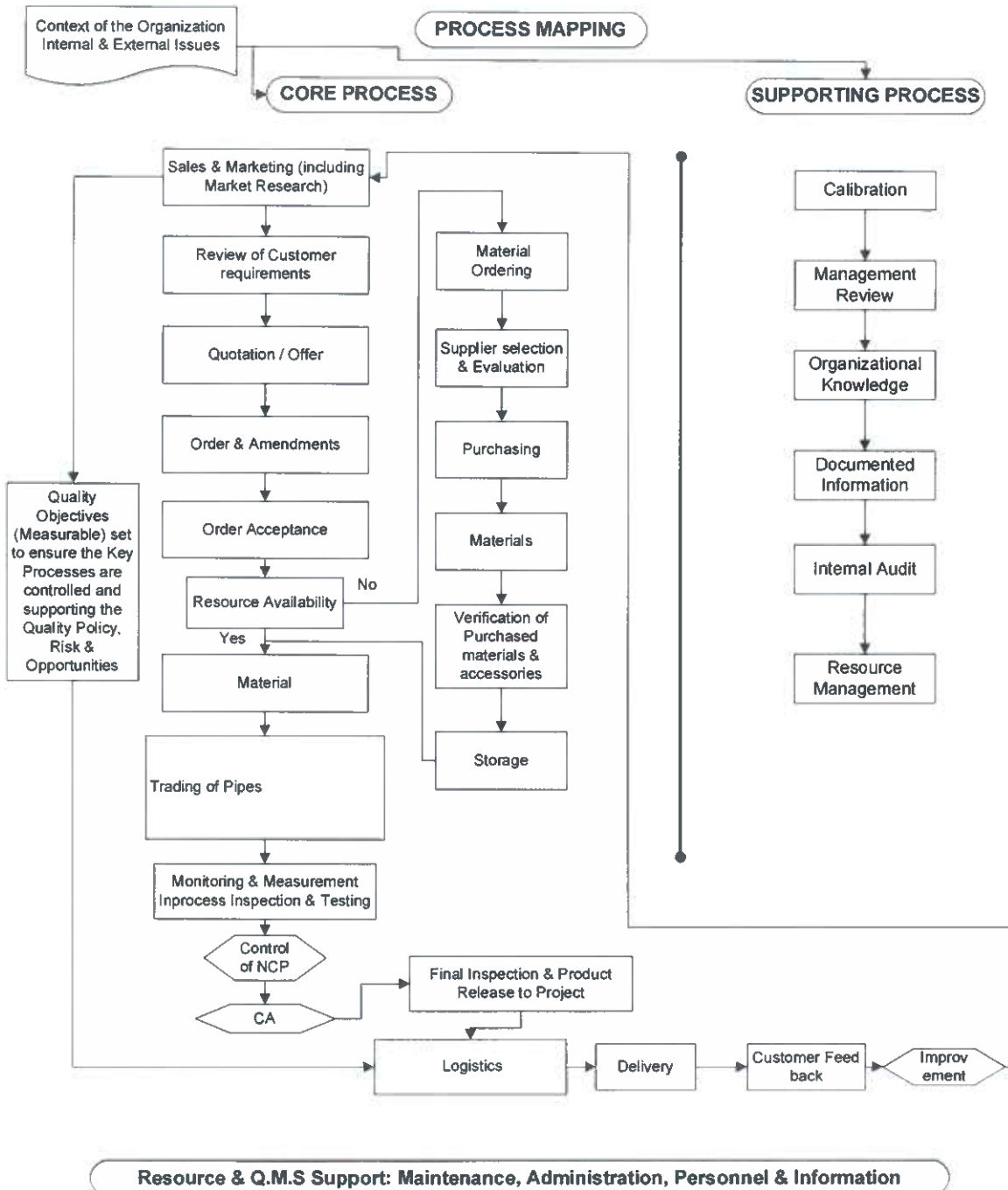


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APPENDIX-10.2 PROCESS MAPS AND INTERACTIONS





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APPENDIX- 10.3 Quality Policy

At **Mezon Stainless Steel FZCO** it is our objective to achieve leadership in our business, which is trading of Carbon Steel pipes in the region.

To pursuit the highest quality of service, we hold our customers at utmost importance, followed by cost control and competitive pricing for the long-term growth, strategic direction of the organization and survival of the business. In this endeavor, **Mezon** commits us to:

- Establish, effectively implement, register and maintain a QMS that complies with ISO 9001:2015 International Standard and other applicable statutory and regulatory requirements.
- Setting QMS objectives that are reasonably practical at all levels and functions of the company.
- Raise awareness, educate staff and develop competence of employees through training and foster dialogues with vendors and customers.
- Verify compliance with internal and external requirements through audits and incorporating continual improvement program that ensures the quality of our services.
- Communicating this quality policy to all personnel working in Mezon and will be available to regulatory agencies, the public and other interested parties.

QUALITY OBJECTIVES

Our Quality policy will be achieved through the following Objectives:

- On-time delivery to our customers.
- Enhancing Customer Satisfaction.
- Innovative solutions to unique customer requirements.
- Increasing the profitability of the Company.
- Provide Training to personal working with **Mezon** to meet these Objectives

This quality policy will be reviewed annually and if necessary, revised to consider and changes in the organizational structure or in the light of legislative changes.

DIRECTOR