

Integrated Management Systems Manual

Conforming to the Requirement

ISO 9001:2015, 14001: 2015 & ISO 45001:2018

Effective Date: 02/01/2021

Prepared by

Coordinator

Approved by

Managing Director

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Raiyan Knit Composite Limited

TITLE: Integrated Management Systems Manual

Document Code: **RKCL-IMSM-01-003**

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Revision Status: 01

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INTRODUCTION:



Raiyan Knit Composite Limited Factory Picture

Office: Haque Chamber, Label-8, 3 Rajuk Avenue, Motijheel C/A, Dhaka -1000, Phone: +88-02-58314674 | Factory: Ward No-5, Holding No-A-21 & A-21/A, Hortokitola, Chandra, Kaliakair, Gazipur-1750. Mob-01730-669933.



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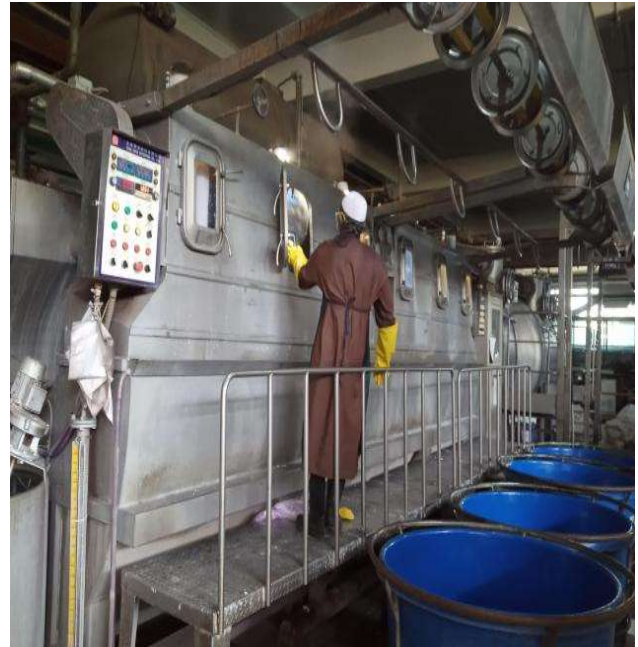
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Factory Overview





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Product:





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General Information

Factory Address	Factory: Raiyan Knit Composite Ltd. Phone: 01730669933
Contacts	Name : A.K.M Zahirul Hoque Designation: GM (HR, Admin & Compliance) Email : compliance@nurgroupbd.com Phone : 01712290978
Bank Detail	1) Southeast Bank Limited 2) SWIFT: SEBDBDDHMIB 3) Account Number: 002711100006800
Type of business	Manufacturing and 100% Export of Knitted Garments
Management Directory	Syed Nazmul Hassan: Managing Director
Type of Products	Knit (Top & Bottom)
Products	T-Shirt, Polo Shirt, Sweat Shirt, Jacket, Active wear, Boxer, Nightwear, Lingerie, Romper etc.
Main Customer	Inditex (ZARA), NKD, ALDI, OVS, Sargent Major, GEMO, LC Waikiki, Kaufland, Group Eminence, M& Co, ROSSMANN, Lojas Renner SA, Lion of Porches, Ragno S.P.A, Global Brands Group
Our Certificates	RSC (ACCORD), BSCI, SEDEX, ICS, OEKO-TEX, ISO 9001, ISO 14001, GOTS & OCS.

In 2008 Raiyan Knit Composite Ltd. has started its journey.

Office: Haque Chamber, Label-8, 3 Rajuk Avenue, Motijheel C/A, Dhaka -1000, Phone: +88-02-58314674 | **Factory:** Ward No-5, Holding No-A-21 & A-21/A, Hortokitola, Chandra, Kaliakair, Gazipur-1750. Mob-01730-669933.

Our Belief: Quality is never an accident and is always the result of high intent, sincere effort, intelligent direction and skillful execution of our employee teams.

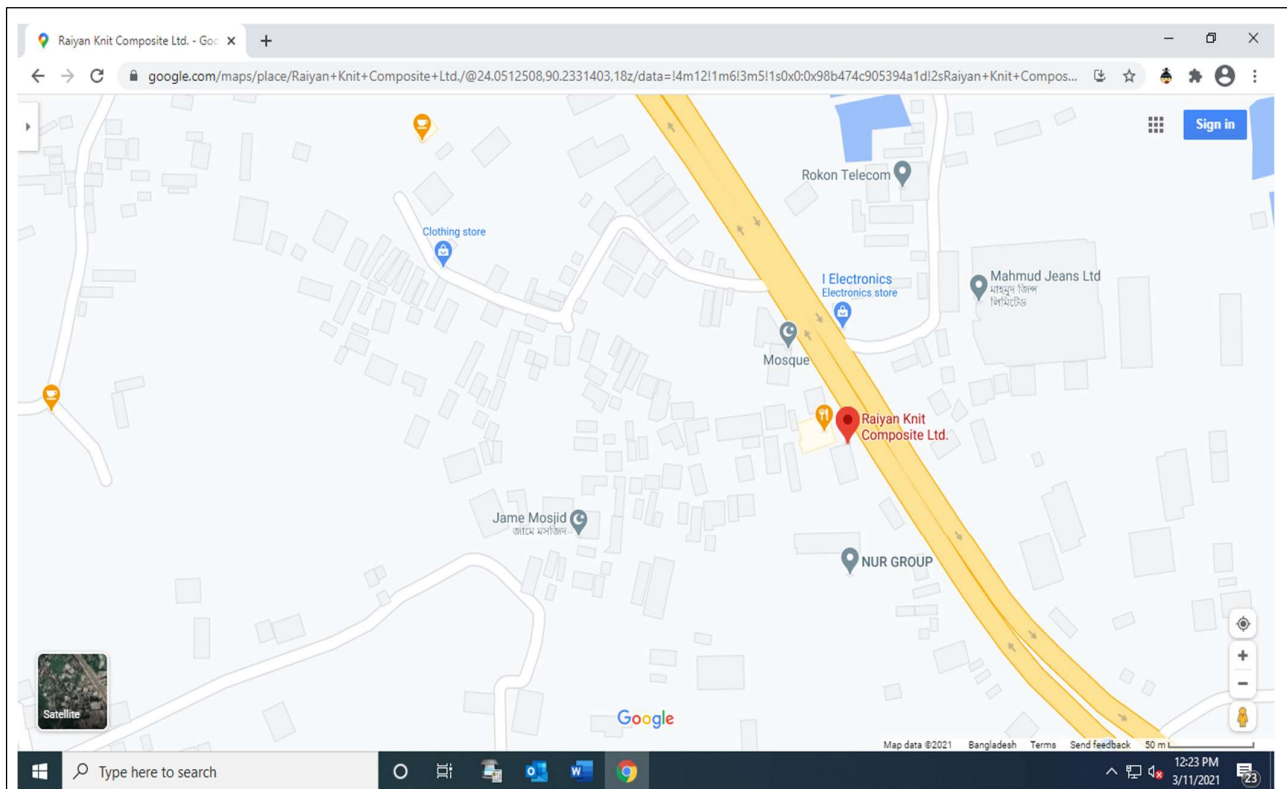
Our Mission: Our mission is to become the market leader in satisfying our customers with the best quality knitted garments from Bangladesh to places around the globe.

Our Vision: To be an environment friendly with social commitment.

This System Manual is a property of Raiyan Knit Composite Ltd. and no part of it can be copied, photocopied or reproduced in any other way without the prior consent from the Managing Director in production, quality & others department.

Distribution of the CONTROLLED copies of this manual is limited within the List of Controlled Copy Holders of the System Manual. CONTROLLED/UNCONTROLLED copy of the manual can be made available to the Customers and any distinguished personality with the written permission of the Managing Director. Updating of the manual is done as per the Document and Data Control procedure of the Integrated Management System. Customer who has been provided with controlled copies of this manual will be informed whenever an amendment in the System Manual is made.

Geographical Location of Raiyan Knit Composite Limited: **24.0511° N, 90.2342° E**



Integrated Management Principles

Raiyan Knit Composite Ltd. has adopted and realizes the benefits of Integrated Management Principles into our daily activities. The intent of the Integrated Management Principles is to provide a foundation to continually improve upon the Company's performance. Subsequent sections of the IMS Manual will provide our commitments of the following IMP elements:

1. Ecologically Sustainable Development
2. Eco-efficiency
3. Cleaner Production
4. Process approach
5. Waste Minimization

6. The user pays Principle
7. Best Available Techniques-BAT
8. Best Available Technology Economically Advisable-BATEA

Process Approach

Raiyan Knit Composite Ltd. has adopted the “Process Approach” into our daily operations including the PDCA Cycle. We have considered the utilization of Risk-Based Thinking Philosophy when developing, Implementing, and improving the effectiveness of our Integrated Management Systems. This approach will

Enable Raiyan Knit Composite Ltd. to enhance the overall performance of the Company by effectively Controlling the interrelationships and the interdependencies among the IMS processes. The implementation of the “Process Approach” in our IMS enables;

The understanding and consistency with achieving customer specific requirements;

The consideration of our processes in terms of added value;

The achievement of effective process performance;

Improvement of our processes based on the evaluation of data and information.



Figure 1: PDCA Cycle Diagram

Risk-Based Thinking

The implementation of risk-based thinking is an essential tool for achieving and maintaining an effective IMS. Raiyan Knit Composite Limited effectively plans and implements various actions to address risks and opportunities to maximize the outcomes including, but not limited to achieving improved results and preventing negative effects of our products, services and IMS.

1. Scope

The scope and intent of our IMS is to define and communicate our commitment to continually enhance customer satisfaction through:

- Effective process improvements to all systems of the business;
- To assure conformity to our customer’s and applicable statutory and regulatory requirements;

- Provide policies, procedures developed and implemented with the primary focus to assure the continual compliance of the requirements of the International Standard ISO 14001:2015 & ISO 45001:2018.

Our scope of work is **“Manufacturing and Export of Knit Garments”**

2. Normative References

The following normative document applies to this Integrated Management Systems Manual and the Raiyan Knit Composite Ltd. Integrated Management Systems as defined in the Integrated Manual

ISO 19011:2011 - Guidelines for Auditing
 ISO 9001:2015 Quality management systems — Requirements
 ISO 14001:2015 - Environmental Management Systems – Requirements and guidance for use
 ISO 14000 - Series standards include:
 ISO 14020 Environmental Labeling
 ISO 14030 Environmental Performances
 ISO 45001:2018- Occupational Health Safety Management Systems

3. Terms and Definitions

For the purposes of this document, the terms and definitions provided in ISO 9001:2015, 14001:2015 & ISO 45001: 2018. The following parts under terms & definition will focus on the facts gradually

RKCL	Raiyan Knit Composite Limited	MNT	Maintenance
ISO	International organization for Standardization	OHSMS	Occupational Health & Safety Management Systems
EMS	Environmental Management Systems	PUR	Purchases
MD	Managing Director	STR	Store
GM	General Manager	SAM	Sample
MR	Management Representative	ACC	Accounts
HR	Human Recourse	WI	Work Instruction
PRD	Production	IM	Integrated Manual
IMS	Integrated Management System	QA	Quality Assurance

Top management: Person or group of people who directs and controls an organization (3.2.1) at the highest level

ISO Objective: An overall quality goal, consistent with the IMS Policy that Raiyan Knit Composite Ltd. has set itself to achieve.

Organization: Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives (3.7.1)

Context of the organization: Combination of internal and external issues that can have an effect on an organization's (3.2.1) approach to developing and achieving its objectives (3.7.1)

Interested party: Stakeholder- Person or organization (3.2.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity. Like customer, owners, union, bankers, society etc.

Customer: Person or organization (3.2.1) that could or does receive a product (3.7.6) or a service (3.7.7) that is intended for or required by this person or organization. Like Consumer, client, end-user, retailer, receiver of product or service from an internal process (3.4.1), beneficiary and purchaser.

Improvement: Activity to enhance performance (3.7.8)

Continual improvement: A recurring process of enhancing the ISO system in order to achieve improvements in overall ISO performance consistent with ISO Policy (3.7.8)

Quality management: Management (3.3.3) with regard to quality (3.6.2)

Design and development: Set of processes (3.4.1) that transform requirements (3.6.4) for an object (3.6.1) into more detailed requirements for that object

Traceability: Ability to trace the history, application or location of an object (3.6.1)
Product: Output (3.7.5) of an organization (3.2.1) that can be produced without any transaction taking place between the organization and the customer (3.2.4)

Service: Output (3.7.5) of an organization (3.2.1) with at least one activity necessarily performed between the organization and the customer (3.2.4)

Nonconformity: Non-fulfillment of a requirement (3.6.4)

Defect: Nonconformity (3.6.9) related to an intended or specified use

Conformity: Fulfillment of a requirement (3.6.4)

Risk: Effect of uncertainty

Efficiency: Relationship between the result achieved and the resources used

Effectiveness: Extent to which planned activities are realized and planned results are achieved

Objective evidence: Data (3.8.1) supporting the existence or verity of something

Document: Information (3.8.2) and the medium on which it is contained- EXAMPLE Record (3.8.10), specification (3.8.7), procedure document, drawing, report, standard.

Documented information: Information (3.8.2) required to be controlled and maintained by an organization (3.2.1) and the medium on which it is contained

Specification: Document (3.8.5) stating requirements (3.6.4)

IMS Manual: Specification (3.8.7) for the Integrated Management System (3.5.4) of an organization (3.2.1)

Verification: Confirmation, through the provision of objective evidence (3.8.3), that specified requirements (3.6.4) have been fulfilled

Validation: Confirmation, through the provision of objective evidence (3.8.3), that the requirements (3.6.4) for a specific intended use or application have been fulfilled

Customer satisfaction: Customer's (3.2.4) perception of the degree to which the customer's expectations have been fulfilled

Customer service: Interaction of the organization (3.2.1) with the customer (3.2.4) throughout the life cycle of a product (3.7.6) or a service (3.7.7)

Customer satisfaction code of conduct: Promises, made to customers (3.2.4) by an organization (3.2.1) concerning its behavior, that are aimed at enhanced customer satisfaction (3.9.2) and related provisions

Monitoring: Determining (3.11.1) the status of a system (3.5.1), a process (3.4.1), a product (3.7.6), a service (3.7.7), or an activity

Preventive action: Action to eliminate the cause of a potent RKCL nonconformity (3.6.9) or other potent RKCL undesirable situation

Corrective action: Action to eliminate the cause of nonconformity (3.6.9) and to prevent recurrence

Correction: Action to eliminate a detected nonconformity (3.6.9)

CPA: Corrective and Preventive Action

Incident: work-related event(s) in which an injury or ill health (3.8) (regardless of severity) or fatality occurred, or could have occurred

Interested party: person or group, inside or outside the workplace (3.23), concerned with or affected by the IMS performance (3.15) of an organization (3.17)

Nonconformity: non-fulfilment of a requirement [ISO 9000:2005, 3.6.2; ISO 14001, 3.15]

NOTE A nonconformity can be any deviation from: relevant work standards, practices, procedures, legal requirements, etc.

Workplace: Any physical location in which work related activities are performed under the control of the organization NOTE When giving consideration to what constitutes a workplace, the organization (3.17) should take into account the OH&S effects on personnel who are, for example, travelling or in transit (e.g., driving, flying, on boats or trains), working at the premises of a client or customer, or working at home.

NOTE Organizations can be subject to legal requirements for the health and safety of persons beyond the immediate workplace, or who are exposed to the workplace activities.

3.13 IMS management system

NOTE 1 A management system is a set of interrelated elements used to establish policy and objectives and to achieve those objectives.

Organization: company, corporation, firm, enterprise, authority or institution, or part or combination thereof, whether incorporated or not, public or private, that has its own functions and administration NOTE For organizations with more than one operating unit, a single operating unit may be defined as an organization.

[ISO 9001:2015, 14001:2015, 3.16]

Policy: The overall intentions and direction of ABC related to its ISO performance, as formally expressed by top management. Our IMS Policy provides a framework for action and for the setting of ISO objectives and targets

Quality: Conformance to the requirements of interested parties or absence of variation

Preventive action: action to eliminate the cause of a potent RKCL nonconformity (3.11) or other undesirable potent RKCL situation

NOTE 1 There can be more than one cause for a potent RKCL nonconformity.

NOTE 2 Preventive action is taken to prevent occurrence whereas corrective action (3.4) is taken to prevent recurrence. [ISO 9000:2005, 3.6.4]

Procedure: specified way to carry out an activity or a process

NOTE Procedures can be documented or not. [ISO 9001:2015, 3.4.5]

Record: document (3.5) stating results achieved or providing evidence of activities performed [ISO 14001:2015, 3.20]

Worker: Person performing work- or work-related activities that are under the work or control of the organizations.

Participation: Involvement in decision making

Consultation: Seeking views before making a decision

Injury & ill-health: Adverse effect on the mental, physical or cognitive conditions of a persons.

Hazard: Source with a potential to cause injury and ill health.

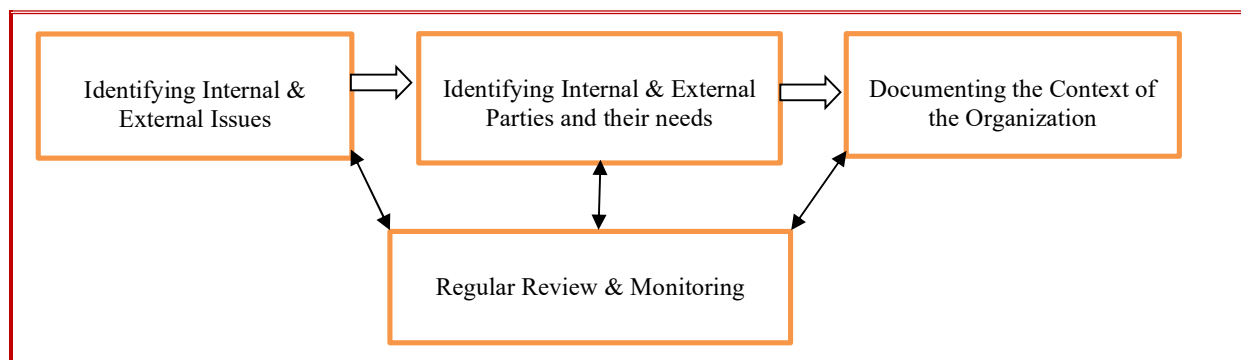
Risk: A combination of the likelihood and consequences of a specified event.

Risk Assessment: A protocol to estimate the magnitude of risk and decide whether or not the risk is tolerable

4. Context of the Organization

4.1 Understanding the Organization and its Context

Raiyan Knit Composite Ltd. management has determined relevant external and internal issues and items that may become relevant to the company's purpose and strategic direction, and may affect our ability to achieve the intended results of the IMS. In details provide to the procedure (**RKCL/IMS/02/001**)



4.2 Understanding Requirements and Expectations of Interested Parties

The effect or potent Raiyan Knit Composite Ltd. effect on our organizations ability to consistently provide products and services that meet our customer and applicable statutory and regulatory requirements, Raiyan Knit Composite Limited has determined the following:

- The interested parties relevant to the IMS
- The requirements of the identified interested parties relevant to the IMS

We are committed to continually monitoring, reviewing and analyzing information and relevant requirements of the interested parties to assure their requirements are effectively managed in the IMS.

4.3 Determining the Scope of the Integrated Management Systems

Raiyan Knit Composite Ltd. has determined the boundaries and the applicability of the IMS and how it relates to our business core competency. We are committed to applying all applicable requirements of the International Standard to the intent and Scope of our IMS.

The Scope of our IMS shall always be available to internal and external parties and maintained as documented information. When determining this scope, Raiyan Knit Composite Limited considered:

1. The external and internal issues referred to in [4.1](#);
2. The requirements of relevant interested parties referred to in [4.2](#);
3. The products and services of Raiyan Knit Composite Limited

The IMS has determined, designed and implemented to cover and support the following Scope:

“Manufacturing and Export of Knit Garments”

4.4 Integrated Management System and its Processes

Raiyan Knit Composite Ltd. has established, documented and implemented Integrated Management Systems in accordance with the requirements of all applicable standards. The IMS is maintained and continually improved through the use of the integrated policy, integrated objectives, audit results, analysis of data, corrective and management review. Raiyan Knit Composite Limited utilizes Integrated Management Systems Procedures (IMSP) to provide our employees and external providers (Suppliers), with detailed “How To” instructions and requirements. The documents support the achievement of quality compliance for each of the process steps. We retain Integrated Management Systems which provide documented information substantiating the process inputs and outputs have been accomplished as planned.

The following documented information to describe our organizational context:

1. Analysis of business plans, strategies, and statutory and regulatory commitments
2. Analysis of technology and competitors
3. Economic reports from relevant business sectors
4. Technical reports from technical experts and consultants
5. SWOT analysis reports or schedules for internal issues
6. PESTLE analysis reports or schedules for external issues
7. Minutes of meetings (Management and design review minutes), process maps and reports, etc.

Key Processes Interaction and Description:

Raiyan Knit Composite Ltd. Integrated management systems has been established to cover the various processes of Quality, Environment & Occupational Health & Safety are required by the International Standard ISO 9001:2015, 14001:2015 & ISO 45001:2018 and of those identified and required by Raiyan Knit Composite Ltd. where appropriate, the processes, as listed under this section, are described in documented procedures. Raiyan Knit Composite Ltd. has planned, mobilized human and material resources and established the sequence of processes to realize the products. It has also established and

maintains an Integrated Management Systems and continually improves its effectiveness in accordance with the requirements of all applicable standards.

This section of the manual includes the details of integrated management system and a description of the interactions between the following processes (details given below).

- a. Sales: dealing with Sales, Contract Review
- b. Customer Service
- c. Purchasing: dealing with purchase/procurement of materials,
- d. Stores: dealing with storage, handling and safe keeping of materials and products
- e. The processes involved for realizing the products are the following,
 - i. Production process involving
 - Received Raw Materials
 - Quality Inspection
 - Storage
 - Production Planning
 - Dyeing & Finishing
 - All over printing
 - Screen Printing
 - Cutting
 - Sewing
 - Final Inspection
 - Packing
 - ii. Customer Service
- f. Human resources Management
- g. Office Management
- h. Maintenance & Utility Management.
- i. Evaluation of Environmental Aspect & Impact
- j. Hazard Identification & Risk Assessment
- k. Compliance Evaluation
- l. Operational Control
- m. Emergency Preparedness
- n. Internal Audit
- o. Management Review
- p. Corrective & Preventive Action
- q. Continual Improvement

First a quotation is given to customers. If they are satisfied, then an order sheet is approved. Purchasing department is responsible for buying the required materials. Goods (raw materials) are purchased on need basis from the approved suppliers. The quality of the incoming raw materials is checked by QC/QA Department.

Depending on the availability of raw materials and order sheet, the GM/AGM/ Planning makes a production plan. A copy of the plan goes to the Managing Director, General Manager (HR, Admin & Compliance), Head of Production, Manager (Quality) and other related departments. Then production begins according to the plan. Quality is checked at various points of the production process by the QC/QA Department to ensure the required level of quality. The Maintenance department is responsible for the maintenance of the machineries, to ensure quality and on time delivery of the products.

This is how processes are connected by Inputs and Outputs in IMS and The Sequence and Interaction of these Process (Section4.4.1)

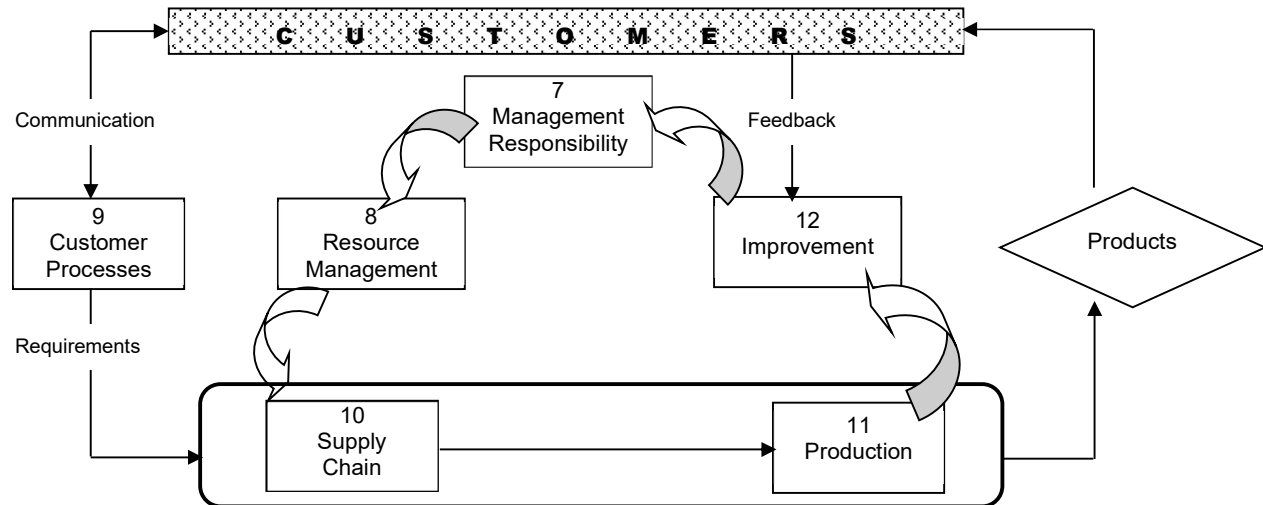


Figure 3: Sequence & Interaction of IMS Processes

Legend:

1. Value Adding Process: Merchandising & Marketing, Production Forecast, Purchase, production & Services and Delivery
2. Support Process: HR, Admin & Compliance, Accounts & Finance, Merchandise, QC, Store, & maintenance
3. External Parties: Suppliers & Sub-contractors
4. Monitoring, Inspection & Measuring: Non-Conformity Control

5. Leadership

5.1 Leadership and Commitment

5.1.1 General

Management is actively involved in implementing the IMS, and is accountable for its overall effectiveness. Management has initiated and fully supports the vision and strategic direction for the continued sustainability and enhancement of the IMS. The Top Management have initiated and fully support the Integrated Policy and Integrated Objectives. Management is committed to the Development and implementation of the IMS and to support continually improving its effectiveness. Management provides direction to the integration of the IMS requirements into each business process of the organization and is committed to promoting the use of the Process Approach and Risk-Based Thinking, as well as the engagement and motivation of our employees throughout our IMS.

Top management provides the leadership and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.

Top management is committed to implementing and developing the integrated management system and this commitment is defined by our corporate policies and objectives. Raiyan Knit Composite Limited Communicates mission, vision, strategy, policies and processes to all employees in order to:

- Create and sustain shared values of fairness and ethical behavior

- Establish a culture of trust and integrity
- Encourage commitment to quality
- Provide people with the required resources, training and authority to act with accountability
- Inspire, encourage and recognize people's contribution

5.1.2 Customer Focus

Raiyan Knit Composite Ltd. ensures customer requirements and expectations are clearly defined, understood and achieved at all levels of the organization. We are committed to achieving 100% customer satisfaction and will accomplish this by understanding and mitigating risks and opportunities that may affect the conformity of products and services and to assure statutory and regulatory requirements are identified and achieved according to the applicable Clauses of the IMS Manual, Integrated Management Systems Procedures and Forms.

Customer complaints and other customer feedback are continually monitored and measured to identify opportunities for improvement. We continually look for ways to interact directly with our customers to ensure that we focus on their unique needs and expectations

5.2 Policy

5.2.1 Establishing the Integrated Policy

The Top Management established the integrated policy as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets. The Operation Manager has overall responsibility for defining, documenting, implementing and reviewing our integrated policy in consultation with the management teams and other Department Head or their representatives. The IMS Policy is appropriate to the purpose and context of the company and supports its strategic direction to solve and provide all the guidelines applicable to assure good business opportunities of twenty first century. It provides the framework for setting integrated objectives, satisfying applicable requirements and supports the Company's commitment for continual improvement of the IMS.

The policy is reviewed at least annually, as part of the management review program or at a frequency determined by:

1. The changing needs and expectations of relevant interested parties, Section 4.2.
2. The risks and opportunities that are presented through the risk management process, Section 6.1

Integrated Policy (English)

Raiyan Knit Composite Ltd is a manufacturer and 100% exporter of high-quality readymade garments around the globe especially to Europe. We have defined the Quality, Environmental, Health & Safety policy as a separate documents & made it available to workers & the public.

We are committed to maintain good interrelationship with all the customers, clients, suppliers and stake holders. We maintaining all the legal requirements and international standards to fulfil its commitment with all interested parties.

We strive to provide a healthy and safe working environment for all our employees, to prevent pollution and minimise environmental impacts from our activities and to provide products and services which delight our customers.

The objectives of Raiyan Knit Composite Ltd. are to: -

- Pursue the highest possible standards comply with all quality, environmental, health & safety management performance.

- The satisfaction of our customers in all respects by supplying high-quality products, complying to the relevant standards, always on time.
- Fulfil our commitment through total involvement of all and with continual improvement in our integrated management system.
- Identify, prevent, control and minimize adverse environmental impacts associated with our operational activities.
- Comply with all relevant legislation, regulations and other legal and industry requirements.
- Develop and maintain a highly motivated and trained workforce for effective management of the quality, environment, and Health & Safety issues.
- Provide adequate and appropriate control of quality, health, safety and environmental risks arising from our activities
- Identify, prevent, control and minimize adverse environmental impacts associated with our operational activities.
- Communicate our environmental commitment to clients, employees and other interested parties.
- Strive to continually improve our quality, environmental and Health & Safety performance keeping in view the regulatory requirements, Health & Safety requirements, environmental requirements, community concerns, and technological advancements. Establish & maintain a healthy work environment.
- Adopt the best practice of operations to prevent occupational ill health and injury.
- Seek to minimize the environmental impact of our operations by preventing pollution, reducing energy consumption and implementing initiatives to reduce waste.

In order to achieve these objectives, it is the policy of the company to establish and maintain an effective and efficient management system based upon the requirements of ISO 9001:2015, 14001: 2015 and ISO 45001:2018 all applicable Quality, Health Safety and Environmental regulations.

The management system, policy, objectives and targets will be reviewed annually by Top Management.

This policy statement is communicated to all employees and persons working for or on behalf of the organisation and will be made available to the public, stakeholders and any other interested parties on request.

5.2.2 Communicating the Integrated Policy

Top management ensures that our integrated Policies will be communicated and Maintained as documented Information. The quality policy is communicated to all employees at all levels throughout our organization via training, regular internal communications and reinforcement during annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

The Top Management have initiated communicated the integrated Policy throughout the organization and made it available to relevant interested parties via our website. We have hanged integrated policy outside the main gate for interested parties like customer and people living in neighborhood.



Figure 4: Leadership PDCA Cycle

5.2.3 Organizational Roles, Responsibilities and Authorities

Our organizational structure is defined **Organogram (RKCL/MR/01/005)**

The Organization chart shows the interrelation of personnel within our organization, whilst job descriptions define the responsibilities and authorities of each role. Job descriptions and the Organizational structure are reviewed and approved by Top management for adequacy as determined by the changing needs and expectations of the interested parties identified in Section 4.2, and any risk and opportunities presented through the risk management process, Section 6.1

Members of Top management are ultimately responsible for the quality of our products and services since they control the resources, systems and processes by which conforming work is accomplished which is defined in **Procedure (RKCL/HR/03/026)**.

5.3 Consultation & Participation of workers

The organization shall establish, implement and maintain a process(es) for consultation and participation of workers at all applicable levels and functions, and, where they exist, workers' representatives, in the development, planning, implementation, performance evaluation and actions for improvement of the QMS, EMS & OHS management system.

The organization shall:

- a) Provide mechanisms, time, training and resources necessary for consultation and participation;

- b) Provide timely access to clear, understandable and relevant information about the OHSMS management system;
- c) Determine and remove obstacles or barriers to participation and minimize those that cannot be removed;
- d) Emphasize the consultation of non-managerial workers on the following:
 - 1) Determining the needs and expectations of interested parties (see 4.2);
 - 2) Establishing the OHSMS policy (see 5.2);
 - 3) Assigning organizational roles, responsibilities and authorities, as applicable (see 5.3);
 - 4) Determining how to fulfil legal requirements and other requirements (see 6.1.3);
 - 5) Establishing OHSMS objectives and planning to achieve them (see 6.2);
 - 6) Determining applicable controls for outsourcing, procurement and contractors (see 8.1.4);
 - 7) Determining what needs to be monitored, measured and evaluated (see 9.1);
 - 8) Planning, establishing, implementing and maintaining an audit program (s) (see 9.2.2);
 - 9) Ensuring continual improvement (see 10.3);
- e) Emphasize the participation of non-managerial workers in the following:
 - 1) Determining the mechanisms for their consultation and participation;
 - 2) Identifying hazards and assessing risks and opportunities (see 6.1.1 and 6.1.2);
 - 3) Determining actions to eliminate hazards and reduce OH&S risks (see 6.1.4);
 - 4) Determining competence requirements, training needs, training and evaluating training (see 7.2);
 - 5) Determining what needs to be communicated and how this will be done (see 7.4);
 - 6) Determining control measures and their effective implementation and use (see 8.1, 8.1.3 and 8.2);
 - 7) Investigating incidents and nonconformities and determining corrective actions (see 10.2).

6. Planning

6.1 Actions to Address Risks and Opportunities

The overall aim of risk and opportunity management within Raiyan Knit Composite Limited is to ensure that organizational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks.

Top management are responsible for incorporating risk-based thinking in to our organization's culture. This includes the establishment of risk management policies and targets to ensure effective implementation of risk and opportunity management principles and activities by:

- a. Activities of all internal and external persons having access in Raiyan Knit Composite Ltd.
- b. Human behaviors and capabilities
- c. Social & human Factors
- d. Infrastructure, equipment and materials
- e. Design of work areas/facilities
- f. Potential Emergency Situations

g. Areas of concern in each area.

Other than this environment aspects and impacts related to environment are identified which include change, planned or new developments, and new or modified activities, products and services; abnormal conditions and reasonably foreseeable emergency situations.

Raiyan Knit Composite Limited has planned actions to address the above risks and opportunities and has initiated appropriate procedures to integrate and implement appropriate actions into our IMS including the evaluation of the effectiveness our IMS processes. **(RKCL/IMS/02/002)**

6.1.2 Environmental Aspect, Hazard Identification & Risk Assessment

The Head of production appointed by Raiyan Knit Composite Ltd. identifies the environmental aspects & Actions taken to address risks and opportunities shall be proportionate to the potential impact on the Conformity of products & service that the factory controls and over which it may be expected to have influence, and determines which of those aspects are considered significant in accordance with Procedure **(RKCL/IMS/02/009)** for Aspect Identification, Impact Evaluation. The method and process to determine significance are recorded by the Head of production and Department Head. These aspects are reviewed at least annually by the yearly meeting or when there is a new or changed process or activity at the factory. The Head of production and Department Head maintain quarterly presentation records.

The identification of the environmental aspects associated with the activities of Raiyan Knit Composite Ltd. and subsequent evaluation of their impacts and assessment of risks are undertaken using the following methodologies:

- Collection and review of pertinent reports and other references on IMS
- Thorough study of the factory, its process, occupational hazards and safety aspects and the surrounding environment & Quality.
- Collecting information from Govt. and other agencies about required Quality, Health & safety & environmental parameters.
- Surveying the neighborhood
- Studying the noise level in and around the plant
- Studying the air quality by collection of air samples at different locations of the plant in order to determine the content of suspended particulate matter of 10 microns or less

The factory processes will be continually developed to mitigate and minimize impact of Quality & environmental aspects associated with the activities of the company, where relevant, considering the following:

- a. Releases to water;
- b. Emission to air
- c. Waste management;
- d. Contamination of land;
- e. Use of raw materials and natural resources;
- f. Discharge of sewage treatment unit,
- g. Other local environmental and community issues,
- h. Quality of effluent discharge, noise level etc.

Significance of the aspects has been identified through the process of screening the various activities by the members of the cross-functional team, which is shown in the list of hazards.

6.1.3 Determining the Legal & Other Requirement

All units of the RKCL carry out periodically evaluation of compliance to applicable legal requirements, sector requirements and requirements to which it subscribe following a documented procedure evaluation of compliance.

6.1.4 Planning Action

The RKCL shall plan:

a) Actions to:

- 1) Address these risks and opportunities
- 2) Address legal requirements and other requirements
- 3) Prepare for and respond to emergency situations

b) How to:

1) Integrate and implement the actions into its OH&S management system processes or other business processes;

2) Evaluate the effectiveness of these actions.

6.2 Integrated Objectives and Planning to Achieve Them

Integrated Objectives have been established as **SMART (Specific, Measurable, Achievable, Realistic & Time Bound)** at all corresponding levels and processes throughout the organization to implement the integrated policy, meet and exceed requirements for product and processes, and to improve the IMS and its performance. The All departmental head is primarily responsible & Others Top Management are secondary responsible for achieving the integrated Objectives.

Integrated Objectives: integrated objectives are strategic, apply to the entire Company and shall:

- Be consistent with the integrated Policy
- Be measurable and monitored
- Take into account applicable requirements
- Be communicated
- Be updated as appropriate
- Be relevant to conformity of products, services and enhance customer satisfaction.

When setting objectives, targets and program, our organization ensures that they are consistent with the needs and expectations of our interested parties, as defined in Section 4.2, and to our corporate policies. In addition, technological options, financial, operational and business requirements are considered.

In order to determine whether or not our objectives and targets are being met, they are measured and reported as a set of key performance indicators (KPI). This allows progress to be monitored as metrics are gathered and data is analyzed. KPIs and objectives for our Organization include the following aspects:

- Turnover & profitability of business
- Sales targets & production efficiency targets
- Reject and rework & cost of integrated targets;
- Employee Turnover.

To ensure its effectiveness the management program describes the following;

- a. Stepwise actions to be taken
- b. Resource requirement for each step/ target
- c. Responsible person(s) for each step
- d. Target date
- e. Status

Progress of objectives and targets is reviewed on a regular basis in management review meetings and it is reviewed by top management (Director/Manager) at least on quarterly basis

Performance Objectives are measurable targets for improving operational performance to ensure process conformity and customer satisfaction. They apply to all departments and functions having direct responsibility for activities that require improvement. Performance objectives and goals are established by management and through employee involvement and monitored within the framework of management reviews.

Raiyan Knit Composite Ltd. retains documented information on the status of our IMS objectives. If shortfalls are identified, management may revise objectives, issue corrective action requests, or take other appropriate actions to address the issue. Our Setting IMS Objectives is **available (RKCL/IMS/03/00)**

6.3 Planning of Changes

The integrated management systems is planned and implemented in order to meet our objectives and the requirements of ISO 9001:2015, 14001:2015 & ISO 45001:2018 (IMS). The planning process involves establishing and communicating our policies, objectives and associated operational procedures.

This document constitutes our overall plan for establishing, maintaining and improving the integrated management system. For each instance of integrated management system planning, the output is documented and retained accordingly and changes are conducted in a controlled manner. The management review and the internal audit processes ensure that the integrity of the IMS is maintained when significant changes are planned which may affect key processes.

Top management ensures that all personnel are made aware of any changes which affect their process and that subsequent monitoring is undertaken to ensure that IMS changes are effectively implemented. When changes to the IMS are deemed necessary, Raiyan Knit Composite Ltd. shall ensure the change will comply with the requirements of ISO 14001:2015 & ISO 45001:2018 and shall consider:

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

7. Support

7.1 Resources

7.1.1 General

Raiyan Knit Composite Ltd. is fully committed to providing adequate resources required for the establishment, implementation, maintenance and continual improvement of our IMS. Our committed resources include: competent employees, state of the industry equipment, well maintained work environment and financial resources. The process for determining and communicating resource

requirements is an integral part of our management review process. Our infrastructure resource considerations include:

- Management review meeting inputs and outputs;
- Capabilities and constraints on existing internal and external resources;

Requirements and expectations provided by our external providers/vendors

7.1.2 People

To ensure competence of our employee, job descriptions have been prepared identifying the qualifications, experience and responsibilities that are required for each position that affects products and service conformity. Qualifications include desired requirements for education, skills and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position.

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. The Sr. HR, Admin & Compliance officer maintains records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results of training are then evaluated to determine if it was effective.

All employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. The company operates a formal system to ensure that all employees within the Organization are adequately trained to enable them to perform their assigned duties.

Staff training records are maintained to demonstrate competency and experience. The HR, Admin & Compliance Manager maintains and reviews the training records to ensure completeness and to identify possible future training needs. Training records are maintained and include as a minimum; copies of certificates for any training undertaken to date, current job description and curriculum vitae. We follow for our recruitment **Procedure (RKCL/HR/02/001)**

7.1.3 Infrastructure

Raiyan Knit Composite Ltd. has determined and provided resources necessary for the establishment, implementation, maintenance and continual improvement of the IMS. Our infrastructure resource considerations include:

- Buildings, workspace and associated utilities
- Equipment including (hardware and software)
- Transportation resources
- Information and communication technology

As new infrastructure requirements are determined to be necessary, they will be documented in quality plans and other documents as required.

7.1.4 Environment for the Operation of Processes

ABC provides a clean, safe and healthy working environment. Each section head the work environment needed to achieve conformity to related requirements. Office and production area working environment are completely controlled; and on daily basis housekeeping staff clean work area. Furthermore, firefighting equipment and CCTV are installed in Office and Production area for safety & security purpose.

Top Management identifies and manages the human and physical factors of the work environment considered to be important to control processes and to achieve conforming of products and services. Evaluations include:

- **Social** (Non- Discrimination, Calm, Non-Confrontational)
- **Psychological** (Stress Reducing, Burnout Prevention, Emotionally Protection)
- **Physical** (Temperature, Heat, Humidity, Light, Airflow, Hygienic & Noise)

7.1.5 Monitoring and Measuring Resources

Raiyan Knit Composite Ltd. has determined the necessary monitoring, measurement and resources to be initiated across our IMS. The structure of internal resources includes but is not limited to:

- Monitoring and measuring equipment
- Documented procedures and forms
- Competent and qualified personnel

Product characteristics are monitored by the QC/QA Department as part of its inspection activities and in accordance with the quality plan.

The organization has established, implemented and maintained a procedure to monitor and measure on a regular basis. The key characteristics of its operations that can have a significant environmental impact.

The procedures include documenting of information to monitor performance, applicable operational controls and conformity with the organization objectives and targets. The organization ensures that calibrated or verified monitoring and measurement equipment's are used and maintained and remains associated records.

7.1.6 Measurement Traceability

Documented procedures outline the processes that control monitoring and measurement equipment used to accept products during production and service operations. The procedures of Calibration (**RKCL/IMS/02/010**) also include controls prior to, and after delivery of products to our customers. Appropriate documented information is maintained and provides objective evidence of compliance and conformity.

7.1.7 Organizational Knowledge

Raiyan Knit Composite Ltd. considers the specific knowledge necessary for each operation and considers this as an important resource to ensure our people and processes are consistent and will achieve conformity of the product and services provided by the Company. Specific organizational knowledge is defined, maintained and available to the extent necessary within appropriate procedures.

7.2 Competence

Top management identifies emerging competency needs during management reviews. Emergent competency needs are converted into job descriptions for the type and number of positions that need to be filled through internal or external recruitment.

Where required, competency training and monitoring is conducted in-house, although for more specialist skills, external courses are utilized. The effectiveness of training is evaluated and recorded. The company induction includes an introduction to our policies and objectives. Future competency training needs are identified as part of the Management Review process.

Raiyan Knit Composite Ltd. has determined to the extent necessary the below elements of competence for people performing work that may affect the effectiveness of the IMS.

- Ensure employees are competent on the basis of their education, training and experience;
- Initiate job descriptions including specific competency provisions;
- Measure job performance for each employee on an annual basis;
- Provide job and career training programs to the extent necessary;
- Take actions when necessary to assist employees that exhibit less than desirable results.

7.3 Training & Awareness

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. The company operates a formal system to ensure that all employees within the Organization are adequately trained to enable them to perform their assigned duties.

Where required, awareness training and monitoring is conducted in-house, although for more specialist skills, external courses are utilized. The effectiveness of awareness training is evaluated and recorded. The company induction includes an introduction to our Organization's policy statements and objectives. Future training needs are identified as part of the management review process.

Raiyan Knit Composite Ltd. has determined to the extent necessary persons performing work are:

- Aware of the IMS Policy
- Aware of relevant IMS objectives
- Aware environmental aspects & impacts associated with our work
- Aware of the responsibility
- Aware of hazard Identification, risk assessment & determining controls
- aware of their contribution to the IMS effectiveness, including improved performance
- Implications of noncompliance to our IMS requirements.
- Results of internal audits of the IMS System;
- Training on Emergency Preparedness and Response

7.4 Communication

7.4.1 General

Raiyan Knit Composite Ltd. has established and maintains a procedure for internal and external Communication regarding product integrated management system information. This procedure addresses communication within the Raiyan Knit Composite Ltd. as well as receiving, documenting and responding to relevant communication from external interested parties. Employees will be informed of all Quality, Health, Safety & environmental related issues, policy, objectives, procedures and records,

and involved in processes to improve performance and reduce risks. Information will be shared with external parties as required by law and in accordance with our commitment to good corporate citizenship.

The company has established a system for feedback from Customer and interested parties to provide document and respond to relevant information, request and consideration of their concerns about the quality, hazard & environmental impacts associated with the organization's activities.

7.4.2 Internal communication

The internal communication concerning the quality performance & environmental aspects and the effectiveness of the integrated management system will be undertaken primarily by utilizing existing system. The main methods for communication to on-site staff (including sub-contractors and suppliers) are:

- Notice Boards/Memo
- Fax/ Telephone
- Management Review meeting
- Internal Audit
- General meeting & training

7.4.3 External Communication

The main modes of external communications, including complaints, compliance obligation, and requests for information, regulatory issues and general inquiries concerning relevant issues are:

- Phone Calls
- Letters
- E-mails
- Visits
- Faxes

Integrated management system information will be received, documented and responded as required. We are maintaining our communication by the **Procedure (RKCL/IMS/02/011)**

7.5 Documented Information

7.5.1 General

Raiyan knit Composite Ltd. maintains a documented IMS as a means to ensure that products and services conform to specified requirements. The IMS consists of the following three levels of documented information:

7.5.2 Creating & Updating

When creating and updating documented information Raiyan Knit Composite Ltd. ensures the following:

- The identification and description (title, date, revision date, approval etc.)
- The format (language, software version, graphics etc.) and media (electronic, paper, hard copy etc.)
- The review and approval for suitability and adequacy.

7.5.3 Control of Documented Information

Documented information required to support the effectiveness of our IMS is controlled to ensure:

- It will available and suitable for use, where and when it is needed;
- It will adequately protected from loss of confidentiality, improper use, or loss of integrity.
- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;
- Control of changes;
- Retention and disposition.

Documented information of external origin determined to be necessary for the planning and implementation of the IMS is identified as appropriate and controlled in accordance with integrated management Systems Procedures and Forms. Controlled according to the Documented Information Procedure (**RKCL/IMS/02/012**)

Section 8.0 Operation

8.1 Operational Planning and Control

8.1.1 General

Raiyan Knit Composite Ltd. planned, implemented and controls the processes needed to meet the requirements for the provision of products and services, and implemented the actions determined in Clause 6, by:

- a) Determining the requirements for the products and services;
 - b) Establishing criteria for:
 1. The processes;
 2. The acceptance of products and services;
 - c) Determining the resources needed to achieve conformity to the product and service requirements;
 - d) Implementing control of the processes in accordance with the criteria; and
 - e) Determining and keeping documented information to the extent necessary:
 1. To have confidence that the processes have been carried out as planned;
 2. To demonstrate the conformity of products and services to their requirements.
- The output of this planning is in a form suitable to Raiyan Knit Composite Ltd. method of operations. Raiyan Knit Composite Ltd. ensures that outsourced processes are controlled.

8.1.2 Eliminating Hazard & Reduce OH&S Risks

We establish, implement and maintain a process (es) for the elimination of hazards and reduction of OHSMS risks using the following hierarchy of controls:

- a) Eliminate the hazard;
- b) Substitute with less hazardous processes, operations, materials or equipment;
- c) Use engineering controls and reorganization of work;
- d) Use administrative controls, including training;
- e) Use adequate personal protective equipment

8.1.3 Management of Change:

Raiyan Knit Composite Ltd. reviews and controls changes for production or service provision to the extent necessary to ensure continuing conformity with requirements. All results relating to the review of changes are retained as documented information.

We establish a process(es) for the implementation and control of planned temporary and permanent changes that impact OHSMS performance, including:

a) New products, services and processes, or changes to existing products, services and processes, including:

— Workplace locations and surroundings;

— work organization;

— working conditions;

— Equipment;

— work force;

b) Changes to legal requirements and other requirements;

c) Changes in knowledge or information about hazards and OH&S risks;

d) Developments in knowledge and technology.

The organization shall review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

8.1.4 Procurement

We establish, implement and maintain a process (es) to control the procurement of products and services in order to ensure their conformity to its OH&S management system. We have maintained different SOPs for ensure that.

8.2 Emergency preparedness and response

Raiyan Knit Composite Ltd. maintains a procedure to identify the potential for and respond to accidents and emergency situations, and for preventing and mitigating the Environmental impacts that may be associated with them. The Emergency Action Plan is developed, tested and reviewed in accordance with the designated procedure.

The potential for accident and emergency situations will be identified in the identification and evaluation of aspects. Impacts associated with the identified situations are prevented or mitigated by implementation of relevant operational control procedures and emergency plans relating to each significant aspect. Testing of such procedures takes place where practicable and records shall be maintained in the factory.

Each member of Raiyan Knit Composite is to be trained by scheduled drills in order to have effective participation to protect the environment in case of any identified emergency taken place. The following emergency situations are identified and contingency plans prepared against each of the identified emergency situations.

List of emergency situation:

1. Fire,
2. Power Failure
3. Chemical Spillage
4. Security Threats
5. Bomb Threat
6. Earthquakes
7. Electrocution

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

Raiyan Knit Composite Ltd. applies suitable methods for determining which aspects of the integrated management system and its processes are to be monitored, measured and evaluated. The frequency and methods by which our processes are monitored, measured and evaluated is determined and informed by:

- Statutory and regulatory requirements
- Customer feedback and specification requirements
- Process and IMS requirements
- Process performance and audit results
- Level of risk and types of control measure
- Trends in non-conformities or corrective actions
- Criticality for service conformity.

All monitoring, measuring and evaluation outputs are documented and analyzed to determine process effectiveness and to ensure their effectiveness in achieving in-tolerance results, and to identify opportunities for improvement.

- In-process checks relate to both quality control and productivity checks
- Provision is made for the identification and resolution of non-conformances
- The emphasis is to prevent any problems which might affect customer satisfaction
- In-process checks are performed and documented;
- Measures of performance that monitor ill health, incidents (including accidents, near-misses)
- Evaluate environmental performance

Where applicable, records are retained as documented information for a minimum of three years. This documented information includes details of the final inspection authority to confirm that all critical parameters were in accordance with established requirements and specifications. Additionally, product samples are stored for a minimum of five years.

The Sales & Marketing Manager monitors information and trends relating to customer perception as to whether the organization has fulfilled the customers' requirements. Customer complaints, whether received in writing, verbally or electronically through our website's are immediately forwarded to the head of the production/QC Manager for action. If the problem cannot be resolved, the complaint is escalated to the Coordinator or to the Managing Director for resolution.

Appropriate corrective actions. The level of customer satisfaction is monitored using various sources of customer data:

- Repeat customers and trends in market share;
- Analysis of customer complaints and customer satisfaction surveys;

9.1.2 Analysis and Evaluation

Top management and other managers and supervisors collect and analyses data using appropriate statistical techniques to determine the suitability and effectiveness of key integrated management system processes applicable to their areas of responsibility and to identify opportunities for improvement. At a minimum, data is analyzed to assess achievement of the corporate level objectives and customer requirements.

A process is effective if the desired results are measurably achieved. Effectiveness is measured in terms of product quality, process accuracy, delivery schedule performance, cost and budgetary performance, employee function performance against established objectives and levels of customer satisfaction. In order to identify strengths, weaknesses, threats and opportunities in our integrated management system. We monitor and analyses trends using the following quality data points:

- Characteristics of processes, services and their trends
- Conformity to product, customer and legal requirements
- Customer satisfaction and perception data
- Supplier and external provider performance data
- Results of actions taken to address risks and opportunities
- Effective implementation of IMS planning
- Improvement opportunities identified during internal audits and management reviews

Control limits for process and product performance are expressed as objectives and disseminated via documented information as appropriate. Raiyan Knit Composite Ltd. undertakes corrective action when the data shows a trend toward the defined control limit. Employees, who utilize statistical tools to analyses, measure and verify outputs, are sufficiently competent to ensure proper deployment of these techniques.

9.1.3 Incident investigation

Raiyan Knit Composite Ltd. is established, implement and maintain a procedure to record, investigate and analyze incident in order to:

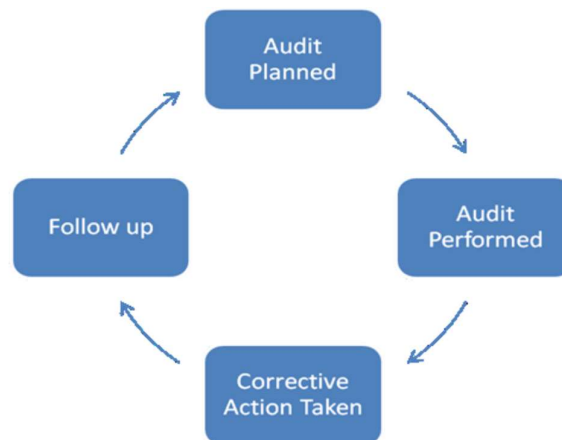
Determine underlying IMS deficiencies and other factors that might be causing or contributing to the occurrence of incidents identify the need for corrective and preventive action, opportunities for continual improvement and communicate the result of such investigation.

9.2 Internal Audit

Raiyan Knit Composite Ltd. have a procedure **(RKCL/IMS/02/007)** for plans and conducts internal audits at planned intervals. Internal audits are conducted to verify quality activities and related results comply with planned expectations including customer contractual requirements and other IMS requirements as deemed necessary and applicable. Internal audits use risk-based thinking and the notion of continual improvement as the main drivers. Internal audits are conducted at planned intervals to determine whether the integrated management system conforms our organizations planned The Business Manager is responsible for organizing and coordinating the internal audit to ensure that the audit scope, the frequency and methods are defined, and the following requirements are satisfactorily achieved:

- Definition of audit responsibilities
- Assurance of auditor independence
- Recording of audit results
- Communication of audit results to management
- Definition of requirements for planning and conducting the audit including taking appropriate correction and corrective actions without undue delay

This program shows all the departments of the company and month in which audit is planned. In this program, each cell, against each year and department, is split in to four (4) cells. Each cell representing a step of audit cycle as explained below-



9.3 Management Review

9.3.1 General

Raiyan Knit Composite Limited. Management Review procedure **(RKCL/IMS/02/010)** for ensure the continuing suitability, adequacy and effectiveness of our integrated management system in meeting our organization's strategies, Top management conducts formal management review meetings at planned intervals and includes the following considerations:

9.3.2 Management Review Inputs

The primary inputs that are reviewed comprise data from conformance and performance measurements that are gathered at key quality data points from various processes. Subsequent recommendations for improvement are based on the evaluation of such measurements. Assessment of the IMS is based on a review of information inputs to Management Review. Input examples include:

- The status of actions from previous management reviews
- Changes in external and internal issues that are relevant to the IMS

- Customer satisfaction and feedback from relevant interested parties
- The extent to which IMS objectives have been met
- Process performance and conformity of products and services
- Incident investigations, Corrective actions & preventive actions
- Significant environmental aspects
- Changing circumstances, including developments in legal and another requirement related to environmental
- Nonconformities and corrective actions
- Monitoring and Measurement result
- Audit results
- Performance of external Providers

In addition, management review inputs shall include the adequacy of resources, the effectiveness of actions taken to address risks and opportunities and opportunities for improvement. Results of Management Review meetings shall be retained.

9.3.3 Management Review Outputs

The primary outputs of management review meetings are management actions that are taken to make changes or improvements to our integrated management system. During management review meetings, top management will identify appropriate actions to be taken regarding the following issues:

Management Review Outputs include decisions and actions related to the following:

- Opportunities for improvement
- Integrated policy & objective
- Changes needed to the IMS
- Resource needs.

Management Review Meeting documents and information is retained as required by applicable procedures. **(RKCL/IMS/02/009)**

10.0 Improvement

10.1 General

Raiyan Knit Composite Limited to determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of customers and relevant interested parties, or to enhance customer satisfaction, drives improvement via the analysis of relevant data. The data inputs for the improvement process include:

- Risk and opportunity evaluations
- Assessment of the changing needs and expectations of interested parties
- The conformity of existing products and services
- The effectiveness of our IMS
- Supplier performance
- Levels of customer satisfaction, including complaints and feedback

- Internal and external audit results
- OHSMS & Environmental performance
- Corrective action and non-conformance rates

Raiyan Knit Composite Ltd. also ensures that opportunities for improvement from monthly feedback on operational performance are evaluated by the General Manager HR, Admin & Compliance which are typically implemented through the corrective action system. Opportunities for improvement from analysis of longer-term data and trends are evaluated and implemented through the management review process and are prioritized with respect to their relevance for achieving our quality objectives.

The overall effectiveness of continual improvement program (including corrective actions taken as well as the overall progress towards achieving corporate level improvement objectives) is assessed through our management review process. Implements necessary actions to meet customer requirements and enhance customer satisfaction. Examples:

- Improving products and services to meet requirements as well as to address future needs and expectations
- Correcting, preventing or reducing undesired effects
- Improving the performance and effectiveness of the IMS.

10.2 Incident, Nonconformity and Corrective Action

Raiyan Knit Composite Ltd. having a Procedure **(RKCL/IMS/02/008)** for Evidence of non-conformance, customer dissatisfaction or service weakness is used to drive our continual improvement system. Since problems may already exist, they will require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of its recurrence. Examples of actions taken include:

- Taking action to control and correct it
- Reviewing and analyzing the nonconformity
- Determining the causes of the nonconformity
- Determining if similar nonconformities exist, or could potentially occur
- Implementation of any action needed
- Review of the effectiveness of any corrective action taken
- Updating risks and opportunities determined during planning, if necessary
- Making changes to the IMS, if necessary.

Top Management with responsibility and authority for implementing corrective action are notified promptly of product or process non-conformities. Investigating and eliminating the root cause of these failures is a critical part of our continual improvement process.

Follow-up audits are conducted in accordance with the internal audit process to ensure that effective corrective action is taken and that the action is appropriate to the impact and nature of the problem encountered. In addition, the Manage HR, Admin & Compliance will summarize and analyses corrective action data to identify trends in order to assess the overall effectiveness of the corrective action system and to develop related recommendations for improvement.

The resulting corrective actions are reviewed for effectiveness and are reported to Top management in order to determine if changes to the IMS are required, or whether any new risks or opportunities need to be considered during planning. Documented information concerning the nature of any non-conformances and their resulting corrective actions is retained.

The corrective actions are considered effective if the specific problem was corrected and data indicates that the same or similar problems have not recurred. Results of data analysis and subsequent recommendations are presented to top management for review.

10.3 Continual Improvement

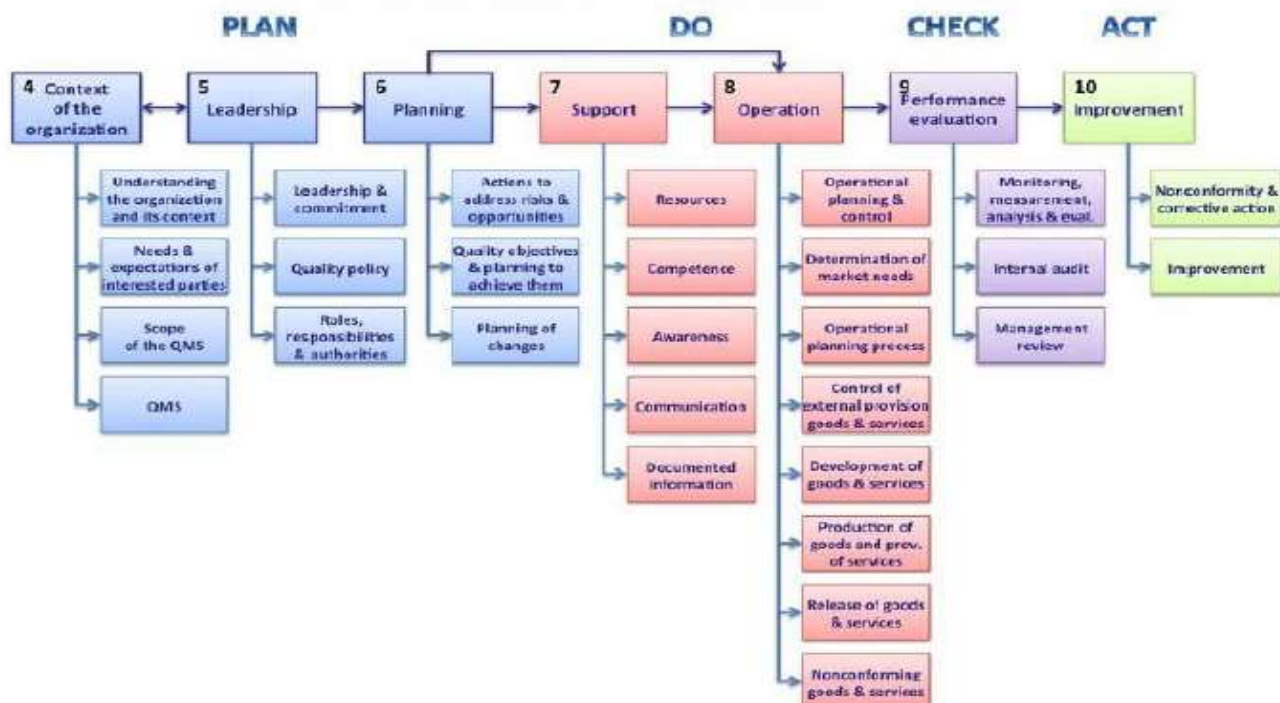
Raiyan Knit Composite Ltd. continually improves the effectiveness of its integrated management system through the effective application of the corporate policies, objectives, auditing and data analysis, corrective and preventive actions and management reviews.

The continual improvement process begins with the establishment of our corporate policies and objectives for improvement, based on objectives contained in our business plan and customer targets and goals. Customer satisfaction, internal audit data, process and product performance data, and the cost of poor quality or risk control are then compared against objectives or KPIs to identify additional opportunities for improvement.

The overall effectiveness of continual improvement program, including corrective actions taken, as well as the overall progress towards achieving corporate level improvement objectives, are assessed through our management review process.

The implementation of the “Process Approach” including the PDCA Cycle provides verifications that our IMS is robust, and the achievement of effective process perform

Continual Improvement process



End of Manual