

**AMANA KNITTEX LTD. - AMANA TEXTILE – AMANA  
KNITTEX  
QUALITY MANUAL**

Doc. No.: QMA/MGT/01  
Revision: R

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Prepared by	Approved by
Chairman:	Managing Director:

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**COMPANY OUTLINE / DETAILS**

i	Name of the Company	: Amana Knittex Ltd. Amana Textile Amana Knittex
ii	Address	: Amana Complex: Masdair, Gorsthan, Gabtoli Mor, Fatullah, Narayanganj
iii	Telephone	: 0088-02-7642713, 0088-02-7631445, 0088-02-7647134
iv	Fax	: 0088-02-7646339
v	E-mail	: <a href="mailto:shaheen@amanagroup.net">shaheen@amanagroup.net</a>
vi	Office	: Same

Prepared by	Approved by
Chairman:	Managing Director:

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**DECLARATION**

This manual is the property of AMANA KNITTEX LTD., *AMANA TEXTILE AND AMANA KNITTEX* and furnished only for the purpose indicated. Possession of this material does not convey any permission to reproduce this material, in whole or in part, or manufacture the subject matter shown therein, or use the confidential or proprietary information thereon. The MR may distribute uncontrolled copies of this manual to buyers or its representatives, relevant government officials, third party auditors, and internal auditors or to any other person or organization only after obtaining prior permission of the Managing Director.

The manual defines quality management practices of the company to be followed within the organization.

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**AMENDMENT POLICY**

All amendments to this manual shall be made according to the Quality System Procedure for Control of Document. The amendment sheet, which identifies the nature of change in the document, shall be updated whenever any change takes place. All copies of the manual shall have the updated amendment sheet.

Whenever a page of the manual is changed, the revision of the corresponding page shall be updated and shall be recorded in the amendment sheet.

Whenever several pages are changed, the revision shall be alphabetically changed and the revision will be shown alphabetic A,B,C and onwards. The Managing Director shall authorize all pages of the manual and the subsequent amendments.

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**DISTRIBUTION LIST**

Controlled copies of this manual are distributed to the following persons:

SL. No.	Recipient	Copy No.
01.	Chairman	1
02.	Managing Director	2
03.	Director, Finance	3

However, the master copy is retained by the MR and does not have any copy number.

The MR is authorized to issue uncontrolled copy.

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**ABBREVIATION / ACRONYMS**

AKL-AT-AK	Amana Knittex Ltd.- Amana Textile – Amana Knittex
AOD	Analysis of Data
CAR	Corrective Action
CAT	Competency, Awareness and Training
CMD	Control of Monitoring and Measuring Devices
CNP	Control of Nonconforming Product
COD	Control of Document
COP	Control of Production & Service Provision
COR	Control of Records
CRP	Customer Related Processes
CUP	Customer Property
GM	General Manager
HOD	Head of the Department
IAT	Identification and Traceability
INA	Internal Audit
MMP	Monitoring and Measuring of Product
MPR	Monitoring and Measuring of Processes
MR	Management Representative
MRM	Management Review Meeting
MRC	Management Review Committee
NCR	Nonconformity Report
PM	Production Manager
PAR	Preventive Action
PUR	Purchasing
QCD	Quality Control Department
QPO	Quality Policy
QOB	Quality Objective
QM	Quality Manual
QMS	Quality Management System
QSP	Quality System Procedure
RM	Raw Materials
STT	Statistical Tools & Techniques
SOP	Standard Operating Procedure

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**ABOUT THE COMPANY**

AMANA KNITTEX LTD., AMANA TEXTILE and AMANA KNITTEX is a 100% export oriented knit garments manufacturer started its business in the year 1997. At present, the factory is located at Amana Complex, Masdair Gorsthan, Gabtoli Mor, Fatullah, Narayanganj.

AMANA KNITTEX LTD. is a private limited company and is running under 5 directors' who play the key role for the development of the company. Managing Director is the key decision makers. Amana Textile and Amana Knittex are partnership enterprises and located at same address. Competent and well-motivated staff and workers, totaling 500, run the organization under the guidance of the top management. Machinery used include single needle, three/four thread over lock, flat lock, Cylinder bed, button hole, button stitch, picoding, smoking and other advanced machines imported and locally sourced. The company has state-of-the-art technology with modern facilities that leads to recognize the company is capable to fulfill statutory, regulatory and buyers' compliance issues.

List of the Management Key Personnel of the Company is as follows:

- |    |                      |   |
|----|----------------------|---|
| 1) | Chairman             | : Mr. Khandakar Shaiful Islam           |
| 2) | Managing Director    | : Mr. Khandakar Shaheen Ibrahim         |
| 3) | Director Finance     | : Mr. Khandakar Sirajul Islam (Shameem) |
| 4) | Director Procurement | : Mr. Khandakar Shaiful Islam           |

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**Quality Policy**

Our goal is to be the supplier of world-class knit garments buyers and continue relationship with them by meeting requirements.

To achieve this goal, we shall always satisfy the buyers through quality products, timely delivery of goods and excellent services. We shall also fulfill statutory and regulatory requirements to ensure factory environment and workers rights and benefits.

We are committed to continually improve productivity, product quality and workers skills, and reduce alter and wastage percentage of the company.

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**Quality Objectives**

- Customer Satisfaction :
  1. Order cancellation due to quality reason.
  2. On time delivery (Buyer Agreed Time)
  3. No. of re-check in buyer's final inspection
  4. Discount/claim after shipment
  
- Continual improvement :
  1. Limit sewing reject of garments.
  2. Limit alter/repair garments.

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CLAUSE	SCOPE
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The quality management system described in this manual is aimed to fulfill the commitments stated in the quality policy of Amana Knittex Ltd., *Amana Textile and Amana Knittex* as well as the requirements of ISO 9001: 2008 QMS standard. The manual addresses the requirements of ISO 9001:2008 except for the exclusions shown, with justification, in the table below:

**EXCLUSION TABLE**

Clause or Sub-clause	Exclusion	Justification
7.3	Design Development	Amana Knittex Ltd., <i>Amana Textile and Amana Knittex</i> do not design garments it manufactures and sells. Design of garments is being done by buyers, followed by a sketch or garments sample is provided to AKL+ AT+AMANA KNITTEX to confirm the style and quote price.
7.5.2	Validation of Processes for Production and Service Provision	Amana Knittex Ltd., <i>Amana Textile and Amana Knittex</i> manufacture readymade garments which can be inspected and tested without destroying the piece being inspected and tested.

The manual includes reference to the Quality System Procedure (QSP) and Standard Operating Procedure (SOP) required and established for the quality management system in Amana Knittex Ltd. and a description of the interactions between the processes of the quality system procedure.

**Related Documents:**

Documents related to this Quality Manual include:

- All procedures in the name of 'Quality System Procedure' referenced within the pages of this document.

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- All work instructions in the name of ‘Standard Operating Procedure’ that directly or indirectly have impact on product or process.
- All Forms/Register/ Checklist used in conjunction within this policy and the procedures and work instructions described in both of the above.

CLAUSE	TERMINOLOGY
--------	-------------

**01 QUALITY POLICY**

The AKL’s mission and vision statement including commitment to direct and control with regard to quality, which is formally expressed by the top management.

**02 QUALITY SYSTEM PROCEDURE**

Quality System Procedures of Amana Knittex Ltd. are prepared and documented in compliance with the requirements of ISO 9001: 2008 standards and to pull off the quality policy. These describe as to how the elements of the Quality Management System of Amana Knittex Ltd. are developed and will be maintained including responsibility to pursue and control activities affecting quality. These documents also mention the purpose and scope of application in the organization. These Quality System Procedures contain functional instructions for the different policy requirements.

Chairman prepares the Quality System Procedures, which are authorized by Managing Director or designated, authorized persons.

**03 STANDARD OPERATING PROCEDURE**

Instructions contain information that explains how an activity or certain task has to be performed. Amana Knittex Ltd. has developed instructions for several particular activities, which was not mentioned in the Quality System Procedure but may affect the quality of product or process.

Chairman prepares the instructions, which are reviewed and approved by Managing Director.

**04 QUALITY MANAGEMENT SYSTEM**

The Quality Management System of Amana Knittex Ltd. is documented and maintained in 4 (four) tiers. They are:

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- Tier 1 – Quality Policy, Quality Objectives, Quality Manual
- Tier 2 – Quality System Procedures
- Tier 3 – Standard Operating Procedures, Specifications, etc.
- Tier 4 – Forms/ Checklist

<b>CLAUSE: 4</b>	<b>QUALITY MANAGEMENT SYSTEM</b>
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**4.1 GENERAL REQUIREMENT**

Amana Knittex Ltd., *Amana Textile and Amana Knittex* have established, documented, implemented and maintained a quality management system and its effectiveness will be continually improved in accordance with the requirements of ISO 9001:2008 International Standard.

All requirements except the exclusions (7.3 and 7.5.2) made in the exclusion table are identified as the quality management system of Amana Knittex Ltd., *Amana Textile and Amana Knittex*.

Amana Knittex Ltd., *Amana Textile and Amana Knittex* identify the processes needed for the quality system management and their application throughout the organization is found in this manual.

Amana Knittex Ltd., *Amana Textile and Amana Knittex* determine the sequence and interaction of these processes which are defined in Cross-functional Flowchart (see annexure – A) including the description of interaction between the processes.

The criteria and methods for effective control of processes have been determined and defined in operation control procedures, monitoring and measurement procedures, relevant SOPs and Specifications etc.

Availability of resources and information required for effective operation and monitoring of these processes are ensured by the company on the basis of business plan, current market conditions, technological changes and customer requirements.

On completion of monitoring, measurement and analysis of data of these processes, appropriate action is taken to ensure that planned results are achieved and any opportunities for improvement are acted on.

<b>CLAUSE: 4</b>	<b>QUALITY MANAGEMENT SYSTEM (cont.)</b>	
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Management of these processes is accomplished in accordance with the requirements of ISO 9001:2008.

Outsourced processes, having impact on product or service conformity requirements, are controlled in accordance with purchasing procedure.

**Related Documents:**

Cross-functional Flow Chart (see Annexure – A)

**4.2 DOCUMENTATION REQUIREMENTS**

**4.2.1 General**

Amana Knittex Ltd., *Amana Textile and Amana Knittex* have decided to include the following documents in its quality management system:

- a) Documented statements of quality policies and quality objectives: The Managing Director of the company has defined the quality policy. The quality objectives have also been defined and have been reproduced in page no. 10 of this manual.
- b) This quality manual: is the integral part of the company's quality management system.
- c) Documented procedures referred to as Quality System Procedures in this quality manual which are required by the ISO 9001: 2008 International Standard as well as where it is felt desirable to ensure effectiveness of the quality management system.
- d) Any documents (example, SOPs) have been created to ensure effective planning, operation and control of the processes.
- e) To maintain objective evidence of activities that being performed, records are maintained which include those required by the International Standard as well as those required by customers and the company.

<b>CLAUSE: 4</b>	<b>QUALITY MANAGEMENT SYSTEM (cont.)</b>
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**Related Documents:**

Quality Policy & Quality Objectives

This quality manual

Documented procedures reference within this manual

Records reference to Quality Record List

**4.2.2 Quality Manual**

This quality manual contains:

- a scope statement with exclusions (See exclusion table)
- reference to the Quality System Procedures.
  
- reference to Cross-functional Flowchart, which provides a description of the interaction between the processes of the quality management system.
- Organogram

**4.2.3 Control of Documents**

A documented procedure has been established for effective control of documents. Controlled documents include internal documents such as QSPs, SOPs, quality manual, quality policy, quality objectives, flow charts, specifications etc. and external documents like customer supplied drawings, published standards etc.

All quality related documents such as policy, objectives, procedures, instructions, quality manual, and forms/checklists are reviewed for adequacy and approved prior to issue. The approving authority and issuing authority have been defined in the procedure. The methods of revision and reissue of controlled documents followed by changes or modification are controlled as per the procedure.

Before issuing, Management Representative ensures that all documents are legible. All pertinent quality related documents are available at the point where they apply. Management Representative maintains a Master List of Controlled documents.

All external documents that affect the quality of products or processes are controlled by maintaining a list of pertinent issue including custodian of the external origin of documents.

<b>CLAUSE: 4</b>	<b>QUALITY MANAGEMENT SYSTEM (cont.)</b>
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Obsolete documents are promptly removed from all points of use and a copy is retained for archival purpose by the Management Representative.

**Related Documentation:**

QSP for Control of Document (QSP/MGT/01)

**4.2.4 Control of Records**

Records are maintained to demonstrate conformance to requirements and of the effective operation of the quality management system, legal and customer requirements.

Master List of Records is available with each HODs and Management Representative for easy identification.

Retention time is selected based on company's own requirements; consideration has also been given to legal and customer requirements.

Retention time and disposal method of records are identified in quality records list. Records are preserved in such a way that ensures legibility and easy retrieval.

Amana Knittex Ltd., *Amana Textile and Amana Knittex* allows its customers, and third party auditors to verify records if it is a part of the contract.

**Related Documentation:**

QSP for Control of Records (QSP/MGT/02)

<b>CLAUSE: 5</b>	<b>MANAGEMENT COMMITMENT</b>
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**5.1 MANAGEMENT COMMITMENT**

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The following are expressions of Amana Knittex Ltd., *Amana Textile and Amana Knittex* management commitment to develop, implement and improve the effectiveness of the quality management system:

- Communication about the importance of fulfilling customer, legal and regulatory requirements occurs throughout the company. That communication happens through the use of:
  - General and product, service or process specific training
  - Retraining when and where shoAmana Knittexalls appear
  - Displays and postings in the prominent points/areas of the facilities
  - Periodic communication meetings- recorded in training record
  - Specific emphasis in provided documentation
- The quality policy
- The quality objectives
- The management reviews
- Assurance the availability of resources to achieve the quality objectives and continuously improve the effectiveness of the system.

The quality policy and the quality objectives have been established. The quality policy is displaced at prominent points and explained to all employees to ensure that it is understood.

Regular management review is conducted and resources required for effective operation of the quality management system are ensured.

**Related Documents**

Quality Policy (QPO/MGT/01)  
Quality Objectives (QOB/MGT/01)

<b>CLAUSE: 5</b>	<b>MANAGEMENT RESPONSIBILITY (cont.)</b>
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## 5.2 CUSTOMER FOCUS

The highest level of management assures that all customer requirements will be uncovered through the processes described in 7.2 and 8.2.1 later in this quality manual. Through all of the policies, objectives and processes described in this quality manual, the highest level of management assures the required environment to consistently fulfill the customer requirements. By routinely assessing customer satisfaction, the highest level of management optimizes the likelihood of moving customer satisfaction closer and closer to customer delight.

## 5.3 QUALITY POLICY

Amana Knittex Ltd., *Amana Textile and Amana Knittex* have given outstanding consideration to the following while formulating the Quality Policy:

- Is appropriate to the purpose of *AKL+AT+AMANA KNITTEX*
- the need to include an explicit commitment for compliance to requirements
- the need to include an explicit commitment to continual improvement of effectiveness of the quality management system
- the required continual compatibility with quality objectives

The quality policy statement that has been authorized by the Managing Director can be found within this manual. It is also displayed to many prominent locations within the organization.

The quality policy is communicated to all level of employees of the organization through training or briefing and discussing in important business events. Employees at all levels of the organization are expected to fulfill the requirements of this policy in all of their work related efforts and decisions.

Lastly, the quality policy is reviewed in each management review meeting for suitability. Its distributions are controlled because of the possibility that it might change.

**CLAUSE: 5**

**MANAGEMENT RESPONSIBILITY (cont.)**

## 5.4 PLANNING

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#### 5.4.1 Quality objectives

Quality objectives have been established at organizational and operational levels. They are measurable and have been set with the aim of achieving conformity and continual improvement.

The objectives are related to customer satisfaction, customer complaints, performance of the product and processes performance etc.

The status of the performance of the objectives set are reviewed periodically and corrective actions are taken, whenever required.

The following, measurable quality objectives, have been formulated by the highest level of management:

- Customer Satisfaction:
  1. Order cancellation due to quality reason.
  2. On time delivery (Buyer agreed time).
  3. No. of re-check in final inspection.
  4. Discount/claim after shipment.
  
- Continual Improvement:
  1. Limit sewing reject of garments.
  2. Limit alter/repair garments.

The above quality objectives are rolled down to department's level.

#### 5.4.2 Quality management system planning

Consistent with the objectives set, the management has identified and planned the resources required to achieve them. In order to do this, the management has identified the quality management system processes and the interaction between the processes. The company has also identified the measurement; analysis and review processes required for continual improvement and implemented necessary activities to promote improvement.

**CLAUSE: 5**

**MANAGEMENT RESPONSIBILITY (cont.)**

#### 5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

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### 5.5.1 Responsibility and Authority

The Organogram (See Annexure-B) illustrates functions, and their interrelations. More specific quality management system responsibilities and authorities can be found in job descriptions, flow charts, quality system procedures, standard operating procedure, quality objectives etc. associated with machines utilized, products manufactured and services provided. Appropriate distribution of these documents and associated training assures clear communication of this information.

### 5.5.2 Management Representative

General Manager has been selected as the management representative of Amana Knittex Ltd., *Amana Textile and Amana Knittex*. The assigned duties include:

- Overseeing the implementation and maintenance of the quality system in accordance with ISO 9001:2008 requirements.
- Identifying on the need for improvement of the quality management system.
- Reporting to Managing Director on the status of the quality management system and need for improvements.
- Encouraging and assisting in extending the understanding of customer requirements to the degree necessary throughout the organization.

### 5.5.3 Internal communication

The highest level of management and functional departments share data or information, indicating the performance and effectiveness of the quality management system, throughout the organization in the following ways:

- Generating periodic reports in printout form with graphical presentation, where Possible, and communicating to the concerned personnel
- Placing data and reports on computer network or notice board.
- Discussing reports and data in business sessions or management review meeting.
- using internal memorandum etc.

**CLAUSE: 5**

**MANAGEMENT RESPONSIBILITY (cont.)**

### 5.6 MANAGEMENT REVIEW

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### 5.6.1 General

In order to assure the continuing suitability, adequacy and effectiveness, top management conducts management reviews of the quality management system. The reviews can address the quality management system entirely or in parts, as long as the entire quality management system is reviewed at least once in every (6) six months. An expected outcome of that review is the determination of the need for any change or to reveal opportunities for improvement to the quality management system, including adjustments to the quality policy and quality objectives. Management review records are maintained.

### 5.6.2 Review input

Periodic performance and opportunities for improvement are determined by reviewing following.

- Results of audits
- Customer feedback
- Process performance and product conformity
- Preventive and corrective action status
- Follow-up actions from previous management reviews
- Changes that could affect the quality management system
- Recommendations for improvement
- The overall suitability, adequacy and effectiveness of quality management system (quality policy and quality objectives)

### 5.6.3 Review output

Actions associated with the following are included in the output from management review:

- Improvement of effectiveness of the processes of the quality management system
- Overall improvement of the quality management system effectiveness
- Improvements of products related to customer requirements
- Resource needs.

**CLAUSE: 6**

**RESOURCE MANAGEMENT**

## 6.1 PROVISION OF RESOURCES

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Resources for the following purpose are provided on time:

- To implement and maintain the quality management system
- To continually improve upon the quality management system effectiveness
- To ensure customer satisfaction through consistent achievement of customer requirements.

## **6.2 HUMAN RESOURCES**

### **6.2.1 General**

Anyone in AKL+ AT+AMANA KNITTEX, having an assignment that can affect product quality, must be competent through education, skills, training and experience as necessary. Requirements for education, skills, training and experience can be found in position wise Job Specifications maintained by the administration department. Competency is determined by pre-testing where possible and by the temporary assignments. Apprenticeships are also used to develop competency. Annual competency assessments of the existing employees are also done.

### **6.2.2 Competence, awareness and training**

When training is required to aid achievement of the required competence, one or more of the following may occur:

- Classroom training (internal or external) will be scheduled and coordinated by the Admin. Department.
- On-the-job training will be coordinated by the department supervisor
- Apprenticeships will be jointly arranged and coordinated by the Admin. Department and the supervisor of the department where the apprenticeship will take place.

When and where it is necessary, actions other than training will be used to achieve the needed competence and appropriate measures of effectiveness applied.

<b>CLAUSE: 6</b>	<b>RESOURCE MANAGEMENT (cont.)</b>
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One or more of the following will evaluate effectiveness of the training and other Actions taken:

- certificates of completion for externally provided training
- measuring process outcomes before and after training
- performance monitoring and reviews on new hires
- arranging briefing sessions for the other staff in the similar jobs by the persons received external training.

Admin. In-charge is responsible for keeping records of education, training, skills and experience of employee people in personal file. Education records of employee people are maintained for those who have passed at least S.S.C examination. Experience certificate is collected and preserved in personal file if it is provided by the previous employer(s). Training certificate for any training course attended or participated by the employee/s mentioned in C.V is collected and preserved in employee personal file.

### 6.3 INFRASTRUCTURE

All directors will jointly determine the infrastructure needs for each new product and/or service or significant change to existing product and/or service. Consideration is given to the following:

- Building:** design and dimension, location, building materials
- Workspace:** dimension, layout, accessibility and ease of movement
- Facilities associated with building or workspace:** ventilation, water, lighting, electricity, telephone systems, data lines, machine specific requirements, etc.
- equipment-hardware:** furniture, workbenches, storage racks, tools, machines, test equipment, computers, other office equipment, etc.
- Equipment – software:** test, calibration, data collection
- Support services:** maintenance, calibration, IT, transportation etc.

Changes to the infrastructure are planned and incorporated in Specifications, relevant documents (QSPs and SOPs), etc.. When all the needs have been identified, it is the responsibility of the highest level of management to approve those necessary for the achievement of product and/or service requirements.

<b>CLAUSE: 6</b>	<b>RESOURCE MANAGEMENT (cont.)</b>
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#### **6.4 WORK ENVIRONMENT**

Amana Knittex Ltd., *Amana Textile and Amana Knittex* consider and address many different aspects of the work environment that may affect to achieve conformity to product requirements. Most significant among them and the departments assigned to manage them are listed below:

- ❑ Facilities-managed by the Production and Maintenance Departments
- ❑ Health and safety-managed by the Admin. & Compliance Department
- ❑ Housekeeping-managed by the Store and Admin. Departments
- ❑ Work ethics-managed by the Admin. & Compliance Department

#### **Related Documentation:**

SOP for Competence, Awareness and Training (SOP/ADM/01)

<b>CLAUSE: 7</b>	<b>PRODUCT REALIZATION</b>
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Prepared by	Approved by
Chairman:	Managing Director:



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**7.1 PLANNING OF PRODUCT REALIZATION:**

The products are realized by the following processes:

- receiving specifications and purchase order from customers
- Purchasing of raw materials as per need.
- inspecting and testing of incoming materials (raw materials) against specifications and using official methods
- production using by the approved methods
- inspection of the products and releasing those meet specification
- Delivery of released products for buyer destination.

**7.2 CUSTOMER RELATED PROCESSES**

**7.2.1 Determination of Requirements Related to the Product**

MD and Merchandising identify all customer requirements as they interface with the customer and as the product or service development takes place:

- Product specifications provided by the customer
- Product performance requirements provided by the customer
- Customer stated availability requirements
- Customer stated delivery requirements
- Customer stated support needs
- Determination of application related requirements, if not provided by the customer (if any)
  - Temperature requirements
  - Humidity requirements
- Determination of relevant legal requirements if any
  - Customs Authority, etc.
- Determination of relevant environmental requirements if any
  - Customer imposed (for example, a customer requirement to be ISO 14000 certified)
- Determination of any other relevant requirements
  - Safe usage instruction, etc.

<b>CLAUSE: 7</b>	<b>PRODUCT REALIZATION (cont.)</b>
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### **7.2.2 Review of Requirements Related to the Product**

All inquiries and orders are reviewed to ensure that:

- The customer requirements are properly and adequately defined and documented,
- Differences between requirements in the order under review and those in the previous documents are resolved,
- The company has the capability to meet the order requirements.

If customers make any amendment to order that is communicated to the appropriate functions.

If Amana Knittex Ltd. / *Amana Textile/ Amana Knittex* needs to amend the shipment schedule or any other requirement, a request is made to the customer and executed only after getting approval from the customer.

If any requirement communicated to Amana Knittex Ltd./ *Amana Textile/ Amana Knittex* by telephone, the company documents that requirement and confirms with customer in writing before being executed.

Records of the results of the review and actions arising from the review are maintained.

### **7.2.3 Customer Communication**

Amana Knittex Ltd./ *Amana Textile/ Amana Knittex* informs customer about its products through sending brochure or company profile, e-mail, fax and visiting to customer office.

All inquiries, contracts or order handling including amendments are managed as stated above (see 7.2.2).

All complaints and any feedback on dissatisfaction are properly investigated and answered to customer within the time frame.

SOP for Contract Review (SOP/MER/01)

<b>CLAUSE: 7</b>	<b>PRODUCT REALIZATION (cont.)</b>
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### **7.3 DESIGN AND DEVELOPMENT**

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This clause has been excluded and justification for exclusion will be found in exclusion table mentioned at the beginning of this manual.

#### **7.4 PURCHASING**

Amana Knittex Ltd., *Amana Textile and Amana Knittex* select suppliers and subcontractors based on their ability to meet its requirements. These companies purchase from sources that have the capability to meet the specification.

Amana Knittex Ltd., *Amana Textile and Amana Knittex* evaluate performance of its suppliers and subcontractors once every year using Weighted Point Plan method. Quality has been given the highest rating.

The company specifically identifies or makes reference to specifications of purchased items in the Purchase/Work Order or Letter of Credit (L/C) thus supplier can supply materials as per company's requirements.

Amana Knittex Ltd., *Amana Textile and Amana Knittex* always verifies and or inspects materials subcontracted products upon receipt at its premises.

Amana Knittex Ltd., *Amana Textile and Amana Knittex* allow its customer to visit supplier's premises and its own premises. However, this visit by customers is not taken as materials or product acceptance by the customer. These companies perform all necessary tasks to accept or reject of materials or products in spite of such verification and does not take this visit as a confirmation of product acceptance by the customer. This only takes place when such provision is included in the contract.

#### **Related Documentation:**

SOP for Purchasing (SOP/MER/02)

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#### **7.5 PRODUCTION AND SERVICE PROVISION**

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**7.5.1 Control of Production and Service Provision**

Amana Knittex Ltd., *Amana Textile and Amana Knittex* identify and plan production processes, which directly affect quality, and ensure that these processes are carried out under controlled conditions.

Documented work processes are available where all necessary information is available including information relating to product characteristics.

Equipment having direct affect on quality is suitably maintained to ensure continuous process capability.

Production operations are planned so that they proceed under controlled conditions and in the specified manner and sequence.

Suitable process and product characteristics are monitored during production and for this all required monitoring and measurement devices are made available.

Products are released after necessary inspections by Quality Control Department.

Production is scheduled and accomplished by qualified individuals using capable equipment designed to ensure that a quality product is delivered in a timely fashion.

**Related Documentation:**

SOP for Knitting (SOP/KNT/01)

SOP for Cutting (SOP/PRO/01)

SOP for Sewing (SOP/PRO/02)

SOP for Finishing (SOP/PRO/03)

SOP for Broken Needle Control (SOP/PRO/04)

**7.5.2 Validation of Production and Service Provision**

This clause has been excluded and justification for exclusion will be found in exclusion table mentioned at the beginning of this manual.

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### **7.5.3 Product Identification and Traceability**

Amana Knittex Ltd., *Amana Textile and Amana Knittex* have established and maintained procedures for identifying including inspection & test status of products.

All materials and accessories, production lines and finished products are identified by labels/tags and as per status declared by Quality Control.

Traceability is maintained by buyer name and order/ style number and other information as required in all records relevant to order.

### **7.5.4 Customer Property**

Customer property of Amana Knittex Ltd., *Amana Textile and Amana Knittex* are stored and preserved with proper identification. Customer Property, which is incorporated to product at different stages, is inspected upon receipt for conformity to specified quality standards and is identified as per test status.

In case of any loss, damage or any other abnormal occurrence experienced to the customer property, it is immediately notified to the customer. Customer property is recorded like other raw materials.

AKL+AT+AMANA KNITTEX may discard customer property after the shipment of an order or after certain duration at the discretion of the buyer or its representative. When buyer provides no provision, the company applies its own method to discard the customer property at its own discretion. However, buyer's or its representative's consent is taken before discard the customer property.

### **7.5.5 Preservation of Product**

All related personnel of Amana Knittex Ltd., *Amana Textile and Amana Knittex* are trained to prevent damage of products and materials during handling.

When the products are in companies' custody, they are preserved in storage areas. Store In-charge takes necessary steps to preserve, identify with quality status, storage the materials and products bearing in mind protection and proper inventory of goods is to be maintained.

<b>CLAUSE: 7</b>	<b>PRODUCT REALIZATION (cont.)</b>
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Identification of products and packing is done as per requirements of the customer mentioned in the Purchase Order. Where such requirements not stated in Purchase Order Amana Knittex Ltd., Amana Textile and Amana Knittex apply its own method.

To deliver to customer destination Amana Knittex Ltd., Amana Textile and Amana Knittex take all the precautions to ensure that product quality is maintained during transportation.

**Related Documentation:**

SOP for Store (SOP/STR/01)

**7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENT**

All monitoring and measuring equipment, which affect product quality or utilized by Production, Quality Control and Sample for product acceptance, are subject to the calibration outlined in this policy.

Calibration is to be done against nationally or internationally recognized standards. Amana Knittex Ltd., *Amana Textile and Amana Knittex* use services of Bangladesh Standards and Testing Institution (BSTI) or Bangladesh University of engineering and Technology (BUET) and other renowned sources in the world, where required.

All monitoring and measuring equipment are identified to show calibration status. System is maintained to identify, assess, and re-validate any product determined to have been inspected or processed by out of calibration equipment. All calibration, measurement and tests are carried out under suitable environmental conditions and all equipment is maintained and handled to ensure its accuracy and fitness for use.

Calibration and/or adjustment of all measuring, control, and test equipment are to be performed by authorized personnel only.

Measuring equipments needs to be calibrated by the in-house inspector, if identified any or where one or more equipment is calibrated out of many in use; and frequency along with the responsible of in-house calibration of measuring equipments is determined in the list of calibrated equipment.

QC In-charge maintains the certificate of the source of calibration and record of in-house calibration of measuring equipments.

**Related Documentation:**

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SOP for Control of Monitoring and Measuring Equipment (SOP/QCD/05)  
SOP for Calibration of Measuring Tape (SOP/QCD/06)

<b>CLAUSE: 8</b>	<b>MEASUREMENT, ANALYSIS AND IMPROVEMENT</b>
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**8.1 GENERAL**

Amana Knittex Ltd., *Amana Textile and Amana Knittex* product quality plans are used for planning the necessary monitoring and measurement processes. The need for statistical techniques is considered as plans are being made Implementation occurs according to the defined plans, the resulting data is analyzed and improvements are pursued.

**8.2 MONITORING AND MEASURING**

**8.2.1 Customer Satisfaction**

Merchandiser is responsible to measure customer satisfaction level. Customer Satisfaction is measured through Customer survey and no. of complain received analyzed. Customer surveys are conducted through sending Customer Feedback Form to all buyers to measure the satisfaction twice a year. The collected data are analyzed and findings are used as a scope for improvement.

**8.2.2 Internal Audit**

Internal audits are planned, executed, and documented to verify whether quality activities comply with the planned procedures and to determine the effectiveness of the quality system.

Internal audits are scheduled on the basis of the status and importance of the activity to be audited and results of previous audits. Internal audit of the system covering all requirements of the ISO 9001:2008 standard is to be done once in every quarter i.e. (3) months interval.

Auditors are nominated in such a way that they are not directly responsible to perform the activities being audited.

Management responsible for the area being audited takes action without undue delay to eliminate detected non-conformities and their causes.

<b>CLAUSE: 8</b>	<b>MEASUREMENT, ANALYSIS &amp; IMPROVEMENT (cont.)</b>
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Follow-up audits are performed to verify if the corrective action taken and effective. Results of audit are reported and reviewed in the management review meetings. A detail procedure QSP for Internal Audit is prepared to maintain.

**Related Documentation:** QSP for Internal Audit (QSP/MGT/03)

### **8.2.3 Monitoring and Measurement of Processes**

Quality management system process are monitored and measured when required in accordance with specific product plans. When departures from planned results occur, process specific reaction plans and Nonconforming Material Control, enable correction and corrective action where appropriate. Criteria of monitoring and measurement of other processes will be found in quality objectives and achievement of these objectives will be measured as defined in corporate and departmental objectives.

### **8.2.4 Monitoring and Measurement of Product**

Amana Knittex Ltd., *Amana Textile and Amana Knittex* monitor and measures the characteristics of products at different stages of production process to determine conformance to specified requirements by the customer. QC In-charge shall be responsible for over all performance of inspection and testing of in-coming, in-process and finished products/ materials.

In-coming products are not processed or used prior to inspection for verification to requirements.

Planned in-process and final inspections are carried out to ensure conformance to specified requirements throughout the manufacturing cycle and to identify any non-conformity.

Product release does not proceed until all specified activities have been completed. Records are maintained to show results of inspection and tests performed.

All records of inspections are reviewed prior to approval for dispatch to ensure all activities are complete, documented, and results meet with specified requirements.

<b>CLAUSE: 8</b>	<b>MEASUREMENT, ANALYSIS &amp; IMPROVEMENT (cont.)</b>
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**Related Documentation:**

- SOP for Yarn Test (SOP/QCD/01)
- SOP for Fabric Inspection (SOP/QCD/02)
- SOP for Accessories Inspection (SOP/QCD/03)
- SOP for In-process and Final Inspection (SOP/QCD/04)

**8.3 CONTROL OF NONCONFORMING PRODUCT**

Identifying non-conformities and subsequent elimination of the non-conformities are performed through careful analysis.

QC In-charge follows established procedures (QSP for Control of Nonconforming Product) to ensure that a product, which does not conform to specification, is withheld from use or further processing until disposition is specified and all concerned departments are advised of the disposition.

The disposition of non-conformity may be:

- Reprocess/rework
- Sell to customer by informing the non-conformity
- Sell to other customer at discount rate.
- Reject / internal use

When nonconforming products are altered/ rectified or reproduced, Concerned Inspector checks or inspects the products to confirm the quality is as per specification. QC department maintains the re-inspection records.

Amana Knittex Ltd., Amana Textile and Amana Knittex take appropriate action regarding consequences of non-conformity detected after delivery or use has started. Where required, these companies report to the customer, if non-conformity is identified after delivery of products. In such cases actions are taken as per customer advice.

**Related Documentation:**

QSP for Control of Non-conforming Products (QSP/QCD/01)

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#### **8.4 ANALYSIS OF DATA**

In Amana Knittex Ltd., Amana Textile and Amana Knittex quality management system related data is recorded as indicated in Control of Records procedure, analyzed with the objectives below in mind and used to determine the suitability, effectiveness and opportunities for improvement of the quality management system. The data analysis objectives for Amana Knittex Ltd. , Amana Textile and Amana Knittex are:

- ❑ To assess customer satisfaction levels
- ❑ To determine success rates in fulfilling customer requirements
- ❑ To gather knowledge on trends associated with products and processes in order to initiate appropriate preventive action.
- ❑ To maintain awareness of the performance of suppliers and request them to take action to correct or improve the performance where required.

#### **8.5 IMPROVEMENT**

##### **8.5.1 Continual improvement**

At Amana Knittex Ltd., Amana Textile and Amana Knittex continual improvement is:

- ❑ a part of the quality policy
- ❑ reflected in the quality objectives
- ❑ a part of the actions taken upon audit results
- ❑ driven by opportunities surfacing from data analysis
- ❑ a result of corrective action when the action taken corrects a new problem
- ❑ always a result of preventive action
- ❑ a required output from management review

##### **8.5.2 Corrective action**

In order to avoid the recurrence of problems, appropriate corrective actions are taken. Corrective Action procedure provides a systematic approach to corrective action problems that includes:

- ❑ reviewing nonconformities including customer complaints
- ❑ the determination of causes of nonconformities
- ❑ assessing the need for actions to avoid recurrence

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**MEASUREMENT, ANALYSIS & IMPROVEMENT (cont.)**

- the determination of corrective actions needed
- the implementation of determined corrective actions
- making records of the outcomes from actions taken
- verifying the effectiveness of corrective actions taken

A detail procedure QSP for Corrective Action is prepared to address maintain this clause.

**Related Documentation:**

QSP for Corrective Action (QSP/MGT/04)

**8.5.3 Preventive action**

In order to avoid the occurrence of potential problems, appropriate preventive actions are taken. Preventive Action procedure provides a systematic approach to preventive action problems that includes:

- the determination of potential nonconformities
- the determination of causes of potential nonconformities
- the determination of preventive actions needed
- the implementation of determined preventive actions
- making records of the outcomes from actions taken
- Reviewing preventive actions taken.

A detail procedure QSP for Preventive Action is prepared to address maintain this clause.

**Related Documentation:**

QSP for Preventive Action (QSP/MGT/05)

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