



An ISO 9001:2008 Certified Co.

SARVODAYA FORGINGS

MFRS. OF : EARTHMOVING AUTOMOTIVE, LIFTING EQUIPMENTS,
HOOKS AND RAILWAY COMPONENTS



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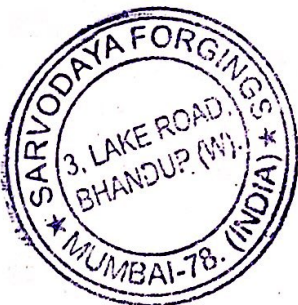
Quality Manual

Section I: Scope

SARVODAYA FORGINGS, maintains a quality system complying with the ISO 9001:2008 standards, and HOOKS standard as per IS:3815, IS:15560-2005, IS:5749, BS:3047. The only areas of those standards include are (1) the provisions related to product design because we produce components for products that our customers want we design and develop. This Quality Manual provides the basis of our quality system including our corporate mission statement, our quality policy, and a depiction of the interaction of the processes within our quality system. Finally, it maps the elements of our quality system to ISO 9001:2008 and other IS standards with reference to the applicable procedures, documents, records and responsibility. The Sarvodaya Forgings quality system is extended to include the additional requirements referred to customized drawings.

Corporate Mission

We are largest world class quality crane hooks manufacturing company supplying pan India with over 56 years of experience in state of the art of manufacturing process capable of meeting the challenges technology (nabl approved load test house), quality, conformance and delivery ensuring cost competitiveness due maintaining leadership in all its major line if business.





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Quality Policy

We at Sarvodaya Forgings:

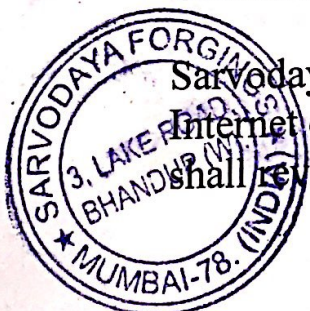
- Are all full members of the Sarvodaya forgings Team, focused on the same objectives.
- Effectively communicating all information concerning performance toward our objectives.
- Collaboration with our customers and suppliers to develop product and delivery requirements to which we always commit.
- We Strive to meet any commitment we make to a customer.
- Continually demand improvement for satisfaction of our customers and the effectiveness of our quality system.
- Operate and develop our business within a system of structured processes.

Quality System - ISO 9001:2008 and other IS standards.

- Following are the details of Sarvodaya Forgings quality system presented according to the ISO 9001:2008 and other IS standards. The sections cited by each subheading are references to these structured standards.

Control of Documents:

Sarvodaya Forgings Quality Manual is not publicly available on the Internet due to copyrights. An update may be released, the partners shall review and approve it to be posted or not.





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Reference standards, such as IS charts and ISO standards, are maintained under the oversight of the Quality Assurance Manager and are made available to all team workers to ensure perfection in time of production.

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Commitment and Customer Focus

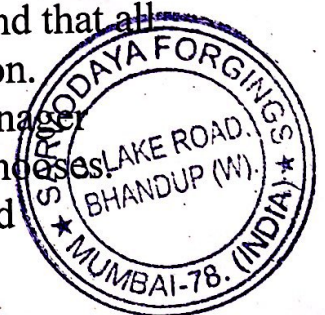
As stated in our Mission, "Sarvodaya Forgings is in the business of providing HOOK manufacturing according to the specification of our customers." Also stated is the fact that we "strive to... continually improve and perform".

Sarvodaya Forgings conducts an annual program that encompasses management review and strategic planning. Resulting from this process are detailed "Drawing charts and Plans", prominently featuring quality objectives that are communicated throughout the company. Progress toward the orders is monitored monthly by top management and is communicated to all team members if any correction has to be made. Changes made to the quality system, including the quality policy, are implemented straight away so that the integrity of the right system is always maintained.

Responsibility and Authority

Sarvodaya Forgings is a "team" of "team members".

Every employee is responsible for all activities of his/her area, especially for ensuring that the quality system is observed and that all ideas regarding improvements are given careful consideration. Delegation to the lowest possible level is encouraged. A manager may delegate any task he chooses to any team member he chooses. The manager ensures that the team member has the tools and





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authority to fulfill the task and the manager remains accountable to the top level managements for the status of executed task.

The concept of "not my job" is foreign and never there to Sarvodaya Forgings. Each has filled a variety of positions in the team during the normal course of the day. Everyone is expected to assist other members of the team in whatever may be needed. Still, the functional responsibilities of the formal organizational structure is always been observed by top level mgmt. Likewise, when necessary a manager may temporarily assume or reassign the responsibilities of any subordinate team member.

Sarvodaya Forgings encourages two-way communication that relates to the effectiveness of its quality system. Quality objectives and the progress being made toward them are communicated by means of bulletin board and meetings. Feedback is encouraged by anyone working Sarvodaya Forgings

Sarvodaya Forgings has an open door policy. A team member is responsible to report to his/her manager anytime he/she believes that the quality system has been violated. He/she has the same responsibility if he/she has a suggestion for improvement. If he/she feels that his/her thoughts have not been properly considered, he/she has the authority to approach any manager at any level.

The Quality Assurance Manager has the responsibility and authority of "management representative" as defined by ISO 9001:2008. This responsibility includes reporting to the Partners on the performance of the quality system as a basis for review and improvement, ensuring that the processes needed for the quality system are maintained and for promoting the awareness of our customer's requirements throughout the company. The Manager has the authority to resolve quality-related matters as they arise.

Customer-Related Processes





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Since Sarvodaya Forgings provides a manufacturing service, it is critical that we understand exactly what our customer's need for us to provide to them.

- Review the requirements of the customer
- Have an appropriate coordination with the customer
- Attempt to identify any other needs
- Forging design (is applicable) to both the customer and Sarvodaya
- Manager Resolves any differences between our proposal and the customer's requirements
- Have the capability to meet the requirements
- Properly process any changes to the original order

Purchasing Activities

- It is the responsibility of each manager to seek out good companies to be considered as suppliers to Sarvodaya and to recommend these companies to the Quality Assurance Manager. In turn, the Quality Assurance Manager:
 - 1) Is responsible for ensuring that suppliers are selected on the basis of their ability to meet our requirements;
 - 2) Determines the extent of control that needs to be exercised for each product, service and supplier, subject to minimum control requirements. Continuously monitors the demonstrated ability and performance of each supplier and uses records thus produced to establish the level of control to exercise on that supplier and to define the actions to be taken up to and including disapproval if the supplier has failed to meet requirements;
 - 3) Maintains the list of approved suppliers for each type of product and service, including the scope of their approval;
- QAM reserves the right to review products at a supplier's facility prior to shipment, we so specify in our purchasing documents. We recognize our customers' right, if they so wish,





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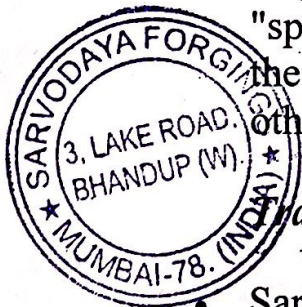
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- to personally inspect our suppliers and our suppliers' products and services; however, verification by the customer absolves us of nothing and we cannot use the customer's verification as proof of our quality.
- Whenever we receive materials from suppliers, be it raw material, tooling, or products that have received we perform an incoming verification and raw material testing for conformance of the material to our requirements.
- We utilize supplier-provided test reports for raw material and we verify that the data contained in those reports indicate that that the material meets all applicable specifications and testing is done in front of our QAM, To ensure the reliability of the information we accept from our suppliers are correct and we periodically perform random visits

Process Control and Validation

- Sarvodaya Forgings business of forging carries series of processes whereby at extremely high temperatures from constantly eroding tooling. Each forging is the product of the overall process as well as individual craftsmanship. Control of product quality is achieved through continuous process monitoring and final inspection and various test reports, using the customer's specified sampling plan or, if none is specified, using the basic IS standards quality.
- Destructive testing is necessary in many cases where the customer's quality requirements cannot be achieved any other way. A point of particular focus is the validation of the "special process" related to high-temperature heating whereby the results achieved for any given part cannot fully be verified other than by destructive testing or placement in service.



Traceability

- Sarvodaya serves spectrum of industries with products (forgings or machined parts, with or without subsequent



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- processing) whose materials and specified requirements range from the mundane to the highly regulated. For some specifications, material tracking simply by grade is sufficient while others require tracking of material heat and even heat treat lot.
- It is crucial that at all points in our process until the product is in the customer's hands we track (as applicable) which order number, die number, print revision, specification, grade, heat code and heat treat lot that raw materials, containers, tools, documents and products represent.

Corrective and Preventive Action

It is not enough to simply avoid shipping bad product. To properly serve our customers and ourselves we take each product or procedural nonconformance, and particularly any customer complaint. We submit various test reports to customers.

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