

# TEESIN MACHINERY PTE LTD




## QUALITY MANUAL

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## 1. INTRODUCTION

Established in the year 1981, **Teesin Machinery Pte Ltd** set up her headquarter in Singapore occupying an area of 68,000 square feet. The company was founded by Mr. Lawrence Chan and sustaining a good reputation over the years. A leading construction equipment and construction machinery supplier and manufacturer in Asia, Teesin specialized in a wide range of construction equipment and construction machinery including diverse international brands from China, Europe, Japan, and the United States.

Our network of construction equipment and construction machinery manufacturers, availability of job-site supports, and provision of product training and well-equipped application knowledge, uniquely positions us to help business partners fulfill their professional requirements. Organizations turn to us to customize products, services, and construction solutions to respond to specific functions for the best results.

Teesin's strong commitment to the provision of quality products and reliable services has been contributing to optimal productivity and benefits for our business partners.

For more information, please visit <http://www.teesin.com.sg/about-us/>

### **Corporate Address:**


#### **Teesin Machinery Pte. Ltd.**

11 Senoko Avenue

Singapore 758 301

Tel: +65 6758 1211

Email: [info@teesin.com.sg](mailto:info@teesin.com.sg)

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## 2. ABOUT THE MANUAL


This manual is prepared for the purpose of defining the company's interpretations of the ISO 9001:2015 international standards, as well as to demonstrate how the company complies with that standard.

This manual defines how **Teesin Machinery Pte Ltd** has tailored its management system to suit its purposes.

## 3. TERMS AND DEFINITION

For the purpose of this document, the following terms and definitions shall apply.

TERMS	DEFINITIONS
<b>General Terminology</b>	
Organization	<b>Teesin Machinery Pte Ltd</b>
Document	written information used to describe how an activity is done.
<b>Record</b>	captured evidence of an activity having been done.
<b>Risk-Based Thinking Terminology</b>	
Risk	Negative effect of uncertainty.
Opportunity	Positive effect of uncertainty.
Uncertainty	A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)
<b>Nonconforming Product Terminology</b>	
<b>Rework</b>	Efforts to bring nonconforming product into conformance through additional operations that <u>do not</u> alter the original design of the product.
<b>Repair</b>	Efforts to bring nonconforming product into conformance through additional operations that alter the original design of the product; this may be through the addition of material not specified in the original design, or through altering pre-existing design features.
<b>Scrap</b>	The discard of nonconforming product in lieu of rework or repair.

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#### 4. CONTEXT OF THE ORRGANIZATION

##### 4.1 Understanding the Organization and its context

The organization determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system.

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

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

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

##### Positive

Roles within the organization — Flexible, staff are able to adapt to project demands

##### Negative

Political, economic, social, legal and regulatory — Laws changing, affecting product conformity, evolutions in more efficient machinery affecting price

##### Internal

Contractual arrangements with customer- Department to fulfil contract requirement.

##### External

Customer expectation – High expectation from customers

Supporting document	
Organization Chart.	QD-01

### 4.2 Understanding the needs and expectations of interested parties

Due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, the organization shall determine:


a) the interested parties that are relevant to the quality management system;

"Interested parties" are those stakeholders who receive our Products or Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company.

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

INTERESTED PARTY	RELEVANT REQUIREMENTS
Customers	Contractual requirement from customer.
Employees	Organization and QMS requirements which employees need to follow.
External providers	Organization or customer requirements which external providers need to fulfill.
Authorities	Organization's applicable legal requirements that needs to be in compliance.
Public	Quality Policy.
Certification Bodies	Requirements from the ISO 9001:2015 Standards that the Organization will conform to.



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#### **4.3 Determining the scope of the quality management system**

- 4.3.1 Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, the organization has determined the scope of the management system as follows:


##### **The provision of distributing, manufacturing and designing of construction equipment**

The quality system applies to all processes, activities and employees within the company.  
The facility is located at:

**11 Senoko Avenue  
Singapore 758301**

#### **4.3.2 Exclusions**

The following clauses of ISO 9001 are excluded from the company quality system at this time; in the future, these may be incorporated into the company QMS, and this manual will be updated accordingly.

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#### **4.4 Quality management system and its processes**

##### **4.4.1 Process Identification**

The organization has adopted a process approach for its management system.

The organization shall determine the processes needed for the quality management system and their application throughout the organization, and shall:

- a) determine the inputs required and the outputs expected from these processes;
- b) determine the sequence and interaction of these processes;
- c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) determine the resources needed for these processes and ensure their availability;
- e) assign the responsibilities and authorities for these processes;
- f) address the risks and opportunities as determined in accordance with the requirements of 6.1;
- g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;
- h) improve the processes and the quality management system.

Work Instructions:

Supporting document	
Process Identification	QD-08

##### **4.4.2 Process Controls**

To the extent necessary, the organization shall:

- a) maintain documented information to support the operation of its processes;
- b) retain documented information to have confidence that the processes are being carried out as planned.

##### **4.4.3 Outsourced Processes**

Any process performed by a third party is considered an “outsourced process” and must be controlled, as well.

The type and extent of control to be applied to the outsourced process take into consideration:

- a) the potential impact of the outsourced process on the company’s capability to provide product that conforms to requirements,
- b) the degree to which the control for the process is shared,
- c) the capability of achieving the necessary control through the purchasing contract requirements.

#### **5. LEADERSHIP**

##### **5.1 Leadership and Commitment**

###### **5.1.1 General**

Top management provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness

by:


- a) taking accountability for the effectiveness of the quality management system;
- b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
- c) ensuring the integration of the quality management system requirements into the organization's business processes;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the quality management system are available;
- f) communicating the importance of effective quality management and of conforming to the quality management system requirements;
- g) ensuring that the quality management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Supporting document	
Quality Policy.	QD-02
Quality Objectives.	QD-03
Objectives Monitoring.	QD-04

### 5.1.2 Customer Focus

Top management adopts a customer-first approach by ensuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.


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## 5.2 Quality Policy

Top Management shall ensure that the Quality Policy is:

- a) available and maintained;
- b) communicated, understood and applied within the organization;
- c) available to relevant interested parties, as appropriate.

Supporting document	
Quality Policy.	QD-02

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### 5.3 Organizational Roles, responsibilities and authorities

Top Management has assigned responsibilities and authorities for all relevant roles in the company.

These are communicated through the combination of the (Organization Chart) and [Position Description Titles].

5.3.1 In addition, the following overall QMS responsibilities and authorities are assigned as follows:

Responsibility	Assigned to
Ensuring that the quality management system conforms to ISO 9001: 2015.	Mr. Chan Ching Ching/Director
Ensuring that the processes are delivering their intended outputs.	Mr. Chan Sieng-Ka/Director
Reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management.	Ms. Joey Phang/Office Manager
Ensuring the promotion of customer focus throughout the organization.	Mr. Jackky Huang/Sales Manager
Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.	Ms. Joey Phang/Office Manager


Supporting document	
Organization Chart.	QD-01
Objectives Monitoring.	QD-04

### 5.3.2 Management Representative

5.3.2.1 The Top Management hereby appoints a member of the organization's management as the Management Representative (MR).

5.3.2.2 The MR shall be responsible for ensuring that the requirements of QMS is implemented, maintained, and continually improved.

Supporting document	
Appointment letter.	QD-05

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## 6. PLANNING FOR THE QUALITY MANAGEMENT SYSTEM

### 6.1 Actions to address risks and opportunities

- 6.1.1 The organization shall determine the risks and opportunities that need to be addressed to:
- give assurance that the quality management system can achieve its intended result(s);
  - enhance desirable effects;
  - prevent, or reduce, undesired effects;
  - achieve improvement.

- 6.1.2 The organization shall plan:
- actions to address these risks and opportunities;
  - how to:
    - integrate and implement the actions into its quality management system processes (see 4.4);
    - evaluate the effectiveness of these actions.

NOTE: 1 Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.


NOTE: 2 Opportunities can lead to the adoption of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customers' needs.

### Review / Evaluation

Minimum yearly review of Risks and Opportunities Assessment or when the following situation arises:

- Change of technology.
- Change of work location.
- Change in economic situation.

Supporting document	
Risks and Opportunities Assessment.	QD-07

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## 6.2 Quality objectives and planning to achieve them

### 6.2.1 The organization shall establish quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall:

- a) be consistent with the quality policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

The organization shall maintain documented information on the quality objectives.

### 6.2.2 When planning how to achieve its quality objectives, the organization shall determine:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;
- e) how the results will be evaluated.


Supporting document	
Quality Objectives.	QD-03
Objectives Monitoring.	QD-04

## 6.3 Planning of changes

When the organization determines the need for changes to the quality management system, the changes shall be carried out in a planned manner (see 4.4).

The organization shall consider:

- a) the purpose of the changes and their potential consequences;
- b) the integrity of the quality management system;
- c) the availability of resources;
- d) the allocation or reallocation of responsibilities and authorities.

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## **7. SUPPORT**

### **7.1 Resources**

#### **7.1.1 General**

The organization shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

The organization shall consider:

- a) the capabilities of, and constraints on, existing internal resources;
- b) what needs to be obtained from external providers.

Resource may be classified into;

- a) human resource.
- b) infrastructure.
- c) work environment.

#### **7.1.2 People**

The organization shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

Supporting document	
Competence, Training and Awareness Procedure.	QP-03

#### **7.1.3 Infrastructure**

7.1.3.1 The organization determines, provide and maintain the infrastructure needed to achieve conformity to product requirements.

7.1.3.2 Infrastructure includes, as applicable:

- a. Workspace.
- b. associated utilities.
- c. process machinery and equipment.
- d. powered tools and equipment.
- e. Supporting services that needed to achieve conformity to customer requirements.


7.1.3.2 The Management Representative / Person-in-Charge shall ensure that defective equipment are segregated as applicable and prevent equipment from use.

#### **7.1.4 Work Environment**

7.1.4.1 The Organization shall determine and manage the work environment needed to achieve conformity to products / services requirements.

7.1.4.2 In general, work environment shall be maintained in a clean and ordered manner.



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### 7.1.5 Monitoring and measuring resources

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification.

#### 7.1.5.1 General

The organization shall determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

The organization shall ensure that the resources provided:

- a) are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) are maintained to ensure their continuing fitness for their purpose.

The organization shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

#### 7.1.5.2 Measurement traceability

When measurement traceability is a requirement, or is considered by the organization to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be:

- a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;
- b) identified in order to determine their status;
- c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

The organization shall determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary.

### 7.1.6 Organizational Knowledge

The organization shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge shall be maintained and be made available to the extent necessary. When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.


#### NOTE 1:

Organizational knowledge is knowledge specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organization's objectives.

#### NOTE 2:

Organizational knowledge can be based on:

- a) internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);
- b) external sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).

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## 7.2 Competence

Staff performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience.

Supporting document	
Competence, Training and Awareness Procedure.	QP-03

## 7.3 Awareness

Personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

Supporting document	
Competence, Training and Awareness Procedure.	QP-03

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### 7.4 Communication

#### 7.4.1 Internal communication

Top management ensures internal communication takes place regarding the effectiveness of the management system.

Internal communication methods include (modify as appropriate):

- use of corrective action processes to report nonconformities or suggestions for improvement;
- use of the results of analysis of data;
- meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS;
- use of the results of the internal audit process;
- regular company meetings with all employees;
- internal emails;
- memos to employees.

#### 7.4.2 External Communication

Communication with customers shall include:

- providing information relating to products and services;
- handling enquiries, contracts or orders, including changes;
- obtaining customer feedback relating to products and services, including customer complaints;
- handling or controlling customer property;
- establishing specific requirements for contingency actions, when relevant.

INTERESTED PARTY	WHAT TO COMMUNICATE	WHEN	HOW	WHO
Customers	Contractual requirement from customer	As and when	Telephone calls Initial Meeting Progress meeting	Mr. Jackky Huang
Employees	Organization and QMS requirements which employees need to follow	As and when	Display Management Review meeting	Ms. Joey Phang
External providers	Organization or customer requirements which external providers need to fulfill	As and when	Display Contract	Mr. Chan Sieng-Ka
Authorities	Organization's applicable legal requirements that needs to be in compliance	As and when	Letter Online submission	Mr. Chan Ching Ching
Public	Quality policy	As and when	Display	Mr. Chan Ching C
Certification Bodies	Requirements from the ISO 9001:2015 Standards that the Organization will conform to	Annually	Audit	To be appointed

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### 7.5 Documented information

#### 7.5.1 General

The management system documentation includes both documents and records.  
The extent of the management system documentation has been developed based on the following:

- a) The size of the organization;
- b) Complexity and interaction of the processes;
- c) Risks and opportunities;
- d) Competence of personnel.

#### 7.5.2 Creating and updating


When creating and updating documented information, the organization shall ensure appropriate:

- a) identification and description (e.g. a title, date, author, or reference number);
- b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- c) review and approval for suitability and adequacy.

7.5.3 A documented procedure (Control of Records Procedure QP-02) has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records.  
This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

7.5.4 In addition, quality records include any records which provide evidence of the effective operation of the management system.

Supporting document	
Document & Data Control Procedure.	QP-01
Control of Records.	QP-02

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## 8. OPERATION


### 8.1 Operational Planning and Control

The organization shall plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement 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;
- e) Determining, maintaining and retaining 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 shall be suitable for the organization's operations.

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

The organization shall ensure that outsourced processes are controlled (see 8.4).

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## **8.2 Determination of requirements for Products and Services**

### **8.2.1 Customer communication**

Communication with customers shall include:

- a) providing information relating to products and services;
- b) handling enquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to products and services, including customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant.

### **8.2.2 Determination of requirements related to the products & services**

When determining the requirements for the products and services to be offered to customers, the organization ensures that:

- a) the requirements for the products and services are defined, including:
  - 1) any applicable statutory and regulatory requirements;
  - 2) those considered necessary by the organization;
- b) the organization can meet the claims for the products and services it offers.

### **8.2.3 Review of requirements related to the products & services**


- 8.2.3.1 Once requirements (8.2.2) are captured, the organization reviews the requirements prior to its commitment to supply the products and services.

This review ensures that the organization has the capability and capacity to:

- a) Requirements specified by the customer, including the requirements for delivery and post delivery activities;
- b) Requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) Requirements specified by the organization;
- d) Statutory and regulatory requirements applicable to the products and services;
- e) Contract or order requirements differing from those previously expressed.

### **8.2.4 Changes to requirements for products and services**

The organization shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

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### 8.3 Design and Development of Products and Services

Teesin Machinery Pte Ltd has design and development activities operation in the scope of certification.

Refer to:

Supporting document	
Design and Development	QD-09

### 8.4 Control of externally provided products and services

#### 8.4.1 General

The organization ensures that externally provided processes, products and services conform to requirements.

The organization shall determine the controls to be applied to externally provided processes, products and services when:

- a) products and services from external providers are intended for incorporation into the organization's own products and services;
- b) products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- c) a process, or part of a process, is provided by an external provider as a result of a decision by the organization.

The organization shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements.

The organization retains documented information of these activities and any necessary actions arising from the evaluations.

Supporting Document	Reference
Approved Suppliers_Contractors Master List	QF-P-07c


#### 8.4.2 Type and extent of control of external provision

The organization shall ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

The organization shall:

- a) ensure that externally provided processes remain within the control of its quality management system;
- b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) take into consideration:
  - 1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;
  - 2) the effectiveness of the controls applied by the external provider;
- d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

Supporting Document	Reference
Approved Suppliers_Contractors Master List	QF-P-07c

 <b>TEESIN MACHINERY</b> <small>SINCE 1981</small>	<b>TEESIN MACHINERY PTE LTD</b>	<b>QM</b>
<b>MANUAL</b>		

#### 8.4.3 Information for external providers


The organization shall ensure the adequacy of requirements prior to their communication to the external provider.

The organization shall communicate to external providers its requirements for:

- a) the processes, products and services to be provided;
- b) the approval of:
  - 1) products and services;
  - 2) methods, processes and equipment;
  - 3) the release of products and services;
- c) competence, including any required qualification of persons;
- d) the external providers' interactions with the organization;
- e) control and monitoring of the external providers' performance to be applied by the organization;
- f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

Supporting Document	Reference
Approved Suppliers_Contractors Master List	QF-P-07c



 <p>TEESIN MACHINERY SINCE 1981</p>	<p><b>TEESIN MACHINERY PTE LTD</b></p>	<p><b>QM</b></p>
<p><b>MANUAL</b></p>		

## 8.5 Production and Service Provision

### 8.5.1 Control of Production and Service Provision

To control its provision of product and service.

The organization considers, the following conditions, as applicable:

- a) the availability of documented information that defines:
  - 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;
  - 2) the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
- c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) the use of suitable infrastructure and environment for the operation of processes;
- e) the appointment of competent persons, including any required qualification;
- f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified; by subsequent monitoring or measurement; **(Exclusion)**
- g) the implementation of actions to prevent human error;
- h) the implementation of release, delivery and post-delivery activities.

### 8.5.2 Identification and traceability

The organization uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

The organization identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

The organization controls the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.


### 8.5.3 Property belonging to customers or external providers

The organization exercises care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

The organization identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.

NOTE: A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.

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<b>MANUAL</b>		

#### **8.5.4 Preservation**

The organization preserves conformity of product or other process outputs during internal processing and delivery.

Preservation includes identification, handling, packaging, storage, and protection.

Preservation also applies to the constituent parts of a product.

#### **8.5.5 Post Delivery Activities**

The organization meets requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, the organization shall consider:

- a) statutory and regulatory requirements;
- b) the potential undesired consequences associated with its products and services;
- c) the nature, use and intended lifetime of its products and services;
- d) customer requirements;
- e) customer feedback.

NOTE: Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

Activities:


- 1) Warranty period depends on the contract issued;
- 2) maintenance of Services on Parts replacement or supply.

#### **8.5.6 Control of changes**

The organization shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

#### **8.6 Release of products and services**

The organization implements planned arrangements (reviews, inspection, test etc.), at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

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## 8.7 Control of non-conforming process outputs, products & services

The organization ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The organization takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services.


This applies to nonconforming products and services detected after delivery of products, during or after the provision of services.

The organization deals with nonconforming outputs in one or more of the following ways:

- a) Correction;
- b) Segregation, containment, return or suspension of provision of products and services;
- c) Informing the customer;
- d) Obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

Supporting document	
NonConformity and Corrective Action Procedure.	QP-04

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<p><b>MANUAL</b></p>		

## **9. PERFORMANCE EVALUATION**

### **9.1 Monitoring, measurement, analysis and evaluation**

#### **9.1.1 General**

The organization shall determine:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) when the monitoring and measuring shall be performed;
- d) when the results from monitoring and measurement shall be analyzed and evaluated.

The organization shall evaluate the performance and the effectiveness of the quality management system.

The organization shall retain appropriate documented information as evidence of the results.

#### **9.1.2 Customer satisfaction**

The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled.

The methods for obtaining, monitoring and reviewing this information includes, as applicable:

- a) customer surveys;
- b) customer feedback on delivered products and services;
- c) meetings with customers;
- d) compliments;
- e) warranty claims;
- f) product rejections or returns;
- g) repeat orders for product;
- h) changing volume of orders for product.


#### **9.1.3 Analysis and evaluation**

The organization analyses and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the quality management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the need for improvements to the quality management system.

NOTE: Methods to analyze data can include statistical techniques.

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## 9.2 Internal Audit

The organization conducts internal audits at planned intervals to provide information on whether the quality management system:

a) conforms to:

- 1) the organization's own requirements for its quality management system;
- 2) the requirements of this International Standard;


b) is effectively implemented and maintained.

Supporting document	
Internal Audit Procedure.	QP-05

## 9.3 Management Review

Top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

Supporting document	
Management Review Procedure.	QP-06

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## 10. IMPROVEMENT

### 10.1 General

The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include:

- a) improving products and services to meet requirements as well as to address future needs and expectations;
- b) correcting, preventing or reducing undesired effects;
- c) improving the performance and effectiveness of the quality management system.

NOTE: Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

### 10.2 Non-conformity and corrective actions

When a nonconformity occurs, including any arising from complaints, the organization shall:

- a) react to the nonconformity and, as applicable:
    - 1) take action to control and correct it;
    - 2) deal with the consequences;
  - b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
    - 1) reviewing and analyzing the nonconformity;
    - 2) determining the causes of the nonconformity;
    - 3) determining if similar nonconformities exist, or could potentially occur;
  - c) implement any action needed;
  - d) review the effectiveness of any corrective action taken;
  - e) update risks and opportunities determined during planning, if necessary;
  - f) make changes to the quality management system, if necessary.
- Corrective actions shall be appropriate to the effects of the nonconformities encountered.

Supporting document	
Nonconformity and Corrective Action Procedure.	QP-04

### 10.3 Continual Improvement

The organization shall continually improve the suitability, adequacy and effectiveness of the quality management system.

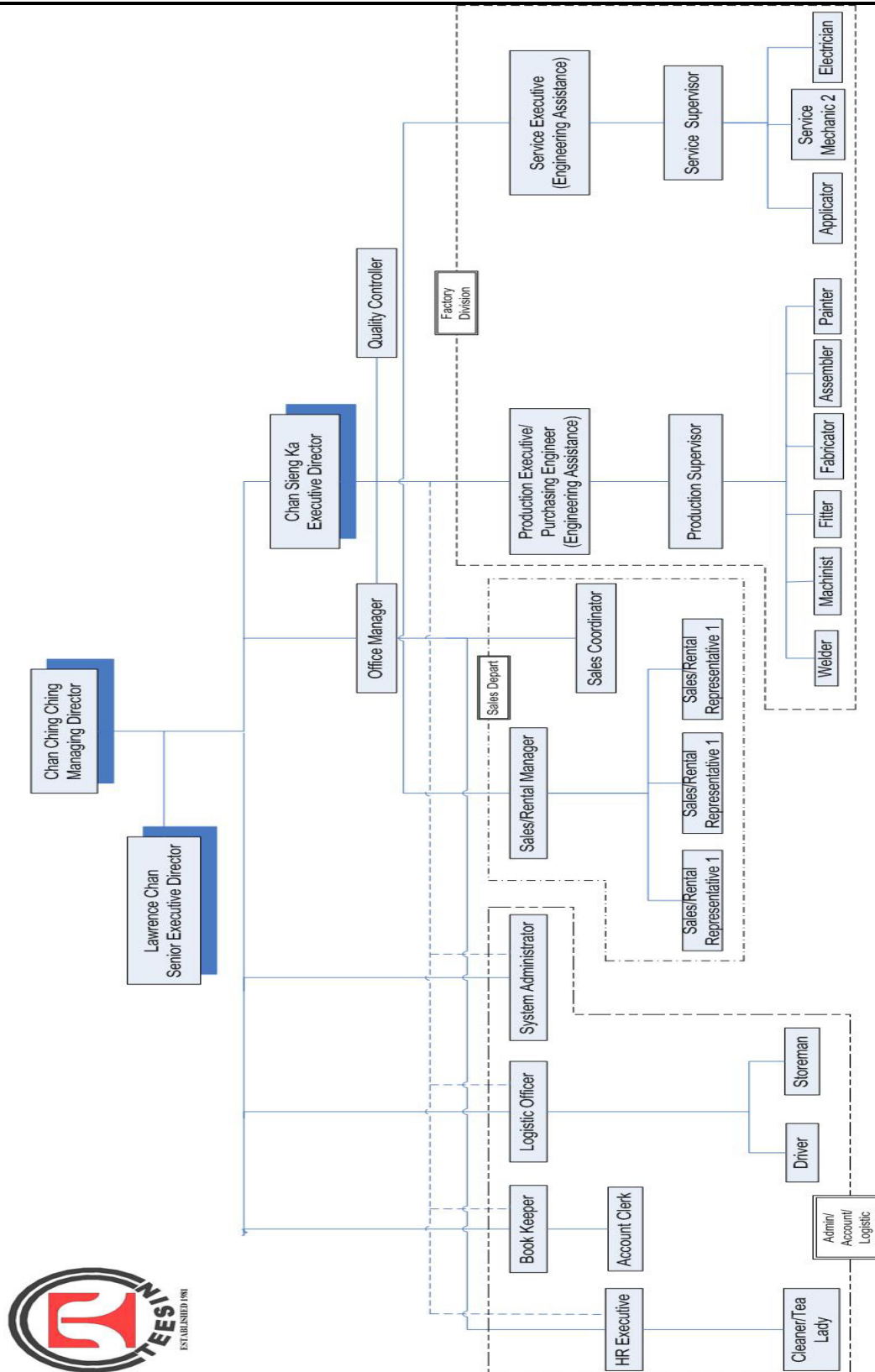
The organization shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

## ORGANIZATION CHART

[illegible]

## ORGANIZATION CHART

### TEESIN MACHINERY HIERARCHY CHART





## QUALITY POLICY

Page 1 of 2  
Rev 0

QUALITY POLICY

**TEESIN MACHINERY PTE LTD** is committed to supplying product and services for Construction Machinery Industry in a timely manner to 100% customer satisfaction.

**TEESIN MACHINERY PTE LTD** will provide the shortest possible lead-time while meeting or exceeding customer expectations.

**TEESIN MACHINERY PTE LTD'S** communication with customer will be based on honesty, respect, and an underlying dedication to delivering satisfaction each and every time.

The Management of **TEESIN MACHINERY PTE LTD** is committed to comply with the requirements of the ISO 9001:2015 Quality Management Standard and shall continually improve the effectiveness of the Quality Management System.

Endorsed by




---

Managing Director  
Date: 1 Jan 2021

## QUALITY OBJECTIVES

[illegible]

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<b>QUALITY OBJECTIVES</b>		

The Quality Objectives shall be subjected to management review to ensure its continuing suitability in supporting the achievement of the Company's Quality Policy.

No	Performance Indicator	Function	Monitoring Interval
1	Not more than 5 complaints every quarter	Sales/Rental Manager	Quarterly
2	Achieve customer satisfaction level of at least 80% rating	Sales/Rental Manager	Yearly
3	Not more than 5 reworks every quarter	Service Executive	Quarterly
4	Achieve on-time delivery of at least 90% rating	Logistic Officer	Yearly

The objectives set shall be made known to all staff. These indicators shall also be on display at the Office and operational area.

Endorsed by




Managing Director

Date: 1 Jan 2021

## OBJECTIVES MONITORING

[illegible]

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<b>OBJECTIVES MONITORING</b>		

S/N	Objectives	Unit	Target	Frequency	Monitoring method	Person
1	Not more than 5 complains	Unit	Less than 5 on average	Quarterly	Review of customer complaint	
2	To achieve 80% customer satisfaction	%	More than 80%	Yearly	Tabulation of customer satisfaction survey	
3	Not more than 5 reworks	Unit	Less than 5 on average	Quarterly	Review of NC report	
4	Achieve on-time delivery of at least 90% rating	%	More than 90%	Yearly	Tabulation of customer satisfaction survey	

Number of Customer Complaint Year 2021											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Customer	Level of customer satisfaction
Average level of customer satisfaction	



**Teesin Machinery Pte Ltd**

QD-04

## OBJECTIVES MONITORING

### Number of Rework Year 2021

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

### On-Time Delivery Year 2019

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

# APPOINTMENT LETTER

[illegible]





# TEESIN MACHINERY PTE LTD

QD-05

## APPOINTMENT LETTER

Name of staff : Ms. Joey Phang

Date of appointment : 1 Jan 2021

Designation of appointment : Quality Management Representative

Roles and Responsibility of appointed personnel:

1. Ensure that QMS requirements are established, implemented and maintained in accordance with the ISO 9001 Standard

2. Custodian of the Quality Manual and implementation of the QMS.

3. Promulgate and implement new procedures as and when necessary to improve on the QMS.

4. Plan and schedule Internal Quality Audit of the Company's QMS;

5. Ensure suitability and effectiveness of the QMS;

6. Report to the Top Management on the performance of the QMS and the need for improvement.

7. Ensure the promotion of awareness of customer requirements throughout the Company.

8. Liase with external parties on matter relating to QMS.

Staff being  
appointed

Ms. Joey Phang

Designation

Management  
Representative

Signature/  
Date

1 Jan 2021

Approved by

Chan Ching Ching

Designation

Managing  
Director

Signature/  
Date



1 Jan 2021

## RESPONSIBILITIES AND AUTHORITIES

[illegible]

## Prepared By

~~Secret~~

(Signature)

Joey Phang

(MR)

1 Jan 2021

(Date)

## Reviewed and Approved By

(Signature)

Chan Ching Ching

(Managing Director)

1 Jan 2021

(Date)

## **RESPONSIBILITIES AND AUTHORITIES**


### **1. PURPOSE**

To ensure the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.

### **2. RESPONSIBILITIES**

#### **2.1 Director**

- Provide leadership for the Company.
- -Directing the Overall financial plans, cash flow, and budgets and accounting practice of the company.
- -Responsible for smooth and efficient operations the Sales Department and Factory Division.
- -Develops, plans and implements policies and activities for the sale of company's product and services. Responsible for achieving marketing sales revenue. Review company objectives and marketing strategies and sales targets. Has overall control of other areas such as market research and sales forecasting.
- -Review and analyze customer requirements and expectations at preliminary stage to ensure good customer experience.
- -Explore new market opportunities and new clientele.
- -Maintain strong relationships with existing customers to maximize revenue and profit potential.
- -Has the authority to stop sales process from proceeding if non-conformances are found.
- -Responsible for conducting investigation into customer complaints and initiating the necessary corrective actions.
- -Establish Quality Policy and objectives.
- -Chairing management review meeting.
- -Prepare quotations.
- -Oversee Projects to ensure achieving of the prescribed objective and targets.( Good services and quality, delivery in time).
- -Sources and develops business relationship with suppliers and principals (both existing and new), which includes looking into new machines and technologies.
- -Studies trade periodicals, supplies literature and other market information on varieties and quantities available and prices. Negotiate contracts, keeping within budgetary requirements.

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<b>RESPONSIBILITIES AND AUTHORITIES</b>		

## 2.2 Office Manager - Report to Director

### Profile:-

Department: Admin/Sales/HR

Job Category: Managerial

### Reporting Structure: -


- -Report to Director (Superior)
- -Peer to Sales Manager, Production Executive, Service Executive, and Book-Keeper
- -Sales Co-ordinators and HR Executive are the subordinates

### Responsibilities: -

- -Assist Director to oversee the projects, ensure quality of products.
- -responsible to the effectiveness and efficiency of the Administration Department i.e. cost, operation, quality related issues, promulgate the Teesin's policy on quality-related issues.
- -Has overall responsibility for smooth and efficient operations of the company.
- -Initiating corrective/preventive actions when deficiencies are found in the system.
- -Plans, organizes, directs and total controls the operations of the functional departments so as to achieve the objectives of the company. Also implement and review policies and programs pertaining to that function. Motivates all staff in the department to work effectively and efficiently.
- -Ensure that the legal and statutory requirements of the company are met and furnish statements on these subjects as required. Direct ongoing compliance with the relevant national and international standards.
- -Source, negotiates and deals with suppliers of business services such as insurance, telephone vendor etc.
- -Responsible for the total control and management of HR functions. Formulate company recruitment, manpower development and training, wage administration, employee benefits, labour relations and health and safety programs and procedures.
- -Manages and leads the administrative support staff in supporting the Sales Department and the Factory Division.
- -Has the role of Management Representative.
- -Has the role of Document Controller for the entire company.

### Competence required:

- -Diploma or degree in engineering, project management or other related fields.
- -with around 3 years' experience in a senior management position.
- -Should be action oriented and innovative.
- -Should be with knowledge of and experience in management and administration. Can demonstrated experience in integrating and coordinating diverse areas of management.
- -Possesses the skills and implements the function of a leader.
- -Able to communicate effectively with each level and know how to influence and enable others.

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<b>RESPONSIBILITIES AND AUTHORITIES</b>		

### 2.3 QA/QC Supervisor – Report to Director

#### Profile:-

Department: Factory Division

Job Category: Supervisory

#### Reporting Structure: -


- -Report to the Director (Superior).
- -Peer to Sales Manager, Production Executive, and Service Executive.
- -Sales Co-ordinators and HR Executive are the subordinates.

#### Responsibilities: -

- -Assist Director to oversee the projects, ensure quality of products.
- -Prepare Work Instructions for quality and production.
- -Review and revised work instructions to increase the quality and productivities of product.
- -Ensure fabricator follow the work instructions.
- -Recommend and execute the counter measure to resolve customer complaint and product non-conformance.
- -Verifying corrections, corrective and preventive actions taken.
- -Verifying the effectiveness of the corrective and preventive actions
- -Support all Quality Policy and objective set.
- -Preparation and filing of QC documents, and review the documents.
- -Communicate with client regarding about quality Issues.
- -Prepare necessary QC documents required for each project.
- -Coordinate with third party surveyor for project surveying (material survey, fabrication survey, etc) if required.
- -Ensure materials are fulfill the requirements before procurements.
- -Ensure procured materials are as per requested.
- -Ensure the fabricator follow the work instructions.
- -Physical checking of product throughout the project to ensure the quality and dimensions is within the requirements.
- -Any other duties assigned.

#### Competence Requirements:-

- -At least Diploma/Degree in engineering or other related fields with around 3 years of working experience in marine industry.
- -Result and service-oriented.
- -Possess good interpersonal communication and people management skills & sales skills.

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<b>RESPONSIBILITIES AND AUTHORITIES</b>		

## 2.4 Sales Manager – Report to Director

Department: Sales  
Job Category: Managerial

### Reporting Structure: -

- -Report to Director (Superior).
- -Peer to Office Manager, QA/QC Supervisor, Production Executive, and Service Executive.
- -Sales Co-ordinators and HR Executive are the subordinates.

### Responsibilities: -

- -Understanding customers' specifications and requirements in order to evaluate if these needs can be satisfactorily met by Teesin. This may include recommending solutions or equipment to purchase for customers.
- -Develop & execute comprehensive sales strategy to meet sales & business objectives in terms of revenue, margin & market-share.
- -Manage & lead the Sales Team in meeting the department sales targets.
- -Review & monitor sales performance to maximize sales.
- -Seek out business opportunities & implement measures to increase sales volume
- -Establish & maintain professional relationship with existing clients.
- -Lead the team's activities so that resources are used effectively to achieve sales targets.
- -Responsible for ensuring that the requirements and needs of customers are satisfactorily met.
- -Ensuring that customer complaints are resolved and corrective actions taken up on any non-conformance found.
- -Ensure that all the related quality records have been duly completed.
- -Responsible for credit control which includes the realization of debt and checking of customer's credit history.
- -Payment follow up (AR matters): Ensure customers pay as per agreed credit terms stated in the quotation. Follow up with customers and the sales people for overdue payments before the monthly sales cutoff.
- -Promotes and sells products and services where ability to give detailed technical advice on function/method of operation. Organizes and conducts presentations to potential and existing customers. Attends to sales enquiry and generation of quotations. Evaluate sales potential and develops sales programs for assigned territory; locates and develops specific sales opportunities and plans specific sales approaches; works closely with customers in the development of applications to meet customers' needs. Prepare sales reports. Attends to after-sales servicing of complex equipment.
- -Operations & sales meeting: Attend daily production meeting to follow-up all the orders for each month sales, weekly engineering meeting for delivery status on development units, weekly material meeting, weekly operations meetings, weekly pre-sales meeting for monthly sales plan & forecast and weekly sales meeting to update sales side all the PO status.
- -Sales Monitoring: Monitor and weekly reports of sales status. Communicates regarding product deliveries and availability, including scheduling or rescheduling (pull-in/push-out of orders). Reconcile discrepancies between internal parties and customers.
- -Monthly sales plan: Work with pre-sales side to review the monthly sales plan align to monthly sales target from the management and forecast build 2 months in advance.
- -Demo loan unit: Keep track on demo unit either push sales to convert to sales or bring back to Company after the expiry of the demo loan agreement

## RESPONSIBILITIES AND AUTHORITIES

### POST-SALES ORDER MANAGEMENT


- -Order processing (PO processing): Process customer purchase orders which include the check on customer details, credit history, inventory status, PO value vs Quotation value and committed lead time from Presales side.
- -Raise internal orders: Raise sales order document which is the first step on order processing, sales order document translate the PO & Quotation details which will flow to operation side to start to execute the order.
- -Monthly sales plan: Work with pre-sales side to review the monthly sales plan align to monthly sales target from the management and forecast build 2 months in advance.

### Key Performance Indicator (KPI):-

- **Sales Growth:** Analyze the pace at which your organization's sales revenue is growing and use that information in strategic decision-making.
- **Sales Opportunities:** Organizes each opportunity your sales team is currently cultivating by assigning them a status such as "qualified" or "proposal."
- **Product Performance:** Measure and rank products based on revenue performance to inform your sales team which products are selling well and which products need special attention.
- **Sales Target:** Measure the number of wins over a specific time period and compare it to a target value and past performance to motivate your sales team.
- **Average Purchase Value:** Measures the average value of each sale and is used to help quantify the value of each opportunity.
- **Sales by Contact Method:** Measure which contact methods are the most successful at generating sales. With this information, your sales team can allocate their time and efforts accordingly.
- **Sales Bookings:** Measures the number and value of bookings for a given time period, where a "booking" is a won, signed or committed sale.
- **Sales Order:-** Measures the number of formal quotes sent out by your sales team compared to the number of deals closed.
- **Sales per Rep:** Measure the ability of each of your sales reps to generate revenue for your organization and foster a healthy, productive level of competition amongst team members.

### Competence Requirements:-

- Degree / Diploma in Engineering/Business Administration/Marketing
- Minimum 5 years related experience in supply chain management operations or Production Operations
- Proven ability to identify opportunities & deliver strategies to generate results in the Construction industry
- Excellent interpersonal skills/communication skills with good written and spoken English
- Ability to align multidisciplinary staff towards achieving sales objectives
- Highly motivated with ability to work in dynamic operations environment
- Computer literate with SAP knowledge will be an added advantage
- Good people management skills

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<b>RESPONSIBILITIES AND AUTHORITIES</b>		

## 2.5 Sales Representative – Report to Sales Manager

Department: Sales

Job Category: Outdoor Sales

### Reporting Structure: -

- Report to Sales Manager (Superior)
- Peer to Sales Co-ordinator


### Responsibilities: -

- Assist the Sales Manager.
- Performing contract review by:
  - checking and verifying specifications from customers,
  - checking on stock availability or supply lead time from principals.
 or
- Perform calculations, based on the given customers specifications, in order to come up with a quotation.
- Record customers' complaints and attempt to resolve the complaint. If they are unable to satisfactorily resolve the complaint, they may elevate the matter to their immediate supervisors.
- Based on the customers' requirements, initiate the purchasing documents to:
  - purchase or indent stock from suppliers or principals
  - purchase the relevant critical parts, usually not stocked
- Use the SAP system to identify the stock levels and decide if parts or items need to be replenished.
- Review operations with targets to increase productivity and efficiency, cost reduction, continuous improvement.
- Integration of processes into impending SAP and programs.
- Coordinate with sales team to ensure that orders secured conforms to acceptable commercial terms outlined by Corporate. Provide sales support on relevant commercial terms where required.
- Account receivables monitoring and action plans
- Coordinate with sales team to develop and implement parts sales plan.
- Perform inventory management to avoid surplus and obsolete stocks.
- To study and analyze parts sales order desk processes to ensure the customer orders are processed in a timely manner and in compliance with corporate policies and procedures.
- Maintain sales documentation for reference purposes.
- Perform price and contract negotiations with vendors as needed.
- Oversee parts marketing activities to achieve revenue goals.

### Key Performance Indicator (KPI):-

- **Sales Growth:** Analyze the pace at which your organization's sales revenue is growing and use that information in strategic decision-making.
- **Sales Opportunities:** Organizes each opportunity your sales team is currently cultivating by assigning them a status such as "qualified" or "proposal."
- **Product Performance:** Measure and rank products based on revenue performance to inform your sales team which products are selling well and which products need special attention.




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<b>RESPONSIBILITIES AND AUTHORITIES</b>		

- **Sales Target:** Measure the number of wins over a specific time period and compare it to a target value and past performance.
- **Average Purchase Value:** Measures the average value of each sale and is used to help quantify the value of each opportunity.
- **Sales by Contact Method:** Measure which contact methods are the most successful at generating sales. With this information, your sales team can allocate their time and efforts accordingly.
- **Sales Bookings:** Measures the number and value of bookings for a given time period, where a "booking" is a won, signed or committed sale.
- **Sales Order:** Measures the number of formal quotes sent out.

#### **Competence Requirements:-**

- Minimum GCE 'O' Level.
- At least 2 years experience in customer relationship / business-to-business global sales & marketing.
- Customer and sales oriented.
- Networking and communication - Good presentation skills and be able to communicate.
- Professionally in written responses to emails and submitting reports.
- Ability to communicate complex solutions.
- Basic Engineering knowledge.
- Capable of building trust.
- Organized and analytical. Able to eliminate sales obstacles through creative and adaptive approaches.
- Class 3 driving license

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## 2.6 Sales Co-ordinator – Report to Office Manager

### Profile:-

Department: Sales

Job Category: Clerical

### Reporting Structure:-


- Report to Office Manager (Superior)
- Peer to Sales Engineers/Executives

### Responsibilities:-

- -Assist the Sales Executive Capable of building trust.
- -Sales Manager and Office Manager.
- -Provide administrative support on sales activities and agency purchase activities.
- -Managing Indoor Sales Support.
- -Communicate with customers on enquires, quotations and all sales support related matters through to completion.
- -Perform Administrative Duties and Order Processing.
- -Co-ordinate with various departments to ensure delivery commitments to customers are fulfilled.
- -Assist in inventory control.
- -Provide sales support to the Sales team.
- -Prepare Sales & Marketing reports.
- -Any other ad-hoc tasks assigned.


### Key Performance Indicator (KPI):-

- -Cycle time from request to delivery.
- -Call length – the time to answer a call.
- -Volume of calls handled – per call centre staff.
- -Number of escalations how many bad.
- -Number of reminders – how many at risk.
- -Number of alerts – overall summary.
- -Customer ratings of service – customer satisfaction.
- -Number of customer complaints – problems.
- -Number of late tasks – late.

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**Requirements:-**

- -Minimum GCE 'N' Level.
- -Minimum 2 years working experience.
- -Customer-Service Oriented.
- -Able to work under pressure and meet tight deadlines.
- -PC Literate and proficient in MS Excel / Word.
- -Able to handle English, Mandarin and Dialect speaking customer.

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## 2.7 Production Executive (Engineering Assistance) – Report to Director

### Profile:-

Department: Factory

Job Category: Supervisory

### Reporting Structure: -

- -Report to Director (Superior)
- -Peer to Office Manager, Sales Manager and Service Executive.

### Responsibilities:-

- -Conduct product quality inspection and testing.
- -Review BOMs, Drawings and Specification — compare with physical products.
- -Generate simple quality performance reports.
- -Work with suppliers and Quality Supervisor on day-to-day basis in resolving product inspection quality issues.
- -Perform simple computer systems related transactions.
- -Manage all test and inspection equipment on site.
- -Communicate findings and highlight concerns on inspected products.
- -Assist Engineers in gathering of data and troubleshooting of product quality issues.
- -Ensure compliance with government health, safety and environmental regulations.
- -Enforce all safety requirements and in-house safety rules and regulation.
- -Monitor the overall environment, safety and health of the workplace by conducting regular inspections at work sites.
- -Compiles all relevant reports and records and carry out periodic safety inspection.
- -Facilitating of routine improvement and awareness on safety issue.
- -Liaise with the government authorities.
- -Reviewing, Implementing and Managing the Workplace's Safety Management System in accordance with Workplace Safety and Health Act.
- -Preparing accident reports and investigation.
- -Conduct safety briefing and training to employees when necessary.
- -Performing the duties of an WSHO as stated under the WSH Act.
- -Assist the Director in contract reviews and sales activities.
  - Plans, organizes, directs and controls overseas logistics purchases. Responsible for the purchasing of company 's agency equipment, tools, and spare parts.
  - Ensures that there is an efficient and reliable overseas purchasing system. Regularly reviews Company's overseas purchasing requirements.
  - Ensures that material is received according to the established SAP procedures.
  - Raise purchase orders for overseas purchases on behalf of Sales Department as requested by the respective managers or supervisors and monitors the receipt of the orders. Notify the requester when the material is available.
  - Shipment coordination: Coordinate all logistics work related to every shipment between productions operations, engineering operations, store, forwarders, 3rd party warehouses to ensure correct orders are delivered to the customer based on committed lead time.

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- Inventory check: Perform regular inventory check for all the Finish Goods consignment with distributor vs SAP system

### Key Performance Indicator (KPI):-

- **-Financial and estimate performance** – work is performed within the estimated hours, meet targets for utilization of staff (time charged to jobs as opposed to administration etc.), manage external consultants to their budgets, meet overhead budget targets. Personnel not assigned to projects are assigned to productive internal projects with an accurate tracking of time spent and results produced.
- **-Schedule performance** – the ability to produce work according to schedule can be measured.
- **-Customer service and value** – the engineering team's customers include sales, production, field/erection and external customers. A service rating can be provided by each these groups (e.g. a simple score out of 10 provided at a management meeting provides useful feed back). Examples of value engineering and designs that optimize operations and sales opportunities can be used as a performance measure. Responsiveness, attitude and other service measures should also be assessed.
- **-Quality** – engineering and shop drawing issues/defects can be tracked.
- **-Productivity and throughput** – measures of productivity are available (hours per shop drawing, design hours for similar structures). The engineering group's mandate should include investing in technology, standards, training and hiring quality staff to enhance productivity over time.

### Requirements:-

- Degree / Diploma in Engineering
- -Must be organized and possess a high level of administration ability to effectively manage paperwork.
- -Must be committed, possess willing to learn attitude and ability to multitask.
- -Skills: Technical knowledge in manufacturing or production.
- -Competency in CAD CAM such as Solid Works or Auto Cad
- -Working knowledge of computer applications.
- -Experience: 0-1 year.
- -Able to speak and write in English.

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### 2.8 Production Supervisor - Report to Production Executive (Engineer Assistant)

#### Profile:-

Department: Factory

Job Category: Supervisory

#### Reporting Structure:-


- -Report to Production Executive (Superior).
- -Peer to Service Supervisor

#### Responsibilities:-

- Lead and manage a team of technical and operative staff to carry out production operation to meet output and quality targets.
- -Act as first line in troubleshooting production operation and monitor the performance of process and equipment.
- -Ensure that production process are within the parameters and ensure accurate reporting on usage of raw materials.
- -Supervise the general workers and mechanics in assembly agency of company's products.
- -Responsible for the production of customise equipment, including production processes such as cutting, welding, rolling, bending and/or shearing of steel bars and slabs.
- -Responsible for the assembly of agency products, including assembly, painting and testing processes.
- -Responsible for inspecting the work-in-progress and/or semi-finished product at every stage of the production process and ensuring that there are no defects or non-conformance.
- -Authorized to stop work and order rectification to be done if any defects or non-conformance is found during inspection.
- -Authorized to stop work during the assembly of products if any non-conformance, especially pertaining to product safety, is detected.
- -Responsible for and authorized to decide on the disposition of a defect or non-conformance, when found.
- -Performs quality inspection of semi-finished products.
- -Responsible for ensuring that the quality of the end product is good.
- -To manage and control daily operations of the equipment assembly activities in the workshop and yar.

#### Key Performance Indicator (KPI):-

- **-Count (Good or Bad):-** An essential factory floor metric relates to the amount of product produced. The count (good or bad) typically refers to either the amount of product produced since the last machine changeover or the production sum for the entire shift or week. Many companies will compare individual worker and shift output to invoke a competitive spirit among employees.
- **-Reject Ratio:-** Production processes occasionally produce scrap, which is measured in terms of reject ratio. Minimizing scrap helps organizations meet profitability goals so it is important to track whether or not the amount being produced is within tolerable limits.
- **-Rate:-** Machines and processes produce goods at variable rates. When speeds differ, slow rates typically result in dropped profits while faster speeds affect quality control. This is why it is important for operating speeds to remain consistent.
- **-Target:-** Many organizations display target values for output, rate and quality. This KPI helps motivate employees to meet specific performance targets.

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- **-Takt Time:-** Takt time is the amount of time, or cycle time, for the completion of a task. This could be the time it takes to produce a product, but it more likely relates to the cycle time of specific operations. By displaying this KPI, manufacturers can quickly determine where the constraints or bottlenecks are within a process.
- **-Overall Equipment Effectiveness (OEE):-** OEE is a metric that multiplies availability by performance and quality to determine resource utilization. Production managers want OEE values to increase because this indicates more efficient utilization of available personnel and machinery.
- **-Downtime:-** Whether the result of a breakdown or simply a machine changeover, downtime is considered one of the most important KPI metrics to track. When machines are not operating, money isn't being made so reducing downtime is an easy way to increase profitability.

#### **Requirements:-**

- -ITE/Diploma in a Mechanical discipline.
- -Skills:- Welding and Fitting.
- -At least 5 years of relevant supervisory experience in a manufacturing production environment.
- -Familiar with the usage of workshop tooling and able to read the technical (mechanical/electrical) drawings.
- -Matured and able to lead the teams independently as well as to schedule and execute the workload plans.
- -Effective organizational, interpersonal and communication skills as well as equipment troubleshooting abilities.
- -Able to travel at short notice as and when required.

## RESPONSIBILITIES AND AUTHORITIES

### 2.9 Service Executive (Engineering Assistance) – Report to Director

#### Profile:-

Department: Factory

Job Category: Supervisory

#### Reporting Structure:-

- -Report Director (Superior).
- -Peer to Office Manager, Sales Manager and Production and QC Supervisor.


#### Responsibilities:-

- -Provides administrative and co-ordination for servicing activities.
- -Takes calls from customers pertaining to servicing of machinery and hoists and co-ordinates the activities of the M&E department.
- -Responsible for credit control, which includes the realization of debt and checking of customer's credit history.
- -Prepare quotations.
- -Prepare and follow up on any invoicing after any repair/service made by the team.
- -Must be able to efficiently respond to any online or telephone queries in a calm and friendly manner.
- -Ability to work closely with the team, other departments and customers.
- -Admin duties eg. Answering calls, handle in and outgoing mails, check and match credit card statements vs service claims, receive incoming goods, any ad hoc duties that may be assigned from time to time.
- -Ability to guide customers on usage of the purchase products.
- -Ability to suggest working procedures according to manufacturers' specifications of the equipment for the customers' construction jobsite projects.
- -Assist Engineers in gathering of data and troubleshooting of product quality issues.
- -Ensure compliance with government health, safety and environmental regulations.
- -Enforce all safety requirements and in-house safety rules and regulation.
- -Monitor the overall environment, safety and health of the workplace by conducting regular inspections at work sites.
- -Compiles all relevant reports and records and carry out periodic safety inspection.
- -Facilitating of routine improvement and awareness on safety issue.
- -Liaise with the government authorities.
- -Reviewing, Implementing and Managing the Workplace's Safety Management System in accordance with Workplace Safety and Health Act.
- -Preparing accident reports and investigation.
- -Conduct safety briefing and training to employees when necessary.
- -Performing the duties of an WSHO as stated under the WSH Act.

#### Key Performance Indicator (KPI):-

- **-Financial and estimate performance** – work is performed within the estimated hours, meet targets for utilization of staff (time charged to jobs as opposed to administration etc.), manage external consultants to their budgets, meet overhead budget targets. Personnel not assigned to projects are assigned to productive internal projects with an accurate tracking of time spent and results produced.
- **-Schedule performance** – the ability to produce work according to schedule can be measured.



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- **-Customer service and value** – the engineering team's customers include sales, production, field/erection and external customers. A service rating can be provided by each these groups (e.g. a simple score out of 10 provided at a management meeting provides useful feed back). Examples of value engineering and designs that optimize operations and sales opportunities can be used as a performance measure. Responsiveness, attitude and other service measures should also be assessed.
- **-Quality** – rework, preventive and corrective measures of service provided can be tracked.
- **-Productivity and throughput** – measures of productivity are available (hours per shop drawing, design hours for similar structures). The engineering group's mandate should include investing in technology, standards, training and hiring quality staff to enhance productivity over time.

#### **Requirements:-**

- -Diploma/Degree in mechanical/electrical discipline.
- -Must be organized and possess a high level of administration ability to effectively manage paperwork.
- -Must be committed, possess willing to learn attitude and ability to multitask
- -Skills: Technical knowledge in mechanical engineering
- -Competency in CAD CAM such as Solid Works or Auto Cad is a plus
- -Working knowledge of computer applications.
- -Fluent in English and Mandarin and Dialect
- -Good communication skills and have an eye for detail
- -Experience: 0-1 year

### 3.0 Service Supervisor – Report to Service Executive

#### Profile:-

Department: Factory

Job Category: Supervisory

#### Reporting Structure:-

-Report to Service Executive (Superior)


-Peer to Production Supervisor

#### Responsibilities:-

- -Lead the service mechanics, electricians, applicators and contractors by executing of the workloads plan (technical troubleshooting and repairing of customers' products) and ensure meeting of the customer delivery deadline.
- -Ensure effective assembling/disassembling methods are adopted so as to enhance higher quality, productivity and safety work environment.
- -Ensure all the technical faults of the product/ equipment have been promptly attended to.
- -Inspects and ensures the quality of servicing of customers' products during and after completion.
- -Responsible for inspecting the work-in-progress and/or semi-finished product at every stage of the assembly process and ensuring that there are no defects or non-conformance
- -Authorized to stop work during the servicing of customers' products if any non-conformance, especially affecting safety is detected.
- -Conduct in-house product training for staff as well as its related group of companies (product knowledge transfer).
- -Assist in generating quotation and tender documents based on customer's specification.
- -Overall responsible for the safe servicing of the customers' products.
- -Fulfill any other duties as and when assigned by the Service Executive.

#### Key Performance Indicator (KPI):-

- **-Count (Good or Bad):-** An essential factory floor metric relates to the amount of product repaired. The count (good or bad) typically refers to either the amount of product repaired since the last machine changeover or the service sum for the entire shift or week. Many companies will compare individual worker and shift output to invoke a competitive spirit among employees.
- **-Reject Ratio:-** Service processes occasionally produce failure results, which is measured in terms of reject ratio. Minimizing failures in repairs helps organizations meet profitability goals so it is important to track whether or not the amount being serviced is within tolerable limits.
- **-Rate:-** Machines and processes produce goods at variable rates. When speeds differ, slow rates typically result in dropped profits while faster speeds affect quality control. This is why it is important for operating speeds to remain consistent.
- **-Target:-** Many organizations display target values for output, rate and quality. This KPI helps motivate employees to meet specific performance targets.
- **-Takt Time:-** Takt time is the amount of time, or cycle time, for the completion of a task. This could be the time it takes to produce a product, but it more likely relates


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to the cycle time of specific operations. By displaying this KPI, manufacturers can quickly determine where the constraints or bottlenecks are within a process.

- **-Overall Equipment Effectiveness (OEE):-** OEE is a metric that multiplies availability by performance and quality to determine resource utilization. Production managers want OEE values to increase because this indicates more efficient utilization of available personnel and machinery
- **-Downtime:-** Whether the result of a breakdown or simply a machine changeover or absent of service mechanic or unavailable of spare parts, downtime is considered one of the most important KPI metrics to track. When the above-mentioned situations happen, money isn't being made so reducing downtime is an easy way to increase profitability.

#### **Requirements:-**

- -A Diploma in Mechanical discipline
- -At least 5 years of relevant experience in heavy / earthmoving equipment servicing/ assembling industries.
- -Familiar with the usage of workshop tooling and able to read the technical (mechanical/electrical) drawings.
- -Matured and able to lead the teams independently as well as to schedule and execute the workload plans.
- -Effective organizational, interpersonal and communication skills as well as equipment troubleshooting abilities.
- -Able to travel at short notice as and when required.

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### 3.1 Logistic Officer – Report to Managing Director

#### Profile:-

Department: Admin

Job Category: Supervisory

#### Reporting Structure:-

- -Report to Managing Director (Superior).
- -Peer to Officer Manager and Book-Keeper.
- -Store-hand/Store-keeper and Driver are the subordinates.

#### Responsibilities:-

- Plans, organizes, directs and controls logistics purchases. Responsible for the purchasing of company's raw material and semi-finish products.
- Ensures that there is an efficient and reliable purchasing system. Regularly reviews Company's purchasing requirements.
- The logistic officer is responsible for securing the best price for all local purchases without jeopardizing quality.
- To generate purchase order by using SAP system and submit PO to vendor in
- Be responsible and good follow up to confirming all orders and their subsequent delivery.
- This includes reconciling the shipment manifest, short stocked order, back stocked order, wrong delivery and damage items.
- Review document and data for the purpose of ensuring the completeness and accuracy of purchasing progress.
- Vendor management - maintain a large data base of vendors and contracts within the industry. Networking is a useful tool in security difficult items and rush orders.
- Continuing for sourcing the new and potential vendor to have competitive price with quality product.
- Work closely with stock control and production planning areas.
- Performs regular assessment of the company's stock, which includes raw material, semi-and fully assembled units and ensuring that the stock is suitably preserved and have not deteriorated in form or function.
- Ensures that material is received and issued according to the established SOP procedures.
- Uses the SAP system to maintain the stock level.
- Strong negotiation skill and communication skill, problem solving skill.

#### Key Performance Indicator (KPI):-


- **Sales Returns in the Warehouse:** A return represents a mistake to the warehouse. It may represent a lost sale to the front office, or a decrease in revenue to finance, but in the warehouse it should translate into a mistake. An increase in the number of returns means mistakes are being made; a decrease translates into fewer mistakes. The business effect of a decrease is an increase in revenue and improved cash flow.
- **Inventory Turnover in the Warehouse:** Inventory turnover is a commonly used measure of warehouse efficiency and is directly related to return on equity. Often used to explain increases or decreases in sales, inventory turnover can also bring attention to the number of days inventory is on hand -- that is, the number of days inventory sits in the warehouse. The more often inventory turns, the less time it spends in the warehouse. While warehouse staff can't directly increase or decrease inventory turnover they can help with identification of slow-moving inventory, suggest fewer or more regular purchases to the buyer, and reposition faster moving inventory to the front to make it more accessible.

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- **Inventory Accuracy in the Warehouse:** Inventory accuracy is vital for improved cash flow. The function of inventory accuracy as a KPI in the warehouse is connected with faster fulfillment, faster inventory turnover, and a more satisfied customer because the order is shipped on time. This will also reduce the amount of time that pickers and receivers spend traveling to and from locations. New employees should also use red ink to increase the number of eyes on their input in the process.
- **Reduction in Cost:** This is the total sum of funds saved due to cost reduction on yearly basis. This BSC balanced scorecard measures the contribution of the procurement branch towards the monetary achievement of the establishment.
- **Managed Spend and Total Spend.** Total Spend is the funds utilized annually by the organization for the purchase of products and services excluding the remuneration to the staff concerned. Managed Spend is the total amount controlled by the procurement branch. The ratio of the two funds in this balanced scorecard example measures the level of confidence that the organization has in the branch.
- **Cost Savings and Managed Spend.** The ratio of this key performance indicator evaluates the effectiveness of procurement branch with reference to their assignments.
- **Procurement Operating Cost and Managed Spend.** Procurement operating cost is the expenditure borne by the business for the establishment of the procurement branch. The cost comprises pay, cost of facilities, software, equipment, etc. Managed Spend is the total amount controlled by the procurement branch. Their ratio is a key performance indicator.
- **Return on Investment.** To determine the return on investment, it is essential to determine the return. It implies the amount by which savings surpass the cost incurred on operations. This KPI determines the cost effectiveness of the procurement branch.
- **Seller Defect Percentage.** Defect percentage of the seller can be determined by dividing the quantity of substandard items by the complete number of purchased items. This KPI quantifies the purchase quality of the procurement branch.
- **Client Contentment.** The customers are requested to provide feedback regarding the procurement performance, and offer recommendations if they desire. When several organizations employ similar techniques, degree of satisfaction can be identified. This KPI determines the ability of the procurement branch to satisfy their clients.
- **Lead Time for Procurement.** The normal duration required for procurement, starting from submission of requisition, issue of purchase order, and receipt of products from the seller. This KPI is useful to determine efficiency of the procurement branch.
- **Obtaining Feedback from Sellers.** Progressive procurement organizations vigorously request opinion from sellers that is directed towards saving in costs and increase in progress. Such ideas are tracked, and measured periodically.
- **Productivity in Purchasing.** Number of purchase orders, and their cost, issued over a specified period of time.

### Requirements:-

- Minimum A level/Diploma Holders.
- Certification in warehouse management.
- Certification in Purchasing Agent.
- Certification in Import/Export Documentation.
- Certification in Letter of Credit.
- Preferable with 2 years working experience in Manufacturing Industry.
- With basic knowledge in Mechanical Engineering.
- Proficient in English both written and spoken.
- Must be computer literate (MS Office Application).
- Strong negotiation skill and communication skill, problem solving skill.

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### 3.2 Human Resource Executive – *Report to Office Manager*

#### **Profile:-**

Department: Admin  
Job Category: Clerical

#### **Reporting Structure:-**


- -Responsible to the Office Manager (Superior) in general administrative matters.
- -Co-ordinate with inter departments.
- -Cleaner/Tea-Lady is the subordinate.

#### **Responsibilities:**

- -Prepares general correspondences for the company.
  - Responsible for Human Resource matters such as recruitment, training, salary & benefits, employee profiles leave records and performance assessment records.
  - Responsible for maintaining the training records for all the employees in the company.
- -Responsible for maintaining the master quality records format file
- -Generation of salary department breakdown for account and salary details reports for Directors
- -Responsible for workmen compensation, general insurance, vehicle insurance, road tax renewal, work permit application and renewal, license electrician renewal, government regulatory correspondence, medical appointment arrangement for employee, trade mark renewal and purchase of stationary.
- -First aider for our Company
- -Bisafe member

#### **Key Performance Indicator (KPI):-**


1. Recruitment & Selection
  - Reduce Average time taken to fill vacancies
  - Reduce Average cost per recruitment
  - Finalize selection in 5 weeks for each individual position
  - Workplace accidents
  - Reduce workplace accidents
2. Building capabilities and organizing learning
  - Training
  - All workforces below middle management should receive a minimum of 4 days training.
  - Maximize induction training. Maximize training workshops
  - Employees Development
  - Training needs analysis & Competencies development.
3. Performance Management
  - Performance Appraisal
  - Managing Employees through KRAs
  - Achieve 100% performance appraisals against total employees.
4. Monitoring employee deployment
5. Compensation and benefits.
6. Employee Relations
7. Statutory Compliance
8. Reward Management
9. Effective HR management systems, support & monitoring

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#### 10. Workplace Management

##### **Requirements:-**

- -HR trained in discipline
- -Diplomatic and Cheerful
- -Must know government and statutory boards' standing orders, rules and regulations
  - Must know how to do payroll
- -Must know microsoft words, excel

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### 3.3 Book Keeper – Report to Director

#### Profile:-

Department: Account

Job Category: Clerical

#### Reporting Structure:-

- -Report to Managing Director (Superior)
- -Peer to Office Manager and Logistic Officer.
- -Account Clerk is the subordinate.

#### Responsibilities:

- -Able to manage full account set.
- -Manage accounts on SAP – GL Code, Business Partners account opening
- -General Ledger Entries.
- -Perform monthly bank reconciliation.
- -Banking.
- -Petty cash book-keeping.
- -Receiving and checking of suppliers' invoices.
- -Tallying of Statements of Accounts.
- -Prepare and file telegraphic transfer payment for suppliers
- -Generation of monthly trial balance, profit and loss statement, balance sheet, cash flow report, accounting ratio report, purchase expenditure report and cash-bank balance reconciliation report, account payable aging list.
- -Prepare and file GST report quarterly.
- -Prepare and file yearly Company income tax statement.
- -Prepare and arrange yearly account audit.
- -Recording and reconciliation of stocks received yearly.
- -May include all other ad hoc duties necessary.


#### Key Performance Indicator (KPI):-

- -Timely reporting of monthly Balance Sheet, Profit and Lost, Cash flow and Financial Ratio Analysis

#### Requirement:-

- -Candidate must possess at least a LCCI Level 4 (Book-keeping).
- -Advanced/Higher/Graduate Diploma, Bachelor's Degree, Post Graduate Diploma, Professional Degree is accounting and finance is an advantage.
- -At least 1 year(s) of working experience in the related field is required for this position.
- -He or she must be dedicated, independent and able to work alone.
- -SAP knowledge will be an added advantage.



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### 3.4 Account Clerk – Report to Book Keeper

**Profile:-**

Department: Account

Job Category: Clerical

**Reporting Structure:-**

- -Report to Book-Keeper (Superior)
- -Peer to Store-keeper

**Responsibilities:**

- -Handling day to day invoicing.
- -Maintain daily AR/AP, AR/AP ageing list.
- -Prepare of cheque payment to local business partners.
- -Liaise with local vendors regarding account payable documentation.
- -Liaise with customers regarding account receivable documentation.
- -Generation of cash sales outstanding report for individual salesman, customer overdue report, account receivable aging report, service/labour report, sales performance report, and sales commission report.
- -Generation of vendor aging report.
- -Maintaining the accuracy and proper filing manner of all records.
- -Any other tasks assigned from time to time.

**Key Performance Indicator (KPI):-**

- -Account Payable Turnover.
- -Account Receivable Turnover.
- -Accuracy of accounting records and document filing.

**Requirements:**

- -Candidate must possess at least a LCCI Level 2 (Book-keeping).
- -Maintain daily AR, AP and ageing list
- -Prepare audit schedule
- -1 to 2 years of experience in administrative support preferred.
- -Good with Microsoft words and excel
- -Meticulous, responsible, independent and a team player.
- -Strong follow up skills
- -SAP knowledge will be an added advantage.

## RISKS AND OPPORTUNITIES ASSESSMENT

[illegible]

## Prepared By

*John*

(Signature)

Joey Phang

(MR)

1 Jan 2021

(Date)

## Reviewed and Approved By



(Signature)

Chan Ching Ching

(Managing Director)

1 Jan 2021

(Date)

RISKS AND OPPORTUNITIES ASSESSMENT

<b>Company / Department</b>	Teesin Machinery Pte Ltd	<b>Approved By Signature</b>	
<b>Process</b>			
<b>Activity Location</b>	11 Senoko Avenue Singapore 637307		
<b>Original Assessment Date</b>	1 Jan 2021	<b>Name</b>	Chan Shieng Ka
<b>Last Review Date</b>	1 Jan 2021	<b>Designation</b>	Director
<b>Next Review Date</b>	30 Jul 2021	<b>Date</b>	1 Jan 2021

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<b>RISKS AND OPPORTUNITIES ASSESSMENT</b>		

Description	Risk/ Opportunities	Impact	Probability	Risk Level	Mitigation Method	Impact	Probability	Risk Level	Action Officer
Poor material quality	Product failure	Medium	Possible	M	Supplier evaluation Quality Check	Medium	Remote	L	
Insufficient materials	Fail to meet project timeline	Medium	Remote	L	Project planning Back up suppliers	Medium	Remote	L	
Poor customer service	Low customer satisfaction rate	Medium	Possible	M	Customer support training Build rapport Customer satisfaction survey	Medium	Remote	L	
Incompetence personnel	Poor product quality	Medium	Possible	M	On-job-training Upgrading course Quality check	Medium	Remote	L	
Workplace accident	Fail to meet project timeline Worker compensation	High	Possible	H	Implementation of adequate safety programmes Insurance	Medium	Remote	L	
Tools / Equipment Break Down	Fail to meet project timeline	Low	Possible	L	Maintenance regime Back-up equipment/ tools	Low	Remote	L	
Security breach	Theft of material	Medium	Possible	M	CCTV	Low	Remote	L	
Missing of drawings	Fail to meet project timeline	Low	Possible	L	Back up drawing in softcopy and implement a proper drawing master list	Low	Remote	L	

 <b>TEESIN MACHINERY</b> <small>SINCE 1981</small>	<b>Teesin Machinery Pte Ltd</b>	<b>QD-07</b>
<b>RISKS AND OPPORTUNITIES ASSESSMENT</b>		

Severity		Possibility		
		Low	Medium	High
	Remote	Low	Low	Medium
	Possible	Low	Medium	High
	Frequent	Medium	High	High

Severity	Description
High	Irreversible impact that will cease organization's operations
Medium	Major Impact that will affect organization's overall performances and customer satisfaction rate
Low	Negligible impact that will cause minor issue to organization

Possibility	Description
Frequent	Repeated occurrence
Possible	Possible or know to happen
Remote	Not possible to happen under normal circumstances

## PROCESS IDENTIFICATION

[illegible]

## Prepared By

~~Secret~~

(Signature)

Joey Phang

(MR)

1 Jan 2021

(Date)

## Reviewed and Approved By




(Signature)

Chan Ching Ching

(Managing Director)

1 Jan 2021



(Date)

 <b>TEESIN MACHINERY</b> <small>SINCE 1988</small>	<b>TEESIN MACHINERY PTE LTD</b>	<b>QD-08</b>
<b>PROCESS IDENTIFICATION</b>		

Processes	Input	Output	Process Owner
<b>Sales</b>	RFQ/Email Enquiry/Phone Enquiry	Quotation Approved Costing Estimation by Director/Manager	Sales Manager
<b>Purchasing</b>	Purchase Request Form/Approved Vendor List/RFQ	Quotation/PO	Engineer Assistant
<b>Production</b>	Start Work Order Internal Drawing Dimension QC Inspected Material	Endorsed self-inspection work checklist Record materials that are leftover. NCAR of products (if any)	Engineer Assistant- Production Executive
<b>Incoming of Goods</b>	Delivery documents like packing list, delivery order Collection order	NCAR of products (if any) Endorsed DO	Logistic Officer
<b>QC Inspection</b>	Customer's relevant documents of product (like dimension, specification requirement)	QC report	QC Supervisor
<b>Delivery</b>	Endorsed DO	DO	Logistic Officer

	<h1>TEESIN MACHINERY PTE LTD</h1>	QD-09
<h2>DESIGN AND DEVELOPMENT</h2>		

Rev. #	Description of Change	Date of Change
0	Initial Release : ISO 9001: 2015	1 Jan 2021

Prepared By		
 _____ (Signature)	Joey Phang _____ (MR)	1 Jan 2021 _____ (Date)
Reviewed and Approved By		
 _____ (Signature)	Chan Ching Ching _____ (Managing Director)	1 Jan 2021 _____ (Date)



	<b>TEESIN MACHINERY PTE LTD</b>	<b>QD-09</b>
<b>DESIGN AND DEVELOPMENT</b>		

## 1.0 Purpose

- 1.1.1 To establish a procedure outlining a guideline to control the various stages of product design and development and to ensure that the final product meets customer requirements.

## 2.0 Scope

- 2.1.1 Applicable to products designed by atea.
- 2.1.2 Design & development refers to design and modification of new projects.

## 3.0 Reference

Quality Manual.

## 4.0 Definitions

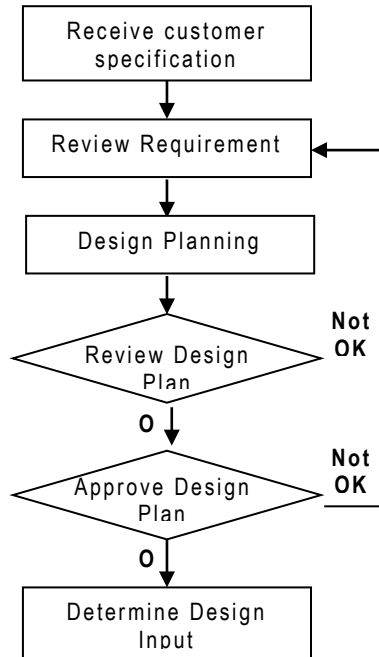
Nil

## 5.0 Responsibility

- 5.1.1 Designer/Managing Director/Managing Representative are responsible to ensure that this documented procedure is adhered to.

### 6.0 Procedure

#### 6.1 Design & Development Planning



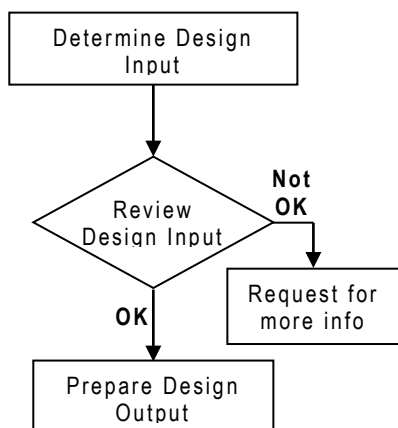
6.1 Upon receipt of customer spec from sales staff, MD should review the requirements and perform design planning with designer

6.2 The design planning should involve the following:

6.2.1 Design & Development stages  
6.2.2 Review, verification & validation as appropriate to each design & development stage

6.2.3 Records of Design Deliverables and person in charge of the verification should be kept in the Project Design Plan, which should be reviewed by the Interior Designer and approved by the Director

#### 6.3 Design & Development Input



6.3 Design and Development Input related to product requirements shall include:

6.3.1 Functional & Performance Requirements

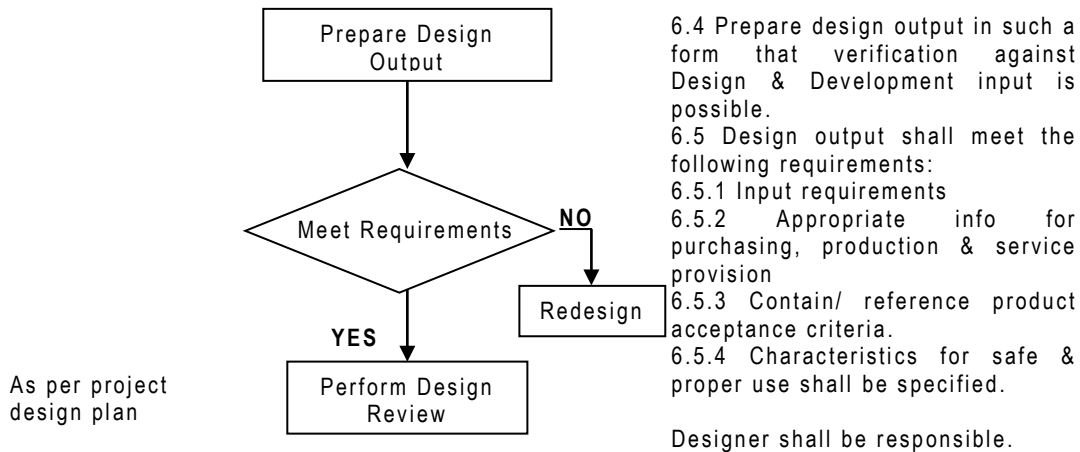
6.3.2 Applicable statutory & regulatory requirements

6.3.3 Info from previous similar designs (if applicable)

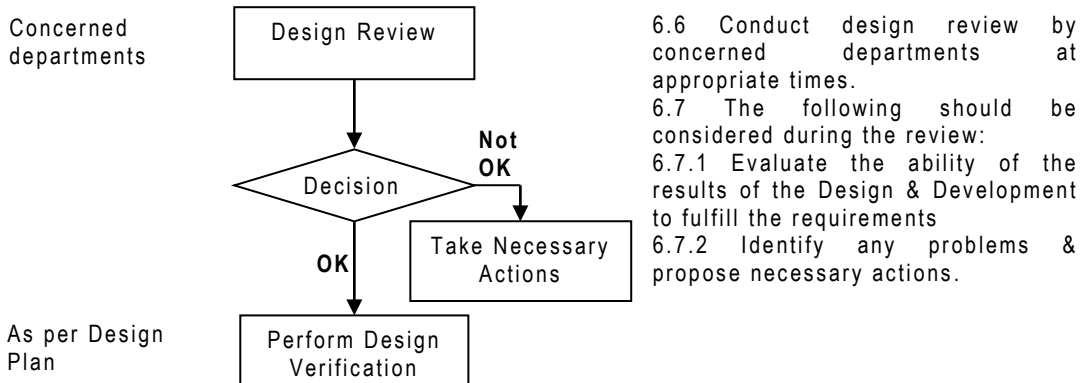
6.3.4 Other requirement essential for design & development

Designer shall be responsible.

### 6.4 Design & Development Output



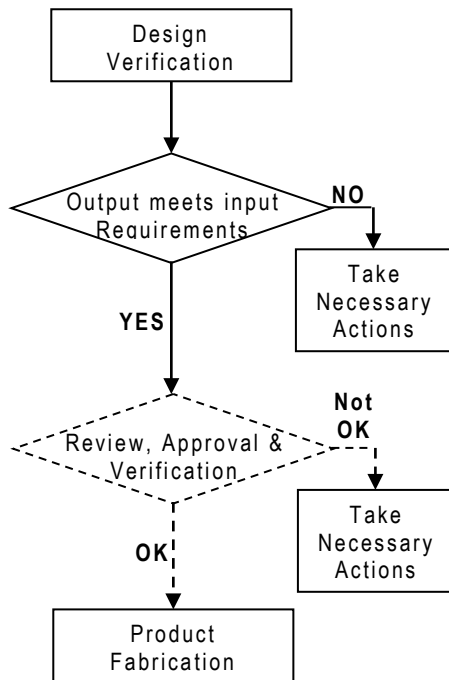
### 6.6 Design & Development Review



### 6.8 Design and Development Verification

As per Design Plan

Client



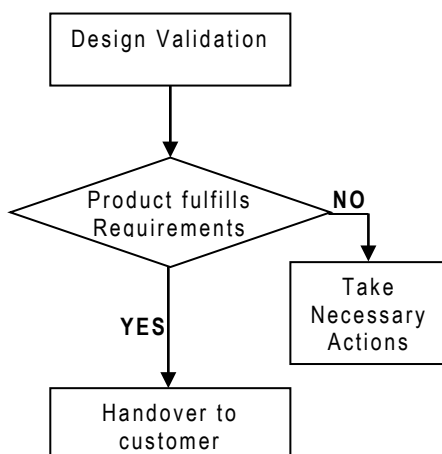
6.8 Conduct design verification according to planned arrangements, prior to production, in order to ensure that the design and development output meets the design and development input requirements.

6.9 If the output does not meet the input requirements take necessary actions.

6.10 If possible the client should review, approve and verify the design output before fabrication starts.

6.11 Start production (in-house or external) once all design output is verified and preferably approved in written by client.

### 6.12 Design & Development Validation



6.12 Once the final product is finished validation shall be performed according to planned arrangements to ensure that the product fulfills the requirements for the intended use/ application, through inspection and etc.

6.13 Before handover validation by customer is required through e.g. commissioning.

6.14 Records to be kept by MD/Engineer