

Mopilya.com

Quality Manual

ISO 9001:2015 Aligned Quality Management System Manual

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Document Type	Quality Manual	Effective Date	20-Jun-2026
Process Owner	General Manager / QMS Coordinator	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Mopilya.com Quality Management System	Confidentiality	Internal Use

This Quality Manual defines the structure of the Mopilya.com Quality Management System for e-commerce furniture order fulfilment, supplier-controlled production, delivery, and customer satisfaction. It is designed as an editable implementation document and must be reviewed and approved by Mopilya management before official release.

Document Revision History

Rev.	Date	Description of Change	Prepared / Reviewed / Approved
0	20-Jun-2026	Initial issue prepared for ISO 9001:2015 QMS implementation.	Prepared by OpexEdge; to be reviewed and approved by Mopilya management.

1. Quality Manual Scope

The scope of the Mopilya.com Quality Management System is the online sale, customer order management, supplier-managed production coordination, quality inspection, delivery coordination, and after-sales support of home furniture products sold through mopilya.com.

The QMS covers the order-to-delivery business flow: website visit, add to cart, order placement, payment confirmation, production order to supplier, supplier production control, inspection/release, delivery to customer, proof of delivery, happy call, feedback, complaints, returns, and improvement actions.

2. Applicability and Boundaries

The QMS applies to Mopilya employees, contracted suppliers/workshops, delivery partners, and external providers that affect product quality, delivery performance, customer satisfaction, or the integrity of records. Outsourced production is controlled through supplier approval, clear production orders, inspection, release, and supplier performance monitoring.

Design and development requirements should be applied when Mopilya develops new product designs, new specifications, or customer-specific technical configurations. Where Mopilya sells approved catalogue items without design responsibility, product design activities may be limited to maintaining product specifications, images, dimensions, and supplier-approved product data.

3. Company Context and Interested Parties

Interested Party	Needs and Expectations	QMS Response
Customers	Accurate product information, correct order, safe delivery, fair handling of issues.	Order review, product specification control, delivery proof, happy call, complaint handling.
Suppliers / Workshops	Clear requirements, fair lead times, approved changes, payment clarity.	Approved Supplier List, production order template, supplier confirmation and scorecards.
Employees	Clear responsibilities, accessible procedures, training and escalation paths.	Controlled SOPs, training records, process ownership and KPIs.
Delivery Partners	Correct address, handling instructions, customer availability and POD method.	Dispatch checklist, delivery scheduling and POD control.
Regulators / Legal Requirements	Compliance with applicable trading, tax, consumer and safety obligations.	External document control, contract/payment records and complaint/return records.
Management / Owners	Growth, profitability, low rework, customer retention and reliable data.	Objectives, dashboards, internal audit, management review and improvement actions.

4. QMS Process Interaction

Mopilya operates a process-based QMS. Customer requirements enter through the website and checkout process. Confirmed orders are reviewed by Customer Care and Finance, then released by Operations to approved suppliers. Supplier production is monitored until readiness. Products are inspected/released before logistics schedules delivery. After delivery, Customer Care performs a happy call and records customer feedback. Complaints, nonconformities, supplier failures, and KPI trends feed corrective action and management review.

Input	Process	Output / Record
Customer browsing and cart	Website order capture	Pending order / order specification

Pending order	Order confirmation and payment review	Confirmed order / payment status
Confirmed order	Production order release to supplier	Production order / supplier confirmation
Supplier work in progress	Production tracking and change control	Updated order tracker / escalation records
Ready product	Receiving inspection and release	Inspection checklist / release status
Released product	Delivery and proof of delivery	POD / delivery status
Delivered order	Happy call and feedback	Happy call record / complaint or closure
Issues and KPI trends	NCR/CAPA and management review	Corrective action / improvement actions

5. Quality Policy

Mopilya.com is committed to providing customers with accurate product information, reliable order fulfilment, controlled supplier production, careful delivery, and responsive after-sales support. We aim to meet applicable requirements, improve customer satisfaction, reduce errors and delays, and continually improve our processes through data, feedback, and corrective actions.

6. Quality Objectives

Objective	Suggested Target	Measured By	Owner
Order accuracy before supplier release	>= 98%	Order review checklist accuracy	Customer Care / Operations
Supplier ready-date adherence	>= 90%	Supplier scorecard	Operations
First-pass inspection acceptance	>= 95%	Receiving inspection records	Quality / Operations
On-time delivery	>= 90%	Delivery schedule vs actual	Logistics
Happy call completion within 48 hours	>= 90%	Happy call records	Customer Care
Complaint closure within target	>= 90%	Complaint log	Customer Care / Quality
Repeat nonconformities	Decreasing trend	NCR/CAPA log	QMS Coordinator

7. Leadership and Roles

Role	QMS Responsibility
General Manager	Approves policy, objectives, resources, management review decisions, and major customer/supplier actions.
QMS Coordinator	Maintains documented information, audit program, NCR/CAPA records, KPI reporting and management review preparation.
Customer Care Manager	Controls customer communication, order confirmation, happy calls, complaints, returns and customer satisfaction data.
Operations Manager	Controls supplier production orders, supplier follow-up, schedule risks, order tracker and escalation.
Quality / Receiving Responsible	Verifies product conformity before delivery and raises nonconformity records when required.
Logistics Responsible	Schedules delivery, protects products during delivery and records proof of delivery.
Supplier / Workshop	Manufactures according to production order and confirms ready date, quality and packaging readiness.

8. Risk-Based Planning

Risk / Opportunity	Control / Action
Wrong order specification reaches supplier	Mandatory order review checklist and customer-approved clarification.
Supplier delay affects customer promise	Supplier confirmation, order tracker, at-risk flag and proactive customer update.
Defective product delivered	Receiving inspection, product release gate and NCR/CAPA process.
Delivery damage or failed delivery	Packaging/dispatch checklist, scheduling confirmation and POD records.

Customer dissatisfaction not captured	Happy call within 24-48 hours and complaint log.
Growth creates process inconsistency	Controlled SOPs, training, KPI dashboard, internal audit and management review.
Strong customer feedback can improve product range	Trend analysis and management review improvement actions.

9. Support Processes

Mopilya provides the people, tools, systems, supplier relationships, records storage, communication channels, and training needed to operate the QMS. Competence should be defined for customer care, order review, operations, receiving inspection, logistics, supplier management and QMS coordination. Training or awareness records are retained for new or changed SOPs.

Documented information is controlled through MOP-QMS-SOP-001. Records must be legible, retrievable, protected from loss, and retained according to the Record Retention Matrix.

10. Operational Control

Operational controls are applied across the order-to-delivery flow. Customer requirements are captured through the website and reviewed before order acceptance. Payment status and customer confirmation are verified before supplier release. Suppliers are approved and monitored. Production orders provide clear specifications, due dates and inspection requirements. Changes are controlled and communicated. Products are inspected or verified before delivery. Delivery is controlled through scheduling, handling, and proof of delivery. After-sales feedback is collected and complaints are resolved through documented records.

Operational Stage	Main Control	Primary SOP
Website order capture	Complete product and customer data	MOP-SLS-SOP-001
Order confirmation/payment	Requirement review and payment status gate	MOP-SLS-SOP-002
Supplier selection	Approved Supplier List and scorecard	MOP-PUR-SOP-001
Production order	Controlled production order and supplier confirmation	MOP-OPS-SOP-001
Production tracking	Order tracker and change control	MOP-OPS-SOP-002
Inspection/release	Receiving inspection and release status	MOP-QA-SOP-001
Delivery	Dispatch checklist and POD	MOP-LOG-SOP-001
Happy call/complaints	Feedback, complaint log and closure evidence	MOP-CS-SOP-001

11. Performance Evaluation

Mopilya monitors customer satisfaction, order accuracy, cycle time, supplier performance, inspection results, delivery performance, complaints, NCR/CAPA status, audit results, and management review actions. Data should be reviewed at defined intervals and used to identify risks, improvement opportunities, training needs, and supplier actions.

Review Item	Frequency	Owner
Order dashboard and delayed orders	Daily / Weekly	Operations
Happy call and complaint trends	Weekly / Monthly	Customer Care
Supplier scorecards	Monthly	Operations
NCR/CAPA status	Monthly	QMS Coordinator
Internal audits	Planned annually	QMS Coordinator
Management review	At least annually	General Manager

12. Improvement

Improvement actions may come from customer feedback, complaints, nonconformities, supplier performance, delivery issues, KPI trends, audit findings, employee suggestions, or management review decisions. Corrective actions are controlled using MOP-QMS-SOP-002 and must include root cause, action owner, due date, implementation evidence, and effectiveness verification where applicable.

13. Required SOPs and Controlled Records

Document Code	Document Title	Primary Purpose
MOP-QMS-SOP-001	Control of Documented Information SOP	To define how Mopilya.com creates, reviews, approves, distributes, updates, protects, retrieves, retains, and disposes o...
MOP-SLS-SOP-001	Website Order Capture and Cart Review SOP	To ensure customer orders placed through mopilya.com capture complete, accurate, and usable information before confirmat...
MOP-SLS-SOP-002	Order Confirmation, Payment and Customer Communication SOP	To confirm customer orders, verify payment or agreed payment terms, communicate order acceptance, and release only valid...
MOP-PUR-SOP-001	Supplier Selection, Evaluation and Purchase Order SOP	To ensure suppliers and workshops used by Mopilya are selected, approved, monitored, and controlled based on their abili...
MOP-OPS-SOP-001	Production Order Release and Outsourced Manufacturing Control SOP	To convert each confirmed customer order into a clear supplier production order and control outsourced manufacturing unt...
MOP-OPS-SOP-002	Production Tracking, Change and Delivery Promise Control SOP	To track all open orders from production release to readiness, control delivery promises, and ensure customers are proac...
MOP-QA-SOP-001	Receiving, Inspection and Product Release SOP	To verify that furniture items received from suppliers or workshops meet customer requirements before delivery to the cu...
MOP-LOG-SOP-001	Packaging, Dispatch, Delivery and Proof of Delivery SOP	To deliver released customer orders safely, on time, with clear proof of delivery and customer receiving confirmation.
MOP-CS-SOP-001	Happy Call, Customer Feedback, Complaint and Return Handling SOP	To confirm customer satisfaction after delivery, capture feedback, handle complaints and returns, and convert customer e...
MOP-QMS-SOP-002	Nonconforming Output, Correction and Corrective Action SOP	To identify, control, correct, investigate, and prevent recurrence of nonconforming outputs and process failures affecti...
MOP-QMS-SOP-003	Internal Audit and Management Review SOP	To define how Mopilya plans and conducts internal audits and management reviews to verify QMS conformity, process effect...

14. ISO 9001:2015 Clause Alignment Matrix

ISO Area	Mopilya QMS Method / Evidence
4 Context of the organization	Scope, interested parties, process map, process interactions and QMS boundaries.
5 Leadership	Quality policy, responsibilities, objectives and management commitment.
6 Planning	Risks, opportunities, quality objectives and change planning.
7 Support	Resources, competence, awareness, communication and documented information control.
8 Operation	Order review, supplier control, production order, inspection/release, delivery, nonconforming output.
9 Performance evaluation	KPIs, customer satisfaction, internal audit and management review.
10 Improvement	NCR, CAPA, complaint trend review and continual improvement actions.

15. Approval

Prepared By	Reviewed By	Approved By
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date