

Mopilya.com

ISO 9001:2015 Documentation Package

Quality Manual + Controlled SOPs for E-commerce Order-to-Delivery Business Flow

Document Code	MOP-QMS-PACK-001	Revision	0
Document Type	Documentation Package	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 QMS	Confidentiality	Internal Use

This master file combines the Quality Manual and all SOPs prepared as individual controlled documents. For daily use, the individual files should be issued and controlled through the Master Document List.

Package Contents

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Part A - Quality Manual

For the complete standalone Quality Manual, use document MOP-QM-001. The following section is included for package reference.

A1. QMS Scope

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

A2. Process Interaction

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

A3. 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. Mopilya aims to meet applicable requirements, improve customer satisfaction, reduce errors and delays, and continually improve processes through data, feedback, and corrective actions.

A4. Quality Objectives

Objective	Suggested Target
Order accuracy before supplier release	>= 98%
Supplier ready-date adherence	>= 90%
First-pass inspection acceptance	>= 95%
On-time delivery	>= 90%
Happy call completion within 48 hours	>= 90%
Complaint closure within target	>= 90%

Part B - Standard Operating Procedures

B1. MOP-QMS-SOP-001 - Control of Documented Information SOP

Document Code	MOP-QMS-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Quality / QMS Coordinator	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	All QMS documents and records	Confidentiality	Internal Use

1. Purpose

To define how Mopilya.com creates, reviews, approves, distributes, updates, protects, retrieves, retains, and disposes of QMS documents and records so that the latest approved information is available where needed.

2. Scope

Applies to policies, SOPs, work instructions, forms, registers, external documents, customer records, supplier documents, order records, inspection records, delivery records, complaints, corrective actions, and management review records.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 7.5 - Documented Information	Controls document approval, revision, availability, protection, retention, and disposition.
Clause 4.4 - QMS Processes	Ensures process documents and records are defined and maintained.
Clause 8.5.6 - Change Control	Ensures changes to operational documents are reviewed and authorized.
Clauses 9 and 10	Ensures records support audits, performance review, nonconformity, and improvement.

4. Definitions

Term	Definition
Documented Information	Information required to be controlled and maintained or retained by the QMS.
Document	A controlled instruction, policy, manual, SOP, form, template, or specification.
Record	Evidence that an activity was performed or a result was achieved.
External Document	A document from an outside source needed for operations, such as supplier specifications, legal requirements, or customer-approved drawings.
Obsolete Document	A superseded document that must not be used for current work.

5. Responsibilities

Role	Main Responsibilities
General Manager	Approves the Quality Manual, QMS policies, key SOPs, and major revisions.

QMS Coordinator	Maintains the document master list, document codes, revision status, and obsolete archive.
Process Owner	Drafts, reviews, trains users, and ensures documents reflect actual work.
All Employees	Use only current approved documents and report missing, unclear, or outdated documents.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Identify the need for a new or revised document based on a process gap, audit result, customer complaint, change, or management decision.	Process Owner	Document request or change request is raised.
2	Assign document code using the coding structure: MOP-[PROCESS]-[TYPE]-[NUMBER].	QMS Coordinator	Unique document code and title assigned.
3	Draft the document using the approved template and include purpose, scope, roles, procedure, records, risks, KPIs, and approval section.	Process Owner	Draft document prepared.
4	Review for operational accuracy, ISO alignment, clarity, and record requirements.	Process Owner / QMS Coordinator	Comments resolved before approval.
5	Approve the document before release.	Authorized Approver	Approved document carries revision number, effective date, and status.
6	Add the document to the Master Document List and publish it in the controlled location.	QMS Coordinator	Current revision is accessible to users.
7	Communicate changes and train affected users before or at the effective date.	Process Owner	Training/awareness evidence retained.
8	Remove obsolete versions from active locations and mark archived copies as obsolete.	QMS Coordinator	Obsolete copies cannot be used unintentionally.
9	Control records by retention period, storage location, backup, confidentiality, and disposal method.	Record Owner	Records are legible, retrievable, and protected.
10	Review controlled documents at least annually or when process changes occur.	QMS Coordinator / Process Owner	Review date and action recorded.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Master Document List	QMS Coordinator	Life of QMS + 3 years	Controlled shared folder / QMS drive
Document Change Request	QMS Coordinator	3 years	QMS records folder
Training / Awareness Record	Process Owner	3 years	HR / QMS folder
Record Retention Matrix	QMS Coordinator	Life of QMS	Controlled shared folder
Obsolete Document Archive	QMS Coordinator	3 years or as legally required	Obsolete archive folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Employees use outdated instructions	Only current documents are available in controlled folders; obsolete copies removed.	Stop use, replace with current copy, assess impact on affected orders.
Records cannot be found during audit or	Standard naming, storage locations,	Escalate to QMS Coordinator and open

complaint review	access rights, and retention matrix.	corrective action if repeated.
Unapproved changes enter operations	Formal approval and revision control before release.	Withdraw document and retrain affected users.

9. KPIs

KPI	Suggested Target	Review Frequency
Documents reviewed before due date	>= 95%	Monthly
Uncontrolled document findings	0 major findings	Each audit
Record retrieval time	Within 1 working day	Monthly

10. Related Documents / Forms

- MOP-QMS-FRM-001 Master Document List
- MOP-QMS-FRM-002 Document Change Request
- MOP-QMS-FRM-003 Record Retention Matrix
- MOP-QMS-FRM-004 Training Attendance Record

Approval

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

B2. MOP-SLS-SOP-001 - Website Order Capture and Cart Review SOP

Document Code	MOP-SLS-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	E-commerce / Customer Care Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Website browsing, cart creation, checkout readiness	Confidentiality	Internal Use

1. Purpose

To ensure customer orders placed through mopilya.com capture complete, accurate, and usable information before confirmation and operational processing.

2. Scope

Applies from customer website visit, product selection, add-to-cart, checkout data capture, and creation of a pending customer order.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.2 - Customer Requirements	Ensures product, delivery, payment, and customization requirements are captured and reviewed.
Clause 8.5 - Production and Service Provision	Provides controlled inputs for fulfilment and outsourced production.
Clause 8.6 - Release of Products and Services	Creates order information needed for final release and delivery.

4. Definitions

Term	Definition
Cart	Temporary selection of products, quantities, options, and delivery information before order submission.
Order Specification	Customer-selected product code, quantity, dimensions, color/fabric, add-ons, address, and notes.
Pending Order	An order submitted by the customer but not yet released to operations or supplier.

5. Responsibilities

Role	Main Responsibilities
Customer	Selects product details and submits accurate contact and delivery information.
Website / System Admin	Maintains product pages, pricing, delivery fee logic, checkout fields, and order notifications.
Customer Care	Reviews missing data, contacts customer for clarification, and confirms the order summary.
Operations	Uses only complete confirmed orders for fulfilment.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Customer visits mopilya.com and browses product pages, prices, dimensions, colors, availability notes, and delivery promise.	Customer / Website	Product pages display controlled product information.
2	Customer selects product, quantity, dimensions, color/fabric, and optional add-ons or customization notes.	Customer	Order specification is captured.
3	Customer adds selected items to cart.	Customer / Website	Cart shows product, quantity, price, delivery fee, estimated lead time, and total amount.
4	Customer proceeds to checkout and enters name, phone, delivery address, city, preferred contact method, and special notes.	Customer	Mandatory fields completed.
5	System creates pending order and sends notification to customer care / operations.	Website / System	Order number generated.
6	Customer Care reviews the pending order for completeness and unclear specifications.	Customer Care	Missing or conflicting information is identified before payment confirmation.
7	If information is incomplete, Customer Care contacts the customer and updates the order notes.	Customer Care	Customer-approved clarification recorded.
8	Complete order is handed to Order Confirmation and Payment SOP.	Customer Care	Order is ready for confirmation and payment processing.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Website order record	System Admin	5 years	E-commerce platform / order system
Cart/order specification	Customer Care	5 years	Order record
Customer clarification notes	Customer Care	5 years	CRM / order comments
Product page change log	System Admin	3 years	Website admin records

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Wrong product or specification captured	Mandatory fields, clear product pages, order review before release.	Contact customer, correct order, and block supplier release until confirmed.
Incorrect delivery address or contact number	Mandatory phone and address checks during checkout.	Customer Care confirms before delivery scheduling.
Product page displays outdated information	Product data owner review and controlled update process.	Correct website, assess affected orders, notify customers if needed.

9. KPIs

KPI	Suggested Target	Review Frequency
Orders requiring clarification	<= 10% of orders	Weekly
Order data accuracy before supplier release	>= 98%	Weekly
Product page update errors	0 critical errors	Monthly

10. Related Documents / Forms

- MOP-SLS-FRM-001 Order Review Checklist
- MOP-SLS-FRM-002 Customer Clarification Log
- MOP-QMS-SOP-001 Control of Documented Information SOP

Approval

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

B3. MOP-SLS-SOP-002 - Order Confirmation, Payment and Customer Communication SOP

Document Code	MOP-SLS-SOP-002	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Customer Care Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Order confirmation and payment status control	Confidentiality	Internal Use

1. Purpose

To confirm customer orders, verify payment or agreed payment terms, communicate order acceptance, and release only valid orders to operations.

2. Scope

Applies to online payment, bank transfer, cash on delivery, partial payment, order confirmation, cancellation before release, and customer communication records.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.2.3 - Review of Requirements	Confirms that Mopilya can meet the customer order before accepting it.
Clause 8.2.4 - Changes to Requirements	Controls changes after order submission.
Clause 8.5.1 - Controlled Conditions	Ensures operations receive verified order and payment inputs.

4. Definitions

Term	Definition
Confirmed Order	Order reviewed, accepted, and ready for operational processing.
Payment Status	Paid, COD, partial payment, pending transfer, refunded, or cancelled.
Order Acceptance Message	Customer communication confirming product, amount, delivery promise, and next steps.

5. Responsibilities

Role	Main Responsibilities
Customer Care	Confirms order details with customer and communicates order status.
Finance / Admin	Verifies online payment, transfer, COD approval, refund, or partial payment.
Operations	Releases only confirmed orders to supplier production.
Customer	Confirms order summary and payment method.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Receive pending order from website order capture process.	Customer Care	Pending order is available with order number.
2	Review product specification, price, delivery fee, address, and customer notes.	Customer Care	Order Review Checklist completed.
3	Verify payment method and payment status.	Finance / Admin	Payment status recorded as paid, COD, partial, pending, or cancelled.
4	Send order acceptance message to customer including order number, product summary, expected lead time, and communication channel.	Customer Care	Customer confirmation evidence retained.
5	If payment is pending, follow up according to agreed timeframe and do not release order unless management approves COD/partial terms.	Finance / Customer Care	No unauthorized supplier release.
6	If customer changes requirements, document the change, confirm feasibility, adjust price or lead time if needed, and obtain customer confirmation.	Customer Care / Operations	Order Change Record approved before release.
7	Release confirmed order to Operations for supplier production order.	Customer Care	Confirmed order handover completed.
8	If customer cancels before release, record reason and update payment/refund status.	Customer Care / Finance	Cancellation record completed.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Order Review Checklist	Customer Care	5 years	CRM / order folder
Payment confirmation record	Finance	5 years	Accounting / payment folder
Customer confirmation message	Customer Care	5 years	CRM / WhatsApp / email archive
Order Change Record	Customer Care	5 years	Order folder
Cancellation/refund record	Finance	5 years	Accounting folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Order released without payment approval	Payment status gate before production order.	Stop production release and escalate to Operations Manager.
Customer expects different specification or delivery date	Written order acceptance message and customer-approved changes.	Review communication, correct issue, and update customer.
Uncontrolled order changes	Formal change record and feasibility review.	Pause order until change is approved.

9. KPIs

KPI	Suggested Target	Review Frequency
Payment status accuracy	>= 99%	Weekly
Order confirmation cycle time	Same business day for complete orders	Daily
Unauthorized production releases	0	Monthly

10. Related Documents / Forms

- MOP-SLS-FRM-001 Order Review Checklist
- MOP-SLS-FRM-003 Payment Verification Log
- MOP-SLS-FRM-004 Order Change Record
- MOP-OPS-SOP-001 Production Order Release SOP

Approval

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

B4. MOP-PUR-SOP-001 - Supplier Selection, Evaluation and Purchase Order SOP

Document Code	MOP-PUR-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Operations / Procurement Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Supplier approval, purchase order, and supplier performance	Confidentiality	Internal Use

1. Purpose

To ensure suppliers and workshops used by Mopilya are selected, approved, monitored, and controlled based on their ability to meet product quality, lead time, cost, and service requirements.

2. Scope

Applies to outsourced furniture production suppliers, workshops, material providers, packaging providers, delivery partners, and any external provider affecting product or service quality.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.4 - Control of Externally Provided Processes	Controls supplier selection, purchasing information, supplier monitoring, and outsourced production.
Clause 8.5 - Production and Service Provision	Ensures suppliers receive clear production requirements.
Clause 9.1 - Performance Evaluation	Monitors supplier performance using KPIs and evidence.

4. Definitions

Term	Definition
Approved Supplier	Supplier assessed and accepted for use by Mopilya.
Purchase Order / Production Order	Controlled instruction issued to supplier with product and delivery requirements.
Supplier SLA	Agreed service level such as confirmation time, ready date, defect rate, and response time.

5. Responsibilities

Role	Main Responsibilities
Operations / Procurement Manager	Approves suppliers, issues supplier requirements, reviews performance, and escalates repeated failures.
Quality / Receiving Responsible	Reports quality defects and inspection results to supplier evaluation.
Finance / Admin	Confirms agreed commercial terms and supplier payment records.
Supplier	Confirms capacity, cost, lead time, material availability, and production readiness.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Identify supplier need based on product category, capacity, quality requirements, or delivery coverage.	Operations Manager	Supplier need defined.
2	Collect supplier information: legal name, location, capability, product range, samples/photos, prices, lead time, references, and delivery support.	Procurement	Supplier profile completed.
3	Evaluate supplier against quality, cost, lead time, capacity, responsiveness, and complaint history.	Operations / Quality	Supplier evaluation score recorded.
4	Approve, conditionally approve, or reject supplier.	Operations Manager	Approved Supplier List updated.
5	Define supplier requirements including specifications, inspection criteria, packaging, delivery readiness, communication method, and escalation rules.	Operations / Quality	Supplier agreement or SLA documented.
6	Before order release, verify supplier availability, expected ready date, cost, and material constraints.	Operations	Supplier confirmation retained.
7	Monitor supplier performance monthly using defect rate, late order rate, response time, and customer complaints.	Operations / Quality	Supplier scorecard updated.
8	If supplier performance is unacceptable, request corrective action, restrict new orders, or remove supplier from approved list.	Operations Manager	Supplier action record completed.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Approved Supplier List	Operations	Life of supplier + 3 years	Procurement folder
Supplier Evaluation Form	Operations	3 years	Supplier folder
Supplier SLA / agreement	Operations	Life of supplier + 3 years	Supplier folder
Supplier Scorecard	Operations	3 years	QMS performance folder
Supplier Corrective Action	Quality / Operations	3 years	CAPA folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Supplier cannot meet promised date	Supplier confirmation and lead time check before customer promise.	Update customer, reassign supplier, or revise delivery date.
Supplier produces wrong specification	Clear production order, attachment of customer-approved specification, confirmation before production.	Stop/rework order and open supplier corrective action.
Supplier quality unstable	Supplier scorecard, inspection results, and corrective actions.	Restrict orders or remove from Approved Supplier List.

9. KPIs

KPI	Suggested Target	Review Frequency
Approved supplier on-time readiness	>= 90%	Monthly

Supplier defect rate	<= 3%	Monthly
Supplier confirmation time	Within 1 business day	Weekly

10. Related Documents / Forms

- MOP-PUR-FRM-001 Approved Supplier List
- MOP-PUR-FRM-002 Supplier Evaluation Form
- MOP-PUR-FRM-003 Supplier Scorecard
- MOP-QMS-SOP-002 Nonconforming Output and CAPA SOP

Approval

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

B5. MOP-OPS-SOP-001 - Production Order Release and Outsourced Manufacturing Control SOP

Document Code	MOP-OPS-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Operations Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Confirmed order release to supplier/workshop	Confidentiality	Internal Use

1. Purpose

To convert each confirmed customer order into a clear supplier production order and control outsourced manufacturing until the item is ready for dispatch.

2. Scope

Applies from confirmed customer order release to supplier confirmation, production start, production monitoring, readiness confirmation, and handover to inspection/delivery.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.4	Controls externally provided production processes.
Clause 8.5.1	Ensures controlled conditions for production and service provision.
Clause 8.5.2	Maintains identification and traceability using order number and supplier reference.
Clause 8.5.6	Controls changes during production.

4. Definitions

Term	Definition
Production Order	Instruction sent to supplier/workshop containing product specification, customer requirements, due date, and quality requirements.
Ready Date	Supplier-confirmed date when item is complete, inspected, packed, and available for dispatch.
Production Hold	Temporary stop due to missing information, payment issue, customer change, material constraint, or quality risk.

5. Responsibilities

Role	Main Responsibilities
Operations	Creates and releases production orders, tracks status, manages changes and escalations.
Supplier / Workshop	Confirms production feasibility, ready date, and manufactures according to specification.
Customer Care	Updates customer when schedule or requirement changes affect the customer promise.
Quality / Receiving	Defines inspection checks and reviews defects before delivery.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Receive confirmed order with customer-approved specification and payment status.	Operations	Only confirmed orders are processed.
2	Validate production inputs: product code, quantity, dimensions, color/fabric, add-ons, customer notes, address city, promised date, and payment status.	Operations	Production Order Checklist completed.
3	Select approved supplier based on product category, capacity, lead time, cost, and performance.	Operations	Supplier selected from Approved Supplier List.
4	Issue production order to supplier with order number, specification, delivery promise, inspection criteria, packaging requirements, and contact channel.	Operations	Controlled production order sent.
5	Supplier confirms feasibility, cost, ready date, material availability, and any constraints.	Supplier	Supplier confirmation recorded.
6	Operations records supplier confirmation and updates order tracker.	Operations	Order status changes to in production.
7	Monitor progress at agreed checkpoints and update order tracker.	Operations / Supplier	No order becomes stale without status update.
8	Any change to specification, quantity, cost, supplier, or ready date requires documented approval before continuation.	Operations / Customer Care	Order Change Record completed.
9	Supplier confirms item is complete, visually checked, packed, and ready for dispatch or receiving inspection.	Supplier	Ready confirmation received.
10	Release ready order to receiving/inspection or logistics process.	Operations	Inspection/delivery handover completed.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Production Order	Operations	5 years	Order folder
Production Order Checklist	Operations	5 years	Order folder
Order Tracker	Operations	5 years	Operations dashboard
Supplier Confirmation	Operations	5 years	Order folder
Order Change Record	Customer Care / Operations	5 years	Order folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Wrong details sent to supplier	Pre-release checklist and customer-approved specification attachment.	Stop order, issue corrected production order, assess rework/cost impact.
Supplier misses ready date	Progress checkpoints and supplier SLA monitoring.	Escalate to Operations Manager and inform customer if promise changes.
Customer change after production started	Formal change feasibility and cost/lead time review.	Obtain customer approval before implementation.

9. KPIs

KPI	Suggested Target	Review Frequency
Production orders released without missing data	>= 98%	Weekly
Supplier ready-date adherence	>= 90%	Weekly
Unapproved order changes	0	Monthly

10. Related Documents / Forms

- MOP-OPS-FRM-001 Production Order Template
- MOP-OPS-FRM-002 Production Order Checklist
- MOP-OPS-FRM-003 Order Tracker
- MOP-SLS-SOP-002 Order Confirmation and Payment SOP

Approval

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

B6. MOP-OPS-SOP-002 - Production Tracking, Change and Delivery Promise Control SOP

Document Code	MOP-OPS-SOP-002	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Operations Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Order progress monitoring and promise-date control	Confidentiality	Internal Use

1. Purpose

To track all open orders from production release to readiness, control delivery promises, and ensure customers are proactively informed of changes before dissatisfaction occurs.

2. Scope

Applies to all open customer orders under supplier production or readiness confirmation, including delays, material constraints, customer changes, and internal escalations.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.1 - Operational Planning and Control	Plans and controls fulfilment activities and resources.
Clause 8.2.4 - Changes to Requirements	Controls customer-related changes.
Clause 8.5.6 - Control of Changes	Controls operational changes affecting quality and delivery.
Clause 9.1 - Monitoring and Measurement	Uses order tracker and KPIs to monitor performance.

4. Definitions

Term	Definition
Order Tracker	Live record showing order status, owner, supplier, ready date, delivery promise, issues, and next action.
Delivery Promise	Date or time window communicated to the customer.
Escalation	Formal action when a risk may affect quality, cost, or promised delivery.

5. Responsibilities

Role	Main Responsibilities
Operations	Owns the live order tracker and supplier follow-up.
Customer Care	Communicates approved changes and delays to customers.
Supplier	Provides accurate progress updates and early warning of constraints.
General Manager	Decides on major escalations, compensation, or supplier replacement.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Enter every released production order into the live order tracker.	Operations	No active order exists outside the tracker.
2	Assign owner, supplier, production status, promised delivery date, supplier ready date, and next follow-up date.	Operations	Tracker fields completed.
3	Follow up with supplier at agreed checkpoints or at least every two working days for active orders.	Operations	Latest status recorded.
4	Flag orders at risk when ready date, quality, material, or delivery promise may be affected.	Operations	Risk flag and action owner recorded.
5	Assess whether customer promise changes. If yes, Customer Care contacts customer before the promised date is missed.	Operations / Customer Care	Customer update evidence retained.
6	Approve any change in specification, supplier, delivery date, or cost before execution.	Operations Manager	Order Change Record completed.
7	Escalate repeated delays, missing supplier response, or urgent orders to management.	Operations	Escalation log updated.
8	Close tracking only after product is delivered and happy call/feedback step is completed or issue is transferred to complaint/CAPA.	Operations / Customer Care	Order closed with final status.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Order Tracker	Operations	5 years	Operations dashboard
Risk/Escalation Log	Operations	3 years	QMS performance folder
Customer Update Record	Customer Care	5 years	CRM/order folder
Order Change Record	Operations	5 years	Order folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Order delay discovered too late	Next follow-up dates and at-risk flags.	Escalate and inform customer proactively.
Customer receives inconsistent information	Single order tracker and controlled customer communication notes.	Correct message, update tracker, retrain responsible person.
Open orders not closed properly	Closure requires delivery proof and happy call status.	Weekly open order review.

9. KPIs

KPI	Suggested Target	Review Frequency
Open orders with overdue next action	0	Daily
At-risk orders communicated before missed promise	>= 95%	Weekly
Average order cycle time	Defined by product category	Weekly

10. Related Documents / Forms

- MOP-OPS-FRM-003 Order Tracker
- MOP-OPS-FRM-004 Escalation Log
- MOP-SLS-FRM-004 Order Change Record
- MOP-CS-SOP-001 Happy Call and Complaint Handling SOP

Approval

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

B7. MOP-QA-SOP-001 - Receiving, Inspection and Product Release SOP

Document Code	MOP-QA-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Quality / Operations Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Product receiving, final inspection, and release before customer delivery	Confidentiality	Internal Use

1. Purpose

To verify that furniture items received from suppliers or workshops meet customer requirements before delivery to the customer.

2. Scope

Applies to all products ready for dispatch, including supplier-ready items, items received at warehouse, direct delivery items, visible condition checks, specification checks, packaging checks, and release decisions.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.6 - Release of Products and Services	Requires verification before release to customer.
Clause 8.7 - Control of Nonconforming Outputs	Controls defective, wrong, incomplete, or damaged products.
Clause 8.5.2 - Identification and Traceability	Links inspection result to order number and supplier.
Clause 9.1 - Monitoring and Measurement	Uses inspection evidence and defect trends.

4. Definitions

Term	Definition
Receiving Inspection	Check performed when the item is received or before it leaves supplier/warehouse for delivery.
Release	Approval that product is acceptable for delivery.
Nonconforming Output	Product or service that does not meet requirements.

5. Responsibilities

Role	Main Responsibilities
Quality / Receiving Responsible	Performs inspection and records accept/reject decision.
Operations	Ensures product is available for inspection and resolves supplier issues.
Supplier	Corrects defects or specification errors before release when required.
Logistics	Dispatches only released products.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Receive supplier ready confirmation or physical item.	Operations / Receiving	Order number and supplier identity verified.

2	Check product against order specification: product code, quantity, dimensions, color/fabric, orientation, add-ons, and customer notes.	Quality / Receiving	Specification match confirmed.
3	Inspect visible condition: scratches, damage, stains, alignment, assembly, finish, packaging, and completeness.	Quality / Receiving	Inspection checklist completed.
4	Take photos when required for proof of condition before dispatch.	Quality / Receiving	Photo evidence stored with order.
5	If product passes inspection, mark as released for delivery.	Quality / Receiving	Release status recorded.
6	If product fails, identify as nonconforming, segregate or block from delivery, and notify Operations.	Quality / Receiving	Nonconforming Output Record created.
7	Operations decides correction, rework, replacement, concession with customer approval, supplier return, or cancellation.	Operations / Quality	Disposition decision recorded.
8	Only released items are handed to logistics for dispatch scheduling.	Logistics	Delivery handover completed.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Receiving Inspection Checklist	Quality / Receiving	5 years	Order folder / QMS folder
Product release record	Quality / Receiving	5 years	Order folder
Photo evidence	Quality / Receiving	1 year minimum or complaint period	Order folder
Nonconforming Output Record	Quality	5 years	NCR/CAPA folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Defective item delivered to customer	Inspection and release gate before dispatch.	Stop delivery, correct/rework, and open NCR.
Wrong item delivered	Order specification check and order number traceability.	Hold item, verify against order, and correct dispatch.
Damage occurs after inspection	Packaging check and delivery handling instructions.	Record delivery issue and assess logistics corrective action.

9. KPIs

KPI	Suggested Target	Review Frequency
First-pass inspection acceptance	>= 95%	Weekly
Customer delivery defect rate	<= 2%	Monthly
Inspection records completed before delivery	100%	Weekly

10. Related Documents / Forms

- MOP-QA-FRM-001 Receiving Inspection Checklist
- MOP-QA-FRM-002 Product Release Record
- MOP-QMS-SOP-002 Nonconforming Output and CAPA SOP

- MOP-LOG-SOP-001 Packaging, Dispatch, Delivery and POD SOP

Approval

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

B8. MOP-LOG-SOP-001 - Packaging, Dispatch, Delivery and Proof of Delivery SOP

Document Code	MOP-LOG-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Logistics Manager / Operations Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Scheduling, dispatch, customer receiving, and proof of delivery	Confidentiality	Internal Use

1. Purpose

To deliver released customer orders safely, on time, with clear proof of delivery and customer receiving confirmation.

2. Scope

Applies from release for delivery, customer scheduling, dispatch, route coordination, handover at customer location, proof of delivery, failed delivery, and delivery issue reporting.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.5.4 - Preservation	Protects product during handling, packaging, storage, and delivery.
Clause 8.5.1 - Controlled Conditions	Controls delivery activities and communication.
Clause 8.6 - Release	Ensures only released products are delivered.
Clause 8.7	Controls delivery damages, wrong items, failed delivery, and nonconforming services.

4. Definitions

Term	Definition
Proof of Delivery (POD)	Evidence of delivery such as customer signature, delivery photo, app confirmation, message, or delivery note.
Failed Delivery	Delivery attempt not completed due to customer unavailability, wrong address, access issue, payment issue, or logistics issue.
Delivery Window	Agreed date/time period communicated to customer.

5. Responsibilities

Role	Main Responsibilities
Logistics	Schedules, dispatches, delivers, and records POD.
Customer Care	Confirms customer availability, address, and delivery window.
Operations	Confirms product release before dispatch and handles escalations.
Driver / Courier	Protects product, follows delivery instructions, reports issues immediately.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Receive released order from Quality/Operations.	Logistics	Delivery only starts after release status.
2	Contact customer to confirm address, phone, delivery date/time window, access conditions, and COD balance if applicable.	Customer Care / Logistics	Delivery schedule confirmed.
3	Prepare dispatch plan and assign driver/courier.	Logistics	Route, product, order number, and customer details assigned.
4	Verify product packaging, handling requirements, order number, and delivery documents before loading.	Logistics / Driver	Dispatch checklist completed.
5	Deliver product to customer location within agreed window.	Driver / Courier	Customer receives product.
6	Obtain proof of delivery and note visible condition/customer comments.	Driver / Courier	POD captured and stored.
7	If customer reports visible damage, wrong item, missing item, or refuses delivery, record issue and inform Operations immediately.	Driver / Logistics	Delivery issue record opened.
8	Update order status as delivered, failed delivery, refused, rescheduled, or issue pending.	Logistics	System/order tracker updated.
9	Trigger happy call within 24-48 hours after delivery.	Customer Care	Happy call task created.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Delivery Schedule	Logistics	3 years	Logistics folder / order tracker
Dispatch Checklist	Logistics	3 years	Order folder
Proof of Delivery	Logistics	5 years	Order folder
Failed Delivery / Issue Record	Logistics	3 years	Issue log / order folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Product damaged during delivery	Packaging, handling instructions, and dispatch check.	Record damage, notify Operations, determine rework/replacement.
Customer unavailable	Delivery confirmation before dispatch.	Reschedule and record failed delivery reason.
Delivery completed without evidence	Mandatory POD before order closure.	Contact customer, collect confirmation, retrain driver if repeated.

9. KPIs

KPI	Suggested Target	Review Frequency
On-time delivery	>= 90%	Weekly
POD completion	100%	Weekly
Delivery damage rate	<= 1.5%	Monthly
Failed delivery rate	<= 5%	Monthly

10. Related Documents / Forms

- MOP-LOG-FRM-001 Dispatch Checklist
- MOP-LOG-FRM-002 Proof of Delivery Form
- MOP-LOG-FRM-003 Failed Delivery Record
- MOP-CS-SOP-001 Happy Call and Complaint Handling SOP

Approval

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

B9. MOP-CS-SOP-001 - Happy Call, Customer Feedback, Complaint and Return Handling SOP

Document Code	MOP-CS-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Customer Care Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	After-sales contact, satisfaction, complaints, returns and replacements	Confidentiality	Internal Use

1. Purpose

To confirm customer satisfaction after delivery, capture feedback, handle complaints and returns, and convert customer experience data into corrective and improvement actions.

2. Scope

Applies from delivery completion to happy call within 24-48 hours, customer feedback, complaint logging, return/replacement requests, issue resolution, closure, and trend reporting.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 9.1.2 - Customer Satisfaction	Monitors customer perception and feedback.
Clause 8.2.1 - Customer Communication	Defines communication for enquiries, changes, complaints, and feedback.
Clause 8.7 - Nonconforming Outputs	Controls defective or incorrect delivered outputs.
Clause 10.2 - Nonconformity and Corrective Action	Ensures complaints are corrected and root causes addressed when needed.

4. Definitions

Term	Definition
Happy Call	Post-delivery call or message to confirm receiving, satisfaction, condition, and service feedback.
Complaint	Expression of dissatisfaction requiring response or action.
Return / Replacement	Customer request to return, replace, repair, or exchange product according to policy and issue assessment.
Closure	Documented evidence that customer issue was resolved or formally closed.

5. Responsibilities

Role	Main Responsibilities
Customer Care	Conducts happy calls, records feedback, logs complaints, follows up to closure.
Operations	Investigates order, supplier, production, or logistics causes and defines action.
Quality	Reviews product-related complaints, NCRs, and corrective actions.
Finance	Processes approved refunds, credits, or payment adjustments.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Create happy call task after order status becomes delivered.	Customer Care	Task created within 24 hours.
2	Contact customer within 24-48 hours to confirm receipt, condition, delivery experience, and satisfaction score.	Customer Care	Happy Call Record completed.
3	If customer is satisfied, close order and capture positive feedback or review request if appropriate.	Customer Care	Order closed as satisfied.
4	If customer reports issue, create complaint record with order number, customer statement, photos if available, severity, owner, and due date.	Customer Care	Complaint log entry created.
5	Classify issue: product defect, wrong specification, delivery damage, delay, installation/assembly issue, communication issue, or payment/refund issue.	Customer Care / Quality	Issue category assigned.
6	Assign action owner and target response time based on severity.	Customer Care Manager	Owner and due date visible.
7	Investigate issue using order records, production order, inspection record, supplier confirmation, delivery POD, and customer evidence.	Operations / Quality	Investigation notes recorded.
8	Decide action: explanation, correction, repair, replacement, return, refund, discount, supplier rework, or corrective action.	Operations / Quality / Finance	Disposition approved.
9	Communicate resolution to customer and confirm closure.	Customer Care	Customer closure evidence retained.
10	For repeated or serious issues, open CAPA and review trends in management review.	Quality / QMS Coordinator	CAPA record created where needed.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Happy Call Record	Customer Care	3 years	CRM / customer care folder
Customer Complaint Log	Customer Care	5 years	CRM / QMS folder
Return / Replacement Record	Customer Care / Operations	5 years	Order folder
Customer Closure Evidence	Customer Care	5 years	CRM / order folder
Complaint Trend Report	QMS Coordinator	3 years	QMS performance folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Customer complaint missed or delayed	Mandatory complaint log, owner, due date, and weekly review.	Escalate overdue complaints to Customer Care Manager.
Issue closes without customer confirmation	Closure evidence required.	Reopen issue if customer disagrees.
Repeated defects continue	Complaint trend review and CAPA trigger.	Open corrective action and review supplier/process performance.

9. KPIs

KPI	Suggested Target	Review Frequency
Happy calls completed within 48 hours	>= 90%	Weekly
Complaint first response time	Within 1 business day	Weekly
Complaint closure within target	>= 90%	Monthly
Customer satisfaction score	>= 4/5 or agreed target	Monthly

10. Related Documents / Forms

- MOP-CS-FRM-001 Happy Call Record
- MOP-CS-FRM-002 Customer Complaint Log
- MOP-CS-FRM-003 Return / Replacement Record
- MOP-QMS-SOP-002 Nonconforming Output and CAPA SOP

Approval

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

B10. MOP-QMS-SOP-002 - Nonconforming Output, Correction and Corrective Action SOP

Document Code	MOP-QMS-SOP-002	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	QMS Coordinator / Operations Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Product, service, process, supplier and customer nonconformities	Confidentiality	Internal Use

1. Purpose

To identify, control, correct, investigate, and prevent recurrence of nonconforming outputs and process failures affecting Mopilya customer orders and QMS performance.

2. Scope

Applies to wrong specification, defective product, damage, late delivery, failed delivery, supplier errors, customer complaints, audit findings, process deviations, and repeated performance failures.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.7 - Control of Nonconforming Outputs	Ensures nonconforming products/services are identified and controlled.
Clause 10.2 - Nonconformity and Corrective Action	Ensures causes are investigated and recurrence is prevented.
Clause 9.1 - Monitoring and Measurement	Uses NCR/CAPA data to evaluate performance.

4. Definitions

Term	Definition
Nonconformity	Failure to meet a requirement.
Correction	Immediate action to fix the detected problem.
Corrective Action	Action to eliminate the cause of a nonconformity and prevent recurrence.
Disposition	Decision on how to handle nonconforming output: accept by concession, rework, repair, replace, return, scrap, refund, or cancel.

5. Responsibilities

Role	Main Responsibilities
Any Employee	Reports suspected nonconformity immediately.
Quality / QMS Coordinator	Logs NCRs, supports root cause analysis, verifies corrective action effectiveness.
Operations	Controls affected product/order and implements correction.
Process Owner	Investigates cause and implements corrective action.
General Manager	Approves major customer/supplier financial decisions and high-risk concessions.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Identify potential nonconformity from inspection, delivery, complaint, supplier update, audit, KPI review, or employee report.	Any Employee	Issue reported.
2	Protect customer and operations: hold product, stop delivery, block order, inform owner, or prevent use.	Operations / Quality	Affected output controlled.
3	Create NCR with order number, supplier, description, evidence, severity, immediate action, and owner.	Quality / QMS Coordinator	NCR record opened.
4	Decide disposition: correct, rework, repair, replace, return to supplier, deliver by customer-approved concession, refund, or cancel.	Operations / Quality / Customer Care	Disposition recorded and approved.
5	Implement correction and verify the corrected output before release.	Operations / Quality	Verification evidence retained.
6	Assess need for corrective action based on severity, recurrence, customer impact, supplier impact, or audit requirement.	QMS Coordinator / Process Owner	CAPA required or not required decision recorded.
7	For CAPA, perform root cause analysis using 5 Why, fishbone, or evidence review.	Process Owner	Root cause recorded.
8	Define corrective action with owner, due date, resources, and expected result.	Process Owner	CAPA plan approved.
9	Implement action and verify effectiveness after an agreed period or sample of orders.	QMS Coordinator / Process Owner	Effectiveness check recorded.
10	Close NCR/CAPA or escalate if ineffective.	QMS Coordinator	Closure evidence retained.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
NCR Log	QMS Coordinator	5 years	NCR/CAPA folder
NCR Form	QMS Coordinator	5 years	NCR/CAPA folder
CAPA Form	QMS Coordinator	5 years	NCR/CAPA folder
Root Cause Analysis	Process Owner	5 years	CAPA folder
Concession Approval	Operations / GM	5 years	Order folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Defective product delivered	Hold/block status and product release gate.	Stop delivery and notify customer if affected.
Same issue repeats	CAPA trigger based on recurrence and trend review.	Escalate to management review.
Concession given without customer approval	Concession approval and customer confirmation required.	Reverse concession decision and escalate.

9. KPIs

KPI	Suggested Target	Review Frequency
NCR closure on time	>= 90%	Monthly

Repeat nonconformities	Decreasing trend	Monthly
CAPA effectiveness pass rate	>= 85%	Quarterly

10. Related Documents / Forms

- MOP-QMS-FRM-005 NCR Form
- MOP-QMS-FRM-006 CAPA Form
- MOP-QMS-FRM-007 Root Cause Analysis Template
- MOP-QA-SOP-001 Receiving, Inspection and Product Release SOP

Approval

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

B11. MOP-QMS-SOP-003 - Internal Audit and Management Review SOP

Document Code	MOP-QMS-SOP-003	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	QMS Coordinator	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	QMS audit, performance review, and management decisions	Confidentiality	Internal Use

1. Purpose

To define how Mopilya plans and conducts internal audits and management reviews to verify QMS conformity, process effectiveness, customer satisfaction, and continual improvement.

2. Scope

Applies to all QMS processes, SOPs, records, customer order fulfilment, supplier control, delivery, customer feedback, nonconformities, risks, objectives, and improvement actions.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 9.2 - Internal Audit	Ensures audits are planned, conducted, reported, and followed up.
Clause 9.3 - Management Review	Ensures top management reviews QMS suitability, adequacy, effectiveness, and alignment.
Clause 10 - Improvement	Ensures audit and review outputs lead to improvement actions.

4. Definitions

Term	Definition
Internal Audit	Systematic review to check whether processes conform to planned arrangements and ISO-aligned QMS requirements.
Finding	Audit result categorized as conformity, observation, opportunity for improvement, minor nonconformity, or major nonconformity.
Management Review	Top management review of QMS performance, changes, risks, resources, objectives, and improvement needs.

5. Responsibilities

Role	Main Responsibilities
QMS Coordinator	Prepares audit plan, assigns auditors, maintains records, and follows up findings.
Internal Auditor	Conducts audit objectively and reports evidence-based findings.
Process Owner	Provides records, explains process, and closes assigned actions.
General Manager	Reviews QMS performance, approves resources, and decides priorities.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Prepare annual internal audit program covering all key processes and considering risk, performance, complaints, and previous findings.	QMS Coordinator	Annual Audit Program approved.
2	Select competent and independent auditors who do not audit their own work where practical.	QMS Coordinator	Auditor assignment recorded.
3	Prepare audit checklist based on ISO-aligned requirements, SOPs, records, KPIs, and process risks.	Auditor	Audit checklist ready.
4	Conduct audit using interviews, record review, observation, and sample order tracing.	Auditor	Evidence collected.
5	Report findings with objective evidence, severity, responsible owner, and due date.	Auditor / QMS Coordinator	Audit report issued.
6	Process owners analyze findings, define corrections/corrective actions, and close by due date.	Process Owner	Action status updated.
7	Verify effectiveness of corrective actions before closure.	QMS Coordinator	Verification evidence retained.
8	Conduct management review at planned intervals, at least annually.	General Manager / QMS Coordinator	Management review meeting held.
9	Review customer satisfaction, KPIs, audit results, supplier performance, NCR/CAPA, risks, objectives, changes, resources, and improvement opportunities.	Management Team	Inputs reviewed.
10	Record outputs: decisions, actions, resources, changes to QMS, objective updates, and improvement priorities.	QMS Coordinator	Management Review Minutes approved.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Annual Audit Program	QMS Coordinator	3 years	QMS audit folder
Audit Checklist	Auditor	3 years	Audit folder
Internal Audit Report	QMS Coordinator	3 years	Audit folder
Audit Finding / Action Log	QMS Coordinator	3 years	QMS action log
Management Review Minutes	QMS Coordinator	5 years	Management review folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Audit becomes paperwork only	Process-based audit using real order samples and evidence.	Review audit quality and auditor competence.
Findings not closed	Action log with owner and due date, management escalation.	Escalate overdue actions in management review.
Management review misses key inputs	Standard agenda and KPI dashboard.	Reschedule incomplete review or add follow-up meeting.

9. KPIs

KPI	Suggested Target	Review Frequency
Audit program completion	100%	Annually

Audit findings closed on time	>= 90%	Monthly
Management review actions closed on time	>= 90%	Quarterly

10. Related Documents / Forms

- MOP-QMS-FRM-008 Annual Audit Program
- MOP-QMS-FRM-009 Audit Checklist
- MOP-QMS-FRM-010 Internal Audit Report
- MOP-QMS-FRM-011 Management Review Minutes

Approval

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