BITA

TEXTILE MILLS (PVT) LTD

...weaving lifestyle

Passion Reborn

Company Profile

A-10, S.I.T.E., Super Highway Industrial Area, Scheme#33, North Karachi -75290 (Pakistan)
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COMPLETE ORGANIZATIONAL CHART TO INCLUDE KEY CONTACT INFORMATION

Introduction:

Bita came into being in 1980 though textile is our family business but previously we were working as with the name of Indus Linen. We are export oriented industrial organization dealing in all sorts of Terry and Non-Terry Products, Jacquard / Plain, White, Dyed as well as Yarn Dyed.

We are enjoying cordial relations with American and European buyers; we are shipping industrial (Institutional Items) as well as retail (Non Institutional Items) to U.S., Europe and Australia / New Zealand,

Our main business line includes Terry Towels, Bathrobes, Kitchen Towels, Table Cover, Table Napkins, Cabinet Roll Towels, Pot Holders, Oven Mitten, Aprons, Bar mops, Wash Cloths, Hot Towels, Gowns, Table Mats and Home Textile Products.

We are very well aware of the competition in American and European markets. We have always tried our best to make goods quality products and have fulfilled our commitments in shipping dates. We do lot of promotion item in which the delivery dates are of great importance.

We have complete arrangement of weaving, stitching and packing under one roof in order to make quality product, our factory is located at A-10, S.I.T.E., Scheme # 33, Super Highway Industrial Area, Karachi – Pakistan. We can produce the above goods on Sulzer as well as Power Looms, further we are also producing yarn dyed and Jacquard products.

We are family organization, we have our head office conveniently located in the city at Suite 3/40-41, Abid chambers, Sharah-E-Liaquat New Challi, Karachi 74200 - Pakistan

Ambition:

To go the extra mile in making the management professionalism the hallmark of the organization, incorporating state-of-the-art technology to achieve optimum results and developing an efficient and motivated workforce with corporate pride.

Visual Over Look

Visual Over Look

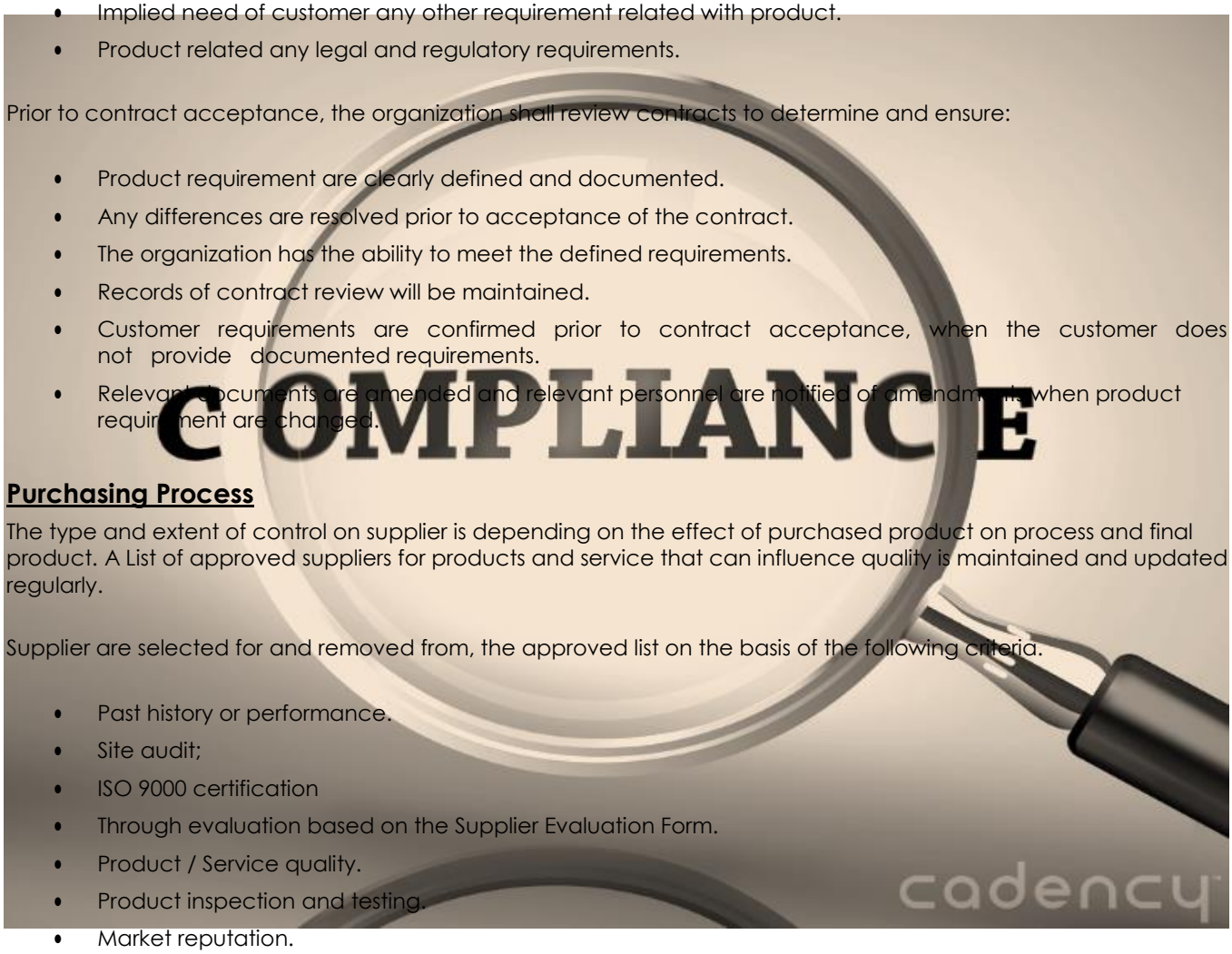
A Complete Terry Toweling Mill

RAW MATERIALS (INPUTS) COMPLIANCE MONITORING AND CONTROL SYSTEM

For production realization product requirements are determined and are set. Process are established and implemented for better control. The best possible resources including human resource are available for production. Product is inspected on appropriate stages against the set criteria. Production and inspect record are needed for evidence of product realization process are maintained.

All inquiries and orders received from prospective customers are reviewed before execution to determine:

- Customer state requirement in order / contract including delivery and post delivery activities
- Implied need of customer any other requirement related with product.
- Product related any legal and regulatory requirements.



Prior to contract acceptance, the organization shall review contracts to determine and ensure:

- Product requirement are clearly defined and documented.
- Any differences are resolved prior to acceptance of the contract.
- The organization has the ability to meet the defined requirements.
- Records of contract review will be maintained.
- Customer requirements are confirmed prior to contract acceptance, when the customer does not provide documented requirements.
- Relevant documents are amended and relevant personnel are notified of amendments when product requirement are changed.

Purchasing Process

The type and extent of control on supplier is depending on the effect of purchased product on process and final product. A List of approved suppliers for products and service that can influence quality is maintained and updated regularly.

Supplier are selected for and removed from, the approved list on the basis of the following criteria.

- Past history or performance.
- Site audit;
- ISO 9000 certification
- Through evaluation based on the Supplier Evaluation Form.
- Product / Service quality.
- Product inspection and testing.
- Market reputation.

Purchase Incharge monitors and evaluates performance of all approved suppliers in a calendar year. The performance record of each supplier is maintained.

Purchase order is prepared to describe the purchasing information including any approval or quality system requirement. An authorized person (before any purchasing activity) prepares a purchase order containing all relevant information and duly approved for adequacy.

Before release, Purchase orders are reviewed and approved against the description of goods, technical detail, specifications, quality, quantity, price, delivery etc.

IN PROCESS MONITORING AND CONTROL PROCESS

In Process:

The company's top management has established a quality, policy and a quality management system by which our company performs its operations to ensure customer satisfaction.

The quality policy and effectiveness of the quality management system is evaluated at least quarterly during Management Review Meetings, where quality measurements are analyzed against their establishment objectives and suggestions for improvement of the system are considered. Further quality planning is also conducted during Management Review Meeting to ensure the continuing availability of the resources necessary to meet the expectations of our customers.

Customer Focus

1. The company's training requirements dictate that each employee understands the importance of fulfilling customer requirements for both internal external customers.
2. Customer needs and expectations are processed in such a manner to satisfy customer requirements, in an effort to gain and retain their confidence till the end, Customer requirements are identified reviewed, and translation into work orders under controlled conditions to ensure that the requirements are fully understood and met.
3. Management ensures that any legal requirements applying to our operations and to the quality of our products are identified and met. Where such requirements exist, management has built the requirements into our processes to ensure that they are met.

Quality Policy.

- Quality is not only considered for verification and validation but also built in our manufacturing process and service.
- Quality is considered as teamwork approach and everyone has a responsibility towards quality.
- Our quality management department is our partners in achieving quality in our products.
- The customer – supplier concept is also applied in every process.
- Corrective and preventive actions are used as a tool for continuous improvement.
- Fair and professional engagement with customer is our hallmark.

Planning

- **Quality Objectives.**
  - We respond quickly and effectively to our customer's requirement to the best of our organization's ability.
  - We achieve our quality policy through the effort of all our employees by fulfilling their working responsibility efficiently.
  - We provide best possible infrastructure to get the best quality products.
  - We employ well – experienced staff and provide well training to our employees as and when needed to polish their working performance.
  - We take care of our employee's welfare.
  - We get feedback from our customers and employees as a part of continuous improvement.

Quality Management System Planning

- Top management ensures that the resources needed to achieve the quality objectives are identified and planned.
- Planning is conducted to ensure changes to the quality management system are conducted in a controlled manner and the integrity of the quality management system is maintained.

FINISHED PRODUCT DEFECT MONITORING AND CONTROL SYSTEM

Bita Textile Mills has implemented the suitable methods including statistical techniques, for monitoring, measurement, analysis and improvement of finished products, these product processes are used to collect and analyze the information about the conformity of product and quality management system. The data is presented in management reviews to determine the effectiveness and continuously improve the system.

Monitoring and measurement. Customer Satisfaction.

Proper arrangements are established and implemented to measure the customer satisfaction.

To collect the customer perception about the product and services survey has been conducted to gather information from customer from customers. The information obtained is analyzed to measure the customer satisfaction level. Results are discussed in management review for any appropriate action required.

Customer complaint handling system is also a means of obtaining customer feedback about product.

Internal Audit

Audits are conducted at specified interval to check the compliance with the requirements of the ISO 9001:2000 standard and any other specification by company in quality management system. The frequency of the audits is based on the status and importance of the process and area to be audited. Audits criteria, scope, frequency are set before audits. Responsibilities and method of conducting, reporting audits are mentioned in written procedure.

Trained Internal Auditors, who are independent of the function being audited, undertake audits. Audit findings, as recorded, are used as the main formal means of resolving problems and removing deficiencies detected in the quality system.

Audit findings are brought to the attention of the head of the area audited, who undertake timely action, as appropriate. All actions taken to correct deficiencies.

Re audited to verify compliance. Follow up audit activities verify and record implementation and the effectiveness of the corrective and preventive action taken. Audit summary are discussed in Management review meeting.

Monitoring and Measurement of Processes

Operation critical to the quality of the product are performed according to referred document. Where possible, the resultant product of these processes is inspected for the suitability of process. The results are evaluated and if rectifiable by adjustment or other immediate means, then this are done. If more detailed and extensive remedial action is needed, then CPA is raised.

While other Quality Management Process are audited regularly for the suitability to achieve objectives. All the nonconformities are handled as per audit procedure.

Monitoring and Measurement of Product

Monitoring and measurement activity are planned and performed as per quality plan. Materials are check and inspected at the incoming stage to verify the characteristics as per requirements. The records of verification are maintained as evidence of conformity with the specified criteria mention in quality plan.

At in-process stage, product, characteristics are checked to assure that the product characteristics are as per requirement. The product which are not according to the specified requirements and do not meet the specified quality features are considered as non-conformity products and are prevented from dispatch unless reworked, re-inspected and permitted for dispatch by the competent authority. The record of evidence of conformity in accordance with the specifications of product are maintained and checked by the authorized persons who have the responsibility of release the products.

Before dispatch samples are taken and checked type of faults. The records of results of inspection are maintained on checklist.

Control of nonconforming product

Non-conforming product are identified & segregated to prevent unauthorized use, or inclusion with conforming products.

No-conforming items received from suppliers are usually returned immediately or handled in the same manner as manufactured items

If any non-conformance rises during product, then appropriate action initiates at the spot to rectify and re-verified by QC due to nature of the process. Where appropriate other records of non-conformance, inspection and review, mean of disposal and corrective action taken to prevent and future recurrence are maintained.

If the non-conformity detected by our buyer after shipment from our organization then the complaint is handled through appropriate CPA procedure by our merchandising Department.

Continual Improvement

Company has shown its concern about the improvement in quality policy. Furthermore organizational and departmental objectives are set and reviewed on annual basis after reviewing the organizational performance

Analysis of data, CPA system< internal audit, monitoring and measurement activities are planned and implemented to analyze the process. The results obtained are discussed regularly in management reviews and appropriate actions are taken to improve the system.

ASSURANCE OF ACCURATE EXPORT DOCUMENTATION PACKAGE, MONITORING AND CONTROL SYSTEM

Documents

Export Manager is responsible for making proper Export Documents been required by the export authorities of Pakistan and import authorities of the destination. Export Manager is appointed only if they have complete knowledge about Export Documentation.

In case of documents detail been by the customer, the Assistant Export Manager prepares documents and they are been checked by the Export Manager and finally the Vice President check them and signed the same before dispatching them to the Customer's Bank through our Bank.. In case of document detail not been provided, the Assistant Export Manager prepares the following docs for USA.

- Invoice
- Detail packing list.
- Bill Of Lading.
- Single Country Declaration.
- Certificate of Origin. Duly endorsed by competent authorities.
- Freight prepaid certificate (in case of CNF Term)
- Container Loading Map (this is not required but provision this document is a part of Bita's quality Management System)

The above are been checked and approved by the Export Manager and been presented to Vice President for final checking and signature s , Vice President after checking transmits the documents to final customer or his agent and after receiving approval, authorized the export department to dispatch the same to the Bank.

Document Monitoring:

Export department after delivering the documents to the exporting bank takes the courier Air Way Bill No and provide the same to the Vice President, Customer Agent. It is an important duty of export department to put a track on these documents till they are received by the buyer's bank. Export department ensure the delivery of Export Docs at least 10 days prior to the arrival of the goods to the destination

CORRECTIVE ACTION – IMPLEMENTATION – FOLLOW UP MONITORING AND CONTROL SYSTEM.

CORRECTIVE ACTION

Corrective action focuses on eliminating symptoms and root causes. When any product, system or process problem is identified. Possible causes are then investigated and recorded on corrective and preventive action form. Appropriate corrective actions are taken for effectiveness

Customer complaints are also handled through CPA. The person who receives the compliant records it. Reporting person also evaluates the effectiveness of corrective actions taken by appropriate personal involved with the activity.

Preventive Action

The following are the some sources act as useful input for initiating preventing reactions.

- Customer Complaints
- Inspection & Test Report
- Process – monitoring data
- Audit observations / QMS.
- Non- conforming records
- Problems with or of Supplier
- Product / Service.

The causes and action taken are recorded in CPA form. It is ensured that preventive action is effective through follow- up

Corrective and preventive actions are undertaken and summary of their outcome is submitted for management review.

Documentation of the ongoing management and application of the above process and control system

General Requirement

Bita Textile Mills work s to implement and continually improve the effectiveness of quality management system. This system is established in accordance of the requirements of ISO 9001-2000.

The Quality Management System comprises of the process illustrated in the following diagram. These processes have been identified related with the company business and the sequence and interaction of those processes are also mention below.

To monitor the effectiveness of these process methods and criteria has been established. For better operation and monitoring of process all needed resources, including informational resource are provided. The data generated through these processes are analyzed to measure the effectiveness and when required actions are implemented for achieving planning result and improvement in these processes.

The Quality Management System is comprises of the following structure of documentation

Level i. Quality Manual

The quality manual is a policy level document outlining the structure and requirement of ISO 9001:2000 addressing company's Quality Management System

Level ii. Operational Procedure/ Work Instruction, Job Specifications:

These describe how processes related to various elements of the standard are carried out in the company.
These are detailed working document that describes how each operation / activity is carried out. The relevant copies of work instructions are placed at relevant work places.

Level iii. Quality Records, Standard, Specifications.

The document results of the quality system are recorded on forms, registers, logs sheets and reports. These are referred as quality records.

Quality Manual

Quality Manual is established to define

- The scope of QMS and justifications for any exclusive made as per the structure of business and its product
- Procedure and reference of procedure established for QMS and the interaction between Processes.

Product Process Flow