



Quality Manual

Based on ISO 9001: 2015 Standard

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4.0 Context of the Organization

4.1 Understanding the organization and its context

F2 Global Logistics Inc. shall determine the external and internal issues relevant to its purpose and its strategic direction affecting its ability to achieve the intended result(s) of its quality management system (QMS) which is done yearly during strategic planning.

In this strategic planning sessions, analysis includes strength, weaknesses, opportunities, threats and discussion of strategic objectives and action plans.

F2 Global shall monitor and review the information about these external and internal issues through monthly mancom meetings.

References:

Strategic Plans

SWOT/ TOWS Matrix Analysis (External and Internal Issues, Enterprise Risk Assessment)

Political, Economic, Social and Technological (PEST) Analysis (External Context)


Management Committee Minutes of Meeting

Process Risk Assessment Matrix

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4.2 Understanding the needs and expectations of interested parties


The list below enumerates the interested parties that are:

1. Relevant to the QMS
2. Has impact or potential impact on F2's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements

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Interested Parties and References

Interested Parties	Requirements	Documented Information	Measurement
Customer	<ul style="list-style-type: none"> Adherence to contracts/ SLAs/ Quotations/SOP such as timely pickup, delivery, processing and billing Accuracy 	<ul style="list-style-type: none"> Contracts/ SLAs/ Quotations/and SOP Customer Satisfaction Survey Emails Competitor's Update Cross-Platform Messengers 	<ul style="list-style-type: none"> Customer Satisfaction Rating Customer Complaints
Suppliers	<ul style="list-style-type: none"> Clear Instructions from F2 Logistics on services to be performed as indicated in the P.O/ Contracts/ Quotations Reasonable Payment Terms One area for submission of billings and releasing of payments/ Online payments, if applicable 	<ul style="list-style-type: none"> Contracts/ P.O/ Quotations Supplier's Evaluation Emails Area for Suppliers Pictures Cross-Platform Messengers 	<ul style="list-style-type: none"> Aging report of Payables
Shareholders	<ul style="list-style-type: none"> Revenue Productivity/ Efficiency Virtual Meetings 	<ul style="list-style-type: none"> Profit and Loss statement Minutes of the Meeting Mancom Report containing financial, sales updates, operations update and organizational chart 	<ul style="list-style-type: none"> Financial Market Share Market
Employees	<ul style="list-style-type: none"> Clear Job Description Trainings/ Virtual Trainings Timely and Accurate payment of Salaries and Benefits Recognition System Adherence to Health Protocols required by DOH/ IATF/ DTI/ and other LGU's such as flexible work arrangements, facemask, foot baths, temperature reading, regular disinfection of areas, isolation area and shuttle service, If applicable. 	<ul style="list-style-type: none"> Job Descriptions Virtual Training pictures Semi- Annual Performance Evaluation KPI Monitoring Certificate of Recognition Signages/ Posters Email/ Viber reminders Cross-Platform Messengers 	<ul style="list-style-type: none"> Employees Satisfaction Rating
Government	<ul style="list-style-type: none"> Timely and Accurate Payment of Business Licenses and Permits On-time online submission/filing of reports Adherence to Rules and Regulations Adherence to Health Protocols required by DOH/ IATF/ DTI/ and other LGU 	<ul style="list-style-type: none"> Business Licenses and Permits, Reports Updated Guidelines Government Audit Result 	<ul style="list-style-type: none"> Government Clearances / Permits / Licenses
Society/ Community	Corporate Social Responsibilities <ul style="list-style-type: none"> F2 Scholarship Program Tree Planting Activity Brigada Eskwela Blood Letting Activity Sports Activity Voluntary contribution (Monetary) to support working students Voluntary Activity in SBMA AETA Community For Inorganic employees & Drivers: assistance such as food reliefs, transportation, and area to sleep if necessary. 	<ul style="list-style-type: none"> Certificate of Donation / Appreciation Pictures of Actual Programs Foreign Buyers Association of the Philippines (FOBAP) Alay Buhay Community Foundation Development 	<ul style="list-style-type: none"> Management Initiatives / Targets

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F2 Global shall determine, review and monitor relevant information and requirements of these interested parties.

4.3 Determining the scope of the quality management system

International Freight Forwarding and Brokerage Services at F2 Global Logistics Inc.

- Air (Import & Export)
- Sea (Import & Export)
- Brokerage

Branch:

Manila, Cebu and Subic

Departments:

Sales, Customer Experience, Operations, Finance and Shared Services (Quality Assurance, Human Resources, Materials Management, Claims, Information Technology, Fleet Management and Marketing).

Not Applicable:


- 8.3 Design and Development
 - 8.3.1 General
 - 8.3.2 Design and Development Planning
 - 8.3.3 Design and Development Inputs
 - 8.3.4 Design and Development Controls
 - 8.3.5 Design and Development Outputs
 - 8.3.6 Design and Development Changes

F2 Global does not design products and services. All services offered follow the generic process of freight forwarding and brokerage services.

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References:

Business Process

Strategic Plans

Input- Process- Output (IPO) Matrix of Processes

4.4 Quality Management System and its processes


4.4.1 F2 Global shall establish, implement, maintain, and continually improve its quality management system (QMS), including the process needed and their interactions, in accordance with the requirements of ISO 9001 Standard.

F2 Global shall determine the processes needed for the QMS and their application throughout the organization, as shown below:

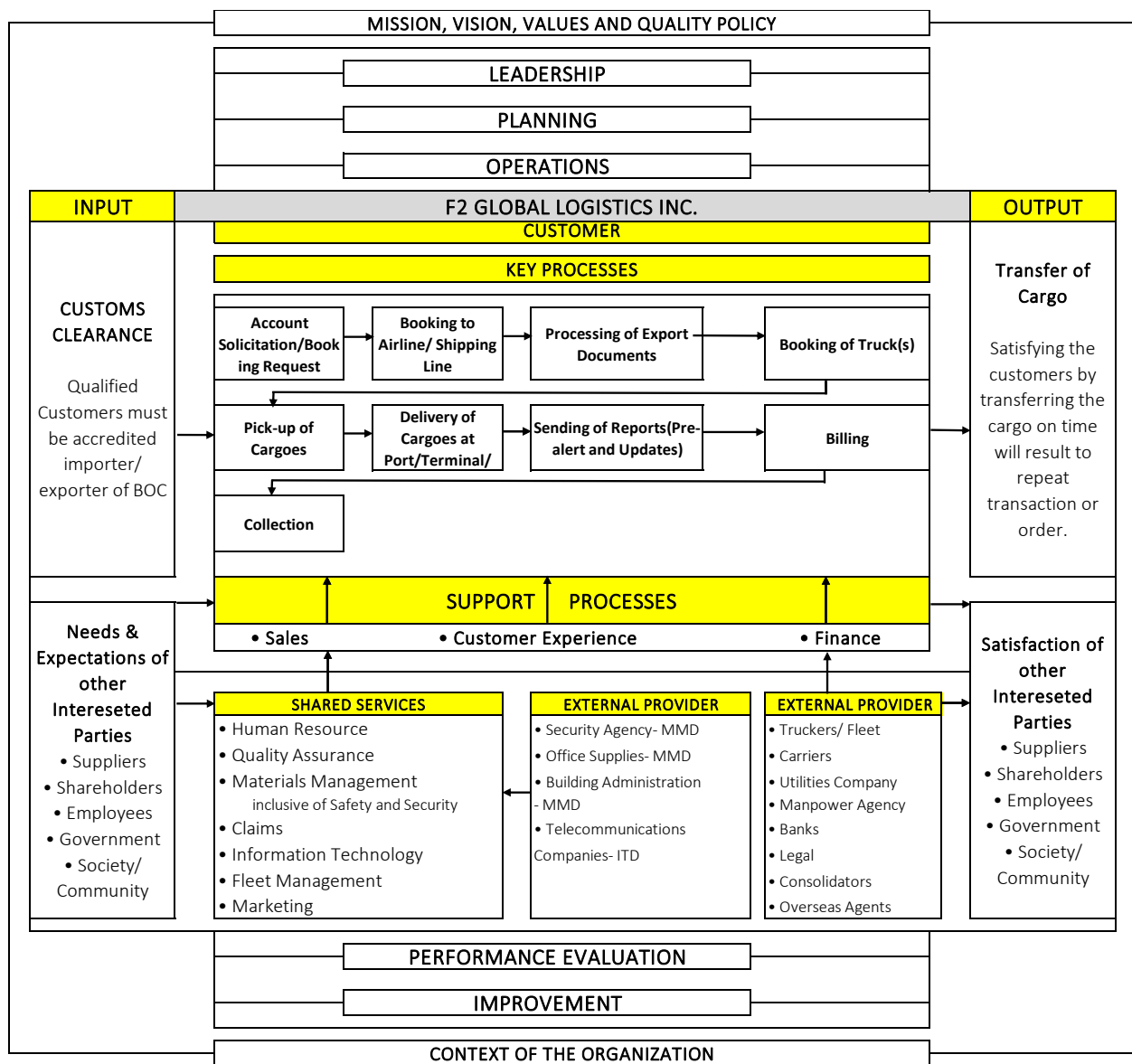
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Export Business Process



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Input – Process - Output (IPO) Matrix

INPUT	KEY PROCESS	OUTPUT	PROCEDURE TITLE PER KEY PROCESS
Prospect Customer/ Submission of Proposal/ Quotations	Account Solicitation/ Booking Request	Booking Details from Customer	1. Profiling and Qualifying of Accounts 2. Company Presentation and Sales Proposal 3. Credit Facilitation 4. Preparation of Itinerary
Booking Details from Customer	Booking to Airline/ Shipping Line	Booking Confirmation from Airline/ Shipping Line	1. Arrival of Cargoes for DD Services 2. Departure of DD Services 3. Arrival of Cargoes for DP and PP Services 4. Departure of Cargoes for for DP and PP Services 5. Handling Customer Complaints
Booking Confirmation from CXS	Processing of Export Documents	Solicitation of Trucker	Processing of Export documents with brokerage
Solicitation of Trucker and Agreed truck rates	Booking of Trucks	Pick-up advise from Customer or Customer Experience	Processing of Export documents with brokerage
Pick- up advise from Customer or CXD	Pick-up of Cargoes	Cargo Transfer	Processing of Export documents with brokerage
Cargo Transfer	Delivery of Cargoes at Port/Terminal/Warehouse	Invoice and Packing List (Air) Final Shipping Instruction (Sea)	Processing of Export documents with brokerage
Invoice and Packing List (Air) Final Shipping Instruction (Sea)	Sending of Reports (Pre- alert and Updates)	Airway Bill (Air)/ Bill of Lading (Sea)- Cutting of Airway Bill/ Encodes Bill of Lading to Seamain System	1. Arrival of Cargoes for DD Services 2. Departure of DD Services 3. Arrival of Cargoes for DP and PP Services 4. Departure of Cargoes for for DP and PP Services 5. Handling Customer Complaints
Job Folder	Billing	Processing of Billing to Customer/ Supplier	Billing
Job Folder	Collection	Collection to Customer	Collection

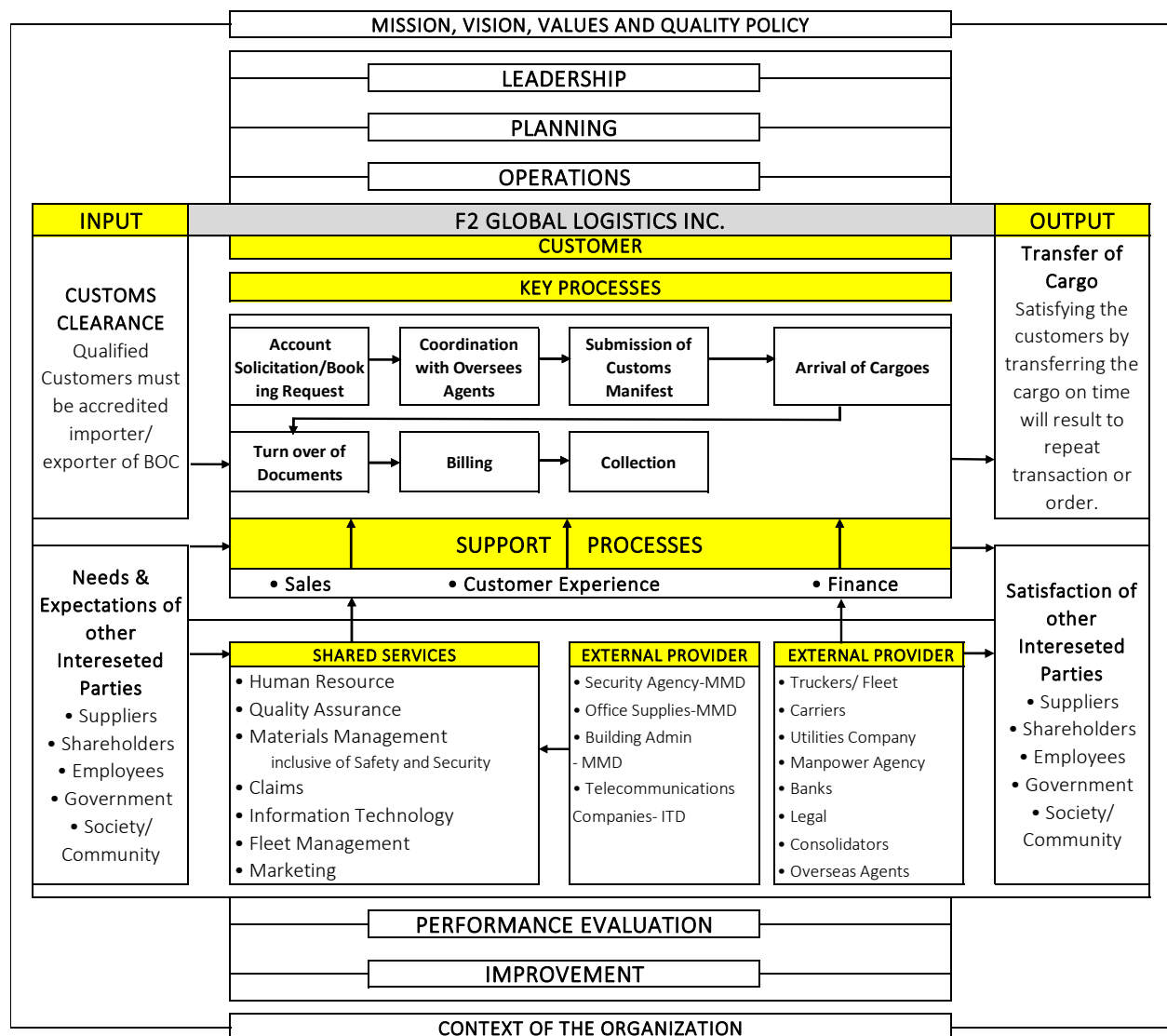
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Import Business Process



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Prospect Customer/ Submission of Proposal/ Qoutations	Account Solicitation/ Booking Request	Booking Details from Customer	1. Profiling and Qualifying of Accounts 2. Company Presentation and Sales Proposal 3. Credit Facilitation 4. Preparation of Itinerary
Booking Details from Customer	Coordination with Overseas Agents	Master Bill of Lading, House Bill of Lading & arrival details (Sea)/ Master Airway Bill, House Airway Bill & Arrival Details (Air)	1. Arrival of Cargoes for DD Services 2. Departure of DD Services 3. Arrival of Cargoes for DP and PP Services 4. Departure of Cargoes for for DP and PP Services 5. Handling Customer Complaints
Master Bill of Lading, House Bill of Lading & arrival details (Sea)/ Master Airway Bill, House Airway Bill & Arrival Details (Air)	Submission of Customs Manifest	Lodgement of Shipment Details to VASP	Processing of Import Documents
Lodgement of Shipment Details to VASP	Arrival of Cargoes	Validated Customs manifest	Processing of Import Documents
Endorsed House Bill of Lading, Container Guarantee, Authorization & Delivery Order (Sea) House Airway bill (Air)	Issuance of Container Release Order from the carrier	Releasing of Cargo	Processing of Import Documents
Job Folder	Processing of Billing to Customer/ Supplier	Revenue	Billing
Job Folder	Collection to Customer	Revenue	Collection

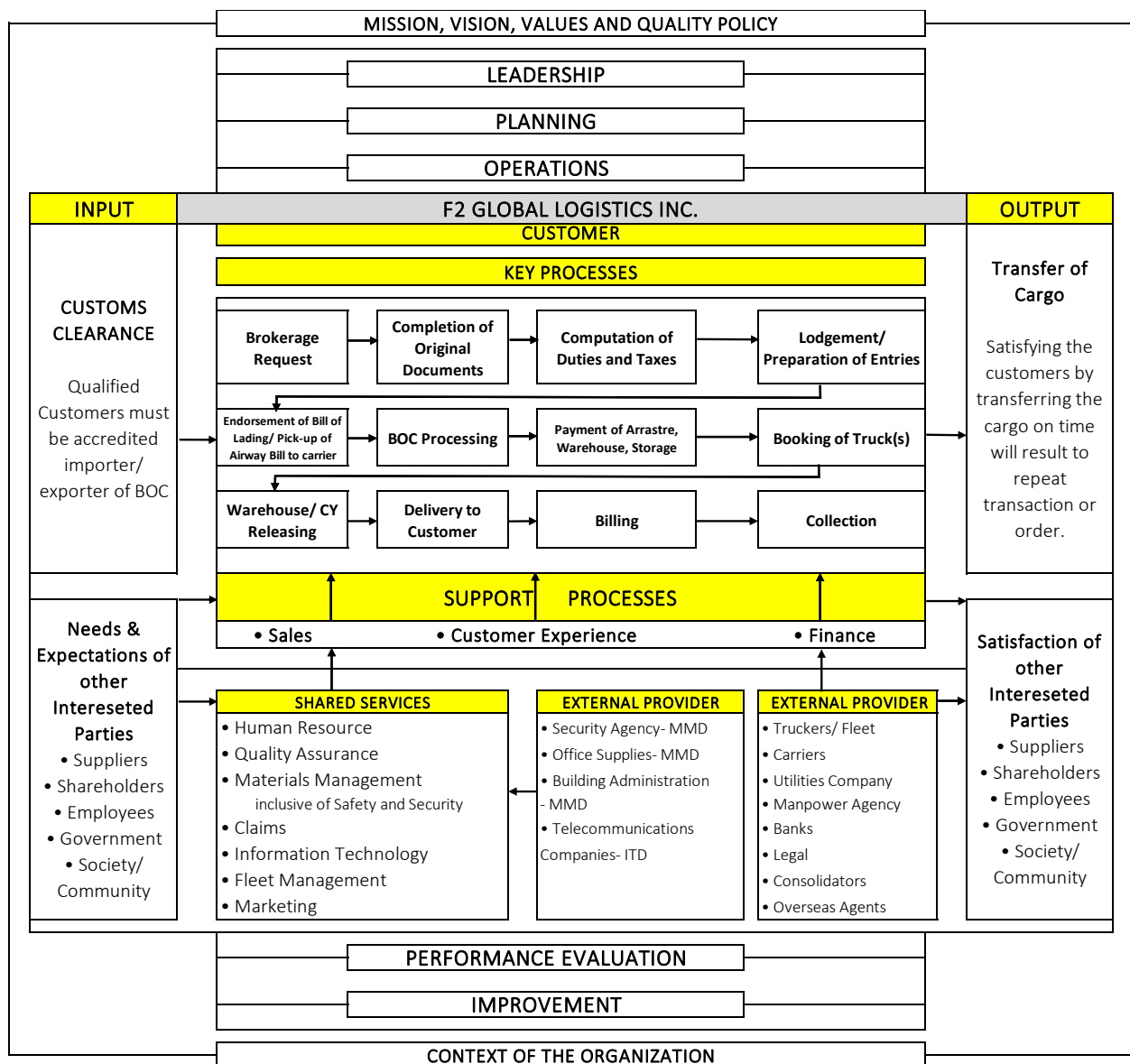
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Import - Brokerage Business Process



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Input – Process - Output (IPO) Matrix

INPUT	KEY PROCESS	OUTPUT	PROCEDURE TITLE PER KEY PROCESS
Bill of Lading, Invoice, Packing List and other documents may be required	Brokerage Request	Sending of Estimated Computation of Duties and Taxes to Customer	1. Brokerage 2. Processing of Import Documents with Brokerage
Approved Estimated Computation of Duties and Taxes from Customer	Completion of Original Documents	Completed original documents	1. Brokerage 2. Processing of Import Documents with Brokerage
Completed original documents	Lodgement/ Preparation of Entries	Temporary Assessment Notice	1. Brokerage 2. Processing of Import Documents with Brokerage
Temporary Assessment Notice	Endorsement of Bill of Lading/ Pick-up of Airway Bill to Carrier	Endorsed Bill of Lading/ Pick-up of Airway Bill for BOC Processing	1. Brokerage 2. Processing of Import Documents with Brokerage
Endorsed Bill of Lading/ Pick-up of Airway Bill for BOC Processing	BOC Processing	Final Assesment notice	1. Brokerage 2. Processing of Import Documents with Brokerage
Final Assesment notice	Payment of Arrastre, Warehouse, Storage	Gate Pass	1. Brokerage 2. Processing of Import Documents with Brokerage
Gate Pass	Booking of Trucks	Booking Confirmation	1. Brokerage 2. Processing of Import Documents with Brokerage
Booking Confirmation	Warehouse/ CY Releasing	Releasing of Cargo & Pre-alert to Customer	1. Brokerage 2. Processing of Import Documents with Brokerage
Releasing of Cargo & Pre-alert to Customer	Delivery to Customer	Signed Delivery Receipt	1. Brokerage 2. Processing of Import Documents with Brokerage
Job Folder	Billing	Processing of Billing to Customer/ Supplier	Billing
Job Folder	Collection	Collection to Customer	Collection

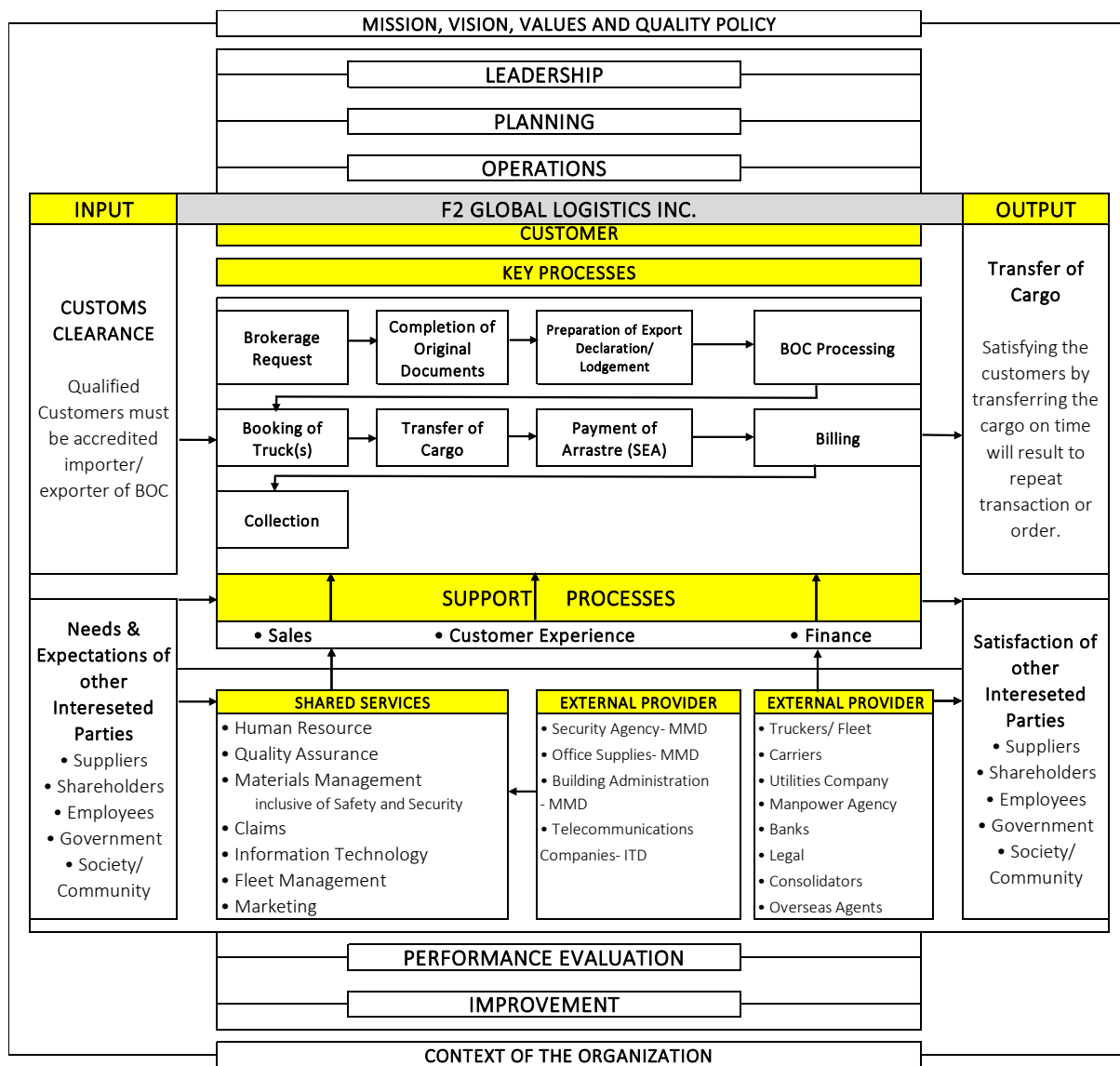
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Export - Brokerage Business Process



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Input – Process - Output (IPO) Matrix

INPUT	KEY PROCESS	OUTPUT	PROCEDURE TITLE PER KEY PROCESS
Bill of Lading, Invoice, Packing List and other documents may be required	Brokerage Request	Preparation of Export documents	1. Brokerage 2. Processing of Export Documents with Brokerage
Prepared Export documents	Completion of Original Documents	Completed original documents	1. Brokerage 2. Processing of Export Documents with Brokerage
Completed original documents	Preparation of Export Declaration/ Lodgement	Turn over to assigned processor	1. Brokerage 2. Processing of Export Documents with Brokerage
Segregate turned over documents	BOC Processing	Approved Export Declaration	1. Brokerage 2. Processing of Export Documents with Brokerage
Approved Export Declaration	Booking of Trucks	Pick-up of Cargo	1. Brokerage 2. Processing of Export Documents with Brokerage
Pick-up of Cargo	Transfer of Cargo	Signed copy of arrastre receipt (Sea) Signed copy Transfer Cargo Manifest (TRM) (Air)	1. Brokerage 2. Processing of Export Documents with Brokerage
Final Assessment notice	Payment of Arrastre, Warehouse, Storage	Gate Pass	1. Brokerage 2. Processing of Export Documents with Brokerage
Job Folder	Billing	Processing of Billing to Customer/ Supplier	Billing
Job Folder	Collection	Collection to Customer	Collection

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4.4.2 The following documented information are maintained to support the operation of processes:

1. Quality Manual
2. Business Process
3. Quality Plan
4. Policies and Procedures
5. Key Performance Indicators
6. Budget and Actual Resources
7. Job Descriptions
8. Process Risk Assessment Matrix
9. Records Retention Schedule

Also documented information shall be retained in the form of quality records as shown in the Records Retention Schedule, to have confidence that the processes are being carried out as planned.

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5.1 Leadership and Commitment

5.1.1 General


F2 Global top management shall demonstrate leadership and commitment to the QMS by:

1. Taking accountability of the effectiveness of the QMS by monitoring the attainment of targets and ensuring actions to address the target;
2. Ensuring that the quality policy and key performance indicators are established for the QMS and are compatible with the strategic direction and the context of the organization;
3. Ensuring that the quality policy is communicated, understood and applied within the organization through posters, website, intranet, ID cards and audits;
4. Ensuring the integration of the QMS requirements into the organization's business processes;
5. Promoting awareness of the process approach and risk based thinking by ensuring that the Policies and Procedures (2Ps), and Process Risk Assessment Matrix are cascaded to all concerned personnel/department and reflected on actual practice;
6. Ensuring the resources needed for the QMS are available through the conduct of budget review;
7. Communicating the importance of effective QMS and of conforming to the QMS requirements;
8. Ensuring that the QMS achieves its intended results;

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9. Engaging, directing and supporting persons to contribute to the effectiveness of the QMS through approaches such as Job Description, Monitoring of KPIs and Training;

10. Promoting improvement (See clause 10- Improvement).

Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

References:

Leadership team in Company Profile

Job Descriptions of the Management Team

Quality documents (Records Retention Schedule/Externally Generated Documents/ References)

ISO- Related Trainings

Mission, Vision, Values and Quality Policy (MVVQ) Cascades and Audits

Budget and Actual resources provided for QMS

Key Performance Indicators

Mancom Presentation Materials/ Minutes of the Meeting

F2 Website, Intranet, Posters and ID Cards

Process Risk Assessment Matrix


Customer Satisfaction Survey

Non- conformity and Corrective Action Report (NCAR)

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5.1.2 Customer Focus

F2 Global top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that all customer, statutory and regulatory requirements are addressed; Customers are satisfied; and Risk and Opportunities are also addressed.

References:

Contracts, Quotations, Service Level Agreements

Strategic Meeting Presentation Material and Minutes

Key Performance Indicators and Results

Customer Satisfaction Survey results, analysis and actions

Process Risk Assessment Matrix

Business Permits and Licenses

Customer Relationship Management

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5.2 Policy

5.2.1 Establishing the Quality Policy

Quality Policy

We, at **F2 Logistics Philippines Inc.** and **F2 Global Logistics Inc.** are committed to be **THE PARTNER OF CHOICE** by providing customized supply chain solutions to our customers.


We maintain good relationships with our customers by:

1. Giving the highest quality service that is measured through performance standards
2. Complying to customer, statutory and regulatory requirements, and
3. Constantly improving our quality management system that will enable the company to exceed customer expectations

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5.2.2 Communicating the Quality Policy


Interested Parties	Medium of Communication
Customer	<ul style="list-style-type: none"> • F2 website • Email Signature • Posters • Company Profile Presentation • Viber group
Supplier	
Employees	<ul style="list-style-type: none"> • Posters • Laminated ID cards • Intranet • F2 website • Email Signature • F2 Community (Viber Group)
Government	<ul style="list-style-type: none"> • F2 website • Email Signature • Posters
Society/ Community	
Shareholders	

The Mission, Vision, Values and Quality Policy (MVVQ) is understood and application within the organization is measured and resolved through Internal Quality Audits.

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References:

Quality Policy on Intranet

Review of Quality Policy in Management Review / Strategic Meeting presentation materials / minutes of meeting

Quality Policy cascades and audits

F2 Website, Posters, ID Card

Signature Email

5.3 Organizational Roles, Responsibilities and Authorities

F2 Global shall have Job Descriptions and Policies and Procedures to ensure that responsibilities and authorities are clear to all members, from top management to line personnel. This supports in ensuring that the QMS conforms to requirements of this International Standard, and in enhancing customer satisfaction.


VP & COO shall report on the performance of the QMS and recommendations to the SVP- CFO/CRO.

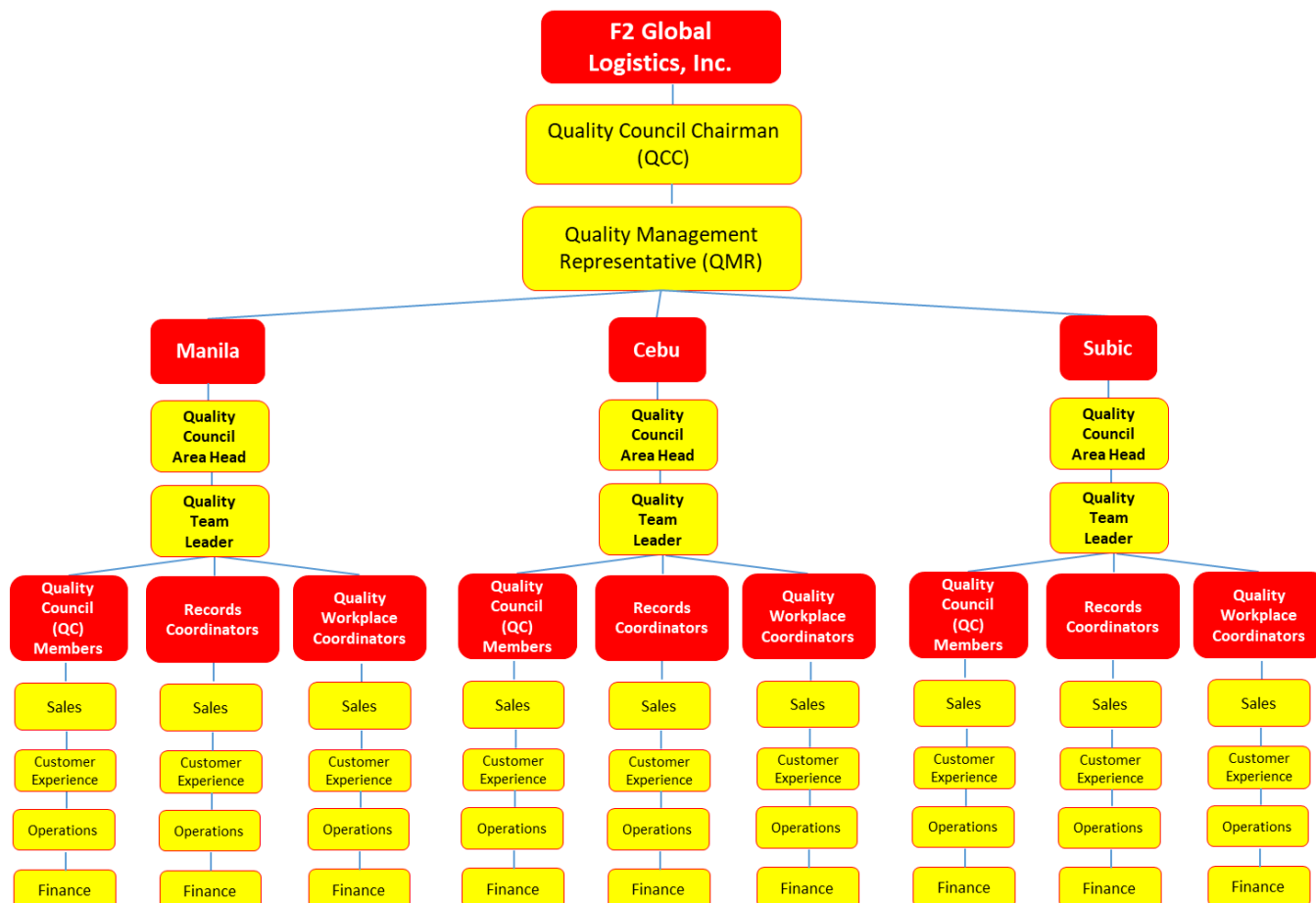
In addition to the functional organizational chart a quality system organization was established, as shown:

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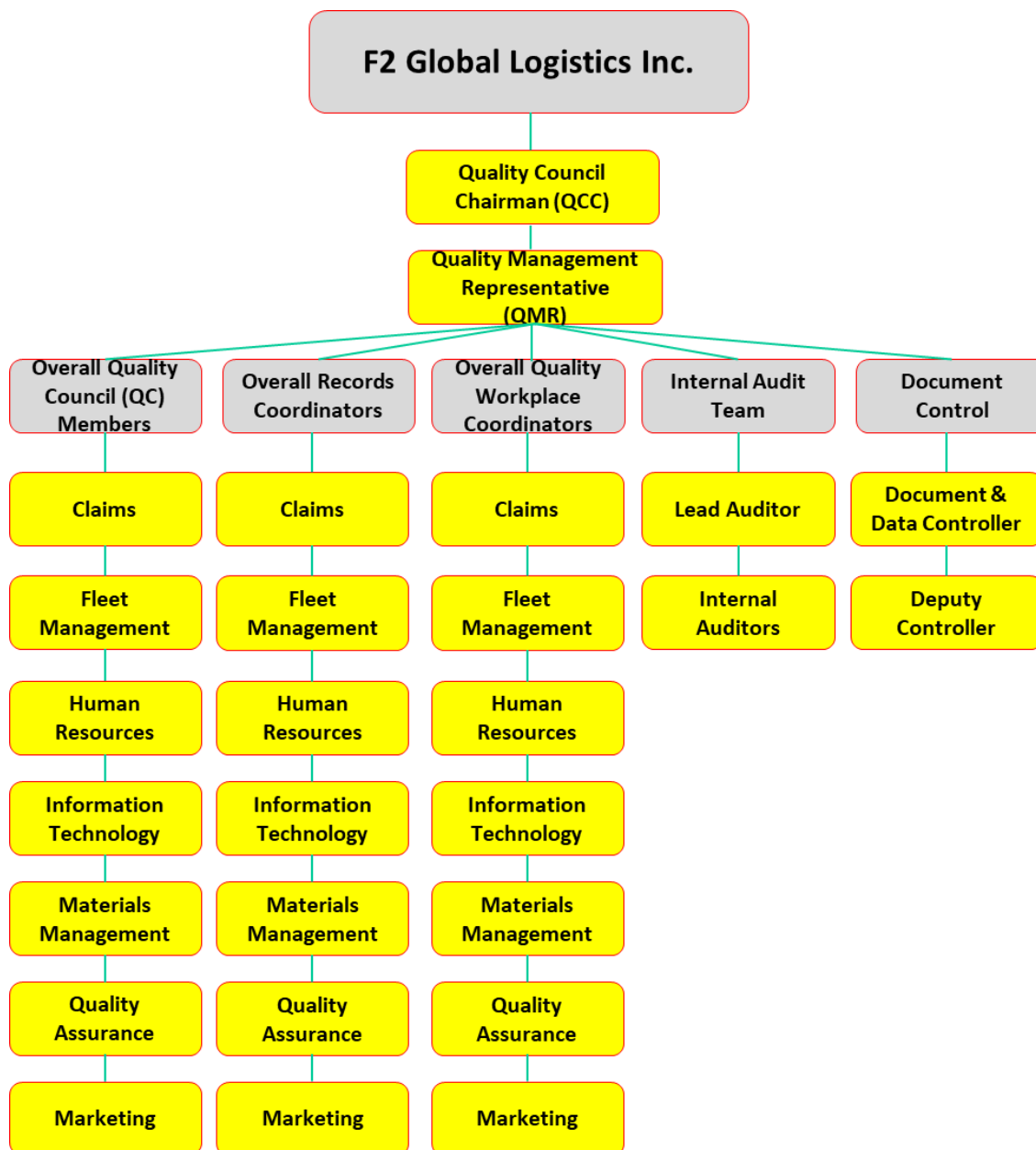


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I. QUALITY COUNCIL CHAIRMAN (QCC)

1. Ensures that all personnel within the organization are developed into quality conscious and productive employees.
2. Manages resources of the organization to attain its specific objectives.
3. Presides the management reviews of the quality management system.
4. Ensures a quality work life for the employees' of the organization.
5. Leads all quality-related activities.
6. Reviews all quality-related policies.


II. QUALITY MANAGEMENT REPRESENTATIVE (QMR)

1. Ensures continuous and consistent implementation of the quality management system.
2. Ensures the establishment, documentation, implementation, and maintenance of the quality management system.
3. Ensures that the quality management system is regularly reviewed by the management committee for effectiveness and priority and in accordance to the ISO 9001:2015 Standards.
4. Solicits corrective and preventive action and ensures their effective implementation.
5. Presents the organization during the quality system assessment performed by third parties.
6. Promotes awareness of customer requirements throughout the organization.

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III. QUALITY COUNCIL AREA HEAD

1. Ensures that all personnel within the organization are developed into quality conscious and productive employees.
2. Manages resources of the organization to attain its specific objectives.
3. Presides the management reviews of the quality management system.
4. Ensures a quality work life for the employees' of the organization.
5. Leads all quality-related activities.
6. Reviews all quality-related policies.
7. Provide full support and assistance to QCC & QMR in the implementation of QMS

IV. QUALITY TEAM LEADER

1. Ensures continuous and consistent implementation of the quality management system.
2. Ensures the establishment, documentation, implementation, and maintenance of the quality management system.
3. Ensures that the quality management system is regularly reviewed by the management committee for effectiveness and priority and in accordance to the ISO 9001:2015 Standards.
4. Solicits corrective and preventive action and ensures their effective implementation.
5. Presents the organization during the quality system assessment performed by third parties.
6. Promotes awareness of customer requirements throughout the organization.
7. Provide full support and assistance to QCC, QMR & QC Area Head in the implementation of QMS

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V. QUALITY COUNCIL MEMBERS

1. Provides the overall direction, full commitment and support in ensuring that the organization has an effective quality management system with ISO 9001:2015 Standards as its foundation.
2. Ensures that the Quality Policy is understood, implemented and maintained at all levels in the organization.
3. Conducts regular review of the quality management system according to the ISO 9001:2015 Standards and ensure effectiveness and suitability.


VI. INTERNAL QUALITY AUDIT (IQA) LEAD AUDITOR

1. Creates Internal Quality Audit Program as required in the organization's internal audit procedures.
2. Conducts internal quality audits of the organization to determine effectiveness of the implemented quality management system.
3. Assesses quality management system compliance to the requirements of the ISO 9001:2015 Standards.
4. Reports the results of the internal quality audits to the management committee.
5. Ensures that results of audits, contingent and corrective actions and the follow-up actions are documented and maintained.
6. Monitors the implementation of contingent and corrective actions for non-conformances.

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VII. INTERNAL QUALITY AUDIT (IQA) TEAM MEMBERS

1. Conducts internal quality audits of the organization to determine effectiveness of the implemented quality management system.
2. Assesses quality management system compliance to the requirements of the ISO 9001:2015 Standards.
3. Reports the results of the internal quality audits to the management committee.
4. Ensures that results of audits, contingent and corrective actions and the follow-up actions are documented and maintained.
5. Monitors the implementation of contingent and corrective actions for non-conformances.

VIII. DOCUMENT AND DATA CONTROLLER

1. Keeps track and records all revisions/modifications of controlled documents and maintains one copy of obsolete documents.
2. Updates the master list of controlled documents as needed and registers externally generated documents that are used for references.

IX. OVERALL RECORDS COORDINATOR

1. Oversees overall implementation of the records management system.
2. Ensures the proper labeling of files following retention periods, proper labeling of Filing equipment, and segregation of active from inactive files and disposal of obsolete records.

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3. Implements Records Management effectively.

X. OVERALL QUALITY WORKPLACE COORDINATOR

1. Ensures consistent overall implementation of the Quality Workplace Program and 5S, and regularly monitors and assesses the effectiveness of the program.
2. Oversees the setting and presentation of standards to the management committee.
3. Conducts briefing and training regarding quality workplace to concerned personnel as needed.
4. Coordinates closely with section heads on all matter concerning quality workplace program.

References:

Job Descriptions

Policies and Procedures

Meeting Minutes

Quality Management System Organization and Roles and Responsibilities

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6.1 Actions to address risks and opportunities (6.1.1 and 6.1.2)

F2 Global at the macro level shall determine the issues, risk and opportunities during the strategic planning session by using the tool SWOT/ TOWS Analysis (Enterprise Risk Assessment).

During the Strategic Planning an environmental scanning and strategies aligned to Mission, Vision and Core Values statements are determined to address risk and opportunities at the higher level. Each department monitors the implementation of strategies, Also, status is discussed during the mancom meeting. A **Process** Risk Assessment Matrix is also conducted on a per key process level per department.

References:

Strategic Plan SWOT/ TOWS Analysis

Process Risk Assessment Matrix

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6.2 Quality Objectives and Planning to achieve them (6.2.1 and 6.2.2)

F2 Global shall have Key Performance Indicators established per department which are consistent with the Quality Policy, measurable, taking into account applicable requirements of interested parties such as customer satisfaction. These key performance indicators are monitored, reviewed and presented monthly during the mancom meeting.

F2 Global shall conduct planning on how to achieve the strategic goals and targets by identifying action plans and programs, resource needed, responsible unit, target date, as well as monitoring of results.

References:

Key Performance Indicators

Minutes of the Meeting

Review of KPIs

Progress Report

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6.3 Planning of Changes

In case there will be changes in the QMS, F2 Global shall discuss this during the strategic plan as well as during mancom meetings and management reviews. In addition, F2 Global shall consider needed resources and responsible unit to address the said changes.

References:

Strategic Planning Presentation Material and Minutes

Management Committee Meeting Presentation Material and Minutes (and other meetings)

Key Performance Indicators

Document Control- Control Forms

Process Risk Assessment Matrix

Annual and Quarterly Budget Review

Progress Report

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7.1 Resources

7.1.1 General

F2 Global shall conduct annual and quarterly planning and budget review based on identified needed resources to maintain and sustain the quality management system. F2 Global reviews its capabilities and constraints on internal resources, as well as needed resources to be provided by external party.

References:

Annual and Quarterly Budget Review

Selection, Accreditation and Evaluation of External Providers

Quality Workplace Audit Result

7.1.2 People

To ensure that F2 Global can consistently meet customer and applicable statutory and regulatory requirements, capability and capacity shall be reviewed to ensure the effective implementation of the QMS.

HR shall recruit based on the minimum qualifications indicated on MRF/ Job Descriptions (JD). The candidates shall be screened and those who passed the initial screening shall be endorsed to requesting leader for interview.

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The Salary Offer Sheet (SOS) shall serve as the proof that the successful applicant has accepted the job at F2 Global. The new hires shall be aware of the Company Overview, Code of Conduct, Hours of Work/ time keeping, Dress Code, Organizational Chart, Department's functions, Policies and Procedures and Tours of Offices and Work Area during the Job Induction. Human Resource Department shall then endorse the new hires to the concerned immediate leader.

For internal movements, Change of Status (COS) shall be used to document internal transfer or promotions.

A Training Needs Assessment shall be conducted to help management identify the training requirements per person based on needed competency per position for the effective implementation of the quality management system.

References:

Organizational Charts

Job Description

Job Induction form

Manning List

Manpower Requisition Forms (MRF)

Salary Offer Sheets (SOS)


Change of Status (COS)

Recruitment, Selection, Placement Policy

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Semi- Annual Performance Evaluation, for Regular Employees

New Hires Performance Evaluation, for Employees under Probationary Period

Training Needs Assessment

7.1.3 Infrastructure

F2 Global shall determine, provide, and maintain the infrastructure for the operation of its processes to achieve conformity of services

Maintenance of Infrastructure

1. Building and Associated utilities

- Materials Management Department (MMD) – handles repair and maintenance including regular disinfection/ sanitation (if necessary) of buildings owned by F2 Global, based on request of each Business Unit.
- Materials Management Department (MMD) – handles repair and maintenance including regular disinfection/ sanitation (if necessary) of warehouse manage by F2 Global and or as required by the client.
- Quality Assurance Department (QAD) – leads the annual Quality Workplace Audits.
- Safety, Health & Environment (SHE) Committee– Under the supervision of Quality Assurance Department (QAD), inspects the implementation of health protocols required by the government agencies, if necessary (see 2P-SHE-17.10, Workplace COVID-19 Prevention and Control Policy)

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2. Equipment including hardware and software

- Information Technology (IT) Department – conducts semi-annual Preventive Maintenance of Hardware and Software.

3. Transportation

- Regular preventive maintenance of all company owned trucks and company cars.

4. Information and communication technology

- Information Technology (IT) Department – ensures daily back-up of all files on server.
- Technical Support personnel shall ensure back-up of information and communication data.

References:

MMD- Accomplishments Report, Service Request, Purchase Requisition, Fixed Asset Transfer Accountability, and Preventive Maintenance of Equipment

QAD- Quality Workplace Standards and Reports

Government Audit Reports

IT- Back-up files monitoring

Fleet- Preventive Maintenance Schedule (Company owned vehicles)

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7.1.4 Environment for the Operation of Processes

F2 Global shall determine, provide, and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

Quality Workplace Audit shall be conducted annually which covers the following:

1. Personnel
2. Office
3. Comfort Room
4. Pantry
5. Lobby
6. Conference Room
7. Programs (including safety)
8. General (common areas)

F2 Global shall conduct psychological activities such as:

- stress-reducing such as monthly mass, **rosary crusade**, health awareness, volleyball clinic, rewards and recognition
- burnout prevention such as toastmaster, sports fest, physical exercise, zumba and team building

References:

PEP Calendar

Quality Workplace Audit and Results

HR- Calendar of Activities

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7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

The weighing scale for air shipment shall be needed to ensure valid and reliable monitoring and measuring results and is used for evidence of conformity of services.

F2 Global Manila uses the weighing scale of F2 Logistics to monitor the weight of cargoes. As part of control, to ensure correct weight, F2 Global shall require for a copy of the certificate of calibration from F2 Logistics.

References:

Certificate of Calibration

7.1.6 Organizational Knowledge

F2 Global shall determine the knowledge necessary for the operation of its processes and to achieve conformity of services. Organizational knowledge is normally shared during meetings.

Every month and or as needed, immersion schedule shall be held for new hires covering the organizational chart, main functions, and overview of policies and procedures of each relevant department per business unit. Job orientation shall be done to ensure detailed knowledge regarding the employee's functions.

Training Needs Assessment shall be conducted for all concerned personnel. In Addition, Training effectiveness is performed through the semi-annual performance evaluation.

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To further ensure organizational knowledge, Quality Manual, Quality Plan, Process Risk Assessment Matrix, Policies and Procedures, Job Descriptions, Key Performance Indicators, Records Retention Schedule and Quality Assurance Documents are included in the Intranet.

Clearance shall only be given to separating employees after they have completed the turn over and exit interview.

In Addition, Buddy system and succession plan are implemented to ensure continuity of operations.

References:

Job Induction

Job Description

Immersion Program and Schedule

Training Needs Assessment

Training Calendar of Activities and Training Score Card

Clearance & Exit Interview

Succession Plan

Minutes of the Meeting

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7.2 Competence

Competencies shall be identified per position. Each employee shall be assessed of their current competency level. If there is a gap versus competency requirements, actions shall be done to meet them- such as trainings, immersion, or coaching.

References:

Training Needs Assessment (inclusive of competencies)

Competence Based System (CBS)

Performance Evaluation

Recruitment, Selection and Placement Policy

7.3 Awareness

All employees of F2 Global shall be aware of:

1. The Mission, Vision, Values and Quality Policy which are deployed through email every 1st week of the Month, ID Cards, Posters, Website and Intranet.
2. Key Performance Indicators through monthly review.
3. Their contribution to the effectiveness of the Quality Management System (QMS) including the benefits of improved quality performance discussed through monthly meetings.
4. The implications of not conforming to the QMS requirements through monthly meetings.

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Assessment of which shall be part of Mission, Vision, Values and Quality Policy (MVVQ) Audits which will be held annually.

References:

Emails

ID Cards, Intranet, F2 Global Website and Posters

Minutes of Meeting

MVVQ Audit Result

7.4 Communication

F2 Global shall determine the internal and external communications relevant to the QMS including:

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Department	What it will communicate	When to communicate	With whom to communicate	How to communicate	Who Communicates	Location
Top Management	Business Direction	Monthly	Business Unit / Branch Heads	Meeting and Presentation	SVP / CRO-CFO EVP & COO Chairman, President & CEO	All locations
	Budget	Annually	SVP / CRO-CFO EVP & COO Chairman, President & CEO	Meeting and Presentation	EVP & COO Department Heads	All locations
	Contract Review	Annually	Overseas Agents Partners	Emails	Sales / CXD / Operations / Finance	All locations
	Business Review	As needed	Customers	Meeting and Presentation	Sales / CXD / Operations / Finance	All locations
	Expectation Setting	As needed	Suppliers	Meeting and Emails	EVP & COO	All locations
	Mancom Report	Monthly	SVP / CRO-CFO EVP & COO Chairman, President & CEO	Meeting and Presentation	Department Heads	Manila, Cebu, Subic
	Programs/ Events/ Campaign	As needed	Employees	F2 Community Group (Viber)/ Email	Program Heads	Manila, Cebu, Subic
Sales	Business Review	Quarterly	Clients	Meeting and Presentation	Sales / CXD / Operations / Finance	Manila, Cebu, Subic
	Sales Report	Weekly	SVP / CRO-CFO EVP & COO Chairman, President & CEO	Meeting and Presentation	Sales In- charge	Manila, Cebu, Subic
	Proposal	As needed	Clients/ EVP & COO	Meeting/ Emails	Sales In- charge	Manila, Cebu, Subic
	Job Instruction	As needed	CXD / Operations / Finance / EVP & COO	Emails	Sales In- charge	Manila, Cebu, Subic
	KPI Status	Monthly	Sales & EVP & COO	Meeting and Presentation	Sales In- charge	Manila, Cebu, Subic
Customer Experience	Booking Shipment Status Update	As needed	CXD / EVP & COO/ Clients / Operations / Agents	Emails	CX In-charge	Manila, Cebu, Subic
	KPI Status	Monthly	CXD / EVP & COO	Meeting and Presentation	CX In-charge	Manila, Cebu, Subic
Operations	Brokerage request	As needed	Operations	Job file	Operations In-charge	Manila, Cebu, Subic
	Shipment Status	Per Arrival of shipment	Customer / Consignee	Email/ Sms / Cross-Platform Messengers	Operations In-charge	Manila, Cebu, Subic
	CX Request	As needed	Customer Experience	Email and Meeting	Operations In-charge	Manila, Cebu, Subic
	Shipment Status	As needed	Shipping line/Airline/Warehouse/Truck r/Terminal Operator/Government Agencies/Client/Processor	via phone call/emails	Operations In-charge	Manila, Cebu, Subic
Finance	KPI Status	Monthly	Finance	Meeting and Presentation	Finance In-charge	Manila, Cebu, Subic
	Job Instruction	As needed	Sales, Customer Experience, Operations	Emails	Finance Team	Manila, Cebu, Subic
	Complete attachment for billing	As needed	Sales, Customer Experience, Operations	Emails	Finance Team	Manila, Cebu, Subic
	Statement of Account	Weekly	Client	Emails	Finance Manager	Manila, Cebu, Subic
	External audit	Annually	External Auditor	Emails	Finance Manager	Manila, Cebu, Subic
	Monthly Reports	Monthly	Government Agencies EVP & COO Chairman, President & CEO	Emails	Finance Manager	Manila, Cebu, Subic
	Collection Advisory/Reminder	Monthly	Clients	Email/Cross-Platform Messengers/Meeting s	Credit & Collection Department	Manila, Cebu, Subic

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References:

Presentation materials, minutes of meetings and email communications

7.5 Documented Information

7.5.1 General

F2 Global's Quality Management System (QMS) documentation shall include the Quality Manual, Quality Plan, Process Risk Assessment Matrix, Policies and Procedures, Job Descriptions, Key Performance Indicators, Records Retention Schedule and Quality Assurance Documents.

7.5.2 Creating and Updating

When creating and updating documented information, F2 Global shall ensure through Documentation Procedure, appropriate Identification and description (e.g. title, date, author or document number), format and media (e.g. electronic and paper for the original copy) and review and approval for suitability and adequacy.

References:

Documentation Procedure

Document Control Log

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7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the QMS and by ISO 9001 standard shall be controlled to ensure:

1. The availability of the approved documents posted on intranet and suitable for use
2. The document is protected from loss of confidentiality, improper use or loss of integrity through the use of control form and monitored in Document Control Log.

For the control of documented information, F2 Global shall have a procedure on documentation to address the distribution, access, retrieval, use, storage and preservation, including preservation of legibility, control of changes as well as retention and disposition.

Documented information of external origin shall determine by the F2 Global to be necessary for the planning and operation of the QMS shall be identified as appropriate, and controlled by concerned department.

References:

Documentation Procedure

Records Retention Schedule

Externally Generated Documents

Document Control Log

Control Form

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8.1 Operational Planning and Control

F2 Global shall plan, implement and control the processes needed to meet the requirements for the provision of services, and to implement the actions guided by the quality plan identified per key process, aside from the policies and procedures. Quality Plans include:

- a) Key Support Service Process Name
- b) Item to be Controlled
- c) Dimension
- d) Standard
- e) Person Responsible
- f) Control Methodology
- g) Procedure Code or other type of documents

F2 Global shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

F2 Global ensures that outsourced processes are controlled through performance evaluation, monitoring and meeting with external provider.

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References:

Quality Plan

Policies and Procedures

Process Risk Assessment Matrix

Records Retention Schedule

Selection, Accreditation and Evaluation of External Provider

8.2 Requirements for Services

8.2.1 Customer Communication

F2 Global communicates with customers through email, sales visit and client call. Customer feedback shall obtained through Customer Relationship Management (CRM), customer satisfaction survey, handling of inquiries, including customer complaints are practices implemented to communicate with customers. Handling or controlling customer property shall be done by implementing contingency actions, SOP and or Guidelines for Nonconforming Output and documented using NCAR. Also F2 Global shall ensure that shipment is intact.

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8.2.2 Determining the requirements for Services

F2 Global, through its Sales and Customer Experience determine the requirements for services to be offered to customers and ensure that the requirements for the services are defined, including Statutory and Regulatory requirements, Customs Accreditation, PEZA Accreditation, and Bank Reference Number and retained the following such as customer information(s), itinerary and cases to Customer Relationship Management (CRM).

8.2.3 Review of the Requirements for Services

8.2.3.1 F2 Global shall ensure that the ability to meet the requirements for services to be offered to customers is met and served. F2 Global conducts department meeting before committing to supply services to a customer.

Sales proposal shall have **approved margin based on budget**, below **margin based on budget** will be subjected for review and approval by the Sales Manager/ Area Manager and or VP/COO / **President**.

F2 Global shall ensure that the contract or SOPs differing from those previously defined are resolved through weekly meetings. Customer's requirements are confirmed by F2 Global before acceptance.

8.2.3.2 F2 Global shall retain documented information on the review, as applicable through minutes of the meeting and emails.

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8.2.4 Changes to Requirements for Services

F2 Global shall ensure that all relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for services are changed through meetings.

References:

Emails

Minutes of the Meeting

SOP

8.3 Design and Development of Products and Services - Not Applicable

8.4 Control of externally provided processes and services

8.4.1 General

F2 Global shall ensure that externally provided processes and services conform to requirements.

Supplier/ Vendor

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- Purchase Request shall be done through Purchase Request form which shall be approved by the department head and SBU head and submitted to MMD for Purchase Order Processing.
- Accreditation of Suppliers shall be done through request of Government Requirements such as DTI certificate, SEC certificate of Incorporation, BIR Registration, Company profile, List of their major customers and Supplier Accreditation Form.
- Criteria for the Selection of Suppliers for material vendor shall be based on material quality versus required specification from user, price, and credit terms and Criteria for the Selection of Suppliers for services is based on basic services offered and value added services except for F2 truck alliances that will automatically selected as provider.

Truckers/ Subcontractor

- Accreditation of Truckers/ Subcontractor shall be done through request of latest Company Profile, Company's Organizational Chart, Business Permit, SEC/ DTI Registration, BIR Certificate, DOLE Permit (if needed), latest Financial Statement (If any), latest list of clients including contact number, List of vehicles (including pictures) with corresponding OR/CR & capacity (Updated), and Copy of Truck Insurance Policy (Updated).

F2 Global shall determine and apply criteria for the evaluation, selection, monitoring of performance, re- evaluation of external providers, based on their ability to provide processes or services in accordance with customer requirements.

References:

External Providers Performance Evaluation

Supplier's Accreditation and Evaluation

Contracts/ SOPs/ SLAs

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8.4.2 Type and Extent Control

F2 Global shall ensure that externally provided processes and services do not adversely affect the company's ability to

consistently deliver conforming services to its customers:

F2 Global shall ensure that externally provided processes remain within the control of its quality management system through semi- annual performance evaluation, and with the use of accreditation form for Suppliers.

F2 Global shall ensure that all accredited suppliers are compliant with the requirements with the use of accreditation form. In addition, Materials Management Department (MMD) conducts supplier's meeting to align and determine the other services based on customer needs and Operations Team conducts performance evaluation for truckers.

8.4.3 Information for External Providers

F2 Global shall ensure the adequacy of requirements prior to their communication to the external provider.

MMD communicates to external providers for its requirements for:

- a) Accreditation of Suppliers and Criteria for the Selection of Suppliers
- b) The approval of Accreditation form, Quotations/ SLAs/ and or Contracts.

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- c) Statutory and Regulatory Requirements such as DTI certificate, SEC certificate of Incorporation, BIR Registration, Company profile, List of their major customers and Supplier Accreditation Form.
- d) Control and monitoring of the external provider's performance is done through performance evaluation.
- e) Conducts supplier's meeting to verify/ validate the activities
- f) Performs verification at the external provider's premises, if needed.

References:

External Providers Performance Evaluation

Supplier's Accreditation and Evaluation

Contracts/ SOPs/ SLAs

Preparation of Purchase Request & Delivery of Goods/ Services

Guidelines in Accreditation, and Seclection of Suppliers

8.5 Service Provision

8.5.1 Control of Service Provision

F2 Global shall implement service provision under controlled conditions.

Controlled conditions include the following:

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- a) The availability of documented information i.e policies and procedures, records such as key performance indicators and performance evaluation.
- b) The use of calibrated weighing scale provided by external provider which is F2 Logistics Philippines Inc for F2 Global Manila.
- c) The use of policies and procedures and quality plan
- d) The use of Customer Relationship Management (CRM)
- e) The observance of quality workplace standards to ensure suitable infrastructure and environment for the operation of processes.
- f) Use of job description, training needs analysis and semi- annual performance evaluation to help ensure competent personnel.
- g) The implementation of actions to prevent human error such as training and weekly meetings;
- h) The implementation of release and delivery activities following policies and procedures.

References:

Policies and Procedures/ SOPs

Quality Plan

Key Performance Indicators

Performance Evaluation

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Certificate of Calibration

Quality Workplace Standards

Job Descriptions

Training Needs Analysis

Semi- annual Performance Evaluation

Minutes of Meeting

Customer Relationship Management (CRM)

8.5.2 Identification and Traceability

F2 Global shall used any of the following to identify the status and outputs when it is necessary to ensure the conformity of delivering services.

- Master Bill of Lading (MBL) for Sea and Master Air Waybill (MAWB) for Air
- House Bill of Lading (HBL)
- Incident Report (CIR)
- Non Conformity and Corrective Action Report (NCAR)
- Customer Relationship Management (CRM)

References:

Emails

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Master Bill of Lading (MBL)

House Bill of Lading (HBL)

Master Air Waybill (MAWB)

House Air Waybill (HAWB)

Customer Relationship Management (CRM)

Non conformity and Corrective Action Report (NCAR)

8.5.3 Property belonging to customers or external providers

F2 Global shall exercise care with property belonging to:

- Customers, such as cargo and related documents while it is under the company's control or being used by the company
- External Providers, such as presence of personnel from MMD while the service provider is attending to building maintenance.

F2 Global shall identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of customer or external provider is lost, damaged or otherwise found to be unsuitable for use, F2 Global shall report this to customer or external provider and retain documented information on what has occurred.

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8.5.4 Preservation

F2 Global preserve the outputs during service provision, to the extent necessary to ensure conformity of the requirements. Processor ensures that the cargo is in good condition prior releasing, and if cargo has been damaged, bad order report shall be provided by warehouse operators.

References:

Bad Order Report

Official Receipt

8.5.5 Post- delivery Activities

F2 Global has no activities involving warranty provisions.

8.5.6 Control of Changes

F2 Global shall review and control changes for service provision, to the extent necessary to ensure continuing conformity with requirements.

References:

Business Review

Customer Satisfaction Survey

Customer Relationship Management (CRM)

Records Retention Schedule

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Policies and Procedures

Records

SOP/ Job Instruction

8.6 Release of Services

F2 Global shall implement planned arrangements, at appropriate stages, to verify that the service requirements have been met. The release of services to the customer will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

- Import- The Customer Experience shall advise the agent within twenty four (24) hours for the confirmation of the customer, and the manifest shall be prepared and verified in the Value Added Service Provider (VASP) within six (6) hours before the arrival of cargo in port for sea hours before the arrival of cargo in terminal for air freight.

Upon completion of the following Original Bill of Lading (If needed), Container guarantee, Delivery order, and Authorization then endorsement can be done to the carrier.

- Export- Export Documents shall be based on customer requirements (MBL, HBL, House and Master AWB), Booking to trucker shall be one (1) day prior to required time of customer (Sea), Booking to trucker shall be based on customer requirement(Air), and reports shall have Complete attachments such as Master BL, House BL (if any), Invoice and Packing List; Sending of pre-alert for sea is within 1-2 days for asia and within 3-4 working days for US and Europe while for air is within twelve (12) hours upon receipt of the original documents.

Upon completion of the Packing List and Invoice then it will process to customs then proceed to carrier.

- Brokerage- All shipping documents and export declaration shall complete and aligned with pertinent government rules and regulation, customer information/ details is encoded on

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time and it shall be accurate and cargo is transferred 2- 3 hours prior departure (Air), 1-2 days prior departure (Sea).

Upon completion of the Original Bill of Lading (if needed), Invoice and Packing List then it will process to customs then proceed to carrier.

IMPORT

A Delivery Receipt for customs clearance (SEA & AIR) services is prepared to turn over to the consignee and signed to indicate acceptance by the consignee. A Delivery Order (SEA)/ Certification (AIR) for freight services is prepared to turn over to the consignee or clearing agent and signed to indicate release of the shipment.

EXPORT

A Bill of Lading (SEA)/ Air Way Bill (AIR) for freight services is issued to the exporter upon departure of export shipment.

BROKERAGE

A Delivery Receipt and Processed Export Declaration is prepared to turn over to the exporter and signed by the carrier/ warehouse.

References:

Original Bill of Lading (if needed)

Container Guarantee

Delivery Order

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Authorization

Packing List

Invoice

Value Added Service Provider (VASP)

Emails

8.7 Control of Nonconforming Outputs

8.7.1 F2 Global shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

Nonconforming outputs include (but not limited to);

- Misrouted Cargo
- Late Manifesting/ Unmanifested
- Late Delivery due to trucking services
- Offload (Air)
- Shut- out (Sea)
- Mislabeled

F2 Global takes appropriate action based on the nature of the nonconformity and its effect on the conformity of services. This also apply to nonconforming services detected after delivery of cargoes, during or after the provision of services.

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References:

Emails

NCAR Reports

Incident Reports

Guidelines and Procedures for Nonconforming Outputs

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9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

F2 Global shall determine the control methodology through the use of Quality Plan, Process Risk Assessment Matrix, Management Review, and Monthly meetings to monitor and measure the different processes.

F2 Global shall evaluate the performance and the effectiveness of the Quality Management System (QMS) during Management Review.

Appropriate documented information as evidence of the results shall be retained.

References:

Quality Plan

Process Risk Assessment Matrix

Management Review Presentation material

Minutes of the Meeting

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9.1.2 Customer Satisfaction

F2 Global shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled through Customer Satisfaction Survey. A Customer Survey Questionnaire shall be sent to all customers **annually**. At least 80% of total expected responses are required prior analysis is started. The recommended actions shall be presented to top management, and their closure shall be monitored.

Business Review is conducted to major accounts and or upon request of Customer to identify strengths and opportunities for improvement.

References:

Result of Customer Satisfaction Survey

Action plans to address areas for improvement mentioned in the Survey

Minutes of the Meeting of Presentation to the top management

Business Review

Customer Relationship Management (CRM)

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9.1.3 Analysis and Evaluation

F2 Global shall analyze and evaluate data on the attainment of KPI Reviews, Results of Customer Satisfaction Survey, Management Review, Conduct of Audits, Business Review, Process Risk Assessment Matrix and External Providers Performance Evaluation.

References:

Key Performance Indicators – Global

Key Performance Indicators - Shared Services

Key Performance Indicators of truckers and monitoring of performance of other external providers

Result of Customer Satisfaction Survey

Minutes of Meeting, Emails that show planned or actual actions in lieu of low KPI scores.

Business Review

9.2 Internal Audit

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9.2.1 F2 Global shall conduct internal audit annually, to provide information whether the QMS conforms to its own requirements and QMS requirements, In addition, it seeks to verify if the existing QMS is effectively implemented and maintained.

9.2.2 Quality Assurance Department (QAD) leads the Internal Quality Audit (IQA) in the Planning, Conducting, Reporting and Follow-up. The IQA Team follows the policies and procedures in conduct of audit, from scheduling, conduct of audit until resolution of findings. The auditees/leaders take appropriate correction and corrective actions without undue delay and retain documented information.

References:

IQA Plan/Schedule

List of Auditors and their attendance to IQA Training

IQA Training Certificate

IQA Checklist

IQA Report

Nonconformity and Corrective Action Reports (NCAR)

Internal Quality Audit Procedure

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9.3 Management Review

9.3.1 General

Top management reviews the organization's QMS during Semi-Annual ISO management review, Business Planning, Monthly Mancom meeting to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

The effectiveness of actions taken to address risk and opportunities, adequacy of resources and changes in external and internal issues shall be discussed during the monthly mancom meetings.

9.3.2 Management Review Inputs

The QMS review shall be planned and carried out taking into consideration

1. The status of actions from previous QMS reviews
2. Changes in external and internal issues that are relevant to the QMS (Strategic Planning and Monthly Mancom meeting)
3. Information on the performance and effectiveness of the QMS, including trends in
 - a. Customer satisfaction and feedback from relevant interested parties (Monthly Mancom meeting)
 - b. The extent to which Key Performance Indicators have been met (Monthly Mancom meeting)
 - c. Process performance and conformity of products and services (Monthly Mancom meeting)

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- d. Nonconformities and corrective actions (As needed)
- e. Monitoring and measurement results (Monthly Mancom meeting)
- f. Audit results (As needed)
- g. The performance of external providers (Monthly Mancom meeting)

4. The adequacy of resources (Monthly Mancom meeting)

5. The effectiveness of actions taken to address risks and opportunities (see 6.1)

Opportunities for improvement (Strategic Planning)

9.3.3 Management Review Outputs

The outputs of the QMS Review shall include decisions and actions related to:

- 1. Opportunities for improvement
- 2. Any need for changes to the QMS
- 3. Resource needs

F2 Global shall retain documented information as evidence of the results of the QMS reviews.

F2 Global shall consider the results of analysis and evaluation, and the outputs from QMS review to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

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References:

Management Committee (Mancom) Meeting Presentation Materials

Mancom Meeting Minutes

Management Review Minutes of the meeting

References mentioned in 9.1.3 Analysis and Evaluation

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10.1 General

F2 Global shall determine and selects opportunities for improvement through the conduct of audit, management review, and performance evaluation in order to meet requirements, as well as addressed future needs and expectations and improve the performance of the effectiveness of the QMS. In addition, F2 Global shall join association such as Subic Chamber, **Cebu Chamber, Philippine Multi-modal Association of the Philippines and Asian Logistics Maritime Conference** in order to keep abreast of latest trends and updates. F2 Global shall update the Process Risk Assessment Matrix, if needed.

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10.2 Nonconformity and Corrective Action

10.2.1 When a nonconformity occurs, F2 Global conducts root cause analysis which is documented in the NCAR form and a follow- up is being conducted by the IQA Team Members and for those arising nonconformity from complaints, it is being conducted by the Customer Service Representative (CSR) In-charge to review the effectiveness of the corrective action implemented.

10.2.2 F2 retains documented information as evidence of:

1. The nature of the nonconformities and any subsequent actions taken
2. The results of any corrective action

References:

Process Risk Assessment Matrix (PRAM)

Nonconformity and Corrective Action Reports (NCAR) and related documented information

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10.3 Continual Improvement

F2 Global shall continually improve the suitability, adequacy and effectiveness of the QMS through conducts of audit, management review, performance evaluations of employees and external providers, review of KPIs and conduct of trainings. F2 Global 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.

References:

Nonconformity and Corrective Action Reports (NCAR) and related documented information

Conduct of Audits

Management Reviews

Performance Evaluation of Employees and External Providers

Review of KPIs

Conduct of Trainings

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