



Su-Raj Inter GoldTM

Pure & Rare Creations Of Fine Jewellery...

[Quality Manual]

Revision [04] - [11 November 2024]

QM-M-01

Conforms to ISO 9001:2015 / Responsible Jewellery Council


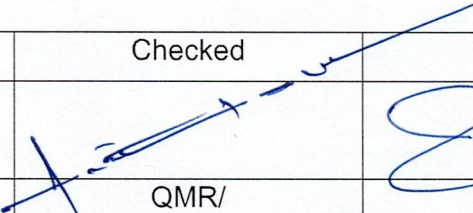
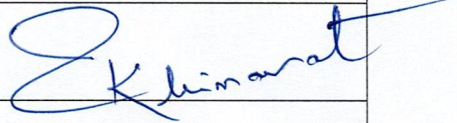
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0.0 Revision History and Approval

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1.0 Welcome to Su-Raj Inter Gold

Su-Raj Inter Gold takes a fresh approach in jewelry and globalization with the world market. Our participation in international trade exhibitions such as, Vicenza Oro Winter show, Inhorgenta Munich show, Bangkok Gems & Jewelry Fair show, HK International Jewelry show, Mideast Watch & Jewelry show, Vicenza Oro Dubai show, JCK Las Vegas, HK Jewelry & Gem Fair show have boosted us to enter all over in the world market. Our passion for jewelry and the desire to excel in producing quality jewels for our customers has led us to go beyond the horizons and explore the consumers 'need. We, at Su-Raj inter Gold consist of experienced craftsmen from generation to generation to put in efforts via state-of-the-art technology and to cater to the needs of the most astute buyer from all over the globe. Our company resolves around just four corner stones via TRUST, QUALITY, SERVICE and the REAL VALUE for the money of a customer. These four corner stones are the guiding principles for our most important asset-Our People. Our people are the fifth pillar of our foundation that undertakes meticulously all our efforts. At Su-Raj Inter Gold, there is certainly absolute standard of beauty for jewelry. That is precisely what makes its pursuit so interesting. That is, those who look for beauty, they find it.

2.0 Su-Raj Inter Gold: Who We Are

2.1 Determining Our Strategic Direction

Su-Raj inter gold has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This involves:

- Understanding our core products and services, and scope of management system
(See 2.2 below).
- Identifying "interested parties" (stakeholders) who receive our Products and Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified in the document *[Context of the Org Proc. Title]*.
- Understanding internal and external issues that are of concern to Su-Raj inter gold and its interested parties; also identified in the document *[Context of the Org Proc. Title]*. Many such issues are identified through an analysis of risks facing either Su-Raj inter gold or the interested parties. Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

This information is then used by management to determine the company's strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

2.2 Scope of the Management System

2.2.1 Scope Statement

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

Design and Trading of diamond jewellery



2.2.2 Facilities within the Scope

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

**191, Soi Chokechaijongjamroen, Rama-III Road,
Bangpongpan, Yannawa, Bangkok -10120**

2.2.3 Permissible Exclusions

The following clauses of ISO 9001 were determined to be not applicable to Su-Raj inter gold.

- 7.5.3 Property Belonging to Third Parties

2.2.4 Scope of the [Quality Manual ISO 9001:2015/ Responsible Jewellery Council]

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

This manual does not follow the numbering structure of ISO 9001. Instead,

Appendix A presents a cross reference between the sections of this manual and the clauses of ISO 9001:2015.

Appendix B presents a cross reference between the sections of this manual and the clauses of Responsible Jewellery Council: RJC.

This manual presents "Notes" which are used to define how Su-Raj inter gold has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO 9001:2015.

Where subordinate or supporting documentation is reference in this manual, these are indicated by ***bold italics***.



3.0 Responsible Jewellery Council and Quality Policy

Responsible Jewellery Council Policy of Su-Raj Inter Gold

Su-Raj Inter Gold is a hallmark of quality, trust, and recognition, and it reflects our pride and passion in every jewelry piece we create. Each piece is meticulously inspected and certified by professionals to meet the highest standards of excellence.

Our site, located in Bangkok, employs 48 dedicated personnel, and we are proud members of the Responsible Jewellery Council (RJC). The RJC is a globally recognized standards organization established to promote responsible ethical, human rights, social, and environmental practices throughout the diamond, gold, and platinum group metals jewelry supply chain.

As a member of the RJC, Su-Raj Inter Gold adheres to its rigorous Code of Practices. We are committed to integrating ethical principles, human rights, social responsibility, and environmental stewardship into all facets of our business operations, from day-to-day activities to strategic planning and decision-making. Through our certification and third-party auditing, we uphold a transparent commitment to responsible business practices that support the integrity and sustainability of the jewelry industry.

Quality Policy of Su-Raj Inter Gold

At Su-Raj Inter Gold, quality is at the core of our identity. Our brand stands as a symbol of quality, trust, and distinction, representing our dedication to excellence in every piece we craft. Each diamond and jewelry item undergoes a rigorous verification process conducted by skilled professionals, ensuring that our customers receive only the finest pieces that embody both our commitment to superior quality and our passion for our craft.

Quality Objective

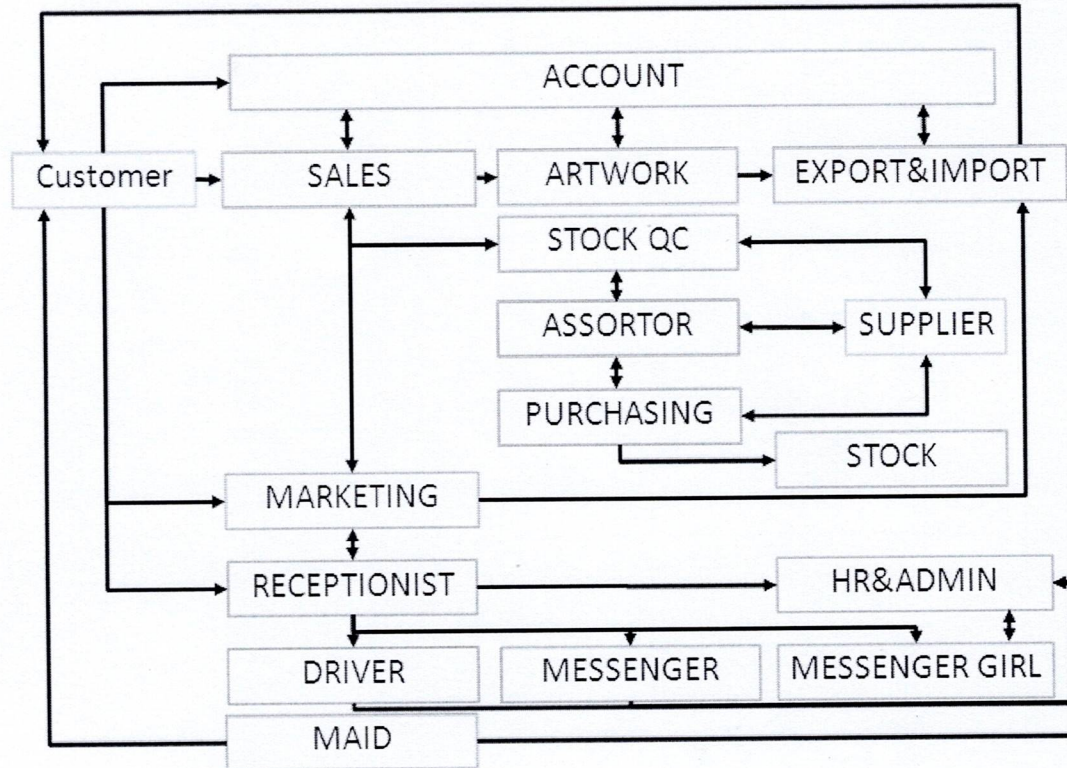
1. To establish our company among the top 10 in Thailand's jewelry market.
2. We take pride and honor in providing the most exquisite diamonds and jewels, prioritizing quality as our foremost concern.
3. We are committed to ensuring that our craftsmanship meets the highest standards, fulfilling your pursuit of excellence in fine jewelry.
4. We actively uphold and monitor human rights and ethical standards in the workplace.
5. We prioritize a safe, healthy, and environmentally responsible work environment.



4.0 Management System Structure and Controls

4.1 Process Approach

Business Process Flow



4.1.1 Process Identification

Su-Raj Inter Gold has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming Products and Services discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

The following top-level processes have been identified for Su-Raj Inter Gold:

No.	Process Name	Procedure Name / Position Description
1	ACCOUNT (RJC)	President, Managing Director ,Assistant Managing Director, Account Manager (CFO), Accountant
2	MARKETING	Senior Marketing Manager, Assistant Marketing Associate, Marketing, Visa+Ticket+Hotel
3	SALES	Sales
4	ARTWORK	Artwork, Photographer
5	STOCK QC	Stock Control Manager, Stock Control
6	ASSORTOR	Assortor
7	EXPORT&IMPORT	Export&Import
8	PURCHASING	Stock Control Manager, Stock Control
9	STOCK	Stock
10	ADMINISTRATION	Receptionist, Senior Driver, Driver, Messenger
11	HUMAN RESOURCES	Human Resources & Administration Manager, Maid, Messenger Girl
12	QUALITY MANAGEMENT SYSTEM (ISO 9001:2015)	15.1 Training
		15.2 Preventive Maintenance
		16.1 Context of The Organization
		16.2 Control of Documents
		16.3 Control of Records
		16.4 Change Management
		16.5 Risk Management
		16.6 Management Review
		16.7 Internal Auditing
		16.8 Corrective Preventive Action

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a *[Process Definition Doc Title]* document



4.1.2 Process Controls & Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or key performance indicator (KPI) which is then measured to determine the process' ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to **President**. The data is then analyzed by **DCC** in order that **QMR** may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the applicable by **[Position Description]**. Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

4.1.3 Outsourced Processes

Any process performed by a third party is considered an "outsourced process" and must be controlled, as well. The company's outsourced processes, and the control methods implemented for each, are defined in **[Outsourced Processes Title]**.

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

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

4.2 Documentation & Records

4.2.1 General

The management system documentation includes both documents and records.

The extent of the management system documentation has been developed based on the following:

- a) The size of Su-Raj inter gold
- b) Complexity and interaction of the processes
- c) Risks and opportunities
- d) Competence of personnel

4.2.2 Control of Documents

Documents required for the management system are controlled in accordance with procedure **[Control of Documents Proc. Title]**. The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information.

All documented procedures are established, documented, implemented and maintained.



4.2.3 Control of Records

A documented procedure *[Control of Records Proc. Title]* has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Products and Services requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

4.3 Change Management

When Su-Raj Inter Gold determines the need for changes to the management system or its processes, these changes planned, implemented, and then verified for effectiveness; see the document *[Change Mgmt Doc Title]*.

Documents are changed in accordance with procedure *[Control of Documents Proc. Title]*.

4.4 Risks and Opportunities

Su-Raj Inter Gold considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to products and services.

Risks and opportunities are managed in accordance with the document *[Risk Management Proc. Title]*.



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5.0 Management & Leadership

5.1 Management Leadership and Commitment

President of Su-Raj Inter Gold provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

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

5.2 Customer Focus

President of Su-Raj Inter Gold adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

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

5.3 Quality Policy & Responsible Jewellery Council Policy

President has developed the **Policy**, defined in section 3.0 above, that governs day-to-day operations to ensure quality.

The **Policy** is released as a standalone document as well, and is communicated and implemented throughout the organization.



5.4 Organizational Roles Responsibilities & Authorities

President has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the **Organization Chart** and **Position Description**.

The **President** accepts responsibility and authority for:

- a) ensuring that the quality management system conforms to applicable standards;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the quality management system;
- d) providing opportunities for improvement for the quality management system;
- e) ensuring the promotion of customer focus throughout the organization;
- f) ensuring that the integrity of the quality management system is maintained when changes are planned and implemented.

5.5 Internal Communication

President of Su-Raj Inter Gold ensures internal communication takes place regarding the effectiveness of the management system. Internal communication methods include:

- a) use of corrective and preventive action processes to report nonconformities or suggestions for improvement
- b) use of the results of analysis of data
- c) meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS
- d) use of the results of the internal audit process
- e) regular company meetings with all employees
- f) internal emails
- g) memos to employees
- h) **President** "open door" policy which allows any employee access to **President** for discussions on improving the quality system

5.6 Management Review

The **President** reviews the management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the **Quality Policy** and quality objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented procedure [**Management Review Proc. Title**].

Records from management reviews are maintained.



6.0 Resources

6.1 Provision of Resources

Su-Raj Inter Gold determines and provides the resources needed:

- a) to implement and maintain the management system and continually improve its effectiveness
- b) to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

6.2 Human Resources

President ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes.

Staff members performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience. The documented procedure *[Training Proc. Title]* defines these activities in detail.

Training and subsequent communication ensure that staff are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the management system, including the benefits of improved performance;
- d) the implications of not conforming with the management system requirements.

6.3 Infrastructure

Su-Raj Inter Gold determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- a) buildings, workspace and associated facilities;
- b) process equipment, hardware and software;
- c) supporting services such as transport;
- d) information and communication technology.

Equipment is maintained per the procedure *[Preventive Maintenance Proc. Title]*.

6.4 Work Environment

Su-Raj Inter Gold provides a clean, safe and well lit working environment. The **Human Resources & Administration Manager** and **Marketing Manager** of Su-Raj Inter Gold manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for product care determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above.

Human factors are considered to the extent that they directly impact on the quality of Products and Services



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6.5 Organizational Knowledge

Su-Raj Inter Gold also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

- a) internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
- b) external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained, and made available to the extent necessary.

When addressing changing needs and trends, Su-raj inter gold shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge. The documented procedure *[Training Proc. Title]* defines these activities in detail.

7.0 Operation

7.1 Operational Planning and Control

Su-Raj Inter Gold plans and develops the processes needed for product realization. Planning of product realization is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organization (see section 2.0 above), current resources and capabilities, as well as product and service requirements.

Changes to operational processes are done in accordance with the document *[Change Mgmt Doc Title]*.

7.2 Customer-Related Activities

7.2.1 Capture of Customer Requirements

During the intake of new business Su-Raj Inter Gold captures:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer but necessary for specified or intended use, where known
- c) statutory and regulatory requirements related to the product;
- d) any additional requirements determined by Su-Raj Inter Gold.

These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork*



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7.2.2 Review of Customer Requirements

Once requirements are captured, Su-Raj Inter Gold reviews the requirements prior to its commitment to supply the Products and Services. This review ensures that:

- a) product requirements are defined,
- b) contract or order requirements differing from those previously expressed are resolved,
- c) the organization has the ability to meet the defined requirements, and/or the claims for the products and services it offers, and
- d) risks have been identified and considered.

These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork*

7.2.3 Customer Communication

Su-Raj Inter Gold has implemented effective communication with customers in relation to:

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

These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork*

7.3 Design and Development

For new designs and for significant design changes, Su-Raj Inter Gold ensures the translation of customer needs and requirements into detailed design outputs. These address performance, reliability, maintainability, testability, and safety issues, as well as regulatory and statutory requirements.

This process ensures:

- a) Design planning is conducted
- b) Design inputs (requirements) are captured
- c) Design outputs are created under controlled conditions
- d) Design reviews, verification and validation are conducted
- e) Design changes are made in a controlled manner.

These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork, Stock QC, Assortor*



A. Rajendran

7.4 Purchasing

Su-Raj Inter Gold ensures that purchased Products and Services conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent on the effect on subsequent product realization or the final product.

Su-Raj Inter Gold evaluates and selects suppliers based on their ability to supply product and service in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received Products and Services are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not providing conforming Products and Services may be requested to conduct formal corrective action.

These activities are defined in greater detail in the procedure

- *Process Name: Purchasing, Stock*

7.5 Provision of Products and Services

7.5.1 Control of Provision of Products or Services.

To control its provision of Products and Services, Su-Raj Inter Gold considers, as applicable, the following:

- a) the availability of documents or records that define the characteristics of the Products and Services. as well as the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
- c) the implementation of monitoring and measurement activities;
- d) the use of suitable infrastructure and environment;
- e) the appointment of competent persons, including any required qualifications;
- f) the implementation of actions to prevent human error;
- g) the implementation of release, delivery and post-delivery activities.

These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork, Stock QC, Assortor*



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7.5.2 Identification and Traceability

Where appropriate, Su-Raj Inter Gold identifies its Product and Service or other critical process outputs by suitable means. Such identification includes the status of the Product and Service with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all Product and Service shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, Su-Raj Inter Gold controls and records the unique identification of the Product and Service.

These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork, Stock QC, Assortor, Export-import*

7.5.3 Property Belonging to Third Parties

We're not applicable to Su-Raj inter gold.

7.5.4 Preservation

Su-Raj Inter Gold preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product.

These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork, Stock QC, Assortor, Export-import*

7.5.5 Post-Delivery Activities

As applicable, Su-Raj Inter Gold conducts the following activities which are considered "post-delivery activities":

Post-delivery activities are conducted in compliance with the management system defined herein.

These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork, Stock QC, Assortor, Export-import*

7.5.6 Process Change Control

Su-Raj Inter Gold reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the document [*Change Mgmt Doc Title*].



Av. Rajan

7.5.7 Measurement and Release of Products and Services

Acceptance criteria for Products and Services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the product and service requirements have been met. This is done before Products and Services are released or services are delivered.

Each process utilizes different methods for measuring and releasing Products and Services. These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork, Stock QC, Assortor, Export-import*

7.5.8 Control of Nonconforming Outputs

Su-Raj Inter Gold ensures that Products and Services or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork, Stock QC, Assortor, Export-import*



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8.0 Improvement

8.1 General

Su-Raj Inter Gold uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to:

The results of analysis shall be used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the management system;
- d) the effectiveness of planning;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) other improvements to the management system.

8.2 Customer Satisfaction

As one of the measurements of the performance of the management system, Su-Raj Inter Gold monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information include:

- recording customer complaints
- product rejections or returns
- repeat orders for product
- changing volume of orders for product
- trends in on-time delivery
- submittal of customer satisfaction surveys

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

These activities are defined in greater detail in the procedure

- *Process Name: Marketing, Sale, Artwork, Stock QC, Assortor, Export-import*



8.3 Internal Audit

Su-Raj Inter Gold conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of ISO 9001, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.

These activities are defined in the document *[Internal Auditing Proc. Title]*.

8.4 Corrective and Preventive Action

Su-Raj Inter Gold takes corrective action to eliminate the cause of nonconformity in order to prevent *recurrence*. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their *occurrence*.

These activities are done through the use of the formal Corrective Action ([CAR Form Abbreviation]) system, and are defined in the document *[Corrective Preventive Action Proc. Title]*.



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Appendix A: ISO 9001:2015 Cross Reference

ISO 9001:2015 Clause BSI Standards Publication	Section in Quality Manual
4.0 Context of the Organization (all)	
4.1 Understanding the Organization & Its Context	2.1 Determining Our Strategic Direction
4.2 Understanding the needs & expectations of interested parties	2.0 Who We Are
4.3 Determining the scope of the QMS	2.2 Scope of the Management System
4.4 Management system and its processes	4.1 Process Approach
5.0 Leadership	
5.1 Leadership & Commitment	5.1 Management Leadership and Commitment
5.1.1 General	5.1 Management Leadership and Commitment
5.1.2 Customer focus	5.2 Customer Focus
5.2 Policy	3.0 Quality Policy 5.3 Quality Policy
5.3 Organizational Roles Responsibilities and Authorities	5.4 Organizational Roles and Responsibilities and Authorities
6.0 Planning	
6.1 Actions to address risks and opportunities	4.4 Risks and Opportunities
6.2 Quality objectives and planning to achieve them	4.1.2 Process Controls & Objectives
6.3 Planning of changes	4.3 Change Management
7.0 Support	
7.1 Resources	
7.1.1 General	6.1 Provision of Resources
7.1.2 People	6.2 Human Resources
7.1.3 Infrastructure	6.3 Infrastructure
7.1.4 Environment for the operation of processes	6.4 Work Environment
7.1.5 Monitoring and measuring resources	6.3 Infrastructure
7.1.6 Organizational knowledge	6.5 Organizational Knowledge
7.2 Competence	6.2 Human Resources
7.3 Awareness	5.5 Internal Communication
7.4 Communication	5.5 Internal Communication
7.5 Documented information	4.2 Documentation & Records
8.0 Operation	
8.1 Operational planning and control	7.1 Operational Planning and Control
8.2 Requirements for products and services	
8.2.1 Customer communication	7.2.3 Customer Communication
8.2.2 Determining the requirements related to products & services	7.2.1 Capture of Customer Requirements
8.2.3 Review of requirements related to products & services	7.2.2 Review of Customer Requirements
8.2.4 Changes to requirements for products and services	7.2.2 Review of Customer Requirements
8.3 Design and development of products and services	7.3 Design and Development
8.4 Control of externally provided processes, products & services	7.4 Purchasing



ISO 9001:2015 Clause BSI Standards Publication	Section in Quality Manual
8.5 Production and service provision	
8.5.1 Control of production and service provision	7.5.1 Control of Provision of [Products or Services Plur.]
8.5.2 Identification and traceability	7.5.2 Identification and Traceability
8.5.3 Property belonging to customers or external providers	7.5.3 Property Belonging to Third Parties
8.5.4 Preservation	7.5.4 Preservation
8.5.5 Post-delivery activities	7.5.5 Post-Delivery Activities
8.5.6 Control of changes	7.5.6 Process Change Control
8.6 Release of products and services	7.5.7 Measurement and Release of [Products or Services Plur.]
8.7 Control of nonconforming outputs	7.5.8 Control of Nonconforming Outputs
9.0 Performance evaluation	
9.1 Monitoring, measurement, analysis and evaluation	
9.1.1 General	8.1 Improvement: General
9.1.2 Customer satisfaction	8.2 Customer Satisfaction
9.1.3 Analysis and evaluation	8.1 Improvement: General
9.2 Internal audit	8.3 Internal Audit
9.3 Management review	5.6 Management Review
10.0 Improvement	
10.1 General	8.1 Improvement: General
10.2 Nonconformity and corrective action	8.4 Corrective and Preventive Action
10.3 Continual improvement	8.1 Improvement: General



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Appendix B: Responsible Jewellery Council (RJC) Cross Reference

Responsible Jewellery Council Clause CODE OF PRACTICES	Section in Quality Manual
BUSINESS ETHICS 1.1 Financial Accounts (COP4) 1.2 Bribery and Facilitation Payments(COP11) 1.3 Know Your Counterparty : Money Laundering and Finance of Terrorism(COP12)	2.0 Who We Are Context of the Org Procedure Title (QP-M-01,Rev.01) 2.1 Determining Our Strategic Direction 2.2 Scope of the Management System "Design and Trading of diamond jewellery"
MANAGEMENT SYSTEMS 4.1 Legal Compliance (COP 1) 4.2 Policy and Implementation (COP2) 4.3 Reporting (COP3) 4.4 Business Partners (COP5) 4.5 Community Development (COP10)	3.0 Quality Policy - Responsible Jewellery Council Policy 4.0 Management System Structure and Controls 4.1 Process Approach - Position Description 4.2 Documentation & Records Control of Document Procedure Title (QP-M-07,Rev.00) Control of Records Procedure Title (QP-M-08,Rev.00) 4.3 Change Management Change Management Procedure Title (QP-M-09,Rev.01) 4.4 Risks and Opportunities Risk Management Procedure Title (QP-M-06,Rev.00) 5.0 Management & Leadership 5.1 Management Leadership and Commitment 5.2 Customer Focus 5.3 Quality Policy 5.4 Organizational Roles and Responsibilities and Authorities 5.5 Internal Communication 5.6 Management Review Management Review Procedure Title (QP-M-02,Rev.00)
Human Rights and Social Performance 2.1 Human Rights (COP6) 2.2 Security (COP13) 2.3 General Employment Terms (COP15) 2.4 Working Hours (COP16) 2.5 Remuneration (COP17) 2.6 Harassment, Discipline, Grievance Procedures And Non-Retaliation(COP18) 2.7 Child Labour (COP19) 2.8 Forced Labour (COP20) 2.9 Freedom of Association and Collective Bargaining(COP21) 2.10 Discrimination(COP22)	6.0 Resources 6.1 Provision of Resources 6.2 Human Resources Training Procedure Title (QP-M-10,Rev.00)
Environmental Performance 3.1 Health and Safety(COP23) 3.2 Environmental Management(COP24) 3.3 Hazardous Substances(COP25) 3.4 Waste and Emissions(COP26) 3.5 Use of Natural Resources(COP27)	6.3 Infrastructure Preventive Maintenance Procedure Title (QP-M-11,Rev.00) 6.4 Work Environment Preventive Maintenance Procedure Title (QP-M-11,Rev.00) 6.5 Organizational Knowledge - Training Procedure Title (QP-M-10,Rev.00) - Position Description



Responsible Jewellery Council Clause CODE OF PRACTICES	Section in Quality Manual
BUSINESS ETHICS	7.0 Operation
1.1 Due Diligence For Responsible Sourcing From Conflict-Affected and High-Risk Areas (COP7)	7.1 Operational Planning and Control
1.2 Sourcing Directly From Artisanal and Small-Scale mining (COP8)	7.2 Customer-Relates Activities
1.3 Sourcing Post-Consumer Industrial Precious Metals Directly From Informal Recyclers (COP9)	7.2.1 Capture of Customer Requirements
1.4 Provenance Claims (COP14)	7.2.2 Review of Customer Requirements
1.5 Product Disclosure (COP28)	7.2.3 Customer Communication
1.6 Kimberley Process Certification Scheme and world Diamond Council System of Warranties(COP29)	7.3 Design and Development
1.7 Grading, and analysis and appraisal (COP30)	7.4 Purchasing Purchasing Procedure Title (QP-M-04,Rev.00)
	7.5 Provision of Products and Services
	7.5.1 Control of Provision of [Products or Services Plur.]
	7.5.2 Identification and Traceability
	7.5.3 Property Belonging to Third Parties
	7.5.4 Preservation
	7.5.5 Post-Delivery Activities
	7.5.6 Process Change Control
	7.5.7 Measurement and Release of [Products or Services Plur.]
	7.5.8 Control of Nonconforming Outputs
BUSINESS ETHICS	8.0 Improvement
Human Rights and Social Performance	8.1 General
Environmental Performance	8.2 Customer Satisfaction
MANAGEMENT SYSTEMS	8.3 Internal Audit Internal Auditing Procedure Title (QP-M-05,Rev.01)
	8.4 Corrective and Preventive Action Corrective Preventive Action Procedure Title (QP-M-03,Rev.00)



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