Master P	Naster Plan of Quality Management System FY 2015									<u>R</u>	Pevisio	n Na	<u>).</u>	Prepared By Approved I							<u>By</u>
No.		PIC	Apr 1 2 3		May		Jun 3 4	Jul 1 2 3	4 1 2	Aug 3 4	Sep		Oct	Nov		Dec 2 3 4	Jan 1 2 3	Fel 4 1 2		Mar 2 3 4 1	Apr 2 3 4
1.1 Establish, Review & Revise Operating Procedu		1.1.1Coordinate with related team to confirm the date of SOP reviewing. 1.2 identify core process and draft SOP/KPI. 1)DIG (GTT: Transport)			0 0 0	0															
		2) DTG (GTT=Emergency) 3) DTG (NDT=fransport) 4) DTG (NDT=Emergency) 5) CMB7 ransport (Export) 6) CMB7 ransport (Export) 6) CMB7 ransport (Export) 6) CMB7 ransport (Export)			000	0															
		7) [JMB-Tartsport (Contrisus). [] [SUBE-Tartsport (Contrisus). [] [SUB-Tartsport (Contrisus)				0000															
		10)DEC2 (Energency) 11)DEC2 (Energency) 11)DEC				0000	0														
		1) (LCC2 (RT-TWGCD00Cmlty product) 15)(DEC5 (HO-Frivilege & Tax) 15)(DEC5 (HO-Exclaration)				000		0 0													
1.2 Document Control		17)[DECC (HO-Export Declaration) 17)[DECC (HO-Export Declaration) 18][HKG-Hee Management (Maintenance) 12.1[Document Preparation, Review, Approval, Amendment and Registration (If any) 12.1[Decument, Reviews the Information and records document type in DAR form 19][Receives, Reviews the Information and records document type in DAR form			0 0 0	0 0 0	000	000	0 0 0		0 0 0	0 0	0 0 0 0		000	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0 0	000
Control		2) Defines document code/number in web application and informing the code to document originator within the same day. 3) Receives the copy of approved document from originated group/function and ensuring that the format of document conforms to the format specification. A) Applies watermark in every page of the document			000		00	0 0 0 0 0 0 0 0 0	0 0 0			0 0				0 0 0	0 0 0 0 0 0 0 0 0		o o o	0000	
		Significant set of the document only within 3 working days since receiving approved document Significant set status of document uploading to document originator and records the informing date in DAR form Zi Application for document cancellation (if any)			000	0 0 0	00	0 0 0	0 0 0			0 0		000	000	0 0 0	000	0 0 0	0 0 0	0000	
		The services and the obsolete document in web application within 3 days after receiving the DAR form Deletes the obsolete document in web application within 3 days after receiving the DAR form and notify to chief of originated group/function and record deleting date in DAR form			000			0 0 0 0 0 0	0 0 0 0 0 0			0 0	0 0 0 0 0 0 0 0			<u>0 0 0</u> 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0 0 0	
1.3 Internal audit		1.3.1 Quality management system 1) Confirm schedule with operation and related management 2) Prepare internal audit filterary and communicate to all							•	0	0	0	0	0							
1.5 Key		3)Propare Internal audit checklist 4)Audit and collect the evidence a. OICS - Sales CS (HO) 5. OICC - Center (HO)										0									
		b: 01CC - 01 castoms clearance (Pt2) d: 01CC - 01 castoms clearance (RT) e. 01CC - 01 customs clearance (RT) e. 01CC - 01 customs clearance (RT) f: 01CC - 101 customs clearance (RT)									0000	0									
		g OICG - Audit & License									000	000									
													000								
		k. OECG - Center (HO)											0 0 0						-		
														000							
		t. Ufc - Gi1 (Import & EXport) u. Clc2 - Warehouse (RT) v. HRG - Training & Development w. DNO - Recruitment X. TG - Maintenance y. CSG - OMS														0000					
		2: Use - rop management 5) Preapre/review the official internal audit report (TH/EN) and communicate to all related 3:2) Okark										0	c	>	0	0 0 0					Ħ
		1) [Jentify Omark requirements which are quality or safety. 2) Cooperate with SHE Team to plan and set up the scopes of internal audit 3) [Evaluate O Mark within the relevant scopes and record the result in Q Mark self-evaluation form by Department of Land Transport			0	0 0	0 0					+							-		
	1	A) Submit Q Mark self-evaluation form to Department of Land Transport A1 Corrective Action Request or Preventive Action Request (If any) Dipeters/Info-out the nonconforming or potential nonconformity is use against quality and applicable requirements from the internal audit, certification audit	H	\ddagger	\square	+		•	+	+					0				+		
		2) Informs the problem/issue and other required information in CAR/PAR Web Application 3) Fills in the problem/issue and other required information in CAR/PAR Web Application							#			0			0	0		11		0	
		3) (This in the Dobe that and the content is a second of the content in CAR/PAR very Application 4) (Verify CAR/PAR request and comment suggestion for issue solving to receive 5) Sends CAR/PAR request as DPF format and CAR/PAR Paper Report (Excel file) to responsible Team Manager or assigned personnel and briefly explain the reason/origination of CAR/PAR request, CAR/PAR process, and processing due date of CAR/PAR Paper Report CAR/PAR request, CAR/PAR Process, and processing due date of CAR/PAR Paper Report		++						++-		0	c		0	0			-	0	
	1	6) Records relevant information including status of CAR/PAR and processing time frame in CAR/PAR Log sheet. 4.2 Investigation of causes and corrective or preventive action (If any)										0	C		0	0					##
		1) Collects CAR/PAR report from responsible Team Manager or assigned personnel and reviews the information in CAR/PAR report. 2) Informs responsible Manager or assigned personnel to transfer the information from Corrective/Preventive Action Paper Report into CAR/PAR Web Application within 10 working days after receiving of the paper report.											c	0	0	0	0			0	
		3)Records the status of corrective/preventive action paper report in CAR/PAR Log sheet. 4)Reviews the information which is filled in the web application by responsible person 5)Record the submission status of CAR/PAR report in CAR/PAR Web Application to CAR/PAR Log sheet.												0	0	0	0				0
	1	4.3 (Monitoring of Corrective and Preventing Action Submission Status (If any) 10 Notifies the submission due date of CAR/PAR paper report and CAR/PAR report in Web Application in advance to responsible Team Manager or assigned personnel. 2) Reports to responsible Manager and/or reports GM of OSG for acknowledgement and inform Assistant GM of relevant group/team on the late submission of CAR/PAR report or no		+																	
	1	action taken as defined. 4.4 Evaluate effectiveness of correction or prevention (If any) 1)/Collects all CAR/PAR requests and monitors//follows up the effectiveness of them as below schedule.																		+++-	+++
		(Jan-Mar>Jun/Apr-Jun>Sepl/Jul-Sep>Dec/Oct-Dec>Apr) 2) Informs and confirms the follow-up schedule of CAR/PAR effectiveness to responsible Manager or assigned personnel before the follow up date at least 15 days.				0					0					0				0	
		3)Follow up the effectiveness of correction and prevention 4)Reports the CAR/PAR result on each issue to auditee, responsible Manager and/or Assistant GM or higher 5)Record result of evaluate in CAR/PAR Paper Report, CAR/PAR Web Application and CAR/PAR Log sheet. 5)						0					0				0			0	,
		6) Prepares quarterly CAR/PAR status report for each Top Management who is responsible in each group and submits the report to Assistant GM and/or GM of QSG within the last month of each quarter and every December 5.7 [for ISO 9001						0					0			0	0			0	
Performance Indicator		1)Review and revise KPI input form	•		000			0 0	0 0			0 0				0 0 0	0 0		0 0 0	0 0 0	000
		5): Report KPI result 5.5 5: 2): GP resident office 5.1 1): Propare KPI input form for PSG 2.1 2): Propare KPI oblight of Collect performance data 2.1				0		0	0		0		0	0	0		0	0	0	o	
1.6 Control of roso	and 1	3) Review and Approve the performance data	•		0	0		0	0		0		0 0 0		0	0	0	0	0	<u> </u>	0 0
1.6 Control of reco		6.2 Communicate to related management. How to prepare record storage and disposal identification 6.3 Collect participant name and booking the room 6.4 Prepare material for record storage and disposal workshop 6.5 Conduct workshop with related team (H0 - PARICSEC 13NLC 14/RTT 15/LLC1 & 3 20/MLC 21)	•																		
		1.6.6/Summarize record storage and disposal identification from each team all YLTH 1.6.7/Register/upload the record storage and disposal identification to web application 1.6.8/Set rated tate in dispose the record				0															
1.7 Set up Custom information database 1.8 External Customer attisfaction survey 1.9 Management review 1.9 Management review 2.1 Training Need analysis 2.2 Internal Traini	er	6.9[Communicate to related management - To review/idontify record disposal process 6.10[Summarize the result of disposal - follow up to all related teams to ensure that all record were disposed 7.12[Kock off with 11 to understand objective and timeline 7.2[Kock off with 11 to understand objective and timeline 7.2[Kock off with 11 to understand objective and timeline 7.2[Kock off with 11 to understand objective and timeline 7.2[Kock off with 11 to understand objective and timeline 7.2[Kock off with 11 to understand objective and timeline	•					•	00	000	5										
		. / A Develop web application			000	0 0 0	00														
		1.2 Impairs distance data transmost survey web application into customer master data web application into dustomer data web application into dustomer master data web application into dustomer data and inform all related to implement application					ŏ	00	00												
		7. Ulekelewikese Additional customer information in web application				0 0	000		00			0 0	0 0								
		8.2 Setting Customer Survey Web Application 8.3 Web Application Testing 4.3 Web Application Testing 4.3 Wervey and Monitoring Result 4.3 Prepare/review Customer satisfation Report-Full version and propose to top mgt. of OSG 4.5 Prepare/review Customer satisfation Report-Executive version and propose to top mgt. of OSG											00	000		0 0 0	0000	0	-		
		1.9.1Collect all necessary data and analysis the opportunity for improvement 9.2 Propose improvement items to top mgt. of QSG for reviewing 9.2 Propose improvement items top mgt. of QSG for reviewing 9.2 Propose improvement items top mgt. of QSG for reviewing 9.2 Propose improvement items top mgt. of QSG for reviewing 9.2 Propose improvement items top mgt. of QSG for reviewing 9.2 Propose improvement items top mgt. of QSG for reviewing 9.2 Propose improvement items 9.2 Propose improvement items 9.2 Propose improvement items 9.2	•	•											0	0					
	1.	101 Corrective & Preventive action system 102 102 OURS KP 103 102 103 Document control 103 102 104 Internal audit system 103 102 105 JOP Winternal audit system 103 102 105 JOP Winternal audit system 103 102	•															0			
		10 50V Writing Lechniques 100 50V Writing Lechniques 100 50V Writing Lechniques 100 500 500 500 500 500 500 500 500 500				0	ò		0											0	
	1.1	0.10[Juality manual 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] Pergare proposal of management's attitude and understanding test about QMS 1.1] 1.1] 1.1] 1.1] 1.1] 1.1] 1.1] 1.1		•										· · · · ·		0	<u> </u>				
		21.2)Propare the test list (Thai version) 21.3)Propare the test list (Eng version) 21.4 [Collect name list of farcet management who will be going to test attitude and understanding about QMS																			
		2.1.5/Propare Software for testing and trial for readiness						0													
	1	21.18/Follow up and Report status of testing	•	++				000	000			0									
		2)[Ocality Objectives and target			++++			0	0												
2.3 External Traini	ing g	5)[Sub contractor selection & evaluation	• •		• •	•	0	<mark>o o</mark>	•	0	0	0	<u> </u>	0		•	<u> </u>	•	<mark>0 0</mark>	00	•
3.1 QMS		3.1.1[Confirm audit date with auditor and related 3.1.2 [Review audit filmerary 3.1.3 [Communicate audit filmerary to all related 3.1.3 [Communicate audit filmerary to all related													0			•	0		
00 UDIE 3.2 Q Mark		3.1.4[certification body audit 3.1.5[Consolidate corrective action report and submit to Certification body (If any) 2.2.1[Cooperate with SHE Team to plan and prepare for Q Mark audit		Ħ		Ŧ		Ħ	Ŧ	Ħ			Ħ		Ħ	Ħ	•		Ŧ		
Certific		3.2 2Accompany with the related group/leam to prepare the Q Mark document list and submit to Department of Land Transport 3.2 3Collect the relevant documents or inform the related group/leam to prepare the relevant documents following as the Q Mark document list 3.2 4Confirm audit date with auditor and related 3.4 4Confirm audit															0.0	00	0 0		
m la		2.2 [Review audit literary				++-		+++	++-				++++				+++		++-		•
4.1 Revise 5S Objectives, Standard & SOP		1.1 IBerview existing SS Objectives and standard (ff anv) 1.1 JReview mos So bejectives and standard with S5 committee (ff any) 1.3 Propose S5 objectives and standard with S5 committee (ff any) 1.4 Communicate S5 objectives on all related (ff any) 4.4 Communicate S5 objectives to all related (ff any)				0					0	6	0							0 0	
4.2 5S monthly meeting	4	12.11Set Is monthly meeting agenda and Communicate to 5S com. 12.2[Collect Information and Prepare the material for meeting 12.3]Meeting with 5S com.	•		0	0		0 0 0 0	0000		0 0 0		0 0 0	000	0	00	0 0 0	0 0 0	0	0 0 0 0	
4.3 5S audit		12 4 Propare minute of meeting and Report minute of meeting to all related and Keep record of meeting 13 Propare Saudit Interary & Propare SS audit Checkls 13 2 Communicate audit Interary to all related 13 3 Audit and collect the evidence follow internal audit plan	• •		0	0	0	0 0 0 0	0	0	0	0	0	0	0	0	0	0	0	0	0
4.4 5S campaign and information	4	1.3.4 Prepare 5S awards and Etablish 5S award ceremony 1.4.1 (Promote 5S campaign 1)(Communicate to all member at head office										0	0			0	0		0	0	0
4.5 Set up big		2)Award the winner of submitted application and promote to all employee	•					o 0									• • • • •		0		
cleaning day	4	1.5.4 (Prepare reward for winner of .5S activities 1.5.5 (Communicate big cleaning day activities to all related 1) (Draft communicated email			•	0															
4.0		2) Inform to target members 1.5 / Timt speed in for president and propose to GM of OSG 1.5 / Timperment Big cleaning activities (12 Jun) 1) Remind to target members about big cleaning day																			
4.6 5S Evaluation		Copen big cleaning day Silves the each floor to observe Big cleaning activities and award the prize to winner Closing big cleaning day		Ħ		000													+		
		1.6.1 Establish critina to evaluate 55 activities. 6.2 Communicate to 55 Communicate to 55 Activities. 6.3 Summarize the result of SS evaluation 6.4 Proper 65 evaluation report. 6.4 Proper 65 evaluation report.		#							0	0	0								
4.7 Set up new 5S committee 4.8 Field trip 5S	4	17.1 Propare request nominated committee letter		Ħ					Ŧ		0	0 0	0			Ħ		Ħ	Ŧ		田
4.8 Field trip 5S activities		18.1 Delect company and prepare visiting letter for field trip 55 activities												0		0 0					
5.1 ADS Report (If any)	f t	5.1.1 Submit additional information for accident reporting form or transport accident information form to response manger when be informed there are cargoes damage more than 10,000 USD or suspension of transactions with key customer /business licenses. Exclude safety accident		ŀ																<u>†</u> F	
others		5.1.2 [Collect and Review information of additional information for accident reporting form or transport accident information form if there are incomplete information, Inform response manager to update necessary information to OMS team. 5.1.4 [Fill the initial report and upload into Accident Disclosure System(ADS)																			
-	Ę	5.1.5 [Update information including investigation and countermeasure report into ADS by 6 hours after submit the initial report 5.1.6 [Update information when there are any actions were been done into ADS (follow CAR/PAR item 1.4.4)	H	-	70	1			H		10			04			74				72
		Number of action items that on plan Number of action items that on plan	0 41		79 17		16 0	80 0		89 0	10		96 0	86		90 0	76 0	6 ⁻		0	73 0
		% Action items completed follow plan	100.0	00	17.71	0	.00	0.00	0.	.00	0.0	0	0.00	0.0	0 0	0.00	0.00	0.0	00	0.00	0.00