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| SHAKAMBHARI GROUP #SteelWithin | **SHAKAMBHARI ISPAT & POWER LTD.** (Formerly known as Ess Dee Aluminium Ltd.) | | |
|---|---|---|---|
| **STANDARD OPERATING PROCEDURE** | | | |
| **Title:** Incident Management & Corrective Action | | | **Page No.** 1 of 2 |
| **SOP No.** | **Version No.** | **Effective Date** | **Next review date** |
| SIPL/QAS/004 | 00 | 07.07.2026 | 06.07.2028 |

## 1.0 PURPOSE

1.1 The Quality Management System of Shakambhari Ispat & Power Ltd. shall work to eliminate the causes of nonconformities and eliminate the root cause for the same. Corrective action shall be appropriate to the effects of the nonconformities encountered.

## 2.0 SCOPE

2.1 This SOP is applicable to all manufacturing processes of Shakambhari Ispat & Power Ltd.

## 3.0 REFERENCE(S) & ATTACHMENTS

**3.1 References**

3.1.1 In-house

**3.2 Attachments**

3.2.1 Attachment I: Incident Investigation Report - SIPL/QAS/004/F01/00

## 4.0 RESPONSIBILITY

**4.1 Quality Assurance Department**

4.1.1 To prepare the SOP.

**4.2 Quality Assurance Head**

4.2.1 To ensure implementation of the defined system.

**4.3 Plant Head:**

4.3.1 To ensure implementation of the defined system.

## 5.0 DISTRIBUTION

5.1 Quality Assurance

5.2 Quality Control

## 6.0 DEFINITION(S) & ABBREVIATION(S)

**6.1 Definitions**

6.1.1 **Corrective Action:** immediate action taken to correct the identified non-conformity.

6.1.2 **Preventive Action:** the action taken to eliminate the causes of nonconformities in order to prevent recurrence. Preventive action aims to correct an existing non-conformity and to avoid re-occurrence of the same non-conformity.

**6.2 Abbreviations**

6.2.1 Nil

| Prepared By: | Checked By: | Approved By: |
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| 04.07.2026 | 04.07.2026 | 04-07-2026 |

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## 7.0 PROCEDURE

7.1 The identified areas of possible nonconformities are as follows:
- 7.1.1 Raw Material / Finished Goods.
- 7.1.2 Internal / External Quality Audits and Complaints.
- 7.1.3 Documentation / Process Deviation.

7.2 The nonconformities shall be recorded in the defined format. In the case of release of finished product / batch to customer under deviation, such deviation is raised by the concerned Production Head through the "Incident Investigation Report" along with a corrective action-plan.

7.3 Head QA shall review the nature and extent of such incident, or may consult the respective customer to seek their approval.

7.4 Head QA approves / rejects such incident accompanied with the corrective action-plan for such incident.

7.5 QA shall enter this Deviation No. in the respective inspection and usage decision report and keep track of the performance of that product / batch till it is consumed by the customer.

7.6 QA Head shall ensure the action-plan is implemented effectively.

7.7 The Operation Head along with QA shall do analysis of the problem to understand the root cause of the nonconformity observed.

7.8 The team shall decide on corrective action that is consistent with the type of non-conformity observed.

7.9 Further, the preventive action shall be decided so that the nonconformity does not reoccur.

7.10 The Operation Head shall ensure implementation of the preventive action.

7.11 All the actions taken shall be recorded.

## 8.0 REVISION HISTORY

| **Revision No.** | 00 | **Effective Date** | 07.07.2026 | CC No. | NA |
|---|---|---|---|---|---|
| **Details of revision**: New SOP | | | | | |

| **Prepared By:** | **Checked By:** | **Approved By:** |
|---|---|---|
| 04.07.2026 | 04.07.2026 | 09.07.2026 |