



**GOVERNMENT OF INDIA**  
**Ministry of Communications & IT**  
**Department of Telecommunications**  
**O/o CONTROLLER OF COMMUNICATION ACCOUNTS,**  
**BIHAR CIRCLE, CCA BUILDING**  
**SANCHAR PARISAR, BUDH MARG,**  
**PATNA**

# **QUALITY MANUAL**

## 1.0 Contents & Abbreviations

### 1.1 Contents

Section	Subject	Page No.
0	Cover page	1
1	Contents & Abbreviations	2
1.1	Content	2
1.2	Abbreviations	3
2	Distribution & Revision History	4
2.1	Distribution List	4
2.2	Revision History	5
3	Profile, Scope & Exclusions, Quality Policy & Objectives	6
3.1	Organization Profile	6
3.2	Scope, Exclusion and Outsourced Processes	6
3.3	Quality Policy	7
3.4	Quality Objectives	7
3.5	Organization Chart	7
4	Quality Management System	8
4.1	General Requirements	8
4.2	Documentation Requirement	8
4.3	Quality Manual	9
4.3	Control of Documents	9
4.4	Control of Records	9
5	Management Responsibly	10
5.1	Management Commitment	10
5.2	Customer Focus	10
5.3	Quality Policy	10
5.4	Planning	10
5.5	Responsibility, Authority & Communication	11
5.6	Management Review	11
6	Provision of Resource	12
6.1	General	12
6.2	Human Resources	12
6.3	Infrastructure	13
6.4	Work Environment	13
7	Product Realization/ Service provision	13
7.1	Planning of Service provision	13
7.2	Customer related processes	14
7.3	Design & Development	14
7.4	Purchasing	14
7.5	Service provision	15
7.6	Control of Measuring & Monitoring Devices	16
8	Measurement, analysis & Improvement	17
8.1	General	17
8.2	Monitoring & Measurement	17
8.3	Control of Nonconforming Product	18
8.4	Analysis of Data	19
8.5	Improvement	19
Annex-1	Organizational Structure	21
Annex-2	List of Procedures of the QMS	22
Annex-3	Sequence of Interaction of QMS Processes	23
Annex-4	Responsibility and Authorities	24

## 1.2 Abbreviations

The following abbreviations have been used at various places in the document:

<b>Sl.</b>	<b>Description</b>	<b>Abbreviation</b>
1.	OFFICE OF CONTROLLER OF COMMUNICATION ACCOUNTS	IS
2.	Quality Council of India	QCI
3.	National Accreditation Board for Education & Training	NABET
4.	Controller of Communication Accounts	CCA
5.	Joint Controller of Communication Accounts	Joint CCA
6.	Accounts Officer	AO
7.	Management Representative	MR
8.	Section Officer	SO
9.	Quality Control / Quality Assurance	QC / QA
10.	Quality Manual	QM
11.	Quality System Procedure	QSP
12.	Work Procedure	WP
13.	Format	FR
14.	System Documents	DS
15.	Quality Plan	QP
16.	Quality Management System	QMS
17.	Not applicable	NA

## 2.0 Distribution and Revision History

### 2.1 Distribution List

The Quality Manual is a controlled document. Distribution list of controlled copies of the quality manual is as follows

<b>COPY NO.</b>	<b>ISSUED TO</b>
IS/QM/01 - 1	CCA
IS/QM/01 – 2	Joint CCA
IS/QM/01 - 3	Management Representative
IS/QM/01 - 4	QMS Certification body

Controlled copies of the Quality Manual are marked as “CONTROLLED” in the last column of the footer on each page.

External agencies and persons outside the above list will not be provided with controlled copies of the manual. If required, only uncontrolled copies will be issued to them, with proper authorization from the CCA.



### **3.0 Profile, Scope, Quality Policy & Objectives**

#### **3.1 Organization Profile**

On corporatization of Dept. of Telecom Operations (D.T.O.) and Dept. of Telecom Services (D.T.S.), the **Controller of Communication Accounts office** (erstwhile **DoT Cell**) came into existence from 1-10-2000 in Bihar along with other DoT Cells under Dept. of Telecom.

#### **Functions**

The detail of items of work performed by the Offices of Controller of Communication Accounts is as under:

- License Fee Collection & deduction verification.
- Settlement of Universal Service subsidy claims, disbursement of subsidy, inspection and monitoring. Besides evaluation studies.
- Spectrum Revenues Billing Collection & assessment.
- Budget, Finance and Accounting functions of the field wireless monitoring organizations
- Pension settlement of BSNL/DoT employees.
- Pension Contribution & Leave Salary Contribution collection & Accounting.
- GPF Accounting & disbursements.
- Accounting of Receipts and Expenditure
- Govt's Loans & Advances accounting & recovery.
- Legal cases pursuance & its monitoring etc.
- Collection of CAF penalty, EMF radiation, violation penalty, OSP license fee, warehouse inspection fee etc. imposed by the TERM offices.
- CCA office also performs audit of the TERM cells & it also acts as disbursing office to TERM cells.

#### ➤ **Licence Fee Collection**

The Controller of Communication Accounts (CCA) is responsible for collection of License Fee as revenue share from all cellular, basic and unified access service licenses, together with the scrutiny of documents submitted by them, viz. AGR Statements and Affidavits. The CCA is also responsible for maintenance of Financial Bank Guarantees submitted by the licenses and for encashing the same in the event of non-renewal in time. CCA offices also verify the deductions claimed by the TSPs.

#### ➤ **Settlement of Universal Service Subsidy claims, disbursement of Subsidy & receipt of negative subsidy, inspection and monitoring**

The implementation of Universal Service Support Policy involves financial support from Universal Service Obligation Fund to meet the net cost of providing the specified Universal Service Obligation (USO). This covers both public access as well as provision of household telephones in rural and remote areas. Selection of the Universal Service Provider is through bidding process. Successful bidders are eligible for support from USO Fund after scrutiny of detailed claims submitted by them. The CCA is responsible for verification of the claims and release of payments. They are also responsible for inspection and monitoring, for establishing the veracity of claims.

➤ **Spectrum revenues billing, collection & assessment.**

The work relating to collection of Spectrum Charges in respect of Cellular operators on revenue sharing basis has been transferred to the CCA offices with effect from 1st April, 2004 with detailed guidelines, vide O.M. No. WFD/1018/2004 dated 6th February, 2004. CMTS operators may contact the concerned Joint CCA or the CCA of their license areas for enquiry or clarification, if any, regarding payment of spectrum charges. From FY 2012-13, the assessment of spectrum usage charges has also been delegated to the CCA office.

➤ **Budget, Finance and Accounting functions of the field wireless monitoring organizations**

The CCA is responsible for budgeting, finance and accounting functions of the field wireless monitoring organizations, international wireless monitoring stations and satellite monitoring stations.

➤ **Pension settlement of BSNL/DoT employees**

Consequent on the corporatisation of the service providing arm of the Department of Telecom and the promulgation of Rule 37A of the CCS Pension Rules, as per which the Government has taken the responsibility for payment of pension to the erstwhile government servants absorbed in the PSU, the CCA is responsible for budgeting of pension expenditure and authorization and issue of Pension Payment Orders for Telecom pensioners including those retiring from MTNL and BSNL. He liaisons with banks & Post Offices to ensure proper application of rates and regulations and for smooth disbursement of pensions. He also carries out post audit/post check of pension payments.

➤ **Pension Contribution collection & its Accounting**

Under Rule 37A of the CCS (Pension) Rules, the Govt. will make arrangements for the collection of pension contribution from the BSNL for the period of service the employees renders in the BSNL. This will apply not only to those officers who are working on deemed deputation basis in the corporation but also to those employees who opt to get absorbed in the corporation. CCA office will undertake collection and employee-wise scrutiny and monitoring of amounts received on this account from the corporation.

➤ **GPF, Loans and Advances Accounting**

The CCA is responsible for maintenance of GPF, Loans and Advances ledgers and broadsheets for Telecom staff, including those working in MTNL/BSNL, issue of GPF slips, inter-circle settlement of GPF balances and loans and advances in cases of transfers, and final payment in retirement cases.

➤ **Accounting of Receipts and Expenditure**

The CCA is responsible for monitoring of budget and rendering monthly accounts for onward submission to the CGA, settlement of all residual accounts and claims with PSUs, particularly MTNL, BSNL and VSNL.

## ➤ Other responsibilities

Perform such other functions as may be entrusted to it from time to time by DoT.

### 3.2 Scope, Exclusions and Outsourced Processes

**Scope:** The scope of the quality management system covered under this quality manual and supporting documents is limited to

“License Fee Collection & part assessment; Collection & Assessment of Spectrum Revenues; Settlement of Universal Service Subsidy claims & its disbursement, inspection, monitoring as well; Budgeting, Finance and Accounting functions of the field wireless monitoring organizations & Telecom Enforcement Resource & Monitoring (TERM Cell); Pension Settlement of BSNL/DoT employees of Bihar Telecom Circle; Pension Contribution, Leave Salary Contribution from BSNL employees & its accounting; GPF Accounting & Monitoring of all DoT & BSNL employees, Loans and Advances Accounting, Monitoring of Legal case of DoT & CCA, Appointment of Arbitrator in BSNL dispute cases.”

**Exclusions:** Causes 7.3, 7.5.2 & 7.6 are excluded from the scope of quality management system.

**Justifications:** 7.3: As there is no design and development activity this clause is excluded from the scope of manual

7.5.2: There are no processes whose resulting output cannot be verified hence this cause is excluded from the scope of manual

7.6: There are no measuring and monitoring equipment involved so this clause is excluded.

**Outsourced Processes:** Group D manpower is outsourced to external HR agencies.

### 3.3 Quality Policy

The quality policy of OFFICE OF CONTROLLER OF COMMUNICATION ACCOUNTS, as approved and circulated by CCA, is as follows.

*“We, at Office of Controller of Communication Accounts are committed to provide required services speedily while adhering to departmental practices and departmental guidelines. We shall strive for stakeholder’s satisfaction and achieve this through Continual Improvement in effectiveness of Quality Management System”*

The quality policy forms the framework for planning quality objectives, and is reviewed during management reviews to ensure its appropriateness to the Organization’s functions and changing requirements. The policy as well as supporting quality management system, quality objectives,



procedures and work instructions is communicated to all employees. The content and significance of review and changes to the quality management system are also communicated to all employees.

### **3.4 Quality Objective**

For functional level objectives refer to QPlan/06/Quality objectives

### **3.5 Organization Chart**

OFFICE OF CONTROLLER OF COMMUNICATION ACCOUNTS is managed by CCA and respective officers/officials Organization Chart of the organisation is presented at Annexure – 1.

## **4.0 Quality Management System**

### **4.1 General requirements**

The Quality Management System has been established, documented, and implemented in the organisation. CCA has the primary responsibility for this activity and ensures that the effectiveness of the system is continually improved in accordance with the requirements of the international standard. Detailed documents have been prepared. Management Representative has the prime responsibility for maintenance of the system within the organisation.

- a) The processes needed for the Quality Management System in the organisation and their applications throughout the organisation have been identified and listed in Annex-2.
- b) The sequence and interaction of these processes have been determined and documented in Annex-3.
- c) Criteria and methods needed to ensure the effectiveness of the operation and control of these processes are determined and identified through work procedures and different control plans. (Ref. Annex-2 & 3).
- d) The availability of resources and information necessary to support the operation and monitoring of these processes has been ensured.
- e) The processes are measured, monitored and analyzed to determine opportunities for improvement.
- f) Accordingly, necessary actions are implemented to achieve planned results and continual improvement of these processes.
- g) These processes are managed in accordance with the requirements of ISO 9001: 2008.

At present only Group D Manpower is outsourced to external HR Agencies. Their performance is monitored and controlled as a supplier.

### **4.2 Document Requirement**

#### **4.2.1 General**

MR has the primary responsibility for this activity. The Quality Management System documentation includes:

- a) Documented statements of a Quality Policy and Quality Objectives (Section 3.3 and 3.4 of the quality manual),

- b) A Quality Manual (IS/QM, Issue : 1, Rev : 0),
- c) Documented quality system procedures as required by the Standard (IS/QSP, Issue: 1, Rev: 0),
- d) Documents needed to ensure the effective planning, operation and control of its processes, and
- e) Records required by the standard.

#### **4.2.2 Quality Manual**

MR has the primary responsibility for maintaining the quality manual. The system has been established and is being maintained. Quality manual, has been formulated, and shall be periodically reviewed to suit the situation. It includes:

- a) Scope of the Quality Management System, including details of, and justification for, exclusion (Section 3.2)
- b) Reference to documented procedures established for the Quality Management System (Section 4.2.1).
- c) A description of the interaction between the processes of the Quality Management System through flow chart (Annex-3).

#### **4.2.3 Control of Documents**

MR has the primary responsibility for this activity. Documents required by the Quality Management System have been controlled and a documented procedure (QSP/4.2/01) has been established to define the necessary controls:

- a) To approve documents for adequacy prior to issue,
- b) To review and update, as necessary, and re-approve documents,
- c) To ensure that changes and the current revision status of documents are identified,
- d) To ensure that relevant versions of applicable documents are available at points of use,
- e) To ensure that documents remain legible and readily identifiable,
- f) To ensure that documents of external origin are identified and their distribution controlled, and
- g) To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

At present all the documents are numbered and maintained in hard copies. MR will also maintain latest versions of soft copies of these documents. The master list of quality documents is maintained in DS/4.2/01.

#### **4.2.4 Control of Records**

Records are treated as a special type of document and controlled according the documented procedure. MR has the primary responsibility to ensure the control of documents. Records are established and maintained to provide evidence of conformity to requirements and of the effective

operation of the Quality Management System. Records are maintained legible, readily identifiable and retrievable.

A documented procedure (QSP/4.2/02) has been established, which defines the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records. The master list of formats for quality records is maintained in DS/4.2/02.

## **5.0 Management Responsibility**

### **5.1 Management Commitment**

The CCA, is the top management of the organization, and has the primary responsibility for this activity. He provides evidence of his commitment (through quality policy and quality objective) to the development and implementation of the Quality Management System and continually improving its effectiveness by

- a) Communicating within the organization the importance of meeting Customer as well as statutory and regulatory requirements through trainings;
- b) Establishing the Quality Policy;
- c) Ensuring that Quality Objectives are established in the organisation, and communicated to all concerned through training and display;
- d) Conducting Management Reviews; and
- e) Ensuring the availability of resources.

### **5.2 Customer Focus**

CCA has the prime responsibility for this activity in the division. He, with assistance from the MR, ensures that Customer requirements are determined at the time of contract review and product realization / service provision planning and are met with the aim of enhancing customer satisfaction. All customer complaints and adverse comments are subjected to root cause determination, followed by formulation and implementation of corrective & preventive actions. Customer feed backs are invited and analyzed to understand customers' perception of the products & service rendered by the organization, and are used for implementation of improvements, where felt necessary.

### **5.3 Quality Policy**

Quality policy of the organization has been framed by the CCA, in consultation with Heads of departments and the same is stated under Section 3 of the manual. The quality policy

- a) Is appropriate to the purpose of the Organization,
- b) Includes a commitment to comply with requirements
- c) Provides a framework for continual improvement of the effectiveness of the system,
- d) Is communicated and understood within the organisation.

## **5.4 Planning**

### **5.4.1 Quality Objectives**

The quality objectives, measurable and consistent with the Quality Policy, are presented in Section 3 of the manual. It has been ensured that the Quality Objectives, including those needed to meet requirements for products, are established at relevant functions and levels within the organization.

### **5.4.2 Quality Management System Planning**

The top management of the organization has ensured that

- a) the planning of the Quality Management System is carried out in order to meet the requirements given in the International Standard, as well as the Quality Objectives, and
- b) the integrity of the Quality Management System is maintained when changes to the Quality Management System are planned and implemented.

## **5.5 Responsibility, Authority and Communication**

### **5.5.1 Responsibility and Authority**

The top management has defined the responsibilities and authorities of different positions and communicated the same through appropriate notification. The responsibilities and authorities are described under Annexure 4 of the Manual.

### **5.5.2 Management Representative**

CCA has appointed a member of the management who, irrespective of his other responsibilities, functions as the Management Representative for the QMS in the organisation. In matters related to QMS, MR has direct access to the CCA. His responsibilities and authorities include

- a) ensuring that the processes needed for the QMS are established, implemented and maintained,
- b) reporting to top management on the performance of the QMS and any need for improvement,
- c) ensuring the promotion of awareness of customer requirements throughout the organisation,
- d) organizing internal audits as per the defined procedure, and
- e) liaising with external parties on matters relating to the QMS.

### **5.5.3 Internal Communication**

The Management Representative ensures that appropriate communication processes are established within the organisation and that communication regarding the effectiveness of the Quality Management System takes place. Media for the internal communications are weekly meetings, intercoms, internal audits, Management Review Meetings, and displays.

## **5.6 Management Review**

### **5.6.1 General**

A documented procedure (QSP/5.6/01) has been established for management reviews. Top management reviews the organisation's Quality Management System, once in six months, to ensure its continuing suitability, adequacy and effectiveness. This review also includes assessing opportunities for improvement and the need for changes to the Quality Management System, including the Quality Policy and Quality Objectives. (Records of management review, including review notice (FR/5.6/01) are minutes of meeting (FR/5.6/02) are maintained.

### **5.6.2 Review Input**

MR has primary responsibility for this activity. The input (agenda) for management review includes information on

- a) results of audits and assessments,
- b) customer complaints, feedback and proceedings,
- c) process performance and product / service conformity,
- d) status of corrective and preventive actions,
- e) follow up actions from previous management reviews,
- f) changes that could affect the quality management system,
- g) recommendations for Improvements, and
- h) Any other item deemed appropriate by the top management.

### **5.6.3 Review Output**

The management review output includes decisions and actions related to

- a) improvement of the effectiveness of the quality management system and its processes,
- b) improvement of product / service related to customer and regulatory requirements, and
- c) Resource needs.

Records from management reviews (FR/5.6/02) are maintained in the form of minutes and circulated to concerned persons for internal communication.

## **6.0 Provision of Resources**

### **6.1 General**

CCA, in consultation with Joint CCA, has determined and provided the resources needed

- a) to implement and maintain the quality management system and continually improve its performance,
- b) to enhance customer satisfaction by meeting customer requirements, and
- c) to maintain the quality of output to meet expectations of statutory authorities.

The resources in terms of man, machine, methods, materials, work environment, etc. are determined through skill matrix, product realization planning, management reviews and communication with various functional heads.

### **6.2 Human Resources**

#### **6.2.1 General**

CCA, in consultation with Joint CCA, ensures that personnel performing work affecting product/ service quality are competent on the basis of appropriate education, training, skill and experience.

### **6.2.2 Competence, Awareness and Training**

CCA, in consultation with Joint CCA, has the primary responsibility for this requirement. The organization

- a) determines the necessary competence for personnel performing work affecting product/ service quality (DS/6.2/01),
- b) determines and provides training and takes other actions to satisfy these needs,
- c) evaluates the effectiveness of the training/action taken,
- d) ensures, through trainings, that the personnel are aware of the relevance and importance of their activities as well as their contribution to the achievement of the Quality Objectives, and
- e) maintain appropriate records of education, training, skills and experience.

Procedure for appointment and training of employees (QSP/6.2/01) has been established. Records of education, training, skills and experience of employees are maintained (FR/6.2/01, FR/6.2/02, FR/6.2/03 & FR/6.2/04).

### **6.3 Infrastructure**

CCA, in consultation with Joint CCA, has the primary responsibility for this requirement. The infrastructure needed to achieve conformity to product/ service requirements is determined, provided and maintained. This includes buildings, workspace and associated utilities, process equipment (hardware and software) and other supporting services. Annual maintenance contract has been given for computer systems and office equipments. ACs are maintained by BSNL on their behalf.

### **6.4 Work Environment**

CCA, in consultation with Joint CCA, has the primary responsibility for this requirement. The work environment needed to achieve conformity to product/ service requirements is determined with due consideration to the type of products manufactured / services performed.

## **7.0 Service provision**

### **7.1 Planning of Service Provision**

CCA has the primary responsibility for planning of service provision. The processes needed for service provision are planned and developed. Planning is consistent with the requirements of the other processes of the Quality Management System.

In planning service provision, the following aspects are determined:

- a) Quality Objectives in terms of functional objectives and requirements for the product;
- b) The need to establish processes, documents, and provide resources specific to the service;
- c) Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for service output acceptance;
- d) Records needed to provide evidence that the realization processes and resulting output meet requirements.

Records of Service provision planning: are maintained in FR/7.1/01.

### **7.2 Customer Related Processes**

#### **7.2.1 Determination of requirements related to the products**

CCA, in consultation with Joint CCA, has the primary responsibility for this activity. The following requirements are determined at the time of quotation/contract review and production provision planning.

- 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, statutory and regulatory requirements related to the product; and
- c) Any additional requirements determined by the organization.

Records of determination of requirements related to products are maintained in FR/7.2/01. Different Sections are headed by Account Officers who are responsible for spearheading works in their sections. Formats are available for collecting requirements.

### **7.2.2 Review of requirements related to the service**

CCA, in consultation with Joint CCA, has the primary responsibility for review. The requirements are reviewed prior to acceptance of work order, and it is ensured that:

- a. Service requirements are defined,
- b. Contract or order requirements differing from those previously expressed are resolved.
- c. The organisation has the capability to meet the defined requirements, including resources, man power, time frame, etc.

Records of the results of the review and actions arising from the review are maintained FR/7.2/02.

Where service requirements are changed, the section ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

### **7.2.3 Customer Communication**

CCA, in consultation with Joint CCA, communicates with customers, through telephone/mail/e-mail in relation to service information, status, enquiries, contracts or order handling, including amendments, and customer feedback, including customer complaints. Documented procedure for Complaints & Appeals is mentioned in QSP/8.2/03.

Records related to customer complaints and appeals are maintained in FR/7.2/03.

## **7.3 Design and Development**

Excluded from the scope of manual

## **7.4 Purchasing**

### **7.4.1 Purchasing process**

CCA, with consultation of Jt. CCA & Dy. CCA, has the primary responsibility for this activity.

Purchased materials include stationary, components, hardware and software, utilities etc. A documented procedure has been established and is followed for purchase of materials. This procedure is as per GFR (General Financial Rules, Govt. of India) The procedure specifies criteria for selection, evaluation and re-evaluation of suppliers, and ensures that

- the purchase orders provide full description of the item under purchase, which would form the acceptance criteria for the material (FR/7.4/01);
- the purchased items conform to the specified purchase requirements, either through in-house inspection or through test reports (FR/7.4/02);
- the suppliers are evaluated and selected based on their ability to supply product in accordance with the organization's requirements (FR/7.4/03).

#### **7.4.2 Purchasing information**

Purchasing information describes the product to be purchased, including, where appropriate,

- a) requirements for approval of product, procedures, processes and equipment,
- b) requirements for qualification of personnel, and
- c) quality management system requirements.

The organization ensures the adequacy of specified purchase requirements prior to their communication to the supplier.

#### **7.4.3 VERIFICATION OF PURCHASED PRODUCT:**

- a) Normally, the inspection of material is to be carried out by the suppliers as per the specifications provided to them and certificate / test report of conformity is to be provided. (If possible)
- b) The Quality check is performed by the concerned officers for the incoming inspection on all materials as per the quality plan and only the accepted material is released for production. Proper records are maintained for incoming raw materials. Inspection is done on FR/41/Incoming RM inspection.
- c) Purchase order may include provision for company's verification and method of release of purchase material/item from sub-contractor's premises.
- d) Till now the company does not verify the purchased materials at supplier's or sub-contractor's end. But if such contingency arises adequate provision will be made at the time of ordering, to facilitate the verification of the material by the organisation at the supplier's end and the method of its acceptance.
- e) Where specified in contract, purchase orders include provision for customer (the clients) access to verify material conformance at the supplier's and sub-contractor's premises.

#### **REFERENCES:**

- a) Tender notices
- b) Agreement
- c) Purchase orders

#### **7.5 Service provision**



### **7.5.1 Control of Service provision**

CCA has the primary responsibility for control of production & service provision. The services are planned and carried out under defined controlled conditions. Controlled conditions includes, as applicable

- a) The availability of information related to the output;
- b) The availability of work instructions, as necessary;
- c) The use of suitable equipment;
- d) The availability and use of monitoring and measuring devices;
- e) The implementation of monitoring and measurement; and
- f) The implementation of release, delivery and post-delivery activities as applicable.

### **7.5.2 Validation of processes for production & service provision**

Excluded from the scope of manual

### **7.5.3 Identification and traceability**

CAOs has the primary responsibility for identification and traceability of the inputs and outputs, throughout the production & service provision. Identification and traceability include the status of the product with respect to its monitoring and measurement requirements. Data, records and documents are controlled as per procedures for control of records and documents.

### **7.5.4 Customer property**

Service Books and other employee documents are used by the organisations. Fire proof safes are used to protect them.

**7.5.5 PRESERVATION OF PRODUCT:** The organisation maintains and follows all necessary procedures to ensure that the product are properly handled during processing, packing and storage so as its quality is maintained.

#### **a) Storage:**

- Products /materials are stored so as to prevent damage or deterioration, pending use or delivery.

Periodic verifications are carried out (at least once in a year) to see the condition of product in storage to detect any damage of product and /or self life being exceeded

- Storage conditions are maintained to ensure that quality of product is maintained

Wherever required FIFO (First in First Out ) is used appropriately.

#### **b) Handling:**

Precautions **are** taken at all stages to protect materials and product from damage during handling. Adequate handling systems are provided to protect the product from damage

All events of abnormal damage to the product due to handling are investigated and proper corrective and preventive actions are taken.

**c) Preservation:** Wherever required proper preservation conditions are maintained so as to prevent any damage to the end product.

## **REFERENCES:**

- a) Processes for QMS control
- b) Planning for Service realisation
- c) Material Requisition Slip

## **7.6 Control of measuring and monitoring equipment**

Excluded, as there are no activities which involve measurement and monitoring equipments.

## **8.0 Measurement, Analysis and Improvement**

### **8.1 General**

CCA, assisted by Joint CCA, has the primary responsibility for this activity. The monitoring, measurement, analysis and improvement processes are planned and implemented to demonstrate

- a) conformity of services,
- b) to ensure conformity of the QMS, and
- c) to continually improve the effectiveness of the QMS.

### **8.2 Monitoring and Measurement**

#### **8.2.1 Customer Satisfaction**

CCA, assisted by Management Representative, has the primary responsibility to ensure customer satisfaction. As one of the measurements of the performance of the QMS, feedback form has been developed. The customers are encouraged to provide their feedbacks, and the information relating to customer perception regarding fulfilment of their requirements is monitored.

Customer Feedback is received through phone/fax/e-mail/post or personal interaction with customers, and filled in the form. From this, the Customer Satisfaction is determined. Customer feedbacks are presented in the management review meetings. Records of customer feedback are maintained in FR/8.2/01.

A procedure for handling of customer complaints and appeals (QSP/8.2/01) has been established, Records are maintained in FR/8.2/03.

#### **8.2.2 Internal Audit**

Management Representative has the primary responsibility to ensure that internal audits are conducted in accordance of requirements of the standard. Internal audits are conducted once in six months to determine whether the Quality Management System:

- a) Conforms to the planned arrangements, to the requirements of the standard and to the QMS requirements established by the organization, and
- b) has been effectively implemented and maintained.

A documented procedure (QSP/8.2/02) has been established and implemented for conducting internal audits. While selecting the auditors and conducting the audits, objectivity and impartiality of the audit process is ensured. It is also ensured that the auditors do not audit their own work.

The management responsible for the area being audited ensures that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.

Records of audit notice (FR/8.2/04), non-conformances and observations (FR/8.2/05) and audit summary (FR/8.2/06) are maintained.

### **8.2.3 Monitoring and Measurement of Processes:**

The organisation applies suitable method for monitoring and where applicable measurement of quality management system processes. These methods demonstrate the ability of processes to achieve planned results. When planned results are not achieved correction and corrective action are taken as appropriate to ensure conformity of the product. [ Doc. : Processes for QMS, Annexure – D]

### **8.2.4 Monitoring and Measurement of Services:**

The organisation monitors and measures the characteristics of the products to verify that product requirements are fulfilled. This is carried out at various stages of the product realisation process in accordance with the planned process flow chart or quality plans. Evidence of conformity with acceptance criteria is maintained for both the raw material, in-process and final inspection. The final inspection records indicate the person authorising release of product for dispatch. Product release and service delivery do not proceed until all the planned arrangement have been satisfactorily completed unless otherwise approved by a relevant authority and where applicable by the customer.

### **References:**

- a) Detailed procedure for internal audit : MIE – QP-04
- b) Audit Planning for process realisation : Qplan/05/Planning
- c) Customer Feedback form and its analysis : FR/32, 37
- d) Customer Complaints : Register Complaints
- e) Analysis of customer complaints : FR/13/Complaint analysis
- f) Audit check sheet : FR/08/Audit check sheet

- g) Internal audit schedule : FR/09/Audit Schdule
- h) Internal Audit Planning : FR/10/IAP

### **8.3 Control of Non-conforming Services**

Implementation Head and I/C - QA, have primary responsibility to ensure that the products, which do not conform to specify requirements, are identified through proper identification and controlled, to prevent their unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming Product are defined in a documented procedure.

The nonconforming services are re-worked by taking action to eliminate the detected nonconformity.

Records of the nature of nonconformities and any subsequent actions taken are maintained through record of non-conforming product.

When nonconforming product is corrected (re-worked), it is subjected to re-verification to demonstrate conformity to the requirements.

When nonconforming Product is detected after delivery or after its use has started, the organization shall take action appropriate to the effects, or potential effects, of the nonconformity.

Documented Procedure for control of non-conforming services is described in QSP/8.3/01, and records maintained in FR/8.3/01.

### **8.4 Analysis of data**

Joint CCA, assisted by Implementation Head and I/C -QA, has the primary responsibility to ensure that appropriate data is determined, collected and analysed to demonstrate the suitability and effectiveness of the QMS, and to evaluate opportunities for continual improvement of the effectiveness of the QMS. Data analysis includes data generated as a result of monitoring and measurement and from other relevant sources. Data analysis shall provide information relating to

- a) customer satisfaction.
- b) conformity to service Requirements.
- c) characteristics and trends of processes and products, and
- d) vendors, external experts & outsourced agencies.

Ref: Results of data analysis - FR/8.4/01; Rejection Reports, customer feedback forms; maintenance records and the analysis details etc.

### **8.5 Improvement**

#### **8.5.1 Continual improvement**

CCA, assisted by MR, ensures continual improvement in effectiveness of the QMS through the use of quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management reviews.

### **8.5.2 Corrective Action**

Manager – Production, I/C –QA and MR, have the primary responsibility for corrective actions. Actions are taken to eliminate the causes of nonconformities in order to prevent their recurrence. It is ensured that the corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure (QSP/8.5/01) has been established to define requirements for

- a) reviewing nonconformities,
- b) determining the causes of nonconformities,
- c) evaluating the need for action to ensure that nonconformities do not recur,
- d) determining and implementing action needed,
- e) records of the results of action taken, and
- f) reviewing corrective action for effectiveness.

Records of corrective actions are maintained in FR/8.5/01.

### **8.5.3 Preventive Action**

Manager – Production, I/C –QA and MR, have the primary responsibility for preventive actions. Actions are taken to eliminate the causes of potential nonconformities in order to prevent their occurrence. It is ensured that the preventive actions are appropriate to the effects of the potential problems.

A documented procedure (QSP/8.5/02) has been established to define requirements for

- a) Determining potential nonconformities and their causes,
- b) Evaluating the need for action to prevent occurrence of nonconformities,
- c) Determining and implementing action needed,
- d) Records of results of action taken and
- e) Reviewing Preventive action for effectiveness.

Records of preventive actions are maintained in FR/8.5/02.