



**QUALITY MANUAL ISO
9001:2015**

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QUALITY MANAGEMENT SYSTEM

ISO 9001: 2015

Corrosion Control Industry

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Document reference	Quality System Manual
Issue date	05.02.2024
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Issued to	Certification body
Issued by	Electro corr-damp

This Quality Manual has been made to address the requirements of International Standard ISO 9001:2015. This Quality Manual is subject to revision as a part of continual improvement. The manual reflects a commitment towards adoption of overall quality management system being implemented by ELECTRO CORR-DAMP PVT LTD, for achieving maximum customer satisfaction.




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Title : Introduction & Scope & Exclusion

INTRODUCTION

- ELECTRO CORR-DAMP PVT LTD is one of the leading company specializing in Corrosion protection for the past 40 years by providing Cathodic Protection system and Protective Anti -Corrosive Coatings for Underground pipelines at major project sites all over the country.
- ELECTRO CORR-DAMP PVT LTD offers Design, Supply, Installation, Testing and Commissioning, Monitoring and **Maintenance** of Cathodic Protection System for underground pipelines and metallic structures.
- ELECTRO CORR-DAMP PVT LTD also offers various pipeline ECDA(External Corrosion Direct Assessment) surveys which includes:
 - CIPL (Closed interval potential logging) Survey
 - DCVG (Direct current voltage gradient) Survey
 - CAT (Current Attenuation Test) Survey
 - ACVG (Alternating Current Voltage Gradient Survey)
 - Soil Resistivity Survey
 - AC-DC Interference Survey
 - Anti-Corrosive Coatings
- Electro Corr-Damp Pvt Ltd is authorized distributor of Mc Miller products

Organization Scope

“PROVIDING OF CATHODIC PROTECTION SERVICES INCLUDING - DESIGN, DEVELOPMENT, MANUFACTURING, SALES, SERVICE, MONITORING, MAINTENANCE, CALIBRATION, TESTING, SURVEY AND INSTALLATION WORK FOR ABOVE GROUND AND UNDERGROUND ASSETS FOR VARIOUS INDUSTRIES LIKE REFINERIES, CHEMICAL, PETROCHEMICAL, OIL AND GAS SECTOR.”

Exclusions:

Clause 8.3 Design and Development of Products and Services is under Exclusion

NORMATIVE REFERENCES: ISO 9001:2015 STANDARDS MANUAL.

Prepared By: Mr. Ajeet Singh	Approved By : Mr. Sumeet Kataria
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Title : Distribution & Amendment Sheet

DISTRIBUTION LIST

Sr No	Name	Designation	Copy No
1	Mr. Sumeet Kataria	Director	
2	Mr. Ajeet Singh	Project Head	
3	Mr. Azhar Shah	Project Head	

This document has been prepared to define and communicate the company's Quality Policy for the purpose of effective implementation of quality system designed to assist in the achievement of total customer satisfaction. The quality system has been based on the requirement of ISO 9001:2015. The Quality Manual is the property of ELECTRO CORR-DAMP PVT LTD. So its circulation is limited to those mentioned in the distribution list, presented overleaf. Preparation of additional copies is not permitted without authorized approval.


AMENDMENT LIST

Doc. Ref.	Clause No.	Rev. No.	Rev. Date	Brief about change	Reason for change

To ensure that each copy of the quality manual maintains a complete record of amendments, this amendment page is updated and issued with each document when revised and with each issue of the entire manual. Amendments of a minor or editorial nature may be undertaken and incorporated by the Management Representative. Amendments affecting policy shall only be incorporated with the approval of the DIRECTOR .

Prepared By: Mr. Ajeet Singh

Approved By : Mr. Sumeet Kataria

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Title : Quality Policy and Objectives

QUALITY POLICY

We at ELECTRO CORR-DAMP PVT LTD thrive to maintain leadership in the “Corrosion Control Industry, by aiming continuously for perfection, in all our activities. To achieve this goal we benchmark our activities constantly, to adapt ourselves with the fast changing requirements of the Corrosion Control Industry and “Always One Step Ahead” has been our motto.

We are committed to maximize customer satisfaction by providing them with high quality product and excellent service support that meets or exceeds industry standards.

We follow a process based approach in all our business operations, including mutually beneficial relations with business partners, together with growth of our personnel for enhanced business productivity and profitability.

This Quality Policy shall be reviewed and improved upon periodically by the management of Electro Corr-Damp, for its continuing improvement towards its effectiveness.

.....

Sumeet Kataria

Director

Electro Corr-Damp Pvt Ltd.



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QUALITY OBJECTIVES

1. The Quality Objectives are consistent with the quality policy including the commitment to continual improvement. The quality objectives of Electro Corr-Damp are

Sr.No	Name	Objectives for 2023-24	Actual for 2021-22	Target 2022-23	Actual for 2022-23	Target for 2023-24
1	Projects	To undertake 50% more projects in regards to core business activities in financial year 2023 -2024 (Cathodic Protection and maintenance of CP System).	10 Nos	20 Nos	18 Nos	30 Nos
2	Turnover	To achieve yearly turnover of Rs. 15 crore for financial year 2023 -24 and same will be reviewed quarterly.	Rs. 5.99 crore	Rs.10.00 crore	Rs.10.24 crore	Rs.15.00 crore



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Title : Glossary & Abbreviations

Sr. No.	Abb	Full Form	Sr. No.	Abb	Full Form
1.	ECDPL	ELECTRO CORR-DAMP PVT LTD	27.	CL	Clause
2.	ISO	International Organization for Standardization	28.	PUR	Purchase
3.	QMS	Quality Management System	29.	QC	Quality Control
4.	MR	Management Representative	30.	MKTG	Marketing
5.	QSM	Quality System Manual	31.	DC	Delivery Challan
6.	QSP	Quality System Procedures	32.	F & A	Finance & Accounts
7.	SOP	Standard Operating Procedure	33.	GRN	Goods Receipt Note
8.	PRO	Procedure	33.	FIFO	First In First Out
9.	QRF	Quality Record Format	35.	BOM	Bill of Material
10.	MRM	Management Review Meeting	36.	Mktg	Marketing
11.	MOM	Minutes of Meeting	37.	HR	Human Resources
12.	IQA	Internal Quality Audit	38.	Asst	Assistant
13.	C.A.	Corrective Action	39.	Admin	Administration
14.	P. A.	Preventive Action	40.	Comm	Commercial
15.	CAR	Corrective Action Request	41.	PH	Project Head
16.	NC	Non Conformance	42.	PE	Project Engineer
17.	RM	Raw Material			
18.	FC	Flow Diagram			
19.	AVL	Approved Vendor List			
20.	MM	Management			
21.	Spec	Specification			
22.	Tech	Technical			
23.	DEPT	Department			
24.	Sr. No.	Serial Number			
25.	No.	Number			
26.	MS	Management System			



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Title : Context of the Organization

4.1 Understanding The Organization And Its Context

ELECTRO CORR-DAMP PVT LTD has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect our ability to achieve the intended results of its quality management system.

ELECTRO CORR-DAMP PVT LTD has monitored and reviewed the information about these external and internal issues, by formal **Risk Assessment Annexure -1**.

4.2- Understanding the needs and expectations of interested parties

ELECTRO CORR-DAMP PVT LTD has determined the interested parties who are relevant to the **ELECTRO CORR-DAMP PVT LTD** Quality management system and the requirement of the interested parties in order to prevent the potential effect on the organization's ability to consistently provide products and services which meet the customer and applicable statutory and regulatory requirements.

Interested parties	Requirements	Monitoring & Review mechanism in ELECTRO CORR-DAMP PVT LTD
External providers	1) Specification communication 2) Payment as agreed 3) On time Supply of Input material (if any) 4) Technology support	1) Defined in Documented information of External providers control 2) Review in Management review meetings
Customer	1) Quality of product & Service 2) Delivery of product on time 3) Response to complaint 4) Proper Communication channel	1) Defined in documented information of Marketing & Sales process 2) Review in Management review meetings
Statutory & Regulatory Body	Complying with the statutory and regulatory requirements as defined from time to time.	1) Defined in documented information of Leader ship 2) Review in Management review meetings
Bankers / Financiers	Updating of changes in the organization whenever it happened	Review in Management review meetings
Employees	Management Support, Payments on time	Accounting Control of management



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4.3 Determining the scope of the quality management system

The organization had determined the scope of the Quality management system by considering external and internal issues, requirement of relevant interested parties and Product & Service of the organization.

Organization Scope

“PROVIDING OF CATHODIC PROTECTION SERVICES INCLUDING - DESIGN, DEVELOPMENT, MANUFACTURING, SALES, SERVICE, MONITORING, MAINTENANCE, CALIBRATION, TESTING, SURVEY AND INSTALLATION WORK FOR ABOVE GROUND AND UNDERGROUND ASSETS FOR VARIOUS INDUSTRIES LIKE REFINERIES, CHEMICAL, PETROCHEMICAL, OIL AND GAS SECTOR.”

Exclusions:

Clause 8.3 Design and Development of Products and Services is under Exclusion

4.4 Quality management system and its processes

ELECTRO CORR-DAMP PVT LTD has determined the processes needed for the quality management system and their application throughout the organization in Process map & Interactions of processes **Annexure -2**

Has determined the inputs required and the outputs expected from each processes in individual process map addressed in documented information of each process.

Has determined the sequence and interaction of the processes in Process map & Interactions of processes **Annexure -2**

Has determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes in documented information of each process.

Has determined the resources needed for these processes and ensure their availability in documented information of Support process.

Has assigned the responsibilities and authorities for each processes

ELECTRO CORR-DAMP PVT LTD has addressed the risks and opportunities

ELECTRO CORR-DAMP PVT LTD has been evaluating these processes and implementing any changes needed to ensure that these processes achieve their intended results and improve the processes and the quality management system Improve the processes and the quality management system

4.4.2- ELECTRO CORR-DAMP PVT LTD is also maintaining documented information to support the operation of its processes and retaining documented information to have confidence that the processes are being carried out as planned.



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Title : Leadership

5.1 Leadership and commitment


ELECTRO CORR-DAMP PVT LTD Management has demonstrated leadership and commitment with respect to the quality management system through

- a) Taking accountability for the effectiveness of the quality management system by periodical review of quality management system through management review meeting, Quality objectives review and providing necessary resources.
- b) Management has established quality policy and quality objectives for the quality management system and is compatible with the context and strategic direction of the organization.
- c) Management has determined the organizational processes and integrated with the quality management system requirement through process map & Interaction this can be demonstrated.
- d) Established procedure for promoting the use of the process approach and risk-based thinking
- e) Ensuring that the resources needed for the quality management system are available, this is being periodically reviewed through management review meeting.
- f) Communicating the importance of effective quality management and of conforming to the quality management system requirements
- g) Ensuring that the quality management system achieves its intended results
- h) Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system by providing training, conducting awareness programs and
- i) Promoting improvement by introducing suggestion scheme and conducting meetings.
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

ELECTRO CORR-DAMP PVT LTD management has demonstrated leadership and commitment with respect to customer focus by ensuring that:

- 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 and procedure for customer satisfaction is addressed

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5.2 QUALITY POLICY

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We follow a process based approach in all our business operations, including mutually beneficial relations with business partners, together with growth of our personnel for enhanced business productivity and profitability.

This Quality Policy shall be reviewed and improved upon periodically by the management of Electro Corr-Damp, for its continuing improvement towards its effectiveness.

5.2.1 Establishing the quality policy

ELECTRO CORR-DAMP PVT LTD management has established, implemented and maintained a quality policy that:

- a) is appropriate to the purpose and context of the organization and supports its strategic direction
- b) Provides a framework for setting quality objectives
- c) Includes a commitment to satisfy applicable requirements
- d) Includes a commitment to continual improvement of the quality management system

5.2.2 Communicating the quality policy

The quality policy is

- a) Available and be maintained as documented information **ECDPL/QP/02**
- b) Communicated, understood and applied within the organization through display, Training and periodical review.
- c) Available to relevant interested parties, as appropriate

5.3 Organizational roles, responsibilities and authorities

ELECTRO CORR-DAMP PVT LTD management has ensured that the responsibilities and authorities for relevant roles are assigned communicated and understood within the organization. While assigning roles, responsibility and authority, top management has considered and ensured that



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- a) The quality management system conforms to the requirements of this International Standard
- b) The processes are delivering their intended outputs
- c) Reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management
- d) The promotion of customer focus throughout the organization
- e) The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Roles, responsibility and authorities assigned are available in process & as per Organization chart wise
ECDPL/MRR/01



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Title : Planning

6. Planning

6.1 Actions to address risks and opportunities

6.1.1

ELECTRO CORR-DAMP PVT LTD is addressed the issues, requirements the risks and opportunities

- a) give assurance that the quality management system can achieve its intended result(s)
- b) Enhance desirable effects
- c) Prevent, or reduce, undesired effects d) achieve improvement

6.1.2

- a) actions to address these risks and opportunities
- b) how to
 - 1) integrate and implement the actions into its quality management system processes
 - 2) Evaluate the effectiveness of these actions

Risk Assessment Annexure -1

6.2.2 Quality objectives and planning to achieve them

6.2.1 & 6.2.2 While formulating the objectives, the organization ensures that the objectives are measurable and consistent with quality policy. The prime value of quality objectives includes the needs of fulfillment of product requirements are established at relevant function & level in term of measurable target in the organization. Objectives are communicated/circulated throughout ELECTRO CORR-DAMP PVT LTD with defined responsibility for their achievement and be clearly communicated to all relevant Employees. Employees are able to translate these objectives into their individual contributions.

To increase sales.

To enhance customer satisfaction.

To minimize customer complaint

To deliver product on time.


To procure material in time.

6.3 Planning Of Changes

ELECTRO CORR-DAMP PVT LTD has determined the need for changes to the quality management system; the changes shall be carried out in a planned manner

ECDPL has considered:

- a. the purpose of the changes and their potential consequences
- b. the integrity of the quality management system;
- c. the availability of resources
- d. the allocation or reallocation of responsibilities and authorities.

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Title : Support

7.1 Resources

7.1.1 General

ELECTRO CORR-DAMP PVT LTD has determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

For this ELECTRO CORR-DAMP PVT LTD has considered:

the capabilities of, and constraints on, existing internal resources;
what needs to be obtained from external providers.

7.1.2 People

ELECTRO CORR-DAMP PVT LTD determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

DIRECTOR along with respective process IN CHARGE ensures that personnel performing work affecting product quality are competent and training to given on the basis operation and control of its processes.

7.1.3 Infrastructure

ELECTRO CORR-DAMP PVT LTD shall determine from time to time and shall provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes the following:

- Buildings, workspace and associated utilities
- Process equipment (both hardware and software)
- Supporting services (such as transport or communication or information systems)

7.1.4 Environment For The Operation Of Processes

ELECTRO CORR-DAMP PVT LTD has determined & managed the work environment needed to achieve conformity to product requirements. The work environment is maintained. No Hazardous material is being used in the organization. The term “work environment “relates to those conditions under which work is performed including physical, environment and other factors(such as noise, temperature, humidity, lighting or weather).



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7.1.5 Monitoring And Measuring Resources

7.1.5.1 General

ELECTRO CORR-DAMP PVT LTD identifies the measurements to be made and the measuring and monitoring equipment required assuring conformity of product to specified requirements.

Measuring and monitoring devices is used and controlled to ensure that measurement capability is consistent with the measurement requirements.

7.1.5.2 Measurement Traceability

Where necessary to ensure valid results, measuring equipment's is:

- a. calibrated or verified or both periodically or prior to use, against devices traceable to international or national standards; where no such standards exist, the basis used for calibration is recorded;
- b. adjusted or re-adjusted as necessary;
- c. identified in order to determine its calibration status;
- d. safeguarded from adjustments that would invalidate the calibration;
- e. protected from damage and deterioration during handling, maintenance and storage;

In addition ELECTRO CORR-DAMP PVT LTD assesses and records the validity of previous results when the equipment is found not to conform to requirements. The appropriate corrective action on the equipment and any product is carried out. Records of the result of calibration and verification are maintained.

7.1.6 Organizational knowledge

ELECTRO CORR-DAMP PVT LTD has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services; as despite in "Competency Matrix" **ECDPL/HR/01**

7.2 Competence

ELECTRO CORR-DAMP PVT LTD is

- a) Determine the necessary competence of person(s) doing work under its control that affects the Performance and effectiveness of the quality management system
- b) Ensure that these persons are competent on the basis of appropriate education, training, or Experience
- c) Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken

Retain appropriate documented information as evidence of competence for all employees



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7.3 Awareness

ELECTRO CORR-DAMP PVT LTD is ensure that persons doing work under the organization's control are aware of

- a) The quality policy
- b) Relevant quality objectives
- c) Their contribution to the effectiveness of the quality management system, including the benefits of improved performance
- d) The implications of not conforming to the quality management system requirements

7.4 Communication

ELECTRO CORR-DAMP PVT LTD ensured communication between its various levels and functions regarding the processes of the quality management system through verbal modes and wherever necessary by display boards.

7.5 Documented Information

7.5.1 General

The quality management system followed by ELECTRO CORR-DAMP PVT LTD is a means of ensuring that the procedures for the analysis, design & development of all activities in ELECTRO CORR-DAMP PVT LTD are defined and standardized and that they meet the requirements of ISO 9001:2015.

The quality system structure is as under:

- a. Quality Manual with Quality Policy and Quality Objectives
- b. Quality System Procedures
- c. Quality System Forms (Documents & Records)

7.5.1 Creating and Updating

The quality management system documentation is defined in 4 levels as follows:

Level I: Quality System Manual: [QSM-MANUAL 01](#)

This contains documented Quality Policy, Quality Objectives, Organizational Information, Process and its interactions.

Level II: Quality System Procedures, Flow Charts: [QSP 01-02-03-04-05-06](#)


This contains documented procedures and flow charts, which explains the various processes stating who is doing what activities.

Level III: Work Instructions, Lists, Control Plans, BOM, Testing Specification.

These documents explain how to carry out the activities defined in the Level-II.

Level IV: Forms, Formats, Registers

These are the formats where the output of the processes shall be recorded. Such formats are referred in Quality System Procedure. These are the formats where the Requirement shall be recorded.

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Control of Quality System Manual (Level I).

- ✚ Director is approves the Quality Manual, procedure, WI & documented Information and its amendments.
- ✚ Management Representative / Quality In charge is responsible for preparation, review, issue & control of the manual and its amendments.
- ✚ In case any personnel ceases to be holder of manual copy for any reason, his copy number of manual will be allocated to any new holder with note in amendment list to this effect.
- ✚ MASTER COPY will be stamped “MASTER” on the back side of all pages in “BLUE” colour.
- ✚ Photo copy will be taken for all MASTER & will be “CONTROLLED” stamped in “RED” colour.

MR/Quality in charge maintains the master copy having original signatures.

Document and data changes are reviewed and approved by authorized personnel as per original documents unless others are designated for the purpose. In case of review by alternate personnel they shall have access to pertinent information on which to base their review and approval. The amendment details will be recorded in the “Master list of Documents” **ECDPL/ML/01**

7.5.3 Control of documented information

7.5.3.1 Documented information required by the quality management system and by this International Standard shall be controlled to ensure

- a) It is available and suitable for use, where and when it is needed
- b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity)

Please Refer **ECDPL/QP/01 & 2**(Procedure for Control of Documents & Records)

7.5.3.2 For the control of documented information, ELECTRO CORR-DAMP PVT LTD is address the following activities, as applicable

- a) Distribution, access, retrieval and use
- b) Storage and preservation, including preservation of legibility
- c) Control of changes (e.g. version control)
- d) Retention and disposition

Documented information of external origin determined by the organization to be necessary for the Planning and operation of the quality management system is identified as appropriate, and is controlled.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

Please Refer **ECDPL/QP/01 & 2**(Procedure for Control of Documents & Records)

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Title : Operation

8 Operations

8.1 Operational planning and control

ELECTRO CORR-DAMP PVT LTD is plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions in & maintained risks and opportunities related to planning maintained in operational planning control.

- a) Determining the requirements for the products and services
- b) Establishing criteria for
 - 1) The processes
 - 2) The acceptance of products and services
- c) Determining the resources needed to achieve conformity to the product and service requirements
- d) Implementing control of the processes in accordance with the criteria
- e) Determining, maintaining and retaining documented information to the extent necessary
 - 1) To have confidence that the processes have been carried out as planned
 - 2) To demonstrate the conformity of products and services to their requirements

ELECTRO CORR-DAMP PVT LTD has controlled planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

ELECTRO CORR-DAMP PVT LTD has ensured that outsourced processes are controlled.

8.2 Requirements for products and services

8.2.1 Customer Communication

ELECTRO CORR-DAMP PVT LTD has identified and implemented arrangements for communication with customers relating to: product information;

1. inquiries, contracts or order handling, including amendments;
2. Customer feedback, including customer complaints.

ELECTRO CORR-DAMP PVT LTD takes efforts to ensure proper customer communication at all stages during and after project execution.

8.2.2 Determining The Requirements For Products And Services

ELECTRO CORR-DAMP PVT LTD has ensured that:

- a. the requirements for the products and services are defined, including:
 1. any applicable statutory and regulatory requirements; 2 those considered necessary by the organization;ELECTRO CORR-DAMP PVT LTD Engineering and Marketing could meet the claims for the products and services it offers.



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8.2.3 Review Of The Requirements For Products And Services

8.2.3.1 ELECTRO CORR-DAMP PVT LTD has ensured that it has the ability to meet the requirements for products and services to be offered to customers. ELECTRO CORR-DAMP PVT LTD has reviewed before committing to supply products and services to a customer, to include:

- a. product requirements are defined;
- b. where the customer provides no documented statement of requirement, the customer requirements are confirmed before acceptance;
- c. contract or order requirements differing from those previously expressed (e.g. in a tender or quotation) are resolved;
- d. the organization has the ability to meet defined requirements.

8.2.3.2 ELECTRO CORR-DAMP PVT LTD has retained documented information, as applicable:

- a. on the results of the review;
- b. on any new requirements for the products and services.

8.2.4 Changes To Requirements For Products And Services

Where product requirements are changed, the organization ensures that relevant documentation is amended. The organization ensures that relevant personnel are made aware of the changed requirements.

8.3 Design And Development Of Products And Services

Excluded as justified in page no 8

8.4 Control Of Externally Provided Processes, Products And Services

8.4.1 General

ELECTRO CORR-DAMP PVT LTD controls externally provided processes, products and services to ensure that to conform to specified requirements. The type and extent of control is dependent upon the effect on subsequent realization processes and their output.

The company evaluates and selects vendors based on their ability to supply product/ service in accordance with the organization's requirements on certain criteria for selection, periodic evaluation and re-evaluation of suppliers.

8.4.2 Type and extent of control

ELECTRO CORR-DAMP PVT LTD is ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.



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- a) Ensure that externally provided processes remain within the control of its quality management system
- b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output
- c) Take into consideration
 - 1) The potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements
 - 2) The effectiveness of the controls applied by the external provider
- d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements

8.4.3 Information For External Providers

Purchasing documents of Electro Corr-Damp contains information describing processes, products and services to be provided 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.
- d. verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

ELECTRO CORR-DAMP PVT LTD ensures the adequacy of specified purchase requirements prior to release as per "Process Flow" **ECDPL/FC/07**.

8.5 Production And Service Provision

8.5.1 Control Of Production And Service Provision

ELECTRO CORR-DAMP PVT LTD controls production and service operations through

- a. availability of information that specifies the characteristics of the product
- b. where necessary, the availability of work instructions
- c. the use and maintenance of suitable equipment for production and service operations
- d. the availability and use of measuring and monitoring equipment
- e. the implementation of monitoring activities
- f. the implementation of defined processes for product release, delivery and applicable post-delivery activities.



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8.5.2 Identification and traceability

ELECTRO CORR-DAMP PVT LTD is use suitable means to identify outputs when it is necessary to ensure the conformity of products and services

ELECTRO CORR-DAMP PVT LTD is identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision

ELECTRO CORR-DAMP PVT LTD is control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability

All material are identified including inspection and test status in appropriate manner (mark, labels, stickers and tagging etc.) from receipts through various stages. The final product is delivery to customer as detailed in work procedures for storage, packing & dispatch procedure.

Traceability is provided, if required by customer or decided for some products to identify finished products by providing punch mark / tag / batch code.

8.5.3 Property Belonging To Customers Or External Providers

ELECTRO CORR-DAMP PVT LTD has exercised care with property includes product/Process drawings, Parts / Space etc. belonging to customers or external providers while it is under the ours control or being used by us.

ELECTRO CORR-DAMP PVT LTD identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, ELECTRO CORR-DAMP PVT LTD will report this to the customer or external provider and all retain related documents.

ELECTRO CORR-DAMP PVT LTD receives drawings in the form of soft copies from customers for reference. The drawings are not returnable (may or may not be).

8.5.4 Preservation

The materials and products are preserved, segregated as appropriate area and marked to eliminate deterioration and ensure clear location / identification. This ensures that the conformity of the product is maintained.



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8.5.5 Post-Delivery Activities

ELECTRO CORR-DAMP PVT LTD meet requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, ELECTRO CORR-DAMP PVT LTD has considered :

- a. statutory and regulatory requirements;
- b. the potential undesired consequences associated with its products and services;
- c. the nature, use and intended lifetime of its products and services;
- d. customer requirements & customer feedback.

8.5.6 Control of changes

ELECTRO CORR-DAMP PVT LTD is review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

ELECTRO CORR-DAMP PVT LTD is retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release Of Products And Services

ELECTRO CORR-DAMP PVT LTD has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

8.7 Control of nonconforming outputs

At each stage of service, the non-conforming products are identified and reported according to the Process. The non-conforming products are analyzed and action taken to prevent the re-occurrence.


The responsibility for review and authority for disposition are documented in the appropriate Processes.

The non-conforming products are dealt in the following way: -

- a. By taking action to eliminate the detected non-conformity.
- b. By authorizing its use, release or acceptance under concession by a relevant authority (Proprietor) and wherever needed, by the customer.
- c. By taking action to preclude its original intended use or application.
- d. By taking actions appropriate to the effects, or potential effects, of the nonconformity when nonconformity product is detected after delivery or use has started

Records of the nature of non-conformity observed and the action taken are maintained.

REFER: QSP04-PROCEDURE FOR CONTROL OF NON CONFORMING PRODUCT

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Title : Performance and Evaluation

9.1 Monitoring, Measurement, Analysis And Evaluation

9.1.1 General

ELECTRO CORR-DAMP PVT LTD has planned and implemented the monitoring, measurement, analysis and improvement processes needed:

- a. to demonstrate conformity to product requirements,
- b. to ensure conformity of the quality management system and
- c. to continually improve effectiveness of quality management system

This includes the determination of the need for, and the use of, applicable methodologies including statistical techniques.

9.1.2 Customer Satisfaction

ELECTRO CORR-DAMP PVT LTD monitors information on customer satisfaction and/or dissatisfaction as one of the measurements of performance of the quality management system. It also monitors information relating to customer perception as to whether it has met the customer requirements.

9.1.3 Analysis and evaluation

ELECTRO CORR-DAMP PVT LTD is analyze and evaluate appropriate data and information arising from monitoring and measurement

The results of analysis is used to evaluate

- a) Conformity of products and services
- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers;
- g) The need for improvements to the quality management system

9.2 Internal audit

In order to ensure that the Quality Management System continues to comply with the documented objectives, and to determine the effectiveness of the elements comprising the quality system, planned and documented, the 'Internal Quality Audits' are conducted.

The audit shall carryout the as per the Audit Plan. NCR analysis is prepared for the each audit undertaken, which is used for discussing in the Management Review Meeting. A follow-up audit is carried out by the MR



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/ Auditor to verify the effective implementation of corrective action and record the observation in the non-conformance report.

NCR Analysis of the previous audits is summarized to determine the status and importance of the activities. This may be used as an input for planning the scope / frequency of next audits.

REFER: QSP03-PROCEDURE FOR INTERNAL QUALITY AUDIT

9.3 Management review

The management of ELECTRO CORR-DAMP PVT LTD reviews the quality management system, once in SIX months, to ensure its continuing suitability, adequacy and effectiveness. The review assesses opportunities for improvement and evaluates need for changes to the organization's quality management system, including quality policy and quality objectives. Management review committee comprises of all Department Heads (HOD). MR is the coordinator of all the management review meetings and maintains the "Management Review Meeting Minutes" **ECDPL/MRM/01**.

9.3.2 Management review inputs

The management review is planned and carried out taking into consideration

- a) The status of actions from previous management reviews
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 - 1) customer satisfaction and feedback from relevant interested parties;
 - 2) the extent to which quality objectives have been met;
 - 3) process performance and conformity of products and services;
 - 4) Non conformity and corrective actions;
 - 5) monitoring and measurement results;
 - 6) audit results;
 - 7) the performance of external providers
- d) The adequacy of resources;
- e) The effectiveness of actions taken to address risks and opportunities (Annexure 1);
- f) Opportunities for improvement

9.3.3 Management review outputs

The outputs of the management review shall include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system;
- c) Resource needs.

The ELECTRO CORR-DAMP PVT LTD is retain documented information as evidence of the results of management reviews



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Title : Improvements

10 Improvement

10.1 General

ELECTRO CORR-DAMP PVT LTD is determined and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

These is include Improving products and services to meet requirements as well as to address future needs and expectations

- a) Correcting, preventing or reducing undesired effects;
- b) Improving the performance and effectiveness of the quality management system.

Improvement is include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

10.2 Nonconformity And Corrective Action

10.2.1

ELECTRO CORR-DAMP PVT LTD ensures that the product / service, which do not conform to requirements, is identified and controlled to prevent unintended use or delivery. The controls and related responsibilities and authorities for dealing with non-confirming products are defined in documented procedure “**QSP04-PROCEDURE FOR CONTROL OF NON CONFORMING PRODUCT**”.

Where applicable, ELECTRO CORR-DAMP PVT LTD deals with non-confirming products by one or more of the following ways:

- a. by reviewing and analyzing the nonconformity;
- b. by determining the causes of the nonconformity;
- c. by determining if similar nonconformities exist, or could potentially occur;

When nonconforming product is corrected it shall be subject to re- verification to demonstrate conformity to the requirements.

10.2.2

Records of the nature of non-conformities and any subsequent actions taken, including concessions oobtained, are maintained.

10.3 Continual Improvement

ELECTRO CORR-DAMP PVT LTD plans and manages the processes necessary for the continual improvement of the quality management system.

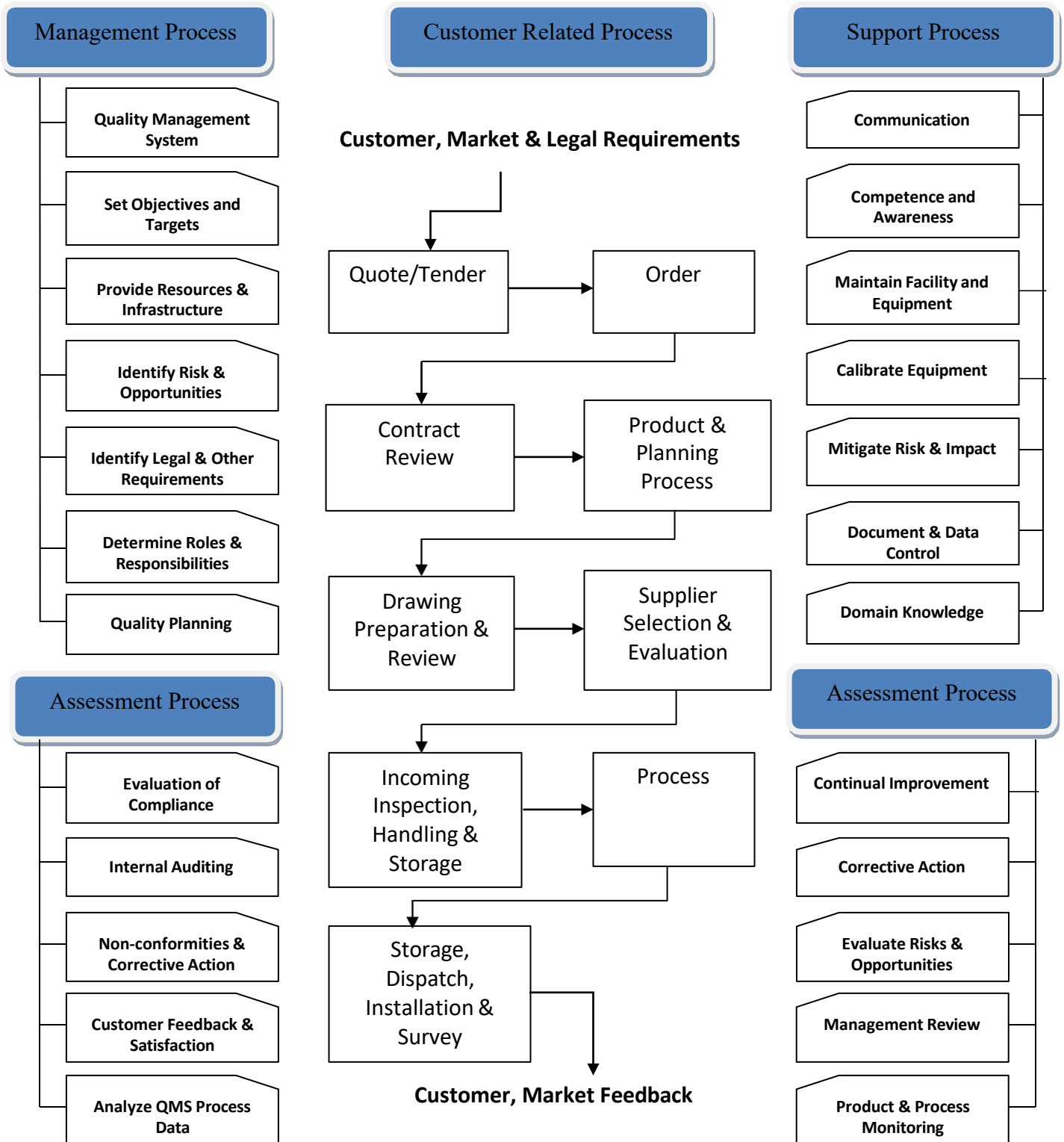
ELECTRO CORR-DAMP PVT LTD facilitates the continual improvement of the quality management system through the use of the quality policy, objectives, and audit results, analysis of data, corrective and preventive action and management review.



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Title : Sequence and Interaction of Process Annexure - 2

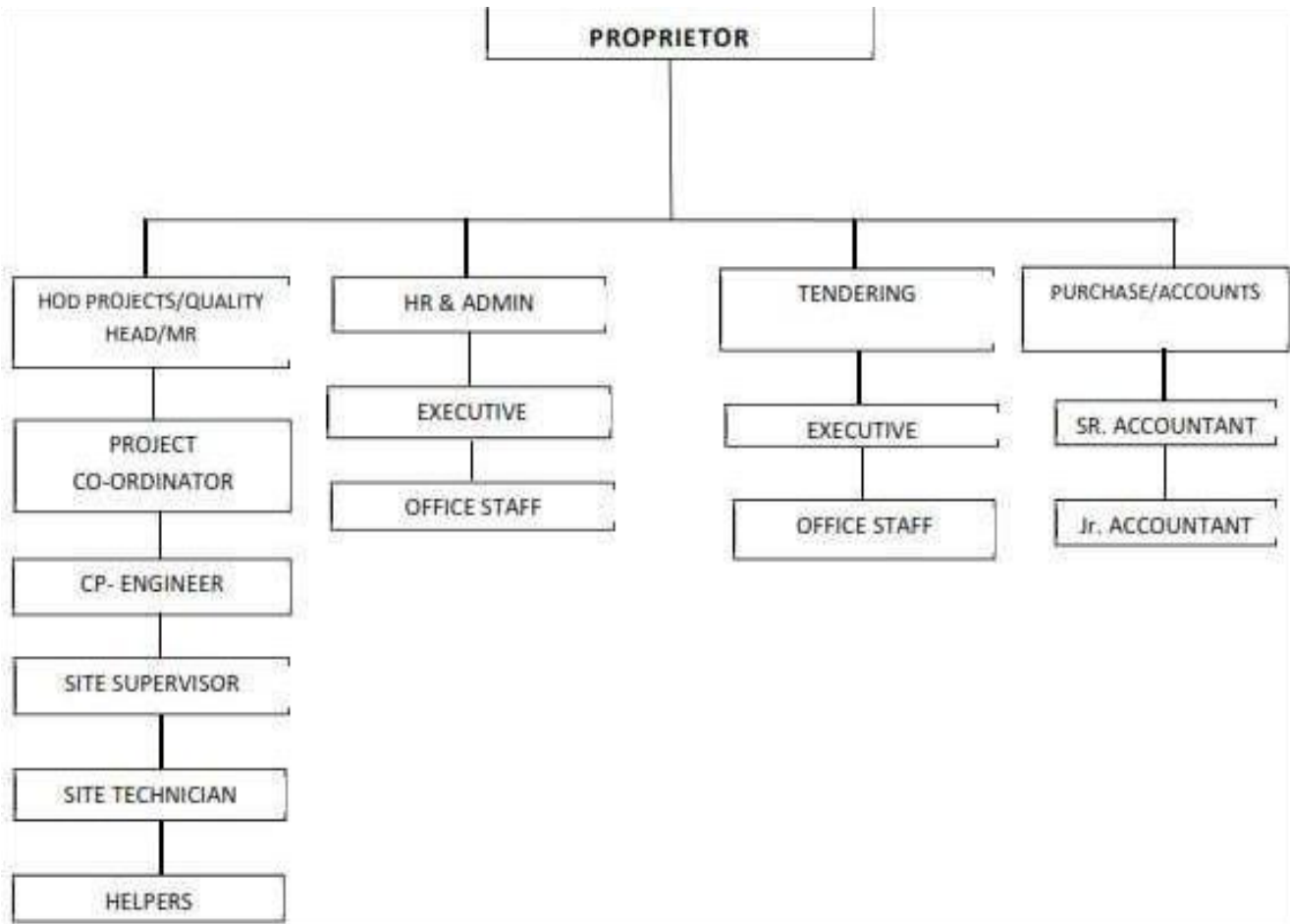




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Title : Organization Chart





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Title : Responsibility and Authority



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Doc Name: Roles and Responsibilities

Issued Date : 24.05.2016

Doc No. : ECDPL/MR/05

Designation

Responsibility

HR Manager

- 1) To identify Human Resources requirement in the organization
- 2) To place advertisement in newspaper or coordinate with various placement agencies for recruitment of candidates
- 3) To conduct interviews
- 4) To recruit candidate
- 5) To issue appointment letter
- 6) To identify training programmes for employees
- 7) To impart training programme for employee
- 8) To measure effectiveness of training programme
- 9) To measure effectiveness and efficiency of employees after attending training programme
- 8) To draft HR Policy
- 9) To conduct exit interviews of candidates
- 10) To report to the top management on the development of HR activity
- 11) Calculating and preparing salaries of the staff
- 12) Updating and maintaining the attendance and leave records
- 13) Maintaining the loan / Medical and allowance records for all the staff
- 14) Maintaining the PF / ESIC and PT records
- 15) Liasioning with S & E / PF / ESIC / PT for yearly audit
- 16) Preparing the offer / appointment / appraisal / termination and other related correspondence.

Jr Accountant

- Updating Bank Entries in Tally day today basis
- Maintaining Bank Vouchers and cash Voucher
- Maintaining site account records on daily basis in excel sheet (MGL,Guha etc)
- Maintaining site account records on daily basis in excel sheet
- Preparing Cheques
- Preparing Purchase Order
- Preparing Challan



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Designation	Responsibility
Sr Accountant/Purchase	1) To keep top management informed on the accounts.
	2) To coordinate with CA for finalization of accounts.
	3) To maintain accounting information in the respective ledgers.
	4) To be responsible for clearing bills of the suppliers by taking necessary approvals from the top management.
	5) To be responsible for making salary statement.
	6) To be responsible for clearing payment as per the statutory and regulatory requirement.
	7) To be responsible for maintaining necessary documents and records related to accounts.
Director	1) a) Operations
	2) Operate the organization within the policies prescribed, maintain a regular policy review process, and revise or develop policies.
	3) Ensure the organization operates within all the regulatory requirements
	4) Ensures the organization operates within the approved budget and operation plans
	5) Keep board abreast of issues which may significantly impact the organization
	b) Human Resources
	Create and maintain an organizational environment that promotes positive staff morale and performance.
	2) Ensures effective human resources programme are developed and maintained to support the strategic goals of the organization (including recruiting, performance management, training, succession planning, employee relations and compensation).
	3) Direct, motivate and maintain a competent, well trained, flexible and responsive staff capable of meeting current and future needs.
	4) Develop and recommend the overall organizational structure and staffing to the board.
	5) Develop and maintain an annual board approved plan for the development and succession of the management



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Designation	Responsibility
General Administration/Tender Registration	1) Handling day to day administration
	2) Purchase of office stationery & capital assets and monitoring the same
	3) Timely negotiation and renewal of rate contracts for all the vendors and contractor and keep looking for the new vendors
	4) Monitoring of all the office for preventive maintenance and timely maintenance
	5) Monitoring of the fixed assets for entire company and doing the quarterly physical verification for the same
	6) Couriers - International / domestic / intraday/ Inter office mail
	7) Preparing MIS reports on the monthly basis for office expenses and projecting & budgeting the admin cost
	8) Monitoring the billing & usage of mobile & landline for all the staff
	9) Handling the medical insurance and accident policy for all the staff
	10) Taking care of all the delegates coming to Mumbai for meetings and conferences
	11) Arranging the hotel bookings, conferences, picnic & seminars
	12) Handling the company cars (Maintenance and Insurances)
	13) Monitoring and coordinating for all the IT related issues & assets of the company
	14) Monitoring the process and policy of the company
	15) Designing and implementing systems / policies / procedures in consultation with top management for smooth and effective administration
	16) Preparing the strategy along with all the department heads for opening the office all across India on the basis of business
	17) Deciding on the size of the office, looking at the current and future business
	18) Doing the property search and assessing the property
	19) Negotiating with property owner and completing the legal formalities
	20) Following with the contractor and ensuring for timely completion of work as per deadline.
	21) Handling work up to finalization of accounts
	22) Handling assessment work as per statutory requirement
	23) Handling of export / import commercial work
	24) Handling banking work and government tenders
	25) Handling business marketing of the company
	26) Handling projects and manage client meetings
	27) To oversee peons / drivers and security function



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Designation	Responsibility
Project Department Head/Management representative/Quality Head	Setting project budget
	Translating project goals
	Proposing departmental changes.
	Managing staff
	Conducting research.
	Managing resource
	Adhering to statutory compliances
	Attending and hosting meetings
	Assist and Monitor the design engineering calculations and documentation of CP System.
	Assist the project team in planning site activities
	Assist in technical Bid Preparation.
	Get the Client approval for Design Documents and various other installation procedures in Code 01.
	Assist the project team in planning & executing commissioning activity.
	Assist Office staff to prepare commercial bid.
	Monitor and analyse External Corrosion Direct Assessment (ECDA) Reports.
Review datasheets for CP materials.	
Review Drawings of CP System.	
Evaluate the tender documents to estimate the materials sizing and quantity in order to prepare the Bill of Quantity.	
Make client visits to clear all the technical quarries and to collect all the information in order to prepare the Techno-commercial Quote.	
Site Technician	Carrying out Day to day site activities
	Collecting raw data collected from the site and providing the same to the Site supervisor or the engineer
	Collecting necessary signatures on the daily progress report from the third party engineer on the site.



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Designation	Responsibility
Project Co-Ordinator	Co Coordinating with top management to run project activity
	Plan Installation Activities and co-ordinate with Site staff to execute it.
	Monitoring day to day activity
	Get the Client approval for Design Documents and various other installation procedures in Code 01.
	Plan & execute commissioning activity.
	Assist Office staff to prepare commercial bid.
	Ensure that daily installation reports are signed regularly by Consultant/Client.
	Inform head office of your daily progress of installation activities via email or fax as applicable.
	Approving the survey procedure and materials as per tender specs
	Prepare Commissioning Report.
	Vendor registration for various clients.
	Execute commissioning activities as per plan.
	Review datasheets for CP materials.
	Review Drawings of CP System.
	Ensure that the commissioning reports are signed regularly by Consultant/Client.
	Evaluate the tender documents to estimate the materials sizing and quantity in order to prepare the Bill of Quantity.
Co-ordinate with Manufacturer and Client approved vendors to gat the latest rates of the materials as per BOQ.	
Make client visits to clear all the technical quarries and to collect all the information in order to prepare the Techno-commercial Quote.	



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Designation	Responsibility
CP Engineer/Technician	Design engineering calculations and documentation of CP System.
	Plan Installation Activities and co-ordinate with Site staff to execute it.
	Technical Bid Preparation.
	Get the Client approval for Design Documents and various other installation procedures in Code 01.
	Plan & execute commissioning activity.
	Assist Office staff to prepare commercial bid.
	Ensure that daily installation reports are signed regularly by Consultant/Client.
	Inform head office of your daily progress of installation activities via email or fax as applicable.
	Prepare and analyse External Corrosion Direct Assessment (ECDA) Reports.
	Prepare Commissioning Report.
	Vendor registration for various clients.
	Execute commissioning activities as per plan.
	Review datasheets for CP materials.
	Review Drawings of CP System.
	Ensure that the commissioning reports are signed regularly by Consultant/Client.
Evaluate the tender documents to estimate the materials sizing and quantity in order to prepare the Bill of Quantity.	
Co-ordinate with Manufacturer and Client approved vendors to get the latest rates of the materials as per BOQ.	
Make client visits to clear all the technical quarries and to collect all the information in order to prepare the Techno-commercial Quote.	
Site Supervisor	Managing Day to day field activities/reporting to Engineer in charge
	Monitoring day to day activities on the site
	Suggesting corrections to activities on the site if any.
	Reporting to the Project Co Coordinator about Site day to day activity
Helpers	Assisting the technician in all day to day activities
Prepared By: Ajeet Singh	Approved By: Sumeet kataria