



OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION

Document Number: QM- 01

Document Title:

Quality Manual

ISO 9001:2008

Effective Date: 01.12.2008

Level 1 Document.

Issue No. 01

Revision No. 00

Reviewed By: Management Representative: Mr. Mohammed A. Abid

Approved By: Managing Director: Mr. Vikas Anand

Corporate Office:	Camp Office:
Plot No: 35, Somnath, Nani Daman, Daman - 396210, UT of Daman	Near Secretariat, Fort Area, Moti Daman, Daman - 3962220
Tel. : +91-260-22241140 / 12	Tel. : +91-260-2231453
Fax : +91-260-2240338	Fax : +91-260-2231583

E - Mail: oidc@ricmailcom, yatendrabhargava@yahoo.co.in

Web Site: www.oidc.nic.in

DO NOT WRITE OR MARK IN THIS DOCUMENT

This Document is the property of
“OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION”
**The contents of this in part or full should not be copied or re-produced in any manner
without prior permission of this organization.**

COPY NO: _____



TABLE OF CONTENTS

DOC. No.	QM - G1
REV. No.	00
DATE	01/12/2008

Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 4.2.3	SHEET	1 of 1
--------------------	----------------------------------------------	--------------	---------------

SR. NO	DOCUMENT TITLE	DOC. NO.	CL. NO.	REV. NO./ REV. DATE
1	Cover Page	--	--	--
2	Table of Contents	QM - G1	4.2.3	00/01/12/08
3	Amendment Record	QM - G2	4.2.3	00/01/12/08
4	Scope of QMS & Company Profile	QM - G3	5.4.2	00/01/12/08
5	Application	QM - G4	1.2	00/01/12/08
6	Normative Reference	QM - G5	2	00/01/12/08
7	Terms and Definitions	QM - G6	3	00/01/12/08
8	Quality Management System	QM - 4.1	4	00/01/07/08
9	Quality Management System	QM - 4.2	4	00/01/12/08
10	Management Commitment	QM - 5.1	5	00/01/12/08
11	Customer Focus	QM - 5.2	5	00/01/12/08
12	Quality Policy	QM - 5.3	5	00/01/12/08
13	Quality Objectives and QMS Planning	QM - 5.4	5	00/01/12/08
14	Responsibility, Authority and Communication	QM - 5.5	5	00/01/12/08
15	Management Review	QM - 5.6	5	00/01/12/08
16	Resource Management	QM - 6.2	6	00/01/12/08
17	Planning of Product Realization	QM - 7.1	7	00/01/12/08
18	Customer Related Process	QM - 7.2	7	00/01/12/08
19	Design & Development	QM - 7.3	7	00/01/12/08
20	Purchasing	QM - 7.4	7	00/01/12/08
21	Production & Services Provision	QM - 7.5	7	00/01/12/08
22	Control of Monitoring & Measuring Equipments	QM - 7.6	7	00/01/12/08
23	Monitoring, Analysis & Measurement	QM - 8.2	8	00/01/12/08
24	Control of Non-Conforming Product	QM - 8.3	8	00/01/12/08
25	Analysis of Data	QM - 8.4	8	00/01/12/08
26	Improvement	QM - 8.5	8	00/01/12/08
27	Process Flow Chart	ANNX- A	7	00/01/12/08
28	Organization Structure	ANNX-B	5.5	00/01/12/08
29	Responsibility Matrix	ANNX-C	5.5	00/01/12/08
30	Process and Their Interaction	ANNX-D	4	00/01/12/08
31	Principals of ISO 9001:2008	ANNX-E	3	00/01/12/08



SCOPE OF QMS AND COMPANY PROFILE

DOC. No.	QM - G3
REV. No.	00
DATE	01/12/2008

Issue No 01 Ref.: ISO 9001 - 2008 CL. No. : 4.2.2

SHEET 1 of 1

The scope of this manual covers following activities of

Provide and maintain services like Civil Construction Work, Project Work, Trading of Liquor and basic services like Rail Reservation & Air Ticket Centre in Union Territories of India.

1.1 GENERAL

ABOUT ORGANISATION

The Omnibus Industrial Development Corporation of Daman & Diu and Dadra & Nagar Haveli Limited was established on 27th March, 1992, under the Companies Act, 1956.

The main objects of the Company are as under:-

- To carry on business of providing financial assistance, to Industrial Enterprises and Enterprises carrying on other economic activities in the Union Territory of Daman, Diu & Dadra and Nagar Haveli, whether for starting, running, expanding modernizing or otherwise howsoever, including the developing and maintaining the Industrial areas to make it available for establishing various industries.
- To aid, assist, initiate, promote, expedite and accelerate the economic development of the Union Territory in the spheres including Industries, Fisheries, Mining, Tourism, Agro-industries, Communication, Transport, Housing and allied activities.
- To act as Infrastructure Development Corporation.



APPLICATION		DOC. No.	QM - G4
		REV. No.	00
		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 1.2	SHEET	1 of 1

The processes carried out at Corporate Office-

Marketing, Purchase, Business Division, IMFL Division, Construction Division, Project Division, Q.A., Finance Division & Store

The processes carried out at Camp Office-

Resource Management & Marketing

Exclusions:

Clause No	Description	Justification
7.3	Design and Development	We provide all our services as per government rules and regulation like CPWD Manual / IATA, etc.

APPLICABLE LEGISLATION

- Company Registration No. : U65923DD1992SGC001221
- Company PAN No. : AAACO3361K
- VAT No. : 26000001895
- TAN No. : SRT000193E
- Provident Fund Code No. : GJ / VP / 45074
- IATA Registration No. : 14367334

The organization has adopted this quality management system to-

- Bring in transparency in overall management,
- Defining the individual responsibilities and authorities of personnel to achieve the set goals/ targets given by the management,
- Cut down the cost of the final product by reducing the wastage,
- Improving quality of service by minimum rejection during processing and final stages of product realization.



NORMATIVE REFERENCE

DOC. No.	QM - G5
REV. No.	00
DATE	01/12/2008
SHEET	1 of 1

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 2

The following normative documents contain provision through which references is taken mention as under.

- ISO 9000 : 2005 Edition - Quality Management Systems -Fundamentals & Vocabulary
 - ISO 9001 : 2000 Edition-Quality Management Systems - Requirements
 - ISO 9004 : 2000 Edition -Quality Management Systems -Guidelines for performance Improvements
 - ISO 19011: 2002 Edition -Guidelines for Quality Management Systems Auditing
- These standards are referred for,
- Documenting ,
 - Training and implementing Quality Management System of this organization.
 - Auditing the Quality management System.
- Standard Specifications and test methods from National / International Standard.
 - Standard Specifications and test methods from customer supplied drawing.
 - CPWD Manual
 - IATA Guideline



TERMS AND DEFINITIONS

DOC. No.	QM - G6
REV. No.	00
DATE	01/12/2008
SHEET	1 of 2

Issue No 01 Ref.: ISO 9001 - 2008 CL. No. : 3

Organization:

Group of people & facilities with an arrangement of responsibilities, authorities & relationship.

Customer:

Organization or person that receives a product.

Supplier:

Organization or person that provides a product.

Product:

Result of activities or processes.

Process:

Set of interrelated or interacting activities which transforms inputs into output

Inspection:

Conformity evaluation by observing a judgment accompanied as appropriate by Measurement, Testing or gauging.

Service:

Result generated by activities at the interface between the supplier and the customer and by supplier, internal activities to meet the customer needs.

Quality:

Degree to which a set of inherent characteristics fulfills requirements.

Non conformity:

Non- fulfillment of a requirement.

Traceability:

Ability to trace the history, application or location of that which is under consideration

Verification:

Conformation through the provision of objective evidence that specified requirements have been fulfilled.

Objective evidence:

Data supporting the existence or verify of something.

Continual Improvement:

Recurring activity to increase the ability to fulfill requirement.

Corrective Action: Action to eliminate the cause of a detected nonconformity or other undesirable situation.

Preventive Action: Action to eliminate the cause of a detected potential nonconformity or other undesirable potential situation.



TERMS AND DEFINITIONS

DOC. No.	QM - G6
REV. No.	00
DATE	01/12/2008
SHEET	2 of 2

Issue No 01 Ref.: ISO 9001 - 2008 CL. No. : 3

<u>Abbreviations / Definitions</u>	<u>Expanded form</u>
OIDC	Omnibus Industrial Development Corporation
MD	Managing Director
CS	Company Secretary
GM	General Manager
CE	Chief Engineer
EE	Executive Engineer
CR	Customer Request (or Customer's order)
CA	Corrective Action
DES	Dispatch Dept.,
QM	Quality Manual
QP	Quality Procedure
HOD	Head of concerned Dept.
MR	Management Representative
MRM	Management Review Meeting
MT	Maintenance Dept.
Mktg.	Sales & Marketing Dept.
PUR	Purchase Dept.
PM	Packing Material / Preventive Maintenance
PA	Preventive Action
PS	Production Schedule
Prodn	Production
QA	Quality Assurance
QMS	Quality Management System
Revn.	Revision
RM	Raw Material
Sec.	Section
SA	Sales & Marketing Dept.
Standard	ISO 9001:2008
ST	Stores Dept.,
IMFL	Indian Made Foreign Liquor
BACL	Bharat Aluminum Company Limited



QUALITY MANAGEMENT SYSTEM

DOC. No.	QM - 4.1
REV. No.	00
DATE	01/12/2008
SHEET	1 of 6

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 4

4.1 General Requirements

This Organization has established documented, implemented and maintains a quality management system and continually improves its effectiveness in accordance with the requirements of this standard.

To achieve this, the Organization has-

Identified the processes required for the quality management system and their application throughout the Organization. Sequence and interaction of these processes are determined along with the criteria and methods needed to operate these processes effectively. The required resources and information is provided by management to support the operation of all processes.

4.1 a) Identification of processes

Following 10 processes identify entire activities of this organization.

1. Resource Management.
2. Marketing.
3. Purchase.
4. Business Division.
5. IMFL Division.
6. Construction Division.
7. Project Division.
8. Finance Division.
9. Inspection and control / Q.A.
10. Store / Godown.

Resource Management

This process covers activities like- human resource development, financial resources, provision of machine-tools and infrastructure for work, training and up-gradation of skills of personnel, overall administration and control of the organization and last but not least the continual improvement of the Quality management system.

Responsibility

Managing Director along with General Manager - Administration is directly responsible for this process.

Interface.

The responsible personnel of other departments have interface with Managing Director along with General Manager - Administration for this process.



QUALITY MANAGEMENT SYSTEM

DOC. No.	QM - 4.1
REV. No.	00
DATE	01/12/2008
SHEET	2 of 6

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 4

Marketing

This process covers activities like attend to customer's enquiry, assessment of customer requirements, review of human and infrastructure resources.

Responsibility

All Respective Departmental Head is directly responsible for this process.

Interface

The responsible personnel of other departments have interface with Respective Departmental Head for this process.

Purchase / Store

This process covers activities like material requirements, identifying suppliers for material and services and resource requirement identification.

Responsibility

All Respective Departmental Head is directly responsible for this process.

Interface

The responsible personnel of other departments have interface with Respective Departmental Head for this process.

Business Division

This process covers activities like maintaining Air ticketing & Rail Ticketing counter as per IATA guideline as well as maintaining all documents of BACL agency.

Responsibility

Manager - Business is directly responsible for this process and required documentation.

Interface.

The responsible personnel of other departments have interface with Manager - Business for this process.

IMFL Division

This process covers activities like to do marketing of all liquor in Daman & Diu and Dadra & Nagar Haveli then purchasing of liquor as per customer order / prediction and then distribution of liquor amongst customer. Also maintain accounts.

Responsibility

Manager - T & IMFL is directly responsible for this process and required documentation.

Interface.

The responsible personnel of other departments have interface with Manager - T & IMFL for this process.



QUALITY MANAGEMENT SYSTEM

DOC. No.	QM - 4.1
REV. No.	00
DATE	01/12/2008
SHEET	3 of 6

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 4

Construction Division

This process covers activities like to do marketing regarding construction related activity for deposit work then execution of work as per customer drawing / plan. Also maintain accounts.

Responsibility

Chief Engineer is directly responsible for this process and required documentation.

Interface.

The responsible personnel of other departments have interface with Chief Engineer for this process.

Project Division

This process covers activities like to do marketing regarding development related activity in infrastructure then execution of work.

Responsibility

General Manager - Project is directly responsible for this process and required documentation.

Interface.

The responsible personnel of other departments have interface with General Manager - Project for this process.

Finance Division

This process covers accounts of receipt and expenditure including preparation of budget estimates, Financial Reimbursement, etc.

Responsibility

General Manager - Finance is directly responsible for this process and required documentation.

Interface.

The responsible personnel of other departments have interface with General Manager - Finance for this process.

Inspection and Testing / QA

This process covers activities like, material incoming inspection, process stage inspection, final inspection etc.

Responsibility

Respective Department Head is directly responsible for performing this process and required documentation.

Interface

The other departmental Heads have interface with Respective Department Head for this process.



QUALITY MANAGEMENT SYSTEM

DOC. No.	QM - 4.1
REV. No.	00
DATE	01/12/2008
SHEET	4 of 6

Issue No 01

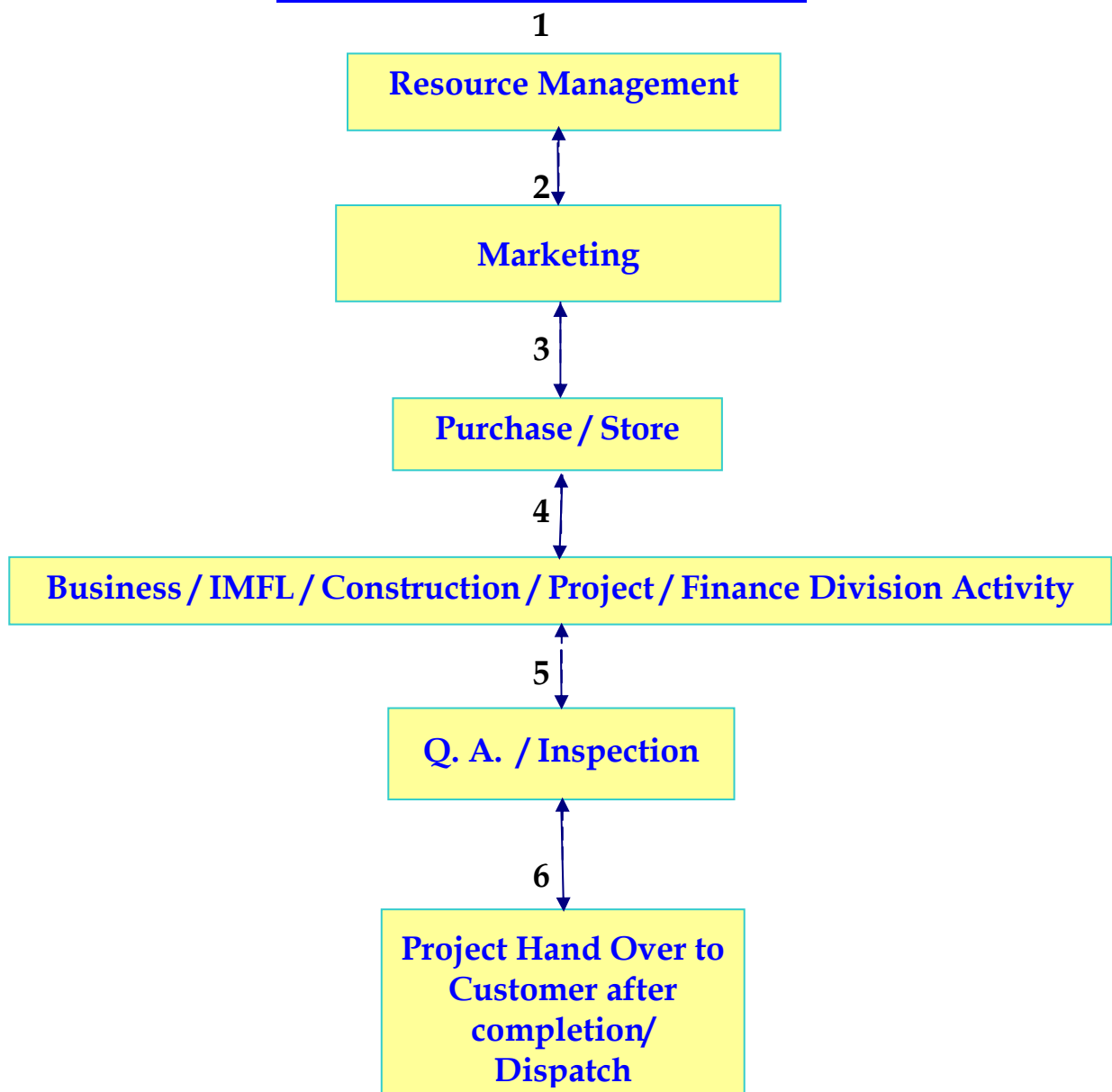
Ref.: ISO 9001 - 2008 CL. No. : 4

4.1 b)

The sequence and interaction of the processes is described in the flow chart of the processes as follows:

FLOW CHART OF THE PROCESSES

SEQUENCE OF THE PROCESSES





QUALITY MANAGEMENT SYSTEM

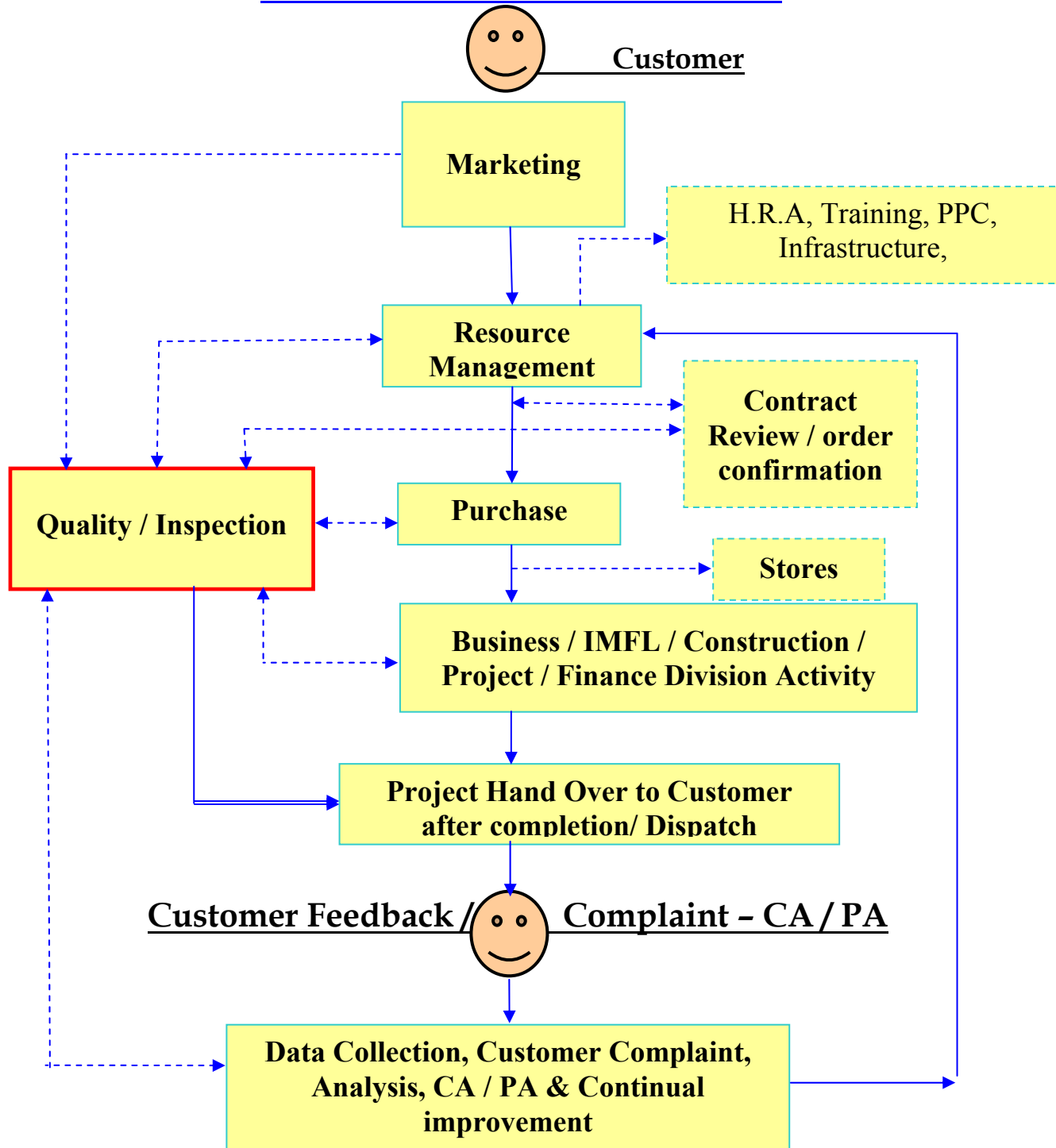
DOC. No.	QM - 4.1
REV. No.	00
DATE	01/12/2008
SHEET	5 of 6

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 4

4.1 b) The sequence and interaction of the processes is described in the flow chart of the processes as follows:

INTERACTION OF THE PROCESSES





QUALITY MANAGEMENT SYSTEM

DOC. No.	QM - 4.1
REV. No.	00
DATE	01/12/2008
SHEET	6 of 6

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 4

4.1 f) Out Source Process

OIDC has decided to out-source following process that affects Product / Service conformity of customer requirements.

- a) Calibration
- b) Developmental Work including civil work

To exercise full control over the quality of out-sourced services, we prefer Laboratory for calibration which is having traceability of any National Standard & selection of civil contractor by using CPWD manual.



QUALITY MANAGEMENT SYSTEM		DOC. No.	QM - 4.2
		REV. No.	00
		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 4	SHEET	1 of 3

4.2 Documentation

4.2.1 General

The Quality management system documentation includes-

- Documented statements of Quality Policy and Quality objectives.
- A quality manual.
- Documented procedures required by this International standard.
- Documents needed by the organization to ensure the effective planning, operation and control of its processes.
- Records required by this International standard.

4.2.2 Quality Manual

The organization has established and is maintaining a quality manual that includes

- Scope of quality system manual.
- Documented procedure.
- Process interaction.
- Identification of processes.
- Responsibilities of personnel.

a) General

The quality system is documented and maintained to meet the requirements of ISO 9001: 2008 (Ed) Quality Management Systems

Training is significant to the implementation of the quality system, while internal audits verify that documented procedures are maintained.

b) Documentation Structure

The documented Quality system has four levels as follows;

Level 1

Quality Manual serves as the apex manual and out lines the structure and general principles of the quality management system.

Level 2

Quality Procedures include, what, why, when, where, who, how steps are to be performed, by whom, what materials, equipment and documentation is used.

Level 3

Control Plans and Work instructions are being issued for those tasks where it is necessary to describe work method in greater detail.

Level 4

Records, which include completed forms, are retained to fulfill provision of objective evidence of quality system compliance.



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

QUALITY MANAGEMENT SYSTEM		DOC. No.	QM - 4.2
		REV. No.	00
		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 4	SHEET	2 of 3

Each document which forms a part of quality system is assigned a unique identification no.

The cover page of the quality manual carries the signatures of the reviewing and approving authorities. In addition, the revision status and date of issue are indicated. A master copy of each of such documents is maintained separately in a secured place under control for the reference.

One controlled copy each of the manual & procedure is distributed to following personnel -

- | | | | |
|------------|---------------------|-------------|----------------|
| Copy No.1. | MD | Copy No.4. | GM - Finance |
| Copy No.2. | MR | Copy No.5. | GM - Projects |
| Copy No.3. | GM - Administration | Copy No. 6. | Chief Engineer |

Copy of certification body will kept with MR.

The words "**CONTROLLED COPY**" is stamped on cover page and revision status page in blue ink to differentiate the controlled copies from uncontrolled ones.

C) Description and Interaction between the Processes.

The description and interaction between the processes is as described in the flow chart titled "Flow Chart of the Processes" in summary of the process.

4.2.3 Control of Documents

This is required to control information that affects quality. This is achieved by ensuring that relevant documents- both of internal and external origin are reviewed and approved by authorized personnel prior to release, and that all relevant personnel have access to pertinent issues and that revisions receive the same level of authorization as the originals.

A) Document approval and issue.

Internally and externally generated documents that underline the quality management system and which require monitoring for revision and distribution are termed as "CONTROLLED COPY"

Master lists are established to identify current revision status of all documents in the Quality system in order to stop the use of non-applicable or unauthorized copies. Holders of uncontrolled documents do not receive revisions.

The system ensures that the pertinent issues of relevant documents are available and that the obsolete documents are promptly removed from all points of use.

Copies of obsolete documents are identified and retained as necessary to maintain specified traceability.

Similar control applies to data.

 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION	QUALITY MANUAL				
	QUALITY MANAGEMENT SYSTEM	<table border="1"> <tr> <td>DOC. No.</td> <td>QM - 4.2</td> </tr> <tr> <td>REV. No.</td> <td>00</td> </tr> </table>	DOC. No.	QM - 4.2	REV. No.
DOC. No.	QM - 4.2				
REV. No.	00				

B) Document changes and or modification.

Amended documents are subject to review and re-issue by MR.
 Reviews and approvals are based on relevant background information.
 Documents identify changes where practicable.
 More comprehensive details regarding Document control are contained in procedure.

Ref: Procedure for Control of Documents. (P423MR01)
Procedure for Document Identification (P423MR02)

4.2.4 Control of Record

This is required to establish and maintain a system for identification, collection, indexing, filing and disposition of quality records.
 Records provide evidence of compliance of product and the quality system to specified requirements.
 Records are filed or stored in an environment that will prevent deterioration or damage and to prevent loss and ensure retrieval.
 The person responsible, location and minimum retention period for records are determined and documented in relevant procedures.

- All records that support the quality system are referenced in the procedure.
- The record is legible and identifiable to the product involved.
 - Records are collected by those functions identified in each procedure.
 - Records are indexed in the manner identified in each procedure.
 - Access to the records is controlled.
 - Folders / record registers and the like which hold quality records are labeled as to the contents (or carry other identification) and where appropriate, the retention period.
 - Upon expire of retention period, the records are disposed.
 - More comprehensive details are contained in Procedure.

Ref: Procedure for Control of Quality Records (P424MR01)

List of Records

Record	Retention Period (Minimum)
Stage inspection records	As per CPWD Manual Norms
Final inspection records	As per CPWD Manual Norms
QMS related records, documents	3 Years

(Retention period is considered from the date of final inspection)

 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION MANAGEMENT COMMITMENT AND CUSTOMER FOCUS	QUALITY MANUAL	
	DOC. No.	QM - 5.1
	REV. No.	00

		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 5	SHEET	1 of 1

5 Management Responsibility

This is required to specify the responsibilities and authorities of personnel as they apply to quality system. All relevant personnel understand these responsibilities.

5.1 Management Commitment

The management of this organization is committed to establish, maintain & practice the ISO- 9001 (2008) Standard. The commitment is evident by the established Quality policy, Quality objectives documented in this manual and displayed in the organization.

Employees are advised of this on joining the company and / or during planned training.

Management review meetings are conducted at planned intervals (**6 Months**) by top management to assess the -

- Performance of QMS.
- For identifying any further needs for training & awareness customer special requirements.
- Requirement of resources.
- For identifying the requirements by Legal or Statutory bodies while realizing the product.
- Review of quality system objectives.

5.2 Customer Focus

The Management of this organization continuously ensures that the customers' requirements are pre determined and met fully to enhance customer satisfaction. We actively take part in related tendering process for related activity. Also we have our own official website for providing all basic details to every one and also exhibit ourselves by displaying our product quality and our capability. And after receiving order generally matters discussed are like any addition to cost, delivery / completion schedule, etc. The feed back from customer is self explanatory and evident whether full "customer satisfaction" is achieved or not. The term "**Customer**" mentioned here applies to both types - "Internal customer" like other departments or "External customer"



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

QUALITY POLICY

DOC. No.	QM - 5.3
REV. No.	00

		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 5	SHEET	1 of 1

This organization has documented its own statement of Quality policy which is included in this manual and displayed at various strategic locations in the organization, for general communication and understanding. It is supported by a framed set of objectives from top management for targeted period. The progress on achieving these objectives, Quality Policy is periodically reviewed by at management review meetings.

Quality Policy Statement

We at O IDC shall aim to achieve and sustain excellence in all our activities.

We shall produce and supply superior quality products & services and maintain credibility in the market for the quality of our products & services all the times.

We are committed to total Customer satisfaction and continual improvement in our performance to meet customer expectations at all times.

We are further committed to develop a motivated workforce with a sense of pride in the organization which will lead us towards being the best in the industry and working in harmony with the environment.

Date: 01/12/2008

MANAGING DIRECTOR

 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION	QUALITY MANUAL	
	QUALITY OBJECTIVE AND QMS PLANNING	DOC. No. QM - 5.4 REV. No. 00

		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 5	SHEET	1 of 1

The top management has documented a set of Objectives including those needed for product realization. These objectives are measurable and consistent with the Quality Policy.

Every fiscal, the objectives are quantified and planned arrangement is made to achieve the quantified objectives decided and set by the management by setting KRA (Key Result Area) for related department.

A plan is prepared to achieve this KRA by utilizing the analysis of data generated in past as input. Achievement and continuing suitability of this is reviewed during the management review meetings. The corrective actions, if required, are immediately taken and effectiveness is reviewed in next management review.

Quality Objectives Statement

We, at **"OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION"** have identified following objectives in pursuit of our Quality Policy.

- ✓ **Continual improvement in all areas.**
- ✓ **Ongoing human resource development.**
- ✓ **To achieve total customer satisfaction.**

Date: 01/12/2008

MANAGING DIRECTOR

5.4.2 Quality Management System Planning

Quality plan is in the form of a document which collectively underlines organization's quality system. To meet specified goals as mention in quality objectives and customers orders -

Adequate supervisory controls are identified (during for example, management review meetings, disposition of any non-conformance) and implemented.


Resources (including skills) shall be similarly identified and acquired.

Documentation and the related processes are harmonized (i.e. document what is done, do what is documented.)

Test methods and equipment shall be updated whenever necessary.

Procedures shall specify those records that are to be maintained.

In the event of changes being made in the Quality Management System, it is ensured that these changes do not adversely affect the QMS and the integrity of the system is maintained.

 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION	QUALITY MANUAL			
	DOC. No.	QM - 5.5		
	REV. No.	00		
	DATE	01/12/2008		
RESPONSIBILITY, AUTHORITY AND COMMUNICATION	Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 5	SHEET	1 of 2

5.5.1 Responsibility and Authority

The organization chart included in this manual shows the inter relationship between the various functions. All employees are responsible for the quality of their work and for advising their Supervisor of any conditions that are adverse to the quality of the work being produced or adverse to the satisfactory operation of the quality system.

The Managing Director is responsible and have the authorities within their defined areas of control, for -

- The quality of work being carried out
- Initiating action to prevent the occurrence of non-conformities
- Identifying and recording quality problems.
- Initiating, recommending and providing solutions to quality problems.
- The responsibilities and authorities of the essential personnel are as described in organization chart.

The employees are advised of their responsibilities and authorities on joining the company and any addition or deletion to this is informed to them by a documented communication the MR.

Also the responsibilities and authorities are reviewed during the Management Review Meetings on periodical basis.

Cross References:

1. Organization Structure - Annex - B
2. Responsibility & Authority Matrix - Annex - C



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

**RESPONSIBILITY, AUTHORITY AND
COMMUNICATION**

DOC. No. QM - 5.5

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 5

SHEET

2 of 2

COPY NO: _ _ _ _ _

5.5.2 Management Representative

The management has appointed a member of management as a MR for company. In addition to his assignments he has the following responsibilities & authorities:

- Ensuring that processes needed for the Quality Management System are established, implemented and maintained.
- Ensuring that the Quality system is established, implemented, and maintained in accordance with the requirements of ISO 9001: 2008 (Ed).
- Ensuring that the implementation of solutions to quality problems is carried out.
- Ensuring that awareness of regulatory & requirements is promoted throughout the organization.
- Reporting to management regarding the progress and performance of quality Management System and any need for improvement.
- Reviewing the Quality Policy & Objectives of the Organization for its continual effectiveness and improvement.
- To co-ordinate with external parties on matters relating to QMS.

5.5.3 Internal Communication

Management ensures appropriate internal communication with its staff, workmen and others through either or all of following ways-

Inter Department is connected with intercom, email & every staff person is having company mobile phone.

Discussing during planned meetings, preparing work schedules/bar charts. Generally we are conducting meeting with all departmental head everyday.

We are also discussing detail matters during MRM.

Communication is also done very effectively by displaying it on the notice board in the form of a notice or circular. The internal communication includes the order receipt, delivery schedule, matters, receipt of any prestigious recognition, progress achieved on the work orders, Customer satisfaction/ complaints, joining of new employees and internal or external audit results to notify the effectiveness of the QMS.



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

MANAGEMENT REVIEW

DOC. No. QM - 5.6

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 5

SHEET

1 of 1

COPY NO: _ _ _ _ _

5.6.1 General

Management reviews the organization's quality management system at planned intervals of **6 Months** to ensure its continuing suitability, adequacy and effectiveness.

However this is followed as the minimum requirement. The management review meeting may be conducted more frequently on need basis.

MD shall form the Management Review Committee with appropriate personnel drawn from key functional areas.

Management Review Committee shall comprise of minimum following members.

1. Managing Director
2. Company Secretary
3. Management Representative
4. All Departmental head

Managing Director shall chair the Management Review Meeting. In the absence of either person; designated person appointed by Managing Director shall chair the meeting.

This review includes assessing opportunities for improvement and the need for changes to the system, including quality policy and quality objectives.

Improvement in the working processes to achieve better results, improvement in products as required by the Customer.

Records of such management review meetings are maintained.

5.6.2 Review Input

The input to management review is in the form of information like-

- Review of previous MRM
- Results of audits (internal or external)
- Customer feedback on product/ service quality or any changes in the product.
- Process performance and product conformity.
- Status of preventive and corrective actions.
- Follow up actions taken on previous MRM.
- Changes that could affect Quality Management System.
- Recommendation for improvement.

5.6.3 Review Output

The output of management review is in the form of decisions and on-

- Resource needs (human, finance, equipment, transport etc.)
- Meeting customer requirements.
- Resolving customer complaints.
- Improvement of quality management system and its processes.
- Improvement of product related to the customer's requirement.
- The compliance on the matters discussed during Management review meeting is verified in next MRM.

Records

Agenda of management review meeting. - F56MRM01

Minutes of management review meeting. - F56MRM02



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

RESOURCE MANAGEMENT

DOC. No. QM - 6.2

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 6

SHEET

1 of 2

6.1 Provision of Resources

The organization determines and provides the necessary resources-

- Required to realize the required product by the customer.
- To safeguard the men and machines.
- To fulfill the identified training and skill up-gradation requirements.
- To implement & maintain quality system & continually improve its effectiveness.
- To enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

Resources' requirement is identified in documents such as Quality system manual, procedures etc. Personnel assigned to task are suitably trained and or qualified and experienced. Minimum competence level is assured while recruiting the new personnel. Adequacy of these resources is reviewed during management review, customer complaints review and internal quality audits.

The requirements for further training and up-gradation of skills are identified and the required training is imparted to the desired personnel.

6.2.2 Competence, Awareness and Training

This is required to establish and maintain a system for identifying training needs and provide for the training of all personnel performing activities affecting quality.

Before employing the minimum required level of competence to perform specific tasks is determined, and only those who satisfy these requirements are employed.

These are verified during personnel interview and go through relevant certificates.

Personnel performing specified tasks are adequately qualified through education, training, skill and experience.

Training needs for positions that perform activities affecting quality are identified by departmental head by monitoring his / her activity and appropriate training is provided either in-house or by engaging the services of out side competent authority by making annual training calendar by Manager - Administration.

Employees training records are established and maintained.

The Department Head of the company verifies the effectiveness of training by evaluating the Quality the output on assignment-to-assignment basis.

The management ensures that its employees are aware of the relevance and importance of their activities. The employees are also made aware of the objectives of the organization by displaying the Quality policy and the Objectives at the working places, explaining the targets set and how everybody can contribute effectively to achieve the objectives set by the Management.



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

RESOURCE MANAGEMENT

DOC. No. QM - 6.2

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 6

SHEET

2 of 2

COPY NO: _ _ _ _ _

Records

- Employee Details – F622HR01
- Guideline for measuring effectiveness of training - F622HR06
- Training Codes & Trainers – F622HR03
- Training Schedule – F622HR02
- Training Record – F622HR04
- Training Need Identification – F622HR05
- Competency Level for New Recruitment – F622HR07

6.3 Infrastructure

This is required to ensure that activities are carried out under controlled conditions. Quality plans, procedures, and work instructions are the principle documents used to define activities.

Adequate office place with necessary administration backup, equipment like - Computers, printers, stationary etc. is provided to carry out the required processes. Communication equipment like telephones, fax, Internet is made available to effectively process the tasks of various processes.

These machines and equipment are maintained in perfect working condition through periodical preventive maintenance and immediate repairs in the event of break down. Other supporting service like transport is extended for personnel and for movement of machines and material.

Godown is maintained to preserve liquor at Daman and Silvassa respectively.

6.4 Work Environment

Tasks are carried out in a suitable and safe environment. Equipment and processes used are proven as adequate for assigned tasks.

Equipment is subjected to regular maintenance, as appropriate to ensure continuing process capability. Continuous attention is given to house keeping and removal of scrap and waste from the work area.

Adequate lighting, ventilation and hygiene is maintained at the working place.

Provision of drinking water and toilet blocks is made.

Electric wiring, distribution boxes, etc is periodically checked and kept in perfect working condition.

Legal and regulatory requirements are promptly and timely attended (like- electrical installations, factory inspections etc)



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

PLANNING OF PRODUCT REALIZATION

DOC. No.	QM - 7.1
REV. No.	00
DATE	01/12/2008
SHEET	1 of 1

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 7

7.1 Planning of Product Realization

COPY NO: _ _ _ _ _

This organization plans and has developed the processes needed for product realization. Planning of product realization is consistent with the requirements of other processes of the quality management system.

In planning of product realization, the organization determines the following as appropriate:

- Quality objectives and requirements for the products.
- The need to establish processes documents & resources specific to the products.
- Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance.

CPWD manual is key tool to describe stages of product realization required verification / validation/ Monitoring / Inspection /& Test activities and acceptance criteria at each stage is established for construction division.


The quality plan is also tool to describe stages of product realization required verification / validation/ Monitoring / Inspection /& Test activities and acceptance criteria at each stage is established. Necessary processes, documents & resources specific to stages of product realization are defined.

Effectiveness of planning is judged through effectiveness of quality objectives & evidence of meeting product requirements.

Requirements of 3rd party inspection, customer inspection, outside testing of product as per customer requirements is ensured for specific product.

Product realization planning for new product is ensured through development relevant inspection plans, process control charts etc.

Quality plan is subject to change based on new technology in processing, monitoring, measuring Equipments introduced for product verification, new service.

 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION		QUALITY MANUAL	
CUSTOMER RELATED PROCESSES		DOC. No.	QM - 7.2
		REV. No.	00
		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. :7	SHEET	1 of 1

7.2.1 Determination of requirements related to Product

Requirements specified by the customer are determined. This includes stated requirements by customer like type of product, delivery schedule, location of delivery etc. The additional requirements not stated by the customer but required for product realization are necessarily informed to customer at the time of submission of an offer.

7.2.2 Review of requirements related to Products

This organization reviews customers order also self-capability to deliver the required products is also assessed. Though no separate records are maintained for this, accepting the contract review, output of this is evident in customer feed back. The details required for product realization are collected from the Customer.

Points considered during this are like-

- Optimum utilization of manpower.
- Skills and training up-gradation of personnel.
- Requirements of additional manpower / machine tools and finance.
- Infrastructure like work space for processing, product handling equipment
- Electrical power, water, and safety of manpower.
- Change or revision in the applicable specification or quantity by the Customer and any kind of amendments in the dispatch advice.
- The changes in the customer's requirement that affect the product realization and other processes are informed to the relevant personnel by issuing a revision in the dispatch advice.

List of Records

Inquiries - emails

Tender copy / Contract Review

Amendments to purchase orders - e - mails

7.2.3 Customer Communication

Communication with customer is very effectively done either through meetings in personal, Sending Customer Feed back & Customer Complaint Also media like telephone, fax, and e - mails.

Effectiveness of this evident through customer feed back. All communications with the customer requirement is through emails in computers.

Customer Feed Back - F821MK01

Customer Complaint - R85MK01



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

DESIGN & DEVELOPMENT

DOC. No. QM - 7.3

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 7

SHEET

1 of 1

7.3 Design and Development

Excluded:

We are providing our entire range of product service to customer as per customer's requirement.



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

PURCHASING

DOC. No. QM - 7.4

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 7

SHEET

1 of 2

COPY NO: _ _ _ _ _

7.4.1 Purchasing Procedure

In O IDC, all purchase requisition is raised by respective departmental head to respective department's order committee for all raw materials. Order committee consist of MD & GM of all Departments. And after approval from order committee respective departmental head raise purchase order to approved supplier.

This is required for ensuring that the purchased items and services conform to specified requirements.

For all stationary and consumables an open order to approved supplier is place and in that rates are finalized for whole year.

Here applicable, goods / services are procured from approved suppliers or through tendering procedure. Selection of new supplier describes the additional controls required when purchasing from new suppliers who are not approved at the time of order placing.

Then after receiving of materials; administration department will submit all bills to account department for verification of bills with approved rates and then they pass the concern bills.

As on date all suppliers who are listed in approved suppliers' list are considered to be "Qualified" for all the criteria under evaluation and approved for Product / Services and services. Further independent evaluation is done as and when required and records are maintained for critical Raw material suppliers only. Records of tendering procedure and supplier evaluation are maintained only for critical product / services.

If the Product or service needs to be procured in case of an emergency from a new supplier who is not on the approved list of suppliers, then evaluation of the supplier is carried out later depending on the criticalness of the raw material. Upon successful evaluation and minimum one satisfactory supply, the supplier is approved.

The records of such evaluation are maintained and reviewed periodically.

Work instructions describe the criteria for evaluation and selection of suppliers.

Purchase orders / Work Order indicate description of goods, quantity, quality, price and delivery schedule of the material to be purchased.

Purchase orders / Work Orders are reviewed and approved by Purchase officer prior to release.



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

PURCHASING

DOC. No.	QM - 7.4
REV. No.	00
DATE	01/12/2008
SHEET	2 of 2

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. :7

7.4.2 Purchasing Information

COPY NO: _ _ _ _ _

Purchasing information is in the form of Written Purchase Order with product specification prepared by the organization, which contains information like item description, quantity required, delivery schedule, material of construction, preferred source etc. for the products.

In the event the services are required to be hired for out side, the minimum requirement of personnel qualifications, equipment, approval by competent authorities and working procedure etc. is considered and evaluated in tandem with the requirements of QMS. This is generally generated from customer's requirements but has other interfaces like Production, Q.A. etc.


7.4.3 Verification of Purchased Products

At receiving stage, it is ensured that the delivered products conform to required specifications in purchase order, by incoming material inspection. Purchased products are verified before accepting as per material accepting criteria.

All items, at the time of receipt are visually checked for proper packaging, extraneous matter, etc.

List of records

- In coming Inspection report
- Purchase order
- Supplier test certificate
- GRN (Goods Receive Note)

 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION		QUALITY MANUAL	
PRODUCTION AND SERVICE PROVISION		DOC. No.	QM - 7.5
		REV. No.	00
		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 7	SHEET	1 of 2

7.5.1 Control of Production and Service Provisions

Production and service provisions are carried out in controlled conditions which includes following as applicable-

Available information, which describes product characteristics e.g. Product specification. Work instructions / Departmental Flow Chart for actually performing specialized task for product realization & Process Parameters.

Appropriate Equipment/ machinery required for product processing.

Suitable test and measurement tools

Trained and sufficiently skilled personnel

Inspection stages during product realization and final inspection upon product / service completion. Requirements of delivery

7.5.2 Validation of Processes for Production and Service Provision

Production processes are continuously validated for critical activities. This includes any processes where deficiencies become apparent only when product is in use.

WELDING and CONCRETE MIX process are regularly validated through-

- Experience of Personnel and his / her competency level.
- Work Instruction with process parameters has been made available.

Similarly, other non-destructive and destructive testing processes are also validated for certainty of required results. Records of validation are maintained.

7.5.3 Identification and Traceability

This is required for identifying the product and raw material by suitable means. Following are the identifications used.

Unique Label identifies each finished product. This contains Part Name, quantity and part number.

- Material received for processing is identified by through segregated storage.
- Control Equipments such as for physical identification of material or products and inspection records are used to show the inspection status of product as the need arises.
- Control of non- conforming products is described in the procedure for control of non- conforming products.
- In Store Identification Mark is available for identifying each product.



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

PRODUCTION AND SERVICE PROVISION

DOC. No. QM - 7.5

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 7

SHEET

2 of 2

COPY NO: _ _ _ _

7.5.4 Customer Property

The customer-supplied material received by this organization may be in the form Sample, Drawings, Specification, Raw Material, etc.

These materials are verified at the receipt stage. If any material is found to be or unsuitable for use, the same is informed to the customer.

List of Records

Customer's purchase order
Specifications / Drawing
Stock Register

7.5.5 Preservation of Product

This organization, Implements and maintains a system for the handling, storage, preservation and packing of products/material from the time of receipt, until delivery to customer. Precautions are taken at all stages to protect material and product from damage and deterioration.

Appropriate methods of segregation, preservation of the products are followed in plant. At appropriate stages of production the product is preserved.

List of Records

Stock records
Customer's Delivery Challan
Dispatch documents



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

**CONTROL OF MONITORING AND
MEASURING EQUIPMENTS**

DOC. No. QM - 7.6

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 7

SHEET

1 of 1

The organization has established and maintained a system to control, calibrate, and maintain monitoring and measuring Equipments.

Calibration is controlled for all such equipment including an evaluation of the measurement to be made, the required accuracy of measurement and the selection of appropriate equipment.

Equipments are calibrated at regular intervals and to tolerances established on the basis of stability, purpose and usage, thereby ensuring it is capable of the accuracy and precision necessary.

Calibration is carried out by the approved supplier in accordance with procedures and calibration methods with national level laboratory.

The calibration system includes -

Description of equipment and its identification mark.

- Date of calibration and due date
- Calibration interval
- Source of calibration / reference standard
- Copy of external calibration reports and
- Record of actual measurements made

The validity of previous inspection is assessed and documented when equipment Found to be out of calibration.

Calibration methodology adopted as per national /international standards. Records are maintained to ascertain adequacy of calibration intervals currently in use.

Inspection, measuring and testing equipment is, where practical, labeled to indicate calibration status. Where this is not practical, an alternative method is adopted, which ensures that the equipment shall be recalled when calibration is due.

New or repaired equipment and Equipments used for inspection are subjected to an initial

Inspection for accuracy or are proven for prior to release for use in production.

Environmental conditions are suitable for calibration and inspection tasks.


Inspection, measuring and test equipment is handled and stored in a manner that will ensure the accuracy and fitness for use are maintained.

Records

Calibration certificates supplied by the supplier

List of monitoring and Measuring Equipments: F76QA01

Calibration Schedule: F76QA02

 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION		QUALITY MANUAL	
MONITORING, ANALYSIS AND MEASUREMENT		DOC. No.	QM - 8.2
		REV. No.	00
		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 8	SHEET	1 of 3

COPY NO: _ _ _ _ _

8.1 General

The organization shall plan and implement the monitoring, measurement, analysis and improvement processes needed

To demonstrate conformity of the product

To ensure the conformity of the product

To continually improve the effectiveness of the quality management system

8.2 Monitoring and Measurement

Implementation of monitoring, measurement, analysis and improvement processes is carried out to -

- Demonstrate conformity of product,
- Ensure conformity of quality management system and
- Continually improve the effectiveness of quality management system.

This includes determination of applicable methods of inspection & testing at following stages-

- Receiving of material and or product,
- In-process, and
- Final.

These activities are analyzed in to the following areas-

- Customers' complaints.
- Non - compliance's observed during internal and external audits.

8.2.1 Customer Satisfaction

The performance of quality management system is measured also by the degree of customer satisfaction. A feedback from customer clearly indicates whether all of his requirements pertaining to all aspects of the product and or service are fulfilled by the Organization or not. Upon receipt of such feed-back the review is taken by management and corrective and preventive actions are taken accordingly.

8.2.2 Internal Audit

Internal Quality Audits are planned and undertaken as a means of improvement and to confirm compliance of quality system to the requirements of the standard and documented procedures.

The requirements planned as per clause 7.1 are verified for compliance and the degree of customer satisfaction achieved is measured.

The audit process is very effectively used to ensure that the QMS is effectively implemented and maintained in the organization.



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

**MONITORING, ANALYSIS AND
MEASUREMENT**

DOC. No. QM - 8.2

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 8

SHEET

2 of 3

The frequency of the audits is based on the status and importance of the activity. Generally frequency for conducting Internal Audit is at least once in SIX MONTHS. Trained personnel, who are independent of the function being audited, undertake audits.

Quality audits' findings as recorded, are used as the main formal means of resolving Problems and deficiencies detected in the quality system. Audit findings are brought to the attention of the responsible person for the area audited, who undertakes timely action, as appropriate. All actions taken to correct deficiencies are re-audited to verify Compliance.

More comprehensive details regarding Internal Quality Audit are contained in Procedure.

Ref: Procedure for Internal Audits (P822MR01)

Records

Internal Audit Schedule - F822IA01

Notification of Internal Audit - F822IA02

Audit Observation Sheet - F822IA03

Internal audit report / Corrective Action Request - F822IA04

Audit Summery report - F822IA05

8.2.3 Monitoring and Measurement of Processes

Monitoring and, where applicable measurement of the quality management system processes is carried out in this organization by methods like preparing and monitoring bar charts Purchase indents (inventory control).


The results of planned processes demonstrate the effectiveness of the QMS.

If the planned results are not achieved the necessary corrective actions are planned and implemented.

Timely corrective actions on non-conformances, appropriate preventive actions, etc. are utilized for monitoring the processes.

Quality system objectives of the company are self-explanatory and the best & ultimate tool for measurement of achievements and degree of effectiveness of processes. If Quality Objectives are not set for any department then independent monitoring for critical process is done.

More comprehensive details regarding Monitoring and Measurement of Process are contained in Procedure.

 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION		QUALITY MANUAL	
MONITORING, ANALYSIS AND MEASUREMENT		DOC. No.	QM - 8.2
		REV. No.	00
		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 8	SHEET	3 of 3

List of Records

- a. Preventive Maintenance Schedule
- b. Preventive Maintenance Records

8.2.4 Monitoring and Measurement of Product and Service

Monitoring and Measurement of product and service is effectively carried out by pre-established work instructions. Inspection and testing at pre-determined stages mentioned in CPWD MANUAL & QUALITY PLAN directly monitor the quality of the product.

Records of stage and final inspections are maintained.



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

CONTROL OF NON CONFIRMING PRODUCT

DOC. No. QM - 8.3

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 8

SHEET

1 of 1

COPY NO: _ _ _ _ _

8.3 Control of Non-Conforming products and services

Non-conforming goods are identified, segregated and held to prevent unauthorized use or inclusion with conforming products.

Employees have the responsibility to advise their superiors that product may be non-conforming.

The responsible Person from that department evaluates any non conformity and determines their disposition in accordance with documented procedure.

Non-conformances are documented and appropriate personnel advised. Non-conformances are disposed in accordance with agreed decision and the appropriate documentation completed. Non-conforming material/services received from suppliers are processed in a manner described above.


More comprehensive details are documented in Procedure.

Ref: Procedure for Control of Non-Conforming Product. (P83MR01)

Records:

Non-conformance report - F83QA01

Inspection and testing records / Test Certificate

 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION	QUALITY MANUAL		
	ANALYSIS OF DATA		DOC. No. QM - 8.4
		REV. No.	00
		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 8	SHEET	1 of 1

COPY NO: _ _ _ _

8.4 Analysis of Data


The data generated while monitoring various processes is analyzed periodically to plan if any corrective actions are required and for monitoring the effectiveness of quality management system.

The analysis of data is carried out by utilizing following -

- ✓ Non- conformity indicators.
- ✓ Customer Complaint.
- ✓ And most importantly the Customer satisfaction.
- ✓ Supplier

Records

Data analysis report

 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION		QUALITY MANUAL	
IMPROVEMENT		DOC. No.	QM - 8.5
		REV. No.	00
		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 8	SHEET	1 of 1

COPY NO: _ _ _ _ _

8.5.1 Continual Improvement

The organization continuously improves effectiveness of its quality management system by utilizing tools like-

Quality policy, quality objectives, audits results, analysis of data, corrective actions, preventive actions, management review, up-gradation of plant and machinery and human resource development.

Every **6 Months**, a review of all above is taken by the management in the MRM. The Technical Director analyzes the data generated since last MRM.

8.5.2 Corrective Action

The causes of customer complaints and identified non-conformities relating to product or quality system are investigated and recorded.

Corrective action commensurate with risks encountered is taken to eliminate the cause of non-conformance.

Procedures are amended and training provided in line with the out comes of effective corrective action.

Ref: Procedure for Corrective Actions (P852MR01)

Records

Corrective action request - F822IA04

Customer complaint record - F85MK01

8.5.3 Preventive Action.

Potential causes of non-conformance are addressed by analysis of audit reports, product quality reports and customer complaints. The action needed to prevent potential problems is determined. Control ensures that preventive action is effective.

Preventive action undertaken and outcomes are informed for management review.

The preventive actions taken are reviewed and verified by the Directors.

The effectiveness of the preventive actions taken is evident in non occurrences of the potential non-conformities and

More details on this are documented in Procedure.

Ref: Procedure for Preventive Actions (P853MR01)

Records

Non- conformance report - F83QA01

Inspection and testing records

Preventive action report - F85IA01

Minutes of management review meeting - F56MRM02



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

PROCESS FLOW CHART

DOC. No. Annexure - A

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 7

SHEET

1 of 2

CONSTRUCTION DIVISION PROCESS FLOW CHART

COPY NO: _ _ _ _ _

Proposal Received From Various Department for Deposit Work

Approval from Concern Department for allotment of Deposited work to OI DC

Management of OI DC accepts the offer & instructs Construction Division to take action accordingly

Construction Division ask for requirements from the concern department considering budget provision & Fund availability

Finalization of requirements after discussion with customer considering financial aspect

Fixing and appointment of Architectural and other consulting agencies for execution of work as per customer requirement

Preparation of detailed estimate & tender document, etc for the approved proposal & obtaining approvals from the competent authority

Inviting contractors by tendering process as per CPWD norms

Scrutiny, evaluation & appointment of contractors from the tenders received

Execution, Supervision, Billing & Completion of project

Handing over of the project to Customer



DEVELOPMENT CORPORATION

PROCESS FLOW CHART

DOC. No.	Annexure - A
REV. No.	00
DATE	01/12/2008
SHEET	2 of 2


Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 7

IMFL DIVISION PROCESS FLOW CHART

Requirement of IMFL / Beer is done through Market Survey Carried out



 OMNIBUS INDUSTRIAL DEVELOPMENT CORPORATION		QUALITY MANUAL	
		DOC. No.	Annexure - B
ORGANISATION STRUCTURE		REV. No.	00
		DATE	01/12/2008
Issue No 01	Ref.: ISO 9001 - 2008 CL. No. : 5	SHEET	1 of 1

As per attached sheet



***OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION***

QUALITY MANUAL

RESPONSIBILITY & AUTHORITY MATRIX

DOC. No. Annexure - C

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 5

SHEET

1 of 1

As per attached Order

COPY NO: _ _ _ _ _



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

PROCESS AND THEIR INTERACTION

DOC. No. Annexure - D

REV. No. 00

DATE 01/12/2008

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 4

SHEET

1 of 1

Management Responsibilities

Show

- Commitment
- Customer Focus
- Making Quality Policy
- Define /document Quality Objective
- Conduct Management Review
- Evaluation opportunity for improvement

Management Responsibility

- Provide resources material, Machines, Infrastructure, Work environment
- Increase Competency of People – Provide Training
- Evaluate effectiveness & take Corrective Action

COPY NO: _____

Process for Product Realization

- Determining Customer needs & Requirements
- Communicate with Production /Customer
- Purchasing Process
- Process For Production
- Preventive Maintenance
- Material Identification & preservation
- Calibration / Validation

Monitoring and Measurements

- Customer satisfaction
- Status of implementation of QMS through Audit
- Monitor the Process
- Measure the conforming status of the products
- Control of non conformity
- Analyze data
- Product Non Conformity
- Machine Breakdown
- Delivery Delay
- System Non Conformity

Improvement

- Corrective Action on product, process, QMS, N. C. Customer Complaints
- Preventive Action
- Customer feedback
- Employee Suggestion
- Competitive information
- * Continual Improvement
- * Opportunity for improvement
- * Monitoring Quality Objective



**OMNIBUS INDUSTRIAL
DEVELOPMENT CORPORATION**

QUALITY MANUAL

PRINCIPALS OF ISO 9001:2008

DOC. No.	Annexure - E
REV. No.	00
DATE	01/12/2008
SHEET	1 of 1

Issue No 01

Ref.: ISO 9001 - 2008 CL. No. : 3

This organization fulfills the all eight principles of ISO 9001: 2008 by addressing and recording as per defined Quality Management System Manual.
The details are mentioned as under.
Objectives of the principles of ISO 9001: 2008 are as follows.
“To Offer Product / Service Or Service Intended To Achieve Customer Satisfaction.”
QMS can assist the organization in achieving the objectives.

Principle: 1
Customer Focus

Principle 2
Leadership

Principle 3
Involvement of People

Principle 4
Process Approach

Principle 5
System Approach

Principle 6
Continual Improvement

Principle 7
Factual Approach to decision making

Principle 8
Mutually Beneficial Supplier Relationship