

	Quality System Procedure ISO 9001-2008 - CSM Technologies	Document #: CSM/QSP/19	Rev.: 1.2 Page #: 1 of 8
	POLICY ON OFFICE MEETINGS		

REVISION HISTORY			
REV	Description of Change	Author	Effective Date
Rev.:1.0	Policy on Office Meetings	Lagna Panda	11-Jan-2011
Rev.:1.2	New additions : Policy Statement, Basic rules on meeting decorum and etiquettes, Guide to Minutes of meeting and rules on what not to do.	Manasi Das	10-June-2013
Rev.:2.1	New additions (Point No.- 6 & 7): Description of Virtual mode of meeting, Conduct rules for attending Virtual meetings, Process to conduct the Virtual meetings	Manasi Das	02-Feb-2016

REFERENCE DOCUMENTS	
Document Number	Document Title

	Quality System Procedure ISO 9001-2008 - CSM Technologies	Document #: CSM/QSP/19	Rev.: 1.2 Page #: 2 of 8
	POLICY ON OFFICE MEETINGS		

1. POLICY STATEMENT

This document will provide us a practical guidance on modern etiquettes for attending and participating in official/management meetings. It would help us ensuring that meetings are effective and participants are focused on the performance of their roles and responsibilities.

The purpose of this meeting etiquette policy is to specify the type of behavior appropriate for meetings of CSM, and throughout the organisation. Meeting attendees should act with independence, rigor, integrity, probity, honesty, mutual trust and display high standards of conduct.

2. GENERAL RULES FOR SCHEDULING A MEETING

- 2.1 The meeting can be initiated by you or by anybody who wants you to organize the meeting. It is your discretion whether, you accept the responsibility or not.
- 2.2 On acceptance, you are required to plan the meeting in Kwantify. Once done, mails would shoot to all participants. You may also send SMS if required.
- 2.3 It is required to select the MOM controller for preparing and uploading MOM in Kwantify.
- 2.4 Plan ahead: If you are responsible for calling a meeting, plan ahead before sending out the meeting notification. Make sure that all interested/intended parties are invited.
- 2.5 Set a clear agenda and circulate to all participants prior to the meeting.
- 2.6 It is not mandatory to remind all members before the meeting.

3. BASIC RULES ON MEETING DECORUM AND ETIQUETTES

- 3.1 Punctuality is a must: Arrive for the meeting on time and stay for its duration. Keeping people waiting is considered the heights of poor etiquette as it misuses their time.
- 3.2 If you are late, apologize and give a reason. If you don't give a good reason, you will generate resentment from the people who did arrive on time. Plus, if you fail to give a good reason, you are basically saying the meeting isn't important enough for you to show up on time.
- 3.3 Be ready. Prepare ahead of time. Arrive with all the materials you think you may need like- a report, pen, paper, note pad/diary or laptop. It's a proper manner to give the speaker your undivided attention. Even if you don't take a single note, this will show that you are not interested in the agenda and not serious about your role at the meeting.

	Quality System Procedure ISO 9001-2008 - CSM Technologies	Document #: CSM/QSP/19	Rev.: 1.2 Page #: 3 of 8
	POLICY ON OFFICE MEETINGS		

- 3.4 Prepare well for the meeting as your contribution may be integral to the proceedings. If you are using statistics, reports or any other information make sure it has been handed out at least 1 (One) hour prior to the meeting.
- 3.5 Participate: When the chairperson asks for feedback and you feel that you have something to contribute, be sure to do so. Ask questions as well.
- 3.6 Be polite and attentive: When speaking, be brief and ensure what you say is relevant. Use positive language with a confident tone.
- 3.7 Conduct yourself professionally. Display proper etiquette and manners through your knowledge and understanding.
- 3.8 When discussions are under way, it is good business etiquette to allow senior members to contribute first.
- 3.9 Never interrupt anyone-even if you disagree strongly. Note what has been said and return to it later with the chair's permission.
- 3.10 Use "We". Whenever referring to your department, team or a project group, always use the pronoun "we". If things are going well, it shows you're a real team player by sharing the glory, if things are going poorly; it takes the focus off you and spreads the responsibility around.
- 3.11 Stick to the agenda and keep an eye on the time. Politely discourage cross-talk and make sure that all attendees get an opportunity to speak.
- 3.12 Pay attention to your Body language. Sit straight, both feet on the floor. Even though you're sitting straight, appear relaxed and attentive. If you do cross your legs, cross them at the ankles.
- 3.13 Mobiles are to be strictly turned off or put in silent mode.
- 3.14 Thank the chairperson. Thanking the person who organized the meeting is not only good etiquette; it is also a sign of respect.
- 3.15 Summarize: At the end of the meeting, sum up the action items and if necessary, request another meeting.

4. GUIDE TO MINUTES OF MEETING

- 4.1 You are required to pre-decide the MoM Controller before the meeting starts.
- 4.2 The MoM controller takes down the minutes of the discussion. Just get the essence of the discussion with the major points. Major points include tasks, responsible person, decisions and target dates.

	Quality System Procedure ISO 9001-2008 - CSM Technologies	Document #: CSM/QSP/19	Rev.: 1.2 Page #: 4 of 8
	POLICY ON OFFICE MEETINGS		

- 4.3 Once the MoM is drafted in a prescribed format (***please refer Annexure-1***) by the MoM controller of the meeting, it is to be circulated amongst all the members or participants of the meeting.
- 4.4 Within 2-4 hours/next half of the day of this mail being sent, all those members who have corrections to make with their activities listed in the MoM are required to get back to the MoM controller over mail with the exact information.
- 4.5 Once the MoM is finalized, the MoM controller uploads the same in Kwantify within 1 hour of the receipt of the final MOM.
- 4.6 According to the format of MoM, few activities would have been assigned to the participants. The MoM controller assigns the target date and tags the concerned person to his/her activity.
- 4.7 All participants assigned to a task have to update as per the target date mentioned in Kwantify.
- 4.8 Once MoM is uploaded in Kwantify, Intimation goes over mail to all the participants.
- 4.9 Mail Follow-up of the minutes recorded in the meeting is done automatically in Kwantify. In case, not so done, the Minute's Controller has to do it.
- 4.10 If the results of the meeting have an effect on others who were not present it is considered proper business etiquette to inform them.

5. DONTs DURING THE MEETING

- 5.1 Don't ramble, don't repeat yourself and avoid confrontational language.
- 5.2 Do not carry a conversation while someone else is talking in the middle of a presentation.
- 5.3 Do not talk on your phone during the meeting. If a call needs to be taken urgently then one may do so outside the meeting room only.
- 5.4 Do not make your presence known by making noises. Noises like - pen or pencil tapping, paper shuffling, coughing continuously. If necessary, leave the room.
- 5.5 Don't chew Tobacco/Paan/Gum in to your mouth. You can take candies.
- 5.6 Don't doodle on a notepad. (People will start trying to see what you're doing. And this draws attention to the face that you are not paying attention.)
- 5.7 Do not get up from seat for more than 2 times in one hour during a meeting.
- 5.8 Avoid letting your mind wander, no matter how boring the meeting may seem.

	Quality System Procedure ISO 9001-2008 - CSM Technologies	Document #: CSM/QSP/19	Rev.: 1.2 Page #: 5 of 8
	POLICY ON OFFICE MEETINGS		

6. MEETINGS THROUGH VIRTUAL MODE

As a step further, few of the initiatives have been planned to facilitate Tools & technologies for smooth conduct of meetings in virtual mode. Two of the tools that is being planned are Team Viewer and Conference Calls.

6.1 Team Viewer/Skype/WebEx:

- 6.1.1 A convenient tool for meeting with facilities for audio, video, file sharing and recording etc.
- 6.1.2 Can be done from the convenience of one's own workstation
- 6.1.3 Reduce the movement from one place to other places for every meeting

6.2 Conference Call:

- 6.2.1 A set of people can talk over the phone through a common platform
- 6.2.2 Through the use of intercoms the conference can be done

7. RULES FOR ATTENDING MEETINGS IN VIRTUAL MODE

- 7.1 Be on time for the Meeting.
- 7.2 Please notify the coordinator/moderator via email should have any challenges with the call like connectivity/ID no., etc. before the meeting.
- 7.3 Give your name to the group each time you begin to speak, so that everyone knows who's speaking.
- 7.4 Speak clearly and loudly – using tone to express interest or enthusiasm.
- 7.5 Try not to interrupt until the Chairperson or Speaker asks if there are any questions or comments.
- 7.6 Use the "Mute" button. This will avoid any background noise. When someone needs to speak, simply release the "Mute" button. If you don't have a mute button, please find a quiet place.
- 7.7 Please don't have conversations with other people during the Conference call.
- 7.8 Don't ever put your phone on "Hold" to do something else. If the hold feature plays background music it will play into the conference call and create disturbance for the other participants to continue the meeting in your absence!
- 7.9 Don't shuffle paper, scrape chairs, pencil tap, breathe deeply or make any other distracting noisy activities during the Conference call.
- 7.10 Make sure you are taking the call from a quiet location with good signal.

7.11 If you get caught in a noisy location, let people know right away that you'll be on mute unless you're speaking. It's the respectful thing to do.

7.12 Please refer **Annexure-2** to know the process of initiating a Team Viewer Meeting.

7.13 Please refer **Annexure-3**, to know the process of conducting virtual Conferences.

Note : Adherence to these policies will ensure a successful and enjoyable meeting experience for everyone!

Annexure -1

Meeting Subject :

Date :

Venue :

Start time :

End time :

Coordinator(s) :

Participants :

Minutes Controller :

Brief Summary of the Meeting:

--

Points Discussed:

--

Activity with Target:

Sl. #	TOPIC	DETAILS	RESPONSIBILITY	TARGET DATE
1				
2				
3				

	Quality System Procedure ISO 9001-2008 - CSM Technologies	Document #: CSM/QSP/19	Rev.: 1.2 Page #: 7 of 8
	POLICY ON OFFICE MEETINGS		

Annexure -2

Process to initiate Team Viewer Meeting:

Step I

Write a mail to NSA team (sanjib.gahir@csmpl.com / manoj.sahu@csmpl.com) mentioning:

1. Date & Time of meeting
2. Duration of meeting
3. Topic of the meeting
4. Participant's email address (All participants)
5. Who will be the host (One person becomes host to administer the meeting)

Step II

1. NSA will set up the Host/Administrator for the meeting and add up the list of participants for the meeting (using email IDs)
2. All the participants will receive a **Team Viewer Invitation Mail** from the Admin.
3. Note down the **Meeting ID** and **Password** which you may need to join the Meeting.
4. At the specified time, just run the Team Viewer Quick Join Application and Enter the **Meeting ID** and **Password** in the specified place.
5. After successful authentication, you will be automatically tagged to the meeting.

Step III

1. Ensure that the system used for Team Viewer Meeting should have compatible with Audio and Microphone. If you are not sure, then please ask the NSA team to ensure you the feasibility before the meeting.

Step IV

1. Request for Headphone if it requires for you and for any other participants.

Step V

1. After the meeting, close the session and Quick Join Apps.

Annexure -3

Virtual Conferences:

For smooth communication 5 numbers of virtual conferences are created.

1. These will be used for internal use only
2. Can be password protected
3. Can be dialed directly from the desk

	Quality System Procedure ISO 9001-2008 - CSM Technologies	Document #: CSM/QSP/19	Rev.: 1.2 Page #: 8 of 8
	POLICY ON OFFICE MEETINGS		

The conference numbers that are currently available :

1. 561
2. 562
3. 563
4. 564
5. 565 (Password Protected)

Step I

The host or the meeting/conference coordinator may communicate the conference number to be used for the conference out of the above numbers.

1. Simply dial the number
2. Enter the Password (Wherever applicable)
3. Join the conference

Description:

One Conference can have maximum 16 participants. If, additional conference is running, the same will be shared.

Hence, a total no. of 16 participants can be accommodated at any point of time, including all conferences.
