



PCSCCXMTAYF-EBKC

QUALITY PLAN

| | | | |
|--------------|---|-------|------------|
| Issued by: | Somnath Das | | |
| Signature: |  | | |
| Approved by: | Santanu Dutta | Date: | 2024-08-02 |
| Signature: |  | | |

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Quality Plan

1.1 Objectives

1. To establish a quality plan for the PCSCCXMTAYF-EBKC Project.
2. To serve as a guide of the quality personnel in performing quality related tasks.

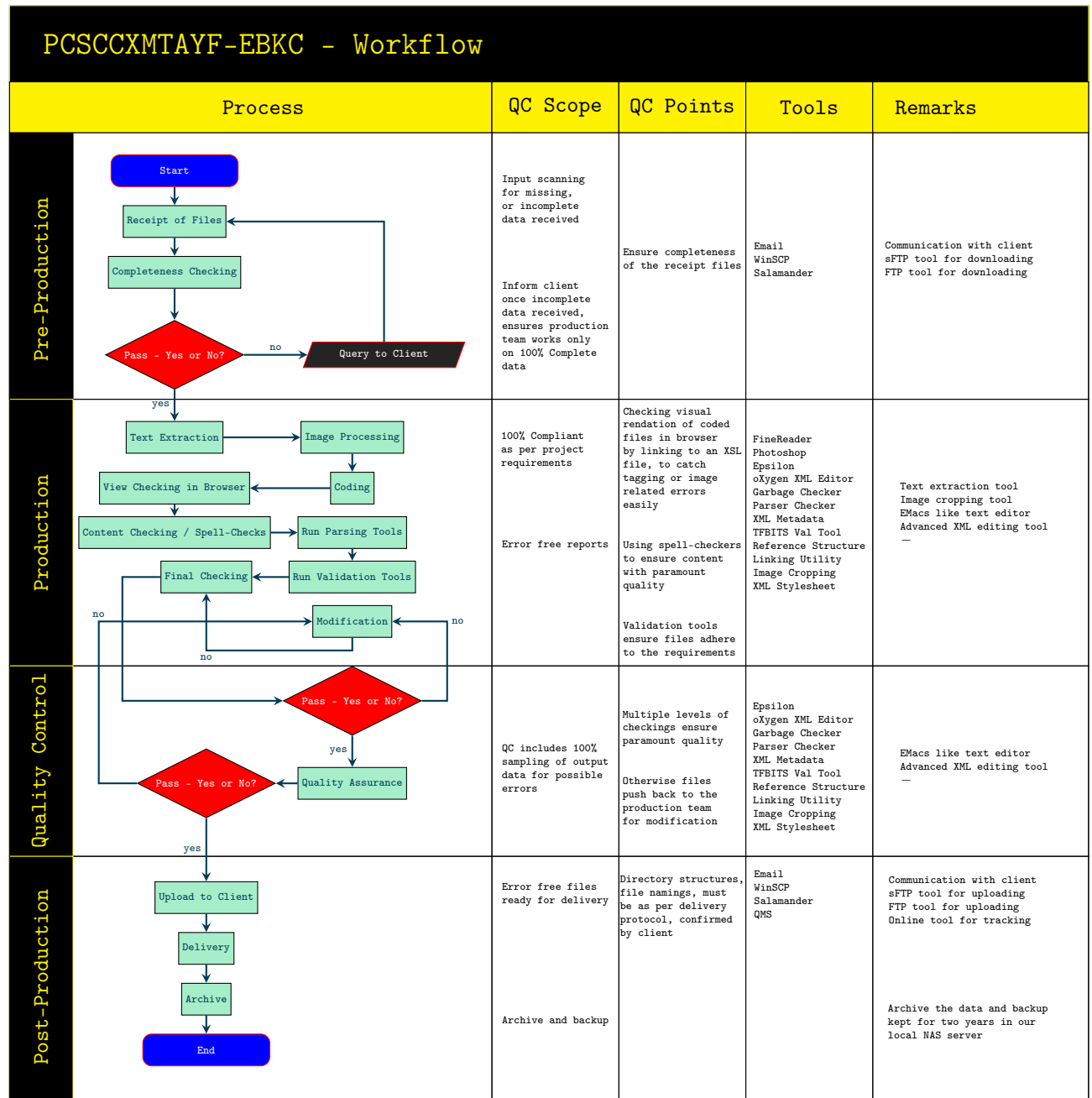
1.2 Scope

This document is applicable for PCSCCXMTAYF-EBKC project.

1.3 Responsibilities

1. It is the responsibility of the Project In-charge (**Somnath Das**) and Quality team to ensure the procedure specifies in this document is regularly being followed by the team.
2. Senior Manager (**Debashis Roy Chowdhury**), Project Officer (**Santanu Dutta**), and Team Leader (**Somnath Das**) are responsible in cascading the procedure to production team members are handling this project.

1.4 Process Flow



1.5 Quality Assurance Procedure

| Process | Deliverables |
|--|--|
| Inspection methodology | 100% inspection of deliverables and compliant to the requirements Output: Inspection report and error free validation report |
| Historical Data – Data collection and analysis | Internal evaluation using QMS tool and external feedback database Output: QC inspection Report and Quality Feedback Reports Regular monitoring and evaluation of all QC Inspectors to maintain the integrity of Quality Assurance process Output: Certified QA/QC personnel |
| Feedback management and monitoring | Feedback items are monitored through External Feedback Database for the client feedback with appropriate investigation and corrective action. Output: Weekly and monthly analysis of feedback reports |
| Verification of all process documentations | All documented procedures are approved and updated. Output: Approved and updated Documentations shared across all team members working in PCSCCXMTAYF-EBKC project. |

1.6 Quality Standards

| Factor | Formula | Standard Target |
|--------------------------------|--|-----------------|
| Character Accuracy | $\frac{(\# \text{ of Sampled Character} - \# \text{ of Character in error})}{\# \text{ of sampled Character}}$ | 99.995% |
| Structure / Coding Accuracy | $\frac{(\# \text{ of Sampled Character} - \# \text{ of Character in error})}{\# \text{ of sampled Character}}$ | 100% |
| Image Accuracy | $\frac{(\# \text{ of Sampled Images} - \# \text{ of Image with error})}{\# \text{ of sampled Images}}$ | 100% |
| Proofreading Accuracy | $\frac{(\# \text{ of Sampled Character} - \# \text{ of Character in error})}{\# \text{ of sampled Character}}$ | 100% |
| Validation reports / logs | – | Error Free |
| Folder Structure & File Naming | – | Error Free |

1.7 Quality Control Procedures

| Process | Quality Control Activities | Acceptance Criteria | Owner | Tools | Description / Requirements |
|-----------------|--|---------------------|------------------|---|--|
| Pre-Production | Ensure completeness of the receipt files. | 100% complete | Processing staff | Email WinSCP Salamander | Communication with client sFTP tool for downloading FTP tool for downloading |
| Production | Checking visual rendition of coded files in browser by linking to an XSL file, to catch tagging or image related errors easily. Using spell-checkers to ensure content with paramount quality. Validation tools ensure files adhere to the requirements. | 100% complete | Processing staff | FineReader Photoshop Epsilon oXygen XML Editor Garbage Checker Parser Checker XML Metadata TFBITS Val Tool Reference Structure Linking Utility Image Cropping XML Stylesheet | Text extraction tool Image cropping tool EMacs like text editor Advanced XML editing tool – |
| Quality Control | Multiple levels of checkings ensure paramount quality. Otherwise files push back to the production team for modification. | 100% complete | QC Inspector | Epsilon oXygen XML Editor Garbage Checker Parser Checker XML Metadata TFBITS Val Tool Reference Structure Linking Utility Image Cropping XML Stylesheet | EMacs like text editor Advanced XML editing tool – |
| Post-Production | Directory structures, file namings, must be as per delivery protocol, confirmed by client. Archive and backup. | 100% complete | Processing staff | Email WinSCP Salamander QMS | Communication with client sFTP tool for uploading FTP tool for uploading Online tool for tracking |

1.8 Process Tools

| Category | Applications | Remarks | Description |
|----------------------|---|------------------|---|
| Pre-Production Tools | Email WinSCP Salamander | Tool / Automated | Communication with client sFTP tool for downloading FTP tool for downloading |
| Production Tools | FineReader Photoshop Epsilon oXygen XML Editor Garbage Checker Parser Checker XML Metadata TFBITS Val Tool Reference Structure Linking Utility Image Cropping XML Stylesheet | User / Manual | Text extraction tool Image cropping tool EMacs like text editor Advanced XML editing tool – |
| Uploading Tools | Email WinSCP Salamander | Tool / Automated | Communication with client sFTP tool for downloading FTP tool for downloading |

1.9 Client Feedback Handling

The Client Complaint Handling Process has been set-up with the sole objective of ensuring all client complaints, issues, and concerns are immediately acknowledged, Action are taken to resolved them in timely manner and satisfactorily complete the communication protocol with the client – while ensuring the errors or issues will not be repeated.

| Process | Timeline |
|---|--|
| Client Feedback Investigation | With 24 hours upon receipt of the feedback |
| Generation of Corrective and Preventive Action | With 24 hours upon receipt of the feedback |
| Communicate with client with regards to the result of the investigation as well as provide the CAPA for the particular feedback | With 24 hours upon receipt of the feedback |
| Monitoring of Corrective and Preventive Action | 1-3 months after implementation of CAPA |
| Closure of Corrective and Preventive Action | After 3 months monitoring period |

1.10 Definition of Terms

| Term | Definition |
|------|----------------------------------|
| QMS | Quality Management System |
| IR | Inspection Report |
| TL | Team Leader |
| QCI | Quality Control Inspector |
| SLA | Service Level Agreement |
| CAPA | Corrective and Preventive Action |

1.11 Revision History

| Revision State | Revision Date | Author | Revision Description |
|----------------|---------------|---------------|----------------------|
| 01 | 2024-07-22 | Santanu Dutta | Initial release |
| 02 | 2024-07-24 | Santanu Dutta | First Draft |
| 03 | 2024-08-02 | Santanu Dutta | Revised Draft |

1.12 Review History

| Reviewed by | Review Date |
|------------------------|-------------|
| Debashis Roy Chowdhury | 2024-07-24 |
| Debashis Roy Chowdhury | 2024-08-02 |