PCSCCXMTAYF-EBKC

Quality Plan

Issued by:	Somnath Das		
Signature:			
Approved by:	Santanu Dutta	Date:	2024-08-14
Signature:			

Contents

1 Quality Plan **2**
1.1 Objectives . . . 2
1.2 Scope . . . 2
1.3 Responsibilities . . . 2
1.4 Process Flow . . . 3
1.5 Quality Assurance Procedure . . . 3
1.6 Quality Standards . . . 4
1.7 Quality Control Procedures . . . 4
1.8 Process Tools . . . 4
1.9 Client Feedback Handling . . . 4
1.10 Definition of Terms . . . 5
1.11 Revision History . . . 5
1.12 Review History . . . 5

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

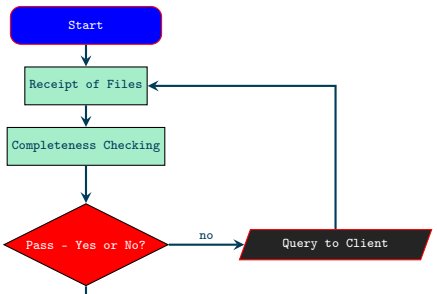
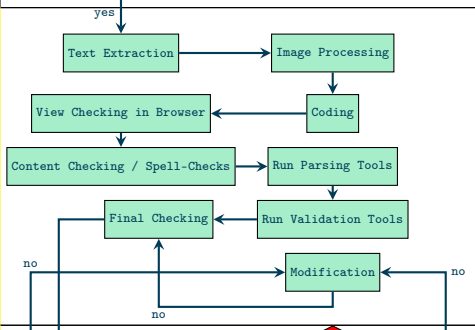
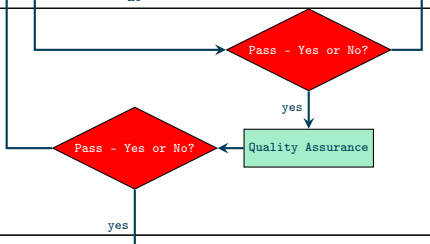
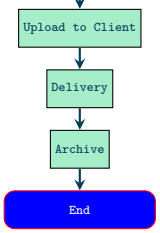
This document is applicable for PCSCCXMTAYF-EBKC project.

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

PCSCCXMTAYF-EBKC - Workflow

Process	QC Scope	QC Points	Tools	Remarks
Pre-Production 	Input scanning for missing, or incomplete data received Inform client once incomplete data received, ensures production team works only on 100% Complete data	Ensure completeness of the receipt files	Email WinSCP Salamander	Communication with client sFTP tool for downloading FTP tool for downloading
Production 	100% Compliant as per project requirements Error free reports	Checking visual rendation 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	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 	100% Structure Accurracy Checks 100% Image Accurracy Checks 50% Proofreading Accurracy Checks	Multiple levels of checkings ensure paramount quality Otherwise files push back to the production team for modification	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 	Error free files ready for delivery Archive and backup	Directory structures, file namings, must be as per delivery protocol, confirmed by client	Email WinSCP Salamander QMS	Communication with client sFTP tool for uploading FTP tool for uploading Online tool for tracking Archive the data and backup kept for two years in our local NAS server

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 accross all team members working in PCSCCXMTAYF-EBKC project.

1.6 Quality Standards

Factor	Formula	Standard Target
Character Accuracy	$\frac{(\#\text{ of sampled Characters} - \#\text{ of Characters in error})}{\#\text{ of sampled Characters}}$	99.995%
Structure / Coding Accuracy	$\frac{(100\%\text{ of sampled Characters} - \#\text{ of Characters in error})}{100\%\text{ of sampled Characters}}$	100%
Image Accuracy	$\frac{(100\%\text{ of sampled Images} - \#\text{ of Images with error})}{100\%\text{ of sampled Images}}$	100%
Proofreading Accuracy	$\frac{(100\%\text{ of sampled Characters} - \#\text{ of Characters in error})}{100\%\text{ of sampled Characters}}$	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 rendation 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 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
00	2024-07-22	Santanu Dutta	Initial release

1.12 Review History

Reviewed by	Review Date
Debashis Roy Chowdhury	2024-08-14