Security (Handled by Dimple)

1. SIS security agency is deployed in UNITs 1,2,4 and G4S is deployed in UNIT 3
2. Gate VMS system is linked with the HRMS system
   a. Developed in house
   b. IT support is also in house
3. Flow when a visitor comes to meet employee Joe
   a. If Joe has punched in then he will get an OTP when a visitor comes to meet him.
      i. The guard captures the following user data to enter in the VMS software
         1. Visitor name
         2. Contact number of visitor
         3. Reason of visit
         4. Name of company if applicable
         5. Picture of visitor
         6. These details are only required for one visitor. So If I have 3 people with me then we only need to provide info of one person to get in
      ii. An OTP is generated by the guard manually using VMS software.
         1. The VMS software is error prone as it is a manual job. If visitor came to meet Joe and the guard by mistake selected Jane in the software then the OTP goes to Jane
      iii. This OTP is used to enter the premise
      iv. There is no database for past visitors so If I came on Monday to meet Joe then I have to register all my data and when I come on Tuesday to meet Joe again I have to enter in the same data.
      v. The monthly MIS report is generated through the VMS software in excel format and then given to management.
   b. If Joe has not punched in then he has to ask a colleague to generate the pass for his visitor (There is no facility for visitors for late employees)
   c. A visitor can only be there for staff and upper employees. If a visitor comes to visit a worker for purposes like loan verification then the pass is generated in the name of the HOD of the worker.

Problems
1. What if an important person came, and they talked to upper management about the meeting, and we dont want to treat that person as other visitors.

Stationary (Handled by Niyati)

1. Every 25th or 26th of the month a mail is sent to the Admins of all the units to get a list requirements from each unit.
2. Along with a mail to each admin a mail to every department is also sent to a randomly chosen department representative to get an estimate of the department needs.
   a. This mail consists of a Zoho form which has 6 pages and 120 commonly used stationary items in it
   b. The response of this form goes to the reception where it is given to the admin in printed form.
   c. If a department needs an item not in the list then there are 2 cases for this situation
      i. The item number is registered in inventory but not given in the item list. In this case the admin manually maps the requested item to an existing item in the inventory.
      ii. Item is totally new. Then the item has to get registered using the following process:
         1. A mail is sent using ERP to generate item code. This mail consists of the list of items in a fixed excel format with the following columns:
            a. Item name
            b. Item desc (limit of 40 chars)
            c. Detailed desc
            d. Item class
            e. Item subclass
         2. This is then sent for approval to management through mail for code creation along with budget and new vendor approvals if applicable.
         3. After approval these details are sent to the ERP dept to create a new item code and this code is given to the concerned admin through mail.
         4. Admin uses this code to fill rate, tax structure, purchase setting in the ERP software.
            a. Without these details the PO for the item cannot be created in the ER software
         5. The Rate is approved via the admin's immediate supervisor.
         6. Then PO can be generated using the ERP software and we need to Map the new item to its vendor (new or old) for the first time.
3. These requirements are then compared against the current stock for procurement estimation.
4. The requirements are then drafted in an excel format and sent to management through mail for budget approvals with details like the budget for last month, this month and reason for fluctuations if applicable.
5. After approval the admin generates the PO through ERP software and orders the material from fixed vendors for each item.
   a. A mail is sent to the concerned vendor with the PO

  b. The PO under 1 lakh is approved through the immediate supervisor

  c. The PO over 1 lakh can only be approved by the Department head and they don't have a limit for the PO size

  d. The rates for each vendor are fixed for a financial year and are revised in February.

  e. After approval we get option to download PO as PDF

  f. Supply Reg Form format:

   i. Reg Number (Via ERP)

   ii. Name

   iii. Category

   iv. Sign of HOD, supervisor, management and the person in ERP who generated the code.

6. When the material arrives then there needs to be an inward process at the gate

7. For the inward process the person who brings the material goes to the store to verify the invoice against the PO.

  a. Eg if the PO is for a 100 pens and the invoice is generated for 75 pens then an informal communication is done from the store manager to the concerned admin representative that 25 pens are missing so the PO will still be kept open. Now the next shipment cannot be done for more than 25 pens. It can be 20 (PO will still be open for 5 pens) but it cannot be 25.

8. After the store manager verifies all the details in the invoice match the PO in the ERP system (even long and short descriptions) then he gives the invoice a "D" stamp to be shown at the gate.

  a. This checking is manual, time taking and prone to errors

9. The D stamp is then shown to the security at the gate to fill the inward sheet (This sheet is also audited) and the material can then be unloaded

10. When unloaded the quantity of the items are checked manually

  a. If the count matches then GRN number is generated to add the item to stock

  b. If the count does not match then a new invoice is generated for the incorrect count and communicated through whatsapp or mail and the PO is still kept open if the items received are less than the PO. A GRN number is then generated against this new invoice.

11. After the stock is added to the inventory the concerned admin person is not notified automatically.

12. When the material is received then using the ERP software a requisition form is filled with the following details:

  a. Category (Admin)

  b. Receiver (name of person who requested the stationary item)

  c. Item Codes

  d. Quantities

  e. Remarks

13. After filling the form an ER number is generated which is noted down manually

14. This ER number is then used to approve the requisition request via the admins immediate supervisor. The immediate supervisor has access to this ER number in his dashboard but he does not know which request is from whom so this number needs to be manually forwarded every time.

15. After this the issue to shop floor form is filled with the following details

  a. Category

      b. Person Name

      c. ER number from prev step

      d. Quantity (This is used to reduce the quantity from stock)

16. A number is generated for this process and kept in records manually and is useful when we want to undo the issue to shop floor process.

17. If an item is defective then this number is used to revert the issue to shop floor possess (return issue to shop floor).

18. If the number of items with issue are limited then they are replaced by the vendor informally

19. If the number of items is high in quantity then the following procedure take place:

      a. Return issue to shop floor is done discussed in step point 17

      b. Vendor Rejection Note (VRN) is generated in the Quality Control department (communication done via mail)

      c. This VRN is manually printed and given to the admin to sign

      d. A copy of the VRN is sent to the accounts department to make a debit note for the previous invoice. The payment cycle is of 30 days so the amount is deducted from the payment.

Housekeeping (Handled by Niyati)

1. Material Procurement and management is same as stationary
2. Pest Control:
    a. Done Every 15 days in all areas of the campus within 2 to 3 hours
    b. No tracing is done
    c. There is a service report but not a system to keep track of the reports
3. Cleaning:
    a. Toilet
        i. Every toilet has cleaning done and recorded in daily cleaning sheet
            1. sheet is given to the admin at the end of the month
            2. Each toilet has a separate sheet
        ii. These sheets are not kept track of
        iii. Activity cannot be tracked for individual responsibility
    b. Office premises:
        i. Cleaning of cabins
        ii. Furnitures
        iii. There is no track of this activity
    c. Terrace Cleaning
        i. Same sheet system as toilet.
        ii. Cleaning done twice a month
        iii. Includes solar cleaning and water tank cleaning
    d. Canteen cleaning
        i. Same sheet system as toilet .
        ii. Cleaned daily
        iii. Solid waste is collected via AMC
    e. Production Floor
        i. There is no track of the cleaning
        ii. Done on daily basis
        iii. Waste paper collection done in garbage bins
    f. Shade Cleaning
    g. Industrial Fan Cleaning
    h. Cooler Cleaning.
        i. In all campus a sheet is maintained where the location and number of people are per defined
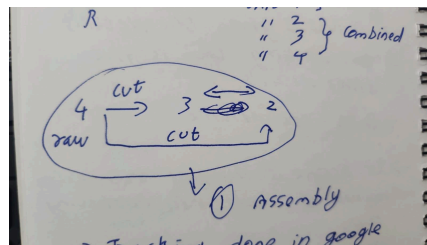   ii. The exact person is not assigned to a location.

Transportation Management (Handled by Niyati)

Visitor Transportation

1. Total 8 cars are there in house for visitor transport
2. Marketing team contacts admin through with the following details:
    a. Name of visitor
    b. Number of people
    c. Formalities like flowers or sweets if to be given to the visitors
    d. Location of pickup
    e. Droppoint
    f. If the visitor needs Lunch or Dinner
    g. International visitors may need special orders like pizza, or non veg as per their preferences
3. A driver is assigned against these details
4. The driver is given the details of the visitor
5. The marketing team is given the details of the driver and both coordinate without the need of admin in between after this point.
6. If the scope is changed like the visitor has extra days then the marketing team contacts the admin for another drive request

Goods and Material Transportation

1. Vehicles mai: 4 Tata Yoddha, 1 Icer, 2 Ola EV, 3 Activa/Jupiter
2. All communication is done on unit based transportation whatsapp groups
    a. There is one group for Unit 1 which operates separately
    b. There are 3 other groups for unit 2, 3, 4 which coordinate with each other
    c.
3. The tracking of these vehicles is done on google sheets
    a. Start kms
    b. Start location
    c. End location
    d. End kms
    e. Start and end time
    f. Driver
    g. Message person name
    h. Vehicle number
4. If a vehicle is not available or is not useful for a given assignment then a vehicle is arranged from a 3rd party vendor with management approval
    a. Vendor if fixed
    b. Rate is fixed

Scrap Disposal(Handled by Niyati)

Wood, MS, SS, GI:

1. Managed in scrap unit 1 whatsapp group with the following members:
   a. Dimple
   b. Sunita Patel
   c. Uday Sir
   d. Surendra Patel
   e. Hitesh patel
2. I scrap is gathered in a big quantity
   a. Capture a picture of the scrap and send in the grup along with the following details:
      i. Vendor name
      ii. Photo of scrap
      iii. Rate of vendor (fixed rate)
   b. Get the approval from the whatsapp group
   c. Contact the vendor via whatsapp or phone to come and collect the garbage
   d. The weighing is done in the following process
      i. The truck is first weighed and a slip is generated with the weight of the truck as the base weight
      ii. The truck is then loaded with the scrap material
      iii. The truck is then weighed again and a new slip is generated with the tare weight (weight of the material)
   e. After the weight is calculated the price is then calculated using weight * rate = total amount.
   f. A rough slip is then generated with the following details:
      i. Date
      ii. Weight
      iii. Rate
      iv. Total Amount
   g. The picture of the slip is then sent in the whatsapp groupPayment is done in case
   h. The cash is handed over to the immediate supervisor
   i. Google sheet is maintained with the following details:
      i. Index
      ii. Date of approval
      iii. Location of weight place
      iv. Vehicle number
      v. Rate
      vi. Weight of material
      vii. Date of scrap received
      viii. Amount
      ix. Amount given to

Aluminum:

1. Store gives a whatsapp message or call of various different aluminium types

2. Ask the vendor for rates of each aluminum type
3. Provide the store with the rates and ask if they need payment in cash or cheque
    a. If cash it is the same as Wood, MS, SS, GI
    b. If cheque then give mail confirmation to accounts and store departments for the invoice

Mixed Scrap:

1. Contains:
    a. Motor stain (weight done by internal or external resources)
    b. Color containers
    c. MS drum (for oils)
    d. Cooking oul container
    e. Black kerba
2. Here is rate for the quantity and not weight but motor stain's rate is related to weight
3. Photo is provided in whatsapp group along with rates for each type of item
4. Receive an approval in the group
5. Make a rough slip like done in early types
6. Get cash and pass on to the upper authorities

Electric Wire Scrap:

1. The respective department gives a notification through whatsapp
2. A photo of the wires passed on in the whatsapp group with market rates
3. Receive an approval through the group
4. Vendor is called in
5. Price is calculated
6. Cash received
7. Cash given to the upper authorities

Consumable wastage Scrap:

1. Example: plastic wraps
2. Fixed price (not per item or kg)
3. Vendor comes daily to collect the scrap
4. Payment is done monthly

Canteen

1. The estimate for the number of people going to eat in a day is done by the following process:
    a. The employees can opt in for regular lunch in the HRMS system
    b. If an employee does not want to eat lunch he can inform it through the HRMS system before 10pm
    c. Similarly if a non regular employee wants to eat lunch he can inform it in the HRMS system before 10pm.
    d. For guests the number they can be added in the HRMS system for lunch or diner
    e. The cook gets the estimated count before 10 am
    f. Weekly menu is fixed for 3 months and is then revised by the management
    g. The menu is integrated in the HRMS software with pictures
    h. The HRMS software calculates the estimated ingredients as per the number of people. This is dynamic and per recipe basis.
    i. Procurement of various items:
        i. List of Groceries like oil, spices, etc are given by the chef every month and the purchase is made once every month.
        ii. Vegetables are seasonal and purchased every 2 days
        iii. Milk is purchased every day
        iv. Ghee when required
        v. Flour is procured weekly and according to requirements
        vi. Cylinder is daily basis
        vii. 20 liter water bottle, 42 daily
            1. If price of water is changed then management approval is needed
        viii. 200 ml water bottle is PO based and is for guests only
    j. Tea and coffee is estimated
    k. Storage:
        i. 1 fridge milk
        ii. 1 fridge vegetables
        iii. Flour, etc are in big drums,
        iv. Potato, onion in crates
    l. Utensils count is fixed and maintained and verified by Sapna mam using excel sheet
    m. Snacks:
        i. Fixed vendor
        ii. PO is made
        iii. Stock is maintained
        iv. Use historical data for estimation
        v. Excel sheet to keep track of people who took snacks
            1. Entry is done on printed sheet
            2. Then entered in excel
            3. Amount is managed from HRMS. deductions in payroll

Staff welfare

Uniform

1. There is a fixed vendor for fabric purchase
2. Fixed vendor for stitching
3. Fabric and tshirt procurement process is done 2 months in advance.
4. The workers are given 3 pairs of tshirts
5. Male employees are given 3 pairs of stitched uniform
6. Female employees are given 3 pairs of fabrics
7. Service engineer are given 3 extra pair of tshirt and a winter jacket
8. Safety shoes are given once a year
9. Safety belt is provided for 3rd party workers
10. Purchase orders are made for:
    a. Safety helmet
    b. Safety goggles
    c. Hand Gloves
    d. Cross Belt
11. Diary
    a. Only for staff member
    b. Given in december
12. Diwali Sweets
    a. Staff & Worker both are given
    b. One day before diwali

Garden activities

1. Gardner is out sourced and comes 3 times a week.
2. Fixed salary
3. Management approval needed for new plantation and it is cash based

Curriers

1. 2 agencies hai DDDC, the professional.
    a. Use the professional within ahmedabad
    b. USe DDDC outside ahmedabad.
2. A Service PO is generated for these types of orders
3. The person comes to the reception with a courier request
4. The person is then given a docket for the courier
5. At the end of month an invoice is generated and verified against all the dockets for that month by every individual person who made a courier request.
6. Entry is maintained in an excel sheet for in and out
7. After signing a service PO is generated for the month

A courier invoice is generated separately for spare parts and separate for general.

Health & Safety

1. 45001-2018 organization health and safety management system
2. There are procedures, manuals and formats that need to be followed to meet these standards and every employee is given a copy
3. Bureau veratas comes to verify these standards every year
    a. Certification renew and expire every 3 years
    b. The 2 years in between are surveillance audits
    c. 3rd year is recertification and hence inspection is harder
4. All accidents, incidents, etc are recorded and need to be maintained for the yearly audit.
5. A consultant is hired for assistance with the procedure to manage these documents, audits, etc. He/She also reviews before the audits, and assists during actual audits
6. A minimum of 3 years of records are compulsory to maintain
7. The company has 2 years of docs maintained currently

Questions

1. Inward and Outward ka data kaise manage hota hai, Since it is in a sheet everyday unlike VMS so is it maintained digitally somewhere?
2. Stationary ka form ka response reception par jata hai so is it not better that the response comes directly to admin
3. How is the pest control and cleaning data managed digitally? Since some of it is in paper format and some is not tracked at all
4. Since we are managing an excel sheet of the transportation vehicles in unit 1, is there a similar sheet in unit 2, 3, 4? Is this entry also maintained in ERP?
5. Is there a formal entry of scrap sold in accounts and ERP?
6. What are the pain points in the current canteen management system since majority of procurement is not PO based so how are the calculations managed in ERP

7. Average time duration for the overall process of making uniforms for the staff? Are there any revisions when someone receives their uniform? How is it managed that everyone wears uniform and safety shoes
8. How is the gardner paid in PO?
9. The verification of curriers is manual by getting it signed by everyone, How much time does it take and is an entry maintained in ERP?
10. How is it made sure that all the staff and workers follow the health and safety guidelines? Like wearing safety shoes