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IMS Coordinator:		Technical services					Ç	*	6 1	internal costonic	Dept: 35TPHCCR		vedanta.
IMS Coordinator: D. Murali Kirkma	Customer complaint RCA and CAPA implimentation	Provision of castbar sample after every rolling stoppage	Actions for the process devations to be communicated within 1 hour	Daily process score	On time analysis of in-coming material	Analysis schedule compliance	Investigation report of Customer complaint	Feedback of process Deviation (Verbal to S/I)	On time analysis of in-process samples	On time analysis of copper rod testing	Key Area		Quality, Environment, Safety & Sustainability Management System In conformance with ISO 9001(2015), ISO 14001 (2015), ISO for good Sustainability Framework
Approved by CCR HOD SWATER	Effective RCA and CAPA to be given	In every stoopage	Immediate communication	Parameters should be maintained within range	withinn2 hrs after receive	As per schedule(QP)	within 1 Week	15 Min.	with in in 2 Hrs after shift start up	10min	Quality Characteristics (KPI's)	S	gement System In conformance with I
JAK	90%	90%	90%	90%	90%	100%	70%	90%	90%	90%	Baseline	Service Level Agreement	SO 9001(2015)
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Target	reement	, ISO 14001 (20
Approved by Technical Servicess HOD	10 if provided within 6 days 5 if provided in between 6 to 14 days Else 0	10 if provided in every rolling stoppage 5 in alternate rolling stoppage Else 0	10 if communicated within 1 hr Else Portable basis	10 if score 95-100 5 if score 80-95 0 if score is <80	10 - 100 % compliance 5 - 90 % complience Else 0	10 - 100 % compliance 5 - 90 % complience Else 0	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	10 For score between 96 to 100 5 For Score between 90 to 95 Else 0	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	Scoring Mechanism	STATISTICS OF THE PARTY OF	15), ISO 4500 1 (2018) & Vedanta
COSS HOD AND	30%	20%	25%	25%	10%	10%	20%	20%	20%	20%	Weightage	STATE OF STA	Sterlife copper Doc:-SC/SYS/IMS/SLA/9.1.2/01 RevNo:-04, Ver: 05 Date:-05.07.2022
	70	n	10	0	10	10	0	0	0	0	Score T		
			9				0				Total Score		
		,	AST.			4	10 1-Swa				(FY 2024-25)	e de la companya de l	

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			Service Level Agreement	ement					CONTRACTOR OF THE PARTY OF THE
Dept: 35TPHCCR	Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Wechanism	Weightage	May-24 Score Score	y 24 Total Score	Sign (FY'2024-25)
	Equipment availability	Availability of critical Equipments	94%	95%	10 For availability 95% and above 5 For availability between 94-95% Else 0 if below 94% (Except NA of Cathode & Planned Shutdown)	25%	0		
	Equipment reliability	Reliability of critical equipments	97%	98%	10 For reliability between 98% and above 5 For reliability between 97 to 98 % Else 0 if below 97%	25%	0		id.
CCB	Utility parameters as per process requirement	Process operation quality (pH)	8-10 pH	8-10 pH	10 For PH between 8 to 10 O if out of range	12%	0	5	Tankon .
	Utility parameters as per process requirement	Process operation quality(Conductivity)	<2500µ/cm	<2000 μ/cm	10 For conductivity b/w 0 to 2000 µ/cm 5 For conductivity b/w 2000 µ/cm to 2500 µ/cm Else 0	13%	0	(700
	BOP euipment availability for plant process	Availbility of plant	100%	100%	10 For Availbility of plant between 99 to 100% 5 For Availbility of plant between 98% to 99 % Else 0	25%	0		
	Providing equipment availability for PM and planned jobs	Declaration as per production plan	90%	100%	10 - If 100% Availability against plan 5 - If 90% to 99% Availability against plan Else 0	50%	0	5	0,
MECHANICAL	Intimation for utility requirement	Declaration as per production plan	90%	100%	10-For Timely intimation Else 0	25%	0	ć	7
	Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	100%	100%	10- For Timely issue Else 0	25%	0		199
IMS Coordinator:	IMS Goordinator: Y. Mural Wichman	Approved by CCR HOD	rofer		Approved by Mechanical HOD	Roy	Poliaral		

IMS Coordinator:		LOGISTICS		ç	_	Dept 35TPHCCR		vedanta reastorniay for suod
Musale Hickory	Transportworthy Packing of CC Rod	Pallet quality to be ensured while packing	Customer specific production through QC	Timely Loading to FG Material	Zero Damage to Finished Products & Goods	Key Area		Quality, Environment, Safety & Sustainability Management System In conformance with ISO 9001(2015), ISO 14001 (2015), ISO 4500 1 (2018) & Vedanta Sustainability Framework
Approved by CCR HOD AMA	Regular	Regular	Regular	TAT from reporting to out	No Damage to the material & Property	Quality Characteristics (KPI's)	36	gement System in conformance with
7	80%	80%	80%	4hrs	0%	Baseline	Service Level Agreement	ISO 9001(2015),
	100%	100%	100%	2hrs	0%	Target	ement	, ISO 14001 (201
Approved by Logistics HOD	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	10 < 3 hrs 7:>3 hrs & < 3.5 hrs 5:>3.5 hrs & < 4 hrs 3: 4 - 4.5 hrs 0:>5 hrs	7:0:<4% 7:31% & 4.15% 5:>15% & <2% 3:2-2.5% 0:>2.5%	Scoring Mechanism	THE REAL PROPERTY OF THE PERSON NAMED IN	.5), ISO 4500 1 (2018) & Vedanta
Approved by Logistics HOD MM.) WM	30%	30%	40%	50%	50%	Weightage		sterlite copper Doc:- SC/SVS/IMS/SLA/ 9.1.2/01 Rev No:-04, Ver:05 Date:- 05.07.2022
1	0	0	0	0	0	Score		
		Ó		2	5	Total Score		
		The same of the sa	3		2.2	(FY 2024 25)		



IMS Coordinator:	ELECIRICAL					2	8				nternal Customer			vedanta ironsforming for good
J. Shuadi Kirkua	Work permits to be issued on time for planned jobs	Providing equipment availability for PM & planned jobs as per schedule	Compliances of electrical appliances i.e. light , AC ,fans etc use for plant upkeep	Timely provision of E&I resources to avoid any production loss	Standby power supply system availability	Field Instrument Calibration Compliance	Carrying out Root cause failure analysis for repeated breakdowns and sharing the same with concerned production employees	Power availability	Equipment reliability	Equipment availability	Key Area			Quality, Environment, Safety & Sustainability Management System in conformance with ISO 9001(2015), ISO 14001 (2015), ISO Sustainability Framework
Approved by CCR HOD).	As per planned jobs circulated by Engg team	declaration as per production plan	Availability of electrical appliances	Planned time	Availability of critical equipments	Calibration Schedule	RCFA guidelines	Availability of Grid Supply	Reliability of critical equipments	Availability of critical equipments	Quality Characteristics (KPI's)		Serv	jement System In conformance with I
1. Swhen	70%	75%	90%	90%	98%	95%	90%	98%	75%	98%	Baseline		Service Level Agreement	SO 9001(2015)
7	100%	100%	100%	100%	99%	100%	100%	100%	85%	99%	Target		ment	, ISO 14001 (20
Approved by Electrical HOD	10 For Timely issue Else prorata basis	10 100% Availability 5 75% Availability Else 0	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	10- For score between 98 to 100 5- For Score between 95 to 98 0- Else	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	10- For score between 81 to 85 5- For Score between 75 to 80 0- Else	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	Scoring Mechanism			4500 1 (2018) & Vedanta
Ryny	50%	50%	10%	15%	10%	10%	10%	5%	20%	20%	weigntage	Wisinh		sterlite copper Doc:-SC/SVS/IMS/SLA/ 9.1.2/01 Rev No:-04, Ver: 05 Date:-05.07.2022
	0	0	0	70	6	8	6	0	0	0	Score T	May-24		10/2
i i		ō				7					Total Score	124	ST. OF LET	
	407	2				Zig	7		2665		(FY 2024-25)	Sign	Charles of the Control of the Contro	
							1							



IMS Coordinator:	ELECTRICAL					9	O O				Internal Customer	Dept 35TPHCCR	The second second	vedanta transferring to
: Yshualikisha	Work permits to be issued on time for planned jobs	Providing equipment availability for PM & planned jobs as per schedule	Compliances of electrical appliances i.e. light , AC ,fans etc use for plant upkeep	Timely provision of E&I resources to avoid any production loss	Standby power supply system availability	Field Instrument Calibration Compliance	Carrying out Root cause failure analysis for repeated breakdowns and sharing the same with concerned production employees	Power availability	Equipment reliability	Equipment availability	Key Area	A CONTRACTOR OF THE PARTY OF TH		Quality, Environment, Safety & Sustainability Management System In conformance with ISO 9001(2015), ISO 14001 (2015), Ironsforming for good Sustainability Framework
Approved by CCR HOD	As per planned jobs circulated by Engg team	declaration as per production plan	Availability of electrical appliances	Planned time	Availability of critical equipments	Calibration Schedule	RCFA guidelines	Availability of Grid Supply	Reliability of critical equipments	Availability of critical equipments	Quality distractions (NY 3)		Serv	gement System In conformance with
Jack	70%	75%	90%	90%	98%	95%	90%	98%	75%	98%	pasciliac	Besseline	Service Level Agreement	ISO 9001(2015)
	100%	100%	100%	100%	99%	100%	100%	100%	85%	99%	ed Box	Tayort	ement), ISO 14001 (20
Approved by Electrical HOD	10 For Timely issue Else prorata basis	10100% Availability 5 75% Availability Else 0	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	10- For score between 98 to 100 5- For Score between 95 to 98 0- Else	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	10- For score between 81 to 85 5- For Score between 75 to 80 0- Else	5- For Score between 98 to 98.5 O- Else	00.00	Scoring Wechanism	THE RESERVE OF THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN THE PERSON NAMED IN THE PERSON NAMED IN THE PERSON NAMED IN THE PERSON NA	15), ISO 4500 1 (2018) & Vedanta
Reve	50%	50%	10%	15%	10%	10%	10%	. 5%	20%	20%		Weightage		sterlite copper Doc:-SC/SVS/IMS/SLA/ 9.1.2/01 RevNo:-04, Ver: 05 Date:-05.07,2022
	10	0	10	10	10	6	0	6	ठ	10	Score 10			10/2
		ō				0			_		I otal score	24		
	F	RA			1. Salar						(1.202423)	Sign	THE PROPERTY OF THE PARTY	

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		Se	Service Level Agreement	ement		Contract of the Contract of th		The state of	
Dept 35TPHCCR	Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage	Apr-24 Score Total	pr-24 Total Score	Sign (FY 2024-25)
	Zero Damage to Finished Products & Goods	No Damage to the material & Property	0%	0%	7.0:<4% 7:>3% & <1.5% 5:>1.5% & <2% 3: 2-2.5% 0:>2.5%	50%	ō		1. Swhen
CCR	Timely Loading to FG Material	TAT from reporting to out	4hrs	2hrs	10: < 3 hrs 7:>3hrs & <3.5hrs 5:>3.5hrs & <4hrs 3:4-4.5 hrs	50%	ō	10	2
	Customer specific production through QC	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	40%	ō		1/2
LOGISTICS	Pallet quality to be ensured while packing	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	30%	0	0	18
	Transportworthy Packing of CC Rod	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	30%	0		
IMS Coordinator:	Y. Musati Visilia	Approved by CCR HOD	J. Smyor	\	Approved by Logistics HOD MAJ. Well	Jupy . wy	: · · · · · · · · · · · · · · · · · · ·		

							2		
		V	Hammer	Approved by Tankhouse HOD		when	Approved by CCR HOD SWALD	IMS Coordinator: Y. Murab Micha	IMS Coordinator:
19		0	50%	Score 10- For score between 95%- 90% Score 5- For score between 90%- 85% score 0- For score < 85%	100%	50%	Declaration as per the improvement in cathode quality.	Feedback to be given on chemical property of cathode on daily Declaration as per the improvement basis.	Tankhouse
Den Vi	0	6	50%	Score 10- For score between 95%- 90% Score 5- For score between 90%- 85% score 0- For score < 85%	100%	50%	Declaration as per the improvement in cathode quality.	Feedback to be given on physical property of cathode on daily basis.	
-		0	25%	Score 10 for 95 -100% Score 5 for 90-95% Else 0	100%	100%	Regular	Packing to be firm for stacking & easy charging	
- Some	c	10	25%	Score 10 for 95 -100% Score 5 for 90-95% Else 0	100%	100%	Regular	Bundles Should be Free from other Foreign Materials	CCR
		0	25%	Score 10 for 95 -100% Score 5 for 90-95% Else 0	100%	100%	Regular	Bundles Should be Free from nodules	
		10	25%	Score 10 for 95 -100% Score 5 for 90-95% Else 0	100%	95%	Regular	Weight of the bundles 2.4 -2.6 MT	menal custome
Sign (FY 2024-25)	May 24 Score Total Score	Ma Score	Weightage	Scoring Mechanism	Target	Baseline	Quality Characteristics (KPI's)	Key Area	Dept: 35 TPHCCR
		THE REAL PROPERTY.	では、これのでは、		Agreement	Service Level Agreement	A STATE OF THE PERSON NAMED IN COLUMN NAMED IN		
			Sterlife copper Doc - SC/SVS/IMS/SLA/ 9.1.2 /01 Rev No :- 04 , Ver : 05 Date:- 05.07.2022	115), ISO 4500 1 (2018) & Vedanta	5), ISO 14001 (20	ISO 9001(201	agement System In conformance with	Quality, Environment, Safety & Sustainability Management System In conformance with ISO 9001(2015), ISO 14001 (2015), IS	yedanta rransforming



Quality, Environment, Safety & Sustainability Management System In conformance with ISO 9001(2015), ISO 14001 (2015), ISO 4500 1 (2018) & Vedanta Sustainability Framework

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Doc - SC/SVS/IMS/SLA/ 9 1 2 .01 Rev No - 04 , Ver .05 Date - 05 07 2022

		Service L	evel Agreement					ALC:	
Dept: 35TPHCCR	Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage		or-24 Total Score	Sign (FY*2024-25)
ELECTRICAL	Providing equipment availability for PM & planned jobs as per schedule	declaration as per production plan	75%	100%	10 - 100% Availability 5 - 75% Avaialability Else 0	50%	10	10	
EEE THE STATE OF T	Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	70%	100%	10 - For Timely issue Else prorata basis	50%	10	1	W Jan
	Equipment availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	20%	10		, ,
	Equipment reliability	Reliability of critical equipments	75%	85%	10- For score between 81 to 85 5- For Score between 75 to 80 0- Else	20%	10		
	Power availability	Availability of Grid Supply	98%	100%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	5%	10		
	Carrying out Root cause failure analysis for repeated breakdowns and sharing the same with concerned production employees	RCFA guidelines	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%	10	10	1. Sonters
CCR	Field Instrument Calibration Compliance	Calibration Schedule	95%	100%	10- For score between 98 to 100 5- For Score between 95 to 98 0- Else	10%	10		N. 2
	Standby power supply system availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	10%	10		3
	Timely provision of E&I resources to avoid any production loss	Planned time	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	15%	10		
	Compliances of electrical appliances i.e. light , AC ,fans etc use for plant upkeep	Availability of electrical appliances	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%	10		
Prepared By :	I Kurali Vichna	IMS coordinator:	ial Kin	hua	Approved by HOD:	ntr			



Quality, Environment Safety & Sustainability Management System In conformance with ISO 9001(2015), ISO 14001 (2015), ISO 4500 1 (2018) & Vedanta Sustainability Framework

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Doc - SC/SVS/IMS/SLA/ 9 1 2 /01 Rev No - 04 , Ver - 05

	Date: - 05 07 2022
	PARAMETER STATE OF THE STATE OF
Target Scoring Mechanism	Weightage May-24

Dept: 35TPHCCR	Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage		ay-24 Total Score	Sign (FY'2024-25)
ELECTRICAL	Providing equipment availability for PM & planned jobs as per schedule	declaration as per production plan	75%	100%	10 - 100% Availability 5 - 75% Avaialability Else 0	50%	10	2	0.1
	Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	70%	100%	10 - For Timely issue Else prorata basis	50%	5	73	Tyru!
	Equipment availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	20%	5	Stretch	4
	Equipment reliability	Reliability of critical equipments	75%	85%	10- For score between 81 to 85 5- For Score between 75 to 80 0- Else	20%	10	green.	ver
	Power availability	Availability of Grid Supply	98%	100%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	5%	10	March .	C
CCR -	Carrying out Root cause failure analysis for repeated breakdowns and sharing the same with concerned production employees	RCFA guidelines	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%	10		N. Sur
	Field Instrument Calibration Compliance	Calibration Schedule	95%	100%	10- For score between 98 to 100 5- For Score between 95 to 98 0- Else	10%	10	9	
	Standby power supply system availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	10%	10	1	
	Timely provision of E&I resources to avoid any production loss	Planned time	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	15%	10		
	Compliances of electrical appliances i.e. light , AC ,fans etc use for plant upkeep	Availability of electrical appliances	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%	10		
Prepared By :	Y. Hughi Keiling	IMS coordinator:	di Krish	4.4	Approved by HOD :	ntra -			•