

**Version History**

<b>Ver. No.</b>	<b>Authors</b>	<b>Date</b>	<b>Reviewers</b>	<b>Review Date</b>	<b>Release Date</b>
1.0	Resourcing Team	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
1.1	Resourcing Team	21-Dec-2018	QMF	28-Dec-2018	9-Jan-2019
2.0	Resourcing Team	2-Dec-2019	QMF	13-Dec-2019	16-Dec-2019
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**Change History**

<b>Ver. No.</b>	<b>Section</b>	<b>Date</b>	<b>Change Information</b>	<b>RFC No.</b>
1.0	All	03-Sep-2018	New Release	-
1.1	0.9	9-Jan-2019	Objectives redefined	Doc Modification Form
2.0	All	16-Dec-2019	Annual Review	-
3.0	All	02-Nov-2020	Annual Review	-

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## Resourcing Process

### 1.0 Objectives

The objective of this document is to define the process for the Resourcing Team.

### 2.0 Scope

This process applies to all the processes, and / or sub processes under the purview of the Resourcing Team.

### 3.0 Policy

#### 3.1 Policy Statement

- Not applicable

#### 3.2 Framework to Support or Implement this Policy

- The stated policy is implemented as per the procedure mentioned below

### 4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

Process Element	Description	ID
Checklists	Interview checklist for resources	QMS-L4-CK-RES-01
Forms	Risk Management Plan	QMS-L4-FR-MR-03
	Replacement Data	QMS-L4-FR-RES-01
	Bench Data	QMS-L4-FR-RES-02
	Deployment Data	QMS-L4-FR-RES-03
Guidelines	NA	
Lists	NA	
Standards	NA	
Other Processes	NA	

### 5.0 Entry Criteria

Inputs	Source Processes
For Bench	Sales, Delivery, SAM
For Replacements / Resignations	Sales, Delivery, SAM, HR

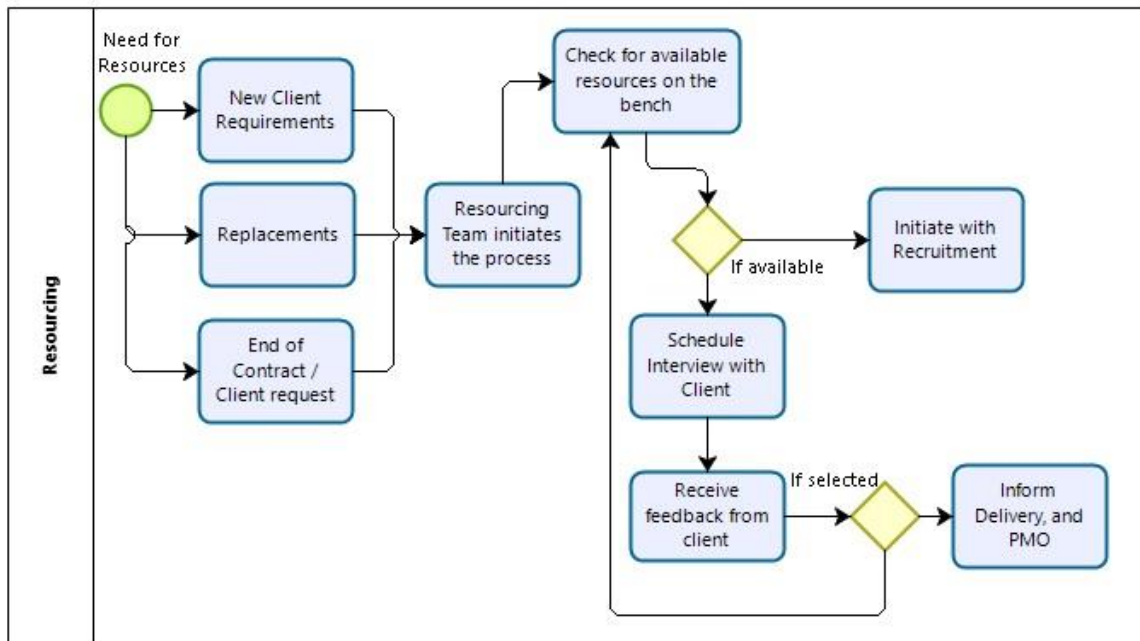
## 6.0 Responsibilities

Role	Responsibilities
Resourcing Team	<ul style="list-style-type: none"> <li>• Receive Resource Request from Delivery / SAM / Sales Team</li> <li>• Check availability of Resources from Bench</li> <li>• Allocate Resources from Bench if available</li> <li>• Send Resource Request to Talent Acquisition Team</li> <li>• Allocate Resources from Human Resources Team (new recruitments)</li> <li>• Schedule Interview with Client of identified candidates</li> <li>• Follow up with Candidates for Interview</li> <li>• Update Delivery / SAM / Sales / PMO Team about allocation of Resources</li> </ul>
Delivery	<ul style="list-style-type: none"> <li>• Send Resource / Replacement Request to Resourcing Team</li> <li>• Receive Resources from Resourcing Team</li> </ul>
SAM Team	<ul style="list-style-type: none"> <li>• Send Resource / Replacement Request to Resourcing Team</li> <li>• Receive Resources from Resourcing Team</li> </ul>
Sales Team	<ul style="list-style-type: none"> <li>• Send Resource / Replacement Request to Resourcing Team</li> <li>• Receive Resources from Resourcing Team</li> </ul>
Talent Acquisition Team	<ul style="list-style-type: none"> <li>• Receive Resource Request from Resourcing Team</li> <li>• Recruit Resources based on the Skills requested</li> </ul>

## 7.0 Process Description

The Resourcing Team, in responsible to ensure that the skilled resources are deployed to client sites, that meet the requirements of the client and the technical expertise as committed to the engagement. Resourcing team has to find the best fit resources from the available pool of resources, which are dedicated and give complete justice to the deployment to the task

### Overview Diagram



### 7.1 Procedure for Resourcing

- The Resourcing team works in tandem with the Delivery, SAM and Sales Team
- If there is a requirement for a skilled resource for any of the following reasons:
  - New client requirement
  - Replacements – which could arise due to resignations, employee not reporting to duty and leaving without intimation, or if the client has requested for a change of resource
  - End of Contract – this could be the engagement contract is not renewed, or the resource is released from the engagement
- In all the above mentioned scenarios the Resourcing team will be activated and will check for the best fit solution
- The team checks for the available pool of resources which are not yet deployed or the ones who are fresh from the Academy after training.
- The Resourcing team, matches the requirements for the technical skills of the resource and the requirements of the resource as discussed with the client at the site of work execution
- If the resources are available in the pool, the skill sets are matched and the identified.
- Details of the shortlisted resources are shared with the client, and a subsequent interview meeting is arranged with the client.
- If the resource is selected, the Resourcing team intimates the Delivery and the PMO team regarding the placement of the resource
- If resource is unsuccessful in clearing the client interview, the Resourcing team will have to go through the entire activity of identifying the resources from the bench strength

### 8.0 Quality Mechanisms

- Review of the Resource update
- Review of Replacement tracking

## 9.0 Quality Objectives

<i>Sr. No</i>	<i>Objectives</i>	<i>Responsibility</i>	<i>Frequency of Measurement</i>	<i>Reporting of Measurement</i>	<i>Target to Achieve</i>
1	No of resources from bench placed in a month	Resourcing Head	Monthly	No of resources placed	80%
2	No of resources replaced	Resourcing Head	Monthly	No of resources replaced	80%

## 10.0 Identified Risk

- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

## 11.0 Exit Criteria

<i>Outputs</i>
<i>Replacement Data</i>
<i>Bench Data</i>
<i>Deployment Data</i>