

Version History

<i>Ver. No.</i>	<i>Authors</i>	<i>Date</i>	<i>Reviewers</i>	<i>Review Date</i>	<i>Release Date</i>
1.0	Management Representative	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
2.0	Management Representative	16-Dec-2019	QMF	13-Dec-2019	16-Dec-2019
3.0	Management Representative	02-Nov-2020	QMF	06-Nov-2020	10-Nov-2020

Change History

<i>Ver. No.</i>	<i>Section</i>	<i>Date</i>	<i>Change Information</i>	<i>RFC No.</i>
1.0	All	03-Sep-2018	New Release	-
2.0	All	16-Dec-2019	Annual Review and no changes	-
3.0	All	10-Nov-2020	Annual Review	-

Table of Contents

1.0	Objectives	3
2.0	Scope	3
3.0	Policy	3
3.1	Policy Statement	3
3.2	Framework to Support or Implement this Policy	3
4.0	References to (checklists, forms, guidelines, lists, standards, templates, other processes) ...	3
5.0	Entry Criteria	3
6.0	Responsibilities	3
7.0	Process Description	4
7.1	Change Request Process	4
7.1.1	Identification of Changes	4
7.1.2	Identification of Impacts	4
7.1.3	Change Request Form	4
7.1.4	Change Request Form Approval / Rejection	4
7.1.5	Incorporate Changes	5
7.1.6	Customer UAT Testing	5
7.1.7	Release of Final Changes	5
7.1.8	Monitoring of Changes Request	5
7.2	Changes Categories	5
7.2.1	Standard Change:	5
7.2.2	Non-Standard Change:	5
7.2.3	Emergency Changes:	5
8.0	Quality Mechanisms	5
9.0	Quality Objectives	5
10.0	Identified Risk	6
11.0	Exit Criteria	6

Change Management Process

1.0 Objectives

- This procedure defines the process for Risk Assessment related to the respective processes.
- This procedure applies to all processes of CIPL.

2.0 Scope

- Owners of all processes identify the risks related to their processes.
- Owners review the risks periodically and take corrective actions.
- Owners identify the new risks or retire existing risks based on the situation.
- Management review the status of the project periodically along with Risk and Progress.

3.0 Policy

3.1 Policy Statement

- Change Management Policy

3.2 Framework to Support or Implement this Policy

- Change Management Procedure

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

Process Element	Description	ID
Checklists	NA	NA
Forms	Change Request Form	QMS-L4-FR-MR-05
	Change Request Register	QMS-L4-FR-MR-06
Guidelines	NA	NA
Lists	NA	NA
Standards	NA	NA
Templates	NA	NA

5.0 Entry Criteria

Inputs	Source Processes
Any Change triggered by Customer / PM / PL / Team	Customer / Project Teams

6.0 Responsibilities

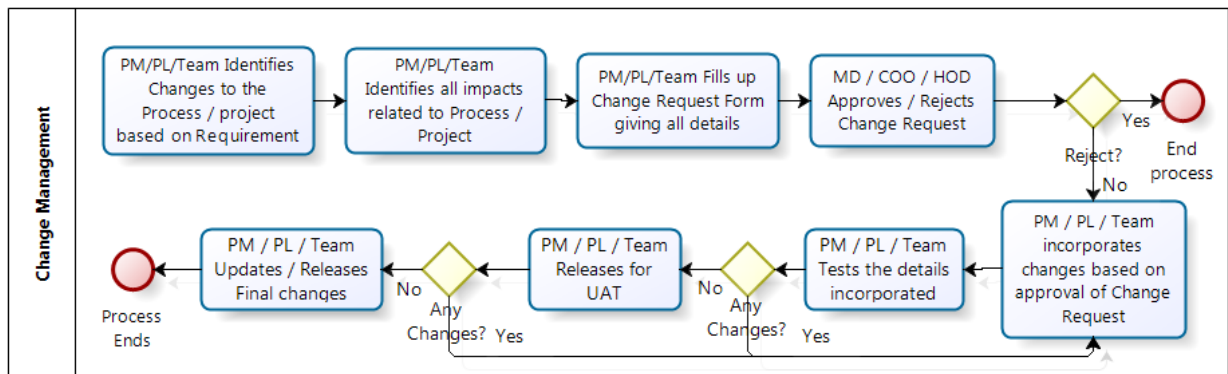
Role	Responsibilities
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Role	Responsibilities
PM/PL/Team	<ul style="list-style-type: none"> Receive / Identify Change in Process / Project Identify all impacts on Process / Project Fill up Change Request Form Submit Change Request Form to HOD / COO / MD for approval Close & Update Change Request Register if rejected Incorporate Changes as specified in the Change Request Form and Tests the same Modify details if tests are not satisfactory Release Changes for UAT Receive UAT Feedback and incorporate changes if required Release final changes and update Change Request Register
Head Quality	<ul style="list-style-type: none"> Monitor Change Request Register periodically Guide PM/PL/Team to incorporate changes and update records
MD / COO / HOD	<ul style="list-style-type: none"> Review Change Request Form Approve / Reject Change Request Form Monitor Progress of Change Requests Periodically
Customer	<ul style="list-style-type: none"> Share changes required in process / project as per revised requirements Perform UAT Tests and give feedback Accept changes after all change process activities are completed

7.0 Process Description

Overview Diagram

Refer below for flowchart.



7.1 Change Request Process

7.2.1 Identification of Changes

- PM/PL/Team identifies Changes in Process / Project
- Customer requests for Changes in Process / Project

7.2.2 Identification of Impacts

- PM/PL/Team identifies all impacts related to process / Project

7.2.3 Change Request Form

- PM/PL/Team fills up Change Request Form detailing all changes

7.2.4 Change Request Form Approval / Rejection

- MD / COO / HOD approves Change Request Form based on the details

- MD / COO / HOD rejects Change Request Form based on the details
- PM / PL / Team ends process if Change Request Form is rejected and updates Change Request Register

7.2.5 Incorporate Changes

- PM / PL / Team incorporates all changes as specified in Change Request Form
- PM / PL / Team tests all changes as specified in Change Request Form
- PM / PL / Team modifies changes as specified during Testing of changes
- PM / PL / Team releases changes to Customer for UAT

7.2.6 Customer UAT Testing

- Customer tests changes as specified in Change Request Form and gives feedback to PM / PL / Team
- PM / PL / Team modifies changes as specified during UAT Testing

7.2.7 Release of Final Changes

- PM / PL / Team releases Final Changes
- PM / PL / Team updates Change Request Register

7.2.8 Monitoring of Changes Request

- Head Quality monitors the progress of Change Requests periodically and gives feedback / guidance to PM / PL / Team
- MD / COO / HOD monitors the progress of Change Requests periodically and gives feedback / guidance to PM / PL / Team

7.2 Changes Categories

7.2.9 Standard Change

- Routine or minor changes that shall be initiated by respective users and the same shall be approved by respective Head of Department.

7.2.10 Non-Standard Change

- PM / PL / Team shall put a request for Non-Standard but Major changes. Detailed impact analysis shall be identified and effort / costs also shall be identified. All these Change Requests shall be reviewed by concerned team members and finally shall be approved by Head of Department. Managing Director shall approve / reject Change Request if it requires additional financial assistance than budgeted.

7.2.11 Emergency Changes:

- In case of any exigency, the Owner shall undertake emergency changes. In such a case Change Request shall be MR / HOD / COO / MD for approval.

8.0 Quality Mechanisms

- Review of Change Request Form for process / project
- Review of Testing of Change Request Details

9.0 Quality Objectives

Sr. No	Objectives	Responsibility	Frequency of Measurement	Reporting of Measurement	Target to Achieve
1	Incorporation of Changes	PM / PL /	Monthly	Number of	90%

<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>
	as per agreed timelines	Team		Change Requests	

10.0 Identified Risk

- NA

11.0 Exit Criteria

Outputs
Change Request Form
Change Request Register