Quality Management System Manual

For ISO 9001:2015

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Change History:

Sr. No.	Version	Details of Amendment	Author	Date	Approver	Date
1	1.0	Initial Document	MR	3rd September 2018	MD	3rd September 2018

0. Introduction

0.1 Introduction: Clover Infotech Private Limited (CIPL)

Founded in 1994, Clover Infotech is a comprehensive IT services provider with a strong presence in India, Dubai and the United States of America. Over the years, Clover Infotech has established its expertise across multiple technologies including Oracle, Microsoft and Open Source.

Equipped with ISO 27001 delivery centres, Clover Infotech has been providing services ranging from Application services to Infrastructure management services to over 150 customers across geographies and industry verticals. Clover Infotech is one of Oracle's focused partners for platform and infrastructure cloud services, as well as ERP cloud. The company has also been working on AI-powered intelligent bots to meet the requirements of businesses from across industries.

History

Incorporated in 1994 under the dynamic entrepreneurship of Javed F. Tapia, Clover Infotech made a head start in providing high quality technology solutions and services to leading organizations in India.

In the year 2000, Clover Infotech entered into a Joint Venture agreement with Red Hat, Inc., USA, to launch Red Hat's operations in the Indian market. Under Mr. Tapia's strategic leadership, Red Hat India Pvt. Ltd. fuelled an Open Source revolution in the country and over the last decade, we have expanded our portfolio to include multiple areas of services including Database Management, Middleware Services, Application Development and Maintenance, ready to deploy Business Solutions and Customised Application Development.

Our Approach

We believe in delivering tangible results for our customers in a cost-effective manner. We do this through a consultative, solution-based approach wherein we gather in-depth understanding of the customer's requirements and facilitate customized solutions. In the process, we ensure greater efficiency and predictability in businesses through a dependable IT infrastructure. We have also introduced dedicated practices Enterprise business solutions & Web, Big Data & Analytics, and Infrastructure services – to deliver innovative solutions for new age businesses.

1. Scope

CIPL has designed a QMS framework that covers the entire "**Provision of Information Technology services through Application design, development, maintenance & support and Infrastructure support to our customers and internal support services**". Following are the processes included under the scope of the QMS:

System Processes:

- Management Review Process
- Internal Audit Process
- Corrective Action Process
- Document Control Process
- Monitoring and Measurement Process
- Customer Complaint Process
- Risk Assessment Process
- Change Management Process

Operations Processes

- Marketing
- Practices
- Human Resources
- Talent Acquisition
- Project Management Office
- Academy
- Strategic Accounts Management
- Administration
- Information Technology
- Infrastructure Project Delivery
- Resourcing
- Managed IT
- Application Development
- Application Support
- Sales
- Project Management
- Center of Excellence – COE
- Corporate Quality

Following are the locations included under the scope of the QMS:

- Mumbai
- Pune

This policy has been approved by the company management and shall be reviewed by the management

review team annually:

Location Activities:

Pune Office: Clover Centrum, Galaxy Society Plot No 5, Boat Club Road, Pune 411 001, India Tele: +91 20 2616 0022 /23 /24 Fax: +91 20 5601 4881	**Mumbai Office**: 2nd Floor, Dhana Singh Processors Building, Vazir Glass Lane, J B Nagar, Andheri (East), Mumbai- 400 059, Maharashtra, India Tele: +91 22 29261650

1.1 Locations and Exclusions from the scope

CIPL has its operations running across the following locations:

Sr. No.	Location	Areas of Operations	Scope/Out of Scope
1	Clover Centrum, Galaxy Society Plot No 5, Boat Club Road, Pune 411 001, India Tele: +91 20 2616 0022 /23 /24 Fax: +91 20 5601 4881	• Marketing • Practices • Human Resources • Talent Acquisition • Project Management Office • Academy • Strategic Accounts Management • Administration • Information Technology • Infrastructure Project Delivery • Resourcing • Managed IT • Application Development • Application Support • Sales • Project Management • Center of Excellence – COE • Corporate Quality	In Scope
2	2nd Floor, Dhana Singh Processors Building, Vazir Glass Lane, J B Nagar, Andheri (East), Mumbai- 400 059, Maharashtra, India Tele: +91 22 29261650	• Marketing • Practices • Human Resources • Talent Acquisition • Project Management Office • Academy • Strategic Accounts	In Scope

Sr. No.	Location	Areas of Operations	Scope/Out of Scope
	Fax: +91 22	Management • Administration • Information Technology • Infrastructure Project Delivery • Resourcing • Managed IT • Application Development • Application Support • Sales • Project Management • Center of Excellence – COE • Corporate Quality	

2. Normative Reference

The following normative document contains provisions, which through reference in this text constitute provisions of this International Standard.

ISO 9001:2015. Quality Management System – Fundamentals and vocabulary are purchased and same documents are controlled as external originated documents.

Any other document related to Operations Division will be identified, listed as an external originated documents and appropriate controls also shall be made.

ISO 27001:2013 – Quality Management System – Referencing to existing support function procedures.

References:

External originated document:	ISO 9001:2015 Standard
	ISO 27001:2013 Standard
	ISO 9001:2015 Forms & Format, Procedures & Work Instructions
	ISO 27001:2015 Forms & Format, Procedures & Work Instructions

3. Terms and Definitions

Purpose of this International Standard, the terms and definitions given in ISO 9001:2015 apply.

ISO 27001:2013. Information Security Management Systems – Fundamentals and vocabulary are purchased and same documents are controlled as external originated documents.

ISO 9001:2015 Quality Management Systems – Fundamentals and vocabulary are purchased and same documents are controlled as external originated documents.

References:

External originated documents: ISO 27001:2013 Standard
External originated document: ISO 9001:2015 Standard & Documents / Records

3.1 Terms

Abbreviation	Description
CIPL	Clover Infotech Pvt. Ltd.
ISO	International Organization for Standardization
MR	Management Representative
QMS	Quality Management System
ISMS	Information Security Management System
SOP	Standard Operating Procedure
HOD	Head of Department
MKT	Marketing
TRG	Training
IQA	Internal Quality Audit
MD	Managing Director
VP	Vice President
PO	Purchase Order
WO	Work Order
CA	Corrective Action
NC	Non-Conformity
CI	Continual Improvement
Sr. No.	Serial Number
PM	Project Manager
PL	Project Leader
TECH	Technical
ADM / ADMIN	Administration
SYS ADMIN	System Administrator
PUR	Purchase
PRJ	Project
RFP	Request for proposal
BD	Business Development
IT	Information Technology
BRD	Business Requirement Document
PCR	Project Compliance Review

3.2 Definitions

Definition	Description
Risk	Function of likelihood of occurrence of an event and the associated impact on Quality processing facilities or information
Risk Mitigation	Process of reducing the identified risks to the identified acceptable level
Risk Treatment	Process of managing the identified risks by avoiding (eliminating), reducing (mitigating), transferring (outsourcing), or accepting and budgeting (risk retention)
Risk Management	Risk management is activity directed towards the assessing, mitigating (to an acceptable level) and monitoring of risks
Email / Internet Facility	Provision of electronic mail and Internet access provided by the organisation through its information processing facilities
Access Control	Refers to the processes, rules and deployment mechanisms which control access to Quality systems, resources and physical access to premises
Authorization	The granting or refusing of privileges to an entity for accessing specific services

4. Context of Organization

4.1 Understanding Organization and its context

4.1.1 External Context of Organization

4.1.1.1 Key drivers having impact on the objectives of CIPL

- Organizational policies of CIPL are governed and approved by the top management of CIPL and the CIPL group. These policies are also governed by the local legal and statutory regulations as listed in the Quality Policy.
- Changes in management structure will also have an impact on corporate governance and policies as and when these structural changes happen.
- Customer requirements for Quality.
- Business need to protect customer's and organization's intellectual property and confidential information
- All information related to vendors/suppliers should be adequately secured.
- Adequate SLA / NDA's are signed between the two interested parties to protect the Information / Confidentiality of the organization.

4.1.1.2 External Issues

Following are the external issues identified for Clover:

1. **Legal and regulatory.**

Clover Infotech recognizes that there are legal and regulatory requirements over and above the requirements as established by our internal requirements.

LEGISLATION	QUALITY REQUIREMENTS
1. Contract law	A contract is a legally enforceable exchange of promises. Any agreement we enter into must follow a set format or it could be invalid
2. Information Technology Act 2000 and its Amendment, 2008	Legislation Covering IT Act 2000 and it amendment 2008, We must ensure that all the requirements of this acts are covered.

2. **Cultural**
   - Personal data (Significant inducements can be offered to staff for the collection of information this could affect "confidentiality".)
   - Hacking and unauthorized interception of communications will affect "confidentiality".
   - Wages (bribery is an ever present threat; this could affect "confidentiality").

3. **Connectivity**
   - Power and connectivity

- International clients are also expecting state of the art technology, fast connection speeds for sales and call handling report visibility (statistics). This has an impact on our commitments contained in our service level agreements.

4. **Location**
   - Physical location- (location in a commercial area and adjacent offices and so threat of robbery which could have an impact on "confidentiality").
   - Environmental (no particular flooding or storm damage is anticipated).

5. **Competition**
   - Staff can often move from our company to a competitor quickly or share information with the competitor. This could affect "confidentiality".

6. **Economic pressures**
   - This could entail poaching key members of staff and securing access to confidential information. The loss of a key member of staff with the customer data they have access to could impact us heavily. This could affect "confidentiality".
   - In tight financial times customers are seeking cost saving alternatives; we are therefore seeing a large increase in sales enquiries putting pressure on our internal resources and IT and Quality systems.

7. **Technological:**

   These factors include technological aspects like research and development, automation, technology incentives, and the rate of technological change. These can determine barriers to entry and minimum efficient production level, as well as, influence outsourcing decisions. Technological shifts affect costs, quality, and innovation.

8. **Geographical:**

   These factors include ecological and environmental aspects such as weather, climate, and climate change, which may especially affect the organization

4.1.2 Internal Context of Organization

4.1.2.1 Quality Management Forum – QMF

- QMF is the apex body for guiding the establishment of a structured Quality Management System at CIPL. The actual implementation would be carried out by the resources from different departments to meet a common goal of management.
- QMF governs the establishment, implementation, operation, review, maintenance, and improvement of the Quality Management System at CIPL.
- Organizational structure and the responsibilities of the QMF are discussed in the succeeding sections.
- To ensure that mission critical business services are provided efficiently and QMS environment is maintained at all the times in CIPL, the QMF shall, from time to time, review the Quality policies and procedures, audit the quality controls implemented, identify the risks pertaining to critical operations.
- The following are the members of QMF:

Sr. No.	Name of employee	Designation	Base location	Contact no.	Email
1	Javed Tapia	MD	Mumbai	022-29261650	javed.tapia@cloverinfotech.com

Sr. No.	Name of employee	Designation	Base location	Contact no.	Email
2	Shrikant Navelkar	Director	Pune	020-26160022	shrikant.navelkar@cloverinfotech.com
3	Kunal Nagarkatti	COO	Mumbai	022-29261650	kunal.nagarkatti@cloverinfotech.com
4	Elizabeth Paul	Sr. VP-HR	Mumbai	022-29261650	elizabeth.paul@cloverinfotech.com
5	Suresh Dubey	Head Accounts and Finance	Mumbai	022-29261650	suresh.dubey@cloverinfotech.com
6	Vikram Gite	AVP - Delivery, MR	Mumbai	022-29261650	vikram.gite@cloverinfotech.com
7	Siddharth Deshmukh	Head-Global Delivery	Mumbai	022-29261650	siddharth.deshmukh@cloverinfotech.com
8	Nilesh Bhate	Head-Admin	Mumbai	022-29261650	nilesh.bhate@cloverinfotech.com
9	Prashant Parab	Head - Operations	Mumbai	022-29261650	prashant.parab@cloverinfotech.com
10	Neelesh Kriplani	Head - COE	Pune	022-29261650	neelesh.kripalani@cloverinfotech.com
11	Shalini Gomes	Head - QA, Deputy MR	Mumbai	022-29261650	shalini.gomes@cloverinfotech.com
12	Preethi Menon	Head – Practices	Mumbai	022-29261650	Preethi.menon@cloverinfotech.com

4.1.2.2 Internal Issues

Following are the internal issues identified for Clover

1. **Information systems**
   - If systems are old and need to be replaced, then new systems may be more complex and possibly harder to support. A possible “integrity“ issues.

2. **Organization’s culture**
   - A breach between strategic direction and Quality policy which could lead to leakage of information.

3. **Relationships and perceptions and values of internal stakeholders**
   - A high turnover in staff may result in data loss. Also, comprehending the nature of Quality policies and their importance and consequences may not be fully recognized.
   - If there is a high turnover in staff then chances are there that staff could take data such as documented processes with them on departure which are important
   - Many skills and decision making authorities are restricted to a very few senior staff who know each other very well, this has led to a competence and documentation „gap“ through informality.

4. **Human Resource Security and Capabilities (knowledge)**
   - The high staff turnover causes difficulties in retaining core knowledge, such as system support and customer relations.

5. **Governance, organization and roles and responsibilities**
   - As a small company, responsibilities have been retained by a small management team. As we grow this may be difficult to achieve but is needed.

6. **Standard working procedures and guides**
   - Processes have not been documented as we grow this lack of documentation may cause problems.

7. **Contractual relationships with our suppliers**
   - If quality requirements are not formally mentioned in contracts with any suppliers this will impact deliverables.

4.2 Understanding the needs and expectations of interested parties

4.2.1 Interested parties impacting the Quality of CIPL are

Sr. No.	Interested Party	Type	Quality Expectations / Requirements
1	Customers	External / Internal	• Unless there are major changes to the overall organization business would not get impacted and likely to grow as per the current trends and as per the historical growth rate achieved. • All information related to clients should be adequately secured. • ISO 9001 compliance • Customers are internal from India and Global regions
2	Shareholders	Internal	• Currently 100 % owned by CIPL and only impact resides if there is a change in part or full ownership. • All information related to shareholders should be adequately secured. • Return on capital
3	Employees / Contract Agencies	Internal	• The recruitment and training process is such that the best pool of resources are hired and nurtured. • Attrition is minimal and contingencies are in place so that the business as usual can be managed • Profitable and secure work. • Safe and appropriate work environment. • Training and support.
4	Vendors / Suppliers / Service Providers	External	• Key vendors for CIPL are the ISPs, OEMs and other local service providers. • Since there are multiple providers, the likely impact has been taken care off. • Adequate SLA / NDA are signed between the two interested parties to protect the Information / Confidentiality of the organization. • All information related to vendors/suppliers should be adequately secured. • Adherence to payment terms • Adherence to contractual agreements
5	Consultants / Subject Matter Experts	External	• CIPL hires Domain/Subject matter experts for specific requirement. • Adequate SLA / NDA's are signed between the two interested parties to protect the Information / Confidentiality of the organization.

Sr. No.	Interested Party	Type	Quality Expectations / Requirements
6	Regulators / Government Agencies / Legal	External	• CIPL needs to fulfill the Regulatory requirements as per Company act and other appropriate relevant laws applicable to the organization • Data Protection Act, • Companies Act
7	Insurer	External	• Meeting policy requirements • Payment of premiums • Reporting changes in circumstances
8	Trade bodies / Associations	External	• Membership requirements • Meeting standards to which the organization adheres • Provision of guidance
9	Bank and/or other finance providers	External	• Meeting repayment terms • Compliance with loan conditions

10	Neighbors	External	• No complaints relating in relation to:
			  • Noise
			  • Parking
			  • Health and safety
			  • Pollution
			  • Waste
			• Consideration to the neighbourhood when planning any changes to the company's operations.

11	Certification Bodies	External	• The certification body expects compliance to
			  • Applicable standard(s) that company has registered
			  • Any applicable legal or other requirements that the company has obligations for.

4.3 Determining the scope of the Quality Management System

CIPL has designed a QMS framework that covers the entire CIPL / considering all the processes of the organization. However, the coverage of the QMS is better defined in terms of the business units, locations and the services offered by the CIPL. Following are the various departments included under the scope of the QMS:

- Marketing
- Practices
- Human Resources
- Talent Acquisition
- Project Management Office
- Academy
- Strategic Accounts Management
- Administration
- Information Technology
- Infrastructure Project Delivery
- Resourcing

- Managed IT
- Application Development
- Application Support
- Sales
- Project Management
- Center of Excellence – COE
- Corporate Quality

4.4 Quality Management System

4.4.1 Standards, Guidelines, Models used adopted by CIPL

CIPL has developed its Quality strategies based on the requirements of ISO 9001:2015 standard and the continual improvement approach as required by the various other ISO standards.

4.4.2 Framework for building QMS

A framework for building the QMS for CIPL covering the above-mentioned location is as illustrated below

4.4.3 List of Processes incorporated in the Quality Management System

4.4.3.1 System Processes

Sr. No.	Name of Process	Document Reference
1	Management Review Process	QMS-L2-PR-MR-01
2	Internal Audit Process	QMS-L2-PR-MR-02
3	Corrective Action Process	QMS-L2-PR-MR-03
4	Document Control Process	QMS-L2-PR-MR-04
5	Monitoring and Measurement Process	QMS-L2-PR-MR-05
6	Customer Management Process	QMS-L2-PR-MR-06
7	Risk Assessment Process	QMS-L2-PR-MR-07
8	Human Resource Process	QMS-L2-PR-MR-08
9	Change Management Process	QMS-L2-PR-HR-01

4.4.3.2 Operations Processes

Sr. No.	Name of Process	Document Reference
1	Marketing Process	QMS-L3-PR-OPR-01
2	Practices Process	QMS-L3-PR-OPR-02
3	Talent Acquisition Process	QMS-L3-PR-OPR-03
4	Project Management Office Process	QMS-L3-PR-OPR-04
5	Academy Process	QMS-L3-PR-OPR-05
6	Strategic Accounts Management Process	QMS-L3-PR-OPR-06
7	Administration Process	QMS-L3-PR-OPR-07
8	Information Technology Process	QMS-L3-PR-OPR-08
9	Managed IT Process	QMS-L3-PR-OPR-09
10	Resourcing Process	QMS-L3-PR-OPR-10
11	Infrastructure Project Delivery Process	QMS-L3-PR-OPR-11
12	Application Support Process	QMS-L3-PR-OPR-12
13	Sales Process	QMS-L3-PR-OPR-13
14	Project Management Process	QMS-L3-PR-OPR-14
15	Centre of Excellence – COE Process	QMS-L3-PR-OPR-15
16	Corporate Quality Process	QMS-L3-PR-OPR-16
17	Application Development Process	QMS-L3-PR-OPR-17

5. Leadership

5.1 Leadership and Commitment

5.1.1 General / Management Responsibilities

"CIPL is directed to establish a Quality Program, consistent with prudent business practice with the goal of adequately providing quality services to the customers with efforts to exceed the expectations."

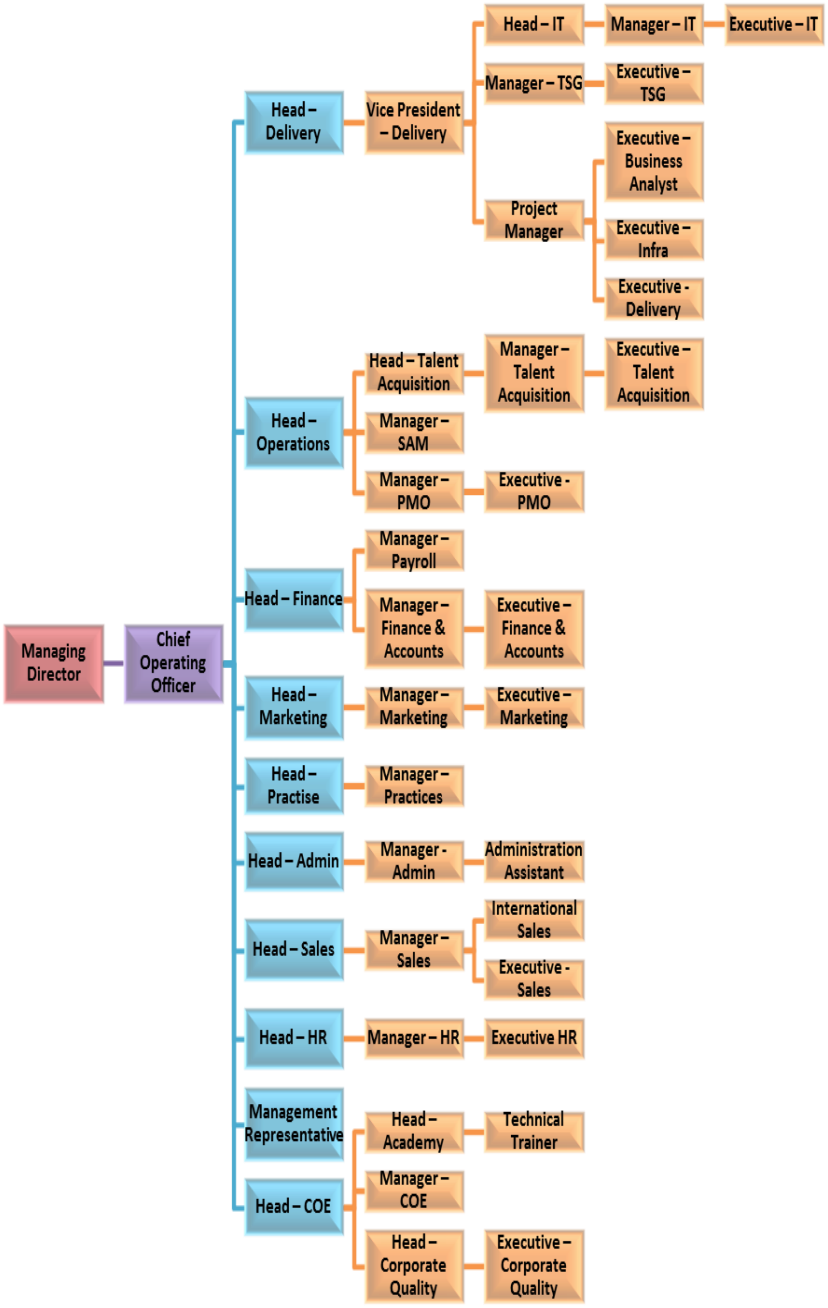
The management of CIPL has provided evidence of its commitment to the establishment, implementation, operation, monitoring review, maintenance and improvement of the QMS by doing the following:

- Formulated and established an Quality Policy (Please refer to Quality Policy.doc);
- Ensured that Quality Objectives, plans are established and appropriate procedures are developed and communicated to all the employees;
- Established roles and responsibilities for the development and implementation of QMS by formulating the necessary teams;
- Communicated to the organization the importance of Quality, meeting Quality Objectives and conforming to the Quality Policy, its responsibilities under the law and the need for continual improvement;
- Provided sufficient resources to develop, implement, operate, review and maintain the QMS;
- Has appointed a MR and given the responsibility of continuously planning reviews and conducting management reviews of the QMS with the participation of the Management so as to ensure continual improvement of the System. In the absence of MR, any other member of QMF or Deputy MR shall coordinate the activities of MR.
- Maintain all documents related to QM System.
- Reporting to Management on the performance of the QM System.
- Arranging internal audits.
- Follow up with respective Managers for closure of findings and ensuring compliances to the processes
- Ensure essential trainings are given to all concern team members
- Liasoning with certification agencies.
- Ensure quality system is co-ordinated with all Managers & Senior Management continuously to monitor the activities by reviewing department-wise records to verify effective implementation of the system.
- Establish the Organization Structure and making necessary changes in it from time to time

5.1.2 Customer Focus

- Ensure that customer requirements and applicable legal requirements are determined, understood and met
- Determine and address customer satisfaction by identifying all possible risks which can affect conformity of CIPL
- Focus on enhancing customer satisfaction is maintained

5.1.3 Organization Chart



5.2 Policy Statement

5.2.1 CIPL's Quality statement is:

QUALITY STATEMENT:

We are committed to deliver industry-relevant Client Services that exceed the changing needs of the Clients worldwide.

We are committed to provide the highest quality of services to Clients by:-

- *Exceeding Client's expectations for service performance and quality*
- *Improving our objectives and processes through continuous reviews*
- *Meeting the requirements of International Quality Standards*
- *Engaging employees, ensuring they are aware of and trained in fulfilling Client expectations*
- *Ensuring our work is error free and of excellent quality*
- *Focusing on continuous learning and improvement by upgrading our knowledge, and investing in learning & development*
- *Committing to the continual improvement of the Quality Management System.*

Javed Tapia

Managing Director

5.2.2 Communicating the Quality Policy

- Top Management uses the Quality Policy as a means of leading the organization towards improvement of its performance.
- Quality Policy is communicated through electronic root messages to all employees and is displayed at salient locations within organization.
- Quality Policy is presented on Intranet alongwith other relevant documents of QMS
- Through training programs on QMS, regular reviews of Company level Quality Objectives, the Senior Management team ensures that members at every location / department:-
  - **Understand the Quality Policy**
  - **Implement the Quality Policy**
  - **Maintain the Quality Policy**
- All personnel are trained on Quality and are informed that compliance with the policy is mandatory.
- All managers are directly responsible for implementing the policy and ensuring staff compliance in their respective departments.

5.3 Organizational Roles, Responsibilities and Authorities

Organization structure and responsibility authority defined and communicated through email and during trainings.

Please refer to **"Roles and Responsibilities"** document for details

5.4 Management Representative (MR)

Top Management has appointed **Mr. Javed Tapia – Managing Director – MD** as a member of management who, irrespective of other responsibilities:

a. Ensures that processes needed for the Quality Management System are established implemented and maintained.
b. Reports to top management on the performance of the Quality Management System and any need for improvement.
c. Ensures the promotion of awareness of customer requirements throughout CIPL.

The responsibility of MR can include liaison with external parties on matters relating to the Quality Management System.

Detailed responsibilities and Authorities of MR are defined above at 5.3.

CEO appoints **Mr. Vikram Gite – AVP – Delivery, as Management Representative** with additional responsibility of Quality Management System as described above at 5.3.

CEO appoints **Ms. Shalini Gomes – Head – Corporate Quality, as Deputy Management Representative** with additional responsibility of Quality Management System as described above at 5.3.

6. Planning

6.1 Actions to address risks and opportunities

In order to manage Quality Management System smoothly, CIPL will adopt a risk-based approach. This approach mandates:

6.1.1 Identification of Risks

- Identification of Contexts – Internal / External under which the organization operates to the procedure level
- Identify the strengths, weaknesses, opportunities and threats (SWOT)
- Identification of all critical Risks /Issues as per Requirements
- Give assurance that the Quality Management System can achieve its intended results, enhance desired effects, prevent, or reduce, undesired effects
- Achieve improvement

Refer Risk Assessment Procedure Document

6.1.2 Planning Risks

- Integrate and implement the actions into its Quality Management System processes
- Evaluate the effectiveness of these actions periodically
- Identification of Quality Deliverables in the processes implemented.
- Identify the proper business continuity solutions to deal with loss of key assets processes, people, or physical premises.
- Assess periodically the risk in order to ensure it is being adequately managed, and previously identified risks are being addressed.

6.1.3 Risk Classification Guidelines

Criteria	Risk Type
• Severe loss of image or reputation of the organization • Affecting all / major business processes • Serious impact on financial stability / profitability of the organization • Severe legal consequences • Heavy loss of intellectual property of the organization • Severely affecting the work environment of the organization • Inaccessibility of data / information which would result in major loss of image or customer confidence • Inaccessibility of data / information resulting in delayed decisions which would result in serious impact on financial stability / profitability of the organization • Inaccessibility of data / information may attract severe legal consequences due to breach of regulatory / contractual obligations	High

Criteria	Risk Type
• Moderate loss of image or reputation of the organization • Affecting some business processes • Moderate impact on financial stability / profitability of the organization • Moderate legal consequences • Moderate loss of intellectual property of the organization • Inaccurate information may attract moderate legal consequences • Moderately affecting the work environment of the organization • Inaccessibility of data / information which would result in moderate loss of image or customer confidence • Inaccessibility of data / information resulting in delayed decisions which would result in moderate impact on financial stability / profitability of the organization • Inaccessibility of data / information may attract moderate legal consequences due to breach of regulatory / contractual obligations	Medium
• No / negligible loss of image or reputation of the organization • Affecting none of the business processes • No / negligible impact on financial stability / profitability of the organization • No legal consequences • No loss of intellectual property of the organization • Inaccurate data affecting none of the business processes • Inaccurate data resulting in incorrect calculation would result in no / negligible impact on financial stability / profitability of the organization • Inaccurate information may attract no legal consequences • No effect on the work environment of the organization • Inaccessibility of data / information which would result in no / negligible loss of image or customer confidence • Inaccessibility of data / information affecting none of the business processes • Inaccessibility of data / information resulting in delayed decisions which would result in no impact on financial stability / profitability of the organization • Inaccessibility of data / information may attract no legal consequences due to breach of regulatory / contractual obligations	Low

Refer to Risk Assessment Procedure for details

6.2 Quality Objectives and planning to achieve them

6.2.1 Quality Objectives

The Top management will ensure that Quality Objectives, including those needed to meet requirements for products / services are established at relevant functions and levels within CIPL. The Quality Objectives identified are measurable and consistent as under:

Sr. No.	Objectives	Measurable	Department / Process	Target to Achieve
1	Completion of training within the specified schedule	Schedule Status	Academy	90%
2	Monitoring of SLAs with Vendors	Checklist	Administration	95%
3	Vendor Evaluation	Monthly SLA Report	Administration	100%
4	Project Compliance Index	Project Compliance	Application Development	80%
5	Coding Phase Quality – Critical Observations	Code Review Log	Application Development	Not to Exceed 5
6	Project completion on schedule	Schedule Variance	Application Delivery - Development	70%
7	Formality completed for Exits as per TAT	Formality completed for exits as per TAT	Human Resource	90%
8	Customer Satisfaction Rating (1-5 Scale)	CSAT Form	Managed IT Services	>= 3
9	Lead Generation (No. of Leads)	Monthly Report	Marketing	8
10	Proposal Tracker +Project Billing	Monthly Report	PMO	85%
11	Business & revenue generation; reduce the dependency on limited revenue models	Quarterly	Practices	100%
12	Number of Joinees per week	Weekly	Talent Acquisition	15
13	Number of Critical Defects	Issue / Defect Logs	Project Management	Not to exceed 2
14	New technology road map and industry standard	Quarterly Status Report	SAM	80%
15	Achieve Internal/External SLA Parameter	Issue Log / Ticketing System Dump	Application Delivery Support	85%
16	Support/Project Margin communication to senior management	Monthly Report	PMO	90%

6.2.2 Quality Awareness Program

A Quality Management System will continue to grow and maintain itself only if the people of CIPL are continuously vigilant and are able to absorb Quality principles in their work culture.

In accordance with this statement, it is essential for the Organization to implement quality awareness initiatives at all levels of CIPL, including senior management, middle management, team leaders, and head of the departments, support staff, and any third parties.

Quality awareness sessions will be an ongoing initiative which will ensure that all the employees and contractors are aware of the Quality policies that are relevant to them. In addition, all the procedures, guidelines, and quality best practices in conjunction with other laws, regulations, and management best practices as adopted by the Organization.

6.2.3 Quality Metrics and Measurement

In addition to maintaining the Quality Management System, it is imperative to monitor and measure its ongoing efforts and results as well. There will be a detailed procedure to identify metrics for specific controls implemented in the Organization. The procedure will also identify techniques for implementing and reviewing measurements of the identified metrics. The inputs and outputs to the measurements will be reviewed on a regular basis in line with the procedure.

Please refer to Metrics and Measurement Report

6.2.4 Legal or Regulatory Requirements

The company shall protect its sensitive information from unauthorized disclosure. The primary laws and regulations with which it does this are as follows:

- The Arbitration and Conciliation Act, 1996
- The Banker's Books Evidence Act, 1891
- The Banking Regulation Act, 1949
- The Civil Procedure Code, 1908
- The Code of Criminal Procedure, 1973
- The Companies Act 1956
- The Consumer Protection Act, 1986
- The Copyright Act 1957
- The Essential Commodities Act, 1955
- The Foreign Exchange Management Act, 1999
- The Hindu Succession Act, 1956
- The Income Tax Act 1961
- Indian Contract Act 1872
- Indian Evidence Act
- Indian Partnership Act, 1932
- Indian Penal Code 1862
- The Indian Trusts Act, 1882
- The Indian Stamp Act, 1899
- The Indian Succession Act

- The Industrial Disputes Act, 1947
- The Information Technology Act 1999
- The Limitation Act, 1963
- The Negotiable Instruments Act, 1881
- The Notaries Act, 1952
- The Patents Act, 1970
- The Power of Attorney Act, 1882
- The Prevention of Money Laundering Act 2002
- The Registration Act, 1908
- The Reserve [organization type] of India Act
- The Trade Marks Act, 1999
- The Employee's Compensation (Amendment) Act, 2017
- Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013
- The Payment Of Wages (Amendment) Act, 2017
- The Payment of Bonus (Amendment) Ordinance, 2007
- Maharashtra Shops and Establishments (Regulation of Employment and Conditions of Service) Act, 2017

6.3 Planning of Changes

The Corporate Quality Policy, as well as the other quality procedure must be periodically reviewed. This review will happen under the following circumstances:

- Once in a year
- If there is a significant change in the operational areas
- If there is a significant change in the external threat environment, which mandates a review of the risk profile
- If there is a significant change in Customer requirements/guidelines for information Quality

7. Support

7.1 Resources

7.1.1 General

Personnel performing work affecting product quality is identified based on competent and appropriate education, training, skills and experience. Competency matrix (iConnect Report) is prepared and followed.

7.1.2 People

Top Management determines and provides the resources needed:

- To implement and maintain the quality management system and continually improve its effectiveness
- To enhance customer satisfaction by meeting customer requirements

7.1.3 Infrastructure

Management determines and provides the following infrastructure needed for delivery of Customer Services:

- Buildings and associated utilities
- Equipment
- Transportation of resources
- Facilities to resources

7.1.4 Environment for Operations of Processes

Management determines and provides the necessary environment needed for operations of its processes and to achieve conformity of Customer Services.

Environment is a combination of human and physical factors such as social, psychological and physical.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 Valid and Reliable Results

Management determines and provides the necessary resources for valid and reliable results when monitoring and measuring is used to verify the conformity Service to requirements.

Management shall provide resources:

- Suitable for the specific type of monitoring and measurement activities being undertaken
- Maintained to ensure continued fitness for their purpose

Need to be maintained the required evidences of fitness for purpose of monitoring and measurement resources.

7.1.5.2 Measurement Traceability

Where measurement traceability is a requirement or is considered by the organization to be an essential part of providing confidence in the validity of measurement results.

Measuring instruments must be calibrated or verified or both

- At specified intervals
- Prior to use against measurement standards traceable to international or national measurement standards.

Measuring instruments must be:

- Identified in order to determine their status
- Safeguarded from adjustments, damage, or deterioration that would invalidate calibration status and subsequent measurement results.

7.1.6 Organizational Knowledge

Management determines the knowledge necessary for the operation of processes and to achieve conformity of Customer Services.

Management maintains this knowledge and makes it available to the extent necessary.

Management maintains the knowledge database of various activities and it is available to all employees of CIPL.

Knowledge Database consists of

- Intellectual property
- Knowledge gained from experience
- Lessons learned from failures and successful projects
- Capturing and sharing undocumented knowledge and experience of experts within the organization
- Results of improvements in processes, Customer Services
- ISO standards
- Gathered knowledge with customers or external providers
- Training Material

7.2 Competence

The organization shall:

- Determine the competency requirements of personnel performing activities affecting conformity to Service requirements.
- Where applicable provide training or take other actions to achieve the necessary competence or skill.
- Evaluate effectiveness of Training / other action taken for the training & same shall be measured by the reporting HOD.
- Ensure that personnel are aware of the relevance and importance of the activities performed by them and their contribution in achieving Quality objective.
- Maintain records of personnel education, training, skills and experience.

- Prepare and update Competency Matrix (iConnect Report) to demonstrate the competency of the person performing the job.

Please Refer to Competency Matrix (iConnect Report)

7.3 Awareness

The behavioral/ skill based training needs are identified to satisfy the product or service requirements and the identified trainings are planned and documented in the Training Calendar.

Personnel are made aware of the relevance and importance of their activities which are communicated while training and how they contribute to the achievement of the Quality objectives.

Appropriate records of education, training, skills and experience are identified and recorded.

Training is given to concerned resources who are involved in closure of Corrective actions activities to maintain the status of Quality Management System.

The above activities will be performed on an ongoing basis taking into account any changes to

- Organization
- Technology
- Business objectives and processes
- External events such as changes to legal and regulatory requirements and changes in social climate.

Please refer to HR Training Calendar

7.4 Communication

Internal as well as external communication will be as follows:

Sr. No.	Department / Policy / Procedure	Action / Trigger	Internal / External	Relevant Party
1	Quality Policy	Updation of Policy	Internal	All Teams / MR
2	Risk Assessment	Addition / Updation / Deletion of Risks	Internal	All Teams / MR
3	Internal Audit	Audit Schedule / Plan	Internal	All Teams / MR
4	Human Resource	Resource Request / On Boarding / Separation	Internal / External	HR / Admin / IT Team
5	Change Management	Change Request	Internal / External	IT / Admin / Third Party
6	Procurement of H/W and S/W	Procurement Request for H/W S/W	Internal / External	IT / Admin / Third Party
7	Management Review	Periodical Review / Critical Incident / Specific Request	Internal	All Teams / MR

Sr. No.	Department / Policy / Procedure	Action / Trigger	Internal / External	Relevant Party
8	Corrective Action	Internal Audit – Non Compliance / Observation / External Requirements	Internal / External	All Teams / MR / Customer
9	Application Delivery – Development	Requirements / Design / Coding / Release Notes	Internal / External	Software / Product Team / Customer
10	Marketing / Sales	Request for Proposal (RFP), Letter of Acceptance / Agreement / Invoices / Payment	Internal / External	Business Development Team / Customer / Delivery Team / PMO Team
11	Practices	Request for Proposal (RFP), Letter of Acceptance / Agreement / Invoices / Payment / Proof of Concepts	Internal / External	Business Development Team / Customer / Delivery Team / PMO Team
12	Talent Acquisition	Resource Request / Interview	Internal / External	HR Team, Prospective Candidates
13	Project Management Office – PMO	Time Sheets / Expense Details / Invoices / PIN / Follow Ups	Internal / External	Project Teams / Customer
14	Academy	Batch of Trainees / Training Requests / Trainees Performance	Internal	Trainees / COE Team / Academy Team
15	Strategic Accounts Management	Request for Proposal (RFP), Letter of Acceptance / Agreement / Invoices / Payment / Proof of Concepts	Internal / External	Business Development Team / Customer / Delivery Team / PMO Team
16	Administration	Procurement Requests / Service Requests / Incident / Security / Facilities	Internal / External	Project Teams / Vendors / Suppliers / Service Providers
17	Information Technology	Hardware / Software Maintenance / Helpdesk Service Requests	Internal / External	Project Teams / Vendors / Suppliers / Service Providers / Customers
18	Resourcing	Resource Request / Interview	Internal / External	HR Team, Prospective Candidates
19	Remote IT Services	Hardware / Software Maintenance / Helpdesk Service Requests	Internal / External	Project Teams / Vendors / Suppliers / Service Providers / Customers
20	Application Delivery – Support	Requirements / Design / Coding / Release Notes	Internal / External	Software / Product Team / Customer
21	Project Management	Project Initiation Request / Resource Request / Project Plan / Project Status Report /	Internal / External	IT Team / Project Teams / Customer /Vendor

Sr. No.	Department / Policy / Procedure	Action / Trigger	Internal / External	Relevant Party
		Project Specific Documents / Customer Feedback / Project Closure Documents		
22	Center of Excellence – COE	Request for Enhancements / Trouble Shooting / Proof of Concepts / Delivery Issues / Request from Sales / Marketing /Delivery Teams	Internal / External	Project Teams / Vendors / Suppliers / Service Providers / Customers
23	Corporate Quality	Monthly Compliance Report / Process / Enhancement Requests / Internal / External Audits / Management Reporting	Internal / External	Project Teams / Internal / External Auditors / Customers / Vendors

Mode of communication:

- Phones
- Letters
- Emails
- Meetings
- Conference calls

7.5 Documented Information

7.5.1 General

The Quality Management System is documented and it includes:

Sr. No.	Description	Level Type	Label
1	Quality Manual	Level – 01	L1
2	Documents needed by CIPL to ensure the effective planning, operation and control of System processes	Level – 02	L2
3	Documents needed by CIPL to ensure the effective planning, operation and control of Quality processes	Level – 03	L3
4	Forms, Guidelines, Checklist and Templates as required by the respective procedures	Level – 04	L4

7.5.2 Creating and Updating

Following is the procedure followed to control the documents and to maintain the Quality Management System:

- Documents required by the Quality Management System are maintained and controlled in the List of QM Records.

List of QM Records: Master list of Documents.

- Following controls are followed for documents control and as per the standard requirements:
  - Approval of documents for adequacy prior to issue

    All documents are approved and released prior to use and Master List of documents prepared with approving authority mentioned in same list as Master list of Documents
  - Review and re-approve of documents

    All documents review and re approval is maintained in Master List of documents and the same is updated regularly whenever review or re approval takes place. The approval details are mentioned in the document itself.
  - Changes and the current revision status of documents are identified in document itself by revision number and date of revision.
  - Confirming relevant versions of applicable documents are available at points of use. The relevant version will be controlled by version number and version date.

    For issue and revision control following method is adopted:
    - For the first draft issue documents the version status is 0.0.
    - For the first release document after review of the draft version status is 1.0
    - Whenever there is any minor change in particular document the version number is raised as 1.1, 1.2, 1.3 etc.
    - Whenever there is any major change in particular document the version number is raised as 2.0, 3.0 etc.
  - Documents legibility and identifiable.

    Document status is identified by putting a mark on each and every page of the QM Level 1, 2, 3 and Cover page of Level 4.

    - Master copy – in editable format
    - Control copy – in .pdf format
    - Obsolete copy – in .pdf format
  - Unintended use of obsolete documents, and suitable identification

    All obsolete copies will be stamped / water marked, maintained separately and retained as per the requirement.

7.5.3 Control of Documented Information

7.5.3.1 Forms and Format Numbering

The following method is followed for Document numbering and identification for forms, registers, reports and format:

ZZZ-LX-XX-AAA-99 <Name of the document>

ZZZ – Represent System Type (System Type: QMS – Quality Management System)
LX – Represents Level type of Document (Level Type: L1/L2/L3/L4)
XX – Represents the document type (document types: FR- Forms, LS-Lists, RG-registers, ML-Manual, PR-Procedure, CD-Coding Standard, CK-Checklist, GD-Guidelines)
AAA – Represents the policy/procedure document name/number (HR-Human Resource, ADM-Administration, OPR-Operations, TA-Talent Acquisition, MKT-Marketing, PRT-Practices, MR-

Management Representative, SAM-Strategic Account Management, PMO-Project Management Office, IFD-Infrastructure Delivery, SYS-System, and IT-Information Technology, SDLC-Software Development Life Cycle, RES-Resourcing, ADS-Application Delivery Support, ADD-Application Development Delivery, SAL-Sales, PM-Project Management, COE-Center of Excellence, CQ-Corporate Quality, ACD - Academy)
99 – Serial number
<name of the document>

For example: QMS-L1-ML-APX-01 stands for Quality Manual of Level Type L1 of Document Type ML (Manual) of APX (Apex) having serial number 01.

7.5.3.2 Control of Documented Information

Following is the procedure followed to control the records and maintain the QM System:

- Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the Quality management system.
- Record's keeping is made in such a way that, they remain legible, readily identifiable and retrievable.
- List of quality records is prepared and followed for defined controls required for identification, storage, protection, retrieval, retention time and disposition of records. i.e. Master list of documents
- Hard copy and Soft copy records are controlled and recorded in list of Quality records
- The soft copy - Project files/ folders are named as follows:
  <Project Name>_<Level 1_……_Level n>
  The Project Name will be followed by Levels 1 to n, which denote the various levels into which the project will be divided for simplicity. The hierarchy (number of levels) will have to be specified in the Project Plan.
- All documents are maintained by Project Manager / Project Superintendent
- All project specific files and documents will be stored using the above naming convention
  Under Documents following Paths are created and documents are stored
  - \Architecture
  - \Design
  - \Functional Specification
  - \Testing
- All Obsolete documents are archived and Records are updated in Master List Document

Please refer Document Control Procedure - QMS-L2-PR-MR-04 for more details

7.5.3.3 Classification of Documents

All documentation covered by this procedure shall adhere to the following:-

- It is uniquely referenced, legible and readily identifiable.
- Documentation is protectively marked with the requisite security classification when not for general distribution. It is the responsibility of the owner of the data to accord it the relevant security classification. The various classes of security classification to be applied to documents at Clover as follows:-

- Unclassified – Unrestricted viewing. Examples include press releases, general policy documents of the company that are available on the company's website.
- Company Circulation – These documents are for internal use only and the contents should not be shared by any outsider. Examples include the policies and procedures adopted by Clover, market survey reports and other commercial information.
- Confidential – These documents are highly sensitive and examples include reports of audits of customers, internal policy documents the exposure of which shall cause embarrassment and serious loss of business to Clover.

- It is made readily available to all personnel having legitimate access rights, at all locations where the subject operations are performed.
- It is restricted sufficiently to prevent unauthorized access.
- Documentation is periodically reviewed and revised as necessary
- It is maintained under version control, including issue and revision dates and, where relevant, the dates for review.
- Documentation is withdrawn promptly when obsolete or superseded.
- It is identified and retained when obsolete but required for legal or knowledge preservation.

7.5.3.4 Document Details

Sr. No.	Type	Details
1	Font	Times New Roman
2	Font Size	Title Headings – Bold – 14
3	Font Size	Main Headings – Bold – 12
4	Font Size	Sub Headings – Bold – 11
5	Font Size	Normal Text – 10 for Standard Document
6	Font Size	Normal Text – 12 for Quality Manual
7	All Tables	Grey Colour for Headings
8	Logo	

8. Operations

8.1 Operational Planning and Control

While Planning for Product Realization, CIPL gives consideration to

- Quality Objectives and Requirements for the Operational Processes
- Establishing required Processes including support Processes and documents
- Providing of Resources specific to provide Services to Customers
- Required Verification, Validation checks and Acceptance Criteria
- Required monitoring of the Services provided
- Maintaining of records to provide evidence that
  - Realization Processes meet requirements
  - Resulting Product meets requirements
- Control planned changes and review consequences of unintended changes.
- Take action to mitigate any adverse effects, as necessary

8.2 Requirements for Products and Services

8.2.1 Customer Communication

- The Customers are communicated on the Services / Changes in existing policies with respect to the CIPL on a regular basis via emails, correspondence, training etc.
- The information on the Customer Services, the brochures, the promotional materials etc. are also given during the trainings to various personnel as well as during meetings, in order to handle queries on the same.
- Operation Teams plays an important role in communication process
- Operation Teams are trained on the Services or any schemes or promotional campaigns, etc.
- The feedback / complaints / new requests received from the Customers are communicated to the Operation Teams
- Operation Teams acknowledges the complaint to the customers and apprises about the status of the redress of complaints from time to time.

8.2.2 Determining the requirements related to products and services

The Organization follows a documented system to make sure that Customer's requirements are understood thoroughly, and matches these with product specifications, price and deliverables in a defined time frame.

CIPL has defined, and documented the required inputs and other related resources to ensure proper design for its product and services.

The Head of Departments are responsible for planning input mechanism for Design and Development related activities of Customer Service and ensure its implementation.

Design inputs are generally in the form of

- Specifications related to Customer Requirements
- Regulatory and statutory requirements

Operation Teams ensure that all requirements are formulated based on resource availability, complies with legal requirements and follows business ethics.

8.2.3 Review of requirements related to products and services

8.2.3.1 Ability to meet Requirements:

- Operation Teams reviews the requirements related to the "Customer Requirements", which are conducted prior to the Organizations Commitment
- Operation Teams reviews not stated requirements but still required to develop as per customer specifications
- Wherever the customer requirements are changed, the relevant documents are amended and the relevant personnel are made aware of the changed requirements using change request form.
- Operation Teams also reviews Legal Requirements to fulfil the Customer Requirements
- Operation Teams ensures to get confirmation from Customers for all identified requirement

8.2.3.2 Retaining Documented Information:

- Whenever there is a change in the agreement signed, the same is reviewed by the concerned Personnel as explained above.
- All Records pertaining to the amendments are kept by Operation Teams

8.2.4 Changes to requirements for products and services

When requirements change, ensure that the documented information is amended and relevant people are made aware of the changes. Changes are implemented as per standard process to incorporate changes to the requirements using Change Request Form / Register.

8.3 Design and development of product and services

8.3.1 General

Establish, implement and maintain a design and development process to ensure the subsequent provision of Customer Service.

Refer to Operations Procedures.

8.3.2 Design and Development Planning

- Operation Teams deal with design and development of Customer Services.
- Operation Teams are responsible for implementing suitable control mechanism in Design and Development of Customer Service.
- The Important quality aspects and regulatory requirements such as performance and dependability of a Customer Services are established during the design and development phase.
- Deficient design can be a major cause of quality problem. Therefore the management establishes and maintains procedures to control and verify the design of the Customer Services in order to ensure that the specified requirements are met.

8.3.2.1 Organizational and Technical Interfaces

The design process requires various kinds of inputs from supporting departments and sources. The various interfaces, which contribute in design process includes Operations, Administration, Quality Assurance, Services and Communication etc.

Operation Teams receives feedback from Customers during various meetings and takes a call in consultation with Head of Departments and designs / re-designs the performance statements / respective certificates.

8.3.3 Design and Development Inputs

Operation Teams are responsible for planning input mechanism for Design and Development related activities based on Customer Specifications and ensure its implementation as per the procedure.

Design inputs are generally in the form of:

- Detailed Site specifications relating to configuration, composition and other Customer Requirements.
- Regulatory and statutory requirements

Operation Teams finalizes upon development of Customer Services based on the feedback received from Customers.

Operation Teams ensures that all Project Plans are formulated based on results of customer requirements / available resource, comply with legal requirements and follow business ethics.

All concerned in the management resolves with Head of Departments any requirements specified as incomplete, ambiguous or conflicting, before commencement of design.

8.3.4 Design and Development Controls

8.3.4.1 Design and Development Review

Operation Teams are responsible for planning review mechanism for Design and Development related activities of Customer Service and ensure its implementation as per the procedure.

Operation Teams ensures that at appropriate stages of Design of the Customer Service, formal documented reviews of the design results are being planned and conducted. All approved documents are stored on a project folder for easy reference to teams.

Participants at all the Design reviews include representatives of all functions involved in the design / development process as well as other specialist personnel as required. They review the following

- Detailed Site specifications relating to configuration, composition and other Customer Requirements.
- Regulatory and statutory requirements
- Quality control specification pertaining to the control of Customer Services

The design review identifies and anticipates problems areas and inadequacies and initiates action. The

reviews at the various stages are documented & analyzed.

Operation Teams does a periodic review in the following

- The progress of the design activity by discussing the reasons / lapses / action plan in the schedules and recording the same
- Status of Quality Assurance wherein the designated personnel check the Customer Services developed for all possible errors before it is delivered
- Status of maintenance of Customer Services developed / designed using Various Progress Reports

8.3.4.2 Design and Development Verification:

Operation Teams are responsible for planning for verification mechanism for Design and Development related activities of Customer Services and ensure its implementation as per the procedure.

Verification is defined as confirmation by tests and provision of objective evidence that the specified requirements have been fulfilled.

The design verification may include any one or more of the following activities such as:

- Holding reviews within department and recording the same
- Conducting demonstrations and tests
- Evaluating all alternative before implementation
- Reviewing the design stage documents before release

Operation Teams arranges to verify that the particular Test that is being developed is checked / verified against all the specified Quality Attributes.

8.3.4.3 Design and Development Validation:

It is the policy of CIPL to have documented procedures to confirm by examining and provide objective evidence to ensure that the specified design activities have been carried out against the scope decided, for its Customer Services.

Operation Teams ensures that the Design Validation is being performed to ensure that Customer Services are fully developed and that the same meets the needs of customers under anticipated and adverse conditions.

Prior to initial delivery of a service, the following is being reviewed to confirm:

- Customer Services are consistent with Site requirement
- Customer Services delivery process is complete
- Resources are available to meet the service, obligation, particularly material and Personnel
- Information to customer in the use of Customer Services is available.

Periodic revalidation is being performed:

- To ensure that the Customer Service continues to meet the needs of the customer and confirms to the services / site specifications
- To identify potential improvements in the provision and control of the service.

8.3.5 Design and Development of Outputs

Operation Teams documents the design output in various procedures in terms of requirements, calculations and analysis.

The respective Project Team Manager ensure that

- Customer Services meets the design site requirements
- Customer Services meets the acceptance criteria
- Customer Services confirms to regulatory requirements.
- Customer Services highlights important characteristics required for proper functioning and delivery of service.

Operation Teams draws up an appropriate and validated Tests structure that can be conducted in as per standard procedure.

Operation Teams draws up the guidelines for monitoring of Customer Services. It also provides for validation for the award of Performance Statements, relative credentials.

8.3.6 Design and Development Changes

The design of Customer Services may be changed or modified due to any or more of the following factors:

- Omissions or errors due to calculations during design phase, which have been identified afterwards
- Implementation difficulties discovered after the design phase
- On feedback from the supplier / customer
- To improve the function or performance of Customer Services
- Design verification necessitates changes
- Corrective action necessitates changes

8.4 Control of externally provided resources, products and services

It is the policy of CIPL to ensure that purchases related to Customer Services conforms to the requirements in accordance with the documented procedures.

Operation Teams involved with purchases of Customer Services are responsible for purchasing functions as per procedure.

All purchasing activities of Customer Services are planned and controlled by Purchase Procedure.

8.4.1 General

CIPL evaluates & selects suppliers based on their ability to meet the requirements including the quality system and quality assurance requirements and as detailed in the purchase procedure.

The type and extent of the control exercised by the organization over the suppliers depend on the type of Customer Services and its impact on CIPL’s Customer Services.

Suppliers and Partnerships

Operation Team has established relationship with Suppliers and Partners in order to improve the effectiveness and efficiency of the processes that create value.

The annual plans are discussed with Suppliers and their performance is periodically reviewed. This is a win-win situation as both the parties benefit, the supplier is assured of orders and the organization receives consistent quality of products

Please refer to Purchase Procedure for more details.

8.4.2 Type and Extent of control

Purchasing function is centralized and the required materials are purchased. The Purchase Order contains details necessary for the purchasing of Customer Services including requirements for approval or qualification of products and personnel.

Amendments in the purchasing requirements are documented whenever need for such amendments arises and accordingly the suppliers are communicated.

Rate contract are given for suppliers / vendors supplying maintenance services on regular basis.

CIPL Management approves qualified Suppliers / Vendors based on the ability to meet the quality requirements.

8.4.3 Information for External Providers

In order to make sure that all purchases related to Customer Services conform to specific requirements the concerned. Operation Teams establishes and maintains documented procedure to ensure that purchased materials and services conform to the site requirements.

CIPL Management ensures that the suppliers' verification methods incorporated to meet the quality assurance agreement.

8.4.3.1 Receiving, Inspection and Testing:

Operation Teams ensures that an incoming material or service is not used or processed until it has been inspected and verified to the specifications requested.

8.4.3.2 In-Process Inspection and Testing:

In Process inspection and testing applies to all materials including services.

CIPL Management ensures that when a Customer Service is planned or implemented, proper validation checks are defined, documented and carried out such that the service meets the customers need under anticipated or adverse conditions.

8.4.3.3 Final Inspection and Testing:

CIPL Management prior to initial delivery of Customer Services reviews and confirms:

- The resources are made available to meet the service obligation, particularly skilled manpower in place
- The applicable codes of practice, standards and execution specification are specified and communicated.
- The information to customers in the use of the service is available.

Operation Team carries out final inspection with proper list of testing activities to ensure that the service continues to meet the needs of the customer and conforms to the specification.

All activities are reviewed and corrective actions are performed to ensure agreed specifications of Customer Services.

8.4.3.4 Inspections and Test Records:

Operation Teams maintains the appropriate inspection / review reports / records, which provides evidence that, the Customer Services has been inspected and reviewed against agreed specifications.

Where the Customer Services fails to pass any inspection / review, the corrective actions are set to meet the required specifications.

Operation Teams ensure that all activities are executed and the same are checked for all possible errors by designated personnel.

8.5 Product and Service Provision

8.5.1 Control of Production and Service Provision

It is the policy of CIPL to plan all activities related to its Customer Services to ensure that these are delivered under controlled conditions in accordance with documented Procedures.

8.5.1.1 Responsibility and Authority:

Operation Teams are responsible for implementing suitable control measures for Customer Services offered to its customers as per the procedure.

The controlled conditions include:

- Documented procedures defining the manner of Customer Services where the absence of such procedures could adversely affect the quality
- Use of suitable Servicing equipment and a suitable working environment
- Compliance with reference standards / codes, quality plans and /or documented procedures.
- Monitoring and control of suitable process parameters and Customer Services characteristics.
- The approval of processes and equipment, as appropriate.
- Criteria for workmanship, which shall be stipulated in the clearest practical manner
- Suitable maintenance of equipment to ensure continuing process capability.

8.5.1.2 For Quality System:

CIPL management has defined methods for monitoring and control of Customer Services.

CIPL management has delegated responsibility to Operation Teams to ensure quality control is maintained at each stage of Customer Services.

CIPL management shall introduce effective controls for handling, storage, packaging, delivery and protection of customers' material, which is supplied as service, or material for quality execution of business.

8.5.2 Identification and Traceability

It is the policy of CIPL to identify as appropriate the Customer Services during all stages of production and delivery with documented procedures.

Operation Teams are responsible for implementing suitable measures for identifying Customer Services and its trace ability during related services offered to its customers as per the procedure.

8.5.3 Property belonging to customers or external providers

Customer supplied material is owned by the customer and furnished to CIPL for use in meeting the requirements of the contract.

In CIPL case the customer is not supplying any material to be incorporated into the delivery of the final Customer Services.

8.5.4 Preservation

It is the policy of CIPL to document and monitor effective handling, storage and preservation of documents / records related to Customer Services.

Operation Teams are responsible for determining appropriate methods to carry out the identified activities and ensure its implementation with proper documents.

Quality System Standards require that proper documentation and practices be established to ensure that services are properly handled, stored and preserved

8.5.4.1 Handling

Appropriate methods for handling are adopted that prevents any kind of damage, deterioration during service from the Supplier/Vendor to CIPL and then to the Customer.

8.5.4.2 Storage

Properly designated areas or stock rooms are used to store the Customer related materials. Storage systems have proper security / quality, issue and receipt control, and environmental condition required for stored material.

8.5.4.3 Packaging

The packing, packaging and marking processes (including the materials used for packaging) are controlled to ensure appropriate protection against damage, deterioration during storage or any later period, until CIPL's responsibility ceases.

8.5.4.4 Preservation

Appropriate methods for preservation and segregation of Customer Services are adopted when the product is under Customer's control.

8.5.5 Post-delivery activities

8.5.5.1 Delivery:

The supplier / vendor should provide for protection of the quality of material / services during shipping and other phases of delivery.

8.5.5.2 Handling of Material meant for day to day operations:

Operation Teams shall ensure that the required material meant for day to day operations, is being maintained, stored & preserved in a suitable manner.

8.5.5.3 Servicing

Operation Teams are responsible for determining appropriate methods to carry out the identified activities and ensure its implementation with proper documents.

Service is the result generated by activities at the interface between the CIPL and the Customer and by CIPL's internal activities to meet Customer Requirements.

8.5.6 Control of changes

Operation Teams documents and manage changes in the requirements and procedures, after an initial study of specification based on feedback.

- Team identifies the need for a change, verifies and submits for analysis and redesigns of the portion of the Customer Services
- Team ensures that any changes in the specification are properly planned, documented, approved, implemented and recorded
- The management ensures that all teams affected by the change to participate and approve the change
- The impact of change is evaluated to see that the end result does not degrade the quality of the service
- The Customers are informed whenever the design changes affect service characteristics and performance

Operation Teams takes necessary corrective steps whenever there are discrepancies observed.

Operation Teams considers the following while drawing up their Plans:

- Feedback / Suggestions received from Customers,
- Industry requirements received through Customer requisitions.

8.6 Release of products and services

Operation Teams are responsible to ensure suitable assessment mechanism for Customer Services and review the same to ensure its implementation as per the procedure.

8.6.1 In-Process Inspection and Testing

Operation Teams ensures that when a Customer Services are planned or implemented, proper validation checks are defined / documented and carried out such that the service meets the customers need under anticipated or adverse conditions.

8.6.2 Final Inspection and Testing

CIPL management prior to initial delivery of a service shall review and confirm:

- Customer Service process is complete
- The resources are made available to meet the training service obligation, Particularly skilled manpower in place
- The applicable codes of practice, standards and execution specification are specified and communicated
- The information to customers in the use of the service is available

CIPL management shall periodic revalidation checks to ensure that the service continues to meet the needs of the customer and conform to the service specification. The revalidation shall be planned and documented. It shall consider field experience, impact of modifications in the service and processes, impact of personnel changes, adequacy of procedures, and proposed modifications.

8.6.3 Inspections and Test Records

Operation Teams maintains the appropriate inspection records, which Provides evidence that, the Customer Service has been inspected properly before released.

Operation Teams ensure that all activities are checked for all possible errors by designated personnel before it is installed in the centers.

8.7 Control of non-conforming outputs

Operation Teams are responsible to ensure suitable assessment procedures are carried out. The authorities ensure conformance to specified requirements for Customer Services and review the same to ensure its implementation as per the procedure.

8.7.1 Characteristics

When Customer Services are found not to be conforming to the specified requirements, it shall be

prevented from unintended use. This is applicable to non-conforming Customer Services occurring in the CIPL's own production as well as non-conforming Customer Services received by the CIPL.

8.7.2 Review and Disposition of non-conforming product

Non-conforming Customer Services are subjected to review by designated responsible persons to determine how to dispose.

8.7.3 In Quality System

Quality Teams shall be the responsible and authorize for corrective action.

Quality Teams arranges Internal Audits to comply with laid down procedures and takes appropriate corrective action in case of non-conformities. It shall initiate remedial action and suggest corrective measures on feedback received.

Quality Teams ensures that rectification is being carried out on non-conforming Customer Services

9. Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 Monitoring and Measurement

The CIPL is committed to defining, planning and implementing appropriate and effective measuring / monitoring activities, needed to assure that services provided conform to customer requirements and achieve improvement.

The CIPL teams are monitoring their services based on predefined metrics and record control performance data. These reports are analyzed to identify and highlight the root-cause of metric performance or lack thereof.

The repository of the reported quality weaknesses are analyzed and the data used for evaluating the effectiveness. The root-cause analysis for reported quality weaknesses are also maintained in the incident register. An attempt also made to correlate reported incidents and weaknesses back to the ineffectiveness of implemented controls.

Audit findings, if any, during the defined period are also considered as indicators of the effectiveness of quality controls.

All metrics identified to measure the effectiveness of controls have been defined as a percentage to enable a holistic picture of the status of the control and its performance.

The periodicities for individual metrics tend to vary depending on the requirements of the business and consequently the QMS. For a snapshot of the status of effectiveness of controls, the most recent data for each metric/control shall be considered.

The first six months of effectiveness measurement data shall be analyzed and studied to arrive at a baseline (either average or minimum) and subsequent metric data for that control shall be compared against the baseline value to justify further investigation into metric performance.

Monthly data shall be evaluated against the baseline by comparing the data of the subsequent months. The objective of this activity is to strive towards improving or increasing the baselines requirements to ensure that quality control effectiveness is constantly increasing.

Measurement of Effectiveness of Security Controls:

It is impractical to attempt monitoring all of the applicable controls of the standard and hence the monitoring activities will focus on a few critical controls which are identified as critical to CIPL operations and subsequently approved by QMF. The effectiveness of only these controls will be measured.

CIPL identifies services that are most critical to their operations and establish metrics for these. The performance of the metric serves as a measure of the effectiveness of those implemented controls.

All quality issues, weaknesses, non-conformities and metric performance data are reported periodically to the Management.

The list of controls/metrics to be monitored is analyzed and more controls added if found effective and feasible.

Following are the processes implemented for monitoring, measuring, analyzing and evaluating organization's policies and processes performance,

- Helpdesk
- Periodical MIS
- Change management
- Quality Management System
- Periodical review by internal audits
- Management review
- Continuous improvement

Refer to Measurement Metric Report

9.1.2 Customer Satisfaction

The CIPL monitors and reviews information sought/received to determine customer perceptions as to whether CIPL has met their requirements. Such information may be received by all/any of the following methods:

- General day-to-day Customer communication.
- Customer Feedback on milestones
    - Need Analysis
    - Delivery
    - Issue / Problem Management
- Monitoring and Measurement.

The PM / PL is responsible for ensuring appropriate implementation and follow-ups for customer feedbacks.

Refer to Customer Feedback Form

9.1.3 Analysis and Evaluation

CIPL shall determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the Quality management system and to evaluate where continual improvement of the effectiveness of the Quality management system can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data shall provide information relating to

- Customer satisfaction
- Conformity to product requirements
- Characteristics and trends of processes and products including opportunities for preventive action
- Suppliers

Refer to Measurement Metric Report

Refer to Internal Audit Summary Report

9.2 Internal Audit

Successful implementation of the QMS System is directly related to the effectiveness of its internal auditing procedure. The top management is responsible for approving the audit programme, which is maintained, by the MR.

The following procedure is followed for conducting internal audit:

- MR has the responsibility to plan and organize the Internal Quality Audits.
- Internal QMS Audits are conducted once in Six Months.
- Internal QMS Audits are conducted according to the plan.

Refer to Internal Audit Plan

MR informs three days in advance to concerned personnel through internal QMS Audit Schedule, with the details of the following:

- Audit Function
- Scope of the Audit
- Duration
- Date and Time
- Auditee/s and Auditor/s

Refer to Internal Audit Schedule

- Auditors are independent of the functions to be audited.
- Auditors are chosen from the List of Trained Internal QMS System Auditors.

Refer to List of Internal Auditors

All Internal/External auditors' records are maintained separately. Quality Management System – Manual and ISO 9001:2015 Standard are the basis for audit. Auditor's observations are recorded in Audit observation report and on the basis of this report; the non-conformities are identified and recorded in the Audit non-conformities.

Refer to Internal Audit Report

Refer to Internal Audit Summary Report

Auditee responsible acknowledges the non-conformity and recommends the proposed corrective action/s along with completion date. Based on corrective action, required documents are identified. If preventive action is required, the same is identified by the Auditee.

Auditors submit the non-conformance report duly acknowledged by the Auditee to the MR.

The copy of the Non-conformance report of the audit is provided to Auditee.

MR organizes for the follow-up audit to verify the implementation of the proposed corrective action taken and to verify the effectiveness of implementation of corrective/ action. If these corrective actions taken are found satisfactory then the MR closes the Non-conformities.

Based on the number of non-conformities, MR prepares a summary report having number of non-conformities found against ISO 9001:2015 Clause number.

Refer to Internal Audit Summary Report

The MR is responsible to maintain all records pertaining to Internal Audits for a minimum of three years.

It is the policy of CIPL to verify the quality activities and results comply with planned arrangements and to determine the effectiveness of the implementation of the documented quality system in accordance to the requirements of ISO 9001:2015 standards.

Refer to Internal Audit Summary Report

9.3 Management Review

9.1.1 General

The Management reviews CIPL's Quality management system, after every six months. This is to ensure its continuing suitability, adequacy and effectiveness. These reviews are conducted with all concerned personnel.

Reports and records of MRM will be maintained by MR.

This review will include assessing opportunities for improvement and the need for changes to the Quality management system, including the Quality policy and objectives.

9.1.2 Management Review Input

Before conducting management review meeting MR will prepare MRM agenda covering following points as a MRM inputs:

- Status of actions from previous Management Review
- Changes in external and internal issues that are relevant to the Quality Management System
- Feedback from the Quality Security performance, including trends in
    - Non-Conformities and Corrective actions
    - Monitoring and Measurement results
    - Audit results
    - Fulfillment of Quality objectives
- Feedback from Interested Parties
- Result of Risk Assessment and status of Risk Treatment Plan
- Opportunities for Continual Improvements

Refer to MRM Agenda

9.1.3 Management Review Output

After management review meeting the management review is recorded in minutes of MRM with decisions and actions leading towards:

- Improvement of the effectiveness of the Quality Management System and its processes.
- Improvement of product related to customer requirements.
- Resource needs.

Refer to MRM Agenda

10. Improvement

10.1 General

The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

These shall include:
a) improving products and services to meet requirements as well as to address future needs and expectations;
b) correcting, preventing or reducing undesired effects;
c) improving the performance and effectiveness of the quality management system.

10.2 Non-Conformity and Corrective Actions

10.2.1 Non-Conformity

CIPL has ensured that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product shall be defined in a documented procedure.

CIPL will deal with nonconforming product by one or more of the following ways:

- by taking action to eliminate the detected nonconformity,
- by authorizing its use, release or acceptance under concession by a relevant authority and where applicable by the customer,
- by taking action to preclude its original intended use or application.

The concerned personnel informs the non-conformities and any subsequent actions taken, including any concessions obtained through the records maintained in the Internal Audit Report.

When nonconforming product is corrected it shall be subject to re-verification to demonstrate conformity to the requirements.

Refer to Internal Audit Report

When nonconforming product is detected after delivery or use has started, CIPL shall take action appropriate to the effects, or potential effects, of the nonconformity.

10.2.2 Corrective action

CIPL is committed to taking appropriate corrective action to eliminate the cause of non- conformities to prevent recurrence whenever practical/possible. Such action shall be appropriate to the impact of the problems encountered.

The MR on a regular basis, just prior to Management Review, undertakes a review of all non-conformities, as documented / presented in accordance with procedure and data. This review serves to ensure that actions (previously) taken have proved to be effective, possible reoccurring trends/ weaknesses may be identified. Such review provides an opportunity to review if further actions are required.

This review is documented and presented to top management (normally at Management Review meetings) with MR's findings/observations/suggestions/actions as appropriate.

10.3 Continual Improvement

By means of the QMS policy/objectives, audit results, analysis of data, corrective action, management review etc. the Organization is committed to the process of continual improvement.

Need for preventive action are discussed with top management and documented accordingly with appropriate actions to be taken. MR is required to follow up, to verify that such actions have been taken and that they have been found to be effective.

The Non-Conformance records can also be used to document potential problems/weaknesses as a means of communicating same to MR.

Refer to Areas of Continual Improvement Register

….END OF QUALITY MANUAL…