|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Inspection processes** | |  |  |  |  |  |
| SN | **Process** | **Process Owner** | **Inputs** | **Outputs** | **Customers** | **Customer’s Needs** | **Measures** |
|  | Execution of inspection | Inspector / Manager | Drawing, Specifications, QAP | Inspection, Report | Clients/consumers | Accurate Quick report, cost effectiveness | See Below. |

**BRANCH: PERIOD:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| SR. NO | **MEASURES** | **ATTRIBUTE** | **TARGET** | **STATUS / ACTUAL PERFORMANCE DATA** |
|  | No. of Revisions in Visit reports & Inspection release notes. | Nos. | < 10% |  |
|  | No. of complaints per year | Nos. | 25% Reduction in Total Complaint per inspector per Year  25% Reduction in Attributable Complaint per Inspection Per Year |  |
|  | Client Feedback Score. (Min 20 clients) –  cut off:70% | % | 70% Minimum.  Improvement by 5% each year.  After achieving the target, increase the Min. Number of feedback to be taken by 20% of current number of feedbacks. If the client is same for different projects, feedback for different projects can be recorded separately. High Value Projects i.e. more than 10 Lacs, Client with more business i.e. yearly more than 1 Cr. To be considered. |  |
|  | Average time taken for issue of IRN – for 90% of IRNs | days | Within 1 days for 90% of IRNs without errors |  |
|  | Training for each inspector/EOE meets | days | Minimum 3 days/year |  |
|  | Timely Inspection as per call. | days | Within 2 working days of required date, Outstation 4 days for 90% of the received call |  |
|  | Timely issue of Visit Report | within 1 day | Within 1 day for 90% visit reports without errors. |  |
|  | Onsite Monitoring of all Inspectors/Surveyors. | Nos. | 1 per year |  |
|  | Offsite Monitoring of all Inspectors/Surveyors. | Nos. | 4 IRN’s/VR’s per year |  |
|  | Signing of agreement (Independence, Impartiality, Integrity and Confidentiality Declaration) including empanelled Inspectors & Staff. Code of Conduct | 100 % | 100% |  |
|  | Instances of violation of above declaration & code of conduct. | Nos. | 0 |  |

Prepared by: