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**ISO 9001: 2015
QUALITY MANAGEMENT SYSTEM**

CONTEXT OF THE ORGANISATION

Edition: 01
(Issue status: 1)



**STEEL AUTHORITY OF INDIA LIMITED
CENTRE FOR ENGINEERING & TECHNOLOGY
RANCHI - 834002**

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CET- QMS-CO

IMPORTANT NOTES

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External Issues

Sl.No.	External Issues	Criteria/ Key Factor(s)	Facilitating Process/ Actions
1.	Customer Expectation/Satisfaction	a) Timely submission of documents b) Optimal solutions	a) Adherence to activity planning schedule b) Know-how of latest development in technologies
2.	Issues relating to Budgetary Quotations: a) Non-receipt of BQ and technical details within stipulated time schedule. b) Non receipt of realistic BQ	Timely receipt of technical details and realistic BQ.	Strengthening & updating of departmental cost data base. To give party ample time to prepare BQ after site visit (If required) and understanding the scope of work
3.	Change order	Addition/ change in contractual elements after order placement	All efforts are to be made to freeze all contractual elements before placement of order to minimize change order.
4.	Non availability of information / data/ drgs from plants	Timely preparation of comprehensive reports	Taking help from client to obtain relevant information/ data/ drawings/ site measurement
5.	Applicable standards	BIS (IS)/ IPSS	Use of latest IS/IPSS for adherence to technological changes



6.	<i>Data of soil investigation & underground mapping</i>	<i>Not meeting the project implementation schedule</i>	<i>Wherever required, data for soil investigation and underground mapping is to be made available to CET by the client for finalisation of TS.</i> <i>Soil investigation & underground mapping is to be got executed through a separate package before the finalization of main package.</i>
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Internal Issues

Sl.No.	Internal Issues	Criteria/key factors	Facilitating Process/ Actions
1.	Knowledge enhancement	Quality of reports	Interaction with customers and vendors, collection of information, exposure and training
2.	Competency enhancement	Quality of reports & value addition	1. Fulfilment of training needs, competency assessment. 2. Sharing of learning points & experience during/ after implementation of projects.
3.	Knowledge management	Quality of reports	CET information portal having standardised TS, TER, FR, EC, DIP and copies of issued reports/drgs in SAN. Knowledge sharing sessions
4.	Quality of deliverables	Value addition of deliverables	TFM review
5.	Timely submission of report to client	a) Scope clarity b) Availability of cost data	a) Interaction with customers b) Development and updation of cost data c) Regular monitoring during preparation of report
6.	Comprehensive evaluation and timely processing of contractor's drawings and documents	As per contract	By adhering to relevant contract clauses
7.	Timely data entry in PMS	Regular data entry in PMS	Regular review of data entry in PMS by HODs
8.	<i>Error free deliverables – reports/ drawings prepared by CET</i>	<i>Quality of deliverables</i>	<i>Checking of the deliverables by another engineer from the same section</i>
9.	<i>Completeness of documents</i>	<i>Quality of documents</i>	<i>Checking of the document by another engineer from the same department</i>
10.	<i>Schedule compliance of deliverables</i>	<i>Meeting customer commitment</i>	<i>Regular assignment review at HOD level</i>
11.	<i>Ensuring timely availability of correct BQ</i>	<i>Meeting customer commitment</i>	<i>Maintaining item wise record of budgetary quotations received.</i>



12.	<i>Protection of data/ information in PC</i>	<i>Loss of data</i>	<i>Protection through regular back up of data/ Having disaster recovery system.</i>
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Issued & Controlled by

Approved by

Management Representative

ED, CET