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**ISO 9001: 2015
QUALITY MANAGEMENT SYSTEM**

**NEEDS & EXPECTATIONS
OF
INTERESTED PARTIES**

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

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**Needs & Expectations of Interested Parties**

SI	Interested Party	Needs/ Expectation	Key performance factor	Facilitating Process / Procedure	Responsibility	Time frame
1.	Customer	1 Responsiveness 2 Schedule adherence 3. Cost effective solution 4 Quality of documents	<ul style="list-style-type: none">• Reply to queries as per stipulated time frame• Timely processing and delivery of documents• Ensuring cost effective solution• Optimal solution of customers' requirements	<ul style="list-style-type: none">• Quality & Procedures manuals• Centralised departmental database including budgetary offers• Interaction with external provider and customer	<i>All concerned TFMs</i>	<i>Continuous</i>
2.	CET employees	1. Updating of knowledge & skill 2. Latest technological trends	Knowledge & skill development	Exposure/ Training in relevant discipline/ areas	<i>Concerned HODs</i>	<i>Continuous</i>
3.	Contractor	1. Timely scrutiny of drawings	Timely scrutiny of drawings and despatch	Adhering to drawing scrutiny schedule as per contract clauses	<i>Concerned TFMs</i>	<i>Continuous</i>
		2. Fair and transparent evaluation of bids.	Clarity of scope and technical specifications.	Evaluation as per procedures manual.	<i>Concerned TFLs</i>	<i>Continuous</i>

4.	Environment agencies	1. Adoption of environment friendly technology. 2. Adherence to pollution control norms	Ensuring adherence to applicable environmental norms and regulations.	Incorporating environment friendly technologies in deliverables.	<i>Concerned TFMs</i>	<i>Continuous</i>
5.	Statutory agencies	Adherence to applicable statutory norms	Apprising client of applicable statutory norms for adherence.	Incorporating applicable statutory norms in deliverables/ Drawing clients' attention to applicable statutory norms	<i>Concerned TFMs</i>	<i>Continuous</i>

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