OEC Records Management Company Pvt Ltd   www.oecrecords.com

DEPARTMENT	OEC-MR-ME-P-01	ISSUE DATE	REVISION #
		2016-09-27	1.0
MR	**MEASUREMENT PROCESS**	PAGES	
		1 of 4	

PURPOSE

The purpose of this procedure is to ensure that –

•The measurement requirements for the processes and objectives are determined and parameters to be measured are defined.

•All parameters being measured for processes, at any stage of the process, conform to specified requirements and discrepancies, if any, are identified and corrected.

•The measures and targets are reviewed and updated periodically.

SCOPE

Applicable to measurement of quality and Information Security objectives and processes included in the quality and Information Security management system of OEC Records Management Company

REFERENCE

N/A

RESPONSIBILITY

The overall responsibility for establishing, documenting, implementing and updating this procedure lies with Chief Operating Officer (COO) and MR

PROCEDURE / DESCRIPTION OF ACTIVITIES

Please refer to the detailed process flow

ENCLOSURES

N/A

FORMATS / EXHIBITS

S No	Record No	Record Title	File Name/No	Maintained By	Retention Period
1.	OEC-MR-ME-F-01	Quality / Information Security Objectives / Performance Measures Measurement Report	D:/ or Server	MR	2 years
2.	OEC-MR-ME-I-01	Quality / Information Security Objectives / Performance Measures Measurement Matrix	D:/ or Server	MR	2 years

DEPARTMENT		ISSUE DATE	REVISION #
MR	**OEC-MR-ME-P-01**	**2016-09-27**	**1.0**
	MEASUREMENT PROCESS	PAGES **2** of 4	

Sr No	Activity	Reference	Responsibility
4.1	**Defining Measures and Updating the Measurement Matrices**		
4.1.1	The measurement system is for: • Measurement of quality / <mark>Information Security</mark> objectives – This includes measurement to determine status on achievement of quality / <mark>Information Security</mark> objectives. The quality / <mark>Information Security</mark> objectives are framed in line with business goals and applicable requirements. • Measurement of processes – This includes measuring processes and products/services parameters to ensure that all deliverables to customers are met.		
4.1.2	**Quality / <mark>Information Security</mark> Objectives Measurement**		
4.1.2.1	This "Quality/ <mark>Information Security</mark> Objective/Performance Measures Measurement Matrix" is defined at the management review meeting or at any other meeting for this purpose. At this meeting the processes and products/services that need to be measured to indicate status on achievement of objectives are identified. These are noted in the "Quality / <mark>Information Security</mark> Objective / Performance Measures Measurement Matrix".		COO
4.1.2.2	The targets for the parameters are defined in line with quality / <mark>Information Security</mark> and business objectives.		COO
4.1.2.3	The details on how the parameters will be measured are defined in the "Quality / <mark>Information Security</mark> Objectives / Performance Measures Measurement Matrix" and include the following: • Parameter to be measured • Operational definition of parameter • Measurement method which specifies how the information pertaining to the measures will be compiled and the steps that need to be followed. Resources required need to be specified. • Responsibility • Target to be achieved • Frequency for review of performance vis-à-vis the target		COO
4.2	**Measurement of Quality / <mark>Information Security</mark> Objectives / Performance Measures**		

OEC Records Management Company Pvt Ltd   www.oecrecords.com

DEPARTMENT	OEC-MR-ME-P-01	ISSUE DATE	REVISION #
		2016-09-27	1.0
MR	**MEASUREMENT PROCESS**	PAGES	
		3 of 4	

Sr No	Activity	Reference	Responsibility
4.2.1	The performance of the parameters in the "Quality / Information Security Objectives / Performance Measures Measurement Matrix" vis-à-vis the targets are reviewed as per the frequency defined. The record of the measurement is made in the data sheet specified.		MR
4.2.2	Based on the measurement done a "Quality / Information Security Objectives/Performance Measures Report" is made. This is reviewed during management review meetings.		MR
4.2.2.1	In case there is a deviation the analysis on the causes is done as per "Process for Data Analysis".		MR
4.2.3	The decisions taken are recorded and monitored as per the "Process for Management Review".		MR
4.3	**Review and Updation of the Measurement Matrices**		
4.3.1	The matrices ("Quality / Information Security Objectives / Performance Measures Measurement Matrix" are updated in the following cases: • New customer requirements or change in customer requirements • There is a change in process based on customer requirement or otherwise • There is a change in the range of products/services offered to customers or purchased/received • Revision of parameters of measure and targets based on changing business requirements • Decision to revise targets for driving improvements		MR
4.3.2	The matrices are reviewed for changes to be made due to any of the above reasons during management reviews. In case a change in scenario occurs and the change has to be made in the matrices then a special review meeting is convened if required.		
4.3.2.1	If a meeting is not possible then the changes are made as required and discussed with concerned people for suggestions and acceptance through mail.		MR
4.3.2.2	Based on the discussion, required changes are made to the matrices.		MR
4.3.3	The "Quality / Information Security Objectives / Performance Measures Measurement Matrix" and are updated with the changes / additions in accordance with		MR

DEPARTMENT	OEC-MR-ME-P-01	ISSUE DATE	REVISION #
MR		**2016-09-27**	**1.0**
	MEASUREMENT PROCESS	PAGES **4** of 4	

Sr No	Activity	Reference	Responsibility
	the "Process for Document and Data Control".		