

DEPARTMENT	OEC-MR-QS-M-01	ISSUE DATE	REVISION #
MR	CHAPTER 3 – CONTEXT OF ORGANISATION	2016-05-24	1.0*
			PAGES
			1 of 2

PURPOSE

To ensure that a Quality Management System is established, documented, implemented and maintained and to continually improve its effectiveness in line with ISO 9001:2015 quality standard.

SCOPE

Applicable to the Quality Management System of OEC Records Management Company for its Head office and warehouse located at Dheku as mentioned under the description of Activities.

REFERENCE

NA

RESPONSIBILITY

The overall responsibility for establishing, documenting, implementing and updating the Quality Management System lies with the Chief Operating Officer.

DESCRIPTION OF ACTIVITIES

1. CONTEXT OF THE ORGANIZATION

1.1. UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT

The issues that are relevant to OEC's purpose and strategic direction and that affect its ability to achieve the intended results of its quality management system are mentioned below. OEC tracks and resolves any internal or external issues that may arise.

Positive Factors: OEC is in the business of records management for the last 15 years, It has cliental of more than 300 customers from various segments.

Negative Factor: OEC has to look beyond record management/diversify business as more and more thrust is coming for reduction of paper.

Internal and External issues are identified and listed in the Annexure 5 .

1.2. UNDERSTANDING THE NEEDS AND EXPECTATION OF INTERESTED PARTIES

The interested parties that are relevant to OEC's quality management system and their needs and expectations are mentioned in the Annexure 4.

1.3. SCOPE OF QUALITY MANAGEMENT SYSTEM

The scope of the quality management system established includes core and back-end services carried out at Dheku location of OEC Records Management Company in the areas of records storage, file retrieval, re-file, destruction, scanning, receiving courier and permanent removal of files from storage *and centralized processes at Head office are Purchase process, Proposal to CIF Process, MR and Leadership, Recruitment Process and Training Process.*

OEC understands requirements of stakeholders and works to deliver these requirements accordingly.

There are some activities in the processes that have been outsourced. This includes bulk

DEPARTMENT		ISSUE DATE	REVISION #
MR	OEC-MR-QS-M-01	2016-05-24	1.0*
	CHAPTER 3 – CONTEXT OF ORGANISATION		PAGES 2 of 2

scanning of documents. The details of how this is managed and control is enumerated in the Bulk scanning process (OEC-OPS-BS-P-06)

The design requirements are excluded from the scope of the quality system **as OEC Records Management Company Pvt Ltd is a service industry.**

There is no calibration done as there is no measurement, test and monitoring equipment or software under the direct control of Dheku location. In case such equipment or software is required, it will be ensured that the same are calibrated / validated. Hence, the requirements of the clause on calibration/validation of measuring equipment/software are excluded from this system.

1.4. QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES

The processes required for the effective functioning of the quality system and their interrelationships are defined in Annexure 1. These are for the existing range of services offered based on the understanding of current requirements of customers. The sequence and interactions between these processes have also been identified. Each process defines its monitoring requirements. The analysis of the process data/information is used for initiating corrective and action for continual improvement of the quality management system.

The resource requirements for achieving the desired process performance are assessed by the senior management team at management reviews and the necessary resources are provided.

When a new product/service is introduced then the existing process shall be revised to include the process/es arising out of the new introduction. The sequence and interactions of the processes shall be reviewed and redefined if necessary. The resource requirements and monitoring requirements shall be defined.

Bulk scanning activity is outsourced. The details of how this is managed and control is enumerated in the Bulk Scanning Process (OEC-OPS-BS-P-06).

ENCLOSURES

NA

FORMATS / EXHIBITS

NA