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DEPARTMENT		ISSUE DATE	REVISION #
MR	**OEC-MR-QS-M-01**	**2016-05-24**	**1.0***
	CHAPTER 6 - SUPPORT	PAGES	
		1 of 6	

PURPOSE

To ensure that resources such as people resources, information, infrastructure, and work environment essential to the implementation and achievement of the organisation's strategies and objectives for the quality management system are identified and made available.

SCOPE

Applicable to the assessment and provision of human resources, material resources, and infrastructure at *the Head office and warehouse located at Dheku.*

Warehouse at Dheku includes core and back-end services like storage, file retrieval, re-file, destruction, scanning, receiving courier and permanent removal of files from storage.

Head office includes centralised processes of Purchase process, Proposal to CIF Process, MR and Leadership and Recruitment and Training Process.

REFERENCE

NA

RESPONSIBILITY

The overall responsibility for ensuring that the required resources are identified and provided for lies with the respective Branch/Zonal Managers

PROCEDURE / DESCRIPTION OF ACTIVITIES

1.   SUPPORT

1.1.   RESOURCES

1.1.1. GENERAL

The resources needed to implement and maintain the quality management system and continually improve its effectiveness, and to enhance customer satisfaction by meeting customer requirements are determined by the Branch/Zonal Manager. The approval for the resources required is given by VP, Operations/ National Operations Head. These resource requirements are reviewed and provided by appropriate means as described below.

1.1.2. PEOPLE

OEC has ensured the persons necessary for effective implementation of the quality management system and for the operation and control of its processes are selected in accordance with the "Process for Recruitment (OEC-HRD-RE-P-01)"

1.1.3. INFRASTRUCTURE

The infrastructure needed for effective functioning of the quality system in terms of work space requirements, equipment needed, the other support facilities required are assessed by the Zonal Manager/National Operations Head in consultation with VP Operations for current work requirements and for future growth. The requirement for infrastructure is reviewed during management reviews and other meetings or at times when required. The required infrastructure is provided after assessing the cost- benefit implications.

These material resources where required are procured as per the "Process for Purchasing (OEC-ADM-PU-P-02)".

OEC Records Management Company Pvt Ltd   www.oecrecords.com

DEPARTMENT	OEC-MR-QS-M-01	ISSUE DATE	REVISION #
MR		**2016-05-24**	**1.0***
	CHAPTER 6 - SUPPORT	PAGES	
			2 of 6

1.1.4. WORK ENVIRONMENT

The human and physical factors of the work environment needed to achieve service conformity is determined through assessments of employee satisfaction and then discussing the findings of the same in the management review meetings. The assessment of employee satisfaction is done through regular interaction and through feedback received during appraisals. The findings are reviewed during management reviews and actions required are taken.

The findings will be analysed & an action plan prepared for corrective action.

The organisation manages the work environment by using the following:

- Adherence to safety rules and guidance, any norms as specified by the prevailing company guidelines

- Branch/Zonal Managers taking feedback from respective Supervisors and Team Leaders who in turn take feedback from the employees on a regular basis so as to enable personnel to bring forth issues that constrain them from performing to their potential. The issues would relate to social, psychological, and physical factors.

1.1.5. MONITORING AND MEASURING RESOURCES

This requirement of the standard is applicable for monitoring or measurement of software upgradation:-

- *TOBAS*
- *VESDA*

1.1.6 ORGANIZATIONAL KNOWLEDGE

Organizational knowledge is built through experience, lessons learnt from failures and successful projects, sharing undocumented knowledge and experience, results of improvements in processes, products, and services, and through gathering knowledge from customers or external providers. OEC has ensured that the knowledge necessary for the operation of its processes and to achieve conformity of products and services is maintained and made available to the extent necessary. This is achieved by

- Making all processes, policies, and quality manual available to all employees.

- Constantly updating its processes to meet customer expectations and requirements.

   Organizational knowledge is periodically incorporated into the processes.

1.2.   COMPETENCE

It is ensured that personnel performing work affecting quality are competent on the basis of appropriate education, training, skills and experience. This is done by ensuring that the personnel selected are qualified and there is development of personnel so that they are capable of handling changing job requirements.

The selection of personnel is done in accordance with the "Recruitment Policy and Process OEC-HRD-RE-P-01)" and the development of personnel is done as per the "Training Process (OEC-HRD-TR-P-01)".

The training process entails the following:

- Determine the necessary competence for personnel performing work affecting quality of service

OEC Records Management Company Pvt Ltd   www.oecrecords.com

DEPARTMENT	OEC-MR-QS-M-01	ISSUE DATE	REVISION #
MR		**2016-05-24**	**1.0***
	CHAPTER 6 - SUPPORT	PAGES	
		3 of 6	

The training needs of staff are identified at the time of the appraisal or joining and documented in the Personal Development Plan based on the Competency Profile. Training needs for temporary are identified by OEC Records Management Company. Feedback is given on periodic basis to the Outsource Agency regarding the performance of the personnel.

- Provision of training to satisfy competence needs of personnel so identified

- Evaluate the effectiveness of the actions taken i.e. the training imparted. Training provided is assessed through review of performance on the job

- Ensure that the personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives

- Maintenance of appropriate records of education, training, skills and experience. The education and experience / recruitment records are maintained by the HR department of OEC Records Management Company

1.3. AWARENESS

OEC ensures that persons doing work under its control are aware of the quality policy, relevant quality objectives, their contribution to the effectiveness of the quality management system, and the implications of not conforming to the quality management system requirements. This is achieved through

- Display of the quality policy and objectives at various locations

- Uploading the policy & objectives on the intranet for easy accessibility

- Disseminating this knowledge during weekly meetings and during trainings

1.4. COMMUNICATION

The communication channels in the organization are

- Email
- Meetings
- Intranet
- Newsletter
- Notice Board

The communication regarding the effectiveness of the quality management system is done through the management reviews, meetings with personnel, internal newsletters and any other avenues as felt appropriate. It is ensured that all the employees impacted are communicated the relevant issues discussed in the above meetings.

The specifics of communication with external stakeholders such as customers, vendors, etc. is appropriately defined and implemented using appropriate channels.

1.5. DOCUMENTED INFORMATION

1.5.1. GENERAL

The Quality Management System documentation that describes how the requirements of the International Standard have been complied with include the following:

- Documented information required by the standard

OEC Records Management Company Pvt Ltd   www.oecrecords.com

DEPARTMENT	OEC-MR-QS-M-01	ISSUE DATE	REVISION #
		2016-05-24	1.0*
MR	**CHAPTER 6 - SUPPORT**	PAGES	
			4 of 6

- Documented information determined by OEC as being necessary for the effectiveness of the quality management system. OEC has determined this documented information to include the following
  - o A Quality Manual
  - o Quality Policy and Objectives (as part of the Quality Manual)
  - o Processes
  - o Work instructions
  - o Formats (including lists)

The decision to address the requirements (in terms of detailing the sequence of steps or describing how the activities pertaining to a particular requirement are carried out) through a process / process in the relevant chapter of the quality manual is taken based on the following:

- The current organizational requirements and those of its stakeholders.

- Complexity of the processes and their interactions

- Competence of personnel

1.5.2. CREATING AND UPDATING

The details about creating and updating documented information is mentioned in the Process for document control, which includes the following

- Identification and description (title, date, reference number)

- Format (version number) and media (paper, electronic)

- Review and approval for suitability and adequacy

1.5.3. CONTROL OF DOCUMENTED INFORMATION

Documents such as Processes, Instructions, Formats and other documents including documents of external origin required by the Quality Management System are controlled.

"Process for Document Control (OEC-MR-DC-P-01)" has been established to define the controls needed. The control applicable is as follows:

- To approve documents for adequacy prior to issue – This is done by relevant approving authority in accordance with a process.

- To review and update as necessary and re-approve documents – The documents are reviewed prior to first issue or any subsequent changes to ensure adequacy.

- To ensure that changes and the current revision status of documents are identified – All documents have been issued as part of the company intranet. Each process/document in this system has the current version status. The changes to the Quality Manual and the processes are indicated by using Italics. Where the entire document/process undergoes a revision, then the same is indicated by an "*" next to the version number of the document/process. The details of control are further detailed in the process.

- To ensure that relevant versions of applicable documents and processes are available at points of use on the intranet. All concerned personnel have been given access to the document system on the intranet.

OEC Records Management Company Pvt Ltd   www.oecrecords.com

DEPARTMENT		ISSUE DATE	REVISION #
	OEC-MR-QS-M-01	**2016-05-24**	**1.0***
MR	**CHAPTER 6 - SUPPORT**	PAGES	
			5 of 6

- To ensure that documents remain legible and readily identifiable – All documents have been identified with an appropriate title and number. It is ensured that the documents are maintained in a manner to ensure these remain legible.

- To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose. All the previous versions will be marked as Obsolete and placed in a folder called Obsolete on the server.

Control of Records

All the results of activities described in this Manual and associated documents are recorded and maintained by concerned personnel, to demonstrate the effectiveness of the quality system. The controls applicable to these documents are detailed in the "Record Control Process (OEC-MR-RC-P-01)".

Identification

Quality records required for demonstrating conformance to specified requirements and the effective operation of the quality system are identified. The identification of quality records is at least by a Title and/or by a Unique Number as mentioned in the respective process / Instructions where the same are generated.

Maintenance and access

The designated person responsible for maintenance of records ensures that the records are legible, suitably stored to prevent damage and/or loss, and are appropriately collected and filed for easy irretrievability.

In case of records maintained in soft form and databases, regular backup is taken to prevent any loss of data in case of any eventuality. This is done by the IT department.

Indexing and Filing

Records are filed appropriately and the records are indexed in a structured manner such as date wise, sequential, alphabetically etc. Suitable partition, where required is made in files. In case the file becomes too bulky the subsequent records are transferred to another file of the same name.

Retention

The records to be retained are related to all core and backend processes, for example, delivery tickets, pick up tickets, and transmittal forms. The hard copy records are kept in areas, which provide suitable protection from damage, deterioration, loss and unauthorized access. For soft copy records, the records are kept on the server. For records, retention period, locations and responsibility for maintenance are specified in the respective process.

5.0 RECORDS

Records for the above systems are maintained as specified in the respective processes / sections.

ENCLOSURES

NA

OEC Records Management Company Pvt Ltd

www.oecrecords.com

DEPARTMENT		ISSUE DATE	REVISION #
MR	**OEC-MR-QS-M-01**	**2016-05-24**	**1.0***
	CHAPTER 6 - SUPPORT	PAGES	
		6 of 6	

FORMATS / EXHIBITS

NA