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PURPOSE

To ensure that monitoring, measurement, analysis and evaluation of processes are planned and implemented.

SCOPE

Applicable to all monitoring, measurement, analysis and improvement activities required for ensuring service conformity *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 establishing, implementing and updating this system lies with the Chief Operating Officer

DESCRIPTION OF ACTIVITIES

1. PERFORMANCE EVALUATION

1.1. MONITORING, MEASUREMENT, ANALYSIS, AND EVALUATION

1.1.1. GENERAL

OEC performs monitoring, measurement, analysis, and evaluation activities to determine

- What to monitor and measure
- The method for monitoring, measurement, analysis, and evaluation needed to ensure valid results
- When to measure monitoring and measurement
- When the results from monitoring and measurement will be analysed and evaluated

1.1.2. CUSTOMER SATISFACTION

The client perceptions about the service provided are measured through the following:

- End-customer complaints
- Feedback received from the customer during the annually customer satisfaction survey

The complaints received from the end customer is handled as per the Complaint Management Process.

A customer satisfaction survey is carried out once a year by the Sales Department/Centralised Customer Service Team. The findings of the survey are analysed & an action plan is prepared for

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corrective action. The implementation of the action plans is reviewed during management reviews/other meetings.

1.1.3. ANALYSIS AND EVALUATION

Data is collected on customer feedback, non-conformances, process measures, status on achievement of quality objectives, suppliers and audit findings. This is done by compiling information from records / information sources as defined in the respective processes. The data is collected by the personnel designated for the job as defined in the respective processes.

The data collected and compiled is analysed using suitable techniques that are identified for the purpose to demonstrate the suitability and effectiveness of the Quality Management System. The details are in the “Process for Data Analysis (OEC-MR-DA-P-01)”. The deviations from desired requirements are identified and cause analysis is done to determine areas where corrective and preventive action can be taken for driving continual improvement.

The output from this analysis serves as input to the Management Review Meetings to evaluate where continual improvement of the Quality Management System can be made.

The analysis of data provides information relating to:-

- Data analysis process.
- Performance of external providers.

1.2. INTERNAL AUDIT

“Process for Internal Quality Audit (OEC-AUDIT-IA-P-01)” has been established and maintained to ensure that the organisation conducts internal audits at planned intervals to determine whether the Quality Management System –

- Conforms to the planned arrangements as defined by the processes
- Meets the requirements of this International Standard and the Quality Management System requirements established, and
- Is effectively implemented and maintained.

“Process for Internal Quality Audit” includes the following:

- A planned audit programme taking into consideration the status and importance of the processes and areas to be audited, as well as results of previous audits.
- Definition of the audit criteria, scope, frequency and method.
- Selection of trained auditors for conduct of impartial audits to ensure objectivity of the audit process
- The responsibilities and requirements for planning and conducting audits, and for reporting results and maintenance of records
- In case of observed non-compliances / observation for improvements, the “Internal Quality Audit Report” is completed for each noncompliance, for appropriate disposition and corrective action
- Internal quality auditors/ MR follows up to verify and record the implementation and effectiveness of the Corrective and Preventive actions related to the audit findings

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- Analysis of Internal Quality Audit is prepared for each internal quality audit and is included in the Management Report that is presented for Management Review Meeting

1.3. MANAGEMENT REVIEW

The management team is responsible for conducting Management Reviews of the Quality System for ensuring its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the QMS, including the Quality Policy and Quality Objectives. The management review process is as described in the "Process for Management Review (OEC-MR-MR-P-01)".

The inputs and outputs to the management reviews are as described in the process.

RECORDS

Records for the above process are maintained as specified in the processes.

ENCLOSURES

NA

FORMATS / EXHIBITS

NA