



Quality System Procedures (ISO 9001:2000)

GENERAL INFORMATION

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Section-1

Control of Documents

1.0 Purpose

- 1.1 To establish a procedure to ensure that the documents required for Quality Management System are in controlled condition.
- 1.2 To ensure that pertinent versions of documents are available at the point of use.

2.0 Scope

- 2.1 Applicable to all documents and data generated for Quality Management System via the Procedures, Work Instructions, Documents, Lists, Formats and Registers etc.
- 2.2 This procedure also covers the external origin documents such as Standards and Customer Documents.

3.0 Responsibility

- 3.1 Management Representative is responsible for controlling all the documents of Quality Management System being originated internally and the documents from External origin.
- 3.2 It is the responsibility of Management Representative to ensure that pertinent documents are available at point of use.

4.0 Procedure

- 4.1 The numbering of all Quality Management System documents is done as per the Annexure.

4.2 Document Generation / Creation

- 4.2.1 Management Representative issues the copies of the Quality System Manual / Procedures / Guidelines / Formats to all concerned personnel and records in **Issue Control Register**.
- 4.2.3 Any Departmental member, who perceives the need for a new quality system document for upgrading the system, prepares a draft procedure and forwards it to the Management Representative.
- 4.2.3 Management Representative studies the possibility of modifying any existing procedure in consultation with approving authority or accepts the draft procedures with or without modifications and approves it before issue.

4.3 Document Change / Modification

- 4.3.1 Changes / Modification in document arises in any one of the following area;
 - A. Change in Organization structure
 - B. Any change in the departmental functioning
 - C. Change in / addition / deletion of existing system
 - D. Change in International / National Standards

E. Findings of Internal Quality Audit

- 4.3.2 Departmental members prepares **Document Change Request** and forwards it to Management Representative
- 4.3.4 If the changes are acceptable, Management Representative makes necessary changes in the documentation and gets it signed by the concerned authority.
- 4.3.5 If the document is added or deleted, all linked procedures are updated in the **Amendment Record Sheet.**
- 4.3.6 While issuing the revised copies to all concerned, Management Representative ensures that the obsolete documents are retrieved back from all personnel and the same are destroyed. The respective Master copy is stamped as "OBSOLETE" and maintained for a period of one year from the date of next revision or till the next revision, which ever is later.
- 4.3.7 The Issue No. will be incremented when number of revisions in any section/page of document exceeds 09 revisions. The Issue No. will be TBA...etc. and Revision No. of all the section / pages shall be reset to 00
- 4.4 Management Representative shall maintain and update the **Master List of Documents.**
- 4.5 The document status shall be maintained as follows:

MASTER	"MASTER COPY" (Seal affixed on rear side of each page of document)
CONTROLLED	"CONTROLLED COPY" (Seal affixed on front right hand side of the document)
OBSOLETE	"OBSOLETE COPY" (Seal affixed on front side of the document)

4.6 The approval authority for various documents is as mentioned below:

Document Type	Description	Approved by
Apex Manual		
Procedures		

Document Type	Description	Approved by

Guidelines & Formats	As per Master List of Documents	

4.7 External Originated Documents (National / International Standards And Customer Drawings)

- 4.7.1 Documents of National / International Standards / any other Guidelines are procured, revised and implemented by Management Representative.
- 4.7.2 A **List of External Origin Documents** is maintained by Management Representative and will be updated whenever necessary.
- 4.7.3 All the standards are stamped as “CONTROLLED COPY” on the cover page of the standard and issued to the concerned by making necessary entries in Issue Control Register.
- 4.7.4 Documents of customers / suppliers are maintained only after receiving concrete orders from them. If the order does not mature, the documents are either destroyed or returned to them as the case may warrant.

5.0 **Reference**

- 5.1 Issue Control Register
- 5.2 Document Change Request
- 5.3 Amendment Record Sheet
- 5.4 Master List of Documents
- 5.5 List of External Origin Documents

Annexure

Numbering System shall be as follows

1. Quality System Manual

AAG/QSM-XX, where

- AAG – refers to the company, AAG Land Survey
- QSM – refers to Quality System Manual
- XX – refers to Section No.

2. Quality System Procedures

AAG/QSP/YY

- AAG – refers to the company, AAG Land Survey
- QSP – refers to type of procedures
QSP – Quality Management System Procedures
- YY – refers to running Serial Number of procedures

3. Documents & Records

AAG-AXX:YY

- AAG – refers to the company, AAG Land Survey
- AAG Land Survey QSP- First Edition

- A – refers to Document (D) / Record (F)
- XX – refers to Serial Number of procedure
- YY – refers to running serial number of formats in that procedure

Section-2

Control of Records

1.0 Purpose

- 1.1 To establish and maintain a documented procedure for identification, storage, protection, retrieval, retention time, collection, indexing, access, filing, maintenance and disposition of Quality records.

2.0 Scope

- 2.1 All Quality records relevant to Quality Management System in AAG Land Survey

3.0 Responsibility

- 3.1 Management Representative
- 3.2 Head of Departments

4.0 Procedure

- 4.1 Quality Records are those formats and register when duly filled with data (information)
- 4.2 Respective Head of Departments maintain the relevant Quality Records.
- 4.3 Details of Quality Records is maintained through **Master List of Quality Records** by respective division heads / Management Representative, which contain the following information:

Quality Record Reference No.
 Description of the Quality Records
 Identification of Quality Record
 Indexing method of Quality Records
 Storage method of Quality Records
 Responsibility to maintain Quality Records
 Retention period
 Disposition of Record

- 4.4 All Quality Records are maintained as mentioned in Master List of Quality Records. Head of Departments dispose quality records suitably as per the retention period defined in the Master List of Quality Records.
- 4.5 If contractually agreed, the Quality Records shall be made available to customer / or their representative for their evaluation.
- 5.0 **Reference** (Master List of Quality Records)

Section-3

Management Review Meeting

1.0 Purpose

- 1.1 To establish a procedure for conducting the Management Review meeting and to ensure its continuing suitability, adequacy and effectiveness of the documented Quality System (ISO 9001:2000) in satisfying the stated Quality Policy and Objectives

2.0 Scope

- 2.1 It shall encompass the review input / output as per the Quality Management System requirements.

3.0 Responsibility

- 3.1 Management representative.
- 3.2 Management Review Committee.

4.0 Procedure

- 4.1 Management Review meeting is conducted once in 3 months.
- 4.2 Operations Manger circulates the **Circular for Management Review meeting** 10 days in advance to the members of Management review committee. The agenda points for the meeting are also covered in the circular.
- 4.3 Management Representative will chair the meeting and updates the top management at an appropriate frequency.
- 4.4 The review committee consists of the following members and is headed by the Management Representative.

Management Representative
Respective Head of Departments
- 4.5 Any other related personnel will be called prior to the meeting. Management Representative acts as the conveyor for the management review meeting. The date and time is fixed by the Management Representative.

4.6 The format for agenda of the review meeting is as follows:

Sl. No.	Agenda Point	Details of Input Data	Responsibility
01	Follow-up actions on previous management Reviews	Minutes of Meeting	Management Representative
02	Results of Audits	Audit Reports	Management Representative
03	Customer Feed back	Customer satisfaction survey results Customer complaints	Respective Head of Departments
04	Process performance and Product conformity	Production Reports Nonconformance reports	Respective Head of Departments
05	Status of Corrective and Preventive actions	Corrective and Preventive action reports	Management Representative
06	Continual Improvement Projects	Continual Improvement Plan Prioritized action plan	Respective Head of Departments
07	Changes that could affect the Quality Management System	Document Change Note	Respective Head of Departments
08	Recommendations for Improvement	Documented system	Respective Head of Departments
09	Resource Requirements	Resource requirement form	Respective Head of Departments
10	Quality Policy & Objectives	Documented Quality Policy Key indices of Quality Objectives and action plan	As per the action plan

- 4.7 Management Representative collects the input details in **Inputs for Management Review Meeting** from respective committee members pertaining to their function 3 days before the meeting.
- 4.8 Action planned during the review along with responsibility and date for completion is recorded in **Minutes of Meeting** by Management Representative.
- 4.9 The output of the meeting includes the decisions and actions related to the improvement of the effectiveness of the Quality management system, improvement of product related to customer requirements and resource needs.
- 4.10 The members responsible for the implementation of action planned decided in the meeting initiates necessary actions and provide details of results to the Management Representative.
- 4.11 Management Representative includes the details of action taken on the minutes of previous meetings and the results in the subsequent management review meetings.

5.0 Reference

- 5.1 Circular for Management Review Meeting
- 5.2 Inputs for Management Review Meeting
- 5.3 Minutes of Meeting

Section- 4 Resource Management

1.0 Purpose

- 1.1 To establish a procedure to determine and provide resources necessary for achievement of organizations objective and continually improve the effectiveness.

2.0 Scope

- 2.1 Applicable to all the resources as required by the AAG Land Survey

3.0 Responsibility

- 3.1 Management Representative
- 3.2 Head of Department

4.0 Procedure

- 4.1 Management Representative in consultation with the Head of Departments identifies the resource requirements for the areas of work affecting quality.
- 4.2 Management Representative ensures that necessary competence (human resource) is determined for all such positions with regards to education, training, skills and experience. The competence is determined in **Competence Requirement Matrix**.
- 4.3 Management Representative analyzes the present competence for all positions and identifies the human Resource requirement / training to be imparted to upgrade the competence level. This is recorded in the **Annual Appraisal Form**.
- 4.4 The training need is identified based on the above and the same is planned either Internally / Externally through **Training Plan** or any appropriate action is taken to suitably satisfy the requirement.
- 4.5 Management Representative maintains a **List of External Training agency** capable of providing necessary training. The control on the agency will be as per the procedure for Purchasing.
- 4.6 On identifying the appropriate faculty, Management Representative arrange to conduct the training program and circulates the schedule of the training program in advance to all concerned.

- 4.7 **Training Attendance Record** is maintained for all such training programs.
- 4.8 The effectiveness of the training is evaluated through one of the following appropriate method. The effectiveness will be recorded suitably and retraining is provided if required
- Personal Interview by Management Representative
 - Questionnaire
 - Conducting Training for other staffs
 - Implementation on the trained topic
 - Maturity of the person on personal observation (if)
- 4.9 Management Representative maintains all appropriate records of education, training, skills and experience for all personnel.

Other Resources:

1. Management Representative in consultation with the Review committee determines the required Infrastructure. This is budgeted in the yearly financial plan and the same is procured through capital purchase as mentioned in the procedure for Purchasing.
2. Management Representative and all departmental heads ensure that appropriate work environment is maintained to achieve conformity to product requirement.

5.0 References

- 5.1 Competence Requirement Matrix
- 5.2 Annual Appraisal Form
- 5.3 Training Plan
- 5.4 Training Attendance Record
- 5.5 List of External Training agency
- 5.6 Procedure for Purchasing
- 5.7 Records of education, experience

Section-5

Customer Related Process

1.0 Purpose

- 1.1 To establish a procedure to determine, review and communicate the requirements related to the product and service.

4.3.3 Scope

This procedure is applicable to all the customer requirements by AAG Land Survey

3.0 Responsibility

- 3.1 General Manager
- 3.2 Management Representative

4.0 Procedure

Determining the Customer Requirement

- 4.1 The Management Representative approaches the customer at regular intervals to determine the requirements in the work categories within the scope of service provided by AAG Land Survey.
- 4.2 The requirements of customers are determined when there is a call for tender from the customer.
- 4.3 Management Representative collects the tender form and forms a team to review the tender.
- 4.4 The review team consists of Management Representative and Head of Departments.
- 4.5 The team collectively determines the contract requirements, equipment requirement, adequacy of personnel, need of sub-contractors and suppliers
- 4.6 A Checklist is prepared to ensure that all the requirements are determined.
- 4.7 The team members initiates the preparation of documents for the tender according to their expertise in the relevant areas such as sub-contractor / supplier management, material management, manpower planning etc., and ensures that these activities are time-bound and completed within the specified target date.
- 4.8 Management Representative is kept informed about the stages of progress during the document preparation.
- 4.9 Simultaneously, Management Representative sends the tender to approved subcontractors and suppliers to arrange the required products or services from them.

- 4.10 On completion of all the documents required for the tender, it is submitted to Management Representative for review.
- 4.11 Management Representative reviews the tender documents to verify whether all the requirements are addressed and whether the statutory and regulatory requirements are considered or not.
- 4.12 After the review of the tender documents by Management Representative, it is sent to Chairman for his approval.
- 4.13 On approval, the tender documents are packed, sealed and submitted to customer on time.
- 4.14 In case of any clarifications from the customers regarding the tender documents, Management Representative clarifies the same.
- 4.15 On Award of contract, Management Representative studies the contract before acceptance.
- 4.16 On acceptance, the Management Representative formalizes the requirements identified during the tendering process.
- 4.17 The mobilization of equipment and personnel is planned.
- 4.18 The Operations Coordinator checks the stock requirements for equipment spares and consumables and in case of shortages, the same is procured as per the procedure for Purchasing.
- 4.19 Contracts with sub-contractors are reviewed and accepted.
- 4.20 The Administration Manager in consultation with Management Representative arranges for the manpower and the legal formalities like visa, labor cards etc.
- 4.21 The Management Representative in consultation with the Head of Department ensures the contract QMS and HSE plans are in place.
- 4.22 The Management Representative in consultation with the Finance Manager finalizes all finance matters and invoicing system.
- 4.23 The services as per the contract are executed as per the procedure for Service Provision.

Amendments / Variations to Contract

- 4.24 Any amendments / variations to contract is received by Management Representative.
- 4.25 The amendments / variations are reviewed by the team members who were there at the time of preparation of tender documents.
- 4.26 After the review, the amended documents are prepared, reviewed and approved by Management Representative.
- 4.27 The amended documents are sent to customer for their approval.
- 4.28 The nature of amendments is communicated to all concerned, including suppliers and sub-contractors appropriately.
- 4.29 Management Representative maintains the records of tender documents, tender review, award of contract and its amendments, if any as per the procedure for Control of Quality Records.

4.30 Management Representative ensures that all the verbal statements from customer are confirmed before acceptance.

5.0 Document / Record Reference

- 5.0 Tender Documents
- 5.1 Tender Review
- 5.2 Amendments / Variations to Contract

Section-6

Purchase Process

1.0 Purpose

1.1 To establish a procedure to ensure that purchased product conforms to required specifications.

2.0 Scope

2.1 This procedure is applicable to all the products purchased by AAG Land Survey.

3.0 Responsibility

- 3.1 Management Representative
- 3.2 Purchase Officer

4.0 Procedure

- 4.1 The products that are purchased are categorized into:
- a. Materials / Equipment
 - b. Production Consumables and Equipments spares
 - c. Capital Purchases

Purchasing process for Materials / Equipments

- 4.2 The need for purchasing of Materials / Equipments arises during the following situations as appropriate:

When required material / equipment is not available in house

To meet the immediate requirement of the customer when it exceeds in house capacity

To maintain the stock levels defined

- 4.3 For stock items, the minimum and maximum stock level of all Products is maintained by Purchase Officer / Co-ordinator.
- 4.4 The stock level is maintained based on:
- a. Lead time for delivery
 - b. Availability of material in the market
 - c. Movement of Material in the field
 - d. Cost of the material
- 4.5 Based on the requirement mentioned above, the Purchase Officer / Co-ordinator prepare the **Purchase Requisition** and forward the same to Management Representative.

- 4.6 Management Representative reviews the purchase requisition and approves the same. In case of any clarifications, Management Representative reviews the same with concerned Purchase Officer / Coordinator. The approved purchase requisition is sent to Purchase Officer.
- 4.7 Purchase Officer identifies the supplier form the **List of Approved Supplier** and prepares Purchase order / Local Purchase order.

- 4.8 Wherever required the quotations are obtained from the supplier. A comparative statement is prepared and approval is obtained from Management Representative.
- 4.9 If the suppliers for the product to be purchased are not in the List of approved suppliers, Management Representative identifies new suppliers as per the procedure for “**Selection and Evaluation of Suppliers**”.
- 1.10 The purchase order/ LPO is prepared clearly describing the product to be purchased such as type, size, color, product price, delivery, terms and conditions etc.
- 1.11 The purchase order / LPO is reviewed and approved by the Management Representative. Purchase Officer sends the purchase order to the supplier.
- 4.12 A copy of the Purchase Order / LPO is sent to the Stores, where the purchasing materials are likely to be received.
- 4.13 The details Purchase Order / LPO is updated in the **Purchase Order Register** to monitor purchasing activity and to ensure timely receipt of the material from the supplier.
- 4.14 For key equipment spares and consumables such as cutting tools, drilling bits etc., Co-ordinator prepares the maximum / minimum level and re- order level of stock based on the following as appropriate:
- a. Consumption pattern / operational requirements
 - b. Availability of material
 - c. Lead-time for procurement and cost.
- 4.15 Purchase Officer monitors the stock levels. When the material reaches the re-order level, Purchase Officer prepares the Purchase Requisition Form and forwards the same to Management Representative.
- 4.16 For non-stock items, based on the operational requirement Co-ordinator prepares Purchase Requisition Form and forwards the same to Management Representative.
- 4.17 The Management Representative reviews the purchase requisition and approves the same. In case of any clarifications, Management Representative reviews the same with concerned Purchase Officer / Co-ordinator. The approved purchase requisition is sent to Purchase Officer.
- 1.18 Purchase Officer identifies the supplier form the List of Approved Supplier and prepares **Purchase order / Local Purchase order**.
- 1.19 Wherever required the quotations are obtained from the supplier. A comparative statement is prepared and approval is obtained from Management Representative.
- 1.20 If the suppliers for the product to be purchased are not in the List of approved suppliers, Management Representative identifies new suppliers and the selection and evaluation of the new suppliers shall be as per the Procedure for “Evaluation and **Selection of Suppliers**”.
- 1.21 The purchase order / LPO are prepared clearly describing the product to be purchased such as specifications, price, delivery, terms and conditions etc.
- 1.22 The purchase order / LPO is reviewed and approved by the Management Representative. Purchase Officer sends the PO/LPO to the supplier.

- 1.23 A copy of the PO / LPO is sent to the Stores, where the purchasing materials are likely to be received.
- 1.24 The PO / LPO details are updated in the **Purchase Order Register** to monitor purchasing activity and to ensure timely receipt of the material from the supplier.

Capital Purchase

- 4.25 Capital purchases are budgeted before the start of the financial year based on the requirements from respective department.
- 4.26 For capital purchases, respective Head of the department prepares Capital Requisition Form and forwards to the Management Representative.
- 4.27 The need for capital purchases may arise in any one of the following situations, but not limited to:
- a. Upgradation in Technology
 - b. Expanding the scope of operation
 - c. To meet the specific need of customer etc.
- 4.28 Management Representative reviews the requisition and discusses with the management for approval.
- 4.29 On receipt of approval the purchasing activity shall be initiated as per the procedure discussed above.

Emergency Purchase

- 4.30 The emergency purchases are made to meet the immediate operational / customer requirements. These purchases are limited to production consumables. The cash purchases are regularized through cash bills.
- 4.31 The details are recorded in the Purchase order register.

Verification of Purchased product

- 4.32 All the purchased products are verified in the receiving stage for their acceptance, which is described in the procedure **“Receipt, Storage and Issue of Product”**.
- 4.33 When the Top Management / any staff of AAG Land Survey or its customer intends to verify the product at supplier premises, Management Representative communicates the same to the supplier and necessary arrangements for inspection / verification is made.

5 Document / Record Reference

- 5.1 Purchase Requisition Form
- 5.2 List of Approved Suppliers
- 5.3 Evaluation and Selection of Suppliers
- 5.4 Purchase Order / Local Purchase Order
- 5.5 Purchase Order Register

5.6 Procedure “Receipt, Storage and Issue of Product”

Section-7

Supplier Evaluation and Selection Process

1.0 Purpose

- 1.1 To establish a procedure to evaluate and select suppliers.

2.0 Scope

- 2.1 This procedure is applicable to all the suppliers of AAG Land Survey.

3.0 Responsibility

- 3.1 Management Representative

4.4 Procedure

- 4.3.1 All the suppliers are evaluated and approved based on one or more of the following criteria:

- Quality Records of previously demonstrated capabilities
- Review of product qualification test results
- Current valid registration to an ISO 9001 standard by an accredited agency
- Customer approved / recommendation for the supplier
- Company registration form / Assessment of suppliers credentials
- Approved based on trial order and evaluation of products / services on receipt

- 4.3.2 Management Representative maintains a List of Approved Suppliers. The type and extent of control applied to the supplier and the purchased product is dependent on impact of purchased product on the final product quality.

- 4.3.3 The type and extent of control is indicated in the approved supplier list.

- 4.3.4 The need for new supplier arises during any of the following situations:

- When existing supplier does not have the capability to meet the requirement
- New Product / Service
- Alternate source for existing product / service

- 4.3.5 Operations Manger identifies the new supplier and invites introduction letters. On receipt of letter, the same is reviewed and the Supplier Registration Form is sent to the supplier.

- 4.3.6 On receipt of duly filled Registrations Forms, Management Representative reviews the same and evaluate s based on the criteria indicated in 4.1

- 4.3.7 Management Representative visits the supplier (if required), wherever applicable, for an onsite assessment. The details of visit are recorded in the Supplier Registration Form.

- 4.3.8 Sample orders are received and the study on quality, delivery and performance are monitored. On successful sample order the supplier is placed in the Approved Supplier List.

- 4.3.9 Management Representative reviews the performance of suppliers on an annual basis by evaluation of inspection reports / nonconformity reports including customer complaints, if any.

- 4.3.10 The evaluation is carried out by "Supplier Evaluation Form".

- 4.11 The suppliers who are not performing as per the requirements of AAG Land Survey are communicated to initiate necessary Corrective and Preventive Action.
- 4.12 If the performance is not acceptable, in spite of repeated advices (max of two times) the supplier is de-listed and the approved supplier list is updated.

5.0 Document / Record Reference

- 5.1 List of Approved Suppliers
- 5.2 Supplier Registration Form
- 5.3 Supplier Evaluation Form

Section-8

Service Process

1.0 Purpose

- 1.1 To establish a procedure to plan and carryout service provision under controlled conditions.

2.0 Scope

- 2.1 This procedure is applicable to all services offered by AAG Land Survey.

3.0 Responsibility

- 3.1 Management Representative
- 3.2 Operations Coordinator
- 3.3 Field Service Engineer

4.0 Procedure

- 4.1 On acceptance of the contract being awarded by the customer, the Management Representative prepares a project planning.
- 4.2 The mobilization stage gets initiated on the receipt of a written **Job Callout Request** from the customer.
- 4.3 The Management Representative acknowledges the receipt of the Job Callout. The callout is sent to the Operations Coordinator, who immediately initiates the mobilization of equipment and personnel.
- 4.4 Prior to initiating the given job the Operations Coordinator verifies the job requirement like equipment, spares and other consumables etc., to be taken to the location are available through the **Pre-job Checklist**.
- 4.5 Operations Coordinator issues the **Job Objectives** to the Surveyor detailing the job to be performed at the site.
- 4.6 Transportation of all equipment, spares and personnel to and from the job site shall be carried out in compliance with the specifications defined in the HSE Manual. While the urgency of customer response is important, it must never pre-empt safety. Always observe safety regulations. It is very important to the company.
- 4.7 On arrival the Surveyor shall make sure that the equipment is on location, inspected, take a complete inventory of the equipment using the **Pre-job Checklist** and report to the on site customer representative and the Operations Coordinator.
- 4.8 On site all the jobs are performed as per the available **Work Instructions**.

- 4.9 On a daily basis the Survey Engineer shall submit the **Daily Activity Report** and **Daily Cost Sheet** to the Operations Coordinator.
- 4.10 During survey operations, Survey Engineer shall update the status of the survey operations in the **Survey Parameters Records**.
- 4.11 Senior Project Engineer shall monitor the performance of survey work through the **Reports**.
- 4.12 The Senior Project Engineer shall maintain all the job details, measurements and keep track on the condition and performance of the equipment through frequent interaction with the Surveyors. The Operation Coordinator shall be the focal point for customer questions on services.
- 4.13 Based on the Daily Activity Report, Operations Coordinator monitors the actual work done against the planned activities.
- 4.14 In case of any deviations from the planned activities, the Operations Coordinator shall immediately inform the Management Representative who will analyze the causes for the deviations and take appropriate corrective action as per the procedure **Corrective Action and Preventive Action**.
- 4.15 In case of any failures or equipment lost the Operations Coordinator shall bring to the attention of Management Representative through **Equipment Failure Report** or **Non Conformance Report**.
- 4.16 Management Representative shall review the reports and analyze the failure as per the procedure **Control of nonconforming product or services**.
- 4.17 Appropriate corrective actions are taken as per the procedure **Corrective Action and Preventive Action**.
- 4.18 After completion of the job at site, Survey Engineer prepares the **End of Job Report** and the **Job Ticket** and submits it to the customer representative for his review and approval.
- 4.19 The Operations Coordinator will confirm with the customer before issuing the Survey Engineer the demobilization order.
- 4.20 Once confirmed the Survey Engineer will make a visual inspection of the equipment and make sure that any non-confirming damage on the equipment is reported and documented. And finally fill out an **End of job Checklist** and prepare the equipment for shipment to another location.
- 4.21 The Operations Coordinator shall coordinate the transfer of equipment and personnel from the site.
- 4.22 The Operations Coordinator after reviewing **the End Of Job Report** and **the Final costs** submits them to the customer.
- 4.23 **Reference (End of Job Report)**
- Job Objectives
 - Job Summary
 - Pre-job Checklist

5.0 Daily Activity Report

- 5.1 Customer Measurements & Drawing
- 5.2 Equipment Failure Report
- 5.3 Non-conformance Report
- 5.4 Non Conformance Report
- 5.5 Job Ticket
- 5.6 Equipment Transfer

Section-9

Receipt, Storage and Issue of Product

1.0 Purpose

1. To establish a procedure to receive, store and issue the product for service realization.

2.0 Scope

2. This procedure is applicable to all the products under the control of AAG Land Survey.

3.0 Responsibility

- a. Management Representative
- b. Purchase Officer

4.0 Procedure

When the Purchase Officer receives any products, it is verified against the **Purchase Order** for its quantity and on time delivery.

- 1.1 The Quality of the product is also verified and inspection and testing status of the product is identified and appropriate stickers are affixed on the material.
- 1.2 The details of the incoming products are updated in the “**Goods Inward Note**” and stored in appropriate designated areas.
- 1.3 In case of any nonconformance identified during the receiving stage, “**Nonconformance Report**” is raised and sent to the supplier to take appropriate corrective and preventive action.
- 1.4 The storage areas are identified in the stocking places according to the type of products.
- 1.5 The Purchase Officer maintains stock of all the products in the stock and keeps updating
- 1.6 whenever they are received in to stock or issued from stock in the “**Material Stock Register**”
- 1.7 The products required for production are requested with the Purchase Officer through “**Material Request Note**” approved by the respective personnel.
- 1.8 On receiving the Material Request Note, the Purchase Officer checks the availability of the requested product and issues it on its availability.
- 1.9 In case of any nonconformance identified during the receiving stage, “**Nonconformance Report**” is raised and sent to the supplier to take appropriate corrective and preventive action.
- 1.10 The storage areas are identified in the stocking places according to the type of products.
- 1.11 The Purchase Officer maintains stock of all the products in the stock and keeps updating whenever they are received in to stock or issued from stock in the “**Material Stock Register**”

- 1.12 The products required for production are requested with the Purchase Officer through "**Material Request Note**" approved by the respective personnel.
- 1.13 On receiving the Material Request Note, the Purchase Officer checks the availability of the requested product and issues it on its availability.
- 4.14 If the stock is not available, the Purchase Officer raises "**Purchase Requisition Form**" requesting to make necessary purchase arrangements with the Management Representative.
- 4.15 If the stock is available, the Purchase Officer issues the requested products and updates the "**Material Stock Register**".
- 4.16 The Purchase Officer updates the stock of the finished goods and submits the status of the stock to the Management Representative through "**Stock Report**".

5.0 Document / Record Reference

- 5.1 Purchase Order / Local Purchase Order
- 5.2 Goods Inward Note
- 5.3 Nonconformance Report
- 5.4 Material Stock Register
- 5.5 Material Request Note
- 1.6 Purchase Requisition Form
- 1.7 Stock Report

6.0 Document / Record Reference

- 1.8 Purchase Order / Local Purchase Order
- 1.9 Goods Inward Note
- 1.10 Nonconformance Report
- 1.11 Material Stock Register
- 1.12 Material Request Note
- 1.13 Purchase Requisition Form
- 1.14 Stock Report

Section-10

Customer Satisfaction

1.0 Purpose

- a. To establish a process to measure the customer satisfaction level regarding the Organization's product and services

2.0 Scope

Applicable to all the products and services rendered by AAG Land Survey

3.0 Responsibility

- 3.1 All Head of Departments

4.0 Procedure

- 4.1 To analyze the performance of the Organization related to its products and services, the respective Head of Departments evaluate the customer satisfaction as one of the measure.
- 4.2 Respective Head of Departments sends a **Customer Satisfaction Survey Form** to customers, where they are asked to provide the feedback / comments about the services.
- 4.3 This survey is carried out once in six months.
- 4.4 Also the respective Head of Departments interact directly with the customers about their services and update the feedback from the customers in the **Customer Comments Register**.
- 4.5 After collecting all the information required from the customers through Customer Satisfaction Survey Form and inputs from the Customer Comments Register, the respective Head of Departments along with Management Representative analyze the rating and calculate the **Total Satisfaction Index**.
- 4.6 On analyzing the feedback / comments from the customers, the present level of satisfaction is compared with the required level of satisfaction.
- 4.7 In case the satisfaction is not up to the required level, corrective actions are identified and implemented to attain the required level.
- 4.8 In case the satisfaction is up to the required level, it is ensured that this level is maintained and is tried to improve more by changing the target over a period of time as decided by the Management Representative.
- 4.9 The details of the analysis and the appropriate corrective actions taken are submitted to the Management to review during the Management Review Meeting.

Section-11

Internal Audit

1.0 Purpose

To establish and maintain a procedure for planning and implementing Internal Audits to verify whether Quality activities and related Results comply with planned arrangements and to determine the effectiveness of the Quality system.

2.0 Scope

Applicable for Quality Management System established by AAG Land Survey

3.0 Responsibility

Management Representative (MR)

4.0 Procedure

- a. MR prepares **Internal Audit Plan** for the financial year.
- b. Internal Audit is conducted at least once in 3 months.
- c. MR prepares **Internal Audit Schedule** based on internal audit plan, status and importance of the processes and the results of previous audits.
- d. The audit schedule contains the details such as Auditor, Auditee, time, duration and scope of the audit.
- e. When any Internal or External Non-conformance or customer complaint occur, MR in consultation with General Manager reviews and changes the frequency of audit.
- f. MR maintains **List of Qualified Internal Auditors**. The criteria for selection is based on the training followed by the examination and the certificate of merit issued by External agency.
- g. MR arranges for Internal Auditors who are independent of the function being audited.
- h. Internal Auditors prepare an **Internal Audit Checklist** before conducting an audit.
- i. Internal Auditors use the checklist as guidance for auditing. All the observations made during the audit are recorded in **Internal Audit observation sheet**.
- j. Audit findings are categorized as +ve observation (conforms to the requirements), -ve observation (does not conform to requirements) and OI (Opportunity for Improvement), by Internal Auditor.
- k. All the –ve observations are treated as Non-conformities. Internal Auditors record the details of Non-conformities in the **Internal Audit Report**. The report is handed over to the respective Head of departments (Auditee) and a copy is submitted to MR.
- l. The respective Head of department reviews the report and initiates immediate corrective action, analyzes the root causes and prepare permanent corrective action plan. In case, if possible preventive action is proposed and then the report is handed over to MR.

- m. The division heads and respective personnel in the department take actions as proposed by them.
- n. MR analyzes all Internal Audit reports and prepares the status of Quality system in the organization.
- o. MR organizes the follow-up audit to verify the implementation of the actions proposed and the
- p. effectiveness of the corrective action taken.
- q. If auditor / MR finds the action taken are effective then the Non-conformity is closed by MR.
- r. MR / Head of department takes preventive actions wherever applicable and the same is discussed in Management Review Meeting.

5.0 Reference

- 5.1 Procedure for Management Review Meeting
- 5.2 Internal Audit plan
- 5.3 Internal Audit schedule
- 5.4 Internal Audit Observation sheet
- 5.5 Internal Audit report
- 5.6 Internal Audit checklist
- 5.7 List of Qualified Internal Auditors

Section-12

Control of Nonconforming Product

1.0 Purpose

To establish a procedure for dealing with nonconforming product including customer complaints and to ensure initiation of necessary corrective /preventive actions.

2.0 Scope

Applicable for all non-conformance and customer complaints received in the AAG Land Survey.

3.0 Responsibility

Management Representative

4.0 Procedure

- a. Management Representative classifies the product non-conformances into 2 varieties – Minor and Major.
- b. The non-conformance which has a direct impact on the customer usage / non-meeting the statutory requirements, regulatory requirements/ affecting the integrity of the product as classified into Major Non conformance and will be recorded in the Non-conformance report.
- c. The non-conformance which does not affect the end result / minor readjustments / minor quality defects are classified into minor non-conformance. These minor non-conformances are recorded in **Minor Non-conformance summary report**. Respective Head of Departments analyzes the reasons for the same and appropriate corrective action will be decided.
- d. The major product nonconformance including customer complaints is recorded in the **Nonconformance Report** by Respective Head of Departments. The nonconforming product is identified and stored in the designated area.
- e. Respective Head of Departments reviews the problem and initiate the immediate action to eliminate the detected nonconformity. The details are recorded in the Nonconformance report.
- f. When the nonconforming product is reworked, the same is re-inspected / verified by Management Representative to ensure conformance to specified requirements.
- g. Management Representative determines the causes of nonconformities and implements necessary corrective / preventive action appropriate to the effects of nonconformity (actual / potential) identified.

- i. The details of action decided including the responsibility and target date are recorded in the Nonconformance Report.
- ii. The responsible personnel as decided in the report implements the necessary decided actions.
- iii. Management Representative verifies whether the action has been implemented and it is effective. The effectiveness of the action implemented is decided based on the trend in the nonconformance.
- iv. Once the action taken is effective, Management Representative standardizes the action taken by means of updating the documents, providing appropriate training to concerned personnel.
- v. Summary of corrective and preventive actions and its effectiveness are reviewed in the **Management Review Meeting**.

5.0 References

- a. Procedure for Management Review Meeting
- b. Nonconformance Report
- c. Minor Non-conformance Summary report

Section-13

Analysis of Data

1.0 Purpose

To establish a procedure for analysis and use of data related to product, process.

2.0 Scope

Applicable for departments / functions of AAG Land Survey

3.0 Responsibility

- 3.1 Management Representative
- 3.2 Respective Head of Department

4.0 Procedure

4.1 Management Representative in consultation with the Respective Head of Department identifies areas where the data need to be monitored.

4.2 Following are the data that will be monitored with respect to the department:

	Department	Parameter	Target	Resp.	Freq. Of collection

4.3 Respective Head of Department monitors and collects all data. These data are analyzed and the same is reviewed during the monthly meeting / Management review meeting as per the procedure for Management Review Meeting.

1.4 Respective Head of Department initiates necessary corrective action wherever required to meet the target set in case of non-meeting the targets as per the procedure for Corrective and Preventive action

1.5 Appropriate Continual Improvement projects are identified and target is set against each and the same is reviewed in the Management review meeting.

5.0 Reference

- 5.1 Procedure for management review meeting
- 5.2 Procedure for Corrective and preventive action
- 5.3 Procedure for Continual Improvement

Section-14

Continual Improvement

1.0 Purpose

To establish a procedure to continually improve the Quality of products and services rendered by the Organization

2.0 Scope

This procedure is applicable to all respective divisions AAG Land Survey.

3.0 Responsibility

- 3.1 Management Representative
- 3.2 Respective Head of Department

4.0 Procedure

- 4.1 Management Representative along with the respective Head of Departments identifies the areas for Improvement based on the Quality Policy and Objective of the company. The areas of improvement shall also be based on:

- Corrective and Preventive action reports
- Management Review Meeting Output
- Audit Reports
- Analysis of Data

- 4.2 The areas of Improvement are decided during the Management Review meeting and the progress of the same is monitored in every Management Review Meeting.
- 4.3 The Management committee fixes the responsibility and Target Date for each identified area of improvement.
- 4.4 Management Representative sums-up all the areas of Improvement and documents the same in Areas of Continual Improvement and the same is distributed to all concerned Head of Departments.
- 4.5 Respective Head of Departments brainstorm in the departmental meetings to identify the methodology to be adopted and the same is implemented and ensured that Continual Improvement is achieved.
- 4.6 Respective Head of Departments make Prioritized action plan for the areas of Continual Improvement and the same is followed to complete the assignment in time in Prioritized Action Plan for Continual Improvement.
- 4.7 Respective Head of Departments sum-up the methodology and the benefit that has been achieved by adapting the continual Improvement assignment and the same is presented to the management.

- 4.8 The Continual Improvement is identified in all areas of operation and every effort is taken to ensure that the Continual Improvement is an ongoing process.
- 4.9 Training is imparted to all concerned on the concept of Continual improvement and the tools to be used to achieve the improvement.
- 4.10 Effectiveness of Continual Improvement Assignments are monitored and revised periodically and the same is discussed in MRM.

5.0 Reference

Procedure for MRM
Areas for Continual Improvement
Prioritized Action Plan for Continual Improvement

Section-15

Corrective Action and Preventive Action

1. Purpose

To establish a procedure to take corrective and preventive actions on the nonconformance.

2. Scope

This procedure is applicable to product, process nonconformance, and customer complaints etc., identified in AAG Land Survey.

3. Responsibility

Respective Head of Departments

4. Procedure

- a. Respective Head of Departments identifies and review the problem based on the severity and nature of the problem. The problem is defined clearly, when it has occurred and quantifies the problem. Following sources of information are used for identifying the problem:
 - i. Customer complaint reports
 - ii. Monitoring graphs
 - iii. Nonconformance Report
- b. Respective Head of Departments summarizes the problem and prioritize the areas for taking action depending upon the severity and nature of the problem.
- c. Respective Head of Departments form a team for taking corrective / preventive action. The team generally consists of all person directly involved in that department.
- d. Based on the problem identified, Head of Departments along with the team investigates the features of problem by way of visiting the site and collecting more information about the problem identified.
- e. Respective Head of Departments along with Team conducts the Cause analysis. The root causes for the problem are analyzed through Cause and effect diagram.
- f. Respective Head of Departments identifies the potential solutions (Preventive actions) for each cause identified. The advantages and disadvantages of implementing the actions are examined. While identifying the solutions, Mistake proofing methodology are also considered.

- g. The details of action decided including the responsibility and target date are recorded in the **Non conformance report / Preventive action report** respectively.
- h. The responsible personnel as decided in the format implements the actions.
- i. Respective Head of Departments verifies whether the action has been implemented and it is effective. The effectiveness of the action implemented is decided based on the trend in the nonconformance, reports, etc.,
- j. Once the action taken is effective, Respective Head of Departments standardizes the action taken by means of updating the documents, providing appropriate training to concerned people.
- k. Summary of corrective and preventive actions and its effectiveness is reviewed in the Management Review meeting.

5.0 Reference

- a. Procedure for Management review meeting
- b. Non Conformance report
- c. Preventive action format