

GEO-TECHNOLOGY SBU



**QUALITY ASSURANCE
MANUAL**
(Supplement to Corporate Quality Manual)



AS PER ISO 9001: 2015

VERSION 1.0

EFFECTIVE DATE: 01.01.2018

RITES BHAWAN, PLOT NO. 1,
SECTOR-29, GURGAON 122001

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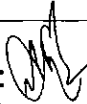
 GEO-TECHNOLOGY SBU	QUALITY ASSURANCE MANUAL (ISO 9001-2015) CONTENTS	DOC : QAM-GT-01 Chapter No. : 0.0 Issue No. : 01 Page No. : 1 of 1 Page Rev. No. : 01
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AMENDMENT SHEET


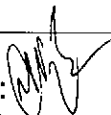
To ensure that each copy of Quality Assurance Manual contains a complete record of amendments, this amendment sheet should be updated and issued with each set of revised/ new page of the Quality Assurance Manual. The amendment sheet shall be issued duly approved and controlled.

Sr. no	Date of Amendment	Chapter no	Page No.	Current Page No.	Summary of changes

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QUALITY OBJECTIVES

1. To ensure customer satisfaction and quality of service through:
 - a. Timely completion of projects.
 - b. Fulfillment of contractual commitments.
2. Focus on HRD for enhancement of competencies to meet the continually emerging business needs.
3. Maintaining a motivated team of professionals through dynamic and fulfilling work environment
4. Business growth, profitability and achievement of targets fixed by top management of RITES .



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 IRITES <small>THE INFRASTRUCTURE PEOPLE</small> GEO-TECHNOLOGY SBU	QUALITY ASSURANCE MANUAL (ISO 9001-2015) QUALITY OBJECTS	DOC : QAM-GT-01 Chapter No. : 2.1 Issue No. : 01 Page No. : 1 of 1 Page Rev. No. : Nil
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Objective Deployment Plan.

S. No.	OBJECTIVE	ACTIVITIES	TARGET	ACHIEVEMENT	FREQUENCY	Remarks
1	Turnover	Regular billing	As per management		Quarterly	
2	Operating Ratio	Bidding & nomination basis				
3	Outstanding as on end of financial year	Continuous chasing with client				
4	New Business	Regular bidding				
5	Turnover Per Employee	Regular monitoring				
6	Customer feedback					
7	Training	Gap analysis				


(Anil Khanna)
SBU Head
Geo-tech

 <p>IRITES THE INFRASTRUCTURE PEOPLE</p> <p>GEO-TECHNOLOGY SBU</p>	<p>QUALITY ASSURANCE MANUAL (ISO 9001-2015) ORGANIZATION CHART</p>	<p>DOC : QAM-GT-01 Chapter No. : 2.1 Issue No. : 01 Page No. : 1 of 1 Page Rev. No. : Nil</p>
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1. GEOTECHNOLOGY SBU PROFILE:

Geo-tech investigations form an integral part of almost all pre-feasibility studies. Geo-tech SBU started functioning in Sept.83 with an aim to provide in house support services. With time, group has grown and is providing specialized Geo-tech services to different clients in India and abroad.

2. SCOPE:

Geo-technology division is engaged in providing consultancy services for feasibility studies in the field of

- Geology
- Geophysics
- Soil mechanics
- Rock mechanics including testing of samples.


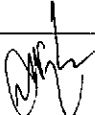
3. EXCLUSIONS

The activities of Design and Development (7.3 of ISO 9001: 2015).

4 SBU HEAD

SBU HEAD is nominated by Managing Director and is responsible for all activities of the GT SBU viz. Business Development and Consultancy Management from concept to completion, ensuring fulfillment of Customers requirements, statutory requirements, standard norms and all system related requirements, with overall profitability and efficiency in operations. SBU HEAD will discharge these responsibilities through Project coordinators & controlling Managers nominated by him. In addition, the SBU Head shall be ensuring resource availability for projects:

1. Conduct performance monitoring of the lab tests conducted.
2. Periodic review of implemented quality system.
3. Provisioning of resources as per identified need.
4. Monitoring compliance of quality policy and objectives.
5. Monitoring of complaints and feedback received and their timely disposal.
6. Provide direction for suitable corrective and preventive action.
7. Take action for up-gradation/enhancement of facilities.

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5 PROJECT COORDINATORS

Project coordinators are nominated by SBU Head and are responsible for activities such as Business Development, Consultancy Management ensuring resource availability for projects ensuring fulfillment of Customers requirements, statutory requirements, standard norms and all system related requirements, with overall profitability and efficiency in operations. They ensure timely execution of projects meeting the customer needs as per specified procedure.

6 TRAINING COORDINATOR



- Identification of training needs at the SBU level.
- Types of training required by the personnel.
- Planning of training calendar.
- Circulation of brochures of training in the SBU.
- Obtaining feedback from the participant of SBU.
- Maintaining training record.

7 KNOWLEDGE MANAGEMENT OFFICER

- Shall identify the knowledge necessary for operation of its processes through interaction with Project coordinators, controlling manager etc.
- Compilation and sharing of knowledge by submission of final reports to the library.
- Maintaining CVs and asset related data.
- Shall compile list of all live Tenders / Offers submitted every month for information of SBU HEAD, while then arrange to follow up various cases with respective clients either directly or through the respective Project Coordinators, till such time the tender / offer reaches a logical conclusion.
- Shall keep the records of offers submitted

8. RISK ASSESSMENT TEAM

The risk assessment team is nominated by SBU head and team is responsible for identification, preventive actions and mitigation of various hindrances/ factors affecting the progress of projects.

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9. PROJECT MANAGERS/CONTROLLING MANAGERS

They are the nodal persons at various levels nominated by SBU HEAD as Project Manager for all projects. They are associated with the projects from concept to completion and are responsible for contract review, planning, execution, monitoring, organizing resources, reporting & liaison with the Customers and coordination amongst various disciplines of RITES involved in Geo-Tech activities. They have control over the project team to ensure adherence to the contract stipulations, satisfactory fulfillment of the project requirements and timely execution of works to the entire satisfaction of the Customer. They are responsible for identifying non conformities, recording the problems, recommending solutions, in consultation with Project Coordinators, SBU Head wherever required, and initiating necessary action.


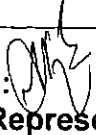
10. PROJECT TEAM/SUPPORTING STAFF

Project Team consisting of personnel at various levels, is nominated by Controlling Manager in consultation with the concerned Project Coordinator, who has defined roles and responsibilities. The roles, responsibilities and authorities are dependent upon the position of the team member and the nature of work involved in the project. They are associated in drilling work, movement of equipment, testing, drawl of samples & their identification, logging, in-situ testing, lab testing, report writing and providing necessary help & support for timely execution of projects. The team comprises of Geologist, civil engineer, laboratory in charge supported by lab staff, drilling staff and other technical staff whose services are taken in different project activities. The role and responsibilities are as follows:

Geologist-Geologist is responsible for Geological Mapping, supervision of field activities, field tests, rock core logging, identification of rock samples for lab testing and writing of report.

Civil Engineer-is responsible for supervision of field work, soil sampling, logging and writing of reports related to soil work.

Lab Incharge/Lab staff-Lab Incharge supervise & conducts various soil & rock tests on collected samples from field, prepare the test reports and provide the results to Geologist

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& civil engineer for analysis and report work. Lab incharge is assisted by lab staff whose services are taken in conducting soil & rock tests.

Drilling Staff: The drilling staff comprising of drillers is responsible for drilling work as per standard norms & practices.


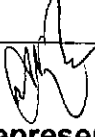
Supporting staff: comprises of office staff & technical assistants help in field, office and laboratory works.

11. LABORATORY INCHARGE

Responsibility of Lab Incharge - He shall be overall responsible for the laboratory function including:

1. Maintaining confidentiality of client's information.
2. Ensuring integrity of testing.
3. Reviewing the urgent requirement for tests based on lab capacity.
4. Monitoring samples coding and identification.
5. Handling complaints and carrying out analysis.
6. Timely calibration and repair of infrastructure.
7. Supervising the tests conducted by different Tech. Asstt.
8. Approving purchase indents for lab consumables.
9. Identification of improved/new test facilities and their procurement.
10. Identification of Training needs.
11. Implementing decision and directives of management

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12. MANAGEMENT REPRESENTATIVE

JGM has been appointed as the Management Representative.

Ensures that processes of the quality management system are established, implemented and maintained.

Monitor, evaluate and coordinate the quality management system.

Report to top management on the performance of the quality management system including need for improvement.


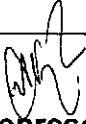
Promoting awareness of customer requirements throughout the organization directly or through related functions.

Coordinating the efforts of various departmental heads in implementing the quality system effectively hence meeting the stated quality objectives.

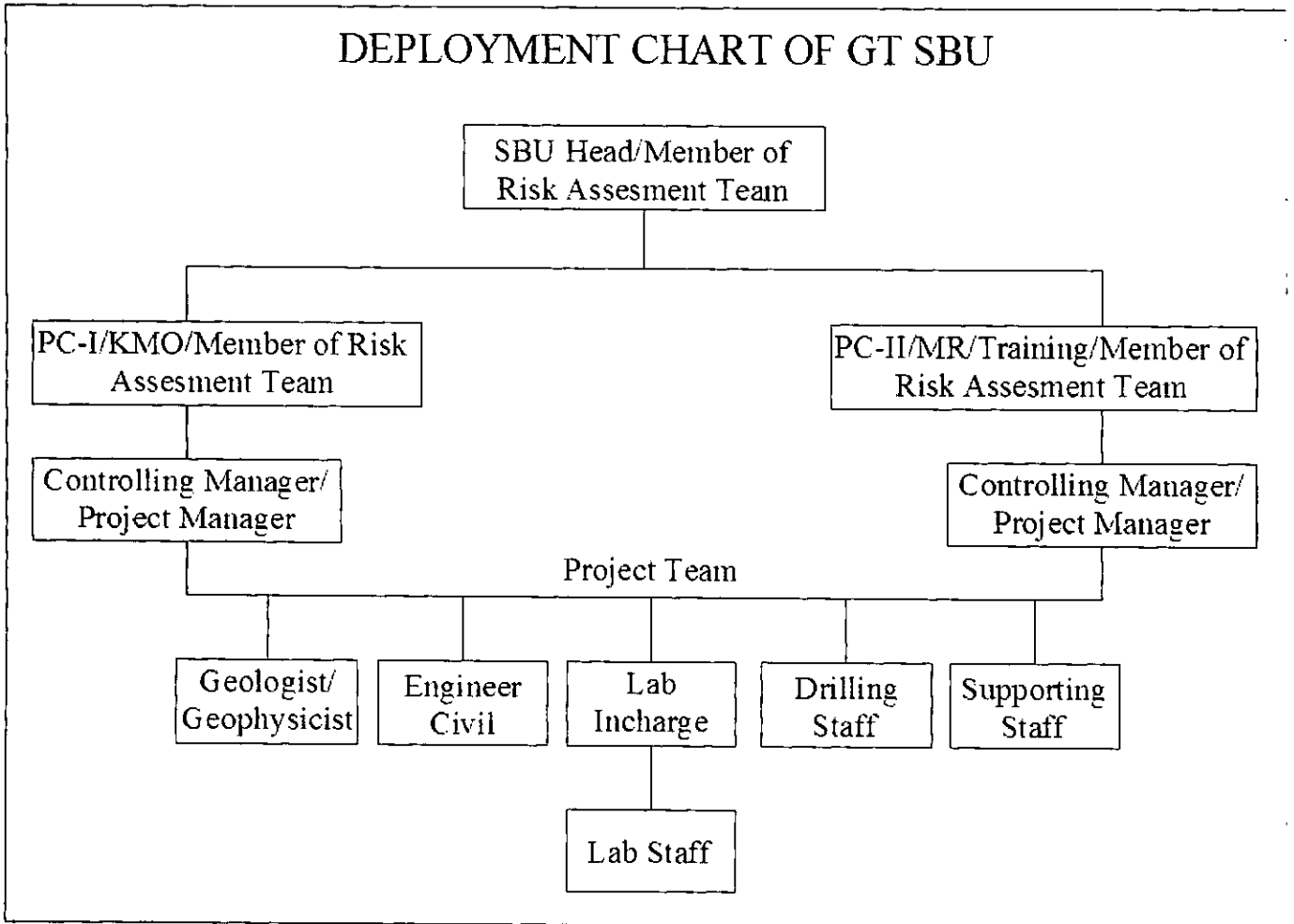
Coordinating internal and external audits.

Coordinating conduct of management review meetings.


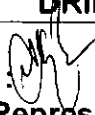
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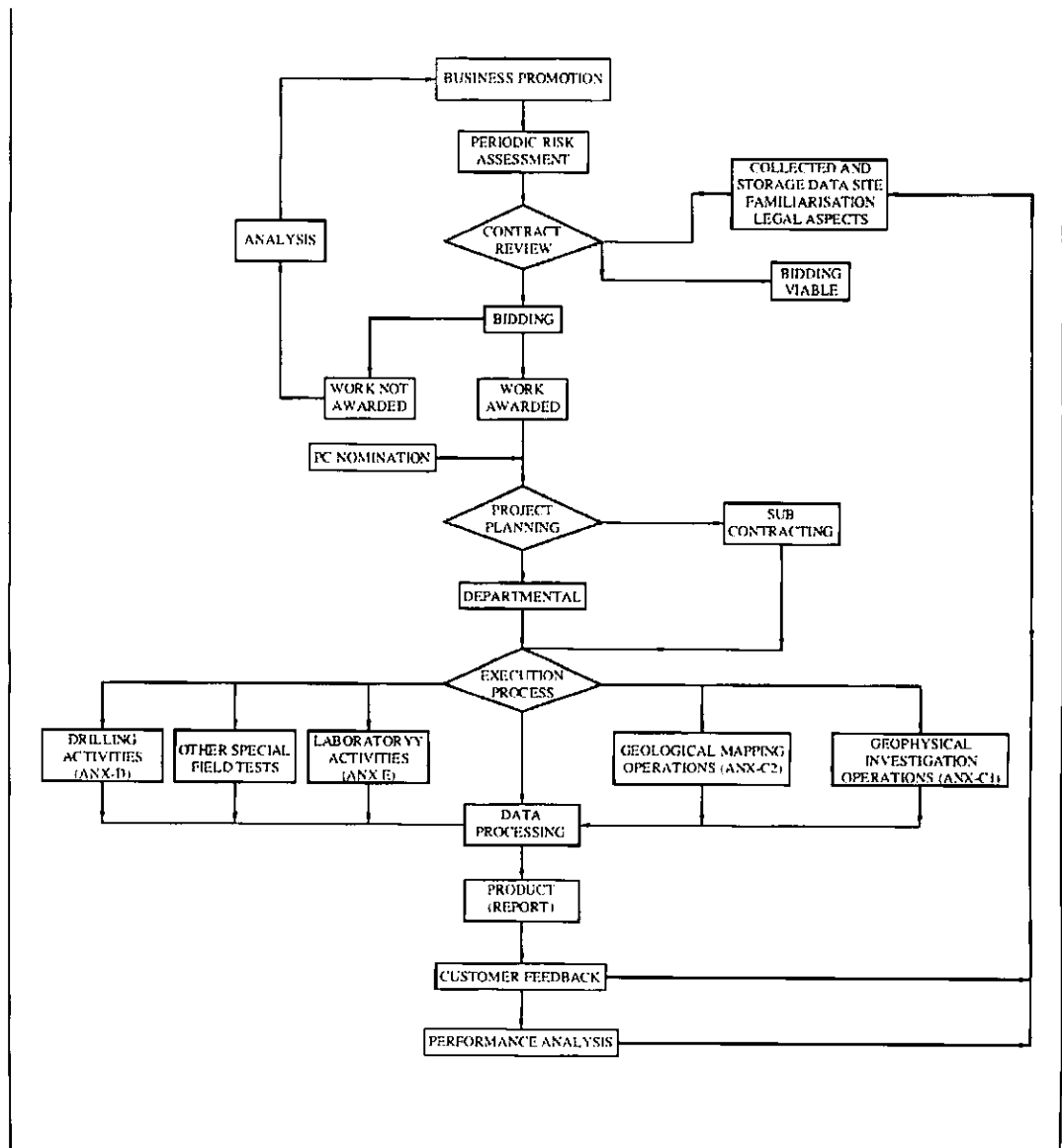
DEPLOYMENT CHART OF GT SBU




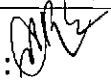
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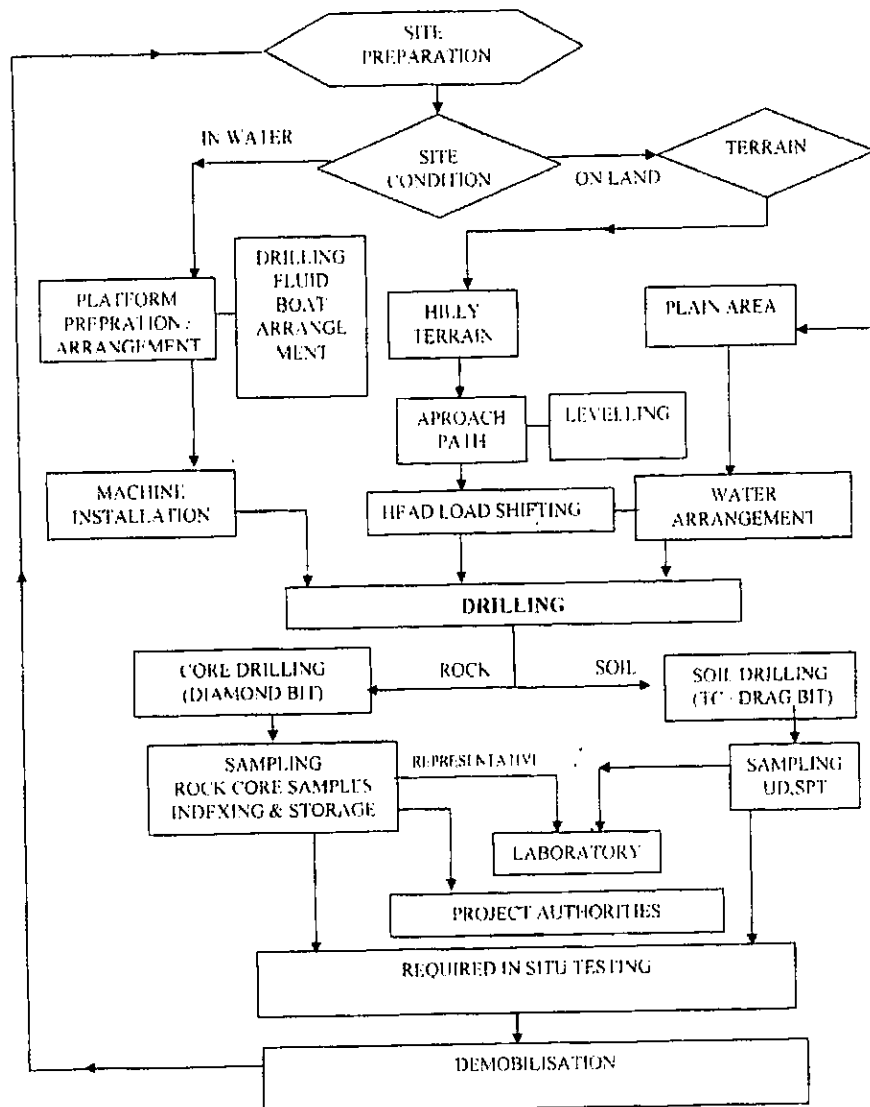
FLOWCHART OF PLANNING OF GT SBU ACTIVITIES



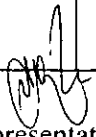
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FLOW CHART FOR DRILLING & LABORATORY ACTIVITIES



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FLOW CHART FOR LABORATORY TESTING

