



FICCI QUALITY SYSTEMS EXCELLENCE AWARDS IN MANUFACTURING - 2014

APPLICATION FORM



Instruction:

- The application should be submitted in duplicate, neatly typed on A4 size paper in English
- The total number of pages excluding attachments should be strictly limited to 30 pages only
- The description and attachments should be clearly linked with the relevant questions
- In certain questions, guidelines are given in brackets as 'Note' to help the applicant in providing specific information required
- The award is for single plant. Hence, multiple plants of single organization are eligible to apply for Awards
- In case of any clarification, applicant should get their doubts clarified before applying. FICCI or QCI would not be responsible for any lack of information in application once organization has applied for awards
- Any misrepresentations of facts will disqualify the organization from awards and any fees would be non-refundable.
- Application fee (Non-refundable) for the awards is as follows
 - ✓ Rs.10,000/- for small size organization/unit (Organization/Unit having turnover of Rs 100 crore or less) plus Service Tax
 - ✓ Rs.20,000/- for medium size organization/unit (Organization/Unit having turnover between Rs 100 crore to Rs 500 crore) plus Service Tax
 - ✓ Rs 30,000/- for large size organization/unit (Organization/Unit having turnover of more than Rs 500 crore) plus Service Tax
- The evaluation is a three stage process as follows:
 - ✓ Application evaluation
 - ✓ Audit for qualifying units
 - ✓ Jury Selection
- **Last date for receiving duly filled Application Form in FICCI Office is now extended to 25th March 2014 by close of business hour.**
- In case of any query, please contact Mrs Shailja Garg/Ms Nisha Goel (Shailja.garg@ficci.com; nisha.goel@ficci.com). Tel: 011-23487381/23487450 (Direct), 23738760-70 (Ext.381/450)
- Application fees can be sent through Cheque/DD in favour of "Federation of Indian Chambers of Commerce & Industry" payable at New Delhi to the below mentioned contact
- The duly filled application form could be sent through email or by post to:
 - Mrs Shailja Garg/Ms Nisha Goel**
 - Manufacturing Division
 - FICCI, Federation House, Tansen Marg
 - New Delhi- 110001; E-mail- Shailja.garg@ficci.com; nisha.goel@ficci.com



Application for Third Edition of FICCI Quality Systems Excellence Awards

1.	Name of the Applicant Unit
2.	Address
	Pin Code:
3.	Name of the Contact Person and also of Alternate Contact Person
	Designation: (i) Contact Person (ii) Alternate Contact Person
4.	Contact Details
	Office (Tel):
	Mobile:
	Email:
5.	Turnover or Sales of the Unit (last three years turnover in rupees)
6.	Main products manufactured
	1
	2
	3
7.	Main Customers
	1
	2
	3
8.	Number of Employees in the applicant unit
	Regular:



	Other than regular:
9. a)	Major sequence of conversion process involved (For example machining, welding, casting, forging, grinding, packaging, distillation etc.)
	Note: Attach process chart describing your conversion process
9. b)	Major equipment, facilities, and technologies used
	Note: Attach list separately
10.	Provide a short history of quality system development of your unit. Mention credentials/ certifications obtained from external agencies relevant for your industry. (For example ISO 9001, TS 16949, c-GMP, WHO-GMP, AS 9100 etc.)
	Note: 1 – Attach Quality Manual as applicable (Do not attach Procedure Manual) Note: 2 – Limit the above description within one page
11.a)	What is the organisation structure for deploying quality throughout the organisation?
	Note: Attach the organisation structure and also provide a description of the roles and responsibilities of personnel towards producing quality products.
11.b)	What is the role of Chairman/Managing Director of organization in quality management?
12.	How does the unit develop and implement its quality policy, quality objectives and quality plan
	Note: 1 – Explain the process of establishing and implementing its quality policy, quality objectives and quality plan. Attach the following: i) quality policy ii) quality objectives iii) quality plan
13.	Is there any mechanism to share customers and suppliers feedback in your organisation? If yes, please provide description of the same.
	Note: Include descriptions of the processes of capturing both customers and supplier voices.
14.	How do you plan the development of competence of your key group of personnel to improve quality of product and services
	Note: Attach the following alongwith description: i) identification of training needs ii) evaluation of the training needs iii) provision of training to satisfy these needs iv) evaluation of effectiveness of trainings



15.	<p>How are you establishing effective communication on quality systems in your organisation?</p> <p>Note: Explain your policies and practices on communication amongst different levels of personnel about quality related issues.</p>
16.	<p>Are statistical method used to measure process capability at various stages of conversion process?</p> <p>Attach the application areas of statistical tools including result of process capability and analysis</p>
17.	<p>How do you select and evaluate your supplier?</p> <p>Note: Attach alongwith description supplier selection and supplier evaluation criteria</p>
18.	<p>What are the various interventions you provide to ensure supplier capability to meet your product and service requirements on continuing basis? (For example technical assistance, training, equipment selection, early supplier involvement etc., with specific reference to Quality System)</p> <p>Note: Attach list of such initiatives</p>
19.	<p>How do you plan and ensure effective inspection, testing, and calibration activities?</p> <p>Note: Provide only a short description of your programme including how you are monitoring the effectiveness of the programme</p>
20.	<p>How do you ensure that your products comply with product liability, IPR, environment and other legal and statutory requirements?</p> <p>Note: Attach alongwith description reporting for compliance</p>
21. a)	<p>How do you assess the effectiveness of your customer related processes including customer complaints?</p> <p>Note: Attach alongwith description only the list of customer related processes</p>
21. b)	<p>What is the system of Product Recall in case there is a need for such recall?</p>
22.	<p>How do you assess the performance of your channel trade partners</p> <p>Note: Distributor/Dealers are channel trade partners who act as a medium to ensure stock delivery/availability for the consumer across the geographies. There role of these entities is critical. Please provide a description of the assessment of the performance of the channel trade partners.</p>
23.	<p>How do you ensure that quality risk management has been considered in your quality system?</p> <p>Note: Quality risk management is a valuable component of an effective quality system. Provide an explanation of how you are assessing and mitigating the risk of changing a process or specification and also the discrepancies between investigation and corrective action taken</p>
24.	<p>How do you ensure that QbD (Quality by Design) concept is being implemented during development/designing of your product?</p>



	Note: Provide a short description if Quality professionals in your organization are involved in design and development stage. Also, describe your Asset Integrity Plan			
25.	How do you ensure that all critical processes are identified and controlled?			
	Note: Describe your method of identification of all important process variables and related quality control measures, necessary data collection, monitoring and appropriate controls for the products and processes.			
26.	Do you have a change control system? Are changes being evaluated before implementation?			
	Note: Attach description of the your change control system			
27.	How do you ensure your facilities and equipments are appropriate for consistently manufacturing quality products?			
	Note: Please include a description of your current maintenance practices including technological up gradation, automation etc.			
28.	How do you identify areas of improvement from non-conformances observed in your products / processes?			
	Note: Attach alongwith description reporting system for non-conformances			
29.	How do you assess the effectiveness of your current quality system including details of monitoring & Audit plans?			
	Note: If internal quality audits are conducted attach a sample audit report and management review report.			
30.	What are the initiatives you have taken to improve quality?			
	Note: Provide a short description of your quality improvement process and attach list of quality improvement projects			
31.	How do you evaluate the effectiveness of your improvement initiatives?			
	Note: Include a description of your system of planning and monitoring the quality improvement projects			
32.	Please provide the following information			
		Financial Year 2013-12	Financial Year 2012-11	Financial Year 2011-10
A	For main products : % of output meeting specification at			
	A1 - Initial inspection			
	A2 - Intermediate Inspection			
	A3 - Final Inspection			
B	Re-work % (Main Product-wise)			
C	Scrap %			



	(Main Product-wise)			
D	Number of order not delivered on time			
E	% of cases customer receiving product without any fault (Right First Time)			
F	Number of customer complaints			
G	Overall Equipment Effectiveness (OEE) for critical machines			
H	Mean Time To Failures (MTTF) for critical machines			
I	Mean Time To Repair (MTTR) for critical machines			
J	Number of training hours per employee (on quality related topics)			
K	Number of non-conformances observed during external audit			
33.	Are you capturing data for customer satisfaction?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	If yes, provide the trend of customer satisfaction measurement over the last three years (provide the details)			
34.	Are you capturing data for employee satisfaction?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	If yes, provide the trend of employee satisfaction measurement over the last three years (provide the details)			
35.	Are you capturing data for cost of poor quality?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	If yes, provide the trend of cost of poor quality over the last three years (provide the details)			



FICCI QUALITY SYSTEMS EXCELLENCE AWARDS IN MANUFACTURING – 2014

About Awards

- This is the third edition of these Awards
- Awards focus on recognizing quality systems in manufacturing units

Instructions

1. Awards to be given in three categories:
 - Large Scale Unit/Organization (Turnover more than Rs 500 Crore)
 - Medium Scale Unit/Organization (Turnover between Rs 100 Crore to Rs 500 Crore)
 - Small Scale Unit/Organization (Turnover less than Rs 100 Crore)
2. Application fee for the Awards in three categories is as follows
 - Rs.30,000/- for Large Scale Unit/Organization plus service tax
 - Rs.20,000/- for Medium Scale Unit/Organization plus service tax
 - Rs10,000/- for Small Scale Unit/Organization plus service tax
3. Multiple plants of single organization are eligible to apply for Awards.
4. Application Fees can be sent through Cheque/DD in a of "Federation of Indian Chambers of Commerce & Industry" payable at New Delhi
5. Last date for receiving filled Application form in FICCI office is 25th March 2014
6. The evaluation is a three stage process as follows:
 - Application evaluation
 - Audit for qualifying units
 - Jury Selection

For participation details please contact :

Ms Nisha Goel / Ms Shailja Garg

FICCI, Federation House, Tansen Marg, New Delhi 110 001