

## **NALCO Utkal Gaurav Madhusudan Das Quality Award**

### **INFORMATION FOR EVALUATION**

(Information to be provided detailing out the following requirements in maximum 10 pages)

**APPLICANT MANUFACTURING UNIT CATEGORY : LARGE ENTERPRISE**

**INFORMATION ON PERFORMANCE DURING : 2017-18**

**I. Investment in Plant and Machinery, as on 31.03.2018 is : Rs.-----**

**II. Leadership Role & Policy**

- i) Policy statements on Quality, Environment, Safety & Occupational Health, Social Accountability, as available to be submitted.
- ii) Actions taken by Management for implementation of the Policy to be mentioned.

**III. Customer Focus**

- i) Total number of customers in the F.Y.2016-17 & 2017-18 and the turnover for the above two years.
- ii) Number of customer complaints received for 2017-18
- iii) Number of customer complaints resolved and actions taken during 2017-18
- iv) What is the system adopted for Customer Satisfaction Monitoring? Provide information/data for 2017-18.
- v) Whether certified for ISO 9001? Mention the Name of certification body and copy of certificate to be submitted.

**IV. Environmental Stewardship**

- i) What is the impact of the operations and products of the unit on environment?
- ii) How the organisation is taking initiatives to protect and improve the environment?
- iii) Whether certified to the valid ISO 14001 standards? (copies of certificate to be submitted).

**V. Safety, Occupational Health & Social Responsibility**

- i) Safety statistics in terms of number of fatal accidents, number of reportable accidents, non-reportable accidents, man-hour lost (for 2017-18)
- ii) Whether certified to valid OHSAS 18001, SA 8000 standards? (copies of certificates to be submitted).

**VI. Infrastructure**

What infrastructures i.e. Quality Control Lab, Environment Monitoring System etc. are in place & operating in the organisation?

**VII. Human Resources Development**

- i) How manpower is recruited & developed/ trained for taking care of i.e. quality of product, services, processes, systems, procedures, environment management, occupational health, safety, social responsibility, statutory/regulatory requirements?
- ii) Training statistics and training modules, as implemented during 2017-18, for knowledge and skill development in above areas.

**Signature** \_\_\_\_\_

**Name** \_\_\_\_\_

**Designation** \_\_\_\_\_

**Date** \_\_\_\_\_

**Seal**