

NS Quality Award

On-site audit Criteria (Summary)

S. No.	Evaluation criteria	Points
		Value
1	Leadership	100
1.1	Policy and Objectives (50)	
1.2	Organization and its context(50)	
2	Customer focus and relationship management	100
2.1	Customer requirement determination(15)	
2.2	Customer Satisfaction Measurement(30)	
2.3	Handling of Customer Complains (40)	
2.4	Relationship Management (15)	
3	Process and system management	300
3.1	Process Identification (30)	
3.2	Process Control(200)	
3.3	System Documentation(40)	
3.4	Internal audit (30)	
4	Human Resource Management	100
4.1	Employee Recruitment(10)	
4.2	Training and education(20)	
4.3	Competency of Employees(20)	
4.4	Employees Involvement in Quality Improvement(20)	<u></u>
4.5	Occupational Health and Safety(20)	
4.6	Employees Satisfaction(10)	
5	Information Management	50
5.1	Quality Data Generation, Analysis and Use (22.5)	
5.2	Organizational Knowledge (7.5)	
5.3	Communication/ Information dissemination System (20)	
6	Corporate Social Responsibility	100



	Total	1000
9	NS certified products, complaints and penalty	100
8	Work environment, Infrastructure and Housekeeping	50
7.4	Product development(30)	
7.3	Improvement Planning(20)	
7.2	Measurement and evaluation of performance(30)	
7.1	Identification of performance indicators(20)	
7	Performance and improvements	100
6.4	Local resources(20)	
6.3	Social Aspect(20)	
6.2	Legal Aspect(30)	
6.1	Environmental Aspect(30)	

Onsite audit detail checklist guidelines

SN	Evaluation criteria and guidelines		0	1	2	3	4	score
1	Leadership (100)		N. Carlo	9122	904	///0/20	¥#	(3) (2)
1.1	Policy and Objectives 50		Π					The second secon
	i) Are Policy and Objectives documented?	5						
	 Is there any documented evidence of policy and objectives with 							
	respect to quality, environment and OHS?							
	ii) Is there dissemination of Policy?	10		<u> </u>				
	 How does top management deploy organization's policy 							
	throughout the organization?							
	• Are the employees aware of the organization's policy?							
ļ	iii) Are objectives measurable and realistic?	20						
	• Are objectives consistent with Policy?							
	• Are objectives measurable, realistic and indicators defined?						}	
	• Are action plans developed to meet the objectives and monitoring mechanism developed?							
	 Are objectives developed at relevant functions and levels? 							
	iv) Does the top management participate in the development and review of quality management system?	15						
	 How is the top management involved in planning and development of quality system? 							
	 Is review carried out at certain intervals to meet the organizational needs and records maintained? 							
	 How is top management involved in review of QMS? 							
1.2	Organization and its context (50)							
	i) Is the organization chart available and up to date?				寸			
	• Is organization chart documented and approved?	10		Į				



г	Strategy S							
	 Is organization chart consistent with the available human resources? 							
	ii)Are responsibility and authority defined and communicated?	┼	┼	 	\vdash			
	Are responsibilities and authorities of key persons defined and communicated?	10						
	 Are they aware of their responsibilities and authorities? 							
	iii) Are responsibility and authority defined for management of Quality System?	10						
	 Are the responsibilities and authorities defined and communicated for managing quality system? 							
	 Are the persons aware of their responsibilities and competent? 		l					
	iv) Are organization's issues determined	10	П					
	Are internal and external issues determined?	ļ						
	Are issues being monitored and reviewed?							
	v) Are Risks determined?	10					一	
	 Are organization's issues and needs of interested parties considered in determining the risks? 							
	 Is action plan prepared and documented to address the risks and being implemented? 							
2	Customer Focus and Relationship management(100)							2014/2014 (S.F.)
2.1	Customer requirement determination 15							
	i) Are the customer requirements determined?	10					T	
	• How is the customer requirement determined?							
	Is list of customers maintained?						1	
	ii) Is the planning carried out as per the customer requirement?	5						
	 Are the customer's requirements taken as the input for planning of 							
	the product?							
2.2	Customer Satisfaction Measurement (30)							
	i) Is the Customer Satisfaction measured?	15			П			
	 How frequently customer satisfaction measured? Is it adequate and representative? 							
	• Are the customer satisfaction measurement criteria adequate?							
	Are results of satisfaction measurement analyzed?							
	ii) What is the level of customer satisfaction?	15						
	Is the customer satisfaction as per expected?	~~						
	• Is there any corrective actions taken in case of lower satisfaction?					l		
	• Is customer satisfaction level improving?							
2.3	Handling of Customer Complains (40)		i				\dashv	
	i) Recording and acknowledging & processing complaints.	25				\dashv	_	
	Are the complaints recorded?							
	 Is responsibility defined for handling customer complaints? 							
	Are corrective actions are taken for the complaints?							
	• Is response to complaints done immediately??							
	Are complaints resolved effectively?							
	iii)Review of complaints	15	\Box		\dashv	\dashv		
	Are customer complaints analyzed?	~~						
	Are complaints reviewed during management review?							
	Is there improvement made in customer complaints?							
2.4	Relationship management (15)					\dashv	┰	
	i) Are interested parties determined?	15				-		
	Is list of all relevant interested parties documented?	'						
	pastab documenta.	L	ш					



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	 Are their relevant needs and expectations determined? 						
<u> </u>	 Are their needs and expectations reviewed? 		ļ				
3	Process and system management(300)						
3.1	Process Identification 20						
	i) Identification and documentation of processes of the organization	10					
	 Are all processes identified and documented applicable to the 						
	organization?						
	 Are sequence and interaction of processes documented? 						
	ii) Production/process flow chart available and compatible with production	10					
	process						
	 Is production process flow chart available and known to concerned 						
	persons?						
	 Is production process flow chart compatible to the actual 						
	production scenario and cover all the products of the						
	organizations?	ļ					
3.2	Process Control(200)						
	i) Control points defined and documented.	30					
	 Are the control points for each operations of production defined 						
	and documented?						
	 Are these control points adequate? 					l	
	 Are control points known to concerned persons? 						
	ii) Quality assurance of external providers for material, process and	30					
	services?						
	 Are external providers' evaluation criteria defined and a list of 						
	approved external providers maintained?						
	 Is specification available for incoming supplies and verified after 						
	supply?					l	
	Is corrective actions taken for non conforming supplies?						
	iii)In process quality control	60					
	• Is the process control done as per plan?						
	Are all the controls recorded?						
	• What is the effectiveness of the process control?						
	 Are the records of process control analyzed? 						
	iv) Quality assurance of final products	40					
	 Are criteria determined for the quality assurance of final product? 						
	 Are criteria implemented and the records of inspection and testing 				1		
	of final products maintained?						
	 Are the records of inspection and testing of final products 						
	analyzed?						
	• What is the performance of quality of final products?						
	 Are records of laboratory testing maintained? 				 		
	v) Calibration of equipment (Traceability of measurement results to SI	25				T	
	units)						
	 Is a list of required monitoring and measuring equipment 						
	maintained with calibration plan?						
	 Is calibration done as per plan and records of calibration 			Ì			
	maintained?						
	Are calibration results implemented?						
<u> </u>	Is the calibration done by authorized person / body?]			
	vi) Control, identification, segregation and disposal of non conforming	15				\Box	
	materials and process?						
	materials and process?				 		



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	Are non conforming materials identified at each stage of	Ì						
	processing?							
1	 Are corrections or corrective actions implemented for non 							
<u></u>	conforming materials/ process and records maintained?		ļ	<u> </u>			Щ	
3.3	System Documentation 40							
	i) Availability of Quality system documentation to support the	10						
	organizational activities.							
	• Are the documents adequate for the organizational need and effective?							
ļ	Is a master list of documents maintained?		<u> </u>	<u> </u>				
İ	ii) Implementation of System documents	10						
	• Are the activities carried out as specified in the documents?							
	Are the employees aware of the concerned documents and and the latest and the second of the concerned documents and							
-	available in work places when needed?	10	ļ					
	iii) Control of documented information	10						
	• Are the documents approved, reviewed or revised as per the							
	necessity and protected against loss and improper use?							
-	Is disposal system and retention period defined? No. 14 (1997)	10	·					
	v) Maintenance of records as required by NBSM	10						
	Are records maintained as directed or required by NBSM?		1					
	• Are records up to-date?		<u> </u>	<u> </u>				
3.4	Internal Quality Audit(40)		<u> </u>		ļ		$ _ $	
	i) Conduction of internal audits	20						
	Is periodic internal audit conducted?							
	Are internal audits planned and scope defined?							
	 Are internal audits carried out as planned by competent persons and effective? 							
	 Does internal audit cover all the processes/ requirements of the 							
	organization?							
	ii) Review of results of audits	20						
	Are corrective actions of non conformities timely taken and effective?							
	• Are the results of audits maintained?			İ				
	Is audit reviewed and planned as per results of previous audit?							
	Is there any necessary action taken to improve the audit							
	performance?							
4	Human Resource Management(100)	241324S	12220		30%			diana.
4.1	Employee Recruitment and labor Act (10)	************	WITH ALL AND	3.5.03.58	espergreen.	vicesmi.	40,000	POR GRADULATION
	i) Defined process for employee's recruitment.	5	<u> </u>					
	 Are employees recruited as per the defined process? 	-					l	
	ii) Labor audit	5						
	Is labor audit carried out as per prevailing Labor Act and	•						
	regulations?							
4.2	Training and education(20)				\Box			
	i) Identification of training needs.	10	▎					
	Is there any system for training need identification?	-						
	Is the training plan prepared as per the needs identified?							
	ii) Conduction of training programs and records of training.	10	 			\neg	_	
	Are the trainings conducted as per the training plan?						J	
	Are the trainings effective and records maintained?							
4.3	Competency and availability of manpower(20)				-	-		
	i) Availability of trained and competent manpower	20					\dashv	
	Is the manpower adequate to perform the jobs?	20					1	
	-2			L	L		l	



	ે) દુધા લાજ							
1	• Is the available manpower competent to perform the jobs?							
	• Is the competency of employees determined?							
	• Is any action taken to acquire necessary competence?							
4.4	Employees Involvement in Quality Improvement(20)					П		
	i) Extent of involvement of employees in quality improvement	20				<u> </u>		
	a) Middle level							
	b) Operational level							
	 How are the middle level employees involved in quality 							
	improvement?							
	 How are the operation level employees involved in quality 					l		
	improvement?							
	How frequently does the top level interact with operation level				1			
	employees?							
	Is the involvement of employees effective?				<u> </u>	<u> </u>	Щ	
4.5	Occupational Health and Safety(20)		<u> </u>	<u> </u>	<u> </u>	<u> </u>		
	i) Identification of OHS hazards and risks	5						
<u> </u>	Are OHS hazards and risks identified and are they adequate?	_	<u> </u>	<u> </u>	<u> </u>	ļ		
	ii)Plan for corrective and preventive measures and its implementation	5						
	Is there any plan for preventing and correcting the hazards?		<u> </u>	<u> </u>				
	iii)Records of accident and corrective actions taken	10						
l i	• Are the records of accidents or emergency situations maintained?							
	Are corrective actions taken to eliminate the accidents and							
1.0	effective?			<u> </u>	ļ	<u> </u>		
4.6	Employees Satisfaction(10)		<u> </u>	<u> </u>	ļ			
	i) Procedure for employees' satisfaction measurement?	5						
	• Is there any system for effectively measure the satisfaction of the							
	employees? ii) Status of Employees satisfaction	 	<u> </u>	<u> </u>		 		
	 Are employees really satisfied? 	5						
5	Information Management(50)	3: S3:33:4A)	-82-65	10000	Spanis	-0-3040	20000000	
5.1	Quality Data Generation, Analysis and Use (22.5)		680	60-304		4000	W.55	
الله الله	i) Adequacy and quality of data?	 	 -					
	Is the generated data adequate to analyze?	7.5		ı		1		
1 1				l				
	• Is the data reliable?							
	 Is the data reliable? Is the data representative?							
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	 Is the data reliable? Is the data representative? ii) Analysis of data? Are data analyzed? 		The state of the s					
	 Is the data reliable? Is the data representative? ii) Analysis of data? Are data analyzed? Is the analysis of data maintained properly? 							
	 Is the data reliable? Is the data representative? ii) Analysis of data? Are data analyzed? Is the analysis of data maintained properly? Is frequency of data analysis adequate? 	7.5		***************************************				
	 Is the data reliable? Is the data representative? ii) Analysis of data? Are data analyzed? Is the analysis of data maintained properly? Is frequency of data analysis adequate? iii) Use of data for improvement? 							
	 Is the data reliable? Is the data representative? ii) Analysis of data? Are data analyzed? Is the analysis of data maintained properly? Is frequency of data analysis adequate? iii) Use of data for improvement? Are appropriate tools used to analyze the data? 	7.5						
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ii)Effectiveness of internal communication Is the communication done as per plan? Are the records of internal communication maintained and	5						
 Are the records of internal communication maintained and 			l				
		1			į .		
effective?							
iii) Recording external communication?	5	\vdash			 		
 Is responsibility defined for external communication and records maintained? 							
	5		├	-			
Are concerned persons aware of the information/data related to	'						
their functions?							
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	3,000,00	1000	SALE SALE	2000	70500		
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	15						
including emergency situations?							
	15	Î					
Is there any system for monitoring of the environmental performance?							
Is the performance of the environmental parameters as required?							
Legal Aspect(30)		_					
	15			_	<u> </u>		
 Are the legal requirements applicable to the organization 	12						
				ļ		I	
Are the concerned persons aware of relevant legal requirements?							į
i) Compliance to legal requirement	15						
	15						
Is there any corrective actions taken in acco of non-correliance				- 1			
ls the corrective action effective?					- 1		
					_		
Activities related to social responsibility	10			$\neg \dagger$	-	-	
Does the organization conduct any social activities?						- 1	
 Are the activities adequate and effective? 					-		
i) Employment to marginalized group	10		\dashv	_	\dashv	\dashv	
What is the percentage of employment of marginalized	10						
What is the percentage of female employment?	[
]						
	10			1	7	\neg	
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What is the percentage of use of local materials?							
) Use of local man power and relations	10	一十	\dashv	\dashv	\dashv		
What is the percentage of use of local manpower in the	-~						
organization?							
	Corporate Social Responsibility(100) Environmental Aspect(30) O Control & preventive measures for pollution Is there any system for managing the environmental concerns including emergency situations? Is responsibility defined for environmental management? Is the system adequate and effective? Environmental performance Is there any system for monitoring of the environmental performance? Are the records maintained? Is the performance of the environmental parameters as required? Legal Aspect(30) Identification of legal requirements applicable to the organization identified? Are the legal requirements applicable to the organization identified? Are the concerned persons aware of relevant legal requirements? Ocompliance to legal requirement Does the organization comply with legal requirements? Is there any corrective actions taken in case of non compliance? Is the corrective action effective? 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Is they system for monitoring of the environmental performance? Are the records maintained? Are the legal requirements applicable to the organization Are the legal requirements applicable to the organization identified? Are the identified legal requirements adequate? Are the concerned persons aware of relevant legal requirements? Compliance to legal requirement Does the organization comply with legal requirements? Is there any corrective actions taken in case of non compliance? Is the corrective action effective? Cocal Aspect(20) Activities related to social responsibility Does the organization conduct any social activities? Are the activities adequate and effective? Employment to marginalized group What is the percentage of employment of marginalized community? What is the percentage of employment? Cocal resources(20) What is the percentage of female employment? What is the percentage of use of local manpower in the



	a What is the relation with the least severe it o	T	T		Τ	r		
	What is the relation with the local community? Description Community <u> </u>	12570-9-	- Ann 1000 and	1	ya galiya v	2000	1900 partnam	
7 7.1	Performance and improvements (100)				8%		1000	10000000
/.1	Identification of performance indicators(30)	-	_	<u> </u>	<u> </u>	<u> </u>		
	i) Identification of major performance indicators of the organization	30						
	Is there any performance indicator related to Product Quality? In the constant of the co							
	Is there any performance indicator related to Production? In these appropriate to the Control of the Cont							
	• Is there any performance indicator related to Customer satisfaction?		ļ					
	 Is there any performance indicator related to Human resource development? 							
	 Is there any performance indicator related to Marketing? 							
	 Is there any performance indicator related to Purchasing? 			İ				
7.2	Measurement and evaluation of performance(30)			 	_			
	i) Are the performance indicators measured and evaluated?	20		 	\vdash			
	Are performance indicators measured?	- "						
	Are performance indicators analyzed?							
	Are performance indicators evaluated?							
1	Is action taken to improve the performance?							
	iii) Status of performances indicators	10	 	<u> </u>		-		
	What is the performance of the organization in relation to the	10						
	above mentioned indicators?							
	Is the record maintained?						l	
7.3	Improvement Planning(40)		 	-	$\vdash \vdash$			
	i) Status of corrective actions taken for improvement	10						
	Are corrective actions taken when NCs are identified?	10						
	• Are these actions effective?							
	ii) Planning for improvement	10	_					
	How do you ensure the continual improvement of your	10						
	organization?							
	Is there any system of planning for improvement?							
	iii) Implementation of advice or suggestions given by NBSM for	10						
	improvement	10						
	Are the suggestions given by NBSM implemented?							
	• Are all the records maintained?					İ		
	iv) Status of improvement in comparison to last year	10			\dashv		-	
	Is the organization improving as per plan?	10						
	• Are the records maintained?					1		
8	Work environment, Infrastructure and Housekeeping (50)	1600666	78-37 78-37	184842	1000			
	i) Work environment and infrastructure	30	2770	12/65/51	985	1996		er all a
	Is infrastructure related to machinery and utilities adequate?	ا ۵۵			İ			
	Is infrastructure related to communication adequate?		Ì					ļ
	Is infrastructure related to transportation adequate?			l				
	Is infrastructure related to transportation adequate? Is infrastructure related to storage of materials and product	ĺ						j
	adequate?						İ	
	Is infrastructure related to work space and building adequate?							
	Has the organization maintained the environment(social,	ł	ļ		ļ	ı		
	psychological, physical etc.) necessary for the operation	1						
	of its processes and to achieve conformity of products and	ĺ						j
	services.						Ì	
and the second second second	ii) Status of housekeeping within the Plant	20		_	_	-	\dashv	
	Is there any planned arrangement for housekeeping?	20		- 1			- }	
[Is the arrangement adequate and effective? 	I			-			
	Is the arrangement adequate and effective?Is the responsibility defined?							
	- 15 the responsibility defined:]	1			

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रेशिक्तर तथा आपीत दिव

	• What is the overall status of housekeeping?					
9	NS certified products and complaints (100)		56			7.53 (5.5)
	i) Compliance of products to NS	40				
	 Are the records of Non complying products to NS requirements maintained? 					
	• What is the percentage of compliance of NS certified products?					
	ii) Percentage of NS certified products out of total annual production of last 2 years	30				
	 Does the organization manufacture other like products similar to NS certified products 					
	 What is the percentage of NS certified products out of total like products production? 					
	iii) Complaints Related to NS certified products. organization's service and organization	30				
	 Is the record maintained about the complaints made by any interested parties? 					
	 Are there any correction / corrective actions taken regarding the complaints? 					
	Is the organization penalized by any legal authority?					

Scoring guidelines
Scores are presented in 5 categories to provide clear definition and differentiation of performance.

Results	
No results/No progress	
Results reported and poor performance level	
Results reported and good performance level	
Results reported and better performance level	
Results reported and excellent performance level	
	No results/No progress Results reported and poor performance level Results reported and good performance level Results reported and better performance level

Example of Scoring

1.1	Policy a	and Objectives	ì	0	1	2	3	4	score
		olicy and Objectives documented? Is there any documented evidence of policy and objectives?	5				V	•	3.75

Organ	Organization and its context i) Is the organization chart available and up to date?		0	1	2.	3	4	score
i) Is the			Ť	Ť	-	<u> </u>		7.5
0		1			ĺ	V		7.5
•						`		
	resources?							
	i) Is the	 i) Is the organization chart available and up to date? Is organization chart documented and approved? Is organization chart consistent with the available human 	i) Is the organization chart available and up to date? Is organization chart documented and approved? Is organization chart consistent with the available human	i) Is the organization chart available and up to date? Is organization chart documented and approved? Is organization chart consistent with the available human	i) Is the organization chart available and up to date? • Is organization chart documented and approved? • Is organization chart consistent with the available human	i) Is the organization chart available and up to date? Is organization chart documented and approved? Is organization chart consistent with the available human	i) Is the organization chart available and up to date? • Is organization chart documented and approved? • Is organization chart consistent with the available human	i) Is the organization chart available and up to date? • Is organization chart documented and approved? • Is organization chart consistent with the available human



Calculations:

1.1 i) Are Policy and Objectives documented? Point value= 5

Inspector assessment score = 3 (suppose)

$$\frac{3}{4} \times po \text{ int } value$$
 Real Score = $\frac{3}{4} \times 5 = 3.75$

1.3 i) Is the organization chart available and up to date? Point value =10
Inspector assessment score = 3 (suppose)

$$\frac{3}{4} \times po \text{ int } value$$
 Real Score = $\frac{3}{4} \times 10 = 7.5$