

## NS Quality Award - Checklist guidelines

SN.	Evaluation criteria and guidelines	Score	0	1	2	3	4	point
<b>1</b>	<b>Leadership (100)</b>							
<b>1.1</b>	<b>Vision, Mission, Policy and Objectives (30)</b>							
	i) Are Vision, Mission, Policy and Objectives documented? <ul style="list-style-type: none"> <li>➤ How does top management set organizational vision, mission and policy?</li> <li>➤ Is there any documented evidence of vision, mission, policy and objectives?</li> </ul>	10						
	ii) Is there dissemination of vision, mission and Policy? <ul style="list-style-type: none"> <li>➤ How does top management deploy your organization's vision, mission and policy throughout the organization?</li> <li>➤ Are the employees aware of the organization's vision, mission and policy?</li> </ul>	10						
	iii) Are objectives measurable and realistic? <ul style="list-style-type: none"> <li>➤ Are objectives consistent with Policy?</li> <li>➤ Are objectives realistic and up to date?</li> <li>➤ Are objectives measurable and indicators defined?</li> <li>➤ Are action plans developed to meet the objectives?</li> </ul>	10						
<b>1.2</b>	<b>Involvement of Top Management in Planning and Development(30)</b>							
	i) How the top management is involved in planning and development <ul style="list-style-type: none"> <li>➤ What is the basis for planning and development of the organization?</li> <li>➤ Are planning and development activities documented?</li> <li>➤ Are planning and development activities effective?</li> </ul>	15						
	ii) Does the top management participate in the review of quality management system? <ul style="list-style-type: none"> <li>➤ Is review carried out at certain intervals to meet the organizational needs?</li> <li>➤ How does the top management involve in review of QMS?</li> <li>➤ Are outputs of review documented and followed up by top management?</li> </ul>	15						
<b>1.3</b>	<b>Organization(40)</b>							
	i) Is the organization chart available and up to date? <ul style="list-style-type: none"> <li>➤ Is organization chart documented and approved?</li> <li>➤ Is organization chart consistent with the available human resources?</li> <li>➤ Is the organization chart communicated to the key persons?</li> </ul>	15						
	ii) Are responsibility and authority defined and communicated ? <ul style="list-style-type: none"> <li>➤ Are responsibilities and authorities of key persons documented?</li> <li>➤ Are responsibilities and authorities of key persons communicated?</li> <li>➤ Are they aware of their responsibilities and authorities?</li> </ul>	15						
	iii) Are responsibility and authority defined for management of Quality System? <ul style="list-style-type: none"> <li>➤ Is there any specific person responsible for management of Quality?</li> </ul>	10						

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	➤ Are the responsibilities and authorities defined and communicated?								
<b>2</b>	<b>Customer Focus(100)</b>								
<b>2.1</b>	<b>Customer requirement determination(30)</b>								
	i) Are the customer requirements determined? ➤ How is the customer requirement determined? ➤ Is there any evidence of customer requirement determination? ➤ Is customer requirement analyzed and reviewed?	15							
	ii) Is the planning carried out as per the customer requirement? ➤ Are the customer's requirements taken as the input for planning of the product? ➤ Are customer's requirements covered in the plan?	15							
<b>2.2</b>	<b>Customer Satisfaction Measurement(30)</b>								
	i) Is the Customer Satisfaction measured? ➤ Is there any procedure for customer satisfaction measurement? ➤ How frequently customer satisfaction measured? Is it adequate? ➤ Is the customer satisfaction measurement representative?	15							
	ii) What is the level of customer satisfaction? ➤ Is the customer satisfaction as per expected? ➤ Is there any corrective actions taken in case of lower satisfaction?	15							
<b>2.3</b>	<b>Handling of Customer Complains and Feedback(40)</b>								
	i) Recording and acknowledging & processing complaints. ➤ Is there any procedure for the response of customer complaints? ➤ Are the complaints recorded?	15							
	ii) Handling of customer complaints. ➤ Is responsibility defined for handling customer complaints? ➤ Is response to complaints done immediately and recorded?	10							
	iii)Review of complaints ➤ Are customer complaints analyzed and reviewed? ➤ Is there any corrective action taken for customer complaints? ➤ Is there improvement made in customer complaints?	15							
<b>3</b>	<b>Process and system management(250)</b>								
<b>3.1</b>	<b>Process Identification (30)</b>								
	i) Identification and documentation of QMS processes ➤ Are QMS processes identified and documented? ➤ Are the identified processes applicable to the organization?	10							
	ii) Production/process flow chart available and compatible with production process ➤ Is production process flow chart available? ➤ Is production process flow chart compatible to the actual production scenario?	20							

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	<ul style="list-style-type: none"> <li>➤ Does the production process flow chart cover all the products of the organizations?</li> </ul>								
<b>3.2</b>	<b>Process Control(100)</b>								
	i) Control points defined and documented. <ul style="list-style-type: none"> <li>➤ Are the control points for each operations of production defined and documented?</li> <li>➤ Are these control points adequate?</li> </ul>	15							
	ii) Quality assurance of incoming materials <ul style="list-style-type: none"> <li>➤ Is there any control mechanism for incoming purchased materials?</li> <li>➤ Is control mechanism adequate?</li> <li>➤ Is corrective actions taken for non conforming materials?</li> <li>➤ Is a list of approved suppliers maintained?</li> <li>➤ Are suppliers evaluated?</li> </ul>	15							
	iii) In process quality control <ul style="list-style-type: none"> <li>➤ Is the process control done as per planned?</li> <li>➤ Are all the controls recorded?</li> <li>➤ What is the performance of the process control?</li> <li>➤ Are the records of process control analyzed?</li> </ul>	20							
	iv) Quality assurance of final products <ul style="list-style-type: none"> <li>➤ Are criteria determined for the quality assurance of final product?</li> <li>➤ Are the records of inspection and testing of final products maintained?</li> <li>➤ Are the records of inspection and testing of final products analyzed?</li> </ul>	20							
	v) Calibration of equipment <ul style="list-style-type: none"> <li>➤ Is a list of monitoring and measuring equipment maintained?</li> <li>➤ Is it adequate for monitoring and measuring equipment?</li> <li>➤ Are they calibrating equipment as planned or required?</li> <li>➤ Are records of calibration maintained?</li> <li>➤ Is the calibration authentic?</li> </ul>	20							
	vi) Control, identification, segregation and disposal of non conforming materials <ul style="list-style-type: none"> <li>➤ Are non conforming materials identified at each stage of processing?</li> <li>➤ Are corrections or corrective actions implemented for non conforming materials?</li> <li>➤ Are the records maintained properly?</li> </ul>	10							
<b>3.3</b>	<b>System Documentation(80)</b>								
	i) Availability of Quality system documentation including manual, procedures, plans, work instruction and other operational level documents <ul style="list-style-type: none"> <li>➤ Are quality system documents available?</li> <li>➤ Are the documents adequate for the organizational need?</li> <li>➤ Are the documents effective?</li> </ul>	20							
	ii) Implementation of System documents including the quality manual <ul style="list-style-type: none"> <li>➤ Are the activities carried out as specified in the documents?</li> <li>➤ Are the documents available in work places?</li> </ul>	15							

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	➤ Are the employees aware of the concerned documents?								
	iii) Master list of documents and record formats ➤ Is a master list of documents maintained? ➤ Is the master list of record formats maintained?	15							
	iv) Control of documents and records ➤ Are the documents approved? ➤ Are the documents reviewed or revised as per the necessity? ➤ Are the documents properly identified and readily available when needed?	15							
	v) Maintenance of records as required by NBSM ➤ Are records maintained as directed by NBSM?	15							
<b>3.4</b>	<b>Internal Quality Audit(40)</b>								
	i) Periodic internal audits ➤ Is there any procedure for internal audit? ➤ Are internal audits planned? ➤ Are internal audits carried out as planned? ➤ Is internal audit effective?	20							
	ii) Review of results of audits ➤ Are the results of audits reviewed? ➤ Is audit planned as per results of previous audit? ➤ Is there any necessary action taken to improve the audit performance?	20							
<b>4</b>	<b>Human Resource Management(100)</b>								
<b>4.1</b>	<b>Employee Recruitment(10)</b>								
	i) Defined process for employee's recruitment? ➤ Is there any defined process for recruitment? ➤ Are employees recruited as per the defined process?	5							
	ii) Defined qualification criteria for designated post? ➤ Are the qualification criteria defined? ➤ Are the qualification criteria effective?	5							
<b>4.2</b>	<b>Training and education(20)</b>								
	i) Identification of training needs. ➤ Is there any system for training need identification? ➤ Is the training plan prepared as per the needs identified?	10							
	ii) Conduction of training programs and records of training ➤ Are the trainings conducted as per the training plan? ➤ Are the trainings effective? ➤ Are the records maintained?	10							
<b>4.3</b>	<b>Competency of Employees(20)</b>								
	i) Availability of trained and competent manpower ➤ Is the available manpower trained to perform the jobs? ➤ Is the available manpower competent to perform the jobs? ➤ Is the competency of employees determined?	20							
<b>4.4</b>	<b>Employees Involvement in Quality Improvement(20)</b>								
	i) Extent of involvement of employees in quality improvement a) Middle level b) Operational level ➤ How are the middle level employees involved in quality improvement? ➤ How are the operation level employees involved in	10							

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	<ul style="list-style-type: none"> <li>➤ quality improvement?</li> <li>➤ How frequently does the top level interact with operation level employees?</li> <li>➤ Is the involvement of employees effective?</li> </ul>								
	ii) Delegation of authority regarding quality aspects <ul style="list-style-type: none"> <li>➤ What is the status of delegation of authority in the organization?</li> <li>➤ Are the middle level employees authorized to make any decisions on quality matters?</li> <li>➤ Are the operation level employees authorized to make any decisions on quality matters?</li> </ul>	10							
<b>4.5</b>	<b>Occupational Health and Safety(20)</b>								
	i) Identification of OHS hazards and risks <ul style="list-style-type: none"> <li>➤ Are the areas of OHS hazards and risks identified?</li> <li>➤ Are the identified OHS hazards and risks adequate?</li> </ul>	5							
	ii)Plan for corrective and preventive measures and its implementation <ul style="list-style-type: none"> <li>➤ Is there any plan for correcting the hazards after its occurrence?</li> <li>➤ Is there any preventive measure planned?</li> <li>➤ Are the corrective and preventive measures in practice?</li> </ul>	5							
	iii)Records of accident and corrective actions taken <ul style="list-style-type: none"> <li>➤ Are the records of accidents or emergency situations maintained?</li> <li>➤ Are corrective actions taken to eliminate the accidents?</li> <li>➤ Are corrective actions effective?</li> </ul>	10							
<b>4.6</b>	<b>Employees Satisfaction(10)</b>								
	i) Procedure for employees' satisfaction measurement? <ul style="list-style-type: none"> <li>➤ Is there any system for measuring the satisfaction of the employees?</li> <li>➤ Is the system effective?</li> </ul>	5							
	ii) Status of Employees satisfaction <ul style="list-style-type: none"> <li>➤ What is the level of satisfaction?</li> <li>➤ Are employees really satisfied?</li> </ul>	5							
<b>5</b>	<b>Information Management(100)</b>								
<b>5.1</b>	<b>Quality Data Generation, Analysis and Use (60)</b>								
	i) Adequacy and quality of data? <ul style="list-style-type: none"> <li>➤ Is the generated data adequate to analyze?</li> <li>➤ Is the data of major functions collected?</li> <li>➤ Is the data reliable?</li> <li>➤ Is the data representative?</li> </ul>	15							
	ii) Analysis of data? <ul style="list-style-type: none"> <li>➤ Are data analyzed?</li> <li>➤ Is the analysis of data maintained properly?</li> <li>➤ Is data analysis adequate?</li> <li>➤ Is data analysis effective?</li> </ul>	15							
	iii) Use of statistical techniques? <ul style="list-style-type: none"> <li>➤ Are the statistical tools used adequate?</li> <li>➤ Are appropriate tools used to analyze the data?</li> </ul>	15							
	iv) Use of data for improvement? <ul style="list-style-type: none"> <li>➤ Are the analyzed data reviewed for improvement?</li> <li>➤ Are the decisions made based on data?</li> </ul>	15							

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<b>5.2</b>	<b>Communication/ Information dissemination System(20)</b>								
	i) Planning of internal communication <ul style="list-style-type: none"> <li>➤ Is there any plan for internal communication?</li> <li>➤ Is responsibility defined for internal communication?</li> <li>➤ Does the plan cover all the areas of internal communication?</li> </ul>	5							
	ii) Effectiveness of internal communication <ul style="list-style-type: none"> <li>➤ Is the communication done as per plan?</li> <li>➤ Are the records of internal communication maintained?</li> </ul>	10							
	iii) Recording external communication? <ul style="list-style-type: none"> <li>➤ Are the records of external communication maintained?</li> <li>➤ Is responsibility defined for external communication?</li> </ul>	5							
<b>5.3</b>	<b>Accessibility/ availability of Data/information(20)</b>								
	i) Accessibility of data/information to the concerned persons <ul style="list-style-type: none"> <li>➤ Are the data or information accessible to the concerned persons?</li> <li>➤ Are concerned persons aware of the information/data related to their functions?</li> </ul>	10							
	ii) Availability of data/information when needed <ul style="list-style-type: none"> <li>➤ Is data/information available when needed?</li> <li>➤ Is information related to machinery and equipment available?</li> <li>➤ Is information related to competitors or market available?</li> <li>➤ Is there any information available related to the production technology?</li> </ul>	10							
<b>6</b>	<b>Corporate Social Responsibility(100)</b>								
<b>6.1</b>	<b>Environmental Aspect(30)</b>								
	i) Control & preventive measures for pollution <ul style="list-style-type: none"> <li>➤ Is there any plan for controlling or preventing the environmental pollutions?</li> <li>➤ Is the plan effective?</li> <li>➤ Is responsibility defined for environmental management?</li> </ul>	15							
	ii) Performance of environmental parameters <ul style="list-style-type: none"> <li>➤ Are environmental performance indicators defined?</li> <li>➤ Is there any system for monitoring of the environmental performance?</li> <li>➤ Are the records maintained?</li> <li>➤ What is the performance of the environmental parameters?</li> </ul>	15							
<b>6.2</b>	<b>Legal Aspect(30)</b>								
	i) Identification of legal requirements applicable to the organization <ul style="list-style-type: none"> <li>➤ Are the legal requirements applicable to the organization identified?</li> <li>➤ Are the identified legal requirements adequate?</li> <li>➤ Are the concerned persons aware of relevant legal requirements?</li> </ul>	15							
	ii) Compliance to legal requirement	15							

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	<ul style="list-style-type: none"> <li>➤ Does the organization comply with legal requirements?</li> <li>➤ Is there any corrective actions taken in case of non compliance?</li> <li>➤ Is the corrective action effective?</li> </ul>								
<b>6.3</b>	<b>Social Aspect(20)</b>								
	i) Activities related to social responsibility <ul style="list-style-type: none"> <li>➤ Does the organization conduct any social activities?</li> <li>➤ Are the activities adequate and effective?</li> </ul>	10							
	ii) Employment to marginalized group <ul style="list-style-type: none"> <li>➤ What is the percentage of employment of minor community?</li> <li>➤ What is the percentage of female employment?</li> </ul>	10							
<b>6.4</b>	<b>Local resources(20)</b>								
	i) Use of local material resources <ul style="list-style-type: none"> <li>➤ What is the percentage of use of local materials?</li> </ul>	10							
	ii) Use of local man power <ul style="list-style-type: none"> <li>➤ What is the percentage of use of local manpower in managerial level?</li> <li>➤ What is the percentage of use of local manpower in operation level?</li> </ul>	10							
<b>7</b>	<b>Performance and improvements(100)</b>								
<b>7.1</b>	<b>Identification of performance indicators(30)</b>								
	i) Identification of major performance indicators of the organization <ul style="list-style-type: none"> <li>➤ Are overall performance indicators identified?</li> <li>➤ Is there any performance indicator related to Product Quality?</li> <li>➤ Is there any performance indicator related to Production?</li> <li>➤ Is there any performance indicator related to Customer satisfaction?</li> <li>➤ Is there any performance indicator related to Human resource development?</li> <li>➤ Is there any performance indicator related to Marketing?</li> <li>➤ Is there any performance indicator related to Purchasing?</li> <li>➤ Are the performance indicators documented?</li> </ul>	30							
<b>7.2</b>	<b>Measurement and evaluation of performance(30)</b>								
	i) Are the performance indicators measured and evaluated? <ul style="list-style-type: none"> <li>➤ Are performance indicators measured?</li> <li>➤ Are performance indicators analyzed?</li> <li>➤ Are performance indicators evaluated?</li> </ul>	20							
	iii) Status of performances indicators <ul style="list-style-type: none"> <li>➤ What is the performance of the organization in relation to the above mentioned indicators?</li> </ul>	10							
<b>7.3</b>	<b>Improvement Planning(40)</b>								
	i) Status of corrective and preventive actions taken for improvement <ul style="list-style-type: none"> <li>➤ Are corrective and preventive actions taken when NCs are generated?</li> <li>➤ Are these actions effective?</li> </ul>	10							

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	ii) Planning for improvement <ul style="list-style-type: none"> <li>➤ How do you ensure the continual improvement of your organization?</li> <li>➤ Is there any system of planning for improvement?</li> <li>➤ What is the basis of making these plans?</li> </ul>	10							
	iii) Implementation of advice or suggestions given by NBSM for improvement <ul style="list-style-type: none"> <li>➤ Are the suggestions given by NBSM implemented?</li> <li>➤ Are all the records maintained?</li> </ul>	10							
	iv) Status of improvement in comparison to last year <ul style="list-style-type: none"> <li>➤ Is the organization improving as per plan?</li> </ul>	10							
<b>8</b>	<b>Infrastructure and Housekeeping (50)</b>								
	i) Adequacy of overall infrastructure <ul style="list-style-type: none"> <li>➤ Is infrastructure related to plant and machinery adequate?</li> <li>➤ Is infrastructure related to communication adequate?</li> <li>➤ Is infrastructure related to transportation adequate?</li> <li>➤ Is infrastructure related to utilities adequate?</li> <li>➤ Is infrastructure related to storage of materials and product adequate?</li> <li>➤ Is infrastructure related to work space and building adequate?</li> </ul>	25							
	ii) Status of housekeeping within the Plant <ul style="list-style-type: none"> <li>➤ Is there any planned arrangement for better housekeeping?</li> <li>➤ Is the arrangement effective?</li> </ul>	25							
<b>9</b>	<b>NS certified products(100)</b>								
	i) Compliance of products to NS <ul style="list-style-type: none"> <li>➤ Are the records of Non complying products maintained?</li> <li>➤ What is the percentage of compliance of NS certified products?</li> </ul>	50							
	ii) Percentage of NS certified products out of total annual production of last 2 years <ul style="list-style-type: none"> <li>➤ Does the organization manufacture other products besides NS certified products</li> <li>➤ What is the percentage of NS certified products out of total production?</li> </ul>	50							