



MANAGEMENT REVIEW

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Doc No.: QMS/FORMAT/10/REV001

Date: 11TH March 2011

Date : 15th May 2012

CIRCULAR

This is inform you that a management review has been planned on 16th May 2012 at _4 pm .

Agenda:

- a) Results of Audits
- b) Customer Feedback
- c) Process Performance and Conformity
- d) Status of Preventive and Corrective Actions
- e) Follow-up actions from Previous Management Review
- f) Changes that could affect the quality management system
- g) Recommendations for Improvement

Name	Signature
Mr Pranav Shah	
Ms Anuja	
Mr Bhupesh (external consultant)	
Mr Krunal	
Ms Jigna	
Ms. Shivangi	

Item	Agenda Item	Action by
1	Actions from previous meeting	
1.1	New furniture, computers etc has been procured according to plan and team has been enhanced according to requirement and future prospects.	
2	Internal audit results	
2.1	<p>The internal audit has been done twice this year. The first IQA was completed on 15th October, 2011 and there was on NC raised. The second IQA was completed on 10th May, 2012. Non-conformities were reported by the internal auditors.</p> <ul style="list-style-type: none"> The summary of the non-conformities have been discussed (REFER ANNEXURE 1) 	The relevant auditees as per the issues raised in the non-conformances.
3	Customer complaints	
3.1	There are no customer complaints. The system for the same is in place and everyone is aware of the same	MR
4	Organization Performance (Client Satisfaction)	
4.1	<ul style="list-style-type: none"> Overall, the clients are satisfied Due to our client servicing, new clients like PMC Retail (UK), TEMA, BANCO, Rubexco, Troikkaa Pharma, Universal Orthosystems, Mehta & Associates etc have been added Repeat business is coming from all major clients like DIL, Conmat, ABP Induction, Amiantit, etc. The team at Zee Paramarsh is performing well, though there is room for improvement All client requirements are being satisfied, though in very cases the time limit has been overshoot. The team needs to ensure that that turnaround time be adhered to during servicing the client 	Business Head

5	Trends in Non-conformances	
5.1	<ul style="list-style-type: none"> • The overall performance of the company during the last year has been discussed. and the non-conformances have been analysed. The corrective actions on these non-conformities have been taken and all issues have been addressed. • All the documentation have also been reviewed to ensure that they are numbered properly. It has been discussed that all the future document changes be recorded properly . Master list of all formats, documents and files has also been created. • IQA and MRM has also been completed. • Competency Record had been updated and the same is maintained. • Quality plan has been made for the areas, wherever possible/applicable. The same are being maintained in the system. • Customer Satisfaction Index has been discussed and arrived at . All feedback has been analysed as per this criteria. • Purchase has been reviewed and streamlined. Ms. Tulsi is handling the same after Abhijeet left the organization in Feb 2012 	Business Head/MR
6	Training Requirements	
6.1	<ul style="list-style-type: none"> a) The annual training plan had been made and implemented. b) Training need identification had been done and appropriate trainings are being given to employees c) Training Need Identification, Existing competency map & inputs from business head has been used to identify the training programmes for this financial year 2012-13 	Anuja (HR Department)

8	Process Performance and Conformity			
8.1	<p>The processes are running smoothly as per desired criteria. Although Purchase process needs a little more control and was discussed that it needs to be properly supervised and controlled. Vendor Rating process needs to be properly implemented.</p> <p>ALSO, Process Control Measure for Turnaround Time for each UID not being updated and recorded properly. Data needs to be updated and proper control measures have to be put in place. Target Date given is June 20th to Krunal for making sure that everything is upto requirement.</p>			Department Head
9	Review and Set Company Quality Objectives			
9.1	Overall Objective	Specific Action	Target Date / Measure of completion	Action
	To reduce the candidate replacement ratio by 10% of the total placed candidates in the next 6 months	<ul style="list-style-type: none"> a) An initiative of taking feedback is being followed as decided. b) A telephonic feedback from such candidates is continued to be taken. IT WAS FOUND THAT LOT OF CANDIDATES DID NOT JOIN DUE TO SALARY ISSUE AND SO WE NEED TO COMMUNICATE THIS MORE EFFICIENTLY. c) From May 2011 to October 2011, the data was analysed. 18 candidates have not joined /left during the contract period d) From November 2011 to April 2012, the data was analysed. 33 candidates have not joined /left during the contract period. e) Special training on judging the candidate was given in the month of MAY to improve the candidate understanding so that we place proper candidates at proper positions. 	<p>Target Dates:</p> <ul style="list-style-type: none"> 1. May 2011 thru October 2011 2. November 2011 thru April 2012 <p>The level in April 2011 was 41% -</p> <p>It came down to 29.33% for the first six months (target was 36%)– OBJECTIVE ACHIEVED</p> <p>For the last six months, it was 35.66% and it should have been atleast 32% according to the objective. SO WE DID NOT ACHIEVE THE OBJECTIVE THIS LAST SIX MONTHS.</p> <p>IF WE SEE YEARLY, IT CAME DOWN FROM 41% TO 36%</p>	<p>Take feedback from all such candidates and present the same to business head on a monthly basis</p>

	<p>To provide atleast 1 hour training every month</p>	<ul style="list-style-type: none"> a) The annual training plan has been made. b) Training need identification has been done. c) Training Need Identification, Existing competency map & inputs from business head is being used to identify the training programmes for this year 2012. 	<p>Target – June 2011 thru April 2012</p> <p>One hour training to every employee each month must be provided.</p> <p>In the past year till April 2012, every month more than 1 hr of training has been conducted and successfully delivered to all employees.</p>	<p>To plan and conduct training programmes as planned to ensure that staff is motivated and does there job well.</p>
	<p>Increase on the average number of positions closed atleast by 10% in every 6 months.</p>	<ul style="list-style-type: none"> a) Our Portal Vendor, TIMES JOBS.com was called for Specific training to be given to sourcing team in December 2011. b) Future trainings from our other portal vendors, NAUKRI.com and MONSTER.com have been planned in the month of December 2012 c) Incentive Scheme has been put in place with regards to number of resumes forwarded by each sourcing consultant and the total joining of candidates by each consultant. d) The base for all calculations for this objective is the figures from April of 2011 as we have started calculations from May of 2011. 	<p>From May 2011 thru October 2011, we had closed 52 positions, (the target was 50 as till April we had closed 45 positions)</p> <p>From November 2011 to April 2012,we have again closed 52 positions. (The target being 58)</p> <p>THE OBJECTIVE WAS ACHIEVED FOR THE FIRSTSIX MONTHS BUT IN THE SECOND SIX MONTH PERIOD, WE FELL SHORT BY 6 POSITIONS.</p> <p>Yearly, if we see, the average number went up from 45 to 52.</p>	<p>To increase the number of positions closed,</p> <p>A) More number of resumes need to be forwarded as finally it is the number of resumes that will result in the final selection of the candidates.</p>

	<p>Functional Objectives have also been discussed.</p> <p>HR's objective of attrition is below the required limit and needs more stringent selection process along with some retention ideas.</p> <p>Marketing's objective of atleast adding 10 new clients each quarter was achieved in 3 quarters out of 4 in the last year. In the second quarter it was hurt due to Mrugank's leave of absence who was handling marketing at that time. SECOND Functional Objective for marketing of increasing New requirements by 10% each month was also discussed and new marketing initiatives have been discussed to bring more retention business.</p> <p>Sourcing's functional objective are exactly the same as company objectives so haven't been separately discussed.</p> <p>Operations objective has been met and was checked and discussed. Proper reminder emails and sms to clients and candidates are being sent.</p> <p>NEW OBJECTIVE WAS DECIDED FOR ETV VERTICAL – (External Training Vertical) – Minimum 1 training to be imparted to clients every month. This will be the functional objective and will be measured accordingly. Till now, we have imparted 6 trainings since January 2012. The target is one each month from now on.</p> <p>The team is constantly working to achieve all the functional objectives. (REFER ANNEXURE 3)</p>
<p align="center">10</p>	<p>The applicability of the Quality Policy</p>
<p>10.1</p>	<p>The quality policy has been reviewed and found to be in line with requirements of the organization. The same has been communicated.</p> <p align="right">MR</p>
<p align="center">11</p>	<p>Resources</p>
<p>11.1</p>	<p>Adequate resources have been provided. Decision taken to get 1 more printer as a back-up printer and to be added in the network.</p>
<p align="center">12</p>	<p>Next Meeting</p>

12.1	It has been decided to REDUCE the frequency of MRM. Here onwards the MRM shall be done on six monthly basis. The next MRM shall be done in Dec 2012 and May 2013 respectively	All department heads
13	Status of Preventive and Corrective Actions	
13.1	The preventive actions required for proper functioning of the system were documented. The same have been discussed. The implementation of these preventive actions has been found satisfactory.	MR/Business Head
14	Customer Feedback	
14.1	<p>Have received 6 client feedback forms from the total 10 sent out. As per the rating analysis, we have been providing them service at above average levels which is satisfactory. From the feedback received, it has been identified that our strength is personal relationship with clients and sourcing of good resumes which we will work harder to strengthen and maintain. NEED TO WORK ON GETTING MORE FEEDBACK FORMS BACK FROM CLIENTS WITH PROPER FOLLOW-UP.</p> <p>Have received 17 Candidate feedback forms and the rating shows we are doing fine in 10 out of 17 and in 7 we need to improve our services to the candidates. NEED TO MAKE SURE THAT WE HAVE FEEDBACKS FROM CANDIDATES THAT WE ARE NOT ABLE TO PLACE WITH CLIENTS ALSO. THE IMPROVEMENT PLAN FOR THE NEXT SIX MONTHS WILL BE DISCUSSED, COMMUNICATED, IMPLEMENTED & EFFECTIVE AFTER THE FINALISATION IN THE MONTHLY MEETING OF JULY. All are directed to cooperate further for preparing the plan.</p>	Business Head
15	Areas of Improvement	
15.1	It has been decided to add a new Glass entry door to the office for more aesthetic appeal within next 3 months.	Business Head

16	Analysis of Data																									
	<p>a) Objective - To reduce the candidate replacement ratio by 10% of the total placed candidates in the next 6 months Analysis – We took data upto April 2011 as base. In first six months, the replacement ratio come down from 41% to 30%. In the next six months ending April 2012, the replacement ratio was at 35.66% which was not according to what should have been achieved. Hence the objective was in line with business requirement in the first six months but not in the second part of the year. Overall, IF WE SEE YEARLY, than the candidate replacement ratio CAME DOWN FROM 41% LAST YEAR TO 36% AT THE END OF APRIL OF THIS YEAR. But we need to constantly work on reducing this.</p> <p>b) Objective -To provide atleast 1 hour training every month Analysis – The requisite level has been achieved for all the months. The planning for till Dec 2012 is also in place.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <tr> <td style="width: 33%;">June 2011</td> <td style="width: 15%;">2 hrs</td> <td style="width: 33%;">December 2011</td> <td style="width: 19%;">2 hrs</td> </tr> <tr> <td>July 2011</td> <td>3 hrs</td> <td>January 2012</td> <td>1 hr</td> </tr> <tr> <td>August 2011</td> <td>6 hrs</td> <td>February 2012</td> <td>1 hr</td> </tr> <tr> <td>Sepetember 2011</td> <td>1 hr</td> <td>March 2012</td> <td>2 hrs</td> </tr> <tr> <td>October 2011</td> <td>3 hrs</td> <td>April 2012</td> <td>3 hrs</td> </tr> <tr> <td>November 2011</td> <td>2 hrs</td> <td></td> <td></td> </tr> </table> <p>Hence the objective is in line with business requirement.</p> <p>c) Objective - Increase in the average number of positions closed atleast by 10% in every 6 months. Analysis – We took data till April of 2011 as base month. The figure then was 45 positions. So this was considered to be the base. For the first six months ending October 2011, the total positions closed was 52 which was above the target of 50. For the next six months ending April 2012, the total number of positions closed was also 52 which was below the target of 55.</p> <p>OBJECTIVE ACHIEVED IN THE FIRST SIX MONTHS BUT WE FAILED TO ACHIEVE IT IN THE SIX MONTHS ENDING IN APRIL. Action – <u>The marketing and operations have to further work closely in co-ordination with each other to close the desired number of positions and achieve the objective.</u></p>	June 2011	2 hrs	December 2011	2 hrs	July 2011	3 hrs	January 2012	1 hr	August 2011	6 hrs	February 2012	1 hr	Sepetember 2011	1 hr	March 2012	2 hrs	October 2011	3 hrs	April 2012	3 hrs	November 2011	2 hrs			<p>Business Head and MR</p>
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