



MANAGEMENT REVIEW

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Date: 11TH March 2011

Date :- _____ 15th May 2011 _____

CIRCULAR

This is inform you that a management review has been planned on 17th May 2011 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
Mrugank Purohit	
Abhijeet Joshi	
Krunal Shah	
Anuja Purandare	

(PRANAV SHAH)

Item	Agenda Item	Action by
1	Actions from previous meeting	
1.1	NIL as this is the first management review meeting	---
2	Internal audit results	
2.1	<p>The internal audit was completed on 16th May 2011. 7 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 Repeat business is coming from all major client like DIL, Conmat, Amiyantit etc. The team at Zee Paramarsh is performing as per desired level All client requirements are being satisfied within the stipulated time. 	Business Head
5	Trends in Non-conformances	

5.1

- The Stage 1 audit of the certification body was discussed and the non-conformances have been analysed. The corrective actions on these non-conformities have been taken and all NCs have been closed. The evidence has been collected for onward submission to certification body.
- 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.
- CAPA format was also reviewed and discussed.
- Competency Record has been updated
- Quality plan has been made for the areas, wherever possible/applicable.
- Customer Satisfaction Index has been discussed and arrived at . All feedback has been analysed as per this criteria.
- Purchase has been reviewed and streamlined . Mr Abhijeet has been briefed again for the same.
- Service Non-conformance criteria has been established and now being monitored regularly.

Business Head/MR

6	Training Requirements			
6.1	<ul style="list-style-type: none"> a) All have been briefed about updating the documents. b) The annual training plan has been made. c) Training need identification has been done. d) Training Need Identification, Existing competency map & inputs from business head is being used to identify the training programmes for this financial year 2011-2012 e) Goal Setting programme shall be planned in May/June 2011. 			Anuja (HR Department)
8	Process Performance and Conformity			
8.1	The processes are running smoothly as per desired criteria.			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 has been devised and started. b) A telephonic feedback from such candidates is being taken . This includes <ul style="list-style-type: none"> 1.Candidates who do not join . 2. Candidates who leave before the completion of the contract period. c) For April and upto 15th May 2011, the data was analysed. 13 candidates have not joined /left during the contract period 	<p>Ongoing and the data is being compiled.</p> <p>Discussion /Evaluation at the next IQA may also be done.</p> <p>Target Date – July 2011 (Reduction in Candidate Replacement Ratio to 10% of total placed candidates.)</p> <p>The current level in April is 41%. and it has come down in May to 33%</p>	Take feedback from all such candidates and present the same to business head on a monthly basis

	<p>To provide atleast 1 hour training every month</p>	<p>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 financial year 2011-2012</p>	<p>Target – July 2011</p> <p>One hour training to every employee each month must be provided.</p> <p>Currently in April 2011, 4 training programmes were done (amounting to 3.5 hours) for all employees.</p> <p>In May 2011, 2 trainings have been completed which amount to 1.5 hours till date.</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>	<p>a) Specific training was given to sourcing team in April 2011 and May 2011 , to achieve this objective which include telephone skills, time management and how to get referral candidates</p> <p>b) The base month for all calculations of this objective is Jan 2011 onwards.</p>	<p>Target – July 2011</p> <p>Currently, we have closed 49 positions , from January 2011 to 15th May 2011. The total open positions during this period is 224. So success ratio till date is $(49/224 * 100 = 21.9\%)$.</p> <p>Note : It was discussed that success ratio may vary month on month. The ultimate aim is to increase the number of positions closed (currently at 49).</p>	<p>To increase the number of positions closed,</p> <p>A) marketing effort is to go up.</p> <p>B) Sourcing team is been asked to get involved with client to have a detailed understanding of positions, wherever desired.</p>
<p>Functional Objectives have also been identified and established. The team is constantly working to achieve the same (REFER ANNEXURE 3)</p>				
<p style="text-align: center;">10</p>	<p style="text-align: center;">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 style="text-align: center;">MR</p>

11	Resources	
11.1	Adequate resources have been provided . No new resources shall have been identified for addition.	
12	Next Meeting	
12.1	The next MRM shall be done in July 2011. All the departments have been conveyed about the same.	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. (REFER ANNEXURE 2)	MR/Business Head
14	Customer Feedback	
14.1	Have received 5 client feedback forms from the total 7 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 which we will work harder to strengthen and maintain. Have received 9 Candidate feedback forms and the rating shows we are doing fine with our services to the candidates also.	Business Head
15	Areas of Improvement	
15.1	It has been decided to make capital investment into buying of 2 new computers in the next 3 months.	Business Head
16	Analysis of Data	

a) **Objective** - To reduce the candidate replacement ratio by 10% of the total placed candidates in the next 6 months

Analysis – We took Jan 2011 as the base month. In Jan 2011, the replacement ratio was 50% which has come down to 33% in May 2011. Hence the objective is in line with business requirement.

b) **Objective** -To provide atleast 1 hour training every month

Analysis – The requisite level has been achieved for the month of Feb , March, April and May 2011. The planning for June & July 2011 is also in place.

Feb 2011	2 Hours
March 2011	8 Hours
April 2011	13 Hours
May (till date)	3 Hours

Hence the objective is in line with business requirement.

c) **Objective** - Increase on the **average number** of positions closed atleast by 10% in every 6 months.

Analysis – We took Jan 2011 as the base month. The figure of Dec 2010 (that is 10 has been considered as a base average for the period – June –Dec 2010).

Now, we are closely monitoring this objective and the final analysis will come in June 2011 at the end of first 6 months. However, the current level is near 9 (exact 8.8) which is 2 less than the targeted average level.

Action – 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.

The **Functional Objectives** have also been discussed and analysed. Most of them are in line with the business requirements. Action plan has been made for the areas wherever shortfall has been observed . **(REFER ANNEXURE 3)**

Business Head and
MR