

Quality Māntrā

October - December 2007

A Newsletter of International Certification Services



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Editorial



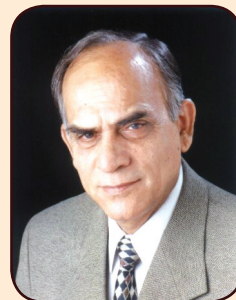
Paper presentation by Mr. Sundar Kataria, CMD ICS in the International Exhibition & Conference on Processed Food held between 29th to 2nd Sep 07 at Jaipur.



IQA on ISO 22000 organised in Cambay Resort, Ahmedabad in September 2007



ICS stall in the Int'l Exhibition on Processed Food held at Jaipur in Aug-Sep07. ICS team present (left to right) Bhushan Manghani (Jaipur), Pawan Sharma (Jaipur), Sundar Kataria (CMD), Prem Sharma (Ludhiana), Veena Verma (Mumbai)



International Certification Services is the first Indian Certification Body established in India in the year 1999 to serve the Industry and at large in the country. The main objectives and mission of the organization is to safeguard life, property and the environment through the up gradation of the quality of the products and services. Our main focus area has been the small scale industry those are catered through our twenty one stations situated in India. Today ICS has expanded their operations in more than 10 countries.

International Certification Services is provider of "TOTAL QUALITY SOLUTION" with wide spectrum of service in Certification of Management System, Inspection & Testing, Corrosion & Cathode Protection Services and Product/CE Mark Certification.

We are today one of the leading certification body in India with 250 highly experienced and well qualified Auditors, Surveyors, Inspectors, Engineers and Technical Specialist to provide value added services.

International Certification Services has been adopting to the latest changes made in ISO standard and aligned with their latest guidelines and requirements. We have been initiating action on continuous basis to enhance our certification system so as to make it most efficient and effective.

Today we are fortunate to have very strong economy and excellent growth and development in almost all the fields of industry including infrastructure and facilities. Government thrust and industrial focus towards quality for the last decade has given global competitive advantage to India. Our products and services has been rated very high in the world market.

Quality Council of India has been taking very active role in serving the country by bringing number of accreditation schemes towards improvement of the quality of the products and services and taking care of the environment and safety aspects.

QCI launched new standards and guidelines for the Health & Hospital and Education section that received good appreciation.

The certification of the management system covering quality has been improving in the country. That means we should have good certification system with competent Auditors and Technical Experts.

Our sincere thanks to the valued customers, business associates and users/consumers for their valued support towards the growth and development of our organization.

On behalf of International Certification Services, I take the opportunity to wish you all the Seasons Greetings and best wishes for Happy & Prosperous Year 2008.

Sundar Kataria

Chairman & Managing Director



FIRST CAB TO ADOPT ISO 17021 IN REPUBLIC OF INDIA

QUALITY INITIATIVES

By Sundar Kataria - CMD

International Certification Services have initiated number of activities to enhance quality of their certification and inspection services. These initiatives includes:

- Enhancement of the Certification system by adopting ISO 17021: 2006, Conformity Assessment – Requirements for bodies providing audit and certification of management system.
- Two stage Audit for Quality Management System.
- Upgradation of the documentation by revising certification Manual, Procedures and Work Instructions.
- Enhance audit reporting by capturing objective evidences and reference quality records.
- Bench Marking of Audit Team through training to upgrade their competence as per new ISO 17021 and ISO 19011 requirements.
- Reorganization for effective and efficient co-ordination with the valued customer.
- Development of new software and database for the certification of the management system.
- Special and short notice audits.
- Better and effective follow up of the Surveillance Audits.

DELEGATION

By N. Sethuraman - Director

Learning how to delegate effectively is perhaps one of the most important skills that a manager or any person can learn. The dictionary meaning of delegation is “to entrust to others”. When you delegate, you entrust to others, tasks that normally you would do yourself but which can be handled just as well by another.

It is important to differentiate between abdication and delegation giving your colleagues or your subordinates jobs that you would not like to do is not really delegation. Delegation means entrusting challenging and rewarding tasks with sufficient responsibility so that you can have more free time.

How does delegation help ?

Delegation serves the important task of easing a lot of work pressure on a manager. Some other indirect benefits are :

1. You free yourself for other tasks which require more of your attention.
2. You achieve maximum use of your skills by having enough time to spend on important areas.
3. Your subordinates obtain experience and training through getting additional responsibility.
4. A culture of confidence and responsibility gets developed in the organization whereby subordinates feel more confident of themselves.
5. It increases the problem – solving capability of the organization.
6. It does not create undue responsibility on one person –

the capabilities of the entire organization increases.

7. It helps to test the capabilities and capacity of the subordinates
8. Gets new ideas.
9. Improves your own skills.

TASKS YOU CAN DELEGATE

As a manager you are aware that there are some tasks you can delegate and some you can't. Some tasks you can delegate are

1. Reports
2. Fact gathering
3. Planning a project
4. Supervising a project
5. Delegating at some meetings
6. Liaison with other departments
7. Routine telephone calls and letters
8. Screening and Preliminary interviews / meetings
9. Departmental routines.

Tasks, which should not be delegated, are those, which require your very personal attention and tasks for which your subordinates are not qualified.

Effective delegation really begins with a positive attitude towards work and people.

Positive managers will delegate because they see delegation as a means of motivating people and developing them.

STEPS IN DELEGATION

Delegation consists of three steps :

1. Assigning responsibility clearly
2. Granting authority
3. Creating accountability

While delegating, the following checklist will be of help :

1. What is the purpose of this delegation ?
2. Should you delegate this task ?
3. Why should you delegate it ?

TIPS ON DELEGATION

1. Identify the task to be delegated
2. Choose the correct person who can do the task effectively.
3. Explain the task clearly, specifically, using clear communication.
4. Specify the results expected and deadline for the completion of the task
5. Make sure that the subordinate understands what you expect of him
6. Have a written memo which specifies what you have spoken about is sent.
7. Assign responsibility and authority to the subordinate.
8. Come to an agreement about time schedule, progress reporting, when and how.
9. Give basic inputs and explain tasks.
10. Make a notation in your diary about tasks you have delegated and to whom.
11. Weekly check –up.



A Report on MANAGEMENT REVIEW MEETING - 2007

By Sundar Kataria - CMD

It is a global competitive world today whereas Business Process Management has become a necessary tool to improve competitiveness of an organization. Quality tools are available to identify to look into their existing processes and enhance and implement a new process driven structure in order to re-engineering their business processes. Organization has been using many modern quality tools to improve the bottom line results so as to sustain business continuity and sustain organization growth and development.

One of the important tools used by the management to verify the efficiency, effectiveness, quality and its growth & development is to conduct a management review meeting at regular intervals.

International Certification Services organized their Management Review Meeting at Mumbai, India from 10th to 12th December, 2007. The MRM covered various aspects of the ICS operation. This also gave opportunity to the Manager to have open discussions on the following points:

- Organization
- Various strategies and Goals
- Effectiveness of the Management System and its improvement
- Business Growth & Development
- Market prospectus & Competitiveness
- Future plans
- Resources Requirements: Infrastructure and competent personnel.
- Approvals, Recognition and Awards / Rewards etc.
- Training needs.
- Customer / Market feedback

The above meeting was attended by none other then 60 managers and staff and business review conducted with necessary action plans discussed for continual improvement of ICS Services.



ICS team from all over India participated in the Management Review Meeting 2007 held on 10-12 Dec07 at Thane (Mumbai).

TIME MANAGEMENT

By N. Sethuraman – Director

Time is life. “To waste one’s time is wasting one’s life.”

The operating styles of successful people are through developing techniques for getting maximum benefits from minimum investment of time.

These people are successful in effectively doing right things rightly with less inputs and maximum output. These people are learnt to manage the time effectively, we must learn to set.

1. Specific goals
2. List the activities to be carried out.
3. Prioritize the activities.
4. Delegate
5. Disregard trivial things
6. Make a daily activity list
7. Get back to work of value after many interruptions.

The people who are able to manage their time do not work harder but they work smarter.

We provide a few practical tips for you to do better now and even better as you go along life.

1. List goals. Ask what exactly you want to achieve in life-both long term and short term goals.
2. Avoid procrastination attitude / habit. Don't put off till tomorrow what you can today.
3. Be Assertive. Learn to say No!
4. Select those 2 or 3 activities (as per 80:20 rule) and allocate chunks of time to work on each of them, concentrate on getting them done. Learn to know your “Prime Time” (your highest energy levels of the day!
5. Plan for the day and make a To Do list, with priorities.
6. Analyze each crisis to prevent repetition.
7. Concentrate on doing one thing at a time. Complete it and then move on to other.
8. Distinguish between :
Important and urgent
Important but not urgent
Important but not important
Urgent but not important.
9. Isometric (ISO-same, Metric – Length) Exercises – tensing various muscles and working them against each other can be done at your risk! This is a good way to get a break from work.
10. You must reward yourself for each small success you achieve, not merely for major achievement.





WELLSPRING-DR. AVINASH PHADKE PATHLAB DIAGNOSTICS

QUALITY IN MEDICAL DIAGNOSTICS
AND ISO-9001:2000 CERTIFICATION:
CASE-STUDY

By Prof. Sudesh Sharma / Dr. Aparna Jairam



Quality of pathology services in our country is suspicious because it is handled by the medical practitioners of various specialties. These medical practitioners start pathology laboratories with the help of technicians-some qualified but mostly unqualified. Most of these laboratories are run in different hospitals or consulting rooms and the technicians are projected intentionally as 'pathologists' to the lay public. This has endangered quality of pathological services. While for ISO 9000 the assessment is awarded after assessment of the infrastructure and procedures, NABL is extremely detailed. The report to be prepared for NABL accreditation includes everything from standard operating procedures (SOPs), internal auditing, proficiency testing, feedback from patients and corrective action against it, how responsibilities of staff have been distributed, detailed documentation of the procedures, et al. Small labs find the procedures 'tedious' and expensive and hence do not apply for NABL.

It appears that the majority of clinical laboratories in India have yet to obtain accreditation. The first accreditation certificate for a clinical laboratory was issued in 1999 and today less than 150 clinical labs accredited by NABL out of an estimated 20,000 clinical laboratories in the country. Accreditation offers incentives of increased customer confidence, better control of laboratory operations, and greater access for their services. However, due to cost and potentially other burdens, relatively few laboratories have stepped forward for accreditation, and those that have are predominantly bigger laboratories that can afford the expense.

The principal objective of the medical profession is to render service to humanity with full respect for the dignity of profession and man. Physicians should merit the confidence of patients entrusted to their care, rendering to each a full measure of service and devotion. Physicians should try continuously to improve medical knowledge and skills and should make available to their patients and colleagues the benefits of their professional attainments. The physician should practice methods of healing founded on scientific basis and should not associate professionally with anyone who violates this principle. The honored ideals of the medical profession imply that the responsibilities of the physician extend not only to individuals but also to society.

This tells us that physicians should not associate themselves professionally with anyone who violates this principle. They should also give the advantage of improved medical knowledge (in this case the advanced knowledge of the pathologists, and not of their own technician) to the patient. Thus, every sentence of the above paragraph is violated by such appointments.

Highest quality assurance in patient care: Every physician should aid in safeguarding the profession against admission to it of those who are deficient in moral character or education. A physician shall not

employ in connection with his professional practice any attendant who is neither registered nor enlisted under the Medical Acts in force and shall not permit such persons to attend treat or perform operations upon patients wherever professional discretion or skill is required.

Technicians are neither registered nor enlisted under the Medical Acts in force. They are given certificates and 'allowed to practice independently' by some AIIFD or similar institution from New Delhi/Mumbai, who are not at all concerned with the MCI, which is the only governing Central Government-appointed regulatory authority in the field of modern medicine.

Health care organizations can use the ISO quality system to help achieve better understanding of quality practices throughout the organization, ensure continued use of the required quality system, improve documentation and records, strengthen both supplier and customer confidence and relationships, gain cost savings and improve profitability, and create a foundation for ongoing total quality management

When implementing ISO 9001, every level of a health care organization contributes to the quality effort. Senior leaders participate in annual performance reviews, where they receive individual feedback from the board of trustees, employees and peers. Included in this evaluation are measures such as effectiveness in meeting short- and long-term strategic goals and communicating quality values to employees and other stakeholders.

Senior leaders communicate and reinforce the organization's stakeholder focus and quality values to managers and supervisors. Communication methods can include job descriptions, bimonthly departmental and weekly individual meetings, and monthly reviews of a quality performance wheel.

Departments also can identify subprocesses, customers, measurements and action plans that are aligned with performance and improvement. Stakeholder focus and quality values are communicated to the work force and reinforced through personnel policies, training, staff meetings, departmental meetings and newsletters. By means of a quality performance wheel, overall organizational and work unit quality as well as operational performance are reviewed monthly with department managers.

An organization-wide sharing of quality knowledge should also be held monthly, during which individuals and/or teams report on their progress. The agenda might include progress reviews, recognizing team and individual efforts, correlating improvement efforts to the strategic plan and the quality wheel, and verifying organizational learning.

SOME PERCEPTIBLE BENEFITS OBSERVED AT WELLSPRING-DR. AVINASH PHADKE PATHLAB DIAGNOSTICS LABS AFTER ISO-9001 CERTIFICATION:

Note: Owing to the unflinching commitment of Dr. Avinash Phadke and Dr. Vandana Phadke, most of the good practices were already in vogue at these labs, implementation of ISO-9001 has strengthened these good practices, especially the focus on management by objectives, competency enhancement, internal reviews and safety orientation.



Keeping in mind good medical practices, the following areas have been given special attention:

Sr. No.	AUDITABLE ITEM
1.	List of refrigerator contents
2.	WIs for Moushis in Marathi for sample disposal, etc.
3.	Labelling of equipment
4.	Stock and Inventory Process:
5.	System for urgent reports.
6.	Labels for identification of rooms and facilities
7.	Record of compliance with pre-start-up and start-up instructions of manufacturer.
8.	Temperature control record
9.	CV file
10.	ILC record
11.	Pack insert record for serology

CONCLUSION:

A system can prove to be as good or as ineffective as the people entrusted to establish and maintain it. It gives us pride to say that the ISO-9001:2000 implemented at the Wellspring-Dr.Avinash Phadke laboratories is being given serious attention and priority by the senior management. The ISO-9001 system, blended with NABL accreditation is an excellent indicator of quality and there is little doubt that a Wellspring Lab enjoys greater confidence, patronage and goodwill of the community today.

Sr. No.	OBSERVATION
1.	Quality objectives were fully established and frozen.
2.	Organization chart was frozen as computer generated copy showing the organizational relationships and reporting mechanisms.
3.	Job descriptions/ responsibility demarcation though established, was fully documented. The broad job responsibilities of each individual were documented
4.	The Lab started service record books/ files of individual employees to record important milestones like promotions, training provided, special achievements, leave history.
5.	CVs/ Bio-data of all staff members with their experience, qualifications and other details were made available in one file in consolidated form.
6.	Equipment records were maintained in a single register in consolidated form carrying history of purchase, AMC details and log of maintenance work as well as the complaints and malfunctioning data.
7.	All purchase documents for capital items were pooled together in a single box file for the sake of easy reference and retrieval.
8.	Assessment/ evaluation of performance of AMC contractors and major suppliers was done
9.	A consolidated list of approved vendors and suppliers was prepared and maintained. This list carried all pertinent details about the supplier including contact information.
10.	Safety and risk management at the Lab were reviewed and made effective. Fire extinguishers were made available. The Labs reviewed the efficacy of the portable extinguisher and considered providing heavy duty extinguishers in view of the nature of its activities.
11.	Emergency contact numbers were displayed prominently in the reception area.
12.	The customer satisfaction measurement was earlier done verbally with conversation method. This was gradually be improved upon. Since Hospitals and Nursing Homes constitute a large chunk of the customer segment, feedback in some written form was taken from these institutions. In addition, a feedback book/ register was provided in the reception/ sample collection area to seek feedback from direct patients. Eventually, a structured questionnaire method was adopted by the time of surveillance audit.

13.	SOP for neutralizing of waste using hypochloride solution was prepared and approved by the Lab to maintain integrity of the process.
14.	Quality Policy is explained in detail to all staff members. The policy is laminated and displayed at prominent locations in the Lab.
15.	Though Lab-in-charge was providing time-to-time training in specific topics/ areas to technicians, the same was not documented. ISO standard calls for training records of all personnel and these were maintained and organized.
16.	Non-conformities found from time to time are now being reviewed and corrective actions are being taken. There is now firm record of past NCs and corrective actions taken on these.
17.	Lab-in-charge now has a master list of all files, registers and records. Such list has considerably improved document management.
18.	Some of the equipment like centrifuge, thermometers, refrigerator, incubator-requires calibration at regular intervals. Calibration is being done regularly and records are maintained.
19.	System of imparting appropriate hands-on training in the operating of a new/ existing analytical equipment and performance of a new/ existing test before he/ she is assigned to such work- has been established. Such training is an essential requirement for a QMS of Lab. Wherever such training has been imparted records are available.
20.	All forms/ formats like leave application, store requisitions, etc are consolidated, controlled and preferably carry revision numbers to prevent inadvertent use of obsolete forms and formats.
21.	Competency requirements in terms of educational qualifications, work experience and additional skills are clearly spelt out for all existing and proposed positions. This is available as an approved document.
22.	As required by the ISO standard, the Lab conducts comprehensive management reviews of its systems at least once in nine months. The management review meeting discusses very significant points like: <ul style="list-style-type: none"> • Progression towards quality objectives • Feedback and complaints • Non-conformities during the review period (including customer/ client complaints) • Status and effectiveness of past corrective/ preventive actions • Approved vendor lists • Training plans for staff/ doctors • Plans and suggestions from staff • Recommendations for improvement • Inspection reports from regulatory bodies and clients, if any. • Results of IQA/ EQA and Inter-Lab comparison • Proficiency testing results
23.	Blank standard run of reagents is being done every week. This is being recorded.
24.	Emergency showers and eye-wash facility for staff is now planned in each lab.
25.	The following information will be made available in labs either visually or through brochures: List of tests performed • Names of test methods used • Minimum time required for each test from sampling to reporting • List of major instruments and facilities • Personnel and their qualifications • Procedures for complaint
26.	Internal quality controls and external quality assurance systems have been strengthened at the labs. Records of Q.C and ILC are kept in consolidated form.
27.	Plans for competency enhancement of staff are now available. Number of hospitals provide refresher training for technicians and supervisors. This is planned for staff members.
28.	Employees are being trained for handling adverse events like fire, chemical spillage, burns, etc.
29.	The following quality documents are available: Record of Mgmt Review Meeting • Record of Internal Audit • Client feedback, suggestions and complaints • Customer Satisfaction Survey • Training records CV of staff and doctors • Record of non-conformities brought to notice through various sources like observation, internal audits, complaints • Corrective and Preventive actions taken
30.	Manual kits for use during emergency have been provided in the Labs.
31.	Adequacy of power back-up/ UPS is reviewed and such back-up has been provided sufficiently.
32.	Correlation between stock-book entries and batch number of can now be established.
33.	Technicians have been advised to strictly ensure that the sample label contains the full name of the patient.



Quality is now Tangible!

By V. Muralidhar: GM

Some time ago quality was not known; however, came ISO and it all changed dramatically. Today most of the companies are talking and implementing product performance and consistent delivery. Price is not a barrier. Even L2 is now finding a way with L1.

- ◆ ISO is now a common language world wide.
- ◆ ICS is a world leader in Management Systems.
- ◆ ICS aim to provide a value for money service using expertise in your sector at affordable costs with no hidden extras.
- ◆ Quality has inculcated responsibility, oneness, process approach, resource allocation, wastage reduction, elimination of repetitive work, etc.
- ◆ ICS works with their clients as business partners; continually adding value for money and a trust and confidence none others have done so far.
- ◆ Major companies in the service sector are: Banks, Hotels, Airlines, Logistics, Shipping companies, Information Technology, etc.
- ◆ Major part of the companies are already certified to various ISO management systems like ISO 9001, 14001, 18001, 22000 and 27001.
- ◆ The service sector is more formally termed: 'tertiary sector of industry' by economists involves the provision of services to businesses as well as final consumers

Some categories in this are shown below.

Education, Trading, Hotel & Restaurants, Transport & Storage, Postal & Courier Services, Advertising Agencies, Communication Services, Property & Business Services, Govt. Administration, Entertainment, Financial services, Healthcare, Insurance, Marketing, Travel & Tourism, Business Process Outsourcing (BPO) The entire focus of Quality is on PDCA and Continual Improvement of QMS.

CASE STUDY: BANKING SECTOR:

Some of the challenges for banks were computerization, ATMs, dispensing money, issuing cheque books, etc. During the course of audit the value addition given to banks were to enhance customer satisfaction which is the crux of ISO 9001:2000. Today major banks are easily accessible and computerization has taken a big turn. The banks now boast of achieving Quality Objectives as follows:

- 1) Issue of Cheque books within 15 minutes
- 2) Dispensing cash within 10 minutes via the Teller Machine or ATM.
- 3) Ledger Books maintained upto date.
- 4) Traceability of records by Dafftry is instant.
- 5) Cash Balance enquiry within 2 minutes via the Computer
- 6) Issue of DD/MO etc, has been controlled to be issued within 20 minutes of presenting the details.
- 7) Credit Cards are issued within 2 weeks of application.

These are some of the identified continual improvements exercised by some of the banks. The Chief Managers/Branch Managers are now fully committed to the ISO 9001:2000 system. Resources, hitherto was a stumbling block. Now computers are linked online,

ATMs are provided in every place, money transfers are done online, etc. With ISO certification, banks are now able to measure their process better. In short, the word "continual improvement" is fully exploited by the banks to their advantage.

Training Calender for Jan - Mar 2008

From	To	Place	Course	Concerned Person
01/01/08	05/01/08	Mumbai	Lead Auditor Course (5 days) QMS	Ms. Charuta Terdalkar, Mob : 9323135156 charuta@icstechnologies.org
07/01/08	-	Vapi	Awareness Program (1 day)	Mr. Rajesh Pandey, Mob : 09374658608 ics_vapi@icsasian.com
09/01/08	10/01/08	Udaipur	Internal Auditor Course (2 days) QMS	Mr. Rajesh Kataria, Mob : 09314116813 rajeshk@icsasian.com
12/01/08	13/01/08	Ludhiana	Internal Auditor Course (2 days) QMS	Mr. P.K. Sharma, Mob : 09356238124 ics_ludhiana@icsasian.com
09/01/08	10/01/08	Nashik	Internal Auditor Course (2 days) QMS	Mr. Prasad Kulkarni, Mob : 09326185614 ics_nashik@icsasian.com
12/01/08	16/01/08	Pune	Lead Auditor Course (5 days) QMS	Mr. Manish Puranik, Mob : 09373767108 ics_pune@icsasian.com
20/01/08	21/01/08	Bangalore	Internal Auditor Course (2 days) QMS	Mr. Jayashankar, Mob : 9343004022 ics_bangalore@icsasian.com
24/01/08	26/01/08	Kolkata	NDT Training (3 days)	Mr. Somnath Pal, Mob : 09339227221 ics_kolkata@icsasian.com
25/01/08	27/01/08	Delhi	NDT Training (3 days)	Mr. Anand Pal Singh, Mob : 09313469510 ics_delhi@icsasian.com
27/01/08	31/01/08	Pune	Lead Auditor Course (5 days) FSMS	Mr. Laxmikant Kubal, Mob : 09323177120 laxmikant.kubal@icsasian.com
28/01/08	-	Chennai	Awareness Program (1 day)	Mr. V.S. Pathy, Mob : 09380001628 ics_chennai@icsasian.com
05/02/08	09/02/08	Mumbai	Lead auditor Course (5 days) QMS	Ms. Charuta Terdalkar, Mob : 09323035156 charuta@icstechnologies.org
09/02/08	10/02/08	Vapi	Internal Auditor Course (2 days) QMS	Mr. Rajesh Pandey, Mob : 09374658608, ics_vapi@icsasian.com
11/02/08	-	Ahmedabad	Awareness Program (1 day) FSMS	Mr. Arvind Gajjar, Mob : 09374658603 ics_abad@icsasian.com
14/02/08	15/02/08	Jaipur	Internal Auditor Course (2 days) FSMS	Ms. Simran Manghani, Mob : 09351779880 ics_jaipur@icsasian.com
09/02/08	13/02/08	Nashik	Lead Auditor Course (5 days) QMS	Mr. Prasad Kulkarni, Mob : 09326185614 ics_nashik@icsasian.com
15/02/08	16/02/08	Pune	Internal Auditor Course (2 days) FSMS	Mr. Manish Puranik, Mob : 09373767108 ics_pune@icsasian.com
18/02/08	19/02/08	Chennai	Internal Auditor Course (2 days) QMS	Mr. V.S. Pathy, Mob : 09380001628 ics_chennai@icsasian.com
21/02/08	22/02/08	Belgaum	Internal Auditor Course (2 days) QMS	Mr. B.K. Singh, Mob : 09341370107 ics_belgaum@icsasian.com
20/02/08	24/02/08	Indore	Lead Auditor Course (5 days) QMS	Mr. Madan Singhal, Mob : 09300704411 ics_indore@icsasian.com
02/03/08	03/03/08	Mumbai	Internal Auditor Course (2 days) QMS	Ms. Charuta Terdalkar, Mob : 9323135156 charuta@icstechnologies.org
05/03/08	06/03/08	Vapi	Internal Auditor Course (2 days) QMS	Mr. Rajesh Pandey, Mob : 09374658608 ics_vapi@icsasian.com
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Important Orders Received.

Sr. No.	Order	Type of Service	Month
1	Maharashtra Jeevan Pradhikaran	Third Party Inspection	Mumbai, Oct 2007
2	Mahanagar Gas Limited (PP Pipeline)	Third Party Inspection	Mumbai, Oct 2007
3	Mahanagar Gas Limited (steel Pipeline)	Third Party Inspection	Mumbai, Oct 2007
4	GAIL (India) Limited - Visakhapatnam	Integrated Management System	Mumbai, Oct 2007
5	Western Railway - Mumbai Central Coaching Depot- Mumbai Central	Quality Management System	Mumbai, Oct 2007
6	SBI Life Insurance Co. Ltd.	Quality Management System	Mumbai, Oct 2007
7	Indraprastha Gas Limited - Noida	Third Party Inspection	Mumbai, Nov 2007
8	Jai Hind Project Limited - Ahmedabad	Third Party Inspection	Mumbai, Nov 2007
9	Mekaster Engineering Limited - Vadodara	Third Party Inspection	Mumbai, Nov 2007
10	Sterling Projects & Engineer Limited - Chennai	Third Party Inspection	Mumbai, Nov 2007
11	Shree Trimurti Technologies Limited - Vadodara	Third Party Inspection Services	Mumbai, Nov 2007



Prasad Kulkarni of ICS Nashik, selected as **BEST AUDITOR** for the year 2007 in the MRM 2007 held on 10-12 Dec07 at Thane (Mumbai).



ICS stall in the IORS Exhibition held at Taj Land Ends (Mumbai) on 3-4 Sep07. Mr. Ramakant Prasad, Vice President of ICS (left) welcoming the Guest/Visitors from ONGC.



ICS Bangalore selected as **BEST STATION** for the year 2007 in the MRM 2007 held on 10-12 Dec07 at Thane (Mumbai). Sundar Kataria (CMD) & N. Sethuraman (Director) presenting ICS Trophy to Jayashankar & Satyanarayan of ICS Bangalore.

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