## A Publication of International Certification Services

Message

ICS: INDIA'S INTEGRATED CERTIFICATION BODY

Dear Friends,

We have been operating in India for the last half a decade to cater growing demands for quality, safety and environmental issues in our large industrial continent, the Republic of India. We thrive on our best to provide value added and cost economic certification and inspection services by enhancing our infrastructure and technology.
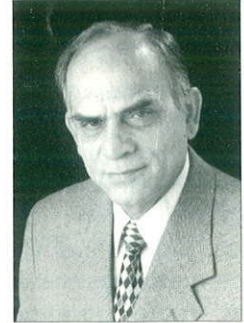
We are also proud to announce receipt of **National Accreditation** for ISO 9001:2000, Quality Management System & ISO 14001:1996, Environmental Management System from **NABCB** (National Accreditation Board for Certification Bodies) (for specific sectors) formed under Quality Council of India (**QCI**), to establish the accreditation facilities in India. ICS is the third certification body to get this accreditation.

Today, we have more than twenty-four stations situated in India as well as overseas. The management ensures right persons are deputed for the right job deploying highly qualified and" well experienced Auditors, Surveyors, Inspectors and Specialists for the certification of management systems and inspection.

We have been working on an integrated approach to provide various certification, inspection and quality assurance services including calibration, testing and" inspection services for many sector of industries under one umbrella.

We have established **ICS Technologies** which extends all type of training in management and technology and also provides calibration services. ICS Technologies has been approved as a Training Organisation by IATCA and International Register of Certificated Auditors (**IRCA**), London to provide Lead Auditor Training on Quality Management System ISO 9001:2000. ICS Technologies laboratory has been set-up at Nasik. **ICS-ECD** has been set up to provide the industry with corrosion and cathodic protection services

We have undertaken number of assignments for the Product Safety Certification with CE-Marking with our expertise and having back up from the overseas Certification Bodies **Nemko, Norway** and Accredited Laboratories like **IMQ-Italy**, **MedCert-GMBH**.

We appreciate valuable contributions of ICSIANS in achieving such excellent results during the year 2003-2004 by continual improvement of our Certification and Inspection Services.

We would also like to extend our sincere thanks to our Clients, Associates & Technical Advisory Committee Members for the valuable support and Co-operation extended for the improvement of our certification systems.

Always Yours Own

Sundar Kataria
Chairman & Managing Director
For (ICS) International Certification Services

Our Accreditations and Associations

JAS-ANZ Accreditation

ICS (Asia) is directly accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ), Australia with open scope of the Certification in Quality Management System (QMS) and Environment Management System (EMS).
(See link: http://www.jas-anz.com.au/showpage.php?file=cb_search.php)
JAS-ANZ is a not for profit, self funding international organisation established under a Treaty between the Governments of Australia and New Zealand. JAS-ANZ is non-discriminatory, in that it will accept applications from Certification Bodies operating anywhere in the world. The JAS-ANZ Board has placed no geographic limitations on the organisation's operations. JAS-ANZ accreditation programmes are accessible to all Certification Bodies, irrespective of size, location or affiliations, whose operations include activities for which accreditation programmes are currently available. Accreditation by JAS-ANZ is a measure of competence, independence and impartiality of Conformity assessment bodies enable users to have confidence in Certificates of Conformity that they issue.

JAS-ANZ accreditation... provides confidence in certification"

QCI/NABCB Accreditation

International Certifications Services (Asia) is also accredited by NABCB the National Accreditation Board for Certification Bodies formed under Quality Council of India (QCI) to establish the accreditation structure in India. We are slated to get accreditation for both QMS & EMS.

QCI is the top level body responsible for formulating the strategy, general policy and related issues, constitution and monitoring of various components of QCI including the accreditation boards to ensure a transparent accreditation system, monitoring the progress of activities & appeal mechanisms set by the respective boards.

Certificate Presentation Ceremony QMS & EMS Accreditation by NABCB (QCI)

QUALITY MANTRA

AN IN HOUSE NEWSLETTER ON QUALITY SYSTEMS

Second Option

Quality Mantra asks three leading consultants, to give their opinion on a typical problem asked by any of our clients on QMS / EMS every issue.

Typical problem of this issue is as under:-

I managed the QMS of a fast moving courier service where customer requirements are often confirmed by word of mouth only or over telephone. Clause 7.2.2 of ISO 9001:2000 Requires that where the customer provides no documented statement of requirement, customer requirements shall be confirmed by the organisation before acceptance. Would our practice meet the standard's requirement, or is there an implicit demand for hard copy evidence ?

VINAY ANTURKAR

The most important issue is the intent of the ISO. In this case the intent is " There should be no mismatch in understanding the requirements between customer and you." The ultimate objective obviously is Customer Satisfaction. Indirectly it also ensures that your own bottom line does not suffer due to any unplanned activity resulting out of some ambiguity at the time of order acceptance.

Possibility 1: (If there is an Incoming Message Register). This register is very useful to ensure that all the customer courier requirements are attended and internal communication is smooth and effortless without any specific follow up. If this company is maintaining any such kind of register, this register can be used as a basis for confirmation of customer requirements.

Possibility 2: The courier Services may be maintaining an outgoing register with specific comments on what is the executed service. This information also indirectly talks about "Confirmation of Customer Requirement" as stipulated in Cl. 7.2.2

Possibility 3: The organization can prepare a checklist. This should cover the points for which there should be no ambiguity before order acceptance. Anybody who receives the requirement verbally, need to cross check (during verbal discussions-without generating any paper) the information w.r.t. the checklist. This can provide the necessary basis for the Cl. 7.2.2 requirement.

I think they need to follow one of the routes. This will not only help maintaining the "Records of Review and Action Taken" as stipulated by Cl. 7.2.2 but also provide for the basis of improvement in the system if any mismatches occur.

VINAY ANTURKAR
Contact No. : (91) + 20 - 24336572 (R), 24250978 (O), Mobile No. 98230 22913
Background : A postgraduate in Production Engineering from IIT Powai (Mumbai). Merit rank holder of Poona University in graduation (B.E. Mech.) examination (1975). A qualified Lead Auditor, Chartered Engineer, Fellow of Indian Institution of Engineers and Institution of Production Engineers. Experience of over 25 years in industry out of which last 7 years as independent consultant (**Vipra Engineers**).

NITIS MAITRA

Customer may express their views verbally either in person or over telephone in case of certain requirements of the service by the organization but it is necessary that certain records need to be maintained in register vide Customer Communication Records where salient points at the time of verbal communication with the customer can be recorded and to be reviewed by the concerned authorities of the organization.

Second Opinion

Otherwise acceptance of any such verbal requirement from any customer may lead to certain confusion due to

1. Misconception of customer requirements
2. Due to absence of the particular person who took the message from the customer at the time of any enquiry
3. Any other person from the said customer's side who may refer the matter without knowing the earlier communication for certain different services requirement but it would be difficult to prove by the organization without any record on earlier communication.

As a result the above matter may lead to customer dissatisfaction and may hamper the business of the organization in due course of time.

As per ISO CL NO: 7.2.2 Review of requ.rement of Services (Product), which is applicable to the courier agency. In case of no documented statement of requirement from the customer the organization may confirm the requirement by generating customer communication records and by reviewing the same time to time. If the courier agency generates any service voucher in order to meet the customer requirement that should be countersigned by the customer as far as practicable.

Nitis Maitra

Contact No. : (91) + 20 25888551 (R), Mobile No. 94220 34087.
Background : BE (Mechanical) from Jadavpur University, Calcutta, Post Graduate Diploma in Statistical Quality Control from IAPQR, and also IRCA Registered Lead Auditor, 29 years of Industrial Experience in Various Industries, like Hindustan Motors Ltd., M.N. Dastur & Co. Ltd., IFB Industries Ltd. In quality as well as Manufacturing functions. More than 3 years working as a technical consultant on implementation of ISO 9001: 2000 Quality Management System and helped 25 organizations from various industries both including Engineering as well as Service Industries.

Dr. Vikas Garud.

There are two aspects in this question. Second aspect first: There is no implicit demand for hard copy evidence of confirmation of customer requirements before order acceptance. The need for record of results of reviews and resultant actions is different than confirmation of requirements.

The second aspect concerns the adequacy of your practice to meet the requirements. If your practice has explicit mechanism for requirement confirmation, then you are meeting the requirements. Waiters in good hotels repeating your order in a good example of confirmation of requirements in single interaction.

In fast moving situations, understanding customer requirements, confirming them and reviewing prior to commitment for supply happens in single interaction. Though the review can be a carried out in a generic manner, as covered in the Note in clause 7.2.2, availability of reference with customer contacts and its use to understand customer requirements will certainly help in ensuring adequacy of the practice not only to the requirements of the standard but also for better management of the system.

Finally, the adequacy of the practice needs to be assessed by correlating the customer complaint or other nonconformance data to confirmation of customer requirements.

Dr. Vikas D. Garud, **Contact No.:** (91) + 020) - 2546 8773, Mobile No. 98225 08996, techqual@vsnl.com
Background : M. E. (Mech., Machine Design), Ph. D. (Tech.) in Mechanical Engineering in area of Design Quality Assurance, Working in Quality Management area since 1986. Assisted many organizations in Quality Management area, such as ISO 9000 certificate, Process Mapping, and in using techniques such as Statistical Process Control (SPC), Measurement System Analysis (MSA), Team Oriented Problem Solving Techniques, Failure Mode Effects Analysis (FMEA), Quality Function Deployment (QFD) and Six Sigma.

GOT A PROBLEM ?

Quality Mantra Invites a typical problem for second opinion. Please send your contributions to : qualitymantra@icsasian.com

QUALITY MANTRA

AN IN HOUSE NEWSLETTER ON QUALITY SYSTEMS

*Occupational Health & Safety Management System; OHSAS 18001:1999*

An Overview

India is on the move as most of the organizations, institutions and the public has been proactive in safeguarding life, property and environment. Upon obtaining quality management system; number of organization have shown great concern over environmental and safety issues and have adopted the Environmental Management System and Occupational Health & Safety Management Systems as per international standards ISO 14001:91996and OHSAS 18001:1999 respectively.

ICS has been very active in this field and has been putting additional effort to promote and certify ISO 14001:1996, EMS (Environment Management System) and OHSAS 18001:1999 Occupational Health & Safety Management System. We have successfully certified more then 100 organisations for EMS, ISO 14001 in Oil & Gas, Chemical, Offshore & Onshore, Mining, Wood & Paper, Education Services, Retail Outlets and Ship Breaking sectors.

Many of our organization have also been successfully certified OHSAS and have achieved workers confidence, improvement of safety by using proper personal protective aids. This has also increased cost economy of the operation through improvement of efficiency, conservation of energy and natural resources and reduction in consumption of material, components and ultimately leading to risk control.

The Occupational Health & Safety Management System is a structured process to minimize potentials of work-related fatalities; injuries and
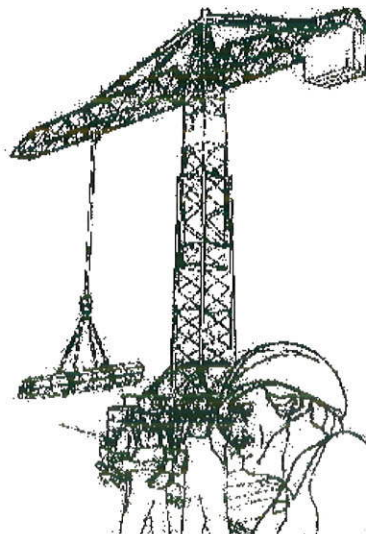
illness to increase productivity by reducing the direct and indirect costs associated with accidents and to increase the quality of manufactured product and/or rendered services.
Major elements of OHSMS guidelines will cover :
▸ Management Commitment
▸ Employee Involvement
▸ Worksite Analysis
▸ Hazard Prevention and Control
▸ Safety and Health Training

OHSAS: 18001 were created via the concerted effort from a number of the world's leading national standards bodies, certification bodies, and specialist consultancies. A main driver for this was to try to remove confusion in the workplace from the proliferation of certifiable OH&S specifications.
The (OHSAS, Occupation Health & Safety Assessment Series) specification gives requirements for an Occupational Health and Safety (OH&S) Management System, to enable an organization to control its OH&S risks and improve its performance. It does not state specific OH&S performance criteria, nor does it give detailed specifications for the design of a management system.

Application & Benefits:

The OHSAS specification is applicable to any organization that wishes to:
▸ Establish an OH&S management system to eliminate or minimize risk to employees and other interested parties who may be exposed to OH&S risks associated with its Activities, Products and Services.
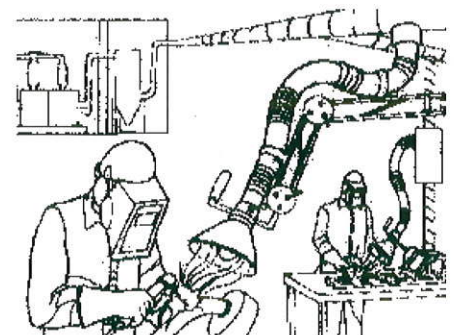
Occupational Health & Safety Management System; OHSAS 18001:1999

- Implement, maintain and continually improve an OH&S management system.
- Assure itself of its conformance with its activities.

- Implement, maintain and continually improve OH&S management system.

- Assure itself of its conformance with its stated OH&S policy
- Demonstrate such conformance to others
- Seek certification/ registration of its OH&S management system by an external organization
- Make a self-determination and declaration of conformance with OHSAS specification.

Compatibilities:

OHSAS: 18001 has been developed to be compatible with the ISO 9001 (Quality) and ISO: 14001 (Environmental) Management systems standards, in order to facilitate the integration of quality, environmental and occupational health and safety management systems by organizations, should they wish to do so. More similarities with ISO 14001:1996 standard with almost clause titles and numbers are the same. Identification of Hazards, risk assessment and risk control is the main process of OHSMS similar to Aspects & Impacts study and significance rating in the case of EMS. In OHSMS, apart from the appointment of MR, there will be Worker's Representative. Consultation with workers in developing the OHSMS is also one of the main requisite of OHSMS is one of the main requisite of OHSAS 18001. The organization that already implemented EMS can easily transform their EMS to OHSMS cost effectively/with minimum cost to implement OHSMS.

Why OHSMS?

- To reduce workplace injuries and illness through prevention and control of workplace hazards
- To reduce the risk of major accidents
- To reduce costs
- To increase productivity
- To improve insurance liability rating
- To get positive response from customers
- To demonstrate due diligence
- For regulatory compliance

QUALITY MANTRA

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Come and Grow with Us

Four new stations

With the addition of four new stations, the **ICS (Asia)** has emerged as a key player in the management certification sector in Asia with a total number of 23 operating **ICS-stations** in India & abroad. The function was held in New Delhi on April 23 this year to make formal announcement of newly added stations in Hotel Jukaso Inn.

The function was attended by over 45 persons, including consultants in QMS, EMS and product certification etc. and presided over by Mr. Ramakant Prasad, the General Manger (Operations).

The new stations have become operational at Ludhiana in Punjab, Kanpur in Uttar Pradesh, Faridabad in Haryana and Shimla in Himachal Pradesh. The new ICS (Asia) stations would have additional back up of competent auditors and surveyors.

Mr. Prasad said that the **ICS (Asia)** has been on the fast track for the last five years, and have established its credibility all over. Mr. Sundar Kataria, a known personality in the Industrial & institutional world, established the **ICS (Asia)** as a certification body in 1999.

Being a visionary, Mr. Kataria identified the needs of the industry & commerce for quality certifications, which are essential for export of the products and services and important for attracting the inland value-added customers in an era of globalization.

In his message to the staff of the newly opened **ICS (Asia) stations**, Mr. Kataria said that without quality environment, we could not imagine of quality products and services. In today's world of tiff competition of globalization of trade, only the quality products and services would thrive.

Mr. Kataria said, "The task of the human-resource engaged in certification for Management Systems not only allows them to cater to the specific needs of the industry and trade, but their task is an added responsibility towards civilized society. This has to be seen in broader perspective.

Some Highlights of 2003-04

ICS (Asia) recorded and achieved 2500 Certifications of varied organisations for Quality and Environment Management Systems. This is perhaps a record in itself, if we view at the infant life span of this organisation, which entered the fifth year of its existence during 2003-04.

ICS (Asia) has also completed in all 83 'Third Party Inspection' assignments for various clients of whom major work was related to ONGC Painting Inspection of Offshore Platforms & Retail Outlets of HPCL. We certified over 2000 organizations for QMS (Quality Management System) and 100 organizations for EMS (Environmental Management System)

In the last three months before the year end, **ICS (Asia)** certified number of organization for OHSAS: They include:

▸ Madhav Industrial Corp.
▸ P. Patel Ship Breaking Company
▸ G. N. Ship Breakers
▸ Priya Blue Industries Pvt Ltd
▸ Ganpatrai Jaygopal
▸ Shirdi Steel Traders
▸ Gupta Steel (S.B.)
▸ Honey Ship Breaking Pvt Ltd
▸ Fosters India Limited

We also certified a number of organisations for Food Safety, HACCP, Product Certification and Quality Assurance for ONGC Offshore Oil & Gas Platforms including Retail Outlet Petrol Pumps for IOCL and HPCL. We also provided TPI services to IOCL, BPCL, HPCL and other private sectors.

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Quality Thoughts :

The direction in which we are going is more important than where we are.

The toughest part of getting up the ladder is getting through the crowd at the bottom.

Success is the mattress of sand. The moment you think to relax, it slips.

Success is sweet, But it's secret is sweat.

You always have to give 100 percent, because if you don't someone,
At someplace, will give 100 percent and beat you when you meet.

Stations Update :

ICS Ahmedabad, Pune, Delhi have been shifted in a spacious place at prime locations.

Birthday Wishes :

Mr. Sumeet Kataria	8th October	Mr. Lokesh Khandelwal	13th October
Mr. J. N. Mahadevan	5th November	Mr. Praveen Gaidole	14th October
Mr. Dilip Negi	8th November	Mr. Rajesh Pandey	14th October
Mr. Manikreddy Patil	15th November	Ms. Krishna Datta	14th October
Mr. N. Sethuraman	22nd November	Mr. Jawahar Jain	30th November
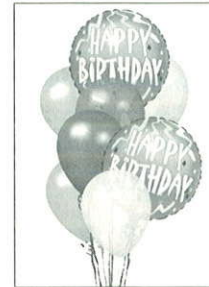
We wish our heartiest congratulations to Baby Simran Kataria D/O Mrs. Aarya & Mr. Sumeet Kataria on her 1st Birthday 3rd November.