

6.0 ORGANIZATION FOR IMS IMPLEMENTATION

6.1 Provision of resources

(ISO 9001 Clause 6, ISO 14001 Clause 4.4.1)

The Managing Director (MD) ensures that necessary resources are provided that are required for the effective implementation, operation and control of IMS processes, and to enhance customer satisfaction. Apart from the strategic business planning, the management review of IMS is used as a platform to discuss and identify the resource needs for the achievement of objectives and continual improvement.

The MD ensures that adequate resources are provided on need basis to implement the remedial and corrective actions. It is ensured that the resources provided are appropriate to the nature and severity of any nonconformance identified against company's policy and/or requirements of the standards.

6.2 Financial resources

One of the important activities to avoid time and cost overruns in any project is dependent upon proper finance management. In this regard, KSPH&IDCL has put in an effective finance control system to achieve the desired results. The key processes include:

- ✓ Preparation of annual budget
- ✓ Accounting of all the financial transactions
- ✓ Compliance to statutory requirements
- ✓ Finalization of accounts

Applicable procedure: [IMSP 06 - Finance management](#)

6.3 Human resources

(ISO 9001 Cl. 6.2, ISO 14001 Cl. 4.4.1)

Initially, the human resource requirements of the company has been determined as given in State Gazette notification dated 28 January 1995 and amended from time to time (Main section 4, sub-section 2-C (i)) No.57), as per Government of Karnataka's order No. HD 209 PO PE SE 94 dated 27.01.1995. The top management of **KSPH&IDCL** identifies and determines the resources needed for the project (on-hand as well as potential) and gets necessary sanction for it from appropriate authority. Top management, with the help of

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establishment section (AAO) plan and indicate how, and from where, resources will be obtained and allocated. If applicable, this planning also includes the manner of disposition of excess resources. The plans are made suitable for resource control.

Personal attributes are considered in the selection of project personnel. Special attention is given to the competence requirements of key personnel.

The assignment of personnel to specific jobs or roles are confirmed and communicated to all concerned. The overall performance, including the effectiveness and efficiency of personnel in their job assignments, are monitored to verify that the assignments are appropriate. Based on results, appropriate actions are taken such as re-training or recognizing achievement.

6.3.1 Roles, Responsibility, Accountability and Authority

(ISO 9001 clause 5.5.1; ISO 14001 clause 4.4.1)

The organization for implementing and maintaining the IMS has been established, and the responsibility and authority of personnel have been defined and documented (see Annex 4 – Organizational Structure, and Annex 5 - roles, responsibilities and authorities). Roles, responsibilities and authorities are communicated to all concerned to facilitate management of IMS effectively. When contractors / suppliers are performing their activity for KSPH&IDCL, their responsibilities are clearly communicated.

6.3.1.1 Management Representative

(ISO 9001 cl.5.5.2; ISO 14001 cl. 4.4.1)

The Managing Director appoints Management Representative (MR) - QMS & EMS through an office order.

MR is assigned of the additional responsibility and authority for

- a) ensuring that the IMS is established, implemented and maintained in accordance with the adopted standards,
- b) Reporting to the top management on the performance of the IMS for review, including recommendations for improvement.

6.3.2 Competence, training and awareness

(ISO 9001 Cl. 6.2.2, ISO 14001 Cl. 4.4.2)

KSPH&IDCL recognizes the importance of identifying & imparting training needed for its personnel to ensure effective operation / performance of IMS. A procedure has been established, implemented & maintained for the identification and provisioning of training needs to ensure that:

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- a) Personnel performing work affecting conformity to product requirements shall be competent
- b) Personnel performing tasks that have a potential to cause a significant environmental impact are competent;

Whenever training is provided with an aim of achieving objectives stated above, evaluation of the effectiveness of the training is carried out with specific reference to the performance effectiveness and improvement.

Applicable procedure: IMSP- 05 – Human Resource Management

6.4 Infrastructure

(ISO 9001 Cl. 6.3, ISO 14001 Cl. 4.4.1)

KSPH&IDCL has installed necessary infrastructure needed to achieve desired levels in output and to the effective implementation of IMS. This includes

- a) Office Buildings including Head Office and Divisions
- b) Computers/Hardware/Software packages/servers/UPS/Printers/Modem/ etc.
- c) Asset such as furniture
- d) Housekeeping
- e) Xerox Machine
- f) Office vehicle- Control and upkeep
- g) Telephone/EPABX/ FAX/Centrex / Mobile Phones

Top Management considers the needs for providing or changing the infrastructure by reviewing the present and future needs of the business. Management review will be one of the platforms that provide further inputs. With this, they determine the actual needs and provide it.

Functional Heads ensure proper maintenance of the infrastructure provided.

Applicable procedure: IMSP 07 - Infrastructure maintenance

6.5 Work environment

(ISO 9001 Clause 6.4)

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The KSPH&IDCL management has ensured that the work environment needed to achieve desired level in output are determined and provided. All functional Heads ensure that required work environment is maintained to achieve conformity to product requirements.