

## 8.0 PERFORMANCE ASSESSMENT

### 8.1 General

KSPH&IDCL has planned and implemented the monitoring, measurement and analysis processes that are needed

- a) To demonstrate conformity of the product
- b) To ensure conformity with the integrated management system requirements, and
- c) To analyze performance and to provide input to continually improve the effectiveness of the integrated management system

Statistical techniques such as Bar Graph, Trend Charts, and Pie Diagram are used as appropriate for the purpose of analysis of data.

### 8.2 Monitoring and Measurement

#### 8.2.1 Customer satisfaction

(ISO 9001 Clause 8.2.1)

KSPH&IDCL collects comments, complaints and suggestions, from its stakeholders. These data are compiled, consolidated and analyzed to initiate suitable corrective and preventive action in order to enhance customer satisfaction. The above feedbacks will be used for continual improvement.

**Applicable procedure:** [IMSP 18- Customer complaints and feedbacks](#)

#### 8.2.2 Internal Audit

(ISO 9001 Cl. 8.2.2, ISO 14001 Cl. 4.5.5)

The MR has established and maintained audit program and procedures and conduct internal audits at planned intervals:

- a) To determine whether the integrated management system conforms to the planned arrangements and to the requirements of ISO 9001:2008 and ISO 14001:2004,
- b) To determine whether the integrated management system has been properly implemented and maintained, and
- c) To provide information on the results of audits to management

The audit program and procedures cover:

- a) The activities and areas to be considered in audits
- b) The frequency of audits
- c) The responsibilities associated with managing and conducting audits

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The MR is responsible for planning, scheduling, organizing and maintaining records of these audits. The audit program, including the schedule, is based on the importance of the activity concerned and the results of previous audits. All auditors are provided with the required skills and knowledge to carry out their tasks properly. Selection of auditors and conduct of audits ensure objectivity and the impartiality of the audit process.

The management responsible for the area being audited will ensure that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities are planned as appropriate to verify the actions taken and to report the verification results for initiating further corrective actions.

#### **Applicable procedures: IMSP 26 - Internal audits**

### **8.2.3 Monitoring and measurement of processes**

(ISO 9001 Clause 8.2.3, ISO 14001 Cl. 4.5.1)

While establishing IMS, suitable methods for monitoring and, where applicable, measurement of the management system processes has been determined and process measures are established for each of the process. This will enable the process owners to demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, process owners initiate correction and corrective actions are taken, as appropriate to achieve planned results.

The key characteristics of KSPH&IDCL operations and activities are monitored and/or measured on a regular basis with the aim of controlling and improving environmental performance of the organization. This include

- a) Operations and activities that can have significant impact on the environment;
- b) Monitoring of the extent to which the organization's IMS objectives are met;
- c) Proactive measures of performance that monitor compliance with the management programmes, operational criteria and applicable legislation and regulatory requirements;
- d) Reactive measures of performance to monitor incidents (including near-misses); and
- e) Recording of data and results of monitoring and measurement sufficient to facilitate subsequent corrective and preventive action analysis

#### **Applicable procedure:**

- 1) IMSP-17 Performance measurement and monitoring**
- 2) IMSP-23 Monitoring and measurement of environmental operational controls**

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**8.2.4 Evaluation of compliance (Legal and other requirements)**

[ISO 9001 :2008 Cl. 8.2.4, ISO 14001 Clause 4.5.2]

Throughout the construction project, from inception to handing over of buildings, concerned project engineers ensure compliance with applicable legal requirements. Evaluation of compliance is carried out at respective project stage both prior to and after the completion of that particular stage.

Consistent with the commitment to compliance, KSPH&IDCL periodically evaluates compliance with applicable legal and other requirements. This activity is performed as part of Internal Audit. MR / MA will carry out evaluation of compliance at least once in six months.

**Applicable procedure: IMSP-24 Evaluation of compliance (EMS)**

**8.2.5 Monitoring and measurement of product**

(ISO 9001 Clause 8.2.4)

Project Engineers monitor and measure the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements (see 7.1). Engineers of Quality & Contracts division support this activity. Evidence of conformity with the acceptance criteria is maintained in product release records. Product release and service delivery will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

**Applicable procedure: IMSP 14- Quality Control**

**8.3 Control of nonconforming product**

[ISO 9001 Clause 8.3]

Project Engineers and Site Engineers (of sub-contractor agency) ensure that product as well as process which does not conform to requirements is identified and controlled to prevent its unintended use or delivery. The controls and responsibilities and authorities for dealing with nonconforming product are detailed in procedure for control of nonconforming products.

Project Engineers and Site Engineers (of Contractor agency) maintain records of the nature of nonconformities and subsequent action taken, including concession obtained with regard to nonconforming products. KSPH&IDCL in its contract management system has made provisions for ensuring that non-conformities notified during execution of the project are set right by the concerned contractors as per the provisions laid down in IMSP 15. When nonconforming product is detected after delivery or use has started, concerned Executive

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Engineer or the designated AEE initiates action appropriate to the effects, or potential effects, of the nonconformity.

**Applicable procedure: [IMSP 15 - Control of nonconforming product](#)**

#### **8.4 Analysis of data** (ISO 9001 Clause 8.4)

**KSPH&IDCL** quality management system helps in generation of useful **M.I.S.** reports in addition to inspection & test records and internal audit reports. Requirements of this information are described in system procedures. Data is collected which provide information relating to

- a) Customer satisfaction,
- b) Conformity to product requirements,
- c) Characteristics and trends of processes and product including opportunities for preventive action, and
- d) Suppliers / Contractors

Through Web-based Project Monitoring System, project status can be known at any given point of time. Project status is updated as and when progress is made. Data from this source is used to generate useful M.I.S, which enables the concerned functional personnel to initiate timely correction and corrective action.

All the data thus maintained is analyzed to determine the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the quality management system can be made.

**Applicable procedure: [IMSP 16 - Project monitoring system](#)**