



ENVIRONMENT & QUALITY MANAGEMENT SYSTEM
MANUAL

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**ENVIRONMENT & QUALITY
MANAGEMENT SYSTEM MANUAL**

**CONFORMING TO
(ISO 9001: 2015 & ISO 14001:2015)**

Document No.: IDCO/ IDCO/EQMSM

Issue No.: 05 Date: 14.08.2023

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Aswini Kumar Biswal

**Prepared & issued by
Chief General Manager (Civil)**

PS

**Approved by
Managing Director**

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SL. NO.	SECTION	PAGE	ISS/ REV FROM	ISS/ REV. TO	REASON	DATE
1	1.1	All	03/00	03/01	Page No. amended	01.07.2008
2	4.1	All	03/00	03/01	Scope amended, Documentation level included,	01.07.2008
3	4.2	All	03/00	03/01	Policy amended	01.07.2008
4	4.4	All	03/00	03/01	Responsibility & authority amended, New MR amended, Organogram included	01.07.2008
5	2.1	1/1	03/00	03/01	To incorporate above changes	01.07.2008
6	4.1	1/8	03/01	03/02	Definition of outsourced activities amended as per TUV audit finding	18.08.2010
7	4.4	11/15	03/01	03/02	Control of technical drawing & change to such document included as per TUV audit findings	18.08.2010
8	2.1	1/1	03/01	03/02	To incorporate above changes	18.08.2010
9	2.2	1/1	03/02	03/03	Copy Holder amended as per new organisation chart	12.12.2014
10	3.1	All	03/02	03/03		12.12.2014
11	4.4	15/15	03/02	03/03	Organisation Chart amended	12.12.2014
12	2.1	1/1	03/02	03/03	To incorporate above changes	12.12.2014
13	All	All	03/03	04/00	Upgraded as per the requirement of the new version of ISO 9001:2015 and ISO 14001:2015	01.09.2017
14	4	All	04/00	04/01	Amended as per document adequacy audit finding	15.04.2018
15	6	2-6	04/00	04/01	Amended as per document adequacy audit finding	15.04.2018
16	2.1	1	04/00	04/01	Incorporation of change as per Sl. No. 14 & 15	15.04.2018
17	All	All	04/01	05/00	Entire document reviewed and updated. Context of the organisation and Role, responsibility & authority separated and new document established	14.08.2023



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Section : 2.1

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COPY HOLDERS	COPY NO.	Media
CHAIRMAN	01	Soft
MANAGING DIRECTOR	02	Soft
CHIEF GENERAL MANAGER (Civil) & MR	Master	Hard
CHIEF GENERAL MANAGER (P & C)	03	Soft
CHIEF GENERAL MANAGER (MSME)	04	Soft
CHIEF GENERAL MANAGER (P&A)	05	Soft
CHIEF GENERAL MANAGER (FINANCE)	06	Soft
CHIEF GENERAL MANAGER (LAND)	07	Soft
CHIEF GENERAL MANAGER (ENVIRONMENT)	08	Soft
PROJECT MANAGEMENT UNIT	09	Soft
MANAGEMENT INFORMATION SYSTEM	10	Soft
LEGAL DEPARTMENT	11	Soft
BHUBANESWAR CONSTRUCTION DIVISION -(BCD-I)	12	Soft
BHUBANESWAR CONSTRUCTION DIVISION -(BCD-II)	13	Soft
ELECTRICAL DIVISION BHUBANESWAR-I	14	Soft
ELECTRICAL DIVISION BHUBANESWAR-II	15	Soft
MAINTENANCE DIVISION	16	Soft
MSME-I DIVISION	17	Soft
MSME-II DIVISION	18	Soft
WATER SUPPLY & EC DIVISION-I	19	Soft
WATER SUPPLY & EC DIVISION-II	20	Soft
CUTTACK DIVISION	21	Soft
JAJPUR ROAD DIVISION	22	Soft
BALASORE DIVISION	23	Soft
BERHAMPUR DIVISION	24	Soft
ANGUL DIVISION	25	Soft
SAMBALPUR DIVISION	26	Soft
BOLANGIR DIVISION	27	Soft
ROURKELA DIVISION	28	Soft
RAYADAGA DIVISION	29	Soft



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Section : 2.2

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Abbreviation	Full Description
Acq,	Acquisition
Aln.	Alienation
Arch	Architect
Asst.	Assistant
BCD	Bhubaneswar Construction Division
C	Civil
CGM	Chief General Manger
Civ	Civil
DGM	Deputy General Manger
DIC	District Industries Centre
DSN	Design
Dy.	Deputy
Elec	Electrical
EMS	Environment Management System
ENV	Environment
EQ	Environment & Quality
Fin	Finance
Gen	General
GM	General Manger
GOVT	Government
HO	Head Office
HoD	Head of the Department
HRD	Human Resource Development
I/C	In-Charge
ID	Industrial Development
IDCO	Orissa Industrial Infrastructure Development Corporation
IPICOL	Industrial Promotion & Investment Corporation Limited
ISS	Issue
ITP	Inspection & Test Plan
Jt.	Joint
LA	Land Acquisition
MD	Managing Director
Mgr	Manager
MOU	Memorandum of Understanding
MR	Management Representative
MRM	Management Review Meeting
MSME	Micro, Small & Medium Enterprises
NGO	Non Government Organisation
No.	Number
OSFC	Orissa State Financial Corporation
P&A	Personnel and Administration
P&C	Planning & Coordination
PE	Public Enterprise
PH	Public Health
PIO	Public Information
PMU	Project Management Unit

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Abbreviation	Full Description
QEMS	Quality and Environment Management System
QMS	Quality Management System
Rev.	Revision
Sl.	Serial
TECH	Technical
TND	Tender



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Section : 2.3

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The Odisha Industrial Infrastructure Development Corporation (IDCO) was established in the year 1981 with the specific objective of creating infrastructure facilities in the identified Industrial Estate/Areas for rapid and orderly establishment and growth of Industries, trade and commerce. It has been declared as the Nodal Agency for providing industrial infrastructure in the State of Odisha.

Establishment of Industrial Areas, Industrial Estates, Functional Industrial Estates, Growth Centers etc. at different strategic locations and to provide infrastructure therein are the prime functions of the Corporation. The infrastructure includes essential facilities such as roads, drains, power, water, street lights amenities and social infrastructures such as banking, post office, telecommunication facilities, shopping complex etc. IDCO is the nodal agency of *Government for providing land to large projects which can not come up in the Industrial Estate and Areas. It arranges to obtain/acquire land for all such projects in any location of the state.*

IDCO also takes up planning & execution of construction projects of government departments/undertakings on agency and contract basis with the help of its diverse technical manpower. It is committed to provide quality construction services with optimum cost in scheduled time. The expertise of IDCO is well recognized in consultancy, design execution of civil, electrical, water supply and public health engineering works. In the process it has entered into strategic alliance with leading organizations of national & international repute who have got state-of-the art technologies.

IDCO has been awarded ISO-9001 certification by RWTUV CERT, Germany during June' 97 and is the first govt. undertaking in the state having this unique recognition. The Corporation has also received ISO-14001 certification for adhering to environmental protection and resource conservation in all its activities. Since then the certification status has been maintained, upgraded as necessary, from time to time through various certification agencies.

This Corporation is at present playing a pivotal role in bringing in private capital for development of infrastructure projects in the state. Requisite services are being provided to investors/developers for implementation of infrastructure and industrial projects.

IDCO is a statutory Corporation of Govt. of Odisha without having any equity capital investment by the govt. However, it receives margin money loan from the govt. annually for infrastructure development activities. The Corporation has turned around during the year 1993-94 and since then it is generating investible surplus. The annual turnover of the Corporation for the last few years has reached a satisfactory level.

Ref.: www.idco.in

Page : Organisation
-Profile


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4 Context of the organisation**4.1 Understanding the organisation and its context**

IDCO has determined external and internal issues, being affected by or capable of affecting the organisation and that are relevant to its purpose and its strategic direction and that affects its ability to achieve the intended result or outcome of the quality & environment management system.

Ref.: IDCO/EQ/RA

The information about the external and internal issues are monitored and reviewed at MRM conducted twice in a year.

4.2 Understanding the needs and expectations of interested parties

Due to the interested parties effect or potential effect on organisation's ability to consistently provide products and services that meet customer requirement and applicable statutory and regulatory requirement, IDCO determines:

1. Interested parties those are relevant to quality and environment management system.
2. The requirements (the relevant needs and expectations) of the interested parties relevant to quality and environment management system.
3. The requirements which can become legal obligation.

The information about the interested parties and their requirements are monitored and reviewed at least once in a year in MRM.

Ref.: IDCO/EQ/RA

4.3 Determining the scope of the Quality & Environment Management System

QMS Scope: *“Acquisition of land for industries and development of industrial estates/ facilities; Provision of services for management of industrial estates/ facilities and Design and execution of civil, electrical, water supply and public health engineering projects.”*

Following requirements are not applicable to the quality management system of this organisation which does not affect organisation’s ability or responsibility to ensure conformity of its product and services and enhancement of customer satisfaction.

1) 8.5.1 f) Validation & revalidation of processes of production provision:

As the resulting output of all processes of IDCO can be verified by subsequent monitoring and measurement, the requirement under this clause is excluded from Quality management system of the organisation

3) 8.5.3 Property belonging to customer or external providers:

As IDCO does not or incorporate the property belonging to customer or external providers, in its product, the requirements under this clause is excluded from Quality management system of the organisation.

EMS Scope: *“Provision of services for management of industrial estates/ facilities and acquisition & management of land.”*



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4.4

Quality & Environment Management System and its process

IDCO has established, implemented, maintained and continually improved its Quality & Environment Management System including the processes needed and their interaction in accordance with the requirements of international standards such as ISO 9001:2015 and ISO 14001:2015 in order to achieve its intended results/ outcome including enhancing performance of the Quality & Environment Management System.

IDCO has determined the processes needed for Quality & Environment Management System and their application throughout the organisation and

- a) Determines the inputs required and the outputs expected from the processes;
- b) Determines the sequence and interaction of these processes;
- c) Determines and applied the criteria and method (including monitoring, measurement and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) Determines the resource needed for the processes and ensure their availability;
- e) Assigns the responsibilities, authorities and accountability for these processes;
- f) Addresses the risks and opportunities as determined in accordance with the requirements of 6.1
- g) Evaluates these processes and implement any changes needed to ensure that these processes achieve their intended results/ outcome;
- h) Improves the process and the Quality & Environment Management System.

IDCO considers the knowledge gained in 4.1 and 4.2 while establishing and maintaining the Quality & Environment Management System

IDCO maintains documented information as per defined Quality & Environment Management System to support the operation of its processes.

The civil, electrical & PH works, testing of control materials and maintenance of infrastructure are outsourced by the organization and controls are exercised through terms & conditions of contract to ensure product conformity with requirements



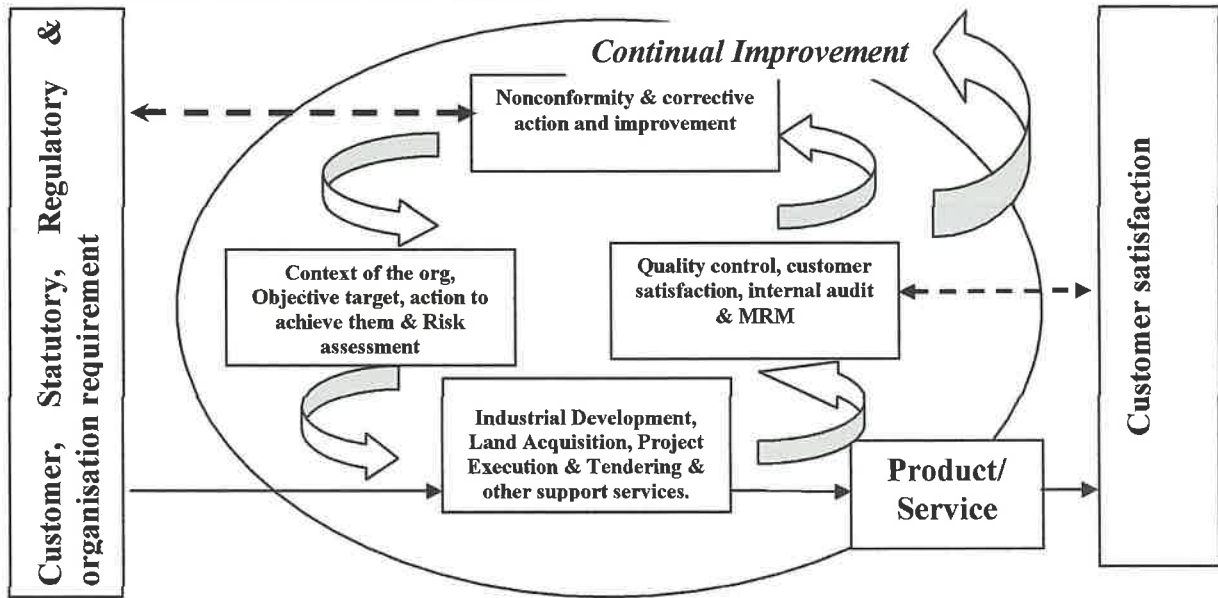
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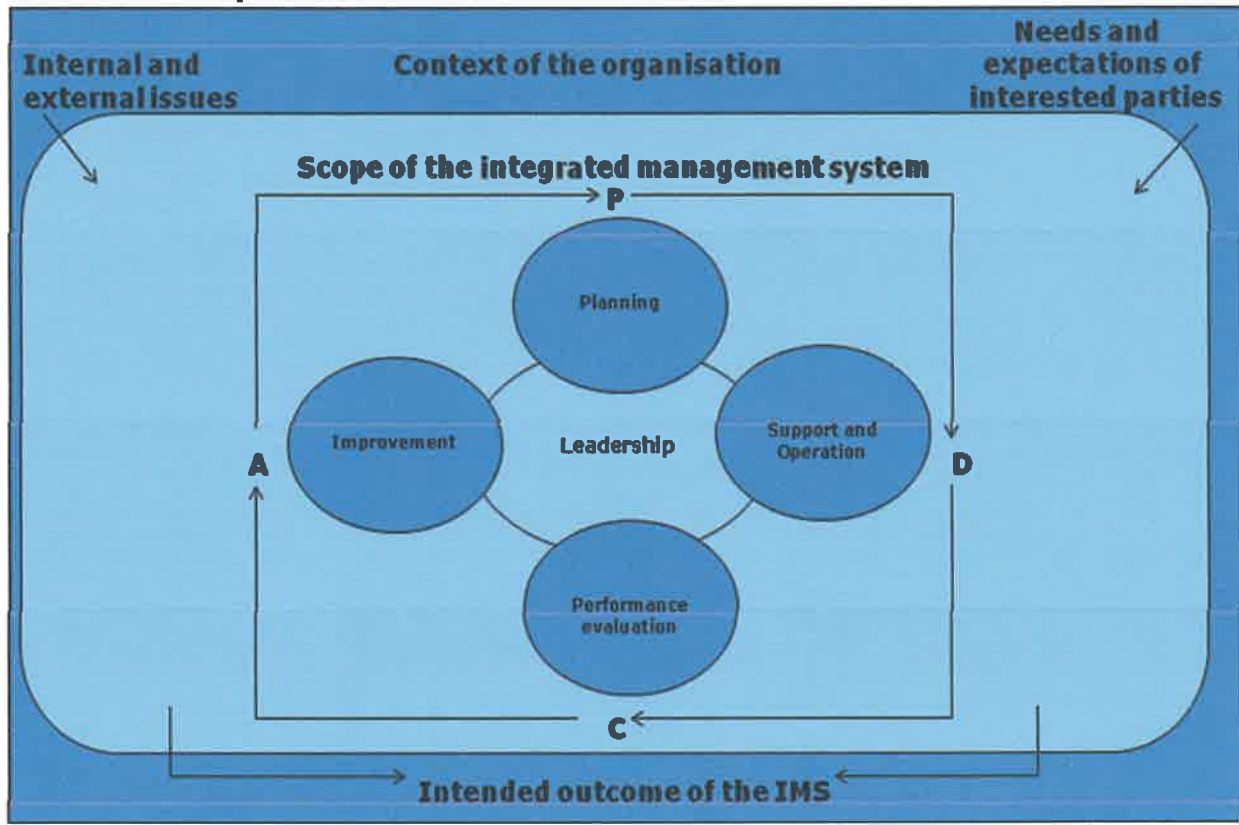
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4.4.1 MACRO PROCESS MAP (QMS):



4.4.2

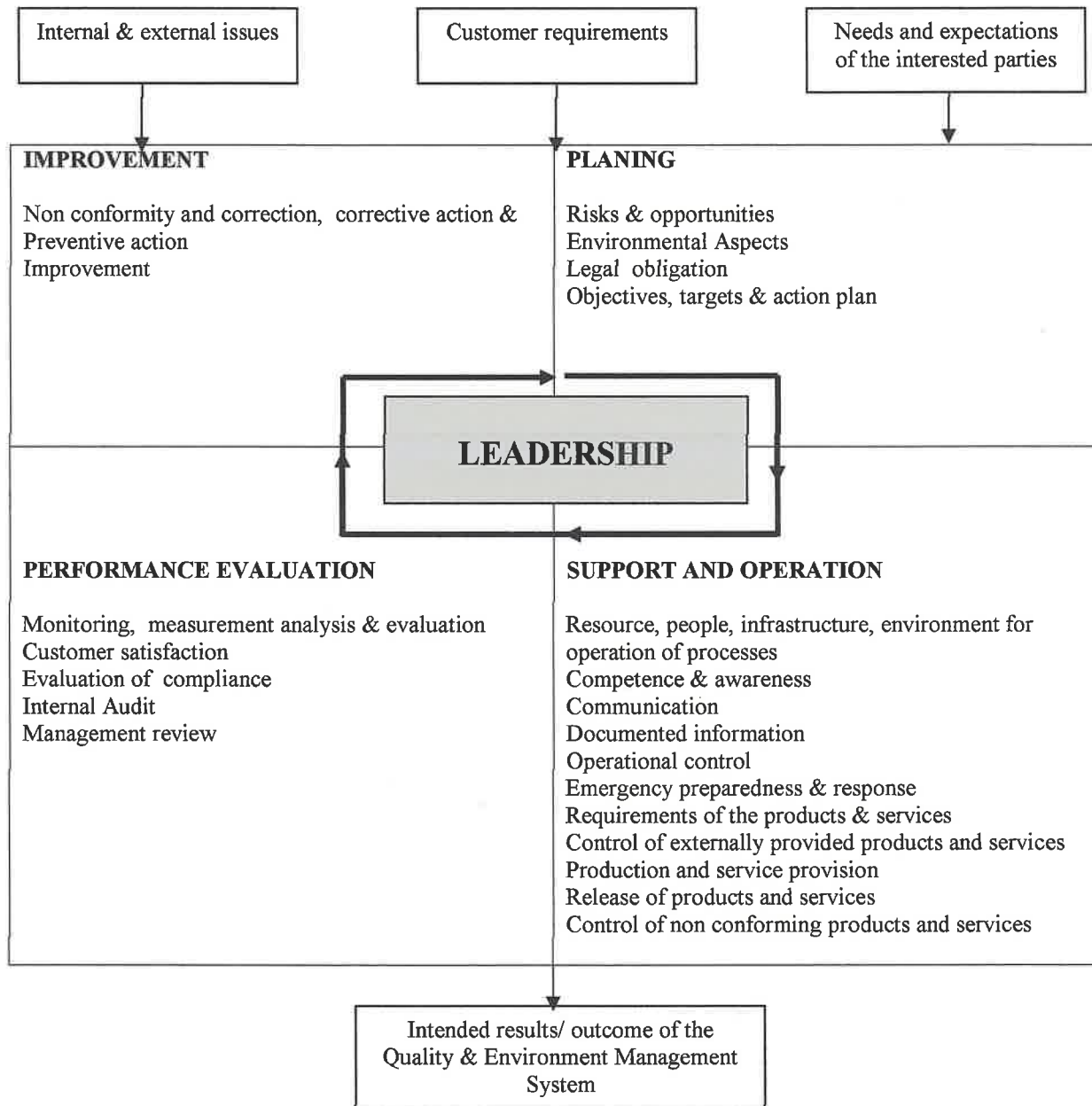
Relationship between PDCA and framework of ISO 9001:2015 & 14001:2015



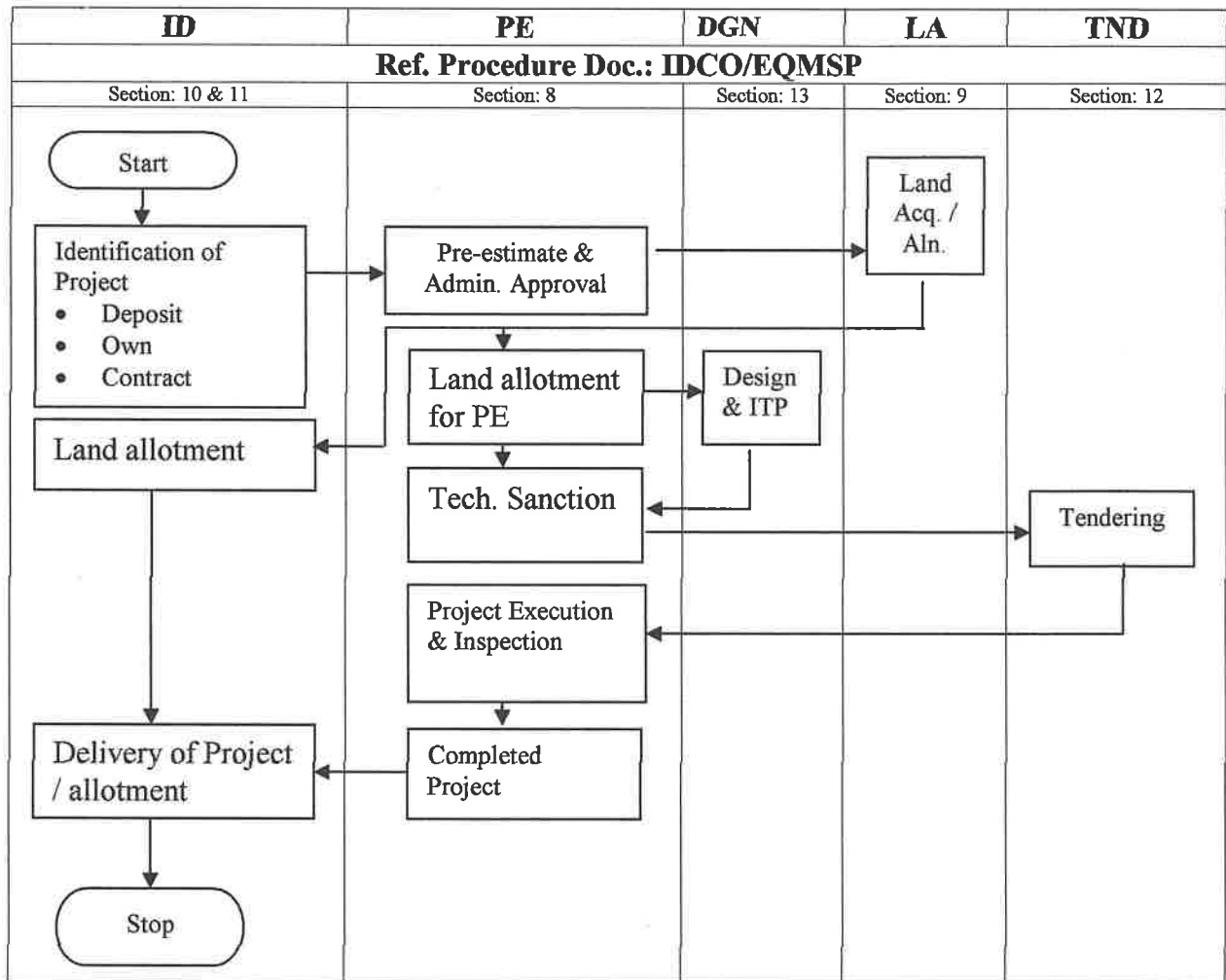
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4.4.3) Interaction of QEMS elements

QUALITY & ENVIRONMENT MANAGEMENT SYSTEM
Context of the organisation




4.4.4) PROCESS INTERACTION & SEQUENCE




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5 Leadership
5.1 Leadership and commitment
5.1.1 General

The top management of IDCO demonstrates leadership and commitment with respect to the Quality & Environment Management System by;

- a) Taking accountability of the Quality & Environment Management System;
- b) Ensuring that the policy and objectives are established for the Quality & Environment Management System and are compatible with the context and strategic direction of the organisation;
- c) Ensuring integration of the quality, environment management system requirements into the organisation's business processes;
- d) Promoting the use of process approach and risk based thinking;
- e) Ensuring resources needed for the Quality & Environment Management System are available;
- f) Communicating the importance of effective Quality & Environment Management System and conforming to Quality & Environment Management System requirements;
- g) Ensuring Quality & Environment Management System achieves its intended results/ outcome;
- h) Engaging, directing and supporting persons to contribute to the effectiveness of the Quality & Environment Management System;
- i) Promoting continual improvement;
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

Top management of IDCO has demonstrated leadership and commitment with respect to customer focus by ensuring that;

- a) Customer and applicable statutory and regulatory requirement with respect to customer requirements are determined, understood through preliminary survey for all project and consistently met through implementation of procedures of Design & Development project execution, Alienation & Acquisition of land, Allotment of sheds & plots, Industrial Estate Management.
- b) The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) The focus on enhancing customer satisfaction is maintained.



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5.2**Quality Policy & Environment Management System policy****5.2.1****Establishing the Quality Policy and Environment Policy**

Top management of IDCO has established, implemented and maintained an integrated policy (Ref.: page 3 of this section) approved by the Managing Director that;

- a) Is appropriate to the purpose and context of the organisation and supports its strategic direction including the nature, scale and *environmental impacts of its activities, products and services*;
- b) Provides a framework for setting objectives
- c) Includes a commitment to satisfy applicable requirements and fulfill its compliance obligation;
- d) Includes a commitment to the protection of the environment, including prevention of pollution and other specific commitments relevant to context of the organisation
- e) Include a commitment to continual improvement of the Quality & Environment Management System and enhance QEMS performance.

5.2.2**Communicating Quality Policy and Environment Policy**

The Quality and Environment Policy is:

- a) Made available and maintained as documented information;
- b) Communicated, understood and applied within the organisation through awareness programme and display at strategic location;
- c) Made available to relevant interested parties, as and when required.


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QUALITY POLICY

The Corporation is committed to setting up Quality infrastructure for rapid establishment and orderly growth of industries, trade and commerce in the state of Orissa. It also aims at providing total quality construction services in the Industrial and Social sectors consistently meeting customer requirements.

We shall achieve the same through:

- A very responsive customer care
- Quality infrastructure in growth centers industrial estates and industrial areas.
- Effective maintenance of amenities provided in Industrial areas.
- In-time completion of construction projects within optimised cost.
- Continuous up-gradation of knowledge base and adoption of the state-of-the-art technologies.
- Adherence to standards, codes, statutory regulations.
- Long term relationship with capable sub-contractors.
- Continual improvement of the effectiveness of the Quality Management System.
- Involvement of people through training

✓ 
(Managing Director)

Orissa Industrial Infrastructure Development Corporation

ENVIRONMENT POLICY

IDCO is committed to achieve corporate business excellence by striving for environmental protection, prevention of pollution and resource conservation in its activities through,

- Continual improvement in its environmental performance by systematic and periodic review of the activities having significant environmental impact.
- Compliance to applicable legal and other requirements to which organisation subscribes
- Effective resource utilisation
- Training of all employees and creating general awareness among contractors working with it and entrepreneurs having units in its industrial estates.

✓ 
(Managing Director)

Orissa Industrial Infrastructure Development Corporation

✗ 
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5.3

Organisational roles, responsibilities and authorities

Top management of IDCO ensures that the responsibilities, authorities and accountability for the relevant roles are assigned, communicated and understood within the organisation.

Top management has assigned the responsibility and Authority for:

- a) Ensuring that the Quality & Environment Management System conforms to requirements of international standards ISO 9001:2015 and ISO 14001:2015;
- b) Ensuring that the processes are delivering their intended output;
- c) Reporting on the performance of the Quality & Environment Management System and on opportunities for improvement, in particular to top management;
- d) Ensuring the promotion of customer focus throughout the organisation;
- e) Ensuring that the integrity of the Quality & Environment Management System is maintained when changes to the Quality & Environment Management System are planned and implemented.

Ref.: IDCO website : www.idco.in

Page: **Organisation**

- Board of Directors
- Senior Management
- Organisation Structure

IDCO/EQ/Repsn



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6.1 Action to address risks and opportunities

6.1.1 General

The IDCO considers the issues referred to in 4.1 and the requirements as referred to in 4.2, while planning the quality and environment management system, and determines risks and opportunities that needed to be addressed to;

- a) Give assurance that the quality & environment management can achieve its intended results/ outcomes;
- b) Enhance desirable effects;
- c) Prevent or reduce undesired effects, including the potential for external environmental conditions to affect the organisation;
- d) Achieve continual improvement.

Within the scope of the Quality & Environment Management System, the IDCO determines potential emergency situations; including those can have environmental impact.

IDCO maintains documented information of its:

- Risks and opportunities that needed to be addressed;
- Processes needed in planning, to the extent necessary to have confidence they are carried out as planned.

Ref.: IDCO/EQ/RA

6.1.2.1 Environmental aspects

Within the defined scope of the Quality & Environment Management System, IDCO, determines the environmental aspects of its activities, products and services that it can control and those that it can influence, and their associated environmental impacts, considering a lifecycle perspective.

While determining environmental aspects, the following points are taken into account:

- a) Changes, including planned or new developments, and new or modified activities, products and services or once in every year;
 - b) Abnormal conditions and reasonably foreseeable emergency situation;
- IDCO determines those aspects that have or can have significant environmental impact i.e. significant environmental aspects, by using established criteria.

IDCO communicates its significant environmental aspects among the various levels and functions of the organisation, as appropriate.

IDCO maintains documented information of its:

- Environmental aspects and associated environmental impacts;
- Criteria used to determine its significant environmental aspects;
- Significant environmental aspects.

Ref.: IDCO/EQMSP Section: 14



6.1.3 Compliance obligation

IDCO has:

- a) Determined and have access to the compliance obligations related to its Quality & Environment Management System;
- b) Determined how these compliance obligations apply to the organisation and prepared Legal Registers for such applicable compliance obligation;
- c) Taken these compliance obligations into account when establishing, implementing, maintaining and continually improving its Quality & Environment Management System.

Ref.: IDCO/EQMSP Section: 16

6.1.4 Planning action

IDCO plans:

- a) To take actions to address its:
 - 1) Significant environmental aspects;
 - 2) Compliance obligations;
 - 3) Risk and opportunities
- b) How to:
 - 1) Integrated and implement the actions in to its Quality & Environment Management System processes to other business processes
 - 2) Evaluate the effectiveness of these actions.

The action to address risk and opportunity are proportionate to the potential impact on the conformity of products, services and ENV elements.

While planning these actions, organisation considers its technological options and its financial, operational and business requirements.

6.2 QEMS objectives and planning to achieve them

6.2.1 IDCO has established QEMS objectives at relevant functions, levels and processes needed for the Quality & Environment Management System.

The QEMS objectives are:

- a) Consistent with QEMS policy;
- b) Measurable;
- c) Taken in to account applicable requirements;
- d) Relevant to conformity of QEMS requirements;
- e) Monitored
- f) Communicated
- g) Updated, as appropriate

IDCO maintains documented information on the QEMS objectives.

Ref.: MoU signed with PE Department, Govt. of Odisha and MRM for QMS objectives and MRM for Environmental Objectives.

6.2.2 When planning how to achieve QEMS objectives, IDCO determines:

- a) What to be done;
- b) What resources to be required;
- c) Who are responsible;

- d) When it is to be completed;
 - e) How the results are verified.
- Ref.: IDCO/EQMSP Section: 15

6.3

Planning of change

IDCO determines the need for changes to the Quality & Environment Management System, the changes are carried out in a planned manner,

IDCO considers:

- a) The purpose of change and their consequences;
- b) The integrity of Quality & Environment Management System;
- c) The availability of resources;
- d) The allocation or reallocation of responsibilities and authorities.



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7.1 Resources

7.1.1 General

IDCO determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the Quality & Environment Management System.

IDCO considers:

- a) The capabilities of, and constrains on, existing internal resources;
- b) What needs to be obtained from external providers.

Ref.: Budget Provision

7.1.2 People

IDCO determines and provides the persons necessary for the effective implementation of Quality & Environment Management System and for the operation and control of its processes.

Ref.: Budget Provision

7.1.3 Infrastructure

IDCO determines, provides and maintains the infrastructure, such as office space, laboratory including pollution control and measurement equipments, support services, information & communication technology and transport facilities etc., necessary for the operation of its processes and to achieve conformity of products and services.

Ref.: Budget Provision

7.1.4 Environment for the operation of processes

IDCO determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of product and services as mentioned below:

- a) Restriction of entry of any unauthorized person.
- b) Hygienic condition of sites & office environment.
- c) Cleanliness & use of work wear by employee.
- d) Segregation & disposal of waste products.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

IDCO determines and provides resources that needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to the requirements.

IDCO ensures that the resources provided:

- a) Are suitable for specific type of monitoring and measurement activities being undertaken;
- b) Are maintained to ensure their continuing fitness for their purpose.

Appropriate documented information is retained as evidence of fitness for the purpose of the monitoring and measuring resources.



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7.1.5.2**Measurement traceability**

When measurement traceability is a requirement or its considered by the IDCO to be an essential part of providing confidence in the validity of measurement results, measuring equipments are:

- a) Calibrated or verified, or both, at a specified interval, or prior to use, against the measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification are retained as a documented information;
- b) Identified in order to determine their status;
- c) Safeguarded from adjustment, damage or deterioration that would invalidate the calibration status and subsequent measurement result.

If the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its purpose, the test results are revalidated when products and services are within the control of the organisation.

Ref.: Lab Record

7.1.6**Organisational knowledge**

IDCO has determined the knowledge such as design details, drawings, codes, training material which are necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge is maintained and made available to the extent necessary.

When addressing changing needs and trends, IDCO considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

7.2**Competence**

IDCO :

- a) Determines necessary competence of persons doing work under its control that affect the performance and effectiveness of the Quality & Environment Management System;
- b) Ensures that these persons are competent on the basis of appropriate education, training, or experience;
- c) Determines training needs associated with its environmental aspect and its Quality & Environment Management System; plans and conduct training; evaluates effectiveness of the training provided;
- d) Where appropriate, takes actions to acquire the necessary competence through hiring or contract, and evaluates the effectiveness of the action taken.

Documented information is retained as an evidence of competence.

Ref.: Training Records

7.3**Awareness**

IDCO ensures that persons doing work under its control are aware of:

- a) Quality and Environment policy;
- b) Relevant Quality & Environment Management System objectives;


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- c) Their contribution to the effectiveness of the Quality & Environment Management System including benefit of improved performance;
- d) Implications of not conforming with Quality & Environment Management System requirements.

Ref.: Training Records

7.4

Communication

7.4.1

General

IDCO has established, implemented and maintained the process needed for the internal and external communications relevant to the Quality & Environment Management System, including:

- a) On what it will communicate;
- b) When to communicate;
- c) With whom to communicate;
- d) How to communicate.
- e) Who communicates

When establishing its communication process, IDCO :

- Takes in to account its compliance obligation;
- Ensures that QEMS information communicated is consistent with information generated within the Quality & Environment Management System, and is reliable.

IDCO responds to relevant communication on its Quality & Environment Management System

The documented information as a evidence of its communication are retained.

7.4.2

Internal communication

Complaints:

- a) An internal complaint register is maintained with MR for employees to record their complaints related to environmental aspects/ product/ process.
- b) The complaint is reviewed by the MR and concerned department.
- c) The I/Cs of concerned departments in consultation with MR take corrective action after verification of genuineness of the complaints.
- d) After the corrective action has been taken, I/C of the concerned department communicate the same to the concerned employee as well as to MR about the action taken.

Communication:

MR is responsible for communicating to all employees on the status of QMS & EMS performance and communicates to personnel in different areas on the following:

- a) Targets achieved/ to be achieved.
- b) Benefits accrued to the organisation because of QMS & EMS.
- c) Assistance required for improving the performance.
- d) Role of Employees in implementing & maintaining QMS & EMS.

7.4.3

External communication

All complaints & communication received from the external interested parties (i.e. Govt. statutory bodies and Public) regarding environment

impacts/product/process are received and recorded as below

- a) Communication from Govt & statutory bodies, NGO's & Public
- b) Complaints received in different media such as letters, telephone, notice, newspaper publications.

MR, the concerned I/Cs jointly formulate and implement the corrective and preventive *action after verification of the genuineness of the complaints and the contribution of the organisation to that complaint.*

MR keeps records of all the external complaints and compliance there to in External Complaints File/Register.

The organisation, at present, has decided through MRM that there is no such significant aspect, which required to be communicated externally. However further decision regarding external communication and methodology of such communication, if decided to communicate externally, shall be established in the MRM.

7.5 Documented information

7.5.1 General

IDCO Quality & Environment Management System includes:

- a) Documented information required by international standards i.e. ISO 9001:2015 and ISO 14001:2015
- b) Documented information determined by it as being necessary for the effectiveness of the Quality & Environment Management System.

7.5.2 Creating and updating

IDCO, when creating and updating documented information, ensures appropriate:

- a) Identification and description through its document numbering system;
- b) Formats and media;
- c) Review and approval for suitability and adequacy as per document control procedure

7.5.3 Control of documented information

Documented information required by the Quality & Environment Management System and by the international standards as mentioned earlier are controlled to ensure:

- c) It is available and suitable for use, where and when it is needed by circulating write protected soft copies ;
- d) It is adequately protected from loss of confidentiality, improper use or loss of integrity by regular data back up.

For the control of the documented information following activities are addressed:

- a) Documented information are distributed through soft copies for access by the use as per access control provided to users, documented information are maintained/ retained with unique identification number and stored chronologically to make retrieval easy;
- b) Documented information in soft and hard media are protected suitably stored and preserved;

- c) The change control is maintained through issue and revision number which is incremented for each change incorporation:
- d) The documented information is retained for specific period and destroyed/ disposed by deletion or shredding of the paper documents.

The documented information of external origin determined by the IDCO to be necessary for the planning and operation of the Quality & Environment Management System are identified, as appropriate and controlled. Ref.: IDCO/EQMSP Section: 2, 3



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8

Operation

8.1

Operational planning and control

IDCO has established, implemented, controlled and maintained the processes needed to meet Quality & Environment Management System requirements, and to implement the actions identified in planning activities by:

- Determining the requirements for the product during design & development stage and services
- Establishing criteria for:
 - o the processes;
 - o the acceptance of products and services through Inspection & Test Plan (ITP)
- determining resources needed to achieve conformity to the product and services requirement;
- Implementing control of the processes in accordance with the operating criteria.

IDCO controls planned changes and review the consequences of unintended changes, taking action to mitigate the adverse effect, as necessary. (Ref. Clause 8.5.6 of this Manual)

IDCO ensures that outsourced processes are controlled or influenced. The type and extent of control or influence to be applied to the processes are planned within the Quality & Environment Management System.

Consistent with life cycle perspective, IDCO has:

- a) Determined its environmental requirements for the procurement of product and services, as appropriate.
- b) Communicated its relevant environmental requirement to external providers, including contractors;
- c) Provided information about potential environmental impacts associated with the transportation and delivery of its product and services.

The documented information is maintained to have confidence that the processes are carried out as per plan and demonstrate conformity of product and services to their requirements.

Ref.:IDCO/EQMSP Section: 9 to 12

8.2.1

Emergency preparedness and response

The Organisation has established emergency preparedness and response plan in order to ensure that there will be an appropriate response to unexpected or accidental incidents. The Emergency Plan of the Organisation defines and spells out *procedure for dealing with Environmental incidents and potential emergency situation*. Mock drill is conducted to test the effectiveness of such preparedness & response.

The Organisation will also review and revise, where necessary, its emergency preparedness and response procedure in particular, after the occurrence of accidents or emergency situations and/or Mock drill.

Reference: Doc No. IDCO/EQMSP Section: 17 & IDCO/EPP


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8.2.2 Requirement for the products and services**8.2.2.1 Customer communication**

Communication with customer includes:

- a) Providing information relating to products and services;
- b) Handling enquiries, contracts or orders, including changes;
- c) Obtaining customer feedback relating to products and service, including customer complaints;
- d) Handling or controlling customer property;
- e) Establishing specific requirements for the contingency action, where relevant.

8.2.2.2 Determining requirements for products and services

The requirements related to the product are determined when requirement of customers are received for different categories as follows

- a) Land/ Shed allotment-recommendation from IPICOL, OSFC or DIC request from entrepreneurs.
- b) Deposit Project-From various govt. departments.
- c) Own Project-Based on industrial growth potential.
- d) Contract-through tender

This includes:

- a) Requirement specified by the customer, including the requirements of delivery & post delivery activities.
- b) Requirements are not stated by the customer but if necessary for specified & intended use. The requirements are recorded by concerned HoD for further review.
- c) Statutory & regulatory requirements.
- d) Any additional requirement determined by the organisation.

8.2.2.3 Review of the requirements for product and services**8.2.2.3.1**

The information relating to customer requirements as mentioned above are collected and before submission of tender, acceptance of order or change to the order / contract the requirements relating to the product are reviewed to ensure.

- a) Product requirements are defined as mentioned at Clause 4.4.5.1 of this manual
- b) The difference between tender requirement and order requirement are resolved by communication with the customer.
- c) The organisation has ability to meet the defined requirement.
- d) Records of the result of and action arising from such review are recorded.

Where the customer provides no documented statement of requirement the same requirements are confirmed prior to acceptance.

Reference: Doc No. IDCO/EQMSP Section: 8,9,10 &11

8.2.2.3.2

The documented information are retained by the organisation:

- a) On the result of the review;
- b) On any new requirements for the products and services.


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- 8.2.2.4 Changes to requirements for products and services**
IDCO ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.
Ref.: Doc. No.: IDCO/EQMSP Section-8
- 8.3 Design and development of products and services**
- 8.3.1 General**
- 8.3.2 Design & Development Planning**
Design plans are worked for each design assignment by the respective design group identifying items of design activities, the quantum of design output and time required for completing the planned design output. The plan also identifies the specific responsibilities of performing design, checking design etc.
- 8.3.3 Design & Development inputs**
Inputs relating to design are determined and recorded which include functional & performance requirement, codes of practice / standards / departmental norms to be adhered to while producing the design output, where applicable information from previous design, environmental and other requirement essential for design and development
- 8.3.4 Design & Development control**
At suitable stages, in-charge of design dept. / work group review performance of design & development in accordance to plan.

The design output / computation etc. are verified by person independent of responsibility of producing the design to ensure that the design development input requirements are met.

Design & development validation are performed as per planned arrangement to ensure that resulting product meets the requirement on completion of the project
- 8.3.5 Design & Development outputs**
The output of design & development are provided in deferent forms to enable verification against the design & development input and to ensure input requirement are met, provides appropriate information for tendering, project execution including inspection test plan (ITP) for product acceptance.
- 8.3.6 Control of Design & Development changes**
Design & development changes are recorded, reviewed, verified, validated and approved prior to implementation. The changes to technical drawings provided by the third party agencies are recorded, reviewed, verified, validated and approved prior to implementation.

Ref.:IDCO/EQMSP Section: 13



8.4 Control of externally provided processes, products and services

8.4.1 General

4.4.1.1 Purchasing Process.

Tendering procedure is established and maintained to ensure purchased product meets specified purchase requirements and required control is applied to the supplier depending upon the effect of purchased product / service on subsequent product realisation.

The supplier's ability to supply product / service confirming to specified requirements are evaluated based on quality, delivery of the product and compliance to environmental norms (if any) during tendering process.

Suppliers are also empaneled from time to time after evaluation of their credentials and past performance.

The records of such evaluation and action arising from such evaluation are recorded.

8.4.2 Type and extent of control

The inspection or other activities, to ensure purchase product meets specified purchase requirement, are carried out as per incoming inspection plan.

Where applicable, the verification arrangement at supplier's premises by the organisation / customer's representative are intimated to the supplier in the purchasing information along with the method of product release.

8.4.3 Information for external providers

IDCO ensures the adequacy of requirements prior to their communication to the external providers.

IDCO communicates to the external providers for:

- a) The process, products and services to be provided;
- b) The approval of
 1. Products and services;
 2. Methods, processes and equipment;
 3. The release of product and service;
- c) Competence, including any required qualification of persons;
- d) The external providers' interaction with the organisation;
- e) Control and monitoring of the external providers' performance to be applied by the organisation;
- f) Verification or validation activities that the organisation, or its customer, intends to perform at the external providers' premises.

Reference: Doc No. IDCO /EQMSP Section: 12



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8.5**Production and service provision****8.5.1****Control of production and service provision**

IDCO has implemented production and service provision under controlled conditions.

Controlled conditions includes:

- a) The availability of documented information that defines:
 1. The characteristics of the products to be produced, the services to be provided, or the activities to be performed;
 2. The result to be achieved;
- b) The availability and use of suitable monitoring and measuring resources;
- c) The implementation of monitoring and measurement activities at the appropriate stages to verify that criteria for control of processes or output, and acceptance criteria for products and services have been met;
- d) The use of suitable infrastructure and environment for the operation of the processes;
- e) The appointment of competent persons, including any required qualification;
- f) Not applicable
- g) The implementation of action to prevent human error;
- h) The implementation of release and delivery activities.

Reference: Doc No. IDCO/EQMSP Section: 8,9,10 &11

8.5.2**Identification and traceability**

The suitable means are adopted stacking different product at different locations to identify the product through out product realisation. The status of product with respect to monitoring and measurement requirement which indicate whether it is confirming, non-conforming, awaiting for monitoring and measurement or on hold for disposal are maintained by suitable status tag and/or location wherever required the traceability of product are maintained by assigning unique number to each project. The records of traceability are maintained

8.5.3**Property belonging to customers or external providers**

Not Applicable

8.5.4**Preservation**

IDCO preserves (including identification, handling, contamination control, packaging, storage, transmission or transportation and protection) the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

8.5.5**Post-delivery activities**

Not Applicable



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8.5.6**Control of change**

IDCO reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements as follows:

The user shall initiate the change as and when required. The user shall describe equipment/ process/ system where change to be incorporated along with the reason of the change. The details of the change shall be identified by the user *along with technical specification; drawing etc. the financial estimate also shall be prepared by the user along with the expected benefit to be derived from the change incorporation.*

The aspect evaluation shall be carried for the proposed change as per the procedure established at 6.1.2.1 b) under section 6 of this manual. If the aspect found to be significant the same change request shall be dropped or to be modified to mitigate the significant aspect.

Then the change request shall be forwarded to the HoD for his review and approval. Once the same is approved by the HoD the same shall be placed before top management as per power of delegation, for their review and approval considering feasibility, financial implication and expected benefit out of the proposed change.

After the change request is approved by the top management the action shall be planned for the implementation with target date of completion and responsibility. The action plan shall be executed as per the plan. The same shall be verified during different stages of implementation and completion as per the plan.

On completion of the implementation once again the aspect evaluation shall be carried out. The necessary documentation shall be updated. Finally the changed project shall be handed over to user for use.

The documented information is retained describing the result of the review of change, the person authorizing change, and any necessary action arising from the review.

Ref.: Note sheets

8.6**Release of products and services**

IDCO has implemented planned arrangements as per ITP, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer does not proceed until the planned arrangements have been satisfactorily completed as approved by Head QC, unless otherwise approved by Head Works and, as applicable, by the customer.

The documented information are retained on the release of products and services, which includes:

- a) Evidence of conformity with the acceptable criteria;
- b) Traceability to the person authorizing the release.

Ref.:IDCO/EQMSP Section: 8-12 & relevant ITPs

8.7**Control of nonconforming outputs****8.7.1**

The non-conforming product is identified documented & segregated to prevent unintended use or delivery. A documented procedure along with related responsibility & authority is available for dealing with non-conforming product. HoD (Civil, PH, and Electrical) are responsible and authorized to deal with the non-conforming product at their areas by one or more of the following works.

- a) By taking action to eliminate the detected non-conformity.
- b) By authorising its use, release or acceptance under concession by relevant authority and where applicable, by the customer.
- c) By taking action to preclude its original intended use of application

The nature of non-conformities & any subsequent action including concession obtained are recorded. When non-conforming product is corrected, it is re-verified to demonstrate conformity to the requirement.

When non-conforming product is detected after delivery or use has started, an appropriate action to the effect or potential effect of the non-conformity, is taken.

The identified nonconforming environmental aspect is corrected to mitigate the environmental impact.

Reference: Doc No. IDCO/EQMSP Section: 4

8.7.2

The documented information are retained witch:

- a) Describes the nonconformity;
- b) Describe the action taken;
- c) Describe any concession obtained;
- d) Identifies the authority deciding the action in respect of the nonconformity.



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9 **Performance evaluation**
9.1 **Monitoring, measurement, analysis and evaluation**
9.1.1 **General**

IDCO monitors, measures, analyses and evaluates its Quality & Environment Management System performance.

IDCO determines:

- a) What need to be monitored;
- b) The *methods for monitoring, measurement, analysis and evaluation*, as applicable, to ensure valid results;
- c) The criteria against which the organisation evaluates its QE performance, and appropriate indicators;
- d) When the monitoring and measurement are to be performed;
- e) When the results from monitoring and measurement are to be analysed and evaluated;

IDCO evaluates its QEMS performance and the effectiveness of the Quality & Environment Management System.

The documented information as evidence of the monitoring, measurement, analysis and evaluation are retained.

9.1.2.1 **Evaluation of compliance**

Evaluation of compliance to regulatory & other requirements in consistent to commitment is carried out as follows:

- a) by MR through Internal Audit once in a year.
- b) by Managing Director during Management Review Meeting.

Reference: Doc No. IDCO/EQMSP Section: 16

9.1.2.2 **Customer satisfaction**

IDCO monitors, customers' perceptions of the degree to which their needs and expectations have been fulfilled by collecting feedback from customers. These feedbacks are then analysed to evaluate need of any corrective action to be taken.

9.1.3 **Analysis and evaluation**

IDCO analyses and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and the effectiveness of the Quality & Environment Management System;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) the need for improvements to the Quality & Environment Management System.



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9.2 Internal audit

9.2.1 General

IDCO conducts internal audit once in a year to provide information on whether Quality & Environment Management System:

- a) conforms to;
 1. the organisation's own requirements for its Quality & Environment Management System;
 2. the requirements of the international standards such as ISO 9001:2015 and ISO 14001:2015
- b) is effectively implemented and maintained.

9.2.2 Internal audit programme

IDCO has established, implemented and maintained an annual internal audit plan and schedule for each audit, including the frequency (once in a year), method, responsibilities, planning requirements and reporting of its internal audits.

When establishing the internal audit programme, the organisation takes in to consideration the importance of the processes concerned, changes affecting the organisation and the results of the previous audit.

IDCO :

- a) defines the audit criteria and scope for each audit;
- b) selects auditors and conducts audits to ensure objectively and the impartiality of the audit process;
- c) ensures that the results of the audits are reported to relevant management.

The documented information is retained as evidence to the implementation of the audit programme and the audit results.

Ref.:IDCO/EQMSP Section: 5

9.3 Management review

9.3.1 General

Top management of IDCO reviews the organisation's Quality & Environment Management System, at an interval of a year, to ensure its continuing suitability, adequacy, effectiveness and alignment with strategic direction of the organisation.


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9.3.2

Management review inputs

The management review is planned and carried out taking in to consideration:

- a) the status of actions from previous management reviews;
- b) changes in
 1. external and internal issues that are relevant to the Quality & Environment Management System;
 2. the needs and expectations of the interested parties, including compliance obligation;
 3. its significant environmental aspects;
 4. risks and opportunities;
- c) information on the performance and effectiveness of the Quality & Environment Management System including trends in:
 1. customer satisfaction and feedback from relevant interested parties;
 2. the extent to which Quality & Environmental objectives have been met;
 3. process performance and conformity of products and services;
 4. nonconformities and corrective action;
 5. monitoring and measurement results;
 6. fulfillment of its compliance obligation;
 7. audit results;
 8. the performance of the external providers;
- d) the adequacy of resources;
- e) relevant communications from interested parties, including complaints;
- f) the effectiveness of action taken to address risks and opportunities and status of corrective action and preventive action taken;
- g) opportunities for continual improvement and
- h) any other points with the permission of the chair.

9.3.3

Management review outputs

The outputs of the management review includes decision and action related to:

- a) conclusion on the continuing suitability, adequacy and effectiveness of the Quality & Environment Management System;
- b) decision related to continual improvement opportunities;
- c) any need for changes to the Quality & Environment Management System;
- d) resources needed;
- e) action, if needed, when QEMS objectives have not been achieved;
- f) any implication for the strategic direction of the organisation.

Documented information as evidence to results of management reviews is retained.

10 Improvement**10.1 General**

IDCO determines opportunities for improvement and implementation necessary actions, to meet customer requirement and enhance customer satisfaction; to achieve the intended outcomes of its Quality & Environment Management System.

10.2.1 Nonconformity and corrective action

When nonconformity occurs, including any arising from complaints, IDCO :

- a) reacts to the non conformity and, as applicable;
 1. take action to control and correct it;
 2. deal with the consequences;
- b) evaluate the need for action to eliminate causes of the nonconformity, in order that it does not recur or occur elsewhere by:
 1. reviewing and analyzing the nonconformity;
 2. determine the causes of the nonconformity;
 3. determine if similar nonconformities exist, or could potentially occur;
- c) implement any action needed;
- d) review the effectiveness of any corrective action taken;
- e) update risks and opportunities determined during planning, if necessary;
- f) make changes to the Quality & Environment Management System, if necessary.

The corrective actions are appropriate to the effects of the nonconformities encountered.

10.2.2 IDCO retains documented information as evidence of:

- a) the nature of the nonconformities and any subsequent action taken;
- b) the result of any corrective action.

Ref.:IDCO/EQMSP Section: 6

10.3 Continual Improvement

IDCO continually improves the suitability, adequacy and effectiveness of the Quality & Environment Management System to enhance quality, environmental performance.

IDCO considers the results of analysis and evaluation and the outputs from management review, to determine if there are needs or opportunities that are addressed as part of the continual improvement.



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