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# **Quality System Manual**

For ISO 9001: 2008 Quality Management System

## **M/s SHAH PROMOTERS & DEVELOPERS**

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Note: All changes made in the manual sections are updated in their respective pages as well as in amendment sheets of this manual.

Copy Holders: Partner, Management Representative, and Certification auditor

# M/s SHAH PROMOTERS & DEVELOPERS

## QUALITY SYSTEM MANUAL

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| -----                | QSM/B         | Index                         | Details of contents of chapters   | 2-3      |
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| -----                | QSM/D         | Amendment List                | Details of amendments   | 5        |
| -----                | QSM/E         | List of Abbreviations         | Details of abbreviations  | 6        |
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| <b>4.2.1</b>         | QSM/G         | Organization activity         | Existing activity flow  | 8        |
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| <b>5.5.1</b>         | QSM/I & QSM/J | Responsibility & Authority    | Organization structure with detailed responsibilities and authorities.  | 11-16    |
| <b>5.3 &amp; 5.4</b> | QSM/K         | Quality Policy and objectives | Detailed Quality Policy and objectives  | 17-18    |
| <b>4.0</b>           | QSM4.0        | Quality Management Systems    | <ul style="list-style-type: none"> <li>➤ General requirements.</li> <li>➤ Gives references towards Document and Record control Procedure.</li> </ul>  | 19-22    |
| <b>5.0</b>           | QSM5.0        | Management Responsibility     | <ul style="list-style-type: none"> <li>➤ Management commitments.</li> <li>➤ Customer focus</li> <li>➤ References to quality policy and objectives.</li> <li>➤ References to responsibilities and authorities.</li> <li>➤ References to internal communication channels.</li> </ul> <p>Included management review procedure with agenda as annexure I.</p> | 23-27    |
|                      |               |                               |   |          |

|   |                             |
|---|-----------------------------|
| <i>Prepared By: Management Representative</i> | <i>Approved By: Partner</i> |
|   |                             |

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| 6.0        |         | Resource Management                 | <ul style="list-style-type: none"> <li>➤ Included resource identification methodology</li> <li>➤ Included Training procedure</li> </ul> <p>Included requirements infrastructures and work environments.</p>   | 28-29    |
| 7.0        |         | Product Realization                 | <ul style="list-style-type: none"> <li>➤ Included planning's of realization processes.</li> <li>➤ Included Identification &amp; Trace ability</li> <li>➤ Included customer related processes.</li> <li>➤ Included justifications for non- applicability of design and or developments.</li> <li>➤ Included purchasing</li> <li>➤ Included Production provision and validation of processes.</li> <li>➤ Included justifications for non- applicability of service provisions.</li> <li>➤ Included Identification &amp; Trace ability</li> <li>➤ Included customer property control</li> <li>➤ Included Preservation of product</li> </ul> <p>Included control of measuring and monitoring devices.</p> | 30-36    |
| 8.0        |         | Measurement, Analysis & improvement | <ul style="list-style-type: none"> <li>➤ Included general requirements</li> <li>➤ Included monitoring and measurements of customer satisfactions.</li> <li>➤ Included procedural references for monitoring and measurements internal quality audits</li> <li>➤ Included monitoring and measurements of processes.</li> <li>➤ Included monitoring and measurements of products.</li> <li>➤ Included procedural references for control of non-conforming products.</li> <li>➤ Included analysis of data</li> <li>➤ Included C.I. project</li> <li>➤ Included procedural references for Corrective Actions.</li> </ul> <p>Included procedural references for control for Preventive Actions.</p>         | 37-41    |



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### ABBREVIATIONS

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### ABBREVIATIONS

|              |   |  |
|--------------|---|--|
| SPD          | : | SHAH PROMOTERS & DEVELOPERS                    |
| ISO          | : | International Organization for Standardization |
| MR           | : | Management Representative                      |
| QSM          | : | Quality System Manual                          |
| QSP          | : | Quality System Procedure                       |
| MD           | : | Managing Director                              |
| MKT          | : | Marketing                                      |
| ADMN         | : | Administration                                 |
| IQA          | : | Internal Quality Audit                         |
| PRJ          | : | Project  |
| PLG          | : | Planning                                       |
| QA           | : | Quality Assurance                              |
| CERT. AUDIT  | : | Certification Audit                            |
| PO           | : | Purchase Order                                 |
| QMS          | : | Quality Management System                      |
| CAPA         | : | Corrective & Preventive Action                 |
| CA           | : | Corrective Action                              |
| PA           | : | Preventive Action                              |
| NC           | : | Non – conformity                               |
| CI           | : | Continual improvement                          |
| CSI          | : | Customer Satisfaction Index                    |
| SR.NO. / NO. | : | Serial Number                                  |
| Con          | : | Construction                                   |
| Com          | : | Common   |
| Gen          | : | Generation                                     |
| R            | : | Responsibility                                 |
| A            | : | Authority                                      |
| CDM          | : | Clean Development Mechanism                    |

# SHAH PROMOTERS & DEVELOPERS

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### Scope & Exclusion

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#### 1. Scope

##### 1.1 Scope of the organization for implemented Quality Management System

Following are the 02 Scope of our organization with the Permissible exclusions in line with the ISO 9001: 2008 international standard for the Construction and Generation of Power through Wind Energy.

#### Scope – I (Construction related)

“Design, Development of Land, Construction and Sale of Residential and Commercial Complexes.

**Exclusions:** All the Requirements of the ISO 9001: 2008 Quality Management Systems are applicable.

#### Scope – II (Wind Electricity Generation)

“Generation of Power through Wind Mills.”

#### Exclusions:

7.3 – Design & Development – We are in to generation of Electricity & no design is included, all the requirements are provided by the customers.

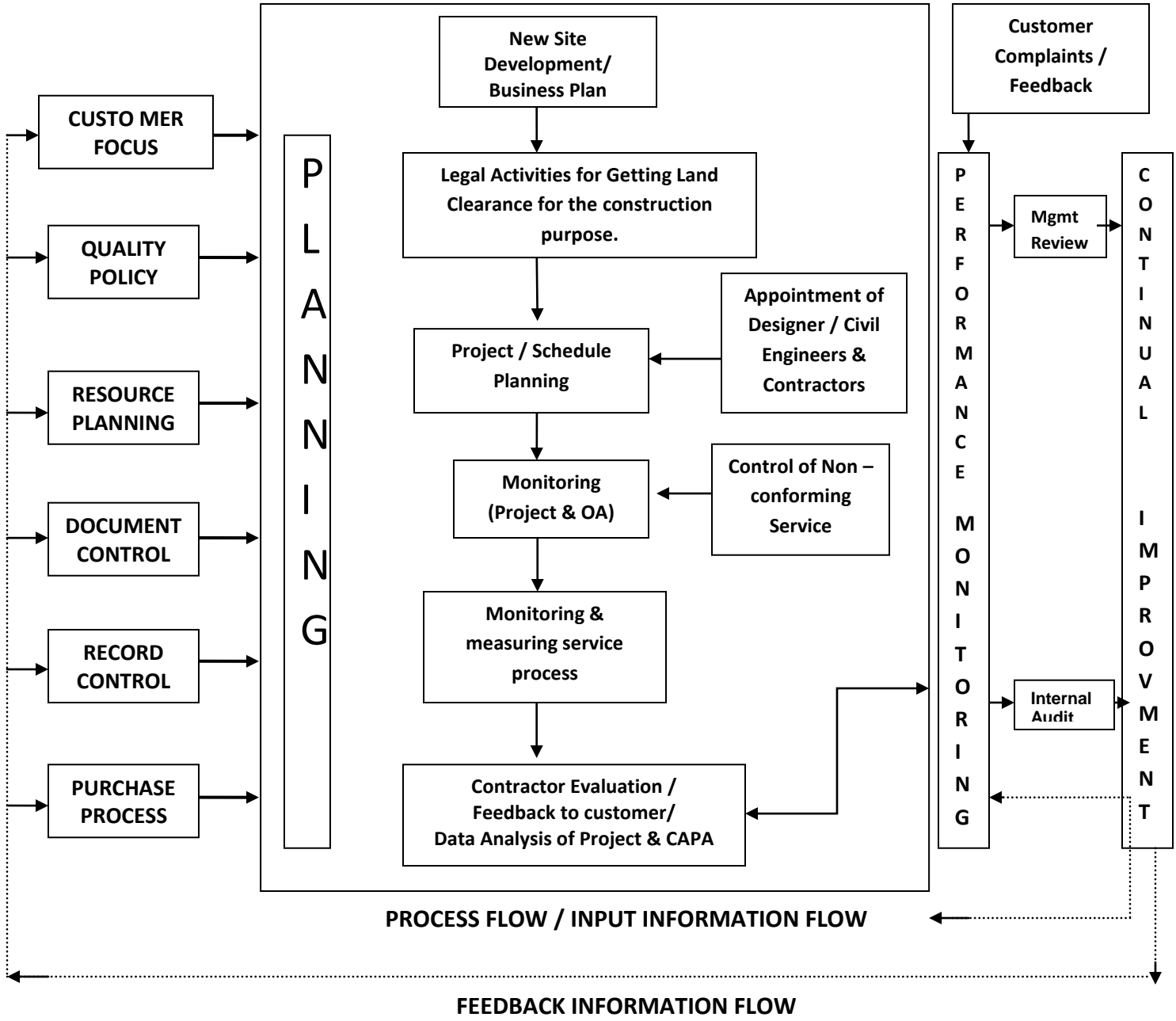
7.5.2 – Validation of Process for Production & Service Provision – All the Process can be verified during the Execution.

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## QUALITY SYSTEM MANUAL

### ORGANIZATION ACTIVITY FLOW

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### Processes Interaction

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### PROCESSES INTERACTIONS

| PROCESS NAME                                   | ↓  | PROCESS NO. → |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |
|--|----|---------------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|
|  |    | 1             | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| Top Management<br>Bus & QMS Planning<br>(Com)  | 1  | -             | * | * | * | * | * | * | * | * | *  | *  | *  | *  | *  | *  | *  | *  |
| Marketing & Sales<br>(Com)                     | 2  | *             | - | * | * | * | * | * | * | * | *  | *  | *  | *  | *  | *  | *  | *  |
| Project Planning<br>(Con)                      | 3  | *             | * | - | * | * | * | * | * | * | *  | *  | *  | *  | *  | *  | *  | *  |
| Projects (Con)<br>[Construction<br>Activities] | 4  | *             | * | * | - | * | * | * | * | * | *  | *  | *  | *  | *  | *  | *  | *  |
| Wind Power<br>Generation Process<br>(Gen)      | 5  | *             | * | * | * | - | * | * | * | * | *  | *  | *  | *  | *  | *  | *  | *  |
| Quality Assurance<br>(Con)                     | 6  | *             | * | * | * | * | - | - | * | * | *  | *  | *  | *  | *  | *  | *  | *  |
| Purchase (Com)                                 | 7  | *             | * | * | * | * | * | - | * | * | *  | *  | *  | *  | *  | *  | *  | *  |
| Training (Com)                                 | 8  | *             | * | * | * | * | * | * | - | * | *  | *  | *  | *  | *  | *  | *  | *  |
| Document Control<br>(Com)                      | 9  | *             | * | * | * | * | * | * | * | - | *  | *  | *  | *  | *  | *  | *  | *  |
| Record Control<br>(Com)                        | 10 | *             | * | * | * | * | * | * | * | * | -  | *  | *  | *  | *  | *  | *  | *  |
| Control of NC<br>Product / Service<br>(Com)    | 11 | *             | * | * | * | * | * | * | * | * | *  | -  | *  | *  | *  | *  | *  | *  |
| Corrective Action<br>(Com)                     | 12 | *             | * | * | * | * | * | * | * | * | *  | *  | -  | *  | *  | *  | *  | *  |
| Preventive Action<br>(Com)                     | 13 | *             | * | * | * | * | * | * | * | * | *  | *  | *  | -  | *  | *  | *  | *  |
| Internal Auditing                              | 14 | *             | * | * | * | * | * | * | * | * | *  | *  | *  | *  | -  | *  | *  | *  |
| Management<br>Review                           | 15 | *             | * | * | * | * | * | * | * | * | *  | *  | *  | *  | *  | -  | *  | *  |
| Customer<br>Satisfaction /<br>Feedback         | 16 | *             | * | * | * | * | * | * | * | * | *  | *  | *  | *  | *  | *  | -  | *  |
| Cont. Improvement                              | 17 | *             | * | * | * | * | * | * | * | * | *  | *  | *  | *  | *  | *  | *  | -  |

**NOTES:**  
 [\*\*] – INTERACTION IS THERE/REQUIRED  
 [‘-’] – INTERACTION IS NOT THERE / REQUIRED  
 Com – Common Process  
 Con – Construction Related; Gen – Generation Related



# SHAH PROMOTERS & DEVELOPERS

## QUALITY SYSTEM MANUAL

### 8 Quality Management Principles

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This quality manual is based on ISO 9001: 2008 QMS standard, and covers quality policy and objectives. It also describes the compliance of various requirements under the relevant clauses of standard. ISO 9004: 2005 (Quality Management Systems – Guidelines for performance improvements) has been referred for quality management system design & implementation.

#### **ISO 9001 Principles:**

Quality management system is based on 8 quality management principles in order to lead the organization towards improved performance. These 8 principles are as follows

1. Customer Focus
2. Leadership
3. Involvement Of People
4. Process Approach
5. System Approach To Management
6. Continual Improvement
7. Factual Approach To Decision Making
8. Mutually Beneficial Supplier Relationship

#### ***Process Approach & PDCA Cycle:***

Process approach has been adopted while developing, implementing for improving the effectiveness & efficiency of the quality management system to enhance customer satisfaction by customer requirements.

The concept of PDCA (Plan-Do-Check-Act) cycle has been adopted for achieving continual improvement in various processes of the organization. This quality manual along with the standard operation procedures and work instructions cover the quality related aspects in production & sales as applicable to organization.

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## QUALITY SYSTEM MANUAL

### Responsibility and Authorities

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#### Partner

#### Responsibility

- Overall Responsibility for formulating and communicating Quality Policy & Quality objectives.
- Formulation of Strategy for continuous up gradation of Business and Quality System.
- Ensure periodic assessment of the performance of Quality System.
- Approval of Quality System Manual.
- Budget Approval for the organization.
- Overall Responsibility for Business Development & all financial issues.
- Provision of resources as required.
- Strategic decisions on developments and technical set ups.
- To provide the leadership for effective implementations of the system.

#### Authorities:

- Approval of customers orders, P.O. and Cheque.
- Sanctioning leaves of all Staff.
- Approval of funds for Training needs.
- All the authorities of down – line personnel.
- Chairing Management review meetings.

#### Project Planning

#### Responsibilities:

- Overall coordination between client, project managers and office department.
- Follow up for Schedules.
- Entire responsibility of Quality.
- Monitoring Client Satisfaction.
- Co ordination with the consultants.
- Disciplinary actions against the staff.
- Prime responsibility for the safety at site
- Provision of suitable working environment
- Ensure the quality system is established, implemented and maintained.

#### Authorities:

- Appointment of the staff, engineers and tech staff.
- Sanctioning the Leaves to Staff.
- All the authorities of down – line personnel.

# SHAH PROMOTERS & DEVELOPERS

## QUALITY SYSTEM MANUAL

### Responsibility and Authorities

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#### Destination: PROJECT MANAGERS

#### Responsibilities:

- Responsibilities for the entire Project work, i.e. Quality, Quantity and Time.
- Co ordination with consultants and contractors.
- Co ordination with Consultants for drawings.
- Co ordination with the Site engineers.
- Co ordination with the client for the ongoing changes in drawings and projects.
- Monitoring site engineers work on daily basis.
- Reporting to the GM Projects on the above issues
- Responsibilities for safety at site. (Good working environment).

#### Authorities:

- Make or force required decision at all levels to achieve project objectives.
- Initiate actions on the Contractors and consultants for Quality, Quantity and Time frame issues related to project work.
- To stop and initiate corrective actions on non –confirming products / services.

#### Site Supervisor

#### Responsibilities:

- Coordinating with all staff for the Quality related issues of Construction.
- Daily Labour Handling for Civil Work.
- Monitoring of Work progress and daily reporting.
- Preparation of work progress report / Quality Documentation.
- Control of non – conformities on site
- Safety at site / Construction work.
- Co ordination with the Site Contractor for the day work requirements.
- Co ordination with external agencies for calibration of instruments and material testing.

#### Authorities:

- Initiate actions on the staff for non fulfillments of the documentation related quality
- To stop and initiative corrective actions on non –confirming products.

#### In charge Electricity Generation

- Coordination with the wind form Developers for contract finalization.
- Contract review for new developments.
- Monitoring of work progress and daily reporting during installation of Project.
- Preparation of work progress report / Quality Documentation – Ongoing monitoring.
- Conducting Site visits and attending preventative maintenance.
- Complaint handling related to Wind Electricity Generations.
- Coordination with Wind Form Developers for monthly Billing & Joint meter reading report.
- Weekly / Monthly generation report / analysis and related action initiation.

#### Authorities:

- Initiate actions for non fulfillment of the documentation related Wind Energy Project
- To initiate actions in coordination with Wind firm Developers in case of Major Generation losses and machine Break downs.

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### Responsibility and Authorities

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**Destination: SITE ENGINEER**

#### Responsibilities:

- Monitoring of site and labor contractors.
- Monitoring of work progress and daily reporting
- Preparation of work progress report.
- Control of non – conformities on site.
- Ensuring instruments are properly used and are with status of calibration.
- Track Project progress & produce regular weekly status reports.
- Coordinate with all labor contractors to achieve continuous progress at site as per schedule.
- Follow up with Project manager for pending decisions / drawings/building specifications.
- Communicate management decisions and information to Site subordinate staff.
- Ensuring the workers safety at site and usage of safety equipments.
- Implementation and follow up and regular monitoring of implemented ISO 9001 system at site.
- Co ordination with the Quality Person for Quality related issues.
- Coordinating Material Accountability at site

#### Authorities:

- Initiating the corrective and preventive actions as needed on contractors and consultants.
- Decision making on during any emergencies at site.

#### In charge Marketing:

- Managing & motivating the sales force towards achievement of target.
- Preparation of Sales plan.
- Annual sales forecast.
- Monthly sales forecast.
- Implementation of sales plan.

#### Authorities:

- Approval of documents as per Master list of Quality System Document.
- Authorized to decide corrective & preventive action.
- Authorized to obtain concessional acceptance for non – conforming product from the customer.

# SHAH PROMOTERS & DEVELOPERS

## QUALITY SYSTEM MANUAL

### Responsibility and Authorities

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#### In – Charge – ADMIN + ACCOUNT

##### Responsibilities:

- Responsible for tendering activity.
- Customer order review.
- Handling and coordinating customers
- Identification of resources, as applicable.
- Document & Data control system pertaining to his department.
- Maintain all documents related to quality system.
- Coordinator for Management reviews.
- Promoting awareness of customer requirements throughout the Organization.
- Compliance & effectiveness of the training system.
- Suitable working environment (cleanliness, ventilation, lighting, safety etc.).
- Record maintaining for Sales Register, Rent Register, Sale Files, Stationery and Office equipments.
- Archiving and record keeping of old files.
- Payroll Monthly: Salary –To release monthly salary of the employees as per policy finalized.
- Leave – To keep record of leave as per policy finalized.
- Annual Allowance – To release annual allowances as per policy finalized.
- Employee Record – To update employee details as per organization Policy and QMS.
- To prepare appointment letter, confirmation letter, experience letter & all employee related matter as per policy finalized with the help of Managing Director.

##### Authorities:

- Approval of customer orders.
- Approval of documents as per master list of Quality System Document.
- Authorized to decide corrective & preventive action.

#### Destination: In charge Purchase:

##### Responsibilities:

- Overall in charge of purchase activities.
- Identification of resources, as applicable.
- Purchasing system – Evaluation, selection, purchasing, monitoring.
- Document & Data control system pertaining to his department.
- Corrective / Preventive action system (sub – contractor non-conformances, in particular.)
- Control of records

##### Authorities:

- Authorized to review & approve purchasing documents.
- Authorized to select & discontinue sub-contractor

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### Responsibility and Authorities

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#### Management Representative (MR.).

##### Responsibilities:

- Ensure the quality system is established, implemented and maintained.
- Maintain all document related to quality system.
- Reporting to Managing Director on the performance of the quality system.
- Coordinator for Management reviews.
  1. Preparation of agenda of MRM
  2. Distributing the minutes of MRM to the participants.
  3. Shall circulate agenda for MRM to participants and organizing the review meeting.
  4. Shall prepare and distribute the minutes of MRM to the participants.
- Arranging internal quality audits
  1. Preparation of audit plans and audit schedule.
  2. Compilation of the audit reports and audit findings.
  3. Shall prepare annual audit plan, audit schedule and scheduling audit activities.
  4. Shall compile the audit summary reports and non-conformance report.
  5. Shall initiate and verifying follow – up audit actions.
- Promoting awareness of customer requirements throughout the Organization.
- Liasoning with quality management system certification agencies
- Shall be overall responsible for maintaining the procedure of control of documents and records.
- Shall issue all the quality management system documents and records to the copyholders.
- Shall prepare and maintain Master list of documents and records, master list of external documents.
- Shall look after any future changes in the documented procedure, make amendment, incorporating in the documented procedure.

##### Authorities:

- Approval of documents as per master list of Quality System Document.
- Authorized to decide corrective & preventive action.

# SHAH PROMOTERS & DEVELOPERS

## QUALITY SYSTEM MANUAL

### Quality Policy and Objectives

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### QUALITY POLICY

We at M/s Shah Promoters and Developers are committed for delivering Quality Construction work with promised amenities, in time possession, which meet and exceeds the needs and expectation of our customers.

We promise our valued customer's commitment to excellence in each activity by each employee in the organization by adopting innovative and best in class Engineering and Management practices with continual improvement in Business and Quality Management system as a part of our efforts for enhancement in customer satisfaction while assuring 100% Quality and Quantity.

#### Quality Objectives for Construction

| Sr. No. | Objectives                     | Target           |
|---------|--------------------------------|------------------|
| 1.      | Timely completion of projects  | 100 % Compliance |
| 2.      | Customer complaints            | Zero             |
| 3.      | Increase customer satisfaction | ≥90%             |

#### Quality Objectives for Power Generation

| Sr. No. | Objectives           | Target         |
|---------|----------------------|----------------|
| 1.      | Machine Availability | ≥95% in a year |
| 2.      | Reactive Power       | < 5% in a year |
| 3.      | Line Loss            | < 5% in a year |
| 4.      | Daily Generation     | Analysis       |

# SHAH PROMOTERS & DEVELOPERS

## QUALITY SYSTEM MANUAL

### Quality Policy and Objectives

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| Sr. No. | Objectives                      | Target            |
|---------|---------------------------------|-------------------|
| 5.      | Monthly Generation              | Analysis          |
| 6.      | Comparative Generation          | Analysis          |
| 7.      | Periodic Preventive Maintenance | Minimize Downtime |
| 8.      | Follow up of Breakdown          | Minimize Downtime |

*Prepared By: Management Representative*

*Approved By: Partner*



# SHAH PROMOTERS & DEVELOPERS

## QUALITY SYSTEM MANUAL

### GENERAL REQUIREMENTS

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#### 4.1 GENERAL REQUIREMENTS

The organization, M/s Shah promoters and Developers, has established, documented, implemented and intends to maintain, continually improve, a quality management system that meets the requirements of ISO 9001: 2008.

M/s Shah Promoters and Developers have defined system to:

- Identify the processes needed for the quality management system and their application throughout the organization.
- Determine the sequence and interaction of the indentified processes.
- Determine the criteria and methods needed to ensure that both the operation and control of these processes are effective.
- Ensure the availability of resources and information necessary to support the operation and monitoring of these processes.
- Monitor, measure and analyze these processes.
- Implement actions necessary to achieve planned results and continual improvement of these processes.

At present following are the outsource processes indentified at M/s. Shah promoters and Developers and control over these outsource processes are established.

| SR. NO. | OUTSOURCE PROCESS   | CONTROL ON OUTSOURVED PROCESS  |
|---------|---|--|
| 01      | Calibration of gauges / instruments and testing of material | Traceable to national / international standards or market reputed.   |
| 02      | Power Generation, Monitoring, Operation and Maintenance     | Contract with the Wind Farm Developers                               |
| 03      | Construction Design   | Purchase Order / Agreement with authorized and competent Architects. |

# SHAH PROMOTERS & DEVELOPERS

## QUALITY SYSTEM MANUAL

### Documentation Requirements

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## 4.2 DOCUMENTATION REQUIREMENTS

### 4.2.1 GENERAL

The quality management system documentation is defined in 4 levels as follows:

**Level I : Quality System Manual which also includes details of all process apart from mandatory procedures.**

**Level II: Quality System procedures.**

**Level III: Work Instructions, Lists, Check Lists, Control / Quality Plans.**

**Level IV: Forms, Formats, Registers.**

### 4.2.2 QUALITY SYSTEM MANUAL

M/S. SHAH PROMOTERS AND DEVELOPERS has prepared a Quality Manual indicating various policies and procedures being followed in the Organization.

Quality System Manual is reviewed and approved by Managing Director; the manual is distributed to all concerned by Management Representative.

Quality Manual covers Quality Policy, objectives, Organization structure and communication interfaces, responsibilities and authorities of key personnel whose work affect quality, company profile and detailed procedures / processes followed in quality management system.

This document is documented Quality Manual.

The scope of the quality management system is

**“Design, Development and Construction of Residential and Commercial Projects and Generation Power through Wind Mills.”**

- a) The scope of the quality management system, including details of justification and exclusion (Ref:1.2)
- b) The documented procedure and
- c) Description of the interaction between the processes of the quality management system.  
**Ref: Process interaction (QSM/H)**

# SHAH PROMOTERS & DEVELOPERS

## QUALITY SYSTEM MANUAL

### Documentation Requirements

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### 4.2.3 CONTROL OF DOCUMENTS

The quality documents are established, maintained, legible, identifiable and retrievable to provide evidence of conformity to requirements and for effective operation of quality management system.

- All documents are allotted a unique identification no.
- Documents of external origin like BIS standards are maintained by management Representative. He is also responsible for taking the information regarding latest revision/new publication of the same.
- For detail of control of documents a separate procedure for control of documents is available;  
Procedure (**SPD/ QSP/Control of Documents**) is established and maintained for ;
- Approving documents for adequacy prior to use.
- To review, update as necessary and re-approve documents.
- To identify the current revision status of documents.
- To ensure relevant versions of applicable documents are available at the point of use.
- To ensure documents remain legible, readily identifiable & retrievable.
- To ensure that documents of external origin are identified and their distribution is controlled.
- To prevent the unintended use of absolute document and apply suitable identification o them if they are retained for any purpose.

### 4.2.4 CONTROL OF RECORDS

A documented procedure is established for the identification, storage, retrieval, protection, retention and disposition of quality records. These records are controlled by the concerned Process In charge / HOD. A master list for quality records is maintained by the M.R. IDENTIFICATION OF QUALITY RECORDS; Unique identification no. is allotted to all the records.

**STORAGE OF QUALITY RECORDS:** All the records are stored in the file/ register. Some records are stored in computer with backup.

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**PROTECTION OF QUALITY RECORDS:** Records are kept in a cabinet with access to concerned record holder i.e. MR/ concerned in charge.

**RETRIEVAL OF QUALITY RECORDS:** Records are kept in a manner so that it can be easily available to concerned record holder. This is done by unique retrieval method. Records are only accessed by concerned record holder. Managing Director is authorized to access and retrieve all the records.

**RETENTION TIME OF QUALITY RECORDS:** Retention time of each quality records is defined.

**DISPOSITION OF QUALITY RECORDS:** All the quality records are disposed off after retention period is over. Within 10 days of retention period the same will scrapped by tearing it off.

Procedure for control of quality records (**SPD/QSP/Control of Records**) is made available separately.

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## QUALITY SYSTEM MANUAL

### MANAGEMENT RESPONSIBILITY

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#### 5.1 MANAGEMENT COMMITMENT

The top management of the Organization M/S. Shah Promoters and Developers are committed to the development and continually improving the effectiveness of the quality system. They are also responsible for establishing the quality policy.

The need and importance of meeting customer requirements and regulatory/ statutory obligations is communicated to appropriate staff. This is done / evidenced by:

1. Conducting Management Reviews .
2. Appropriate documented operating procedures & Quality Policy including quality objectives **(SPD/MR/F08)**.
3. Other various written memo's etc. as appropriate.
4. Ensuring availability of necessary resources.

N.B.- For definition / identification of 'Top Management' see **organization chart (QSM/I)**

Top Management's evidence of commitment/ approval, of the quality system, is supported by their signature on the index of the Quality Management System and therefore their endorsement of the entire system.

#### 5.2 CUSTOMER FOCUS

Top management is committed to ensuring customers needs and expectations are determined, thereby enhancing customer satisfaction.

This entire quality system is intended to support and achieve such objectives.

In particular the quality policy, incorporating measurable quality objective , proactive customer feedback/satisfaction , and a culture of on-going improvement tangibly demonstrates a commitment to focusing on the customer and their needs and expectations.

In case of the Wind power generation the customer satisfaction is measured indirectly by monitoring the Generated Units sold to MSEDCL and any of the customer complaints received.

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### 5.3 QUALITY POLICY

A quality policy has been implemented which is Appropriate for the Organization.

- Includes a commitment to comply with requirements and continually improve effectiveness of the quality management system.
- Provides a framework for establishing and reviewing quality objectives.
- Is communicated / understood throughout the Organization.
- Is periodically reviewed for suitability.

**Ref.: QSM/K Quality Policy and Objectives & Document (SPD/MR/F08)**

### 5.4 PLANNING

#### 5.4.1 QUALITY OBJECTIVES

The Organization has implemented the necessary controls and procedures to ensure that quality objective, i. e. meeting service/customer requirements, are achieved and that there is verification/measurement, of the same throughout all applicable levels, within the organization.

**Ref: QSM/K Quality Policy and Objectives & Document (SPD/MR/FO8)**

#### 5.4.2 QUALITY PLANNING

The Organization has ensured that all necessary resources, needed to achieve quality objective, have been identified and planned. Such planning has been documented by mean implementing this Quality System.

And all necessary processes have been documented, to the extent necessary, to meet quality and client requirements. On – going reviews of the system, including the issue of adequate resources, and the opportunity / need for improvement are undertaken and documented.

Any changes to the system are undertaken in a controlled manner thereby maintaining integrity of the system.

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## RESPONSIBILITY, AUTHORITY & COMMUNICATION

### 5.5.1 RESPONSIBILITY, AUTHORITY

Top management has ensured that responsibilities, authorities, are defined and communicated, throughout the organization. Accordingly, the Organization has established an understood organization structure as defined in the organization chart.

**Ref: QSM/Organization Chart with R & A**

### 5.5.2 MANAGEMENT REPRESENTATIVE

Top management has appointed **Mr. Vinay Shah** as Management Representative Irrespective of his duties and responsibilities as in the capacity of Management Representative. He has the following responsibilities and authority : -

- Ensuring effective establishment , implementation and maintenance of the processes within the Quality System.
- Reporting appropriately to the Managing Director on the performance of the Quality System This is normally done via the management reviews but would include other occasions, as necessary. Such reviews to include identification of opportunities for improvement.
- To generally promote a quality culture and awareness of customer requirements throughout the organization. Initially this is done by staff induction training and recorded on their respective training/ competency records.
- To lease with all external parties who (may) have a bearing / influence, on the Quality System as appropriate.

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Management Representative Appointment letter

The partner has appointed **Mr. Vinay Shah** as a Management Representative with additional responsibility of Quality Management System as described in QSM/I

**Partner**

**M/s Shah Promoters and Developers**

### 5.5.3 INTERNAL COMMUNICATION

The management representative is responsible for ensuring effective internal communication between each area / section of the Organization, with regards to the Quality System. Effective implementation, staff induction training, issuance of copies of Documented Quality System, internal audits, management review etc. typically assist in the project objective being achieved

### 5.6 MANAGEMENT REVIEW

#### 5.6.1 GENERAL

1. The Managing Director convenes a Management review of the Quality System, every 12 months. This Meeting is attended by the Partner, Management Representative and other staff as they deem necessary.
2. The primary purpose of the meeting is to evaluate the effectiveness of the Quality System in meeting the requirements of ISO 9001 : 2008, in achieving quality policy / objectives and assessing opportunities for improvement.

#### 5.6.2 AGENDA ( REVIEW INPUT/ OUTPUT)

##### 1. Input

1. Previous meeting minutes
2. Internal / External Audits
3. Customer Feedback information
4. Process Performance and Service Conformity.
5. Status of Corrective and Preventive actions
6. Recommendation for improvements
7. Changes that could affect the Quality Management System
8. About the Project Progress i.e. construction process
9. Accident details at Site work
10. Contractor performance and rating
11. About Wind Energy Generation process



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### 2. Review Agenda

1. Review of all input information as above
2. Resource needs ( personnel/infrastructure/ work environment
3. Personnel :
  - Training needs
  - Staff Competency
4. Improvement/ Preventive action opportunities
5. Effectiveness of system in satisfying quality policy/ measurable objectives.
6. Review of regulatory / statutory obligations
7. Analysis of objective measurable

### 3. OUTPUTS

1. Minutes of meetings with identified action points/ time schedules as appropriate, distributed to all attendees and others as necessary.

The Management Representative. Follows up to ensure that all planned / agreed actions, happen, according to plan and that they are deemed to have been effective.

**Ref : MRM agenda & Minutes of meeting (SPD/MR/F06)**

# SHAH PROMOTERS & DEVELOPERS

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### RESOURCE MANAGEMENT

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#### 6.1 PROVISION OF RESOURCES

The organization is committed to providing adequate resources both to implement and improve the processes of the Quality System and thereby enhance customer satisfaction. Periodic reviews of the need for resources are undertaken via the management review

#### 6.2 HUMAN RESOURCES

##### 6.2.1 GENERAL

The organization is committed to ensuring that all personnel assigned to responsibilities, as defined in this Quality System, are competent by virtue of appropriate education, training, skills and experience.

##### 6.2.2 TRAINING AWARENESS AND COMPETENCY

1. The Organization identifies competency needs for personnel performing activities which affect quality mainly the personnel involved in the Project / Construction activity and Generation of Wind Power are selected based on the job needed to be carried by them.
2. Training is provided as necessary, to satisfy these needs (or other appropriate actions are taken)
3. The effectiveness of training provided is evaluated on an ongoing basis.
4. Staff is made aware of the relevance and importance of their activities, and how they impact on quality. This is normally done by means of initial induction training when the system was implemented and/or when they join the Organization.
5. The Organization maintains a documentary record for all staff, to demonstrate their suitability for tasks for which they are employed. Typically this may include all /any skills, experience, training , qualifications etc. Such records also details any on – going training needs as identified. With regards to drivers, their qualification is normally their driving license. This is checked on recruitment and thereafter annually , with copies kept on file.
6. All staff training records are reviewed , at management review meetings, in order to identify training outstanding and / or needed , effectiveness of the same etc.

Ref: Competency Matrix SPD/ADMN/F01 & Employee /Training History Card SPD/ADMN/F03

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### RESOURCE MANAGEMENT

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### 6.3 INFRASTRUCTURE

The Organization is committed to identifying / providing and maintaining the infrastructure, necessary, to achieve quality services meeting client requirements. This includes buildings, offices, workspace and associated utilities, hardware/ software and supporting services.

**This is reviewed at each management review.** Control /approval of software used to assist in the provision of services to clients is affected Upgrades / backups to the computer system are recorded/ approved.

**Ref: MRM agenda & Minutes of Meeting. (SPD/ MR/F06)**

### 6.4 WORK ENVIRONMENT

The Organization identifies and manages all human and physical factors critical, in the work environment, to achieving client satisfaction in the services provided. **This is reviewed at management review.**

The work environment at the site/Project is monitored in such a way as to minimize the accidents and to achieve the desired work efficiency.

**Ref: MRM agenda & Minutes of Meeting. (SPD/ MR/F06)**

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#### 7.1 PLANNING OF (PRODUCT) SERVICE REALIZATION.

All processes critical to meeting customer requirements and expectations, ("Product (Service) Realization ") have been planned, implemented , and documented to the degree necessary, in consideration of staff competency , expertise, skill capability, and stated quality objectives. In implementing such processes the Organization has also included monitoring, inspection/ test, verification and validation as appropriate. All processes are undertaken in a controlled manner, with adequate resources/ facilities, and documented records evidence that processes meet requirements.

#### 7.2 CUSTOMER RELATED PROCESSES

##### I. Enquires:-

- i) Enquiries received by any means for Commercial / Residential property shall be noted by marketing department.
- ii) The enquiry received are reviewed are reviewed and recorded by marketing department.
- iii) If the viability of fulfilling the requirements of enquiry is established during the enquiry review, quotation in the form of a letter is raised in duplicate if required by client and a copy is forwarded to enquire. Other copy is retained in quotation file.
- iv) Regret is conveyed to customer in case of non-fulfillment of requirement.

##### II. Amendment to a contract

- a) Amendment if requested by the customer is executed as per the contract made.

##### III. Customer communication

- a) Customer feedback related to their satisfaction level is collected proactively on a prescribed format.
- b) Customer complaints are addressed in time and recorded in customer complaint register.

**Responsibility:** Marketing Manger is responsible for contract review activity.

The requirement of this clause is carried for the scope- Power generation through Wind Mill as per the Wind Mill Generation Procedure **(SPD/QSP/Wind Mills)**

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This review is done and necessary information is mentioned on the Quotation Quotes are signed/ dated as evidence of contract review, fully documented specifying service/ price etc. including validity, terms of contract etc. as appropriate . Any subsequent changes to contractual requirements are agreed, recorded and communicated to relevant personnel within the Organization, and customer.

#### **7.2.3 CUSTOMER COMMUNICATION**

The organization has established procedures with regards to communicating with its customers. Appropriate / necessary information is recorded on/in individual contract.

Details of contract requirements / amendment etc. are recorded as detailed in **QSM/7.2.2**. Complaints from customers are handled in accordance with established procedure see **QSM/8.2**, for receiving / processing/customer complaints/ feedback.

#### **7.3 DESIGN AND DEVELOPMENT**

**The Details of this clause requirement are referred under section QSM / 9.0 of this Quality Manual.**

#### **7.4 Purchasing**

##### **7.4.1 Purchasing process**

We developed system in such way all purchasing product specifications, characteristics are communicated by the departmental heads or by top management with confirmation of product requirements through Purchase requisition.

Ref: Purchase requisition (SPD/PUR/F01)

The type and extent of control applied to the supplier and the purchased product are identified dependent upon the effect of the purchased product on subsequent product/ service realization or the final product/ service same are controlled and documented in all product purchase requirements.

All supplier's selection and evaluations are made based on their ability to supply product in accordance with the Shah Promoters and Developers requirements. Criteria for selection, evaluation and re-evaluation method are established and documented is supplier evaluation form with appropriate details. Records of the results of evaluations and any necessary actions arising from the evaluation are recorded with supplier rating.

Ref: **Supplier Registration Form (SPD/PUR/F02)**

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#### 7.4.2 Purchasing information

Purchasing information is described with respect to the product to be purchased, including where appropriate.

- a) Requirements for approval of product, procedures, processes and equipment are required are documented in Quality Plan.  
Ref: Quality Plan **(SPD/QA/01)**
- b) Appropriate Requirements of personnel qualification are identified and maintained in employee history card as well some special requirements are documented in quality plan which helps for good and appropriate purchases.
- c) Quality management system requirements like general purchase requirements and documentation requirements are taken care and same is documented.

Concerned heads are ensuring the adequacy of specified purchase requirements prior to their communication to the supplier with appropriate approval.

**Ref: Purchase Order – PO (SPD/PUR/F03)**

#### 7.4.3 Verification of purchased product

SHAH PROMOTERS AND DEVELOPERS has established appropriate documents and implemented the incoming inspection techniques and other activities necessary for ensuring that purchased product meets the specified requirements and same are recorded in incoming inspection record

**Ref: Quality Plan (SPD/QA/01)**

Where ever there is requirement of organization or customer intends to perform verification at the supplier's premises same will be communicated to supplier well is advance.

And Intended verification arrangements, methods etc. will be communicated to concerned supplier as well as appropriate data will be recorded and updated in quality plan.

In case of the Wind Power Generation there are no parts received at the SPD, the only data we receive is intellectual in nature basically the soft data on Generation of Electricity / Generation Losses / Grid Availability / Break downs etc. which are verified with respect to the contractual agreed terms and conditions are reported to Wind Firm Developers for any of deviations or Non conformities in written and such records are maintained.

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## 7.5 PRODUCT AND SERVICE PROVISION

### 7.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION

The Organization has planned and implemented appropriate procedures to control all services provided on behalf of customers. This includes:

1. Customer / Technical information necessary.
2. Appropriate operating procedures.
3. Provision of, and appropriate/ suitable equipment, necessary to provide services for customers.
4. The provision of measuring / monitoring devices, as required.
5. The implementation of appropriate monitoring activities.
6. If/ When appropriate the implementation of delivery/ post – delivery (service) activities.

Refer Procedure (**SPD/QSP/Quality Assurance & Projects**), For Construction activity and for Wind Power Generation ( **SPD/QSP/Wind Mills**)

### 7.5.2 VALIDATION OF PROCESSES FOR PRODUCTION / SERVICE PROVISION

For the Scope of Construction this clause is applicable to us and we have the Process defined for the validation of the RCC and mainly it is carried by Casting the cubes as per the Structural Design requirements to the specified RCC Grade and such records are maintained throughout the Construction activity.

The design validation is done by the Qualified Design Engineer, with the various design calculations and such records are kept for the reference during the entire realization process meeting the applicable regulatory requirements.

***The Clause requirements in case of Scope of Generation of Wind Power are Excluded as Power Generation Processes can be verified during the entire realization process i.e. still power is transmitted to GRID.***

### 7.5.3 IDENTIFICATION AND TRACEABILITY

1. The Operational staff ensures compliance with the Organization's policy that any service provided is traceable against the required contract.

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The service provided is identified and traceable as mentioned above and various records are maintained by the Documentation Department & as we are in to construction and generation of electricity, as an extended control over the entire Service realization process we have established the identification and trace ability of the products affecting the service provided as per following steps.

1. Materials received are identified with respect to specified requirements with the PO/GRN no., material specification/ required documents as appropriate.
2. Materials in stores or designated area identified by tags/ stickers / location.
3. Adequate identification of raw materials is ensured in respective areas of activity by tags/ stickers / job cards, display boards etc.
4. Site Engineers maintains trace ability records on Inward Register and test Reports.
5. Machine wise Daily, Weekly electricity generation records are obtained.

#### 7.5.4 CUSTOMER PROPERTY

The nature of product at Shah Promoters & Developers is such that we are not having any customer supplied product. Further till date no such request has been received from customer.

However the Customer copy documents are retained as agreed during the contract (**QSM 7.2.2**)

The Organization also undertakes to protect 'intellectual property' given to them, by the customer, such as commercial information and the Identity and Address Proofs – which are retained as agreed during the contract.



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#### 7.5.5 PRESERVATION OF PRODUCT / SERVICE.

- SHAH PROMOTERS & DEVELOPERS have implemented a good control over the entire service provision and good controls are established to safeguard and protect the customer goods/ parts/ products which affect the end Product by monitoring the contractors for .....

#### *Handling and storage*

- Products received at stores are verified for the handling so as to prevent damage to them.
- Raw Material is adequately protected and stored in designated area to prevent damage or deterioration of product pending use or delivery.
- Receipt and issue are authorized and specified.

#### **II Packaging**

Packaging is not a requirement of construction industry.

#### **III Preservation**

- Incoming product is stored indoors.
- If any incoming material is stored for long duration, it is verified prior to usage and if found nonconforming. Disposition actions are taken as recommended by Manager Project / and Site.

Documents preservation and storage system is followed as per requirement of **clause 4.2.4**

In case of the Scope Wind Power Generation the preservation of the Wind Mills at the site is outsourced to the Wind Firm Developers as per the contractual terms and conditions; Periodic visits are done by SPD to ensure the same during the period of Installation and Commissioning of Wind Mills.

And during the generation period the weekly / monthly site visits done and reports are generated, also the daily reports for the generation are reviewed indirectly for accessing the good preservation of the installed machines and Energy transmission to GRID.

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#### 7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENTS.

At present the only measuring, test and inspection devices used by us are mainly Comparators in nature (Measuring Tape and Auto level) hence the calibration process is not much applicable to us, however based on the importance and considering the Future requirements the calibration system is defined and will be followed as below

At present SHAH PROMOTERS & DEVELOPERS ensure that all the measurement made are with suitable devices/equipments only by the concerned contractors during the project work.

Projects Manager identifies the need for new instrument / test equipment's / gauges based on the following:

- Increased Construction project demands additional equipments.
- Wear out / damage of the existing equipments.

Site In charge selects appropriate inspection/ measuring devices / test equipment's capable of necessary of accuracy & precision. Project Manager maintain list of instruments & list of Gauges **(SPD/PRJ/F10)**

#### ➤ PROCEDURE FOR CALIBRATION

- Projects Manager identifies the agencies for calibration based on the traceability of calibration master to the National/ International standards. Project Manager is responsible for preparing calibration schedule maintaining calibration status & records & for verification of the activity of the same.
- The frequency of calibration is initially decided on the usage & the type of instrument. Further, based on calibration reports & the trends of results, the calibration frequency is adjusted. When the instruments / gauges are due for calibration, Site Engineers are responsible to send the same for calibration.
- Projects Manager gets the instruments/ gauge back after calibration along with the calibration certificate.
- Projects Manager shall review the certificates and noted down the remarks on the certificates itself.
- Projects Manger records the details of calibration in Instrument history card **(SPD/PRJ/F11)**
- In case of out of calibration situation, following actions are taken.

Action on Instrument

- a. Repair and recalibrate
- b. If repair is not possible, replace new one.

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### MEASUREMENT, ANALYSIS AND IMPROVEMENT

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- 7.7 – In case of Wind Power Generation there are no Measuring Equipments used by the SPD, however the entire measurement carried for the power generation at Machines / Wind mills from the wind firm developers is ensured for the correct measurement by verifying Measuring Equipments are calibrated and validated for their results. In case of SPD owns some of MME for generation scope in future the above procedure will be followed as defined for the Construction Scope here above in this Quality Manual.

### 8.1 GENERAL

**SHAH PROMOTERS & DEVELOPERS** has planned and implemented the monitoring, measurement, analysis and improvement processes needed:

- i) To demonstrate conformity of product
- ii) To ensure conformity of quality management system and
- iii) To continually improve the effectiveness of quality management system.

This includes determination of applicable methods including statistical techniques and the extent of its use.

### 8.2 MONITORING AND MEASUREMENT

#### 8.2.1 CUSTOMER SATISFACTION

As one of the measurement of the performance of quality management system **SHAH PROMOTERS & DEVELOPERS** monitors and reviews information sought/ received to determine customer perceptions as to whether the organization has met their requirements.

Such information may be received by all / any of the following methods.

1. Customer Complaints
2. Feedback from visits to customers
3. Surveys/ Questionnaires ( by telephone / or post)
4. Monitoring and Measurement – **see QSM 8.2.4**
5. General day to day customer communication.

The Partners & Management Representative are responsible for ensuring appropriate implementation of the afore mentioned and collecting / reviewing results of same and documenting his observations. **(See QSM 8.4/ 8.5)**

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#### 8.2.2 INTERNAL AUDIT

SHAH PROMOTERS & DEVELOPERS conducts internal audit once in **12 months** to determine whether the quality management system:

- Conforms to the planned arrangements, to the requirement of ISO 9001: 2008 and to the quality management system requirements established by the **SHAH PROMOTERS & DEVELOPERS** and is effectively implemented and maintained.
- Procedure is established, documented and maintained (**SPD/QSP/Internal Audit**) to ensure that all aspects of quality system is regularly audited for effectiveness in achieving the stated quality objectives.
- Audit Plan is established to audit the quality system on a scheduled basis, depending on the significance of the function and ensure the systems are implemented effectively.
- Internal auditing of the quality system is carried out by, qualified and trained personnel who have no direct responsibility for the activity being audited in order to ensure compliance to the system.
- On completion of the audits, non conformity reports are compiled.
- Corrective actions shall be initiated to prevent the re occurrence of non-conformities observed in the audits. Preventive actions shall be initiated to prevent occurrence of non-conformities. Follow – up audit activities shall verify and record the implementation and effectiveness of the corrective action taken. MR maintains records of internal audits for three years.

**Ref: Internal Audit Procedure SPD/QSP/Internal Auditing.**

#### 8.2.3 MONITORING AND MEASUREMENT OF PROCESSES

**SHAH PROMOTERS & DEVELOPERS** has implemented suitable methods of measuring / monitoring all processes necessary to meet customer requirements. Such methods include:

- Appropriate documented operating procedures which all staff are required to follow.
- Internal Audits
- Final records quality check on each customer contract / agreement (**QSM 8.2.4**)

These methods shall serve to confirm continuing ability to meet customer requirements

**Ref : Processes measurable sheet ( SPD/MR/F07)**

# SHAH PROMOTERS & DEVELOPERS

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#### 8.2.4 MONITORING AND MESUREMENT OF PRODUCT / SERVICE

SHAH PROMOTERS & DEVELOPERS has implemented following steps for the monitoring and Measurement of Product / Service Provided.

- Quality plans for receiving inspection, in process inspection check lists and final inspection plans/ checklists are prepare to monitor and measure the characteristics of the product / service to verify that customer requirements and end Product Quality requirements are met.
- Each element of the service provide to customer is recorded in the form of daily reports and reviewed at regular basis.

#### INCOMING INSPECTION:

- All incoming materials are inspected as per the Quality Plans.
- It is ensured by SHAH PROMOTERS & DEVELOPERS that the material is stored appropriately to avoid any loss, damage and deterioration with suitable identification.
- All the critical materials are get tested by the external agencies as per the Quality plans.
- All necessary material composition tests are conducted from outside approved laboratories. Material test certificates are reviewed and verified as per standard values as described in relevant material standards.
- If results are not satisfactory, necessary corrective actions are initiated as per quality Plans.

Any non- Conformance observed during incoming stage is handled as per procedure **(SPD/QSP/Control of NC product)**

#### CONSTRUCTION PROGRESS INSPECTION

- Construction progress report is generated on the daily site work progress report by the Site In charge and any corrections/ adjustments in the plan to achieve the intended project delivery is communicated to all concerned at sites and downward communications till contractors and consultants by communicating the same to Managing Directors after their approval.
- Any non- conformance observed is handled as per procedure **(SPD/QSP/Control of NC product)**.
- If any non conformity's are observed in Construction activity same is recorded in Site Non Conformance report **(SPD/QA/F23-00)**
- As a part of the CONSTRUCTION Progress monitoring the Weekly Progress Report **(SPD/PRJ/F06-00)** & Weekly Staff and Labor report **(SPD/PRJ/F07-00)** are generated & provided to Top Management by Construction In Charge / Project In charge.

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## QUALITY SYSTEM MANUAL

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#### FINAL CONSTRUCTION VERIFICATION REPORT

- The Site Engineers carry out all the final inspection activities as per the Final Check lists.
- The Site Managers / Site Engineers ensure that the Construction had passed all the previous inspection stages & completed all processes before hand over to customer.

In case of the Wind Electricity Generation the Product measurement done by the Wind Firm developers is monitored daily by the SPD and suitable actions are initiated for the variance as per the targets decided and agreed ( **refer SPD /MR/F08-Objective measurable Sheet**) and actions are initiated in written.

Also during the periodic visits to the Generation sites the product measurements are cross verified for the accuracy & adequacy of documentation and reporting to SPD by Wind Firm developers.

#### 8.3 CONTROL OF NON CONFORMING PRODUCT (SERVICE)

- SHAH PROMOTERS & DEVELOPERS ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery.
- The controls and related responsibilities and authorities for dealing with nonconforming product are defined in procedure for control of nonconforming product (**SPD/QSP/Control of NC product**).
- Records of the nature of nonconformities and subsequent action taken including concessions obtained are maintained as per procedure for control of nonconforming product.
- **Results of non conformances at all stages shall be discussed in management review meetings.**

#### 8.4 ANALYSIS OF DATA

- SHAH PROMOTERS & DEVELOPERS determines collects and analyze data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.
- The analysis of data provides information relating to,
  1. Customer satisfaction
  2. Conformity to product requirement
  3. Characteristics and trends of processes and products including opportunities for preventive action and
  4. Supplier performance.

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## 8.5 IMPROVEMENT

### 8.5.1 PLANNING FOR CONTINUAL IMPROVEMENT

SHAH PROMOTERS & DEVELOPERS continually improve the effectiveness of quality management system through:

1. Analysis of the trends of data related to Construction & Electricity Generation.
  2. Analysis of variation from quality policy and quality objectives.
  3. Management review meetings.
  4. Suggestions from the employees.
  5. Quality system compliance through internal quality audits.
- Results of various functional continual improvements activities in each department is demonstrated through graphical representation and wherever possible, displayed in concerned functional areas aiming to be known to all the employees.
  - Concerned Departmental in – charge along with MD Approval shall decide and initiate appropriate corrective actions to improve the performance.

### 8.5.2 CORRECTIVE ACTION

SHAH PROMOTERS & DEVELOPERS takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

The detail procedure is given in the procedure for corrective action

#### (SPD/QSP/Corrective Action)

- While taking corrective action SHAH PROMOTERS & DEVELOPERS use systematic problem solving methods.
- The effectiveness of corrective actions taken shall be discussed in management review meetings.

# SHAH PROMOTERS & DEVELOPERS

## QUALITY SYSTEM MANUAL

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Design Clause Applicable to Organize Scope as below:

**“Design, Development and Construction of the Commercial and Residential Projects”**

### 7.3 Design & Development

At present the organization is not having the capability in terms of the required resources like Design Software and related standards to carry out the Design Activities related to Construction. The Design scope has been assigned as applicable in line with the ISO 9001 : 2008 Quality System .

We at Shah Promoters & Developers get the Project Design approved from competent authority that are selected based on our past experience with them and accessing their Design approval Capability as per the Supplier Selection Process of this Manual Section Clause.

### 7.4

The Entire design process is carried as documented below against the respective clause requirement of this International standard ISO 9001 : 2008.

The Design and Execution Planning is carried out to ensure that the necessary information related to product requirements and operating criteria including their adoption to human capabilities is made available to concerned personnel.

#### 7.3.1 Design and Development Planning

The Construction Design planning is done based on the market survey inputs from the marketing department.

The Organization determine the design and Development stages, the review, verification and validation that are appropriate to each design and development stages By

- Appointing the competent Design Authority
- Giving complete details of the Forecasted Construction plan.
- Budgetary requirement
- Amenities and the Type class community targeted.

The records are kept on (SPD/D&D/F01)



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#### 7.3.2. Design and Development inputs

Inputs relating to product requirements are determined these inputs include

- Final product characteristics / Requirements.
- Applicable statutory and regulatory requirements.
- Where applicable, information derived from previous similar designs, and
- Other requirements essential for design and development
- Any special & Critical characteristics

These inputs are reviewed for adequacy & recorded on (SPD/D&D/F02)

#### 7.3.3. Design and Development output

The outputs of design and development received in the form of 2 D & 3 D drawings from Designer that enables verification against the design and development input and approved prior to release.

Design and Development output includes

Meet the input requirements for design and development.

Provide appropriate information for Construction.

Contain or reference product acceptance criteria, and specify the characteristics of the product to be utilized in construction and required verification and validation stages.

The Out Put are reviewed & Verified for adequacy & recorded on (SPD/D&D/F03)

#### 7.3.4. Design and Development review

SPD does the review of design for :

To evaluate the ability of the results of design and development to meet requirements, and to identify any problems and propose necessary action as indicated in section 7.3.3 for the required out puts and record of review are maintained (SPD/D&D/F03)

#### 7.3.5. Design and Development verification

Prime Herbonix does verification of design and development in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements and record of review are maintained (SPD/D&D/F03)

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#### 7.3.6. Design and Development validation

Design and Development validation performed in accordance with planned arrangements to ensure that, the resulting product is capable of meeting the requirements for the specified application or intended use.

This is done by the Competent Engineer having the technical back ground and design knowledge basically by following the design calculations, for the Design received from the Designer, for smt strength, material specifications, layout as well the material consumption for entire project – estimation.

This is carried out before accepting the Design records and they are kept in (SPD/D&D/F04 & F05)

#### 7.3.7. Control of Design and Development Changes

Any Design changes after the approval are initiated by the SPD with the a Change request and such requests are forwarded to the Design authorities and get the changes done accordingly and verified prior to the acceptance and validation done where such changes are affecting the construction strength and Quality.

Records of such results of the review of changes and any necessary actions are maintained on (SPD/D&D/F06)