

Performance measurement and monitoring

1.0 Purpose

The purpose of this procedure is to define a system for monitoring and measurement of key elements of IMS to facilitate management for determining opportunities for improvement, through the management review process.

2.0 Application

This procedure is applicable to all the processes of **KSPH&IDCL**'s integrated management system established and documented in the IMS manual and other system documents referred therein.

2.0 Responsibility

Concerned HODs as defined in the procedure

3.0 Terms and definitions

None

4.0 Procedures

The performance of quality and the environmental management systems are critical to the achievement of organization/s policy, mission and vision. The top management of KSPH&IDCL recognizes the fact that:

- a) People perform the process
- b) Process produce a product / service
- c) Product / service produce profit (both tangible and intangible)

Hence, the following are critical to determine the performance level of IMS:

- 1) Product conformity
- 2) Process measures
- 3) Project performance

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Concerned HODs / personnel as described in Table 1 through Table 3, shall collate data, analyze and determine the performance level at prescribed periodicity. They shall submit the summary of these data / data analysis in the MRM to facilitate the top management to provide further direction to achieve improvement.

Table 1 – Product conformity

Sl. No	Product parameter	Details required	Responsibility to provide details	Frequency
1	Adherence to design specifications	Deviation from specifications, its reasons, acceptance obtained / authorized by -details	EE and AEE of concerned division(s) executing the project	Quarterly
2	Adherence to design specifications	Inspection reports of CE, SE and EE(QC)	CE, SE and EE(QC)	Quarterly
3	Cost of nonconformity	Time and cost involved in resolving nonconformities related to product (construction activity)	EE and AEE of concerned division(s) executing the project	Quarterly

Table 2 – Process performance

Sl. No	Process	Process performance indicators	Responsibility to provide details	Frequency
1	Management responsibility	Number of actions pending crossing target date	MR and CC-QMS	Half yearly
		Number of improvement recommendations	MR and CC-QMS	Half yearly
		Progress made in objective achievement	MR and CC-QMS	Half yearly
2	Training	Number of trainings conducted	AAO	Half yearly
		Number of topics covered	AAO	Half yearly

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Sl. No	Process	Process performance indicators	Responsibility to provide details	Frequency
		Number of personnel benefited	AAO	Half yearly
		Summary of effectiveness of training, if available	AAO	Half yearly
3	Finance management	Number of payments not made on time (for accepted bills)	CAO	Quarterly
		Number of noncompliance related to statutory requirements	CAO	Half yearly
4	Customer related processes	Number of concessions requested in relation to initially proposed and agreed layout and product features (Project-concept development stage)	SE-Designs and EE of concerned project	Half yearly
5	Design and development	Incorporation of technical advances in construction, eco-friendly measures adopted	SE-Designs	Half yearly
		Comparative statement on cost-effectiveness achieved (in relations to previous similar projects)	SE-Designs / EE of concerned project	Half yearly
6	Purchasing –General	Supplier performance with regard to quality and timely delivery	AAO	Half-yearly
7	Purchasing – Construction contracts	Supplier performance with regard to quality and timely delivery	EE(QC) / EE in charge of respective projects	Half yearly
8	Construction Management	Number of deviations identified after completion of an activity / stage of construction	EE, AEE and AE and JE of respective projects	Half yearly
		Nonconformities identified by QC – related to constructions	EE (QC)and AEE-QC	Half yearly
9	Project monitoring	System down time (monitored on weekly basis)	AEE-PM	Half yearly

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Sl. No	Process	Process performance indicators	Responsibility to provide details	Frequency
10		Delay in communication of monthly Project-status summary to the top management (target – 5 th of every month)	EE-PM	Half yearly
11	Customer satisfaction	Number of valid customer complaints	PRO / EE (QC) / EE (Division)	Half yearly
		Number of complaints pending for resolution	PRO / EE (QC) /EE (Division)	Half yearly
		Number of positive feedbacks received	PRO	Half yearly
		Number of negative feedbacks received and accepted for initiating actions	PRO / EE (QC) / EE (Division)	Half yearly
12	Quality management system (assessed through internal audits)	Number of nonconformities – Clause wise and function wise	MR and CC-QMS	Half yearly
13	Management of environmental aspects	Number of environmental incidents	Site In-charge	Quarterly
14	Improvements in environmental management	Degree to which environmental objectives adopted in construction projects	Site In-charge	Quarterly

Table 3 – Progress evaluation of project objectives

Sl.No	Project name	Project objectives	Responsibility to provide details	Frequency
1	(Mention the project name)	(Mention the objective set for the project with regard to cost, time, features and others along with details required for review)	Designated project personnel	Half Yearly

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5.0 Records

Concerned HODs shall maintain records / data as described in procedural part and submit during MRM. These data / records shall be retained by respective HODs at least for a minimum period of one year.

6.0 Reference

- a) ISO 9001: 2008 Clause Number 8.2.3
- b) ISO 14001: 2004 Clause number 4.5.1
- c) IMS Manual Clause Number 9

7.0 Associated Documents

- 1) Procedure for control of records IMSP 02
- 2) Procedure for management review IMSP 28

Approved by : Managing Director
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