

Quality System Manual

Edition No 3

ISO 9001: 2008

GEMINI COMMUNICATION LTD

#1 Dr Ranga Road 2nd Street

Alwarpet

Chennai 600 018

Tamil Nadu, India

Ph: (044) 24660570 Fax: (044) 24995062

E-mail: info@gcl.in

Website: www.gcl.in

	NAME	SIGNATURE	DATE
Prepared By: Title: MR	P Jayashankari		01-01-2010
Reviewed And Approved By: Title Head Chennai Operations	J Karthikeyan		01-01-2010
Issued By Title MR	P Jayashankari		01-01-2010

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Authorisation

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Note of Authorisation

This quality systems manual is the property of M/s Gemini Communication Ltd in accordance with the international standard ISO 9001:2008 and the note of authorization is recorded hereunder to envisage use and implementation by all employees of GCL Chennai Operations.

Head Chennai operations along with the management representative of Chennai operations is authorized to establish, document, approve, implement and continually improve the quality management system

The contents of this manual along with allied documents shall not be reproduced either in part or whole without the written permission of the Head Chennai Operations.

This Quality Manual is authorised for use by the undersigned for adoption in respect of all activities relating to Chennai operations with effect from the 1st Day of December 2009 for implementation and improvement by all the employees of organization.

Date: 01/01/2010

**R Ramkumar
Chairman**

Profile

Gemini Hi-Tech was set up as a partnership company in 1991 to manufacture monochrome monitors. In 1995, GCL took over Gemini hi Tech Co. with an objective to provide information Technology solutions in the then emerging markets.

Gemini Communication Ltd, over the last 15 years has built up a reputation of being one of the most **innovative system integration companies** in India. The wide spectrum of solution offerings enable Gemini to compete against the best of breed in technology & services. It also enables a very **sound technical understanding & knowledge of the business, customer needs & technical updation** that so dynamically happens. **GCL**, has offices in more than 78 **locations** across the country. An impressive revenue of **Rs.345 Crores** was achieved in FY-09-10 which was at Rs. 35 Crores at the time of initiation of ISO quality management system. A team of more than 1500 **people** work for GCL across all these locations. **Gemini Communication Ltd**, is a **listed public limited company** in Mumbai, Delhi & Chennai stock exchanges. **The company has been consistently dividend paying since inception.**

While GCL is already amongst the top 10 System integration companies in India, it has also diversified into evolving & developing unique product lines such as RFID, Wireless & Storage. GCL is the first Indian company to buy over a hardware product company from the US. Gemini acquired PointRed Telecom Inc., based out of Santa Clara to become South Asia's largest Wireless Broadband product supplier.

GCL has also acquired Sanat Technologies Pvt Ltd, a storage solution company to fulfill its dream of becoming one among the top 3 system integrations companies in India.

Gemini is also a pioneer in the RFID space. Gemini was the first off the block in India on RFID technology, starting to work on it from early 2002. Today, Gemini is not only the leading RFID Solution Provider in India but also a leader in RFID products in this part of the world. Gemini Traze RFID (P) Ltd., is a fully owned subsidiary of Gemini Communication Ltd.

GCL won the

- ✦ **Corp Excel Award from Corporation Bank**
- ✦ **Cisco Reseller of the Year Award ;**
- ✦ **CA's Premium Enterprise Partner Award ;**
- ✦ **Fluke Network's Super Achievers' Category Award**

& also many laurels from the print & electronic media. Gemini brings varied expertise and experience of implementing several projects in India. GCL's highly motivated Staff have proven expertise to deliver complex turnkey solutions in defined time frame to the utmost satisfaction of clients. Gemini offers state-of-the-art technology solutions with partnerships from leading technology companies around the world.

With a view to systematize the company activities GCL Chennai operations took to ISO 9001 quality management systems in the year 2004 and now reaffirming its commitment to quality management systems. Currently its Chennai operations is migrating to the new version of the standard. GCL intends to cover all the locations and all operations in the purview of QMS in the near future.

Activity Flow

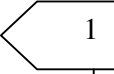

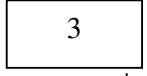

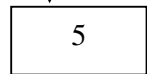


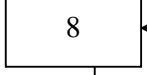
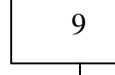
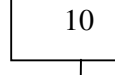
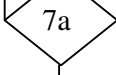
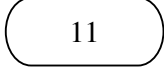
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Broad Activity Flow Depiction

Sl No	Activity	Narration
1.		Enquiry / Lead
2.		Feasibility study
3.		Estimation & quotation
4.		Receive Order & review
5.		Planning
6.		Execution
7.		Inspection
7a		Accord Disposition (Concessional acceptance or Rejection)
8.		Supply / handover
9.		Invoice
10.		Customer feed back
11.		End

Detailed flow charts for each major process are depicted as a part of the manual

Details of copy holders of Quality Manual

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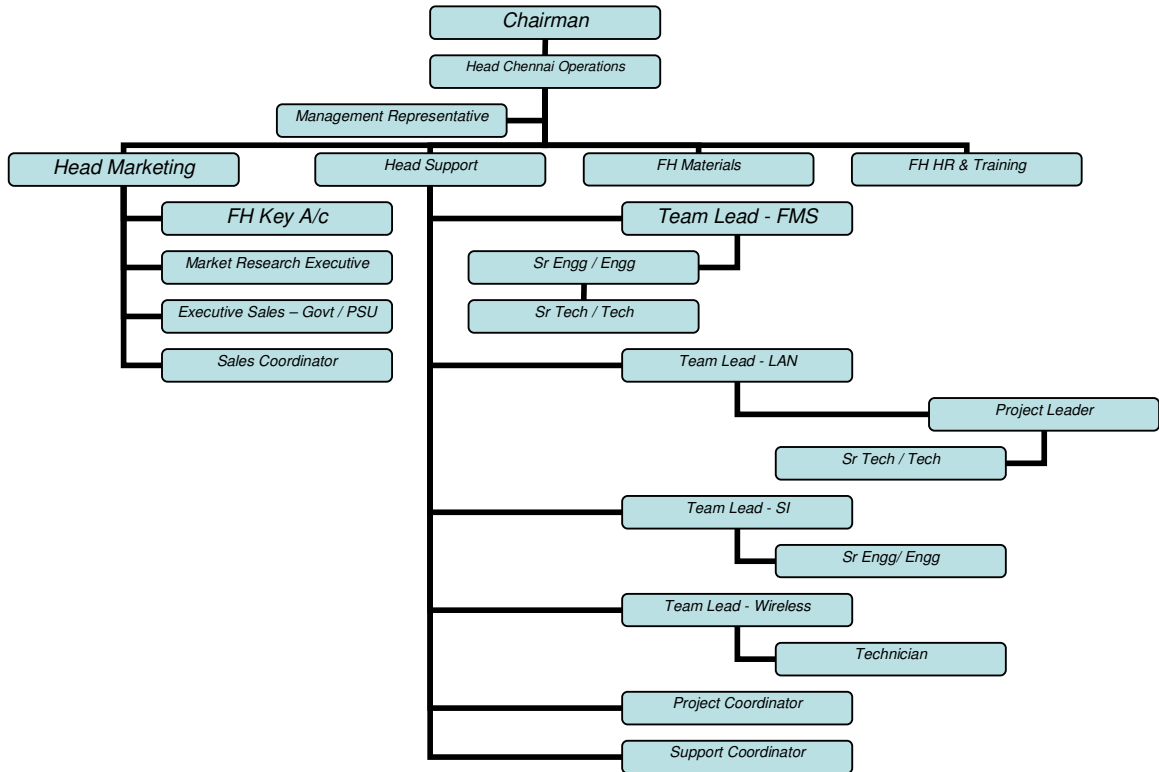
Section No.: H
Page 1 of 1**List of Copy Holders (Primary for Level 1 Manual)**

SI No	Copy Holder	Copy Status	Copy No
1	Management Representative	Master	-
2	Certification Body	Un Controlled	
3	Head Chennai Operation & others	Controlled*	*

* Note:

Electronic Version of the entire QMS document is uploaded to the intranet as PDF file and read only access is provided.

Organization Chart



Prepared by: MR

Signature

Approved by: Head Chennai Operations

Signature

Responsibility & Authority

1. Chairman

He is the overall head of the organization

He is responsible for the effective implementation and sustenance of the ISO Quality Management system

He is responsible for providing the entire infrastructure requirement including human resources based on the needs.

He is responsible for organization wide initiative for continual improvement

2. Head Chennai Operations & Head Marketing

He is responsible for the entire operations of the Chennai Region in terms of quality, cost and delivery

He is responsible for the sales activity of the region

He is responsible for the effective implementation of quality management system in the region.

He is responsible for the growth and profitability of the region.

He is responsible for the developments and continual improvement activities in the region.

He is responsible for customer satisfaction and corrective preventive actions.

He is responsible for the overall discipline of the region

Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.

Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

3. Management Representative

Ensuring the processes needed for the quality management system are established implemented and maintained.

Reporting to the top management on the performance of the quality management system periodically

Identifying and proposing to the top management the areas and needs for improvement in order to enhance the performance of the quality management system.

Ensuring the promotion and awareness of the customer requirements through out the organization.

Interacting with the certification body for pre and post assessment needs.

Identifying and inducting external agency / agencies for support and training in the matter of quality management system.

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4. Head Support

Responsible for the planning and execution of projects.
Responsible for timely completion of the projects
Responsible for the technical guidance for various activities.
Train operating personal for carrying out the work affecting quality
Ensure the desired quality of the projects executed.
Ensure management of NC products.
Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.
Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

5. Functional Head Materials

Responsible for identification of vendors
Responsible for vendor registration, rating
Responsible for ensuring procurement in line with marketing / support requirements
Responsible for effective control on cost, quality and delivery of supplies.
Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.
Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

6. Functional Head HR & Training

Initiate recruitment process based on the approved needs
Organize induction program for the new team members
Administrate leave requirements of the team members.
Payroll management
Carryout the performance appraisal process
Carryout statutory obligations
Plan for training activities and ensure programs are conducted regularly as per the training calendar
Facilitate on the job training at field level.
Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.
Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

7. Functional Head Key accounts

Responsible for the Key accounts sales.

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Responsible for timely response to key accounts by initiating various activities inside the branch.

Responsible for the growth and profitability of the Key accounts.

Responsible for the developments and continual improvement activities in the Key accounts.

Responsible for customer satisfaction Level in Key accounts.

Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.

Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

8. Market Research Executive

Responsible for initiating leads & sales in non Key accounts.

Responsible for covering the non key accounts in their respective geographies.

Responsible for customer satisfaction Level in non Key accounts.

Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.

Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

9. Executive Sales – Govt./PSU

Responsible for government and PSU sales.

Responsible for timely response to Govt./PSU accounts by initiating various activities inside the branch.

Responsible for the growth and profitability of the Govt./PSU accounts.

Responsible for the developments and continual improvement activities in the Govt./PSU accounts.

Responsible for customer satisfaction Level in Govt./PSU accounts.

Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.

Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

10. Sales Coordinator

Responsible for contract review of every customer order

Responsible for maintenance of marketing records

Responsible for sales MIS report

Responsible for maintaining customer records and report to management

Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.

Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

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11. Team Lead

Responsible for planning and execution of projects assigned.
Responsible for timely completion of the projects
Responsible for the technical guidance for the assigned projects.
Responsible for updating the Support Head about the projects assigned.
Ensure the desired quality of the projects executed.
Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.
Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

12. Senior Engineer / Engineer

Responsible for execution of project tasks assigned.
Responsible for timely completion of the project tasks.
Responsible for the technical guidance for the Technicians involved.
Responsible for updating the Team Lead about the project.
Ensure the desired quality of the projects executed.
Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.
Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

13. Senior Technician / Technician

Responsible for execution of tasks assigned.
Responsible for timely completion of the tasks.
Responsible for updating the Engineer/Team Lead about the tasks.
Ensure the desired quality of the projects executed.
Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

14. Project Coordinator

Responsible for Project scheduling of every customer order
Responsible for maintenance of project records
Responsible for Project MIS report
Responsible for maintaining project records and report to management
Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.
Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

15. Support Call Coordinator

Responsible for Customer down calls
Responsible for Call Records
Responsible for maintaining AMC records and report to management

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Ensure effective implementation of the quality management system in his area of work and take all efforts to continually improve.

Ensure upkeep of the work place and possessions including the records and materials in perfect order with accountability

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Responsibility Matrix
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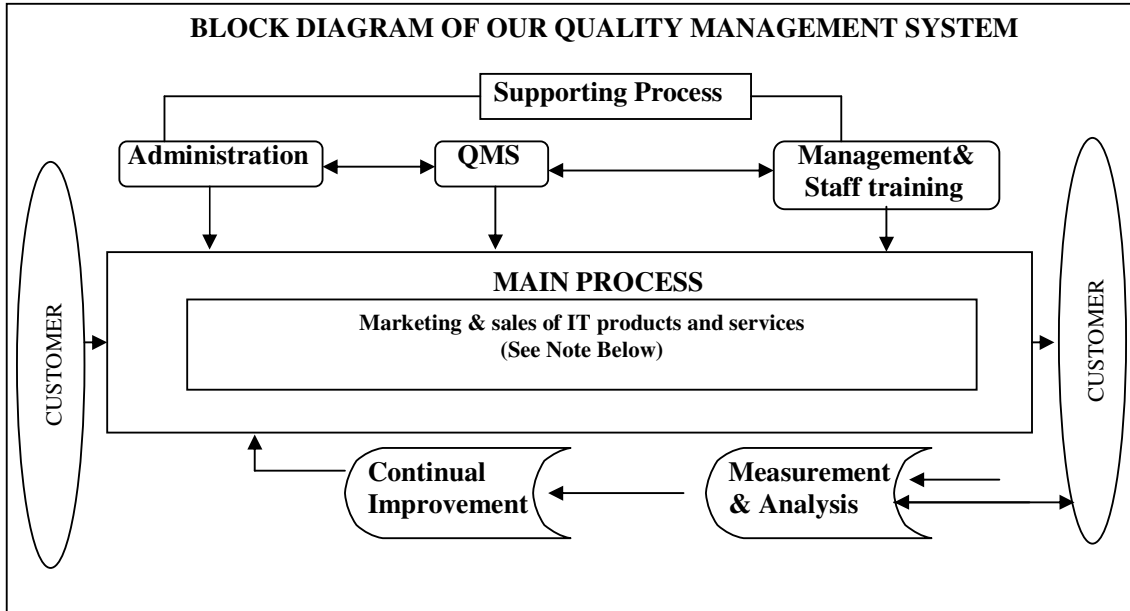
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RESPONSIBILITY MATRIX

ISO CLAUSE NO.	DESCRIPTION	Head Chennai	Head Marketing	Head Support	Head Purchase	Head HR	Engineers Staff	MR
4.1	General	P	S	S	S	S	S	P
4.2.1	Documentation	P	S	S	S	S	P	P
4.2.2	Quality Manual	S	P	P	P	P	P	P
4.2.3	Document Control	P	P	P	P	P	P	P
4.2.4	Record Control	P	P	P	P	P	P	P
5.1	Management Commitment	P	P	S	S	S	S	P
5.2	Customer Focus	P	P	P	P	P	P	S
5.3	Quality Policy	P	P	P	P	P	P	P
5.4.1	Quality Objectives	P	P	P	P	P	P	P
5.4.2	QMS Planning	P	S	S	S	S	S	P
5.5.1	Communication of responsibilities	P	S	S	S	P	S	P
5.6	Management Review	P	P	P	P	P	S	P
6.1	Provision of resources	P	S	S	S	S	S	S
6.2	Human Resources	P	S	S	S	P	S	S
6.2.2	Competence training	S	P	P	P	P	S	P
6.3	Maintenance of infrastructure	S	S	P	S	S	P	S
6.4	Environment	S	S	S	S	P	S	S
7.1	Planning for realizations	S	P	P	P	P	S	S
7.2	Customer related	P	P	P	S	S	P	S
7.3	Design	Excluded						
7.4	Procurement activities	S	S	P	S	S	S	S
7.5	Service control	S	P	P	P	P	S	P
7.6	Calibration	S	S	P	S	-	P	S
8.1	Monitoring / Measurement	S	S	P	P	S	P	P
8.2.1	Customer satisfaction	P	P	P	P	P	P	P
8.2.2	Internal Audit	S	S	S	S	S	S	P
8.2.3	Measurement of process performances	P	P	P	P	P	P	P
8.2.4	Measurement & monitoring	S	P	P	P	P	S	P
8.3	Control of Non conformance	S	P	P	P	P	P	P
8.4	Analysis of data	P	P	P	P	P	P	P
8.5.1	Continual improvement	P	P	P	P	P	P	P
8.5.2	Corrective Action	S	P	P	P	P	P	P
8.5.3	Preventive Action	S	P	P	P	P	P	P

P = Primary Responsibility
S = Secondary Responsibility

BLOCK DIAGRAM OF OUR QUALITY MANAGEMENT SYSTEM



Note:

1. Sale of IT products and services comprising marketing / sale for IT Products and IT Services in the areas of networking, communication, security
2. Consultancy for IT Infrastructure
3. Maintain IT Infrastructure of client

- The process based approach adopted is in P D C A methodology and as depicted below in line with the requirements of the International Standard ISO 9001:2008

Plan:

Establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies.

Do:

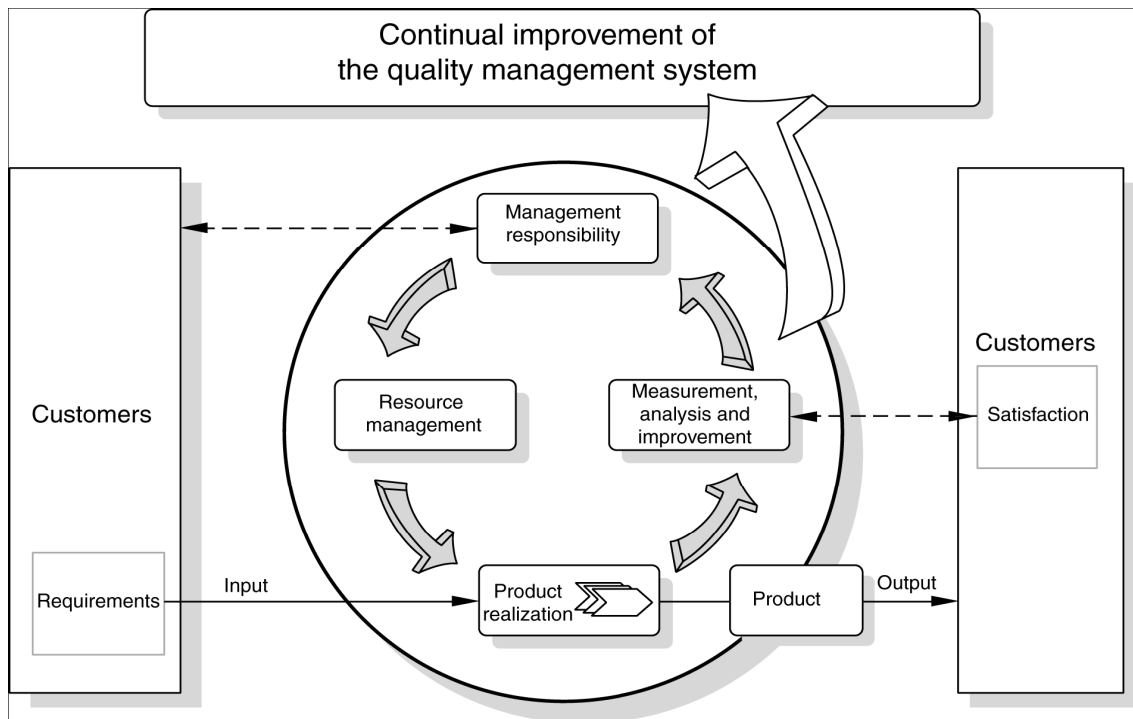
Implement the processes.

Check:

Monitor and measure processes and product against policies, objectives and requirements for the product and report the results.

Act:

Take actions to continually improve process performance.



1.0 Scope & Exclusions

1.1 The scope of certification:

“Providing Communication system, network integration and Services including Facility Management in the areas of LAN/WAN/Wireless, Telecom, IT infrastructure, CTI, and RFIDs”

1.2 The scope of Quality Management System is to provide the customers of Gemini Communication Ltd with the required quality products in accordance with the requirements specified by the customers.

1.3 This manual describes the organisation of Gemini Communication Ltd, and defines the Quality Management System of GCL. It complies with the requirement of the International Standard ISO 9001-2008.

1.4 Related System and Process procedures are referred to at relevant places in each Section.

1.5 Exclusions:

1.5.1 The quality management system is relevant to the nature of our organisation and to customer and applicable statutory and regulatory requirements. Requirements of ISO 9001 standard that do not apply are excluded from the scope of our quality management system.

1.5.2 The Management Representative is responsible for identifying those requirements of ISO 9001 that do not apply to GCL's activities.

1.5.3 Exclusions are as given below: -

1.5.3.1 **Clause 7.3** Design & Development - GCL does not design or develop their products but provides services and supplies as per the customer requirements/ product Catalogue; hence this clause has been excluded.

1.5.3.2 **Clause 7.5.2** Special Processes – GCL does not carry out any process that cannot be measured subsequently and hence this clause is excluded.

1.5.4 Statutory & Regulatory Requirements:

1.5.4.1 As such no specific statutory / regulatory requirements have been identified except for compliance to RF related requirements in the specific projects. The laws of land relating to the organization are identified and complied.

2.0 Normative Reference

2.1 The following normative documents contain provisions, which have been referenced and used in the Quality Management System in our company: -

ISO 9000 : 2005 : Quality Management Systems
Fundamentals and Vocabulary

ISO 9001 : 2008 : Quality Management Systems
QMS Requirements

ISO 19011 : 2002 : Guidelines on Quality and / or Environmental
Management System Auditing

3.0 Terms and Definitions

- | | | | |
|-----|-------------------|---|--|
| 3.1 | Applicable | - | related to this Quality Management System or any referenced standard |
| 3.2 | Appropriate | - | reasonable |
| 3.3 | Documented | - | written / keyed in |
| 3.4 | Product / Service | - | end result of a process |
| 3.5 | Shall | - | must |
| 3.6 | Suitable | - | reasonable for intended purpose |
| 3.7 | Top Management | - | Head Chennai Operations |

4.0 Quality Management System

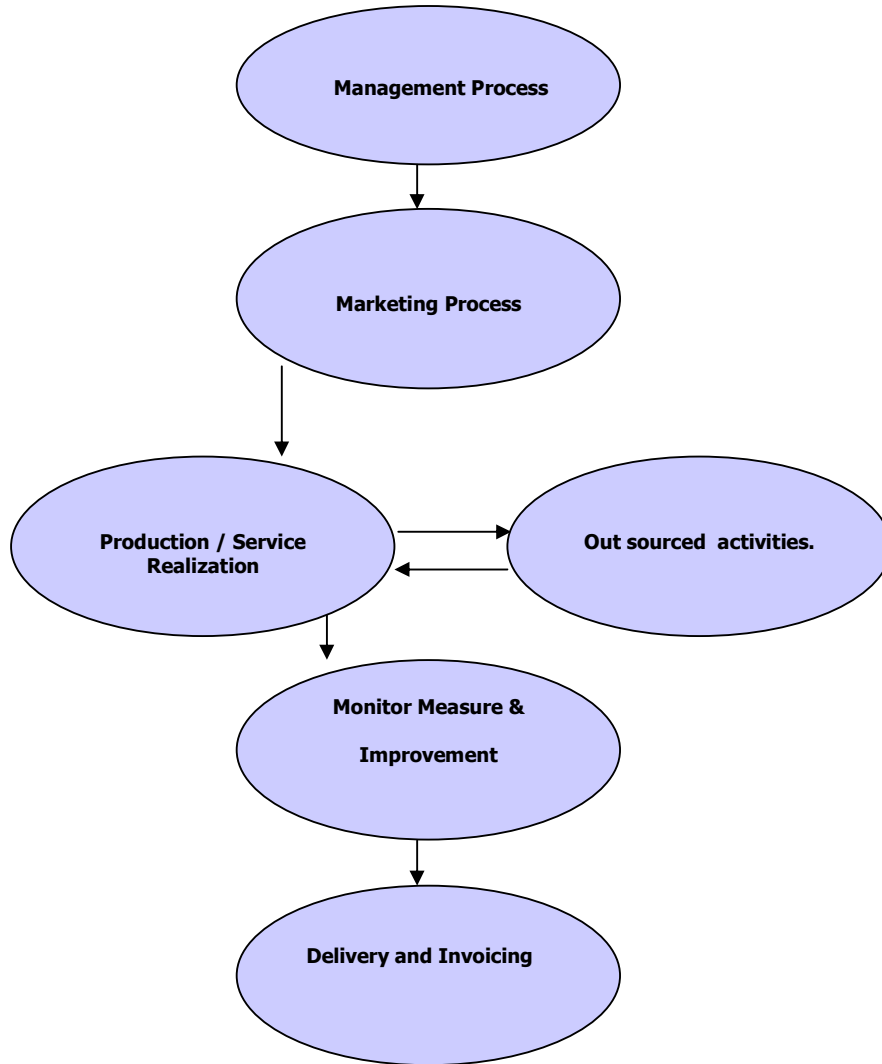
4.1 General Requirements

GEMINI COMMUNICATION LTD has established, documented, implemented and maintains a Quality Management System to continually improve its effectiveness by:

- 4.1.1 Identifying the processes needed for the Quality Management System and their application throughout the Organization.
- 4.1.2 Determining the sequence and interaction of these processes.
- 4.1.3 Determining criteria and methods needed to ensure that both the operation and control of these processes needed are effective.
- 4.1.4 Ensuring the availability of resources and information necessary to support the operation and monitoring of these processes.
- 4.1.5 Monitoring, measuring and analysing these processes.
- 4.1.6 Implementing actions necessary to achieve planned results and continual improvement of these processes.
- 4.1.7 The Quality Management System of GEMINI COMMUNICATION LTD comprises of the Core and Support Processes, which take inputs and convert them into value added outputs that satisfy customer 's needs and expectations. Every business process is aligned to deliver certain Goals and is linked to measurements / Key Performance Indicators which are used to monitor the achievements. The Core Process represents how market opportunity is turned into profitable outcomes through satisfied customers. Its effectiveness is maintained and enhanced by Support Processes. Each process has an owner who has the prime responsibility for ensuring that the process:
 - achieves its objectives
 - is under continual review for improvement

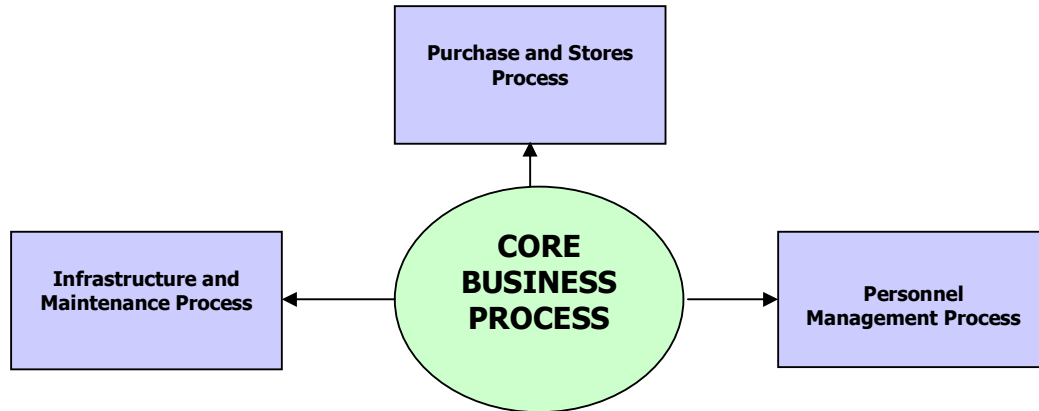
The structured documentation of the Quality Management System identifies what activities are carried out in the business and provides a baseline from which improvements can be identified and best practices implemented.

4.1.8 A) Core Business Processes



B) Support Processes

Support Processes are equally as important as our Core Processes. We have three key support processes as shown below:



The core and support processes are managed by GEMINI COMMUNICATION LTD as per ISO 9001:2008(QMS).

The entire process, their sequence and interactions are more fully described in section K

GEMINI COMMUNICATION LTD in the event of capacity constraint / exigencies resort to out sourced activity and the product / service conformity to the requirements are ensured through robust controls and monitoring through purchasing process.

4.1.8 A) and B) enables to understand the sequence of the processes. The sequence and interaction between processes are brought out in **section K** (Interaction of Processes)

Responsibility: MR & Head Chennai Operations

4.2 Documentation Requirements

4.2.1 Quality Management System (QMS) Documentation

4.2.1.1 The Quality Management System has been documented to assist with:

- Communicating objectives, policies, plans and performance data;
- Identifying information flows and the controls to be applied to processes;
- Consistently achieving the required product quality;
- Evaluating the system for its suitability and effectiveness;
- Achieving improvement in process and business outcomes and maintaining those improvements.

• The QMS Documentation of GEMINI COMMUNICATION LTD is addressed in four levels and maintained as hard copies

The documentation consists of the following:

- **Level –1 Apex Quality Manual**

Contains documented Quality Policy and Quality Objectives, Organizational Structure and containing the documented procedures as required by the standard. Wherever required, references are made to process / procedure.

- **Level –2 Processes / Procedures**

- Containing Processes and Procedures
- Describes the activities necessary to achieve process outputs;
- Assigns responsibility for the activity;
- Describes the method and controls to be applied;
- Describes when and where the activity is done;
- Identifies the records produced.

- **Level –3 Quality Plans / Work Instructions / SOPs,**

Wherever required as mentioned below:

- Quality Plan for various inspection / measurement activities
- Work instructions for carrying out various works at the point of use.
- SOPs for operation of key equipments at the point of use

- **Level –4 Records**

- Provide objective evidence of and demonstrate conformance to specified requirements and the Management System;
- are retained for specified period.
- Record Format is identified by the purpose of its use / title.

4.2.2 Quality Manual

- GEMINI COMMUNICATION LTD has established and maintains a Quality Manual that includes the scope of the Quality Management System, including details of and justification for any exclusion. It references the documented procedures established, for the Quality Management Systems, and includes a description of the processes identified, their sequence and interaction. The interaction between different processes is also explained in the Processes / Procedures.

4.2.3 Control of Documents

- MR controls all applicable internal documents and documents of external origin and ensures their distribution to the identified recipients.
- MR prepares and reviews for adequacy all QMS documents and Head Chennai Operations approves / re-approves all applicable documents prior to issue. MR maintains Revision Record and a Master List of Documents to identify changes and current revision level of documents respectively.
- MR ensures that documents are legible, identifiable, pertinent issues of appropriate documents are available for use and obsolete documents are promptly removed and suitably identified to prevent inadvertent use.

- GEMINI COMMUNICATION LTD has established a documented procedure, namely **GCL/QP/01**, defining the **Control of documents**.

Responsibility: MR.

4.2.4 Control of Records

- GEMINI COMMUNICATION LTD has established and maintains quality records, to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records remain legible, readily identifiable and retrievable. In the case of records maintained as part of software supported data due care is exercised to ensure safety, back up and protection.
- GEMINI COMMUNICATION LTD has documented a procedure, for **Control of records**, namely **GCL/QP/02**, defining the controls needed for maintaining legibility, identification, storage, protection, retrieval, retention time and disposition of records.

Responsibility: MR/ Process owners.

Records:

1. List of internal documents
2. List of external documents
3. Document change note
4. List of formats and records

5.0 Management Responsibility

5.1 Management Commitment

5.1.1 The top management of GEMINI COMMUNICATION LTD defines, develops and implements the Quality Management System. The Head Chennai Operations is actively involved in development and implementation of Quality Management System. Evidence of its commitment is demonstrated by providing adequate resources for Quality Management System, active involvement in identification and fulfilment of customer requirements and in involvement in Management Reviews and in Internal Audits besides being fair and law abiding organization fulfilling social and legal requirements. The commitment is also shown by periodically reviewing the Measurements / Performance indicators, the Quality Policy for continuing suitability and for continual improvement in all areas of activities.

5.1.2 Top management of GEMINI COMMUNICATION LTD ensures that employees at all levels within the organization understand the goals and objectives of GEMINI COMMUNICATION LTD's quality management system, through meetings, training programmes and circulars.

5.1.3 Top Management of GEMINI COMMUNICATION LTD conducts regular staff / departmental meetings, discusses the importance of meeting the following.

- Quality Objectives and Quality Policy.
- Customer requirements
- Sales Review
- Project Status Review
- Purchase review
- Resources review
- Complaints
- Improvement status
- Corporate level review

5.2 Customer Focus

5.2.1 Head Chennai Operations of GEMINI COMMUNICATION LTD ensures that customer requirements, including implied needs of customers are determined and fulfilled.

5.2.2 The top management plays a leading role in creating organization wide focus for the customer. Systems have been created to ensure the customer requirements (including internal customer requirements) are determined and fulfilled at each applicable function and level, within the scope of the operations of GEMINI COMMUNICATION LTD, with the aim of enhancing their satisfaction while fulfilling the applicable statutory and regulatory requirements.

5.2.3 The top management takes necessary action to determine existing and upcoming requirements of Customers, create necessary processes, infra-structure and other resources to meet these requirements and create awareness, concern and systems to continuously meeting their requirements.

5.3 Quality Policy

- 5.3.1 Quality Policy of GEMINI COMMUNICATION LTD is as follows, which is communicated and made understood by all within the organization through display boards, workshop and reviewed for continuing suitability in the MRM's. It provides a framework for establishing and reviewing quality objectives: -

Quality Policy

“In the world of high innovations & rapidly changing technology trends, we endeavour to be dynamic in acquiring technical expertise, preparing ourselves to recognize and practice novel methods which provide value for customers' investments, facilitating their business objectives thereby winning customers' trust and confidence while continually improving ourselves in all spheres of activities.”

Dated: 01-10-2007

Managing Director

5.4 Planning

Quality Objectives: - It is ensured by the Head Chennai Operations that measurable Quality Objectives are set at all the levels in the company, derived from the Quality Policy and appropriate actions taken to meet these quality objectives. Inline with the quality policy, the organisation strives to Continually improve all areas of activities .The **Quality Objectives** are documented and deployed with regular reviews. This is maintained in the form of quality objective deployment format.

- 5.4.1 **Quality Management System Planning:-** Top management of GEMINI COMMUNICATION LTD ensures that:

- a) the planning of the QMS is done for all the processes identified and to achieve the quality objectives.
- b) the integrity of the QMS is maintained if changes are planned and implemented.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

- 1) GEMINI COMMUNICATION LTD defines the responsibilities and authorities of staff at all levels, through organizational charts (**section I**). Key Responsibilities of personnel are as follows:-

Head Chennai Operations is responsible for providing the necessary personnel and resources to ensure the effective and efficient performance of the Core Business and Support Processes.

MR has the overall responsibility for documenting, implementing and maintaining an effective quality management system.

Process Owners are responsible for ensuring that their processes are effective in producing the desired results in accordance with defined quality objective of the department / process.

All employees of the Company are responsible for meeting the requirements of agreed procedures, plans and controls and for conducting themselves in accordance with approved practices.

All non-supervisory staff has authority based on competence to perform various tasks. In the event of personnel absenteeism, authority reverts to the source of delegation as defined by the organization chart, unless limited authority and responsibility are delegated to other personnel through a communication.

- 2) GEMINI COMMUNICATION LTD defines the interrelation of staff at all levels through a Matrix of Responsibilities (**SECTION J**) and responsibilities and authorities for principal functionaries are detailed in **appropriate section**.

5.5.2 Management Representative

- GEMINI COMMUNICATION LTD shall appoint senior person, who has access to all functions and required competence as the Management Representative and issue an order of appointment to this effect.
- Management Representative is authorized and responsible for:
 - ensuring that the policies set out in this Manual are understood, implemented and maintained at all levels in the Company and that the Company works towards achieving its Quality Policy and Quality Objectives.
 - representing the Company in all matters relevant to the Quality Management System as established by ISO 9001:2008 requirements. He is responsible for ensuring that the Quality Management System is effectively implemented and maintained, and reports on the performance of the Quality Management System at Management review meetings.
 - ensuring that corrective and preventive actions for actual or potential process and / or system deficiencies are implemented.
 - ensuring the promotion of awareness of customer requirement throughout GEMINI COMMUNICATION LTD .
 - Co-ordinating communication with external parties on matters relating to the quality management system and ISO 9001 registration.

5.5.3 Internal Communication

5.5.3.1 GEMINI COMMUNICATION LTD communicates the effectiveness of its quality management system periodically to staff through:

5.5.3.2 Staff/ Departmental meetings regularly, display boards.

5.5.3.3 Regular review meetings

5.6 Management Review

5.6.1 GEMINI COMMUNICATION LTD examines the overall state of the Quality Management System quarterly, through Management reviews to ensure its continuing suitability, adequacy, effectiveness and further improvements to the Quality Management System. Following Members form the Management Review Committee with Head Chennai Operations as the Chairman and MR as the Co-ordinator with the following participants

Head of Chennai Operations
Head Marketing & Support
Head Purchase
Head HR
MR

Any other personnel who may be required to contribute for the review may be added as invitee by the Head of Chennai Operations and record is maintained in the form of minutes of management **review meeting** for the Management Review Meeting conducted.

5.6.2 Review input

The agenda for the Management Review essentially include analysing the following data to ensure its continuing suitability, adequacy and effectiveness of QMS:

- a) Results of Audits.
- b) Customer feedback and complaints.
- c) Process performance and product conformity.
- d) Status of preventive and corrective actions.
- e) Follow-up actions from previous management reviews.
- f) Changes that could affect the quality management system, Quality Policy and Quality Objectives.
- g) Recommendations for improvement.

5.6.3 Review output

Copies of management review records are circulated to all members and also maintained as a record by MR, which include points discussed, decisions taken, person responsible and target dates for completion regarding –

- Improvement of the effectiveness of the Quality Management System and its process.
- Improvement of product and services related to customer requirements.

- Resource needs.

Records

1. Minutes of Management Review Meeting
2. Quality objective data in the form of Balance Scorecard

Responsibility: HEAD CHENNAI OPERATIONS/ MR

6.0 Resource Management

6.1 Provision of Resources

GEMINI COMMUNICATION LTD has determined and provided resources like required facilities, awareness on Quality Management Systems, Internal Auditors training, qualified technicians, man power, documents and authority needed

- a) to implement and maintain the Quality Management System and continually improve its effectiveness and
- b) to enhance customer satisfaction by meeting customer requirements.

The resources could also be competent staff based on education, skill, training and experience w.r.t the area of work. Apart from this accessibility to information and time for performing the activities are provided. Provision of resources is taken up as a part of Core Process.

6.2 Human Resource

6.2.1 General

To ensure that personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, Awareness & Training

GEMINI COMMUNICATION LTD determines the necessary competence for personnel performing work affecting product quality, by periodical reviews by the concerned process owners or Heads. Based on this review, wherever training required is identified and provided. The effectiveness of training provided is evaluated at appropriate intervals. It is ensured through trainings that our employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. GEMINI COMMUNICATION LTD maintains appropriate records for education, training, skills and experience of Employees **vide Flow Chart for Competence and training.**

6.3 Infrastructure

GEMINI COMMUNICATION LTD determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Proper buildings work space and associated utilities have been provided. Provision of Infrastructure facilities is taken up as a part of **Infrastructure and Maintenance Procedure**

6.4 Work Environment

GEMINI COMMUNICATION LTD determines, provides and manages the work environment where needed to achieve conformity to product requirements.

This includes the right environment in terms of house keeping, ventilation, lighting and other parameters as determined from time to time.

Safety requirements are adequately addressed and reviewed regularly. Provision of fire extinguisher, first aid kit with availability of trained firstaiders is also ensured.

Responsibility: Head HR

Records:

1. Competence criteria
2. Employee application / particulars format
3. Individual competence status
4. Training need identification
5. Training plan
6. Training program attendance sheet
7. Training feed back and evaluation
8. On the job training and evaluation

7.0 Product Realization

7.1 Planning of Product Realization

Necessary planning has been done and processes are established for needed product realisation. It is ensured that planning of product/ service realisation is consistent with the requirements of the other processes of the Quality Management System.

In planning the product realisation, it is ensured that

- the quality objectives and the requirements for the product are complied with.
- the need to establish processes and documents are determined and resources specific to our product are provided.
- required verification, validation, monitoring, inspection and test activities specific to our products and the criteria for its acceptance are determined.
- wherever required for specific project or contract, Quality Plans & Work Instruction are prepared to comply with the above.
- records to provide evidence that the realisation processes and resulting product meet the requirements are maintained.

7.2 Customer-related Processes

7.2.1 Determination of requirements related to the product

GEMINI COMMUNICATION LTD determines the requirements

- specified by the customer
- not stated by the customer, but necessary for specified or intended use, where known,
- of statutory and regulatory requirements related to its services, and
- Additional if any, as required by it.

7.2.2 Review of requirements related to the product / Service

Prior to our commitment to provide products to the customer, through submission of offers / proposals / tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders, we review the requirements related to the product, to ensure that

- product requirements are defined,
- requirements differing from those previously expressed are resolved and
- capability to meet the defined requirements.
- Records for the review of the requirements related to the products are maintained.
- Only documented requirements of the customer are entertained and confirmed before acceptance.
- When product requirements are changed, we ensure that relevant documents are amended and relevant personnel are made aware of the changes.

- These activities are taken under the **Marketing and Enquiry Process and Order Process**

7.2.3 Customer Communication

Head Marketing communicates effectively with the customer in relation to product and service information, enquiries, contracts or order handling, including order amendments and customer feedback including customer complaints.

These activities are taken as part of **Marketing and Enquiry Process and Order Process**

Responsibility: Head Marketing

7.3 Design and Development

Clause 7.3 Design & Development - GEMINI COMMUNICATION LTD does not design or develop products / services but caters as per customer requirements / product catalogue, hence this clause has been sought for exclusion.

7.4 Purchasing

7.4.1 Purchasing Process

- To ensure that purchased products conforms to requirements. We stipulate our requirements in clear terms and ensure compliance to our specified requirements.
- The type and extent of control applied to the supplier and the purchased product is documented in quality plan, taking into account the criticality of the item.
- GEMINI COMMUNICATION LTD adopts a system of evaluation of suppliers/ Subcontractors based on previous experience or based on evaluation by visits to the supplier's locations or by Inspecting the samples supplied by suppliers and based on these evaluations, suppliers are brought on approved list. Results of evaluation and re-evaluation are recorded. These are further detailed in **purchase process**.

7.4.2 Purchasing Information

- Purchasing information is conveyed suitably.
- Purchase Order describes in detail the product to be purchased and service requisitioned.
- Requirement for Approval of product, procedures, processes, equipment, qualification of personnel and quality management system requirements are taken care of during evaluation of the suppliers.
- It is ensured by Purchase Personnel that specified purchase requirements in the Purchase Order are adequate and complete prior to their communication to the supplier.

These activities are covered under **Process for Purchasing and vendor development**.

Responsibility: Head of Purchase & respective indenter

7.4.3 Verification of Purchased Product

To ensure that purchased products meet specified purchase requirements, system for ensuring test and conformity certificates wherever applicable and also resort to incoming inspection as per the norms and record of the same is made as per the purchase process.

These are further detailed in **Purchase process**

Responsibility: Head of Support

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

It is ensured that provision of products is done as per a plan and executed under controlled conditions. Controlled conditions include the availability and use of -

- information describing the characteristics of our product
- through work order or other literature,
- wherever required, in the form of work instructions
- suitable machinery & equipments
- Using monitoring and measuring methods / guidelines
- Monitoring and measurement of products through Quality plan if required.
- Wherever customer requires post-delivery support, we have necessary infrastructure / facilities for the same.

This activity is taken up as Core Process namely **Project Planning & Execution Process**

7.5.2 Validation of Processes for Production and Service Provision

At GEMINI COMMUNICATION LTD there are no processes that cannot be measured after completion and hence this clause is excluded.

7.5.3 Identification and Traceability

- GEMINI COMMUNICATION LTD have a system of identification of active components by respective serial number of respective parts.
- As regards the projects unique identification is in the form of PCN.
- **Responsibility:** Head Support / Team Leads

7.5.4 Customer Property

Control and management of customer property is restricted to the material received for maintenance / repair and a system is in place for identification and restoration to ensure customer interest as detailed vide **Support Call Process**.

7.5.5 Preservation of Products

- GEMINI COMMUNICATION LTD preserves the conformity of products during internal processing and delivery to the intended destination by providing proper handling, storage and protection. Packaging and preservation are done such way that no damage or inaccuracies develop during transit.

Responsibility: Head of Support & respective project Team Leads

7.6 Control of Monitoring and Measuring Devices

Calibration of all the Measuring Instruments are out sourced through the authorised calibration agency and Calibration Certificates are maintained. GEMINI COMMUNICATION LTD does not have any computer software for monitoring and measurement of specified requirements.

Responsibility: Head of Support

Records:

- 1 SFA Records – Sales Lead
- 2 ERP Records – Sales
- 3 ERP Records – Project planning & execution
- 4 ERP Records – Purchase
- 5 CRM Record – Service Desk – New Call
- 6 CRM Record – Service Desk – TAT Record
- 7 CRM Record – Service Desk - Ticket Status Record
- 8 ERP Record – HR

8.0 Measurements, Analysis and Improvement

8.1 General

GEMINI COMMUNICATION LTD has planned and implemented the monitoring, measurement, analysis and improvement processes needed along with identification and application of statistical techniques that are needed to:

- a) demonstrate conformity of the product
- b) ensure conformity of the Quality Management System
- c) Continuously improve the effectiveness of the Quality Management System.
- d) Statistical techniques.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

GEMINI COMMUNICATION LTD has developed questionnaires, for monitoring, measuring and improving customer satisfaction through internal / external agencies, customer feed back forms, customer data on delivered quality, compliments, warranty claims. These activities are taken under the **Project Planning and Execution Process**

Responsibility: Head Chennai Operations & Head Support.

8.2.2 Internal audits

GEMINI COMMUNICATION LTD conducts internal audits periodically as per procedure of Internal quality audit to determine whether its quality management system

- a. confirms to the planned arrangements and to the requirements of the International Standard.
- b. is effectively implemented and maintained.

The Audit Programme is planned, taking into consideration the importance of the processes and status and areas to be audited, as well as the results of previous audits. The personnel / auditee is responsible to ensure that actions are taken without undue delay to eliminate detected non-conformities and their causes. Follow-up activities include the verification of the corrective actions taken and the reporting of the same.

The audit criteria, scope, frequency, methods, selection of auditors (qualified/ trained and independent of function), conduct of audits to ensure objectivity and impartiality of the audit process are defined in the **Procedure for Internal Audits**

Responsibility: MR

8.2.3 Monitoring and Measurement of Processes

Process procedures of GEMINI COMMUNICATION LTD encompass methods for monitoring and, where applicable, measurement of the quality management system processes to demonstrate the ability of the processes to achieve planned results (Key Result Area/ Key Performance Indicator/ Objectives). When planned results are not achieved, the correction and corrective action are taken as appropriate to ensure correction in the process.

Responsibility: All process owners

8.2.4 Monitoring and Measurement of Product / Service

GEMINI COMMUNICATION LTD shall monitor and measure the characteristics of the service to verify that product requirements are achieved throughout all phases of product realisation in accordance with process procedures. This is carried out as a part of the core processes.

Evidence of conformity with the acceptance criteria is maintained as records, which indicate the person(s) authorizing release of product and or service.

GEMINI COMMUNICATION LTD approves products as per the Quality process, variation if any, are found items are not released unless otherwise approved by Head Chennai Operations / Head Support.

Responsibility: Head Support

8.3 Control of Non-conforming Product

GEMINI COMMUNICATION LTD ensures that product which does not conform to specify requirements is identified and controlled to prevent its unintended use or delivery.

GEMINI COMMUNICATION LTD deals with non-conforming product by one or more of the following ways:

- a. By taking action to eliminate the detected non-conformity.
- b. by regularising it or acceptance under concession by the Head Chennai Operations
- c. By taking action to preclude its original intended use or application.

Nature of non-conformities and any subsequent actions taken are maintained as records. Re-verification of non-conforming product is done till it demonstrates conformity to the requirements.

The controls and related responsibilities and authorities for dealing with Non - Conforming product is defined in the procedure for **Control of Non-conforming Product**.

Responsibility: MR/ Head of Support

8.4 Analysis of data

8.4.1 GEMINI COMMUNICATION LTD utilises appropriate methods for analysis of data collected to demonstrate the suitability and effectiveness of the Quality Management System.

8.4.2 Methods used to generate relevant data are reviewed periodically to ensure the information provided relates to:

- a) customer satisfaction
- b) conformity to product requirements
- c) characteristics and trends of processes and products including opportunities for preventive action
- d) suppliers

In the overall context analysis is a part of BSC / MIS / ERP & CRM Reports

8.4.3 MR is responsible for Statistical Techniques and methods utilised wherever feasible / applicable at GEMINI COMMUNICATION LTD.

8.5 Improvement

8.5.1 Continual improvement

8.5.1.1 GEMINI COMMUNICATION LTD continually improves the effectiveness of its Quality Management System through the use of the Quality Policy, Quality Objectives, Audit Results, Analysis of Data, Corrective and Preventive Actions, Periodic Management Reviews and other review meetings.

8.5.2 Corrective action

GEMINI COMMUNICATION LTD takes action to eliminate the cause of non-conformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the non-conformities encountered.

System procedure for Corrective Action has been documented and defines requirements for:

- a) reviewing non-conformities (including customer complaints)
- b) determining causes of non-conformities
- c) evaluating the need for action to ensure that non-conformities do not recur
- d) determining and implementing the action needed
- e) records of the results of action implemented
- f) review of corrective action implemented

Responsibility: All process owners.

8.5.3 Preventive Action

GEMINI COMMUNICATION LTD shall determine action to eliminate the causes of potential non-conformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of the potential problems.

System procedure for Preventive Action has been documented and defines requirements for:

- a) determining potential non-conformities and their causes
- b) evaluating the need for action to prevent occurrence of non-conformities
- c) determining and implementing the action needed
- d) records of the results of action implemented
- e) reviewing preventive action implemented

Responsibility: All process owners.

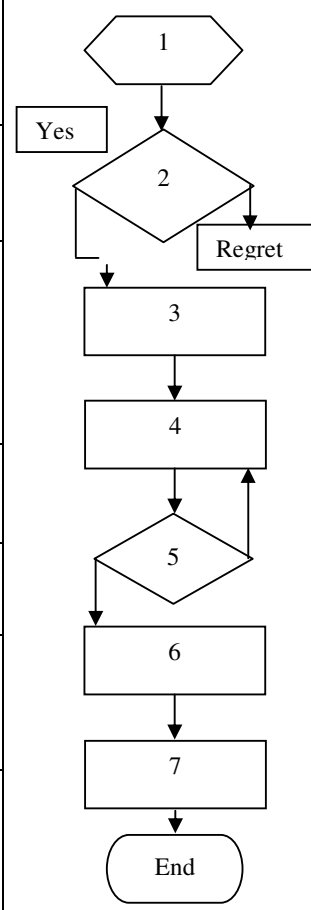
Records:

- 1. Customer feed back form
- 2. Annual audit plan
- 3. Audit schedule
- 4. Audit report
- 5. Audit non conformity report
- 6. Audit result summary

7. Non conformance Data
8. CAPA Report format
9. Continual improvement reports
10. Report of data analysis

DOC. NO. : GCL/PF/01	ISSUE NO. : 01	ISSUE DATE : 01/01/2010
REV. NO. : 00	REV. DATE :	PAGE 1 of 1
TITLE : ENQUIRY PROCESSING		Clause: 7.2

Process Owner	Head - Marketing	
Input	Resources	Output
1. Technically clear enquiry	1. Computer / software 2. Costing details	1. Quotation 2. Receipt of Order

No	Activity	Process	Interface	Record	Remarks
1	Receive / generate a trade lead / enquiry	 <pre> graph TD 1{{1}} --> 2{2} 2 -- Yes --> 3[3] 2 -- Regret --> 2 3 --> 4[4] 4 --> 5{5} 5 --> 4 5 --> 6[6] 6 --> 7[7] 7 --> End([End]) </pre>		Enquiry register / SFA	
2.	Check feasibility		Support		
3.	Prepare & send techno commercial proposal			1. enquiry register 2. Quotations (ERP Record)	
4.	Follow up				
5.	Negotiate				
6.	Close the deal (Receive order or Loose order)			Customer PO Order login in ERP	
7	Measure process performance and improve			Weekly and Monthly review on Leads Monthly MIS Quarterly performance review	

<p>Measure of Process</p> <ol style="list-style-type: none"> 1. Hit rate on quotation on monthly basis 2. Trend in value of quotation. 3. Pending value of quotation Vs total quotation generated (Monthly) 4. Trend in change of price original vs final (monthly) 5. Analysis on regret quotation (Quarterly basis)

Issued By:	Approved by:
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DOC. NO. : GCL/PF/02

ISSUE NO. : 01

ISSUE DATE : 01/01/2010

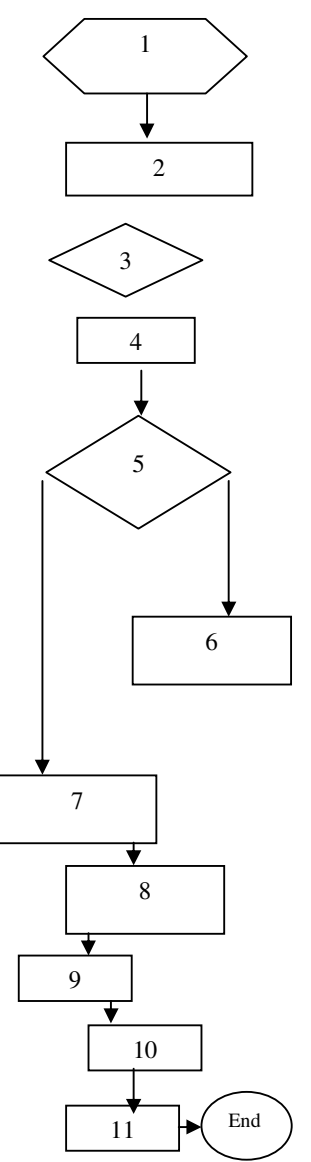
REV. NO. : 00

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TITLE : ORDER PROCESSING

Clause: 7.2

Process Owner		Head Marketing				
Input		Resources		Output		
1. Technically clear Order		1. Stock List 2. Allocation Details 3. Daily stock receipts of finished goods		1. Execution/ billing		
No	Activity	Process	Interface	Record	Remarks	
1.	Receive customer order	 <pre> graph TD 1{{1}} --> 2[2] 2 --> 3{3} 3 --> 4[4] 4 --> 5{5} 5 --> 6[6] 5 --> 7[7] 6 --> 7 7 --> 8[8] 8 --> 9[9] 9 --> 10[10] 10 --> 11[11] 11 --> End((End)) </pre>		ERP		
2.	Issue Interim acknowledgment					
3.	Review the order					
4.	Evolve / revise project plan				ERP	
5.	Seek Approval				1. Business approval 2. Technical approval 3. Commercial approval	If GP < 15% CEO approval is required. See Note #1 Below
6.	Regret if not viable					
7.	Generate work order				Sale Order (ERP)	
8.	Issue Order Acceptance				OA Format	
9.	Initiate Project management process				PCR / SCR / CFBF	
10.	Invoice			Stores / Accounts	ERP	
11.	Measure process performance				Weekly & Monthly review Quarterly performance review	


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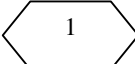
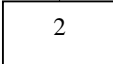
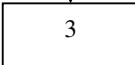
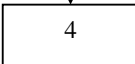
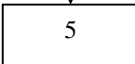
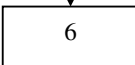
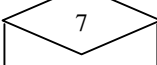

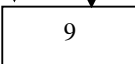
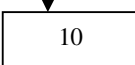
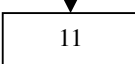
	Gemini Communication Ltd	QUALITY SYSTEM PROCESS
DOC. NO. : GCL/PF/02	ISSUE NO. : 01	ISSUE DATE : 01/01/2010
REV. NO. : 00	REV. DATE :	PAGE 2 of 2
TITLE : ORDER PROCESSING		Clause: 7.2

<p>Measure of Process</p> <ol style="list-style-type: none"> 1. Trend in incoming order (item wise) monthly 2. Pending order value vs total order received (Item wise) monthly. 3. No of cases where order not accepted at the review stage (With analysis) 4. No of cases where plan revised with reference to the original with analysis 5. No of cases project / order not approved to the total by value / numbers 6. No of cases delayed beyond committed date to the total (with analysis)
<p>Note #1 :</p> <p>In case of any objection from the approval authority, required steps like reducing purchase cost or other cost will be taken to make it viable. The objection includes credit hold, lesser margin, technical issues and Terms & conditions and records thereof maintained.</p>


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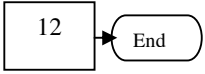
	GEMINI COMMUNICATION LTD	QUALITY SYSTEM PROCESS
DOC. NO. : GCL/PF/03	ISSUE NO. : 01	ISSUE DATE : 01/01/2010
REV. NO. : 00	REV. DATE :	PAGE 1 of 2
TITLE : Project Planning		Clause: 7.5

Process Owner	Head Support	
Input	Resources	Output
1. Work Order 2.	1. Competent team 2. Material as required	1. Project Completion Report and final invoicing


No	Activity	Process	Interface	Record	Remarks
1.	Receive work order		Marketing		
2.	Identify the type of project				TSG / FMS / Others
3.	Assign project				Based on type of project
4.	Prepare project flow / plan			Flow chart for execution	
5.	Review and approve				
6.	Execute project			As per project plan / chart	
7.	Verify completion w.r.t project plan			PCN	
8.	Take CAPA if needed			CAPA Record	
9.	Prepare project completion report				
10.	Hand over to customer				
11.	Seek and obtain customer feed back				

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

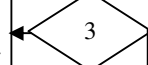
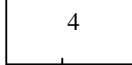

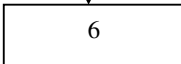
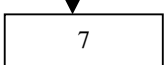

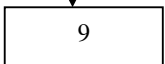
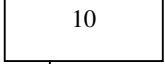
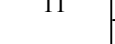

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DOC. NO. : GCL/PF/03		ISSUE NO. : 01		ISSUE DATE : 01/01/2010	
REV. NO. : 00		REV. DATE :		PAGE 2 of 2	
TITLE : Project Planning				Clause: 7.5	

12.	Measure process performance			CI Projects	
Measure of Process <ol style="list-style-type: none"> 1. On time project completion 2. First time right 3. Variance in plan Vs actuals 					


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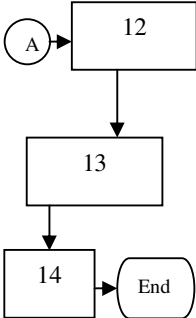
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DOC. NO. : GCL/PF/04	ISSUE NO. : 01	ISSUE DATE : 01/01/2010	
REV. NO. : 00	REV. DATE :	PAGE 1 of 2	
TITLE : Support		Clause: 7.5	

Process Owner	Head Support	
Input	Resources	Output
1. Call for support 2.	1. Competent team 2. Material as required 3.	1. Service report 2.

No	Activity	Process	Interface	Record	Remarks
1.	Receive call for support		Call coordinator		
2.	Register the call in CRM and assign Ticket ID			New Ticket - Customer care (CRM)	1
3.	Check new customer or not				
4.	Grade the call (Warranty / AMC/ Paid Call)				
5.	Put up for approval				Only if it is for New customer
6.	Get customer confirmation			Email	
7.	Identify & assign competent engineer(s)			Action - Customer care (CRM)	Competency Matrix
8.	Customer communication for visit plan		Customer	phone	
9.	Depute engineer				
10.	Collect material from stores as required		support stores	Open DC	Only if material is required
11.	Visit site and resolve problem	 		SCR	By mail incase of outstations

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		GEMINI COMMUNICATION LTD		QUALITY SYSTEM PROCESS	
DOC. NO. : GCL/PF/04		ISSUE NO. : 01		ISSUE DATE : 01/01/2010	
REV. NO. : 00		REV. DATE :		PAGE 2 of 2	
TITLE : Support				Clause: 7.5	

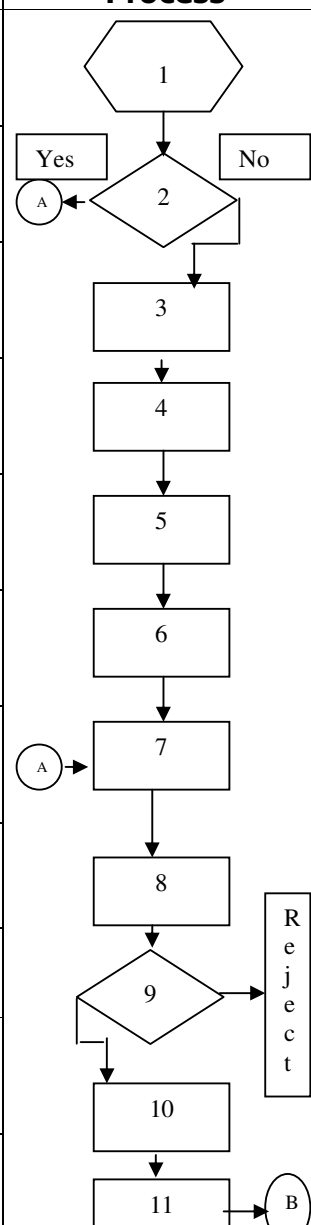
12.	Close call and invoice (In case of non AMC or Non Warranty)				
13.	Seek and obtain customer feed back			Customer feed back form	
14.	Measure process performance				

- Measure of Process**
1. Ratio of first time fix to total calls (engineer wise)
 2. Average time taken to close a call engineer wise
 3. TAT Analysis (Monthly)
 4. Customer feed back analysis (Quarterly)
 5. Ratio of warranty calls to total calls
 6. Value of revenue generated
 7. Ratio of AMC calls to total calls.


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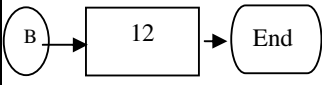
DOC. NO. : GCL/PF/05	ISSUE NO. : 01	ISSUE DATE : 01/01/2010
REV. NO. : 00	REV. DATE :	PAGE 1 of 2
TITLE : PURCHASING		Clause: 7.4

Process Owner	Head Purchase	
Input	Resources	Output
1. Technically clear purchase indent 2. Re order items listing	1. Approved supplier list 2. Master List / specification details. 3. Standard price list	1. Purchase order

No	Activity	Process	Interface	Record	Remarks
1	Receive indent from the user		Respective user	Sale Order (ERP)	
2.	Check for existence in current range		Master List of materials		
3.	Identify vendor		Approved Supplier list		
4.	Obtain quotes in relation to budget				
5.	Negotiate and freeze vendor / vendors				
6.	Identify delivery requirement		Marketing/Support	ERP	
7	Release purchase order			ERP	
8.	Receive material		Stores	GRN	
9	Inspect material		stores	Inspection Record	
10	Take in to stock		Stores	ERP	
11.	Monitor delivery and quality levels.		Stores	Vendor rating	

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		Gemini Communication Ltd		QUALITY SYSTEM PROCESS	
DOC. NO. : GCL/PF/05		ISSUE NO. : 01		ISSUE DATE : 01/01/2010	
REV. NO. : 00		REV. DATE :		PAGE 2 of 2	
TITLE : PURCHASING				Clause: 7.4	

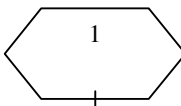
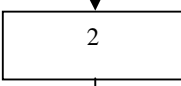

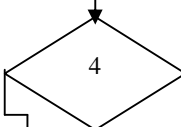
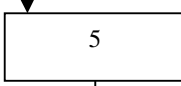
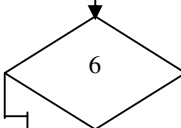

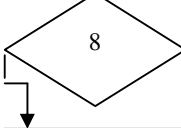
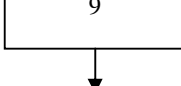
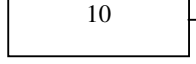

12.	Measure process and improve.			CI project reports.	
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Measure of Process					
<ol style="list-style-type: none"> 1. Savings achieved on purchased material in relation to turn over. 2. Quality & Delivery performance of vendors. 3. No of incidents delivery to customer deviated on account of delay in procurement in relation to committed delivery 4. Trend in development of alternate sources with specific reference to single vendor items. 5. No of price benefit achieved with values. 					


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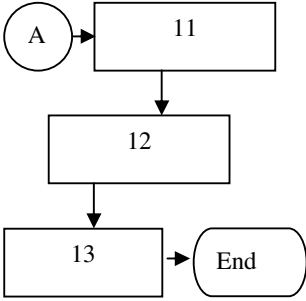
DOC. NO. : GCL/PF/06	ISSUE NO. : 01	ISSUE DATE : 01/01/2010
REV. NO. : 00	REV. DATE :	PAGE 1 of 2
TITLE : VENDOR REGISTRATION / EVALUATION		Clause: 7.4

Process Owner	Head Purchase	
Input	Resources	Output
1. Requirement for a new source.	1. Yellow pages / Internet and market inputs.	1. Approved and qualified vendor included in the master list.

No	Activity	Process	Interface	Record	Remarks
1	Identify need for a vendor		User dept		
2.	Select suitable vendor				
3.	Receive vendor Particulars			Vendor registration format	
4.	Assess vendors' capability			Vendor approval	
5.	Recommend for inclusion to top management				
6.	Obtain approval		Top Management	Approved List of suppliers	
7	Place two trial orders			PO	If new vendor
8.	Measure vendor performance				
9.	If satisfied include in the approved list.				
10.	Carryout vendor rating on quarterly	 → 		Vendors' delivery & quality rating	


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		Gemini Communication Ltd		QUALITY SYSTEM PROCESS	
DOC. NO. : GCL/PF/06		ISSUE NO. : 01		ISSUE DATE : 01/01/2010	
REV. NO. : 00		REV. DATE :		PAGE 2 of 2	
TITLE : VENDOR REGISTRATION / EVALUATION				Clause: 7.4	

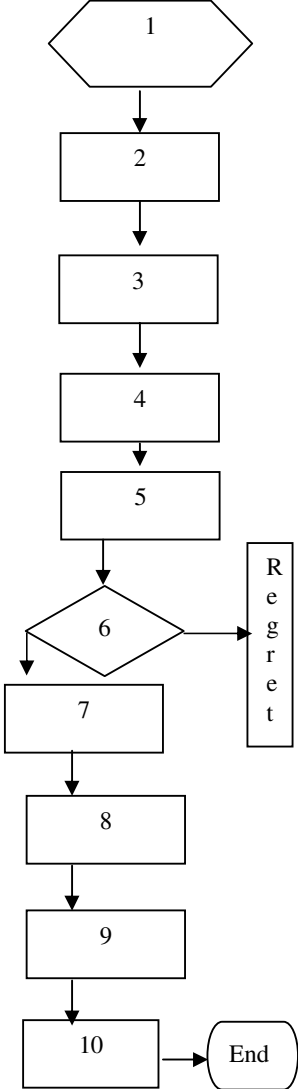
11.	Appreciate / caution the vendor				Vendor rating outcome
12.	Eliminate inconsistent performer			Approved List	
13.	Measure process and improve			CI Projects	

Measure of Process					
1. Number of new vendors developed half yearly 2. No of vendors qualified for continuous partnership in relation to total new vendors identified.. 3. No of active vendors to the total number of vendors. 4. Vendor rating trend (Vendor wise) half yearly 5. No of drop outs to the total					

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	Gemini Communication Ltd	QUALITY SYSTEM PROCESS
DOC. NO. : GCL/PF/07	ISSUE NO. : 01	ISSUE DATE : 01/01/2010
REV. NO. : 00	REV. DATE :	PAGE 1 of 1
TITLE : RECRUITMENT & APPRAISAL		Clause: 6.2

Process Owner	Head HR	
Input	Resources	Output
1.Manpower request	1. List of consultants 2. Internet 3. Competency Matrix	1. Acceptable Human resource

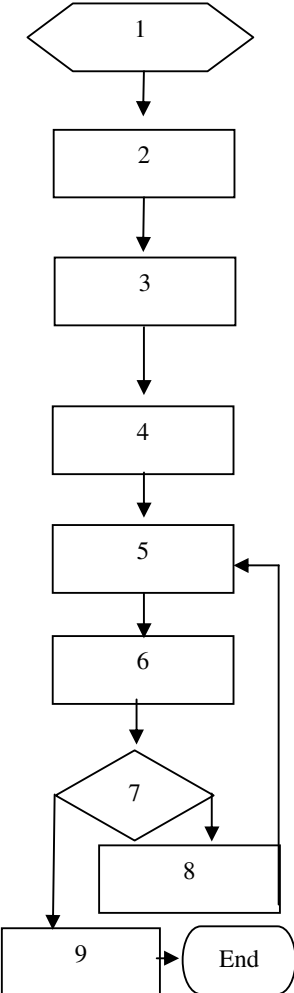
No	Activity	Process	Interface	Record	Remarks
1	Receive approved man power request	 <pre> graph TD 1{{1}} --> 2[2] 2 --> 3[3] 3 --> 4[4] 4 --> 5[5] 5 --> 6{6} 6 --> 7[7] 6 --> Regret[Regret] 7 --> 8[8] 8 --> 9[9] 9 --> 10[10] 10 --> End([End]) </pre>	Dept of Origin	Register for man power provision	
2.	Identify method of approach				List of rect. Agencies
3.	Obtain candidate profile				Employee application form
4.	Organize interview				Interview notification
5.	Conduct interviews			Dept of origin	Interview evaluation form
6.	Shortlist				Recommendation of manager and final approval
7	Issue offer letter				
8.	Induct and organize orientation				Induction Record
9.	Assess performance and confirm in service				Appraisal record
10.	Measure process performance				CI

Measure of Process
1. On time recruitment of employee
2. Trend in attrition rate

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	Gemini Communication Ltd	QUALITY SYSTEM PROCESS
DOC. NO. : GCL/PF/08	ISSUE NO. : 01	ISSUE DATE : 01/01/2010
REV. NO. : 00	REV. DATE :	PAGE 1 of 1
TITLE : COMPETENCE AND TRAINING		Clause: 6.2.2

Process Owner	Head HR	
Input	Resources	Output
1. Identified training need	1. List of trainers (Internal and external) 2. Training aids	1. Trained employee

No	Activity	Process	Interface	Record	Remarks
1	Define competency requirement for every position	 <pre> graph TD 1{{1}} --> 2[2] 2 --> 3[3] 3 --> 4[4] 4 --> 5[5] 5 --> 6[6] 6 --> 7{7} 7 --> 8[8] 8 --> 5 7 --> 9[9] 9 --> End([End]) </pre>		Compe- tency matrix	One time exercise with review on changes
2.	Identify CSP and gap		User Department	Training need form	
3.	Evolve calendar, Prioritize & Plan training			Training calendar	
4	Decide whether On the job or Off the job				
5.	Conduct training			Training attendance	
6.	Collect feed back from participants			Feed back form	
7.	Evaluation of effectiveness		HODs	Effective- ness analysis	
8	Re-train in case of lack of effectiveness			Training record	
9.	Measure Process performance and improve			CI projects	

Measure of Process
1. Training planned Vs conducted (In hours)
2. % of On the job training to total training per month.

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