**NS Quality Award audit Criteria (Summary)**

|  |  |  |
| --- | --- | --- |
| **S.No.** | **Evaluation criteria** | **Points**  **Value** |
| **1** | **Leadership** | **100** |
| 1.1 | Policy and Objectives (50) |  |
| 1.2 | Organization and its context(50) |  |
| **2** | **Customer focus and relationship management** | **100** |
| 2.1 | Customer requirement determination(15) |  |
| 2.2 | Customer Satisfaction Measurement(30) |  |
| 2.3 | Handling of Customer Complains (40) |  |
| 2.4 | Relationship Management (15) |  |
| **3** | **Process and system management** | **200** |
| 3.1 | Process Identification (30) |  |
| 3.2 | Process Control(100) |  |
| 3.3 | System Documentation(40) |  |
| 3.4 | Internal audit (30) |  |
| **4** | **Human Resource Management** | **100** |
| 4.1 | Employee Recruitment(10) |  |
| 4.2 | Training and education(20) |  |
| 4.3 | Competency of Employees(20) |  |
| 4.4 | Employees Involvement in Quality Improvement(20) |  |
| 4.5 | Occupational Health and Safety(20) |  |
| 4.6 | Employees Satisfaction(10) |  |
| **5** | **Information Management** | **100** |
| 5.1 | Quality Data Generation, Analysis and Use (45) |  |
| 5.2 | Organizational Knowledge ( 15) |  |
| 5.3 | Communication/ Information dissemination System(40) |  |
| **6** | **Corporate Social Responsibility** | **100** |
| 6.1 | Environmental Aspect(30) |  |
| 6.2 | Legal Aspect(30) |  |
| 6.3 | Social Aspect(20) |  |
| 6.4 | Local resources(20) |  |
| **7** | **Performance and improvements** | **100** |
| 7.1 | Identification of performance indicators(20) |  |
| 7.2 | Measurement and evaluation of performance(30) |  |
| 7.3 | Improvement Planning(20) |  |
| 7.4 | Product development(30) |  |
| **8** | **Work environment, Infrastructure and Housekeeping** | **50** |
| **9** | **NS certified products, complaints and penalty** | **150** |
|  |  |  |
|  | **Total** | **1000** |

**NS Quality Award onsite audit detail checklist guidelines**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SN** | **Evaluation criteria and guidelines** |  | **0** | **1** | **2** | **3** | **4** | **score** |
| **1** | **Leadership (100)** |  |  |  |  |  |  |  |
| **1.1** | **Policy and Objectives 50** |  |  |  |  |  |  |  |
| i) Are Policy and Objectives documented?   * Is there any documented evidence of policy and objectives with respect to quality, environment and OHS? | 5 |  |  |  |  |  |  |
| ii) Is there dissemination of Policy?   * How does top management deploy organization’s policy throughout the organization? * Are the employees aware of the organization’s policy? | 10 |  |  |  |  |  |  |
| iii) Are objectives measurable and realistic?   * Are objectives consistent with Policy? * Are objectives measurable, realistic and indicators defined? * Are action plans developed to meet the objectives and monitoring mechanism developed? * Are objectives developed at relevant functions and levels? | 20 |  |  |  |  |  |  |
| iv) Does the top management participate in the development and review of quality management system?   * How is the top management involved in planning and development of quality system? * Is review carried out at certain intervals to meet the organizational needs and records maintained? * How is top management involved in review of QMS? | 15 |  |  |  |  |  |  |
| **1.2** | **Organization and its context (50)** |  |  |  |  |  |  |  |
|  | i) Is the organization chart available and up to date?   * Is organization chart documented and approved? * Is organization chart consistent with the available human   resources? | 10 |  |  |  |  |  |  |
|  | ii)Are responsibility and authority defined and communicated ?   * Are responsibilities and authorities of key persons defined and communicated? * Are they aware of their responsibilities and authorities? | 10 |  |  |  |  |  |  |
|  | iii) Are responsibility and authority defined for management of Quality System?   * Are the responsibilities and authorities defined and communicated for managing quality system? * Are the persons aware of their responsibilities and competent? | 10 |  |  |  |  |  |  |
|  | iv) Are organization's issues determined   * Are internal and external issues determined? * Are issues being monitored and reviewed? | 10 |  |  |  |  |  |  |
|  | v) Are Risks determined?   * Are organization’s issues and needs of interested parties considered in determining the risks? * Is action plan prepared and documented to address the risks and being implemented? | 10 |  |  |  |  |  |  |
| **2** | **Customer Focus and Relationship management(100)** |  |  |  |  |  |  |  |
| **2.1** | **Customer requirement determination 15** |  |  |  |  |  |  |  |
|  | i) Are the customer requirements determined?   * How is the customer requirement determined? * Is list of customers maintained? | 10 |  |  |  |  |  |  |
|  | ii) Is the planning carried out as per the customer requirement?   * Are the customer's requirements taken as the input for planning of the product? | 5 |  |  |  |  |  |  |
| **2.2** | **Customer Satisfaction Measurement (30)** |  |  |  |  |  |  |  |
|  | i) Is the Customer Satisfaction measured?   * How frequently customer satisfaction measured? Is it adequate and representative? * Are the customer satisfaction measurement criteria adequate? * Are results of satisfaction measurement analyzed? | 15 |  |  |  |  |  |  |
|  | ii) What is the level of customer satisfaction?   * Is the customer satisfaction as per expected? * Is there any corrective actions taken in case of lower satisfaction? * Is customer satisfaction level improving? | 15 |  |  |  |  |  |  |
| **2.3** | **Handling of Customer Complains (40)** |  |  |  |  |  |  |  |
|  | i) Recording and acknowledging & processing complaints.   * Are the complaints recorded? * Is responsibility defined for handling customer complaints? * Are corrective actions are taken for the complaints? * Is response to complaints done immediately?? * Are complaints resolved effectively? | 25 |  |  |  |  |  |  |
|  | iii)Review of complaints   * Are customer complaints analyzed? * Are complaints reviewed during management review? * Is there improvement made in customer complaints? | 15 |  |  |  |  |  |  |
| **2.4** | **Relationship management (15)** |  |  |  |  |  |  |  |
|  | 1. Are interested parties determined?  * Is list of all relevant interested parties documented? * Are their relevant needs and expectations determined? * Are their needs and expectations reviewed? | 15 |  |  |  |  |  |  |
| **3** | **Process and system management(200)** |  |  |  |  |  |  |  |
| **3.1** | **Process Identification 20** |  |  |  |  |  |  |  |
|  | i) Identification and documentation of processes of the organization   * Are all processes identified and documented applicable to the organization? * Are sequence and interaction of processes documented? | 10 |  |  |  |  |  |  |
|  | ii) Production/process flow chart available and compatible with production process   * Is production process flow chart available and known to concerned persons? * Is production process flow chart compatible to the actual production scenario and cover all the products of the organizations? | 10 |  |  |  |  |  |  |
| **3.2** | **Process Control(100)** |  |  |  |  |  |  |  |
|  | i) Control points defined and documented.   * Are the control points for each operations of production defined and documented? * Are these control points adequate? * Are control points known to concerned persons? | 15 |  |  |  |  |  |  |
|  | ii) Quality assurance of external providers for material, process and services?   * Are external providers’ evaluation criteria defined and a list of approved external providers maintained? * Is specification available for incoming supplies and verified after supply? * Is corrective actions taken for non conforming supplies? | 15 |  |  |  |  |  |  |
|  | iii)In process quality control   * Is the process control done as per plan? * Are all the controls recorded? * What is the effectiveness of the process control? * Are the records of process control analyzed? | 20 |  |  |  |  |  |  |
|  | iv) Quality assurance of final products   * Are criteria determined for the quality assurance of final product ? * Are criteria implemented and the records of inspection and testing of final products maintained? * Are the records of inspection and testing of final products analyzed? * What is the performance of quality of final products? | 20 |  |  |  |  |  |  |
|  | v) Calibration of equipment ( Traceability of measurement results to SI units)   * Is a list of required monitoring and measuring equipment maintained with calibration plan? * Is calibration done as per plan and records of calibration maintained? * Are calibration results implemented? * Is the calibration done by authorized person / body? | 20 |  |  |  |  |  |  |
|  | vi) Control, identification, segregation and disposal of non conforming materials and process?   * Are non conforming materials identified at each stage of processing? * Are corrections or corrective actions implemented for non conforming materials/ process and records maintained? | 10 |  |  |  |  |  |  |
| **3.3** | **System Documentation 40** |  |  |  |  |  |  |  |
|  | i) Availability of Quality system documentation to support the organizational activities.   * Are the documents adequate for the organizational need and effective? * Is a master list of documents maintained? | 10 |  |  |  |  |  |  |
|  | ii) Implementation of System documents   * Are the activities carried out as specified in the documents? * Are the employees aware of the concerned documents and available in work places when needed? | 10 |  |  |  |  |  |  |
|  | iii) Control of documented information   * Are the documents approved, reviewed or revised as per the necessity and protected against loss and improper use? * Is disposal system and retention period defined? | 10 |  |  |  |  |  |  |
|  | v) Maintenance of records as required by NBSM   * Are records maintained as directed or required by NBSM? * Are records up to-date? | 10 |  |  |  |  |  |  |
| **3.4** | **Internal Quality Audit(40)** |  |  |  |  |  |  |  |
|  | i) Conduction of internal audits   * Is periodic internal audit conducted? * Are internal audits planned and scope defined? * Are internal audits carried out as planned by competent persons and effective? * Does internal audit cover all the processes/ requirements of the organization? | 20 |  |  |  |  |  |  |
|  | ii) Review of results of audits   * Are corrective actions of non conformities timely taken and effective? * Are the results of audits maintained? * Is audit reviewed and planned as per results of previous audit? * Is there any necessary action taken to improve the audit performance? | 20 |  |  |  |  |  |  |
| **4** | **Human Resource Management(100)** |  |  |  |  |  |  |  |
| **4.1** | **Employee Recruitment and labor Act (10)** |  |  |  |  |  |  |  |
|  | i) Defined process for employee’s recruitment.   * Are employees recruited as per the defined process? | 5 |  |  |  |  |  |  |
|  | 1. Labor audit  * Is labor audit carried out as per prevailing Labor Act and regulations? | 5 |  |  |  |  |  |  |
| **4.2** | **Training and education(20)** |  |  |  |  |  |  |  |
|  | i) Identification of training needs.   * Is there any system for training need identification? * Is the training plan prepared as per the needs identified? | 10 |  |  |  |  |  |  |
|  | ii) Conduction of training programs and records of training.   * Are the trainings conducted as per the training plan? * Are the trainings effective and records maintained? | 10 |  |  |  |  |  |  |
| **4.3** | **Competency and availability of manpower(20)** |  |  |  |  |  |  |  |
|  | i) Availability of trained and competent manpower   * Is the manpower adequate to perform the jobs? * Is the available manpower competent to perform the jobs? * Is the competency of employees determined? * Is any action taken to acquire necessary competence? | 20 |  |  |  |  |  |  |
| **4.4** | **Employees Involvement in Quality Improvement(20)** |  |  |  |  |  |  |  |
|  | i) Extent of involvement of employees in quality improvement  a) Middle level  b) Operational level   * How are the middle level employees involved in quality improvement? * How are the operation level employees involved in quality improvement? * How frequently does the top level interact with operation level employees? * Is the involvement of employees effective? | 20 |  |  |  |  |  |  |
| **4.5** | **Occupational Health and Safety(20)** |  |  |  |  |  |  |  |
|  | i) Identification of OHS hazards and risks   * Are OHS hazards and risks identified and are they adequate? | 5 |  |  |  |  |  |  |
|  | ii)Plan for corrective and preventive measures and its implementation   * Is there any plan for preventing and correcting the hazards? | 5 |  |  |  |  |  |  |
|  | iii)Records of accident and corrective actions taken   * Are the records of accidents or emergency situations maintained? * Are corrective actions taken to eliminate the accidents and effective? | 10 |  |  |  |  |  |  |
| **4.6** | **Employees Satisfaction(10)** |  |  |  |  |  |  |  |
|  | i) Procedure for employees’ satisfaction measurement?   * Is there any system for effectively measure the satisfaction of the employees? | 5 |  |  |  |  |  |  |
|  | ii) Status of Employees satisfaction   * Are employees really satisfied? | 5 |  |  |  |  |  |  |
| **5** | **Information Management(100)** |  |  |  |  |  |  |  |
| **5.1** | **Quality Data Generation, Analysis and Use (45)** |  |  |  |  |  |  |  |
|  | i) Adequacy and quality of data?   * Is the generated data adequate to analyze? * Is the data reliable? * Is the data representative? | 15 |  |  |  |  |  |  |
|  | ii) Analysis of data?   * Are data analyzed? * Is the analysis of data maintained properly? * Is frequency of data analysis adequate? | 15 |  |  |  |  |  |  |
|  | 1. iii) Use of data for improvement?  * Are appropriate tools used to analyze the data? * Are the analyzed data reviewed for improvement? * Are the decisions made based on data? | 15 |  |  |  |  |  |  |
| 5.2 | Organizational knowledge (15) |  |  |  |  |  |  |  |
|  | * Does organization maintain the Organizational knowledge? * Is the knowledge maintained to the extent necessary and updated? * Is the organization aware of knowledge of similar national and/or international organizations’ best practices? | 15 |  |  |  |  |  |  |
| **5.3** | **Communication/ Information dissemination System(40)** |  |  |  |  |  |  |  |
|  | i) Planning of internal communication   * Is there any system for internal communication? * Is responsibility defined for internal communication? | 10 |  |  |  |  |  |  |
|  | ii)Effectiveness of internal communication   * Is the communication done as per plan? * Are the records of internal communication maintained and effective? | 10 |  |  |  |  |  |  |
|  | iii) Recording external communication?   * Is responsibility defined for external communication and records maintained? * Is external communication effective? | 10 |  |  |  |  |  |  |
|  | iv) Accessibility of data/information to the concerned persons   * Are concerned persons aware of the information/data related to their functions? * Is data/information available when needed? | 10 |  |  |  |  |  |  |
| **6** | **Corporate Social Responsibility(100)** |  |  |  |  |  |  |  |
| **6.1** | **Environmental Aspect(30)** |  |  |  |  |  |  |  |
|  | i) Control & preventive measures for pollution   * Is there any system for managing the environmental concerns including emergency situations? * Is responsibility defined for environmental management? * Is the system adequate and effective? | 15 |  |  |  |  |  |  |
|  | 1. Environmental performance  * Is there any system for monitoring of the environmental performance? * Are the records maintained? * Is the performance of the environmental parameters as required? | 15 |  |  |  |  |  |  |
| **6.2** | **Legal Aspect(30)** |  |  |  |  |  |  |  |
|  | i) Identification of legal requirements applicable to the organization   * Are the legal requirements applicable to the organization identified? * Are the identified legal requirements adequate? * Are the concerned persons aware of relevant legal requirements? | **15** |  |  |  |  |  |  |
|  | ii) Compliance to legal requirement   * Does the organization comply with legal requirements? * Is there any corrective actions taken in case of non compliance? * Is the corrective action effective? | 15 |  |  |  |  |  |  |
| **6.3** | **Social Aspect(20)** |  |  |  |  |  |  |  |
|  | i) Activities related to social responsibility   * Does the organization conduct any social activities? * Are the activities adequate and effective? | 10 |  |  |  |  |  |  |
|  | ii) Employment to marginalized group   * What is the percentage of employment of marginalized community? * What is the percentage of female employment? | 10 |  |  |  |  |  |  |
| **6.4** | **Local resources(20)** |  |  |  |  |  |  |  |
|  | i) Use of local material resources   * Are required materials available locally? * What is the percentage of use of local materials? | 10 |  |  |  |  |  |  |
|  | ii) Use of local man power and relations   * What is the percentage of use of local manpower in the organization? * What is the relation with the local community? | 10 |  |  |  |  |  |  |
| **7** | **Performance and improvements(100)** |  |  |  |  |  |  |  |
| **7.1** | **Identification of performance indicators(30)** |  |  |  |  |  |  |  |
|  | i) Identification of major performance indicators of the organization   * Is there any performance indicator related to Product Quality? * Is there any performance indicator related to Production? * Is there any performance indicator related to Customer satisfaction? * Is there any performance indicator related to Human resource development? * Is there any performance indicator related to Marketing? * Is there any performance indicator related to Purchasing? | 30 |  |  |  |  |  |  |
| **7.2** | **Measurement and evaluation of performance(30)** |  |  |  |  |  |  |  |
|  | i) Are the performance indicators measured and evaluated?   * Are performance indicators measured? * Are performance indicators analyzed? * Are performance indicators evaluated? * Is action taken to improve the performance? | 20 |  |  |  |  |  |  |
|  | iii) Status of performances indicators   * What is the performance of the organization in relation to the above mentioned indicators? * Is the record maintained? | 10 |  |  |  |  |  |  |
| **7.3** | **Improvement Planning(40)** |  |  |  |  |  |  |  |
|  | i) Status of corrective actions taken for improvement   * Are corrective actions taken when NCs are identified? * Are these actions effective? | 10 |  |  |  |  |  |  |
|  | ii) Planning for improvement   * How do you ensure the continual improvement of your organization? * Is there any system of planning for improvement? | 10 |  |  |  |  |  |  |
|  | iii) Implementation of advice or suggestions given by NBSM for improvement   * Are the suggestions given by NBSM implemented? * Are all the records maintained? | 10 |  |  |  |  |  |  |
|  | iv) Status of improvement in comparison to last year   * Is the organization improving as per plan? * Are the records maintained? | 10 |  |  |  |  |  |  |
| **8** | **Work environment, Infrastructure and Housekeeping (50)** |  |  |  |  |  |  |  |
|  | i) Work environment and infrastructure   * Is infrastructure related to machinery and utilities adequate? * Is infrastructure related to communication adequate? * Is infrastructure related to transportation adequate? * Is infrastructure related to storage of materials and product adequate? * Is infrastructure related to work space and building adequate? * Has the organization maintained the environment(social, psychological, physical etc.) necessary for the operation   of its processes and to achieve conformity of products and services. | 30 |  |  |  |  |  |  |
|  | ii) Status of housekeeping within the Plant   * Is there any planned arrangement for housekeeping? * Is the arrangement adequate and effective? * Is the responsibility defined? * What is the overall status of housekeeping? | 20 |  |  |  |  |  |  |
| **9** | **NS certified products, complaints and penalty 150** |  |  |  |  |  |  |  |
|  | i) Compliance of products to NS   * Are the records of Non complying products to NS requirements maintained? * What is the percentage of compliance of NS certified products? | 50 |  |  |  |  |  |  |
|  | ii) Percentage of NS certified products out of total annual production of last 2 years   * Does the organization manufacture other like products similar to NS certified products * What is the percentage of NS certified products out of total like products production? | 50 |  |  |  |  |  |  |
|  | iii) Complaints Related to NS certified products. organization's service and organization   * Is the record maintained about the complaints made by any interested parties? * Are there any correction / corrective actions taken regarding the complaints? * Is the organization penalized by any legal authority? * Is the penalty authentic and justified? | 50 |  |  |  |  |  |  |

**Scoring guidelines**

Scores are presented in 5 categories to provide clear definition and differentiation of performance.

|  |  |
| --- | --- |
| **Score** | **Results** |
| **0** | No results/No progress |
| **1** | Results reported and poor performance level |
| **2** | Results reported and good performance level |
| **3** | Results reported and better performance level |
| **4** | Results reported and excellent performance level |

*Example of Scoring*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1.1** | **Policy and Objectives** |  | **0** | **1** | **2** | **3** | **4** | **score** |
| i) Are Policy and Objectives documented?   * Is there any documented evidence of policy and objectives? | 5 |  |  |  | √ |  | 3.75 |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1.3** | **Organization and its context** |  | **0** | **1** | **2** | **3** | **4** | **score** |
|  | i) Is the organization chart available and up to date?   * Is organization chart documented and approved? * Is organization chart consistent with the available human   resources? | 10 |  |  |  | √ |  | 7.5 |

Calculations:

**1.1** i) Are Policy and Objectives documented? Point value= 5

Inspector assessment score = 3 (suppose)



Real Score =  = 3.75

**1.3**  i) Is the organization chart available and up to date? Point value =10

Inspector assessment score = 3 (suppose)



Real Score = = 7.5

***Types of Awards:***

Following types of award will be awarded for award winning industries:

|  |  |  |  |
| --- | --- | --- | --- |
| **S.N.** | **Description** | **Types of Awards** | **Total Score (Minimum)** |
| 1 | Top score winner | 'NS' Quality Award | 70%\* |
| 2 | First runner up | Letter of Appreciation | 60%\* |
| 3 | Second runner up | Letter of Appreciation | 60%\* |

**Note:** a)Total score is obtained by adding the marks of screening and marks of onsite audit in %

b) Weightage of onsite audit shall be 75% and that of screening shall be 25% in total score.