

SUPPLIER ◀ -- ▶ FRIENDLY ◀ -- ▶ CUSTOMER

DAIRY BUSINESS MANAGEMENT SYSTEMS

**QUALITY SYSTEM DOCUMENTATION
(ISO – 9001: 2000)**

MODULE-X

ESTATE & SECURITY MANAGEMENT MANUAL

**INNOVATIVE BUSINESS IMPROVEMENTS (P) LTD.
Regd. Office #53-A, Sector 18-A CHANDIGARH-160018
Tel:0172-2724872 Cell: 9815961853 email:ibiu@hotmail.com**

“WHITE REVOLUTION THROUGH QUIET EVOLUTION”

SR NO	TABLE OF CONTENTS	PAGE NO FROM - TO
1.	TABLE OF CONTENTS	01 TO 01
2.	LIST OF REVISIONS	02 TO 02
3.	SCOPE	03 TO 03
4.	OBJECTIVES	04 TO 04
5.	DEPARTMENTAL STRUCTURE	05 TO 05
6.	DUTIES & RESPONSIBILITIES	06 TO 15
7.	PROCEDURES	16 TO 24
8.	WORK INSTRUCTIONS	25 TO 31
9.	IMPLEMENTATION TASKS	31 TO 31
10.	CONTROL OF QUALITY RECORDS	31 TO 31
11.	ANNEXURES	01 TO 09
12.	FORMATS	01 TO 24

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 2
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

2. LIST OF REVISIONS

SR NO	DCN NO	NATURE OF CHANGE	AFFECTED CLAUSE	PAGE NO	REVISION NO.

Prepared by H O D Signature _____ Date 0.04.04	Approved by CEO Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 3
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04
<p>3. SCOPE</p> <p>Protection, safety, security of property of company and control of men, materials and machines coming in / going out of the main gate. Maintain Estate Services.</p>		
Prepared by H O D		Approved by CEO
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04

[QMMRP - 09]

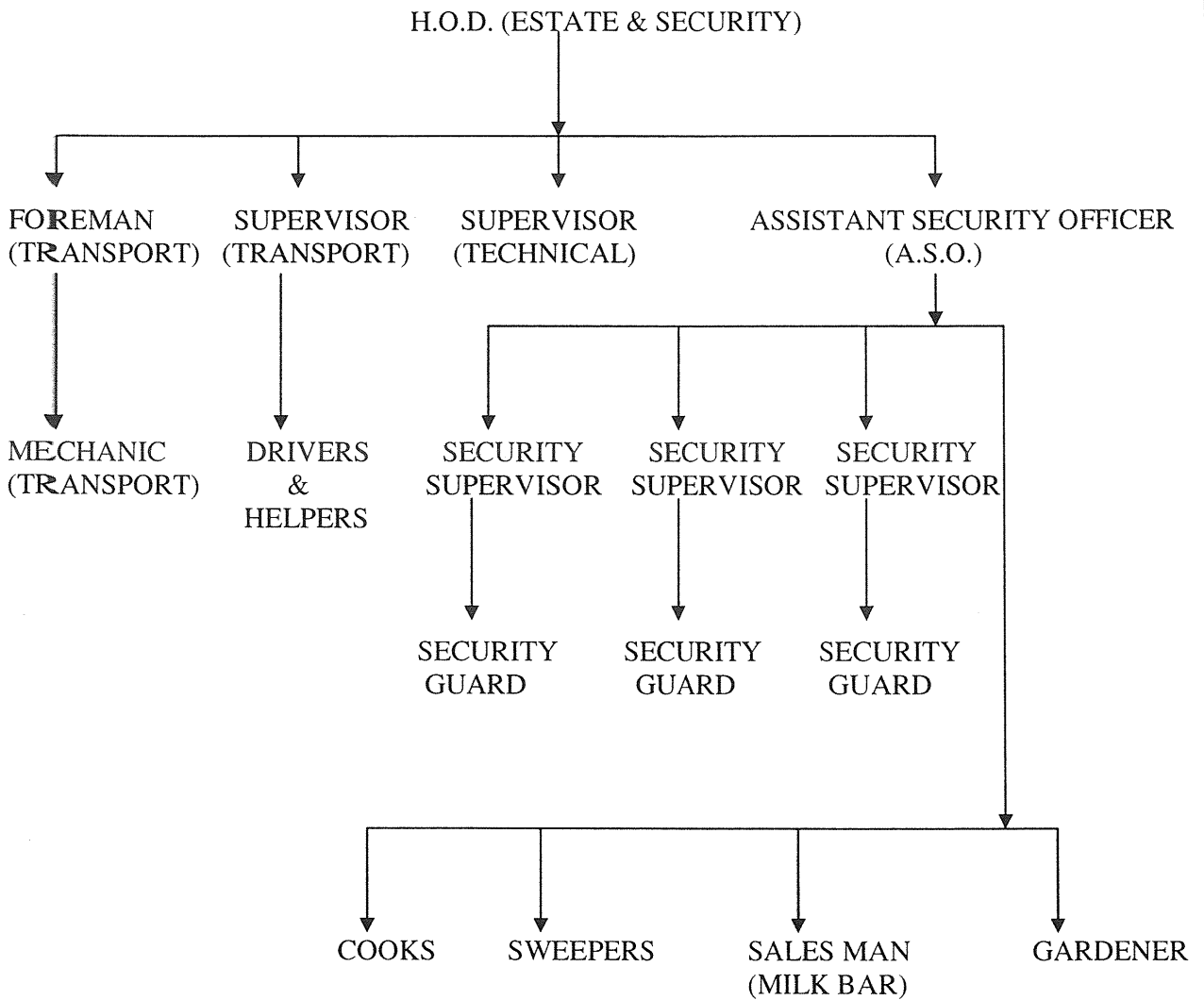
INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 4
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

4. OBJECTIVES

- 4.1 Control and regulate men, materials and machines at the main gate.
- 4.2 Maintenance of proper records of various formats for Incoming and Outgoing men, materials including milk and milk products.
- 4.3 Ensure quantities of all materials, milk and milk products entering in and going out of the gate are in accordance with invoice/challan/bills and out gate challan (OGC).
- 4.4 Maintain watch on persons and vehicles going out and check for carriage of any unauthorised item.
- 4.5 Ensure foolproof arrangements for security and safety of all assets in the plant premises.
- 4.6 Ensure fire-fighting equipment are always in working condition.
- 4.7 Achievement of work improvement plans goals and maintain discipline amongst the staff.
- 4.8 Exercise control on the functioning of Milk Bar.
- 4.9 Ensure maintenance of external telephone, lines, and WeighBridge and weighing computer.
- 4.10 Landscaping and development of factory premises including beautification and afforestation in vacant land.
- 4.11 Ensure smooth conduct of visitors.

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

5. DEPARTMENTAL STRUCTURE



Prepared by H O D

Approved by CEO

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 6
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

6.1 DUTIES & RESPONSIBILITIES OF H.O.D. (ESTATE & SECURITY)

- 6.1.1 Coordinate and control the working of security /Estate and transport department.
- 6.1.2 Ensure smooth and efficient execution of all functions related to the working of security/ Estate and transport department.
- 6.1.3 Ensure maintenance of proper records on the prescribed formats for regulating the movement of men, materials and machines.
- 6.1.4 Ensure proper and accurate functioning of weighbridge and maintenance of relevant records.
- 6.1.5 Ensure proper watch on men and materials entering in and going out of the plant.
- 6.1.6 Ensure that quantity of all purchased items like milk and other input materials entering the factory gate is in accordance with the quantity entered in the bill / challan / invoice.
- 6.1.7 Ensure proper checking of all vehicles movement in/out of the plant premises and to ensure that all the vehicles leaving the factory have proper authorization slips duly signed by the competent authority.
- 6.1.8 Keep watch on the activities of the staff so as to check theft/pilferage and refer cases of indiscipline to the management.
- 6.1.9 Ensure optimum utilization of company transport and ensure maximum roadworthiness of transport fleet.
- 6.1.10 Ensure proper maintenance of First-Aid services.
- 6.1.11 Maintain proper discipline in the department and cordial relations with the staff for achieving best possible results.
- 6.1.12 Ensure proper cleanliness at the plant premises by making best possible use of the available manpower.
- 6.1.13 Ensure proper land scaping and maintenance of grassy lawns by timely watering, manuring, weeding and removal of dry leaves.

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 7
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04
6.1.14	Ensure that the ornamental plants, trees and creepers are maintained properly by timely manuring, protection against diseases, hoeing, and watering.	
6.1.15	Ensure control and maintain proper services of telephones.	
6.1.16	Control and cut down all avoidable expenditure relating to activities of security / estate department.	
6.1.17	Liaison as and when required with police and district administration departments of the Govt.	
6.1.18	Ensure control and smooth functioning of milk bar.	
6.1.19	Organize and conduct monthly "Akhand Path" and "Langar" functions.	
6.1.20	Ensure continuous improvement in the functioning of department by introducing and implementing specified tasks.	
6.1.21	Any other duty assigned by the Management from time to time.	
6.2	DUTIES & RESPONSIBILITIES OF ASSISTANT SECURITY OFFICER (ASO)	
6.2.1	To assist H.O.D. (E&S) in carrying out Security and Estate functions.	
6.2.2	Coordinate duties of security supervisors, Security Guards and other estate employees. Also coordinate leave/ weekly off of employees of Security and Estate Department	
6.2.3	Control and coordinate security and estate department's functions in the absence of H.O.D. (E&S).	
6.2.4	To perform the duties of Security Supervisor alongwith other Security Supervisors whenever required.	
6.2.5	Any other duty assigned by the Management from time to time.	
Prepared by H O D		Approved by CEO
Signature _____ Date 04.04		Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 8
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

6.3 DUTIES & RESPONSIBILITIES OF SECURITY SUPERVISOR (S.SUP.)

- 6.3.1 Control, coordinate and ensure smooth working of security functions during the respective shift duty.
- 6.3.2 Ensure weighing of all incoming & outgoing milk vehicles / Tankers & Vehicles loaded with Milk Products under personal supervision.
- 6.3.3 Ensure that supplier's name and code no. Is filled correctly in the weighing slip of contractor's milk tankers. In case of any cutting, the same is corrected neatly and initialed.
- 6.3.4 Ensure that weighing computer is kept dust free and is in good working condition.
- 6.3.5 Ensure all movements of men / milk / material and machines passing through the gate is properly recorded in the registers maintained at the gate.
- 6.3.6 Ensure all materials, machines entering the gate and material / milk products going out are as per challan /gate pass/ invoice and recorded in the respective registers.
- 6.3.7 Ensure all men and vehicles leaving the plant are physically checked by Security Guards (SGs) on duty to avoid pilferage /theft of any milk product/ material.
- 6.3.8 To take a round of the plant at least once or twice during duty to check for any untoward happening.
- 6.3.9 Ensure Security Guard at the inside plant gate checks staff members thoroughly at the time of change of shifts.
- 6.3.10 Ensure all outside shutters of various stores are kept closed and locked and keys are kept in safe custody. Both representatives of security and store are present at the time of opening outer shutters.
- 6.3.11 Ensure no person carrying cigarettes / Bidies / Pan/ tobacco and any person in inebriate state is allowed inside the main gate.
- 6.3.12 Ensure main Gate area, reception room and vehicle washing area are always kept clean.
- 6.3.13 Ensure all visitors are dealt with tactfully, politely and conducted properly.
- 6.3.14 Ensure that area from gate to store and toilets is kept clean by the sweepers.

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 9
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04
6.3.15	Ensure that no wastage of water/electricity takes place and lights are switched on and off after last light and before first light respectively.	
6.3.16	Ensure unload slip duly filled with Tanker No., Sr.No. is handed over to the tester of each tanker prior to reporting for unloading.	
6.3.17	Ensure dak and drafts received from concerned section and meant for Milk Chilling Centers are further handed over to respective Testers prior to their departure from the plant.	
6.3.18	Ensure proper supervision of coding and decoding of milk samples taken out from retesting box (RT) for retesting by Audit department.	
6.3.19	Ensure & check functioning of telephones in the plant, daily in the morning and maintain telephones log.	
6.3.20	Carry out surprise checks of Security Guards(SGs) detailed for carrying patrolling at night.	
6.3.21	Ensure quick and timely dispatches of pasteurized milk supply vehicles during day and night.	
6.3.22	Any other duty assigned by the Management from time to time.	
Prepared by H O D		Approved by CEO
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 10
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

6.4 DUTIES & RESPONSIBILITIES OF SECURITY GUARDS (SGs)

- 6.4.1 Ensure no visitor is permitted to see company officials without obtaining prior permission of competent authority.
- 6.4.2 Ensure all materials / machines / spare parts and milk products coming in and going out are in accordance with the invoice / vouchers / challans / gate pass.
- 6.4.3 Ensure entry of all such items is recorded in the respective registers at the gate.
- 6.4.4 To carry out physical check of all persons and vehicles / tankers leaving the gate for preventing pilferage of any unauthorized item. Also check personnel entering the plant carrying Biddies / Cigarettes / Panmasala etc. inside the gate.
- 6.4.5 Ensure there is no crowding of persons inside the gate and conduct visitors politely and tactfully.
- 6.4.6 Ensure all property of plant is safeguarded and no loss takes place.
- 6.4.7 SGs during night duty in rotation is to remain extra vigilant and alert to prevent any theft and pilferage.
- 6.4.8 Ensure vehicle-washing station is kept clean and no wastage of water takes place.
- 6.4.9 To carry out the patrolling of plant area whenever possible and keep vigil on employees during night.
- 6.4.10 Ensure gate surroundings are kept clean including reception room and weighbridge.
- 6.4.11 Visitors invited by company are received properly and to make sure that they meet the concerned officials at the earliest.
- 6.4.12 No employee once having entered the gate is allowed to go out without proper authority of section / departmental head or any other competent authority.
- 6.4.13 Any other duty assigned by the Management from time to time.

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 11	
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04	
6.5	DUTIES AND RESPONSIBILITIES OF FOREMAN TRANSPORT		
6.5.1	Ensure timely action on statutory compliances, in respect of company vehicles i.e. payment of road tax, state tax, permit, pollution, insurance etc.		
6.5.2	Inspect each vehicle present in the plant in the morning and defects/ repairs noticed be entered in the Defect / Repair Register.		
6.5.3	Arrange and supervise major and minor repairs of company vehicles, in consultation with competent authority. Expenditure incurred during major repairs be got approved from the competent authority.		
6.5.4	Ensure roadworthiness of company's fleet at all times for optimum utilization.		
6.5.5	Organize and supervise additional installation whenever carried out on the vehicle as per requirement.		
6.5.6	Ensure timely actions / observance of procedures laid down in standing operating procedure in respect of company vehicles meeting with an accident or breakdown.		
6.5.7	Attend court cases where company vehicles are involved and take action as per directions given by the management.		
6.5.8	Impart training to drivers on vehicle maintenance and rectifying minor repairs during breakdown.		
6.5.9	Check logbooks and relevant documents held with each vehicle for its correctness and proper entries.		
6.5.10	Check serviceability of tools and accessories of each vehicle on first Monday of every month and record his observations in the check register.		
6.5.11	Organize and carry out expeditious repairs of vehicles. No vehicles should be standing in the plant for want of repairs for more than 12 hours.		
6.5.12	Ensure maintenance tasks as per maintenance schedule are carried out on each vehicle under supervision and necessary entry made in the vehicle logbook.		
6.5.13	Workout running expenditure of each vehicle per kilometer and put up it to Manager (Transport) on 5th of each month as per laid down format.		
Prepared by H O D		Approved by CEO	
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04	
Issue No. 01		Revision No. 0	
Date 01.04.04		Date 01.04.04	

[QMMRP - 09]

- 6.5.14 Carry out frequent checks (twice a week) of logbooks of each vehicle and ensure the drivers make regular and proper entries. Defaulters list be put up to Manager.
- 6.5.15 Carry out physical check of tools and accessories and maintain record of such checks. Deficiency list vehicle wise be put up to Manager (Transport) on 10th of each month.
- 6.5.16 Ensure serviceability of tyres in each vehicle and organize change/purchase of tyres in consultation with competent authority including retreading of tyres wherever required.

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 13	
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04	
<p>6.6 DUTIES AND RESPONSIBILITIES OF SUPERVISOR TRANSPORT</p> <p>6.6.1 Ensure timely preparation of summary of bills. Put up for checking by the Manager on every Monday, Wednesday and Friday.</p> <p>6.6.2 Ensure updating of individual (drivers) accounts registers. Put up for checking by the Manager on every Tuesday, Thursday and Saturday.</p> <p>6.6.3 Ensure timely and periodical maintenance tasks of vehicles as per schedule chart.</p> <p>6.6.4 Supervise and ensure proper handing/taking over of vehicles, its tools and accessories between two drivers at the time of change.</p> <p>6.6.5 Supervise oil changing or any other repair / tasks on the vehicle being carried out in situation.</p> <p>6.6.6 Carry out physical check of each vehicle present in the plant in the morning and list out repairs required/ defects in the works/ defect register. Put up to Manager daily for his perusal and action.</p> <p>6.6.7 Ensure timely action on statutory compliances.</p> <p>6.6.8 Ensure updating of individuals (drivers) account on daily basis and strict compliance of observance of ceiling limit i.e. 1000/- (Rupees one thousand only).</p> <p>6.6.9 Prepare and maintain separate file on each vehicle and ensure records in each file are kept updated.</p> <p>6.6.10 Carry out frequent checks of logbook of each vehicle and ensure regular and proper entries made by the drivers. Defaulters be brought to the notice of Manager.</p> <p>6.6.11 Carry out physical check of tools and accessories of each vehicle in the first week of every month and maintain record of such checks. Deficiency list vehicle wise is put to Manager on 10th of each month.</p> <p>6.6.12 Maintain proper record of drawing of oil and lubricants kept in the transport store.</p> <p>6.6.13 Maintain property ledger of transport deptt. And keep distribution record up to date.</p>			
Prepared by H O D		Approved by CEO	
Signature _____ Date 04.04		Signature _____ Date 01.04.04	
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04	

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 14	
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04	
6.6.14	Reconcile transport imprest account and put up reconciliation statement to Manager on Wednesday in second and 4th week of each month. Discrepancies if any be sorted out with accounts department in the same week.		
6.6.15	Ensure timely filling of requisition of advance payment of octroi and other expenses by the drivers for products and milk carrying company vehicles. Authority to sign such advances remains with Manager and not delegated.		
6.6.16	Maintain following registers/documents :-		
	<ul style="list-style-type: none"> a) Vehicles - Responsibility Record register. b) Property ledger. c) Tools and accessories register. d) Kilometer runs and diesel consumption register. e) Statutory compliance chart. f) Separate files of each vehicle. g) Expenses record register. h) Individual accounts register. i) Expendable stores register. j) Defect/repair register. k) Dispatch receipt register. 		
6.6.17	Carry out stock taking of property of transport deptt. In first week of every month and deficiency list with defaulter be put up to Manager before 10th of each month. Records of such checks are maintained in the property ledger.		
Prepared by H O D		Approved by CEO	
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04	
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04	

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 15
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04
6.7	DUTIES AND RESPONSIBILITIES OF MECHANIC TRANSPORT	
6.7.1	Ensure timely and speedy repair of vehicles under repairs / breakdown.	
6.7.2	Maintain record of repairs carried out on each vehicle (vehicle wise repair record).	
6.7.3	Ensure proper accounting of spares and maintain record of their utilization.	
6.7.4	Ensure roadworthiness of each vehicle at all times for optimum utilization.	
6.7.5	Organize washing and cleanliness of each vehicle standing in the Transport Park, using available helpers.	
6.7.6	Carry out surprise check of one vehicle daily at 10 A.M. Maintain record of such checks on the register and bring lapses to the notice of Manager.	
6.7.7	Ensure timely compliance of periodical maintenance of each vehicle whenever due.	
6.7.8	Ensure proper utilization and accounting of oil and lubricants and maintain record of their use on vehicles.	
6.7.9	Carry out visual check of each vehicle standing in transport park daily and bring damages if any to the notice of Manager immediately.	
6.7.10	Carry out serviceability test of tools of each vehicle once a month and maintain record of such checks. Deficiency in tools if any were brought to the notice of Manager on last working day of each month in the form of consolidated deficiency list.	
6.7.11	Act as reserve driver available in the plant and be prepared to drive vehicle on duty as per detailment.	
6.7.12	Ensure serviceability condition of working tools and proper layout of tools in workshop.	
6.7.13	Ensure security of items lying in workshop and each item is accounted for and record maintained.	
6.7.14	Keep workshop always neat and clean.	
6.7.15	Any other duties assigned by the Management.	
7.	PROCEDURES	
Prepared by H O D		Approved by CEO
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 16
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

7.1 Gate Entry / Exit.

7.1.1 Details of all incoming / outgoing vehicles and milk tankers are recorded in the 'Vehicle In / Out Register' (QMES 01) maintained at the main gate by SG. In addition, requisite particulars of vehicles/ tankers bringing in /taking out different types of material are also recorded in respective registers as given subsequently.

Contractor's milk tankers

- 7.1.2 The SG stops milk tankers of Milk suppliers after entry near the weighbridge.
- 7.1.3 Information regarding Tanker No, Supplier's name & Number of chambers are passed on internal telephone to dock laboratory (Lab) by SG/S.Sup.
- 7.1.4 After the milk sample is taken by the Dock Lab. Representative (Rep.), the gross weight (GW) of milk tanker is taken by the S.Sup.
- 7.1.5 Unload slip (QMES-48) is collected by the Tester / Driver of milk tanker from Duty S.Sup.
- 7.1.6 On acceptance of quality of milk by the Lab., tanker is emptied at the dock by production staff.
- 7.1.7 After the tanker is emptied, tare weight (TW) of the tanker is taken and 'Weighment Slip' (QMES-02) in duplicate consisting of GW, TW and net weight (NW) signed by S.Sup. and Tester / Driver is sent to dock lab. through tester / driver of tanker.
- 7.1.8 Details of milk and particulars of milk suppliers are entered in 'Daily Milk Tankers / Vehicles Register' (QMES-03) by S.Sup.
- 7.1.9 Driver of the tanker gets his tanker cleaned at the washing place and leaves the plant after collecting out going slip from dock lab. duly checked by the SG.

OWN TANKER / CAN VEHICLES

7.1.10 On arrival of own milk tankers, locks & seals Nos. are checked by the SG for any tampering and seal Nos. compared with recorded in the vehicle movement card and handed over to S.Sup. Tankers / Vehicles after weighing for GW by S.Sup. stop at sample area for sampling and there after go to dock for emptying milk / unloading cans. Testers accompanying milk tankers also collect "unload slip" from S. Supervisor reporting for unloading.

Prepared by H O D	Approved by CEO
Signature _____ Date 04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 17	
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04	
7.1.11	TW of the tankers / vehicles is to be taken by S.Sup. and remaining procedure is applicable for contractors tankers given in (Para 7.1.4 to 7.1.8) above.		
	Daily Milk Receipt Summary.		
7.1.12	a) Complete details of milk received from milk suppliers and own milk during last 24 hrs.(6 AM to 6 AM) is filled everyday in the Daily Milk Receipt Summary (QMES-04) in the summary form by the S.Sups of 'A' & 'C' shifts in triplicate. One copy each i.e. pink, yellow & white is sent to MD, CEO and Production department respectively daily for their perusal.		
	b) 'Daily Milk Intake Summary' (QMES-05) is prepared by S.Sups of 'A' & 'C' shifts covering the period from 6 AM to 6 AM daily for the perusal of CEO.		
	Other Material Vehicles		
7.1.13	Vehicles bringing material for the factory are checked at the gate before entry by SG.		
7.1.14	On ascertaining the types of material, the concerned department is informed on telephone by SG / S.Sup.		
7.1.15	On confirmation, the material is checked as per Bill / Invoice and entered in 'Incoming Material Register' (QMES 06) by the SG / S.Sup.		
7.1.16	After verification and recording of material, the vehicle is sent to place of unloading and gate entry number with date is recorded on bill / invoice by SG / S. Sup. Before sending it to store.		
7.1.17	In addition, vehicle carrying bulk material like diesel, nitric acid is weighed for GW by S.Sup and sent for unloading the same. Invoice / Bill duly recorded with gate entry number & date is sent to Stores deptt.		
7.1.18	After unloading bulk material, the TW of vehicle is taken and weigh slip showing GW, TW and NW duly signed by S.Sup & Driver is sent to Stores deptt for checking any error and comparison with qty. given in invoice / bill.		
7.1.19	The vehicle is allowed to go out after unloading the material duly acknowledged by Stores deptt. and checked by SG at the gate.		
	Husk vehicles		
Prepared by H O D		Approved by CEO	
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04	
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04	

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 18
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

- 7.1.20 Once Husk vehicle reaches the gate, Quality Assurance department is informed on telephone by SG/S.Supervisor
- 7.1.21 Chemist/Lab.Asstt. is to collect sample from the Husk vehicle standing outside the gate.
- 7.1.22 On intimation of acceptance from chemist, GW is taken by S.Sup. and vehicle is sent to husk unloading area.
- 7.1.23 Chemist/Lab.Asstt.is to collect sample again, when husk vehicle is half unloaded and carry out requisite tests.
- 7.1.24 In case of any abnormality, HOD(QA) is informed by chemist for further action by technical committee.
- 7.1.25 Weighment slips (QMES-02) are recorded with gate entry No & date and each copy is handed over to supplier and Finance deptt. through Stores Deptt. The vehicle is allowed to go out of the main gate by SG duly checked.
- 7.1.26 The details of husk are entered in the Incoming Material Register and 'Rice Husk Receipt Register' (QMES-07) by SG and S.Sup. respectively.

Liquid milk supply vehicles

- 7.1.27 Empty crates are entered in the 'Empty Milk Pouch Crates Register' (QMES-08) by SG. Empty bottles and crates are entered in 'Empty Bottles / Crates Register'(QMES-09) by SG. Entries in both these registers are authenticated by the shift S.Sup.
- 7.1.28 City supply vehicles are loaded after taking TW of vehicles by S.Sup.. These vehicles are loaded in the presence of milk dispatcher / Production Shift Incharge (I/c).
- 7.1.29 Before GW is taken, SG recounts milk crates at the main gate for correctness. GW is taken by S.Sup. and in case of any variation, the same is rechecked and Shift I/c/Manager (Prod)is also informed.
- 7.1.30 Out Gate Challan (OGC) is prepared and signed by Despatch Supervisor/ Shift I/c/Mgr.(Prod). Dispatch advises are sorted out by the security supervisor and compared with summary of demand and supply and checked in accordance with checklist of company vehicles carrying liquid milk. Any deviation / variation is brought to the notice of cashier / dispatcher / Manager (E & S) by S/Sup. Vehicle is allowed to leave the gate

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 19	
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04	
<p>by SG. Details of milk and milk crates are entered in 'Liquid Milk Supply Register' (QMES-10) by SG and also signed by S.Sup.</p>			
7.1.31	<p>Summary of pasteurized milk pouches and crates supplied to various dealers is prepared daily on the 'Receipt of Crates & Statement of dispatches' (QMES-11) by S.Sups. of 'A' and 'C' shifts in triplicate i.e. pink, yellow and white copies. Pink and yellow copies are handed over to CEO and Production department respectively for their perusal. White copy is retained at the gate.</p>		
<p>Dispatch of milk products</p>			
7.1.32	<p>Tare weight / of the vehicle required to carry milk products is taken by S.Sup. before sending it to loading dock.</p>		
7.1.33	<p>Requisite milk products are loaded under the supervision of store representative.</p>		
7.1.34	<p>Gross weight of loaded vehicle is taken by S.Sup. and checked for any variation from the calculation table given by Stores Deptt. Weigh-slip is sent to Store department through driver, duly signed by the S.Sup. Details of driver and the vehicle are entered in the 'Milk Products Weighment Register' (QMES-12) by S.Sup.</p>		
7.1.35	<p>Milk products being dispatched are checked as per invoice/bill by S.Sup. and vehicle is allowed to go out.</p>		
7.1.36	<p>Details of milk products and party are entered in the 'Out Going Material Register'(QMES-13) by S.Sup. and one copy of invoice is sent to Marketing Deptt. after recording out gate Serial No. date and time.</p>		
<p>SALE RETURN SYSTEM</p>			
7.1.37	<p>Sale Returns are entered in Sale Return Register (QMES-24) for each and every sale return. In gate Sr.No., date and time is recorded on receipt of quantity and type of sale return from the stores.</p>		
<p>Despatch of material to milk chilling centres (MCC).</p>			
7.1.38	<p>Material including milk products are sent through respective milk tankers of MCCs.</p>		
7.1.39	<p>Material / Products are checked as per OGC/ invoice by S.Sup. before the tanker is allowed to go out of the gate and details are entered in the out going material register by S.Sup., Name of Tester is entered and his signature are obtained in the out going material register by S.Sup. Signature of tanker driver also taken as a witness in absence of tester.</p>		
Prepared by H O D		Approved by CEO	
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04	
Issue No. 01		Revision No. 0	
Date 01.04.04		Date 01.04.04	

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 20
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

Movement of repair & returnable material

7.1.40 Equipment requiring repair are sent out with proper authority i.e OGC and entered in ' Repair & Returnable Material Register' (QMES-14) by SG and countersigned by S.Sup.

7.1.41 All such equipment on return are checked and entered in the respective columns of above register by SG/S.Sup and sent to stores deptt. In case material is not received back, query is raised after expiry of one month with concerned department to ascertain where abouts.

Carriage of Ash

7.1.42 Tare weight of tractor with trolley is taken by S.Sup and sent for loading the Ash.

7.1.43 After the trolley is loaded, the Gross Weight of tractor trolley is taken by S.Sup.

7.1.44 Copy of weighing slip, duly signed by S.Sup and driver is handed over to driver for claiming carriage charges.

7.1.45 Details of ash and party including vehicle/ tractor No. are entered in the 'Ash Carriage Register' (QMES-15).

7.2 Conduct of Visitors

7.2.1 Visitors on arrival are dealt with politely and purpose of visit and official to be visited is ascertained by SG / S.Sup.

7.2.2 Official to be visited is contacted on telephone by SG/S.Sup. and on obtaining the permission, the visitor is guided to his office. The particulars are entered in the 'Visitors Register' (QMES-16) by SG. Visitor is issued with 'Visitors Pass' (QMES-22) allowing him to meet desired official.

7.2.3 Visitors desirous to meet CEO are received by S.Sup./ ASO/ HOD.(E&S) and guided to his office.

7.2.4 Visitor's Pass issued to visitor, duly signed by the receiving official is collected at the gate by SG before his departure.

7.2.5 Visitor intend to visit offices are to be provided with specified green identity card, to be displayed on his person.

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 21
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04
7.2.6	Any person intending to visit inside the plant, the Specified red identity card is issued and displayed on person. Prior approval of MD/CEO/GM(W) is mandatory. Proper dress is to be ensured.	
7.2.7	Yellow identity card is issued to temporary workers of contractor or contractors themselves.	
7.2.8	SG at the gate to collect these cards from visitors on return.	
7.3	Entry / Exit of Employees	
7.3.1	Employees coming inside are checked for carry of bidies / cigarettes, zarda, tobacco at main gate by SG.	
7.3.2	Company employees carry out punching of their cards in electronic machine, installed at the gate within 5 minutes of their arrival in plant. The card is to be punched again at the time of completion of duty. However, for every entry and exit from plant, the card is to be punched.	
7.3.3	Names and timings of arrival / departure of different categories of labourers is entered in the 'Workers In/Out Register' (QMES-17) by SG.	
7.3.4	None is allowed to go out of the main gate by SG/S.Sup without proper permission by the competent authority.	
7.3.5	Employees before they go out of the gate are searched, for carry of any material by SG / S.Sup.	
7.4	Manning Of Inner Gate	
7.4.1	No employee is allowed inside the plant without uniform by SG at the inner gate.	
7.4.2	Chappals kept at the gate are used only inside the plant and accounted for by the SG.	
7.4.3	SG ensures that no products / stores / packing materials are taken out without proper authorization from competent authority.	
7.4.4	S.Sup. and SG is to make sure that no person below the age of 18 year is allowed to work inside the plant.	
7.4.5	SG to ensure that no tiffins, blankets and extra clothing are allowed to be taken inside the plant.	
Prepared by H O D		Approved by CEO
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 22	
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04	
7.4.6	SG to search all employees during entry and exit to avoid pilferage/theft of any product /material.		
7.4.7	SG to search all employees during entry for possession of cigarettes, zarda, tobacco and biddies.		
7.5	Maintenance of Fire Fighting Equipment.		
7.5.1	Fire fighting equipment installed in plant is kept in serviceable condition. Equipment and maintenance record held with Engg. Deptt.		
7.6	Functioning of Milk Bar		
7.6.1	Smooth functioning of milk bar is ensured by ASO / S.Sup. Ensure availability of all types of milk products at all times.		
7.6.2	Demand for milk products is sent well in time by sales representative (Rep.) and items are collected before stock of any item is exhausted. Milk products going to milk bar and empty milk crates/empty bottles are entered in the respective registers at the gate(QMES-9).		
7.6.3	'Milk Bar Stock (Inward & Outward) Ledger' (QMES-18) is kept updated daily by sales rep.		
7.6.4	'Daily Sale Summary Milk Products' (QMES-19) in triplicate (White, Yellow, Blue) is prepared by sales rep. and sale proceeds are deposited with Finance department by 4 P.M. and cash collected after 4 p.m. is kept in cash box, which is sealed and handed over to S.Sup. for safe keeping during night. Key of the milk bar is deposited in key box. White & Pink copies of sale summary are sent to MD and Finance department respectively. Green colour copy is kept as office copy. 'Cash / Credit Memo'(QMES-20) is handed over to the customer on demand.		
7.6.5	Visitors book is maintained at the milk bar for inviting comments of the customers.		
7.6.6	Areas around milk bar is kept neat and clean by sales representative.		
Prepared by H O D		Approved by CEO	
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04	
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04	

[QMMRP - 09]

7.7 Weighbridge / Weighing Computer.

7.7.1 Accuracy and synchronization of weigh bridge with weighing computer and manual equipment is to be carried out as and when required by the committee comprising of following members :-

- a) G.M. (Works)
- b) Manager (E & S)
- c) Manager (Procurement)

Record of such calibration will be entered in the "Weigh Bridge and Computer checking Register"(QMES-21).

7.7.2 Annual Maintenance Contract (AMC) of weigh bridge and weighing computer is renewed every year and the records are kept with Engg. Deptt.

7.7.3 Agency as per AMC is contacted by S.Sup/ASO/H.O.D.(E&S) / H.O.D.(Engg.) for immediate repair in case weighing computer or weigh bridge develops some fault.

7.8 Telephones

7.8.1 13 telephone lines on telephone exchange (1) and four telephone lines on exchange (2) are being maintained with the help of D.O.T by ASO / HOD(E&S).

7.8.2 Operational control of EPABX and D.O.T lines is with the PNL & HRD department.

7.9 Guest Rooms And Mess

7.9.1 Company guestroom / Duty Officer room is kept fully furnished and clean by ASO/HOD(E&S) for use of company guests and Duty Managers.

7.9.2 Smooth functioning of company mess is ensured by HOD (E&S) which is run on cooperative basis.

7.9.3 Mess Secretary in consultation with members decides daily menu.

7.9.4 Mess including kitchen and toilet is kept clean and tidy by Mess staff.

7.9.5 Mess bills are cleared by the members with in three days from the date of display of the bills sheet on mess notice board.

Prepared by **H O D**

Approved by **CEO**

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 24
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

7.10 Landscaping, Cleaning And Beautification

7.10.1 Factory premises is being developed and beautified by preparing grassy lawns, planting of ornamental trees/plants and various types of seasonal flowers by gardeners under directions of HOD(E&S).

7.10.2 Timely watering, manuring and pruning of trees / plants, mowing of grassy lawns is ensured by using available manpower & gardeners.

7.10.3 Factory land outside the boundary is to be utilized by planting eucalyptus and poplar trees to control the air pollution by using available manpower by ASO/HOD.(E&S).

7.10.4 Factory premises specially area around milk bar and from main gate to Stores deptt. including toilets are always kept clean by sweepers.

7.11 Provisioning of First Aid

7.11.1 Medicines for minor ailments and injuries are indented / demanded by HOD (E&S) as and when required basis.

7.11.2 First Aid box containing medicines and bandages is kept at the main gate. The needy employees are given first aid by SG/ S.Sup. on duty.

7.11.3 Serious sickness / injury cases are sent to Hospital/ ESI Dispensary.

7.12 Utilisation of Company Vehicle

7.12.1 One vehicle (Jeep/Car/Van) is kept at the factory location to meet the requirement of any emergency. This vehicle is also used by employees of all three shifts from plant to city and back, depending on availability of the vehicle.

7.12.2 In case any official desires to make use of the vehicle for official purpose "Vehicle Requisition Slip" (QMES-23) duly filled is to be forwarded to HOD.(E&S) for his coordination and detailing the vehicle depending on its availability.

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 25																																									
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04																																									
<p>8.1 WORK INSTRUCTIONS NO. 1</p> <p>Instructions of operating weigh bridge for taking weight of vehicles.</p> <p>8.1.1 Ensure that reading on digitizer display is '0' and monitor display is '0' , prior to allowing the vehicle to come on the platform of Weigh Bridge.</p> <p>8.1.2 Permit the loaded vehicle to come on platform for the first time. Ensure that vehicle is in the center of plat form and nobody is sitting in Driver's cabin or body of the vehicle.</p> <p>Take following steps :-</p> <table border="1"> <thead> <tr> <th>Steps</th> <th>Action</th> <th>Keys</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Once the weight is stable</td> <td>Press A key</td> <td></td> </tr> <tr> <td>2.</td> <td>First/Second weight</td> <td>Press F/S key</td> <td></td> </tr> <tr> <td>3.</td> <td>Gross/ Tare</td> <td>Press G/T key</td> <td></td> </tr> <tr> <td>4.</td> <td>Vehicle No</td> <td>Type vehicle No with keys</td> <td></td> </tr> <tr> <td>5.</td> <td>Material</td> <td>Milk/products, as applicable</td> <td></td> </tr> <tr> <td>6.</td> <td>Party name</td> <td>Type with keys</td> <td></td> </tr> <tr> <td>7.</td> <td>Enter</td> <td>Press Enter key twice</td> <td></td> </tr> <tr> <td>8.</td> <td>Want to print</td> <td>Y/N, press as applicable</td> <td></td> </tr> <tr> <td>9.</td> <td>More print</td> <td>Press 'Y' key.</td> <td></td> </tr> </tbody> </table> <p>The printer will print the weigh slip and simultaneously store in memory.</p> <p>8.1.3 Enter the details in Weighment Registers (QMES-12) and in Daily Milk Tanker Register (QEMS-03) as applicable.</p>				Steps	Action	Keys	Remarks	1.	Once the weight is stable	Press A key		2.	First/Second weight	Press F/S key		3.	Gross/ Tare	Press G/T key		4.	Vehicle No	Type vehicle No with keys		5.	Material	Milk/products, as applicable		6.	Party name	Type with keys		7.	Enter	Press Enter key twice		8.	Want to print	Y/N, press as applicable		9.	More print	Press 'Y' key.	
Steps	Action	Keys	Remarks																																								
1.	Once the weight is stable	Press A key																																									
2.	First/Second weight	Press F/S key																																									
3.	Gross/ Tare	Press G/T key																																									
4.	Vehicle No	Type vehicle No with keys																																									
5.	Material	Milk/products, as applicable																																									
6.	Party name	Type with keys																																									
7.	Enter	Press Enter key twice																																									
8.	Want to print	Y/N, press as applicable																																									
9.	More print	Press 'Y' key.																																									
Prepared by H O D		Approved by CEO																																									
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04																																									
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04																																									

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 26
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

8.1.4 When the same vehicle reports back after unloading, carry out following steps:-

Steps	Action	Keys	Remarks
1.	Once the weight is stable	Press 'A' key	
2.	First/Second weight	Press 'S' key	
3.	Serial No.	Type serial No with keys.	
4.	Enter	Press Enter key twice	
5.	Want to print	Press 'Y' key.	

The printer will print the weigh slip and simultaneously store in memory.

8.1.5 Enter the Tare Weight in Weighment Registers as mentioned above and work out the weight and enter in respective columns.

8.1.6 Similar modus operandi be used with some variation, whenever empty vehicle reports for tare weight, which is to be subsequently loaded with milk products and report back for taking Gross and Net weight.

8.1.7 For taking out duplicate print of a weigh slip press 'Y' key and press enter key.

8.2 WORK INSTRUCTION NO. 2

Actions to be taken by driver, foreman and manager(tpt.) when company vehicle meet with an accident.

STANDING OPERATING PROCEDURE COMPANY VEHICLES – ACCIDENTS

8.2.1 Standing Operating procedure laid down will be taken by the driver of vehicle immediately on occurrence.

Arrange / provide first aid to victims / own person.

Inform following :-

- | | |
|----------------------|-------------------------------------|
| a) Security Gate | Tel.No.01762-280287
01762-248682 |
| b) Manager Transport | Tel.No.0172-261297(R) |
| c) Foreman Transport | 0172 736914(R) |

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 27
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04
<p>8.2.2 Take action as advised by Manager / foreman.</p> <p>8.2.3 Inform Local dealer of that area on telephone and ask his help / assistance.</p> <p>8.2.4 Give progress every 2 hours on above telephones.</p> <p>8.2.5 Ensure safety / supervision of company vehicles, helper to remain with the vehicle.</p> <p>8.2.6 For Insurance – Take following action.</p> <p style="padding-left: 40px;">i) Arrange photographer and take photos – all angles. (6 to 8 photos)</p> <p style="padding-left: 40px;">ii) Inform insurance surveyor of that area.</p> <p>8.2.7 Arrange repairs of minor accident / damage.</p> <p>8.2.8 For major repairs / recovery of vehicle – Foreman will organize.</p> <p>8.2.9 Lodge complaint with nearest police station/ police post as advised by Manager/ Foreman</p> <p>8.2.10 Note down name and addresses of important witnesses their telephone No's etc.</p> <p>8.2.11 Ensure safety of milk products in the vehicle.</p> <p>8.2.12 Take action as advised for disposal of liquid milk if loaded in the vehicle and for perishable products.</p> <p>8.2.13 Note down relevant details i.e. registration number of other vehicle, name and address of driver etc. and particulars of other persons involved in accident.</p> <p style="text-align: center;">ACTION BY FOREMAN TRANSPORT</p> <p>8.2.14 Take action as advised by Mgr (E&S) /Mgr. PNL & HRD.</p> <p>8.2.15 Intimate following data to GM(Finance) at Head office on telephone.</p> <p style="padding-left: 40px;">a) Place of Accident.</p> <p style="padding-left: 40px;">b) Vehicle number including chassis & Engine No's if available.</p> <p style="padding-left: 40px;">c) Date & time of accident.</p> <p style="padding-left: 40px;">d) Insurance cover number if available.</p> <p style="padding-left: 40px;">e) Name & address of witnesses.</p> <p>8.2.16 Proceed to the site of accident and take necessary action. Give detailed information to Manager (tpt.) on telephone.</p>		
Prepared by HOD		Approved by CEO
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 28
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

- 8.2.17 Arrange insurance coverage and take necessary action e.g. photo etc. if not taken earlier.
- 8.2.18 Discuss details with concerned authority and arrange for compromise or other suitable action under intimation to CEO / Manager (tpt.) / Mgr. (PNL&HRD).
- 8.2.19 Check all information available with driver and obtain more information as required.
- 8.2.20 Keep Mgr. Transport posted at all times on telephone.
- 8.2.21 Take cash from Finance department as required prior to proceeding to accident site.
- 8.2.22 Take approval of competent authority on post accident expenses.
- 8.2.23** Arrange bail of driver and company vehicle when required.
- 8.2.24** Attend court case on dates as advised by the Company / Mgr. (PNL&HRD).
- 8.2.25 Take any other action as advised by the management.

ACTION BY THE MANAGER TRANSPORT

- 8.2.26 Inform MD/CEO/Chairman at the earliest.
- 8.2.27 Intimate relevant information to GM(Finance) for taking action as per insurance policy rules and regulations required to be conveyed for insurance coverage.
- 8.2.28 Proceed to accident site incase of major/fatal accident with approval of MD/CEO.
- 8.2.29 Take necessary action as required with assistance of Foreman transport at the accident site.
- 8.2.30 Pass suitable instructions to Foreman for further action.
- 8.2.31 Take any other action as advised by the management.

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

8.3 WORK INSTRUCTION NO. 3

Action to be taken by driver/foreman transport in case of break down of a company vehicle.

STANDARD OPERATING PROCEDURE FOR ATTENDING BREAK DOWNS OF COMPANY'S VEHICLES

8.3.1 Standing operating procedure as laid down be observed in case of any breakdown of vehicle on route:-

- a) Rectify defect and or arrange / organize repair locally.
- b) Incase of major breakdown take following action:
Ring up from nearest telephone-
 - i) Security Gate
 - ii) Manager Transport
 - iii) Foreman transport
- c) Take action as advised.

8.3.2 Give progress every 2 hours on above telephone numbers.

8.3.3 Ensure safety of milk products in the vehicles. Do not leave the vehicle unattended.

8.3.4 Inform nearest dealer to provide help / assistance it required.

8.3.5 Take the vehicle to nearest repair point, when advised.

8.3.6 Arrange disposal of liquid milk as advised.

8.3.7 Look out of company vehicle / tanker on that route, where applicable and take action as advised (especially applicable to breakdown of road milk tankers).

ACTION BY THE FOREMAN

8.3.8 Proceed to site of vehicle in case of major breakdown after taking approval from Mgr. (transport) / Mgr. (PNL&HRD).

8.3.9 Organize repair at the site.

8.3.10 Arrange recovery of vehicle if required.

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 30
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY	Date : - 01.04.04

- 8.3.11 Discuss repair plan with Mgr. Transport and competent authority on telephone.
- 8.3.12 Take tentative approval from the competent authority for the anticipated expenditure on repairs.
- 8.3.13 After repair take approval of competent authority for the expenditure and collect cash accordingly.
- 8.3.14 Monitor and supervise repairs and keep Mgr. transport posted.
- 8.3.15 Organize on the spot inspection at the breakdown site as per insurance rules where applicable and initiate insurance claims as applicable.
- 8.3.16 Inform GM(Finance) where Insurance claim are not clear or need clarifications.

8.4 WORK INSTRUCTION NO. 4

Procedure to be adopted while making advance payments to drivers.

- 8.4.1 Following timings will be observed as applicable.
- 8.4.2 Duty schedule of drivers is finalized before 1530 hrs daily by Transport Supervisor.
- 8.4.3 Advance payment voucher will be completed and got signed from Mgr.(E&S) by Tech Supervisor before 1630 hrs daily.
- 8.4.4 Advance payment vouchers collected by drivers before 1730 hrs, from tech supervisor who will take signatures of drivers as applicable on yellow and white copy at the time of issue. Advance payment vouchers (Blank) will remain under the custody of Tech Supervisor. On Sunday vouchers filled and duly signed by Mgr.(E&S) will be in the custody of duty S/sup shift 'B', who will issue vouchers to drivers before 1730 hrs and take signatures of drivers on yellow and white voucher copy and hand over office copy to tech supervisor next day.
- 8.4.5 Advance given to drivers will be entered in the individual driver account regularly by tech supervisor within 24 hours.
- 8.4.6 Due to unforeseen changes, payment (advance) to the drivers may be made by taking cash from the milk bar with prior approval of Mgr.(E&S) on telephone. Duty S/sup will issue authority letter to the driver. Driver will sign on the same and take cash

Prepared by H O D	Approved by CEO
Signature _____ Date 0.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 31	
TITLE : DEPARTMENTAL PROCEDURES ESTATE & SECURITY		Date : - 01.04.04	
<p>from the milk bar. Such advances taken will be entered in the accounts of drivers by tech supervisor on the next day and will return the cash to milk bar through the drivers.</p> <p>8.4.7 No other person will be allowed to handle the advance payment issue voucher books.</p> <p>8.5 WORK INSTRUCTION NO. 5</p> <p>Do's and don'ts laid down will be strictly observed by the drivers.</p> <p>9.1 IMPLEMENTATION TASKS</p> <p>9.1.1 The department shall continually improve the effectiveness of quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.</p> <p>9.1.2 Implementation tasks have been identified and attached as Annexures A,B,C,D and E respectively. Responsibility of compliance of each task has been specified.</p> <p>9.1.3 Common/general instructions, standing duties/responsibilities Do's and Don'ts for drivers and other instructions duly acknowledged by individual as applicable have been kept in the standing operating procedure folder.</p> <p>9.1.4 Instructions are passed from time to time depending upon the task, additional tasks and same are entered in the "Instruction Register" duly acknowledged by the person who is responsible for implementing those instructions.</p> <p>9.1.5 Training to security staff and drivers is organized as "On the Job" training and in addition capsule training programs are organized for drivers and security guards to keep their working knowledge updated.</p> <p>10.0 CONTROL OF QUALITY RECORDS</p> <p>10.1 Quality records in the department are maintained as per the common procedure (QRP) issued through M R Office.</p> <p>10.2 List Of Quality records is attached.</p>			
Prepared by H O D		Approved by CEO	
Signature _____ Date 0.04.04		Signature _____ Date 01.04.04	
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04	

[QMMRP - 09]

LIST OF QUALITY RECORDS

QR - E&S - 01 OF 02

DEPARTMENT: ESTATE & SECURITY DEPARTMENT

SRNO	PARTICULARS	FORMAT/ FILE NO.	ITEM CODE	LOCATION	RETENTION PERIOD
01	VEHICLE IN/OUT REGISTER	QMES-01	IBI/ES/R/MT-01	IBI/ES/R/GSR	1 YEAR
02	WEIGHMENT SLIP	QMES-02	IBI/ES/R/MT-02	IBI/ES/R/SRT	1 MONTH
03	DAILY MILK TANKERS/VEH.REGISTER	QMES-03	IBI/ES/R/MT-03	IBI/ES/R/ST	1 YEAR
04	DAILY MILK RECEIPT SUMMARY	QMES-04	IBI/ES/R/MRS-04	IBI/ES/R/CT	6 MONTHS
05	DAILY MILK INTAKE SUMMARY	QMES-05	IBI/ES/R/MIS-05	IBI/ES/R/CT	6 MONTHS
06	INCOMING MATERIAL REGISTER	QMES-06	IBI/ES/R/IM-06	IBI/ES/R/SRT	5 YEARS
07	RICE HUSK RECEIPT REGISTER	QMES-07	IBI/ES/R/RHR-07	IBI/ES/R/UPS	5 YEARS
08	EMPTY MILK POUCH CRATES REGISTER	QMES-08	IBI/ES/R/EMPC-08	IBI/ES/R/GSR	3 YEARS
09	EMPTY BOTTLE/CRATES RECEIPT REGISTER	QMES-09	IBI/ES/R/EBC-09	IBI/ES/R/GSR	3 YEARS
10	LIQUID MILK SUPPLY REGISTER	QMES-10	IBI/ES/R/LMS-10	IBI/ES/R/GSR	1 YEAR
11	RECEIPT OF EMPTY BOTTLES/CRATES AND STATEMENT OF MILK	QMES-11	IBI/ES/R/LMS-11	IBI/ES/R/CT	1 YEAR
12	MILK PRODUCT WEIGHMENT REGISTER	QMES-12	IBI/ES/R/MPW-12	IBI/ES/R/UPS	3 YEARS
13	OUTGOING MATERIAL REGISTER	QMES-13	IBI/ES/R/OGM-13	IBI/ES/R/GSR	5 YEARS
14	REPAIR & RETURNABLE MATERIAL REGISTER	QMES-14	IBI/ES/R/RRM-14	IBI/ES/R/GSR	3 YEARS
15	ASH CARRIAGE REGISTER	QMES-15	IBI/ES/R/AC-15	IBI/ES/R/UPS	1 YEAR
16	VISITORS REGISTER	QMES-16	IBI/ES/R/V-16	IBI/ES/R/GSR	6 MONTHS
17	WORKERS IN/OUT REGISTER	QMES-17	IBI/ES/R/WIO-17	IBI/ES/R/GSR	6 MONTHS
18	MILK BAR STOCK LEDGER	QMES-18	IBI/ES/R/LMBS-18	IBI/ES/R/ST	3 YEARS
19	MILK BAR DAILY SALE SUMMARY MILK PRODUCTS	QMES-19	IBI/ES/R/LMBS-19	IBI/ES/R/ST	1 YEAR
20	CASH/CREDIT MEMO	QMES-20	IBI/ES/R/CCM-20	IBI/ES/P/ST	1 YEAR
21	WEIGH BRIDGE & COMPUTER CHECKING REGISTER	QMES-21	IBI/ES/R/WBC-21	IBI/ES/R/STR	3 YEARS
22	VISITORS PASS	QMES-22	IBI/ES/R/VP-22	IBI/ES/R/GSR	6 MONTHS
23	VEHICLE REQUISITION SLIP	QMES-23	IBI/ES/R/VRS-23	IBI/ES/P/ST	3 MONTHS
24	SALE RETURN REGISTER	QMES-24	IBI/ES/R/SR-24	IBI/ES/R/SR-03/T	3 YEARS
25	POLICY LETTERS(GEN)FILE	QMES-25	IBI/ES/R/PL-25	IBI/ES/SR-01/SL-05	10 YEARS
26	GENERAL CORRESPONDENCE FILE	QMES-26	IBI/ES/R/GC-26	IBI/ES/SR-01/SL-05	2 YEARS
27	INVESTIGATION REPORT/WARNING FILE	QMES-27	IBI/ES/R/IR-27	IBI/ES/SR-01/SL-05	3 YEARS
28	IMPREST ACCOUNT FILE	QMES-28	IBI/ES/R/IA-28	IBI/ES/TBL/D-2	10 YEARS
29	CIRCULAR FILE	QMES-29	IBI/ES/R/AC-29	IBI/ES/SR-01/SL-05	3 YEARS
30	ANNUAL CONTRACT FILE	QMES-30	IBI/ES/R/AC-30	IBI/ES/TBL/D-3	10 YEARS
31	MESS ACCOUNTS FILE	QMES-31	IBI/ES/R/MA-31	IBI/ES/SR-01/SL-03	10 YEARS
32	MESS BILL FILE	QMES-32	IBI/ES/R/MB-32	IBI/ES/SR-01/SL-03	1 YEAR
33	MESS PROPERTY LEDGER	QMES-33	IBI/ES/R/MP-33	IBI/ES/SR-01/SL-03	3 YEARS
34	AKHAND PATH ACCOUNTS FILE	QMES-34	IBI/ES/R/AP-34	IBI/ES/SR-01/SL-02	1 YEAR
35	WATERING OF AGRICULTURAL LAND	QMES-35	IBI/ES/R/AL-35	IBI/ES/SR-01/SL-01	1 YEAR
36	ISO-9002(PROCEDURES) FILE	QMES-36	IBI/ES/R/ISO-36	IBI/ES/SR-01/SL-06	10 YEARS
37	ISO 9002 POLICY & AUDIT FILE	QMES-37	IBI/ES/R/ISO-37	IBI/ES/SR-01/SL-06	PERMANENT
38	KIT INVENTORY REGISTER	QMES-38	IBI/ES/R/KI-38	IBI/ES/SR-01/SL-01	10 YEARS
39	MEDICINE REGISTER	QMES-39	IBI/ES/R/M-39	IBI/ES/SR-01/SL-02	1 YEAR
40	EQUIPMENT FILE	QMES-40	IBI/ES/R/E-40	IBI/ES/SR-01/SL-02	1 YEAR
41	WORKS FILE	QMES-41	IBI/ES/R/WK-41	IBI/ES/SR-01/SL-02	1 YEAR
42	MILK BAR CORRESPONDENCE FILE	QMES-42	IBI/ES/R/MB-42	IBI/ES/SR-01/SL-04	1 YEAR
43	MESS CORRESPONDENCE FILE	QMES-43	IBI/ES/R/MC-43	IBI/ES/SR-01/SL-03	1 YEAR
44	INTER OFFICE MEMOS FILE	QMES-44	IBI/ES/R/IOM-44	IBI/ES/SR-01/SL-05	2 YEARS
45	MANPOWER FILE	QMES-45	IBI/ES/R/MP-45	IBI/ES/SR-01/SL-05	2 YEARS
46	TRANSPORT FILE	QMES-46	IBI/ES/R/T-46	IBI/ES/SR-01/SL-02	1 YEAR
47	DISCIPLINE FILE	QMES-47	IBI/ES/R/D-47	IBI/ES/SR-01/SL-04	5 YEARS
48	UNLOADING SLIP	QMES-48	IBI/ES/R/SUS-48	IBI/ES/CT	2 MONTHS

6. QUALITY RECORDS

6.1 Quality records in the department are kept as per common procedure issued by M.R. office.

6.2 List of Quality Records is given as under

QR - E&S - 02 OF 02

DEPARTMENT : ESTATE & SECURITY

CODE NO : QMES

SR. NO.	PARTICULARS	CODE NO.	TYPE	LOCATION	RETENTION PERIOD	PRUNNING PERIOD
01	VEHICLE IN/OUT REGISTER	QMES-01	RECORD	BOX NO. 2	2 YEAR	1 YEAR
02	WEIGHMENT SLIPS	QMES-02	RECORD	BOX NO. 2	3 YEAR	1 MONTH
03	DAILY MILK TANKERS/VEHICLES REGISTER	QMES-03	RECORD	BOX NO. 2	3 YEAR	1 MONTH
04	DAILY MILK RECEIPT SUMMARY	QMES-04	RECORD	BOX NO. 2	----	----
05	DAILY MILK INTAKE SUMMARY	QMES-05	RECORD	BOX NO. 2	3 YEAR	1 YEAR
06	IN COMING MATERIAL REGISTER	QMES-06	RECORD	BOX NO. 2	3 YEAR	1 YEAR
07	RICE HUSK RECEIPT REGISTER	QMES-07	RECORD	BOX NO. 2	2 YEAR	1 YEAR
08	EMPTY MILK POUCH CRATES REGISTER	QMES-08	RECORD	BOX NO. 2	3 YEAR	1 YEAR
09	EMPTY BOTTLES/CRATES REGISTER	QMES-09	RECORD	BOX NO. 2	3 YEAR	1 YEAR
10	LIQUID MILK SUPPLY REGISTER	QMES-10	RECORD	BOX NO. 2	2 YEAR	1 YEAR
11	RECEIPT OF EMPTY BOTTLES/CRATES AND STATEMENT OF MILK DESPATCHES	QMES-11	RECORD	BOX NO. 2	3 MONTHS	1 MONTH
12	MILK PRODUCTS WEIGHMENT REGISTER	QMES-12	RECORD	BOX NO. 2	2 YEAR	6 MONTH
13	OUT GOING MATERIAL REGISTER	QMES-13	RECORD	BOX NO. 2	3 YEAR	1 YEAR
14	REPAIRABLE AND RETURNABLE MATERIAL REGISTER	QMES-14	RECORD	BOX NO. 2	2 YEAR	6 MONTH
15	ASH CARRIAGE REGISTER	QMES-15	RECORD	BOX NO. 2	2 YEAR	1 YEAR
16	VISITORS REGISTER	QMES-16	RECORD	BOX NO. 2	1 YEAR	3 MONTH
17	WORKERS IN/OUT REGISTER	QMES-17	RECORD	BOX NO. 2	6 MONTH	1 MONTH
18	MILK BAR STOCK INWARD/OUTWARD REGISTER	QMES-18	RECORD	BOX NO. 2	3 YEAR	1 YEAR
19	MILK BAR DAILY SALE SUMMARY MILK PRODUCTS	QMES-19	RECORD	BOX NO. 2	2 YEAR	1 YEAR
20	CASH/CREDIT MEMO MILK BAR	QMES-20	RECORD	BOX NO. 2	3 MONTH	1 MONTH
21	WEIGH BRIDGE & COMPUTER CHECKING REGISTER	QMES-21	RECORD	BOX NO. 2	3 YEAR	1 YEAR
22	VISITORS PASS	QMES-22	RECORD	BOX NO. 2	3 MONTH	1 MONTH
23	VEHICLE REQUISITION SLIP	QMES-23	RECORD	BOX NO. 2	---	---
24	SALE RETURN REGISTER	QMES-24	RECORD	BOX NO. 2	3 YEAR	1 YEAR

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
VEHICLE IN / OUT REGISTER

SR. NO.	DATE	VEHICLE NO.	ADDRESS	DETAILS OF MATERIAL	TIME		NAME OF DRIVER	DRIVER'S SIGN	SIGNATURE OF SG	REMARKS
					IN	OUT				

Prepared by H O D

Signature_____Date 01.04.04

Approved by CEO

Signature_____Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.

SERIAL NO: _____ CHARGE (RS.): _____

MATERIAL : _____ PARTY : _____

VEHICAL NO: _____

GROSS WEIGHT : _____ KG DATE : __ / __ / __ TIME : _____

TARE WEIGHT : _____ KG DATE : __ / __ / __ TIME : _____

NET WEIGHT : _____ KG

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) PLEASE CHECK WEIGHT OUR RESPONSIBILITY
 IS ONLY AT THE TIME OF WEIGHMENT.
) *****THANKS*****

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMES-02]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
DAILY MILK TANKERS / VEHICLES REGISTER

SR. NO.	DATE	TIME		VEHICLE NUMBER	SEAL NUMBER	NAME OF SUPPLIER	COMPUTER NUMBER	AVAILABILITY OF TESTER YES/NO	GW	TW	NW	SIGN OF S/SUP	REMARKS
		IN	OUT										

GW - Gross Weight
TW - Tare weight
NW - Net Weight

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	PAGE NO 4
---	-----------

TITLE:- DEPARTMENT PROCEDURE E & S	DATE : 01.04.04
------------------------------------	-----------------

**INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
DAILY MILK RECEIPT SUMMARY**

DATED:- _____

S. NO	O W N	QTY. (KG)	GRADE	S.NO	CONTRACTORS	QTY (KGS)	GRADE
1	A				B. B. F.		
2	B			7			
3	C			8			
4	D			9			
5	E			10			
6	F			11			
7	G			12			
8	H			13			
9	I			14			
10	J			15			
11	K			16			
12	L			17			
	TOTAL			18			
	CONTRACTOR	QTY. (KG)	GRADE	19			
1					TOTAL ----->		
2					GRADING SUMMARY		
3					V3, V2		
4					V9, V		
5					ZA		
6					ZB		
					Z1 CONTRACTORS		
					Z2		
					Z3		
					Z4		
	SUB TOTAL -->				TOTAL ----->		

SIGNATURE OF S.SUP

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature __ Date 01.04.04
Issue NO. 01 Date 01.04.04	Revision No.0 Date 01.04.04

GMES - 4

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
DAILY MILK INTAKE SUMMARY

SR. NO.	DEP. MCC	TIME		VEHICLE NUMBER	NAME OF SUPPLIER	0600 HRS TO 1800 HRS.	1800 HRS.TO 0600 HRS	TOTAL	GD	TEMP	SOD	ASH
		IN	OUT									

DETAILS OF CONTRACTORS TANKERS

S.NO	NAME OF CONTRACTORS	NOS. OF TANKERS	GRADE	QTY. OF MILK

<u>GRADING</u> V3 = ZA = V2 = ZB = V1 = Z1 = V = Z2 = V9 = Z3 = U = Z4 =	<u>SUMMARY</u> OWN = CONTR. = TOTAL =	MILK BAR SALE GHEE :- OTHER PROD :-
--	--	---

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.											
IN COMMING MATERIAL REGISTER											

SR NO	DATE	TIME IN	TIME OUT	VEHICLE NO.	NAME OF SUPPLIER	BILL/ INVOICE NUMBER	DESCRIPTION OF MATERIAL	QUANTITY		SIGNATURES	REMARKS
								AS PER BILL	ACTUAL		

Prepared by H O D Signature _____ Date 01.04.04 Issue No. 01 Date 01.04.04	Approved by CEO Signature _____ Date 01.04.04 Revision No. 0 Date 01.04.04
--	---

**INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
RICE HUSK RECEIPT REGISTER**

Sr. No.	DATE	TIME		VEHICLE NO.	NAME OF SUPPLIER	COMPUTER NO.	GW	TW	NW	SIG.OF S.SUP	MOISTURE	DUST	REMARKS
		IN	OUT										

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMES-07]

EMPTY MILK POUCH CRATES REGISTER

SR. NO.	DATE	TIME IN	VEHICLE NO.	NAME OF DEALER	NOS.OF EMPTY CRATES	SIGNATURES				REMARKS
						DRIVER	DESPAT-CHER	SG	S.SUP	

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMES-8]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
EMPTY BOTTLES /CRATES RECEIPT REGISTER

SR. NO.	DATE	TIME IN	VEHICLE NO.	NAME OF PARTY	BOTTLES				NO.OF CRATES	SIGNATURES			REMARKS
					EMPTY PRINTED	PLAIN	BROKEN	TOTAL		DESPA - TCHER	SG	S.SUP	

Prepared by H O D Signature _____ Date 01.04.04 Issue No. 01 Date 01.04.04	Approved by CEO Signature _____ Date 01.04.04 Revision No. 0 Date 01.04.04
--	--

[QMES-09]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
LIQUID MILK SUPPLY REGISTER

SR. NO.	DATE	TIME OUT	VEHICLE NUMBER	OGP NUMBER	DESCRIPTION OF MILK POUCHES					CRATES	TW	GW	NW	VARIATION WEIGHED VS CALCULATION	EMPTY CRATES RECEIVED	SIGNATURES		REMARKS
					SM	DTM	SKM	SM	TM							SG	S.SUP	

Prepared by H O D Signature _____ Date 01.04.04 Issue No. 01 Date 01.04.04	Approved by CEO Signature _____ Date 01.04.04 Revision No. 0 Date 01.04.04
---	---

[QMES-10]

43 1/2

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
 RECEIPT OF EMPTY CRATES AND STATEMENT OF MILK DESPATCHES

Date _____

S.No.	NAME OF THE PARTY	VEHICLE NO.	TIME		EMPTY RECEIPT	FILLED ISSUE				FCM 1/2 LT	TOTAL	OGP NO.	
			IN	OUT		SM 1 LT.	SM 1/2 LT.	TONED 1/2 LT.	DTM 1/2 LT.				SKIM 1/2 LT.
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													

TOTAL
G. TOTAL (M + E)

SIGNATURE OF THE DESPATCHER _____ SIGNATURE OF S.SUP Approved by CEO _____

Prepared by **HOD** _____ Signature _____ Date 01.04.04

Issue No. 01 _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
MILK PRODUCTS WEIGHMENT REGISTER

SR. NO.	DATE	TIME		VEHICLE NO.	NAME OF PARTY	DESCRIPTION	COMPUTER NO	TW	GW	NW	SIGN.OF S.SUP.	REMARKS
		IN	OUT									

Prepared by H O D	Approved by CEO
Signature_____Date 01.04.04	Signature_____Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

**INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
OUT GOING MATERIAL REGISTER**

SR. NO.	DATE	TIME OUT	VEHICLE NUMBER	OGP/INVOICE NO.	NAME OF PARTY	DESCRIPTION OF MATERIAL	QTY.	NAME & SIGN. OF TESTER/ DRIVER	SIGNATURES		REMARKS
									SG	S.SUP.	

Prepared by H O D	Approved by CEO
Signature_____Date 01.04.04	Signature-----Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMES-13]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.										PAGE NO. 14			
TITLE:-DEPARTMENTAL PROCEDURES E & S										Date :- 01.04.04			
INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD. REPAIR & RETURNABLE MATERIAL REGISTER													
SR. NO.	DATE	TIME OUT	VEHICLE NO.	OGP NO	DESCRIPTION OF MATERIAL	QTY.	TAKEN/ CARRIED BY	SIGNATURES		DETAILS OF MATERIAL RECEIVED BACK WITH DATE & TIME	SIGNATURES		REMARKS
								SG	S.SUP		SG	S.SUP	
Prepared by H O D							Approved by CEO						
Signature_____Date 01.04.04							Signature_____Date 01.04.04						
Issue No. 01 Date 01.04.04							Revision No. Date 01.04.04						

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.										Page No. 15		
TITLE:-DEPARTMENTAL PROCEDURES E & S										Date : 01.04.04		
INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD. ASH CARRIAGE REGISTER												
SR. NO.	DATE	TIME		VEHICLE NO.	PARTY	COMPUTER NO.	TW	GW	NW	SIGNATURES		REMARKS
		IN	OUT							DRIVER	S.SUP	
Prepared by H O D						Approved by CEO						
Signature_____Date 01.04.04						Signature_____Date 01.04.04						
Issue No. 01 Date 01.04.04						Revision No. 0 Date 01.04.04						

[QMES-15]

**INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
VISITORS REGISTER**

SR. NO.	DATE	NAME OF VISITOR	PURPOSE OF VISITING	PERSON WHOM TO MEET	TIME		SIGN. OF VISITOR	SIGN. OF SEC. GUARD	VISITORS PASS NO.	REMARKS
					IN	OUT				

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

49

**INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
WORKERS IN /OUT REGISTER**

SR. NO.	DATE	NAME	TIME		SIGN. OF SG.	TIME		SIGN. OF SG.	REMARKS
			IN	OUT		IN	OUT		

Prepared by H O D Signature _____ Date 01.04.04 Issue No. 01 Date 01.04.04	Approved by CEO Signature _____ Date 01.04.04 Revision No. 0 Date 01.04.04
---	--

DAILY SALE SUMMARY MILK PRODUCTS

SR.NO.	NAME OF ITEMS	STOCK	DRAWN	TOTAL	SOLD	BALANCE	RATE	AMOUNT	REMARKS
A	PURE GHEE								
1	1/2Kg. (PP)								
2	1/2Kg. P Jar								
3	1/2Kg. Tin								
4	1 Litre Poly Pack								
5	1 Kg. P.P.								
6	1 Kg. Poly Jar								
7	1 Kg. Tin								
8	1 Kg. Metallic Pack								
9	1 Kg. Mono Box								
10	2 Kg. Tin								
11	2 Kg. Poly Jar								
12	5 Kg. Tin								
13	5 Kg. Poly Jar								
14	15 Kg. Tin								
B	S.M.P.								
1	D.W Plastic Bottle (200gm)								
2	D.W Plastic Bottle(500gms)								
3	1 Kg. Pack								
C	SFM								
1	Cardamom Flavour								
2	Rose Flavour								
3	Coffee Flavour								
4	Strawberry Flavour								
5	Chocolate Flavour								
6	Butter Scotch Flavour								
D	LASSI								
E	PANEER								
F	MILK CAKE								
1	200 Gms.								
2	1 Kg.								
G	MILK DROPS								
1	Nos.								
H	YOGHURT								
1	200 ml.								
2	Yoghurt with jam								
1	TABLE BUTTER								
1	500 gms.								
2	100 gms.								
J	WHITE BUTTER								
1	500 Gms.								
K	FRESH MILK								
1	Standardised Milk-500 ml.								
2	Double Toned Milk-500 ml.								
3	Skimmed Milk-500 ml.								

Total

Rupees _____

Name _____

Signature _____

Prepared by H O D

Approved by CEO

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

[QMES-19]

Cash/ Credit Memo
 INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
MILK BAR

No..... Date

M/s.....

SR.NO.	ITEM	QTY.	RATE	AMOUNT
			Rs. P.	Rs. P.

Total _____

Signature
I/C Milk Bar

Prepared by H O D	Approved by CEO
Signature_____Date 0.04.04	Signature_____Date 0104.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 0104.04

**INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
WEIGH BRIDGE & COMPUTER CHECKING REGISTER**

SR. NO.	DATE	DETAILS OF DEAD WEIGHT/ NO.OF TANKER/ VEHICLE	MANUAL WEIGHT IN KGS.	COMPUTER WEIGHT IN KGS.	VARIATION IF ANY	SIGNATURES		REMARKS
						S.SUP/ASO/ MGR (E&S)	GM/MGR (P)	
Prepared by H O D					Approved by CEO			
Signature_____ Date 01.04.04					Signature_____ Date 01.04.04			
Issue No. 01 Date 01.04.04					Revision No. 0 Date 01.04.04			

[QMES-21]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.	Page No. 22
TITLE:-DEPARTMENTAL PROCEDURES E & S	Date : 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.

VISITOR GATE PASS

S. NO. _____ Date

Visitor Name

Address

To Meet

Purpose

Time in Time Out

Sign. of the
Security Sup.

Sign. of the
Official Visited

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMES-22]

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.		Page No. 23
TITLE:-DEPARTMENTAL PROCEDURES E & S		Date :- 01.04.04
INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD. VEHICLE REQUISITION SLIP		
1. Vehicle No. 2. Name of Official 3. Place of Visit 4. Purpose 5. Duration 6. Date <div style="display: flex; justify-content: space-around;"> Indentor's Signature Authorised Signatory </div>		
Prepared by H O D		Approved by CEO
Signature _____ Date 01.04.04		Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04		Revision No. 0 Date 01.04.04

[QMES-23]

**INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
SALE RETURN REGISTER**

Sr.No.	DATE	TIME		VEHICLE NO.	PARTY	BILL/ INVOICE NUMBER	DESCRIPTION OF MATERIAL	QUANTITY		SIGNATURES		REMARKS
		IN	OUT					AS PER BILL	ACTUAL	SG	S.SUP	

Prepared by H O D						Approved by CEO					
Signature _____			Date 01.04.04			Signature _____			Date 01.04.04		
Issue No. 01			Date 01.04.04			Revision No. 0			Date 01.04.04		

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.)LTD.

Estate & Security Department

Annexure – “A”

Page No 1 of 9

Objective :- Proper control and regulation of men & material coming in and going out of factory.

Sr. No	Activity	Responsibility	Time frame	Supervision	Time frame	Inspection	Time frame	Systemized
1.	Workers (Entry & Exit)	Security Guard	On occurrence	Security Sup.	12 hrs. shift end.	Manager	24 hrs.	Yes
2.	Employees	Security Guard	On occurrence	Security Sup.	5 Minutes	Manager	24 hrs.	Yes
3.	Visitors	Security Guard	On occurrence	Security Sup.	2 Minutes	Manager	24 hrs.	Yes
4.	Milk Tankers	Security Guard	On occurrence	Security Sup.	2 Minutes	Manager	24 hrs.	Yes
5.	Can vehicles	Security Guard	On occurrence	Security Sup.	2 Minutes	Manager	24 hrs.	Yes
6.	Liquid Milk	Security Guard	On occurrence	Security Sup.	2 Minutes	Manager	24 hrs.	Yes
7.	Material :- Incoming Outgoing	Security Guard	On occurrence	Security Sup.	2 Minutes	Manager	24 hrs.	Yes
8.	Sale return	Security Guard	On occurrence	Security Sup.	On occurrence	Manager	24 hrs.	Yes
9.	Husk	Security Guard	On occurrence	Security Sup.	On occurrence	Manager	24 hrs.	Yes
10.	Ash	Security Sup.	On occurrence	Security Sup.	On occurrence	Manager	24 hrs.	Yes
11.	Repair/returnable material	Security Guard	On occurrence	Security Sup.	On occurrence	Manager	24 hrs.	Yes
12.	Weighment	Security Guard	On occurrence	Security Sup	5 Minutes	Manager	24 hrs.	Yes
13.	Functioning of milk bar	Security Guard	On occurrence	Security Sup.	On occurrence	Manager	24 hrs.	Yes

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.)LTD.

Estate & Security Department

Annexure – “A”

Page No 2 of 9

Objective :- Proper control and regulation of men & material coming in and going out of factory.

Sr. No	Activity	Responsibility	Time frame	Supervision	Time frame	Inspection	Time frame	Systemized
14.	Receipt of empty crates	Sales man	On occurrence	ASO	Daily	Manager	Daily	Yes
15.	Officers mess	Security Guard	Arrival	Duty S/Sup.	Daily	Manager	Daily	Yes
16.	Lower mess	Mess cook	Daily	Duty S/Sup	Daily	Manager	Daily	Yes
		Security Guard	Daily	Duty S/Sup	Daily	Manager	Daily	Yes

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.
Estate & Security Department

Annexure – “B”
Page No 3 of 9

Objectives :- Foolproof system to ensure perfect safety and security of company’s assets.

Sr. No	Assets	Type	Record	Checking schedule	Remarks
17.	M.D.Office	Fixed	Ledger	Monthly	With Prod
18.	Security Office	Fixed	Ledger	Monthly	
19.	Milk bar	Fixed	Ledger	Monthly	
20.	Officer’s mess	Fixed	Ledger	Monthly	
21.	Lower cook house	Fixed	Ledger	Monthly	
22.	Empty crates	Movable	Ledger	Monthly	
23.	Deep freezers	Movable	Ledger	Monthly	
24.	Vehicles	Movable	Files	Quarterly	
	a) Tankers				
	b) 4 Wheelers				
	c) 2 Wheelers				
	d) 3 Wheelers				
	e) Rickshaw				
25.	Gamlas (All type)	Movable	Ledger	Monthly	
26.	Prayer room	Fixed	Ledger	Monthly	
27.	Ceiling fans	Fixed	Ledger	Monthly	
28.	Coolers	Movable	Ledger	Monthly	
29.	Furniture	Movable	Ledger	Monthly	
30.	Computer set weigh bridge	Fixed	Ledger	Monthly	

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.

Estate & Security Department

Annexure – “C”

Page No 4 of 9

Objectives :- Perfect standard of cleanliness and housekeeping in the campus.

Legend :-

S – 1

S – 2

S – 3

Sr. No.	Area/Location	Modality	Frequency	Responsibility	Checked by	Inspected by
31.	First floor (Officers)	Cleaning	Daily	S – 1	ASO	Manager
32.	First floor toilet	Washing	Daily	S – 1	ASO	Manager
33.	Ground floor (Officers)	Cleaning	Daily	S – 1	Duty S/sup.	Manager
34.	Ground floor toilet	Washing	Daily	S – 1	Duty S/sup.	ASO/Mgr
35.	Security office and toilet	Cleaning	Daily	S – 1	Duty S/sup.	ASO/Mgr
36.	Milk bar area	Sweeping	Daily	S – 2	ASO	Manager
37.	Area outside gate	Sweeping	Daily	S – 2	ASO	Manager
38.	Loading docks	Washing	Daily	S – 1	Duty S/sup.	ASO/Mgr
39.	Road inside gate up to store	Sweeping & Cleaning	Daily	S – 2	ASO	Manager
40.	Workshop generation room	Sweeping	Daily	S – 2	ASO	Manager
41.	Officers mess complex.	Cleaning	Daily	S – 2	Mess Incharge	Manager
42.	Removal of garbage	Dumping	Daily	S – 1 & S – 2	ASO	Manager
43.	Removal of paper pouches etc.	Every 2 Hrs.	Daily	S – 1 & S – 2	ASO	Manager
44.	Gutter cleaning outside.	Check & Clean	Tuesday	S – 1 & S – 2	ASO	Manager
45.	Cleaning of washing dock & drainage.	Cleaning	Daily	S – 1 & S – 2	Duty S/sup.	ASO
46.	Removal of dry leaves. (Inside/outside).	Sweeping	Wednesday	S – 1 & S – 2	ASO	Manager

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.

Estate & Security Department

Annexure – “C”
Page No 5 of 9

Objectives :- Perfect standard of cleanliness and housekeeping in the campus.

Legend :-
S - 1
S - 2
S - 3

Sr. No.	Area/Location	Modality	Frequency	Responsibility	Checked by	Inspected by
47.	Weigh bridge platform.	Sweeping & scratching	Wednesday	S - 1 & S - 2	Duty S/sup.	ASO/Mgr
48.	Special task as allotted	Cleaning	As allotted	S - 1 & S - 2	ASO	Manager

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.

Estate & Security Department

Annexure – “D”

Page No 6 of 9

Objectives :- Maintenance of accurate records of all incoming and outgoing materials.

Sr. No.	Particulars	Checked by		Inspected by	Remarks
		S G	S/SUP		
49	Vehicle in / out register	S G	S / Sup	Mgr.	
50.	Weighment slips	S G	S / Sup	Mgr.	
51.	Daily milk tanker / veh. Register	S G	S / Sup	Mgr.	
52.	Daily milk receipt summary	S G	S / Sup	Mgr.	
53	Incoming material register	S G	S / Sup	Mgr.	
54	Rice husk receipt register	S G	S / Sup	Mgr.	
55	Empty milk pouch crates register	S G	S / Sup	Mgr.	
56	Empty bottle / crates register	S G	S / Sup	Mgr.	
57	Liquid milk supply register	S G	S / Sup	Mgr.	
58	Receipt of empty bottles / crates and statement of milk despatches	S G	S / Sup	Mgr.	
59	Milk product weighment register	S G	S / Sup	Mgr.	
60	Outgoing material register	S G	S / Sup	Mgr.	
61	Repairable / returnable material register	S G	S / Sup	Mgr.	
62	Ash carriage register	S G	S / Sup	Mgr.	
63	Visitor's register	S G	S / Sup	Mgr.	
64	Worker's in / out register	S G	S / Sup	Mgr.	
65	Milk bar stock in/out register	Salesman	S / Sup	Mgr.	
66	Milk bar daily sale summary	Salesman	S / Sup	Mgr.	
67	Cash / credit memo milk bar	Salesman	S / Sup	Mgr.	
68	Weigh bridge and computer checking register	ASO	ASO	Mgr.	

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.

Estate & Security Department

Annexure – “D”

Page No 7 of 9

Objectives :- Maintenance of accurate records of all incoming and outgoing materials.

Sr. No.	Particulars	Checked by		Inspected by	Remarks
		S G	S/SUP		
69	Visitor's pass	S G	S / Sup	Mgr.	
70	Vehicle requisition slips	S G	S / Sup	Mgr.	
71.	Sale returns register.	S G	S/Sup	Mgr.	

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.

Estate & Security Department

Annexure – “E”

Page No 8 of 9

Objectives :- Landscaping and perfect maintenance of plantations.

Legend :

P-1 = Daily

P-2 = Alternate

P-3 = Fortnightly

P-4 = Monthly

Sr. No	Asset	Priority of Inspection	Level of perfection	Frequency of checking	Remarks
72.	Milk Bar	P – 1	Perfect	Daily	
73.	Front lawn	P – 3	Perfect	Daily	
74.	Road side	P – 4	Satisfactory	Satisfactory	
75.	Car/cycle stand	P – 4	Satisfactory	Satisfactory	
76.	Own vehicle parking	P – 1	Good	Daily	
77.	Fountain lawn	P – 1	Good	Daily	
78.	Open fields	P – 3	Satisfactory	Daily	
79.	Garbage site	P – 3	Satisfactory	Weekly	
80.	ETP	P – 4	Satisfactory	Weekly	
81.	Husk	P – 4	Satisfactory	Daily	
82.	Docks	P – 1	Perfect	Daily	
83.	Small boiler	P – 2	Satisfactory	Daily	
84.	Boundary wall	P – 3	Satisfactory	Weekly	
85.	Eucalyptus/poplar	P – 4	Satisfactory	Fortnightly	
86.	Silo lawn	P – 1	Perfect	Daily	
87.	Godown area	P – 2	Satisfactory	Daily	
88.	Liquid milk dock	P – 1	Perfect	Daily	
89.	Empty crates dock	P – 1	Perfect	Daily	
90.	Hedges	P - 4	Perfect	Daily	
91.	Washing tankers	P – 1	Good	Daily	

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.

Estate & Security Department

Annexure – “E”

Page No 9 of 9

Objectives :- Landscaping and perfect maintenance of plantations.

Legend :

P-1 = Daily

P-2 = Alternate

P-3 = Fortnightly

P-4 = Monthly

Sr. No	Asset	Priority of Inspection	Level of perfection	Frequency of checking	Remarks
92.	Crate washing	P – 1	Perfect	Daily	
93.	Tree	P - 3	Satisfactory	Fortnightly	
94	Flower beds		Good	Weekly	