

SUPPLIER ◀ -- ▶ FRIENDLY ◀ -- ▶ CUSTOMER

DAIRY BUSINESS MANAGEMENT SYSTEMS

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

MODULE-XI

CHIEF EXECUTIVE OFFICER'S OFFICE MANUAL

**INNOVATIVE BUSINESS IMPROVEMENTS (P) LTD.
Regd. Office #53-A, Sector 18-A CHANDIGARH-160018
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“WHITE REVOLUTION THROUGH QUIET EVOLUTION”

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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

2. LIST OF REVISIONS

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

Prepared by **H O D**

Approved by **CEO**

Signature _____ Date 01.04.04

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3. SCOPE

Scope of CEO's office procedures covers overall implementation of complete quality system as specified in the ' QUALITY POLICY ' Objectives and manual.

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4. OBJECTIVES

- 4.1 Bring about awareness and common understanding of company wide 'Total Quality Management'. Create work culture suitable to the needs of ISO- 9001-quality system.
- 4.2 Regular interaction with work force specially key persons for motivating them to adopt "QUALITY" as way of carrying out every job to a level of perfection.
- 4.3 Locate critical functions requiring improvement and provide resources to maintain specified quality standards for the products and services.
- 4.4 Implement monitoring system based on Management by exception to control deviations from the specified standards and established procedures for initiating timely corrective action.
- 4.5 Evaluate skills and upgrade performance of employees specially those handling key operations.
- 4.6 Implement training programmes and productivity enhancement schemes for the growth and development of company's business.
- 4.7 Make on the spot observations for accurate assessment and feed back regarding status of product quality and services.

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6. DUTIES & RESPONSIBILITIES OF CEO

- 6.1 Planning, execution and co-ordination of all business activities to achieve corporate goals of the company within specified time span.
- 6.2 Create milk procurement network keeping in view short range and long range business interests of the company and with the ultimate aim of procuring maximum milk of good quality at minimum cost.
- 6.3 Organise efficient processing of milk and production of milk products of exceptionally good quality following most remunerative product mix plan.
- 6.4 Introduce and implement management systems and techniques for the milk plant operations, attaining high standards of productivity and quality making optimum use of all resources e.g. men, materials, machines, money and time.
- 6.5 Organise maintenance of Plant and machinery on scientific lines ensuring scheduled lubrication and preventive maintenance with ultimate goal to keep the production downtime and maintenance expenditure as low as possible.
- 6.6 Introduce and implement energy conservation techniques for minimizing consumption of fuel, electricity and water in relation to quantity of milk processed in the dairy plant.
- 6.7 Formulate and implement quality assurance programme based on concepts like ISO-9000 and T Q M (Total quality management) with the aim to compete with manufacturers of best dairy products available in the market.
- 6.8 Take up R & D work and provide technical support to the Production department for producing milk products having good market demand and high profit margin.
- 6.9 Design and implement a comprehensive campaign for improving quality of raw milk and finished products covering all stages from production / collection of milk to the market place.
- 6.10 Organise store/Purchase functions using latest inventory control techniques and ensuring timely purchase of only required materials (desired specifications) at the lowest possible cost.

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- 6.11 Introduce and implement concept of cost consciousness in all business operations with financial management techniques like performance budgeting, budgetary costing, daily financial performance, critical analysis of controllable expense and most profitable product mix combination etc.
- 6.12 Help the management to frame and implement administrative rules, policies and systems which create strong organization base besides generating congenial work culture and harmonious relationship with work force necessary for ultimate success of the institution.
- 6.13 Create strong market network for marketing of pasteurized liquid milk and products. Build brand image and reputation in the market, which ultimately generates more revenue and ensures prompt disposal of product stocks.
- 6.14 Design and implement strong management information system for effectively monitoring the progress of key performance parameters.
- 6.15 Introduce and implement management by objectives in all business operations for accurate and clear performance evaluation of executives / departmental heads responsible for specific functions.
- 6.16 Any other duty assigned by the Management from time to time.

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7.0 PROCEDURES

For effective implementation of Quality Systems and to achieve desired objectives, CEO is to adopt the following procedures.

- 7.1 CEO takes the ISO – 9001: 2000 implementation as thrust area and provides the " WILL and SUPPORT " required for success of Quality Systems.
- 7.2 He provides professional guidance and support to all heads of functional departments in designing, implementation and monitoring of Quality Systems based on proper procedures/ work instructions / quality records inline with ISO-9001: 2000.
- 7.3 He provides direction and guidance to field force/ milk suppliers through regular field visits, to enable the company to build strong milk procurement infrastructure. (An essential pre-requisite for procuring adequate quantity of good quality raw milk).
- 7.4 He identifies critical weak links and removes the bottlenecks coming in the way of implementing ISO-9001: 2000 Quality System by exercising his administrative and financial authorities.
- 7.5 In the course of routine activities, CEO lays more emphasis on adherence to work standards in conformance with ISO-9001: 2000.
- 7.6 He makes sincere attempt to demonstrate by setting self-example regarding quality in person, quality in work style and quality in life which ultimately may lead the company to achieve perfection in quality of products and services.
- 7.7 He concentrates on technological upgradation, process modification and innovations in 'Key Result Areas' with the aim to bring consistency in product quality and improve market acceptability of products.
- 7.8 He ensures close monitoring of daily performance results of key functional parameters through daily performance reports. (Refer Formats)
- 7.9 He conducts regular weekly review meetings with departmental heads and key professionals, monitors the results of implementing ISO-9001: 2000 quality system and ensures prompt corrective action on NCR's.
- 7.10 He exercises control on 'Internal Audit' activities and implementation of corrective action plans through periodic management review meetings.

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- 7.11 He provides required guidance and resources to technical staff engaged in activities relating to development of new value added products, research and development and productivity improvement.
- 7.12 He provides overall direction to personnel & HRD department for imparting required training to the employees and receiving feedback regarding impact of such training programmes.
- 7.13 He maintains regular interaction with the customers, suppliers, dealers and competitors for making true assessment regarding quality of products and services.
- 7.14 He maintains links with professional institutions, reputed companies and Govt. dairy development departments to keep track on the new developments in the dairy field, milk availability, production, consumption pattern, prices etc.

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8. CONTROL OF QUALITY RECORDS

8.1 Quality Records in the department are kept as per the common procedure issued by M R Office.

8.2 List of Quality Records is attached.

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Innovative Business Improvements (Pvt.) Ltd.	PAGE-1
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TITLE:- DEPARTMENT PROCEDURE E & S	Date 01.04.04
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**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	F			15			
11				16			
12				17			
	TOTAL			18			
	CONT.	QTY. (KG)	GRADE	19			
1					TOTAL ----->		
2					GRADING SUMMARY		
3					V3, V2		
4					V9, V		
5					ZA CONTRACTORS		
6					ZB		
					Z1		
					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
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INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.				PAGE NO. 6	
TITLE:- DEPARTMENTAL PROCEDURES PRODUCTION				DATE 01.04.04	
DAILY PERFORMANCE REPORT (PRODUCTION)					
DATE :				Shift _____	
		SHIFTS			TOTAL
		A	B	C	
I)	RECOVERY				
II)	MANPOWER UTILISATION %				
III)					
PRODUCT		QUANTITY DEMANDED	QUANTITY SUPPLIED	VARIATION	
PAST. LIQUID MILK					
SM					
TM	MK				
	MT				
DTM					
SKM	MK				
	MT				
SFM					
PANEER					
CURD					
BUTTER					
LASSI					
MILK CAKE					
ICE CREAM					
IV) SUB STANDARD PRODUCTION					
S.NO.	PRODUCT	QTY(Sub Standard Quality)	REMARKS		
V) DESPATCH DEVIATIONS :-					
S.no.	Handling Area	VEHICLE NO.	SCHEDULED DESPATCH TIME	ACTUAL DESPATCH TIME	REMARKS (REASONS FOR DELAY)
VI) DEVIATIONS (OTHER DEPARTMENT)					
	DEPARTMENT	DEVIATIONS	REMARKS		
MGR. (P) / G.M. (W)					
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		

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DAILY QUALITY ASSURANCE REPORT

SR. NO.	PARTICULARS	TANKER NO.	TEMP. DEG.C. (MAX)	TASTE & FLAVOUR	ACIDITY%	RAW MILK RECEIPT		ADULT -RANT	FAT%	SNF%	GRADE	TYPE OF MILK	DESIRABLE NORMS			FLUID MILK ANALYSIS			TEMP-OF POUCH MILK	SNF%	FAT %	MBR TIME	
						COB	SODIUM PPM (10%)						ALC (10%)	FAT %	SNF %	MBRT	T/F	SEDIMENT					BR
1	DESIRABLE NORMS		6	Normal	.117 to .144	- Ve			6.10	9.20		FCM	9.20	8.70	9.20	SUMMER							
2									4.60	8.70		SM	8.70	8.70	6.30 Hrs.								
3									3.10	8.70		TM	8.70	8.70	WINTER								
4									1.60	9.20		DTM	9.20	9.20	7.0 Hrs.								
5									0.05	8.90		SM	8.90	8.90									
6																							
7																							
8									0.25%														
9																							
10																							
11																							
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 [QMQ-30] P.T.O.

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.				PAGE NO. 5	
TITLE:- DEPARTMENTAL PROCEDURES ENGINEERING				DATE :01.04.04	
DAILY REPORT ENGINEERING					
DATE : _____					
BREAK DOWN & PRODUCTION DOWN TIME			IMPLEMENTATION OF LUBRICATION P. M. PROGRAMME	MACHINES OUT OF ORDER UNDER REPAIR	
SECTION	NUMBER OF BREAK DOWNS	PRODUCTION DOWN TIME HRS. MIN.			
MECHANICAL			YES / NO		
ELECTRICAL			YES / NO		
REFRIGERATION			YES / NO		
BOILER			YES / NO		
WATER SUPPLY			YES / NO		
E.T.P			YES / NO		
WEIGHING MACHINES			YES / NO		
MILK CHILLING CENTRES			YES / NO		
MISC.			YES / NO		
CONSUMPTION OF UTILITIES				1. MILK RECEIPT	KG
				2. MILK HANDLING	KG
				3. SMP MFD.	KG
UTILITY	CONSUMPTION	NORMS PER 1000 L MILK HANDLING	ACTUAL PER 1000 L MILK HANDLING	VARIATION PER 1000 KG	REMARKS
WATER					
ELECTRICITY (Unit)					
FUEL					
DIESEL (Uint Per Lt)					
REFRIGERATION (Running Hrs. of Cmpressors)					
E.T.P					
FERRIC ALUM					
POLY ELECTROLITE					
PERFORMANCE OF BOILER AS PER ACT REGULATIONS.			YES/NO		
PERFORMANCE OF E.T.P. AS PER ACT REGULATIONS.			YES/NO		
Water Meter Reading	Submersible	E.T.P.	FOREMAN INCHARGE. (ENGG.)		
Opening					
Closing					
Consumption					
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Issue No. 01 Date 01.04.04			Revision No. 0 Date 01.04.04		

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

MORNING/EVENING SUPPLIES Date _____

Sl.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
 Approved by **H O D**

SIGNATURE OF S.SUP
 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.
 RECEIPT OF EMPTY CRATES AND STATEMENT OF MILK DESPATCHES

Sr.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

Prepared by **HOD** Approved by CEO

Signature _____ Date 01.04.04 Signature _____ Date 01.04.04

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**LIST OF QUALITY RECORDS
DEPARTMENT : CEO'S OFFICE**

QR-PRS - 01 OF 01

SR NO	DESCRIPTION	CODE NO OF RECORD	LOCATION	RETENTION PERIOD
1	DAILY MILK RECEIPT FILE	IBI/CEO/F/DMR-01	IBI/CEO/SR-01	1 YEAR
2	DAILY PRODUCTION RECPRT FILE	IBI/CEO/F/DPR-02	IBI/CEO/SR-01	1 YEAR
3	DAILY QUALITY ASSURANCE REPORT	IBI/CEO/F/DQR-03	IBI/CEO/SR-01	1 YEAR
4	DAILY ENGINEERING REPORT	IBI/CEO/F/DER-04	IBI/CEO/SR-01	1 YEAR
5	DAILY PRODUCTION / SALE & STOCK POSITION	IBI/CEO/F/PSP-05	IBI/CEO/SR-01	1 YEAR
6	EMPTY CRATES RETURN & DESPATCH STATEMENT	IBI/CEO/F/ECS-06	IBI/CEO/SR-01	1 YEAR
7	PROCESS CONTROL FILE	IBI/CEO/F/PC-07	IBI/CEO/SR-01	1 YEAR
8	GENERAL FILE	IBI/CEO/F/G-08	IBI/CEO/SR-01	1 YEAR
9	MILK PROCUREMENT AGREEMENT FILE	IBI/CEO/F/MPA-09	IBI/CEO/SR-01	1 YEAR
10	MILK PROCUREMENT DEPARTMENT FILE	IBI/CEO/F/MPD-10	IBI/CEO/SR-01	1 YEAR
11	PRODUCTION DEPARTMENT FILE	IBI/CEO/F/PD-11	IBI/CEO/SR-01	1 YEAR
12	QUALITY ASSURANCE DEPARTMENT FILE	IBI/CEO/F/QAD-12	IBI/CEO/SR-01	1 YEAR
13	ENGINEERING DEPARTMENT FILE	IBI/CEO/F/ED-13	IBI/CEO/SR-01	1 YEAR
14	FINANCE DEPARTMENT FILE	IBI/CEO/F/FD-14	IBI/CEO/SR-01	1 YEAR
15	MARKETING DEPARTMENT FILE	IBI/CEO/F/MD-15	IBI/CEO/SR-01	1 YEAR
16	PNL & HRD DEPARTMENT FILE	IBI/CEO/F/PNLD-16	IBI/CEO/SR-01	1 YEAR
17	STORES DEPARTMENT FILE	IBI/CEO/F/SD-17	IBI/CEO/SR-01	1 YEAR
18	ESTATE & SECURITY DEPARTMENT FILE	IBI/CEO/F/E&SD-18	IBI/CEO/SR-01	1 YEAR
19	MISCELNIOUS FILE	IBI/CEO/F/MISC-19	IBI/CEO/SR-01	1 YEAR
20	MILK PROCUREMENT PLAN FILE	IBI/CEO/F/MPP-20	IBI/CEO/FC-01	P.RECORD
21	SANJHI DAIRY CONCEPT FILE	IBI/CEO/F/SDC-21	IBI/CEO/FC-01	P.RECORD
22	MILK LANDED COST	IBI/CEO/F/MCC/22	IBI/CEO/FC-03	1 YEAR
23	OLD RECORD	IBI/CEO/F/OR/23	IBI/CEO/FC-03	1 YEAR