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**RESEARCH DESIGNS AND STANDARDS ORGANISATION
MANAK NAGAR, LUCKNOW-226011**

STORES DIRECTORATE

1.0 Title: DIRECTORATE OPERATING PROCEDURE OF STORES DIRECTORATE

S.No.	Date of Amendment	Page No.	Revision	Reason for Amendment
1.	-	-	0	First Issue

Issue and change Authority	Executive Dir./Stores	MR
Signature		

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1.0 Title : Directorate Operating Procedure of Stores Directorate.

2.0 Purpose: To lay down the operating procedure of the Stores Directorate in accordance with ISO:9001:2008 Quality Management System.

2.1 Scope: Applicable to all activities of Stores Directorate

3.0 Brief profile of the Directorate & Scope:

3.1 Directorate Activities:

Stores Directorate is engaged in :

- a) Procurement of all stock and non-stock items required for RDSO.
- b) Receive, inspect & account for warehousing and issue of stock items to indentors of RDSO.
- c) Arrange disposal of scrap arisings of RDSO.
- d) Provide expertise in Materials Management area.
- e) Other activities as assigned by the organisation.

The directorate is governed and directed by the overall policy guidelines and SOP (Schedule of Power) issued by Railways Board and RDSO. The Stores code and Rules for entering into supply contract as amended from time to time, form the basis for entire activities.

3.2 Infrastructure:

Stores Directorate consist of two wings Depot and Purchase Wing.

Depot, Stocking Wards (Warehousing) Depot consists of four stocking wards and one Central receipt and Inspection ward housed in various buildings in RDSO premises. It has required infrastructure for receiving, inspecting, accounting, stocking, issuing stock items required for RDSO.

Purchase Directorate Purchase wing is housed in a separate building and has required infrastructure for making procurement of stock and non-stock items.

3.3 Organization

Organization chart and responsibilities of Officers of Stores Directorate are as per annexure I.

4.0 Abbreviations:

Abbreviations shall be as per convention and normal terminology.

5.0 Responsibility of documentation

Establishing & Change : ED/S, MR

Maintaining : All controlled copy holders

6.0 Quality Objectives

Quality objectives for Stores directorate are derived from the overall quality objectives of RDSO and IR. Quality objectives are laid down based on Key performance area of Stores directorate for example timely and qualitative dealing of demands, tenders, supplies etc.

Quality objectives are laid down periodically, mostly on financial year basis. These quality objectives are approved in the MRM at RDSO level. In addition Directorate level quality objectives are also released periodically, mostly on yearly basis as per requirement.

7.0 Quality Management System

QM and QSP for Stores Activities, as released by MR, form the basis for implementing QMS. Focus is on improving our attitude towards quality for the whole system through processes. Aim is on customer delight rather than on documents, though ensuring legal and statutory requirements.

7.1 Implementation of Quality Management System:

All the elements of ISO 9001:2008 like process approach, PDCA and clause 7.4 (Purchasing) are ensured through the process laid down for the various activities of Stores directorate. The quality is based on laid down specification in the purchase orders and demands. Regular review of these specifications with the users is the method for continual improvement.

Use of RDSO website for purchasing information is effectively made for implementing QMS. Verification procedure is inbuilt in the process. Regular (in general monthly) quality position is sent to MR. Quality objectives are reviewed in MRMs & DRMs or as required.

7.1.1 Processes of Stores Directorate: The Key processes of the Directorate are:

- Procurement of purchasable stock items from trade.
The process map is enclosed as annexure-II
- Procurement of all non-stock items.
The process map is enclosed as annexure-III.
- Arrangement of items from sister depots.
The process map is enclosed as annexure-IV
- Disposal of scrap arising.
The process map is enclosed as annexure-V

The control and effectiveness criteria of these processes will be as under:

Process	Annexure	Control by	Effectiveness Criteria
Procurement of stock items from trade	Annexure-II	Depot & Purchase Officers	as per Quality Objectives / Targets
Procurement of all non- stock items	Annexure-III	Purchase Officers	as per Quality Objectives / Targets
Arrangement of items from sister depot	Annexure-IV	Depot Officer	as per Quality Objectives / Targets
Disposal of scrap	Annexure-V	AMM/ Depot & Director/ Stores	as per Quality Objectives / Targets

7.1.2. **Targeted Time Frame for finalization of LT, OT and GT**

<u>Activity</u>	<u>LT</u>	<u>OT</u>	<u>GT / SP</u>	<u>GT/ TP</u>
Purchase Proposal + permission Time for approval of CA	7	10	30	30
Issue of NIT	8	10	10	15
Notice Period Floating Time Limits	21 (14-28)	35 (28-40)	65 (60-80)	70+21 (65-100)
Opening Time	1	3	5	(5+5) 10
Tech Suit	5	7	10	20
Tabulation Time	3	5	10	14
Finalization Time	7	25	30	(25+20) 45
PO release Time	3	10	20	20
Sub Total	55	105	180	255
Safety Buffer	15	45	30	25
Target Total Time Frame	70	150	210	270

Targeted Time for petty purchases is 7 working days.
The time frame is from the receipt of clear actionable demand till dispatch of PO.

- 7.2 **Document Requirements:** To have effective documentation control, only following files shall be maintained by ISO cell of Stores Directorate
- i) DOP and all matters related to DOP
 - ii) QP/QM/QO/QSP – all related matters
 - iii) DRM/MRM and other review meetings, MAI
 - iv) All matters related to ISO Audit
 - v) Training

7.2.1 **ISSUE, RE-ISSUE CHANGE, REVIEW & APPROVAL**

All controlled documents shall be issued by Director/ Stores to copy holders identified by the issue/change authority. Concerned section of Stores Directorate dealing with ISO work shall maintain 'MASTER COPY'. The authority for change, review & approval of documents of Stores directorate is Director/ Stores.

- 7.2.2. **Quality Documents:** QM, QSPs, DOP are the key ISO folders along with Audit, Training, MAI, and shall be maintained by ISO cell of Stores Directorate. These shall be considered as quality documents for the compliance purpose of ISO 9001:2008.

- 7.2.3. **Quality Records:** Following documents shall be considered as quality documents for the purpose of 9001:2008

A) **Directorate:**

- i) Purchase Section Case Files (7.4.1 and 7.4.2)
- ii) Demand Registers
- iii) T.O. Register
- iv) PO registers (7.4) , could be same as Summarised PO details on web

B) DEPOT

- i) Receipt Section Register (DRR)
- ii) Receipt Section Case Files (7.4)
- iii) Numerical (bin) & ledger Cards,
- iv) Recoupment Sheets
- v) Imprest register,
- vi) Imprest Statements.
- vii) Scrap Disposal Register
- viii) Survey Sheet Files

7.2.4. The primary responsibility for identification, initiation, maintenance, upkeep, retention and retrieval (including that of uploading on website/shared folder) shall be of the nominated staff dealing with the section /work area.

Administratively respective AMMs / SMM shall be responsible for the system.

7.2.5. The records are ISO folders viz Audit, Training, DOP, MAI and Misc. The primary responsibility for identification, initiation, maintenance, upkeep, retention and retrieval for these shall be of the nominated ISO cell staff. Administratively Dir/Stores shall be responsible in overall context.

7.2.6. The retention period of quality records and documents shall 3 years as per QSP. Beyond retention period records /documents to be archived as per requirement, space, upkeep etc.

Computer records shall have minimum retention period of 1 year and archiving period of 1 year after retention period.

Disposal of archived documents / records to be done, after due approval & after ensuring legal / statutory cross-references.

7.3

Control of Records

Various quality records required to be kept are as under .The responsibility for maintenance of these quality records is given below:

S.No	Records	ISO Clause Ref.	Responsibility for record maintenance
1.	Management Reviews	5.6.1	Director/ Stores
2.	Education, Training Skills and experience	6.2.2(e)	ISO Cell Dealing Staff
3.	Evidence that the realization process and resulting product meet the requirements	7.1(d)	Not applicable
4.	Results of the review of requirements related to the product and action arising from review.	7.2.2	Not applicable
5.	Designs and development inputs	7.3.2	Not applicable
6.	Results of design and development reviews and necessary action.	7.3.4	Not applicable
7.	Results of design and development verification and necessary action.	7.3.5	Not applicable
8.	Results of design and development validation and necessary action	7.3.6	Not applicable
9.	Results of review of design and development changes and necessary action	7.3.7	Not applicable
10.	Results of supplier evaluation and action from	7.4.	Dealing Person

	evaluation		
11.	Validation of processes, where the resulting output. cannot verified by subsequent monitoring and measurement.	7.5.2(d)	Not applicable
12.	Unique identification of the product where traceability is a requirement	7.5.3	DMS/CRS, DMS/wards, dealing person of Purchase Section
13.	Lost, damaged or otherwise found unsuitable customer property	7.5.4	DMS/CRS, DMS/wards, dealing person of Purchase Section
14.	Basis used for calibration on verification of measuring equipment where no international or national instrument standards exist.	7.6	DMS/CRS
15.	Results of calibration and verification equipment	7.6	DMS/CRS
16.	Validity of previous results , when measuring equipment is found not to confirm to requirements	7.6	DMS/CRS, Dealing Staff
17.	Internal Audit results	8.2.2	ISO Cell Dealing Staff and AMMs
18.	Evidence of product conformity with the acceptance criteria indicating the authority responsible for the release of product.	8.2.4	DMS/ CRS, Dealing Staff
19.	Nature of product non-conformities and subsequent action taken, including concession obtained	8.3	DMS/CRS, Dealing Staff
20.	Results of corrective action	8.5.2(e)	Dealing Staff
21.	Results of preventive action	8.5.3(d)	Dealing Staff

8.0 **Management Responsibility:** QM shall be the basis. Directorate review meeting will be held periodically, preferably every two months.

9.0 **Resource Management:**
It will be ensured that personnel in the directorate are aware of relevance and importance of the job assigned to them and that they contribute to achievement of quality objectives. On the job training is the main stay of fulfilling training needs of all the staff working in Stores Directorate. Periodic assessment or through DRMs functional areas will be identified.

10.0 **Product Realization:** Stores Directorate is not directly dealing with products of RDSO, however wherever same are affected QM and latest QSP shall be the basis for such requirement.

11.0 **Control of monitoring & measuring devices** : List of devices requiring such attention shall be maintained by Depot in charge and updated from time to time,

12.0. **Measurement, Analysis and Improvement:** This is one of the key process and to be ensured through regular reviews, meetings, mcdo, feedbacks and system of working.

13.0 **Internal and External Customers**

All directorates of RDSO are our internal customers. There are no external customer for Stores Directorate.

14.0 **Continuous Improvement:**

Continual improvement shall be part of quality objectives. Every DRM shall review improvements.

15.0 **Distribution**

Copy holder	Copy No.
ED/S	01
MR	02
Dir./Stores	03
ISO Cell of Stores Directorate	04
SMM/AMM	05,06,07.
Incharges of Purchase & depot	08,09
