

Archives Module

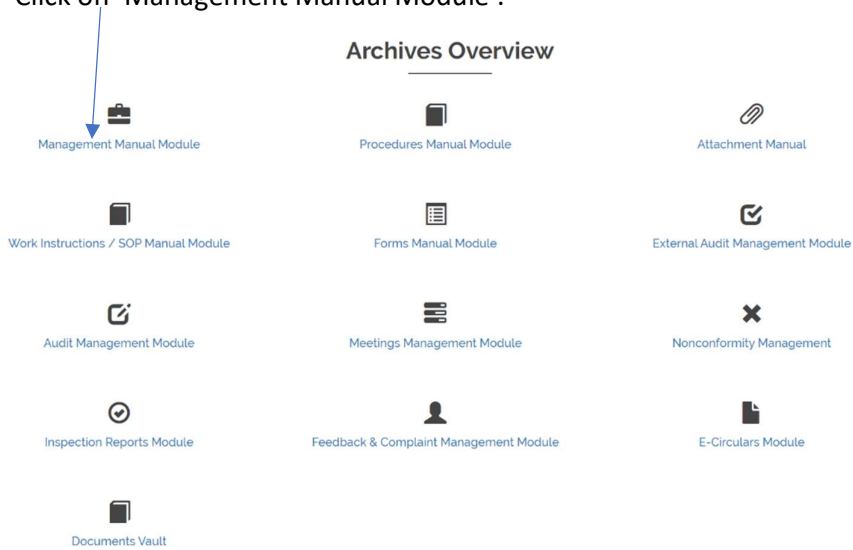
1. In Archives module you can get all historic documents and records.
2. Click on the 'Module Overview' at the navigation bar.
3. Following page will open.
4. Click on 'Archives Module'.

The screenshot displays the Paperless system interface. At the top left is the logo "Paperless Make Life Simple" with a green cross icon. The top right navigation bar contains links for "Module Overview", "Users", "User Guide", "Support", "Settings", and "Logout/TC/Sanjay Dewan". The main content area is titled "Module Overview" and features a grid of 15 module icons. A blue arrow points from the "Module Overview" link in the navigation bar to the "Archives Module" icon in the grid. Another blue arrow points from the "Archives Module" icon to the "Archives Module" text in the list below.

Module Name	Icon Description
Management Manual Module	Briefcase icon
Procedures Manual Module	Book icon
Attachment Manual	Paperclip icon
Work Instructions / SOP Manual Module	Document with checkmark icon
Forms Manual Module	Document with lines icon
External Audit Management Module	Checklist icon
Audit Management Module	Checklist with pencil icon
Meetings Management Module	Calendar icon
Nonconformity Management	X mark icon
Inspection Reports Module	Target icon
Feedback & Complaint Management Module	Person icon
E-Circulars Module	Document with arrow icon
Documents Vault	Folder icon
Archives Module	Document with list icon

Archives Overview

1. To go to the archive module, we must click the button on the archives module on the module overview page.
2. Following page will open displaying all modules in archives. You can click on any module to view the historic data and records.
3. Click on 'Management Manual Module'.



Archives – Management Manual Dashboard


1. Here you can see all archived management manual.
2. You can search for any management manual.
3. By clicking here, you can view any archived management manual.
4. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

Archives - Management Manual

Show entries
Search:

S. No.	Manual Name	Revised	Month	Year	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Archived By	Archived Date	View
1	QUALITY APEX MANUAL	11	Jan	2024	Sanjay Dewan	18-01-2024 18:50:19	Pramod Yadav	23-01-2024 05:40:57	Pramod Yadav	23-01-2024 05:41:20	Pramod Yadav	23-01-2024 05:43:05	Pramod Yadav	23-01-2024 14:14:23	View
1	QUALITY APEX MANUAL	10	Jan	2024	Pramod Yadav	18-01-2024 14:40:03	Sanjay Dewan	18-01-2024 18:49:28	Sanjay Dewan	18-01-2024 18:50:11	Sanjay Dewan	18-01-2024 18:50:19	Pramod Yadav	23-01-2024 05:43:05	View
1	QUALITY APEX MANUAL	09	Jan	2024	Pramod Yadav	18-01-2024 14:39:16			Pramod Yadav	18-01-2024 14:39:53	Pramod Yadav	18-01-2024 14:40:03	Sanjay Dewan	18-01-2024 18:50:19	View
1	QUALITY APEX MANUAL	08	Jan	2024	Sanjay Dewan	16-01-2024 16:23:56					Pramod Yadav	18-01-2024 14:39:16	Pramod Yadav	18-01-2024 14:40:03	View
1	QUALITY APEX MANUAL	07	Dec	2023	Pramod Yadav	29-12-2023 21:00:26	Roshan Dajima	05-01-2024 11:36:17	Sanjay Dewan	16-01-2024 16:23:50	Sanjay Dewan	16-01-2024 16:23:56	Pramod Yadav	18-01-2024 14:39:16	View
1	QUALITY APEX MANUAL	06	Dec	2023	Pramod Yadav	29-12-2023 20:57:56	Pramod Yadav	29-12-2023 21:00:51	Pramod Yadav	29-12-2023 21:00:19	Pramod Yadav	29-12-2023 21:00:26	Sanjay Dewan	16-01-2024 16:23:56	View
1	QUALITY APEX MANUAL	05	Dec	2023	Pramod Yadav	29-12-2023 19:44:25	Pramod Yadav	29-12-2023 20:57:24	Pramod Yadav	29-12-2023 20:57:43	Pramod Yadav	29-12-2023 20:57:56	Pramod Yadav	29-12-2023 21:00:26	View

5. Search here if you want to search any section / chapter / content then enter the keyword and click 'Go'.
6. By clicking on 'Go to Archive Dashboard' button to go back to 'Archives Overview' dashboard.
7. Click 'Previous' to go to previous page.
8. To view the entire manual page by page, keep on clicking 'Next'.



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HERO FINCORP LIMITED

34, Community Centre, Basant Lok, Vasant Vihar, New Delhi-110057

QUALITY APEX MANUAL

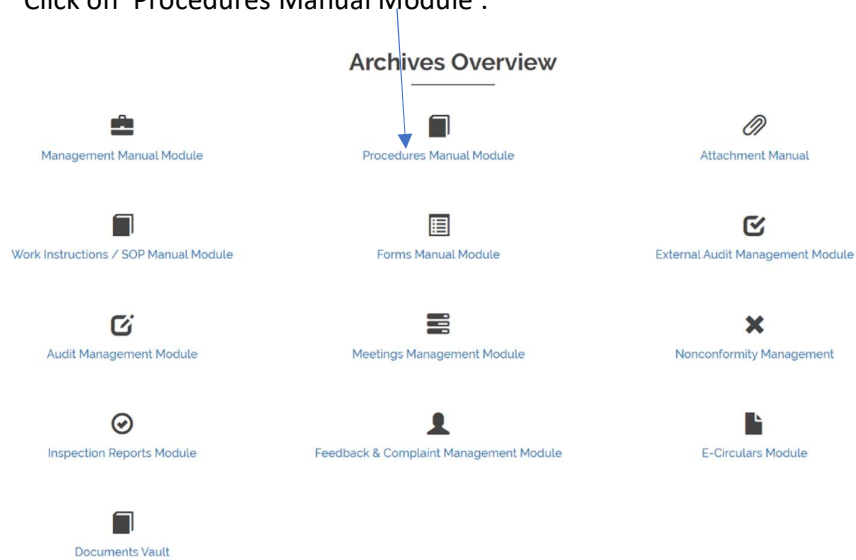
.....

Location : 2nd Floor, 26 Community Centre, Basant Lok, Vasant Vihar,
New Delhi-110057

Reference : HFCL/TC/QMSAM/00

Archives Overview – Procedures Manual Module

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'Procedures Manual Module'.



Archives – Procedures Manual Dashboard

1. Here you can see all archived procedures manual.
2. You can search any procedures manual.
3. By clicking here, you can view any archives – procedures manual.
4. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

Archives - Procedures Manual

Show entries Search:

S. No.	Manual Name	Revised	Month	Year	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Archived By	Archived Date	View
1	QUALITY PROCEDURE MANUAL - TELECOLLECTIONS	02	Jan	2024	Sanjay Dewan	16-01-2024 16:19:24	Pramod Yadav	23-01-2024 13:21:02	Pramod Yadav	23-01-2024 14:14:35	Pramod Yadav	23-01-2024 14:14:41	Sanjay Dewan	23-01-2024 20:23:30	
1	QUALITY PROCEDURE MANUAL - TELECOLLECTIONS	01	Dec	2023	Pramod Yadav	21-12-2023 12:44:57		16-01-2024 16:18:28	Sanjay Dewan	16-01-2024 16:19:17	Sanjay Dewan	16-01-2024 16:19:24	Pramod Yadav	23-01-2024 14:14:41	
1	QUALITY PROCEDURE MANUAL - TELECOLLECTIONS	00	Jan	2024	Sanjay Dewan	03-12-2023 09:52:06	Sanjay Dewan	20-12-2023 13:06:58	Pramod Yadav	21-12-2023 12:44:48	Pramod Yadav	21-12-2023 12:44:57	Sanjay Dewan	16-01-2024 16:19:24	

Showing 1 to 4 of 4 entries Previous Next

5. Search here if you want to search any section / chapter / content then enter the keyword and click 'Go'.
6. By clicking on 'Go to Dashboard' button to go back to 'Procedures Manual' dashboard.
7. Click 'Previous' to go to previous page.
8. To view the entire manual page by page, keep on clicking 'Next'.



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Quality Procedures Manual - Telecollections

ISO 9001:2015

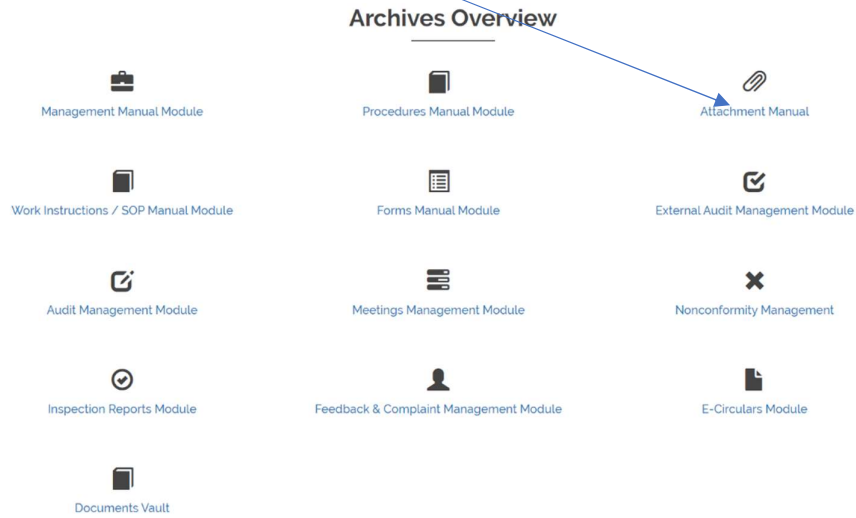
Quality Management System

Location : 2nd Floor, 26, Community Centre, Basant Lok, Vasant Vihar,
New Delhi- 110057

Reference : HFCL/TC/QMSPM/00

Archives Overview – Attachment Manual

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'Attachment Manual'.



Archives – Attachments Manual Dashboard

1. Here you can see all archived attachments manual.
2. You can search any attachments manual.
3. By clicking here, you can view any archives – attachments manual.
4. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

Attachments Manual ARCHIVED STATUS

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Search:

Show 10 entries

S. No.	Document No.	Document Title	Rev. No.	Rev Month	Rev Year	Location of display	Person responsible for location	Last Inspected	Submitted By	Initial Date	Deleted By	Deleted Date	Archived By	Archived Date	View
1	2024-25	Singapore List	101	Dec	2023	Delhi India	Delhi India	2023-12-19	Sanjay Dewan	19-12-2023 16:11:11			Sanjay Dewan	01-02-2024 10:58:18	View

Showing 1 to 1 of 1 entries Previous 1 Next

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Six Sigma Certification Program

White Belt Lesson 1: What is Six Sigma

There are two ways to define "Six Sigma". The first is as a quality management methodology that uses different theories and tools to improve upon the processes of a certain business. Simply put, this results in near perfect products and services that meet and/or exceed the expectations of customers or end users, while simultaneously reducing the amount of time, money, and resources put in. In other words, with less input, a greater output will be realized.

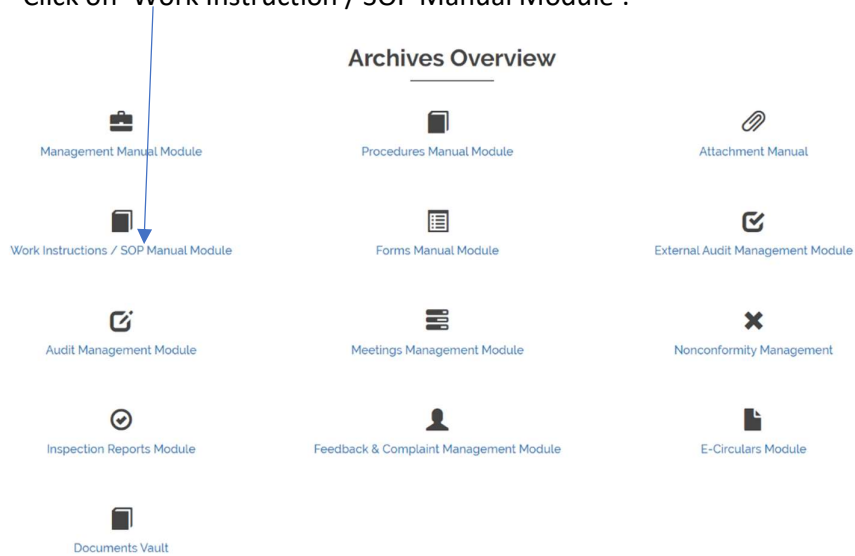
The second way to define "Six Sigma" is the statistical way. 'Sigma' (σ) is a Greek letter used to represent the statistical term 'standard deviation' which measures the deviations from average in a particular business process. With more 'deviation' from normal, comes defective products and services that do not fulfill customer needs and wants. These 'defects' end up being returned or requiring resolution, which costs businesses increased time, money and resources in the long run. A 6 Sigma business process produces only 3.4 defects per million opportunities.

This is abbreviated as DPMO within this methodology. In other words, 0.00034% of products produced in a Six Sigma Process are defective. A '5 sigma' process produces 233 DPMO (0.023% defective), a '4 sigma' process produces 6,210 DPMO (0.62% defective), a '3 sigma' process produces 66,807 DPMO (6.7% defective) and a '2 sigma' process produces 308,538 DPMO (31% defective).

As you can see, going up or down even one sigma level can have a great impact on the output of a particular business or organization, and therefore, also their bottom line. It is possible and practical to improve all business processes to 99.9997% perfection with the Six Sigma Methodology!

Archives Overview – Work Instructions / SOP Manual Module

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'Work Instruction / SOP Manual Module'.



Archives – Work Instructions / SOP Manual Module Dashboard

1. Here you can see all archived work instructions / SOP manual module.
2. You can search any work instructions / SOP manual module.
3. By clicking here, you can view any archives – work instructions / SOP manual module.
4. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

Archives - Work Instructions / SOP Manual Module


Show entries Search:

S. No.	Manual Name	Revised	Month	Year	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Archived By	Archived Date	View
1	Telecollections Call Centre SOP	02	Jan	2024	Sanjay Dewan	16-01-2024 16:26:14	Sanjay Dewan	16-01-2024 16:40:20	Sanjay Dewan	16-01-2024 16:42:13	Sanjay Dewan	16-01-2024 16:42:22	Sanjay Dewan	16-01-2024 16:53:11	
1	Telecollections Call Centre SOP	01	Dec	2023	Pramod Yadav	21-12-2023 12:46:03	Sanjay Dewan	23-12-2023 12:17:58	Sanjay Dewan	22-12-2023 13:33:01	Sanjay Dewan	16-01-2024 16:26:14	Sanjay Dewan	16-01-2024 16:42:22	
1	Telecollections Call Centre SOP	00	Jan	2024	Pramod Yadav	13-12-2023 13:49:07	Sanjay Dewan	20-12-2023 16:17:09	Pramod Yadav	21-12-2023 12:45:51	Pramod Yadav	21-12-2023 12:46:03	Sanjay Dewan	16-01-2024 16:26:14	

Showing 1 to 4 of 4 entries Previous Next

5. Search here if you want to search any section / chapter / content then enter the keyword and click 'Go'.
6. By clicking on 'Go to Dashboard' button to go back to 'Work Instructions / SOP Manual Module' dashboard.
7. Click 'Previous' to go to previous page.
8. To view the entire manual page by page, keep on clicking 'Next'.

Search



HeroFinCorp.

HFCL Telecollections

34, Community Centre, Basant Lok, Vasant Vihar, New Delhi- 110057, India

Call Centre SOP Manual

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ISO 9001:2015

Quality Management System

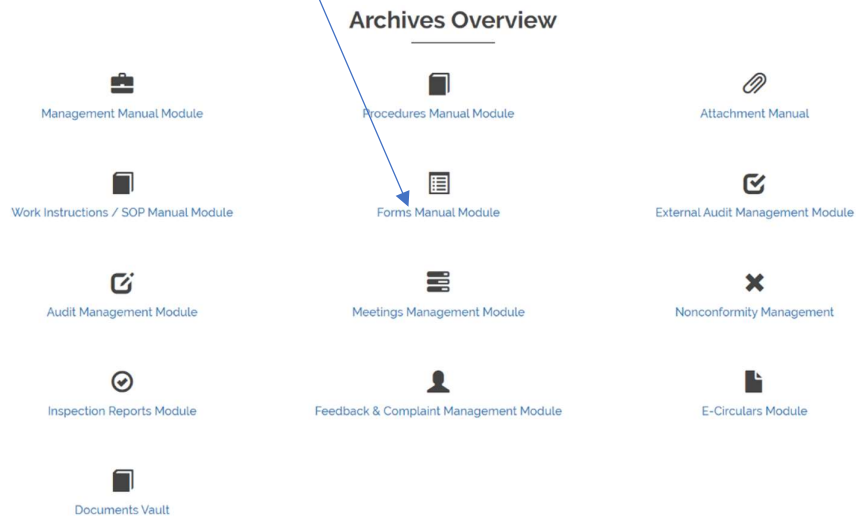
....

Location : Lajpat Nagar, New Delhi

Reference : HFCL/TC/CCSOP/00

Archives Overview– Forms Manual Module

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'Forms Manual Module'.



Archives – Forms Manual

1. Here you can see all list of the archived forms manual.
2. By clicking on the archive number given in front of the form name, the archived forms will open.
3. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

Archives - Forms Manual

Form Name	Archive
Interested Party Response Report	2
Special Processes Worksheet	2
Quality Management Action Plan	2
Change Management Request	0
List of Approved Trainers and Auditors	1
Training Action Plan	0
Group Training Record	1
Employee Orientation Checklist	1
List of Documents of External Origin	1
Quality Operational Planning & Control Table	3
Product Service Internal Review Checklist	1
External Service Provider Registration and Profile Management	1
External Service Provider Evaluation Report	1
External Service Provider Corrective Action Request	1
External Service Provider Inspection Checklist	1
Non-Conforming Service Product Disposition Report	1
Key Performance Indicators	1
QMS Evaluation of Compliance Report	1
QMS Management Review	1

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Archives – Interested Party Response Report Dashboard

1. Here you can see all archive interested party response report.
2. You can search any interested party response report.
3. By clicking here, you can view any archives – interested party response report.
4. You can view the rest of the archive form manuals as per your requirement.
5. By clicking on 'Back' button to go back to 'Archives – Forms Manual' dashboard.

<< Back

Archives - Interested Party Response Report

Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	(TC)IPRR/002/2024/SD	08-01-2024 11:40:55	Sanjay Dewan	08-01-2024 11:46:36	Sanjay Dewan	08-01-2024 11:49:03	Sanjay Dewan	08-01-2024 11:51:27	Sanjay Dewan	View
2	(TC)IPRR/001/2024/SD	03-01-2024 14:15:49	Sanjay Dewan	03-01-2024 18:10:02	Sanjay Dewan	03-01-2024 18:11:32	Sanjay Dewan	03-01-2024 18:13:56	Sanjay Dewan	View

Showing 1 to 2 of 2 entries Previous 1 Next

QUALITY MANAGEMENT SYSTEM - FORMS MANUAL

Rev No : 00
Month : January
Year : 2024

Issued : Pramod Yadav
Checked : Roshan Dayma
Approved : Puja Baccher

Archive - F-420-001-00 Interested Party Response Report

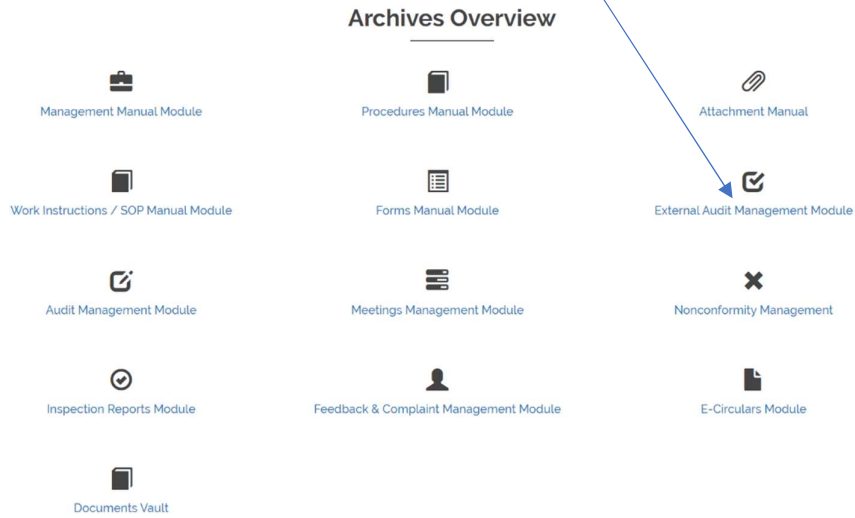
This form must be filled whenever there is any complaint from any Interested Party

Name of the person or entity making the complaint			
Sonu Chaurasiya			
Address of person or entity making the complaint			
Mayur vihar, delhi			
Nature of comment, concern or complaint			
Nature of comment testing 1			
Date of report			
08-01-2024			
Operations area identified or affected			
Operation area identified testing 1			
Is the interested party internal or external			
Internal			
Is the issue raised related to a non-conformance	No	Please mention the reason for 'No'	Is issue raised related
If Yes, a non-conformance report F-1020-001 has been filled	No	Please mention the reason for 'No'	Non-conformance testing 1
If No, a corrective action request (CAR) form F-1020-002 has been filled	No	Please mention the reason for 'No'	Corrective action request testing 1

	Name	Date	Signature
Received by	Sonu	08-01-2024	
Noted by - management representative	Vikrant Yadav	08-01-2024	

Archives Overview – External Audit Management Module

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'External Audit Management Module'.



Archives - External Audit Management Dashboard

1. Here you can see all archived external audit management.
2. You can search any external audit management.
3. By clicking here, you can view any archives – external audit management.
4. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

External Audit Management

ARCHIVED STATUS

Show entries Search:

S. No.	Ref No.	Initial Date	Submitted By	Company Name	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	(TCM)EAR/002/2023/	19-12-2023 19:05:06	Roshan Dayma	QHSE Risk Consultants LLP	19-12-2023 19:11:19	Roshan Dayma	29-12-2023 18:14:42	Sanjay Dewan	01-02-2024 12:41:01	Sanjay Dewan	View

Showing 1 to 1 of 1 entries Previous Next

HERO FINCORP LTD

Archive - External Audit Report

Name of auditing company / cert. body	QHSE Risk Consultants LLP	Audit reference No.	Paperless management system external audit report 1
Audit report date	20-12-2023	Audit location	Delhi
Audit criteria	Paperless management system external audit report 1	Auditors name	Delhi
Upload audit report	View external audit report		

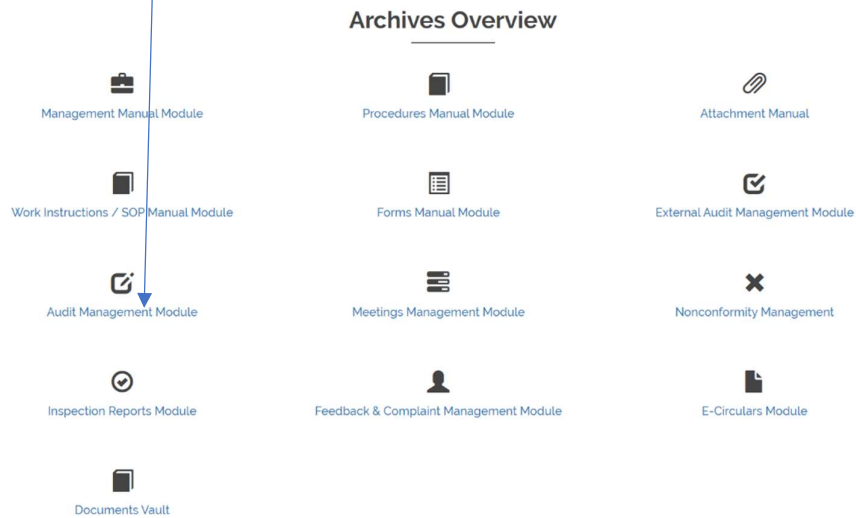
LIST OF NON-CONFORMITIES	
S.No.	Description
1	Paperless management system External audit report 1

LIST OF OBSERVATIONS	
S.No.	Description
1	Paperless management system audit report 1

HERO FINCORP LTD
34, Community Centre, Basant Lok, Vasant Vihar, New Delhi-110057
Date transmitted 01-02-2024 12:50:27

Archives Overview – Audit Management Module

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'Audit Management Module'.



Archives – Audit Management Module

1. Here you can see list of the archived audit management module.
2. By clicking on the archive number given in front of the report name, the selected document will open on your device.
3. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

Archives - Audit Management Module

Module Name	Archive
Internal Audit Plan	1
Internal Audit Report	1

<< Back

Archives – Internal Audit Plan Dashboard

1. Here you can see all archived Internal audit plan.
2. You can search any Internal audit plan.
3. By clicking here, you can view any archives – Internal audit plan.
4. You can view the internal audit report of the archive audit management module as per your requirement.
5. By clicking on 'Back' button to go back to 'Archives – Audit Management Module' dashboard.

Internal Audit Plan

ARCHIVED STATUS

Show 10 entries

Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	(TCM)AP-Manufacturing/003/12/2023/RD	19-12-2023 13:04:15	Roshan Dayma	19-12-2023 13:06:49	Roshan Dayma	19-12-2023 13:09:46	Roshan Dayma	19-12-2023 13:10:42	Roshan Dayma	

Showing 1 to 1 of 1 entries

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Archive - Internal Audit Plan

Audit plan reference No.	(TCM)AP-Manufacturing/003/12/2023/RD
---------------------------------	--------------------------------------

AUDIT INTRODUCTION AND DETAILS			
Name of the organization	QHSE Risk Consultants LLP	Address of the organization	Mayur Vihar, New Delhi
Audit type	Manufacturing Audit	Audit location	Mayur Vihar, New Delhi
Audit criteria	ISO 28001:2012	Other	
Objectives of audit			
Manufacturing Audit			
Department / Functions to be audited	Manufacturing Department	Management / Site point of contact	Vikrant Yadav
Language of audit	English	Audit team names	Vikrant Yadav, Prabhudh agarwal

MEETING DETAILS			
Date and time of opening meeting	Place of opening meeting	Date and time of closing meeting	Place of closing meeting
20-12-2023 13:02	Mayur Vihar, New Delhi	20-12-2023 18:00	Mayur Vihar New Delhi

PROPOSED SCHEDULE				
S.No.	Date and time	Departments / Functions to be audited	Name of auditee	Reference & comments
1	21-12-2023 12:01	Manufacturing Department	Vikrant Yadav	Yearly Audit

Additional information
Yearly Audit

	Name	Date	Signature
Confirmed by lead auditor	Vikrant Yadav	20-12-2023	

Archives Overview – Meetings Management Module

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'Meetings Management Module'.



Archives – Meetings Management Module

1. Here you can see all archived meetings management.
2. By clicking on the archive number given in front of the document name, the selected document will open on your device.
3. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

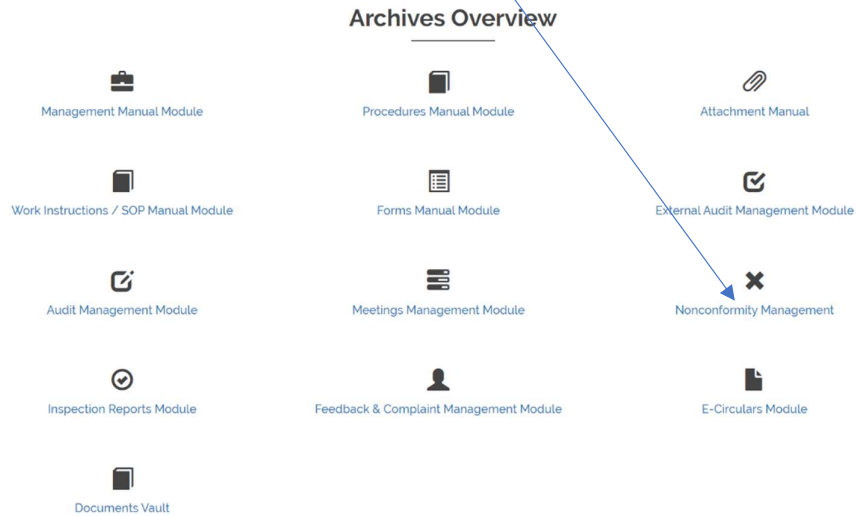
Archives - Meetings Management

Module Name	Archive
Invitation for Attendance	1
Minutes of Meeting	2

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Archives Overview – Nonconformity Management

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'Nonconformity management'.



Archives – Non-conformity / Observation with CAPA Report Dashboard

1. Here you can see all archived non-conformity management / observation with CAPA report.
2. You can search any nonconformity management / observation with CAPA report.
3. By clicking here, you can view any archives – non-conformity management / observation with CAPA report.
4. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

Non-Conformity / Observation with CAPA Report

ARCHIVED STATUS

Show entries Search:

S. No.	Ref No.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	Description	View
1	OBS/003/2023/RD	Roshan Dayma	20-12-2023 13:29:49	Roshan Dayma	20-12-2023 13:33:16	Roshan Dayma	20-12-2023 13:33:27	Roshan Dayma	20-12-2023 13:33:34	Paperless management system non-conformity report 3 ...	
2	NC/001/2023/RD	Roshan Dayma	20-12-2023 11:58:57	Roshan Dayma	20-12-2023 12:42:26	Roshan Dayma	20-12-2023 12:42:58	Pramod Yadav	20-12-2023 12:50:41	Paperless management system non-conformity / observation with CAPA aud ...	

Showing 1 to 2 of 2 entries Previous Next

Archive - Non-Conformity / Observation with CAPA Report

Report date	NC / Observation reference No.
20-12-2023	OBS/003/2023/RD

SECTION 1 - GENERAL INFORMATION

Category		Raised during	
Observation		Day to Day Operations	
Relating to			
<input type="checkbox"/> Quality	<input checked="" type="checkbox"/> Environmental	<input type="checkbox"/> OH&S	<input type="checkbox"/> Asset Damage
Agreed time limit for closeout (should not be more than 90 days for NC)- in days		Location of incident	Date of incident
40 Days		Our premises	20-12-2023
Department Involved / affected		Name of person initiating the report	Position of person initiating the report
TC - Audit		Vikrant Yadav	Senior PHP developer

Text 3
Signature of person reporting the incident

SECTION 2 - DETAILS OF INCIDENT

Description of the incident
Paperless management system non-conformity report 3
Immediate action taken
Paperless management system non-conformity report 3
Actual or potential impact
Paperless management system non-conformity report 3
Names of those involved or with firsthand knowledge
Paperless management system non-conformity report 3

SECTION 3 - RESPONSIBILITY

Action	Name of person responsible	Department of person responsible	Planned date of completion	Revised planned date of completion	Actual date of completion	Deviation
Investigation & root cause analysis	Prabuddh agrawal	TC - Management	29-01-2024		02-01-2024	27
Corrective & preventive action	Vikrant yadav	TC - Audit	29-01-2024		28-12-2023	32
Audit / Verification	Sonu chaurasiya	TC - Audit	29-01-2024		21-12-2023	39
NC / Observation close out	Prabuddh agrawal	TC - Management	29-01-2024		21-12-2023	39

SECTION 4 - INVESTIGATION & ROOT CAUSE ANALYSIS

Investigation details			
Paperless management system non-conformity report 3			
Root cause analysis details			
Paperless management system non-conformity report 3			
Name of person responsible	Department of person responsible	Date of completion	Signature of person responsible
Prabuddh agrawal	TC - Management	02-01-2024	Text 3

SECTION 5 - CORRECTIVE AND PREVENTIVE ACTION DETAILS

Corrective action details			
Paperless management system non-conformity report 3			
Preventive action details			
Paperless management system non-conformity report 3			
Name of person responsible	Department of person responsible	Date of completion	Signature of person responsible
Vikrant yadav	TC - Audit	28-12-2023	Text 3

SECTION 6 - AUDIT / VERIFICATION

Was CA / PA taken effective : Yes			
Name of person responsible	Department of person responsible	Date of completion	Signature of person responsible
Sonu chaurasiya	TC - Audit	21-12-2023	Text 3

SECTION 7 - NC / OBSERVATION CLOSE OUT

Was CA / PA taken effective : Yes			
Name of person responsible	Department of person responsible	Date of completion	Signature of person responsible
Prabuddh agrawal	TC - Management	21-12-2023	Text 3

Archives Overview – Inspection Reports Module

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'Inspection Reports Module'.



Archives – Inspection Report Module

1. Here you can see list of the archived inspection reports.
2. By clicking on the archive number given in front of the report name, the selected archive module dashboard page will open on your device.
3. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

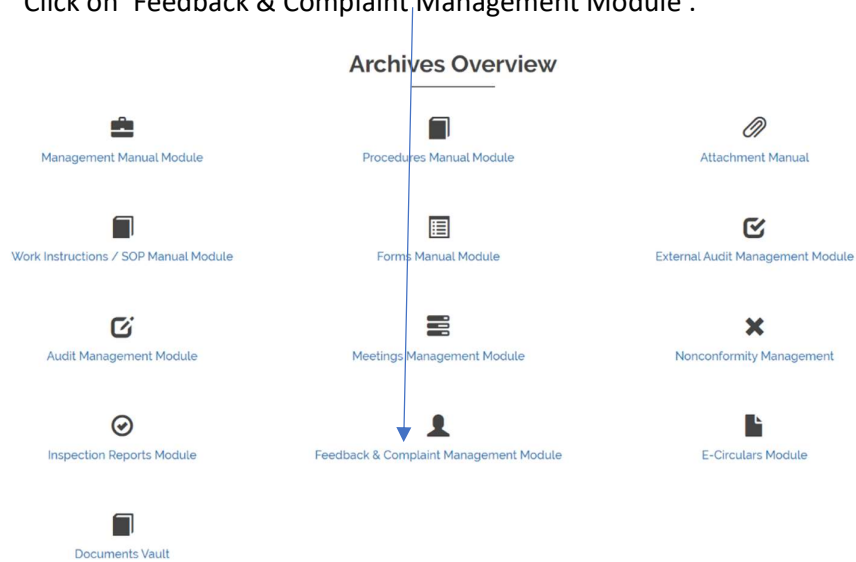
Archives - Inspection Report Module

Report Name	Archive
Inspection Report (Work via Internal)	1
Inspection Report (Work via Email Link)	2
Upload External Inspection Report	2

<< Back

Archives Overview – Feedback & Complaint Management Module

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'Feedback & Complaint Management Module'.



Archives – Feedback & Complaint Management

1. Here you can see list of the archived feedback & complaint management.
2. By clicking on the archive number given in front of the document name, the selected dashboard page will open on your system.
3. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

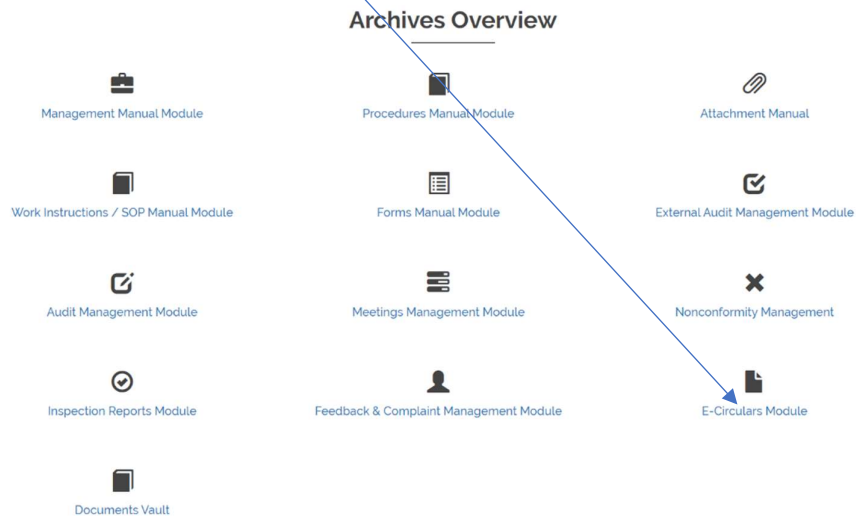
Archives - Customer Feedback & Complaint Management

<< Back

Module Name	Archive
Customer Feedback (By E-mail)	2
Customer Feedback (Through Help Desk)	5
Customer Complaint (By E-mail)	4
Customer Complaint (Through Help Desk)	3
Customer Complaint (Investigation)	7

Archives Overview – E-Circulars Module

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'E-Circulars Module'.



Archives – E-Circulars Module Dashboard

1. Here you can see all archived e-circulars.
2. You can search any e-circulars from here.
3. By clicking here, you can view any archived E-circulars.
4. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

E-Circulars Module

ARCHIVED STATUS

Show entries
Search:

S. No.	Ref No.	Circular No.	Circular Title.	Initial Date	Submitted By	Last Edited Date	Last Edited By	Published Date	Published By	Archived Date	Archived By	View
1	(TCM)ECR/006/01/2024/SD	002	Internal meeting	Sanjay Dewan	10-01-2024 17:13:05	Sanjay Dewan	10-01-2024 17:25:18	Sanjay Dewan	10-01-2024 17:25:45	Sanjay Dewan	10-01-2024 17:26:15	View

Showing 1 to 1 of 1 entries Previous Next

Archive - E-Circular

From	Circular No.
TC - Training & Quality	002
Circular title	Addressed to
Internal meeting	Mayur vihar, Delhi
Copied to	Addressed by
QHSE	Mayur vihar, Delhi
Date of issue	Effective date
10-01-2024	10-01-2024
Background	
Internal team meeting	

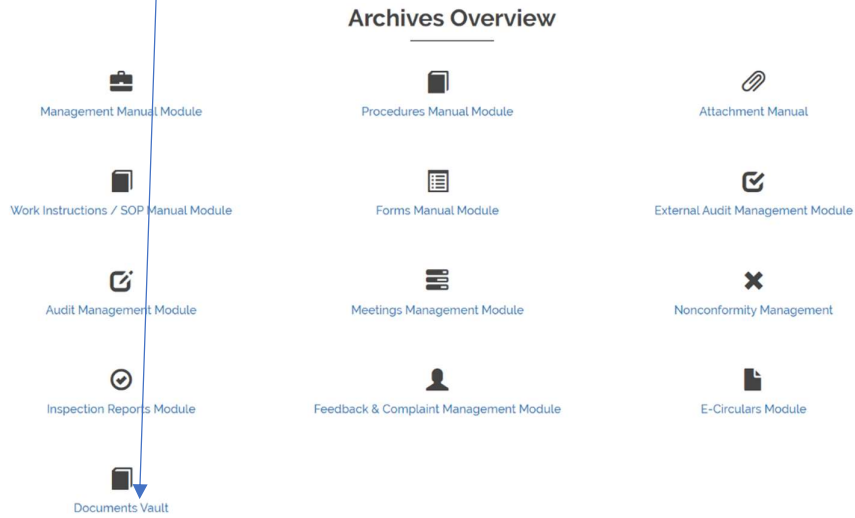
Actionable	
Internal team meeting	
Upload attachment	ecircular20240110052418_1093.pdf

Prepared by				
S.No.	Name	Position	Date	Signature
1	Vineet Agrawal	TC - Billing	10-01-2024	
2	Prabuddh Agrawal	TC - Human Resources	11-01-2024	

Approved by				
S.No.	Name	Position	Date	Signature
1	Sonu Chaurasia	TC - Audit	10-01-2024	

Archives Overview – Documents Vault

1. Click archives module on the module overview page.
2. Following page will open.
3. Click on 'Documents Vault'.



Archives – Document Vault Dashboard

1. Here you can see all archived document vaults .
2. You can search any document vault from here.
3. By clicking here, you can view any archived document vault.
4. By clicking on 'Back' button to go back to 'Archives Overview' dashboard.

Document Vault

ARCHIVED STATUS

Show entries
Search:

S. No.	Vault Name	Folder Name	File Name	Submitted By	Date	Archived By	Archived Date	View
1	Paperless QHSE	Paperless Gatepass New	Portronics Mouse invoice.pdf	Sanjay Dewan	30-12-2023 13:03:51	Sanjay Dewan	30-12-2023 13:12:22	View
2	Important Documents	202005210858481293853322.pdf	Ef05d16ce4f75c9ed9e5aebf3f294d06documentVault_20231219035042_109.pdf	Sanjay Dewan	19-12-2023 16:39:07	Sanjay Dewan	19-12-2023 16:40:25	View
3	Important Documents		470979899-Mumbai-Process-Engineering-Companies-List.pdf.pdf	Sanjay Dewan	19-12-2023 16:41:03	Sanjay Dewan	20-12-2023 12:50:25	View
4	Important Documents		387007747-Oil-Gas-Directory.pdf	Sanjay Dewan	19-12-2023 14:59:43	Sanjay Dewan	19-12-2023 16:19:21	View

Showing 1 to 4 of 4 entries
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Six Sigma Certification Program

White Belt Lesson 1: What is Six Sigma

There are two ways to define "Six Sigma". The first is as a quality management methodology that uses different theories and tools to improve upon the processes of a certain business. Simply put, this results in near perfect products and services that meet and/or exceed the expectations of customers or end users, while simultaneously reducing the amount of time, money, and resources put in. In other words, with less input, a greater output will be realized.

The second way to define "Six Sigma" is the statistical way. 'Sigma' (σ) is a Greek letter used to represent the statistical term 'standard deviation' which measures the deviations from average in a particular business process. With more 'deviation' from normal, comes defective products and services that do not fulfill customer needs and wants. These 'defects' end up being returned or requiring resolution, which costs businesses increased time, money and resources in the long run. A 6 Sigma business process produces only 3.4 defects per million opportunities.

This is abbreviated as DPMO within this methodology. In other words, 0.00034% of products produced in a Six Sigma Process are defective. A '5 sigma' process produces 233 DPMO (0.023% defective), a '4 sigma' process produces 6,210 DPMO (0.62% defective), a '3 sigma' process produces 66,807 DPMO (6.7% defective) and a '2 sigma' process produces 308,538 DPMO (31% defective).

As you can see, going up or down even one sigma level can have a great impact on the output of a particular business or organization, and therefore, also their bottom line. It is possible and practical to improve all business processes to 99.9997% perfection with the Six Sigma Methodology!