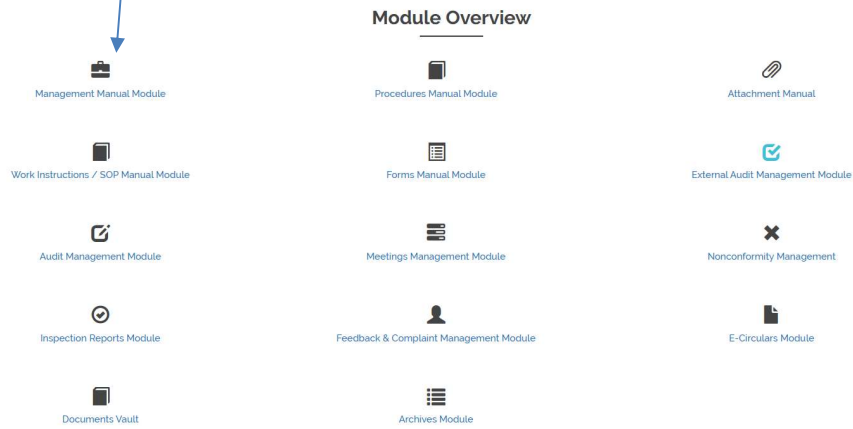





Management Manual

1. You can create and distribute all manuals from management manual.
2. Click on the 'Module Overview' at the navigation bar.
3. Following page will open.
4. Click on 'Management Manual Module'.



Management Manual Dashboard

1. View Master List by clicking 'Master List'
2. You can edit the manual by clicking on 'Edit Contents'.
3. You can view the manual by clicking on the .
4. You can edit the header and footer of the manual by clicking on 'Edit Header/Footer'.
5. You can save your manual by clicking on 'Save Now'.
6. You can publish your manual by clicking on 'Publish Now'.
7. You can add new manual by clicking on 'Add New Manual'.
8. You can search here any type of field.
9. If you have many manual name entries so you can use pagination.






[Module Overview](#)
[Users](#)
[User Guide](#)
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[Logout/TC/Sanjay Dewan](#)

Management Manual

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Show entries
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S. No.	Manual Name	Revised	Month	Year	Retention Period	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Master List	Create Manual	View	Edit Header / Footer	Action
1	QUALITY APEX MANUAL (Published Manual)	02	Dec	2023	60 months	Pramod Yadav	19-12-2023 13:04:01	Pramod Yadav	20-12-2023 17:03:10	Pramod Yadav	20-12-2023 17:04:20	Pramod Yadav	20-12-2023 17:11:22	View Master List				
1	QUALITY APEX MANUAL (Future Publishing)	03	Dec	2023	60 months	Pramod Yadav	20-12-2023 17:11:21	Pramod Yadav	20-12-2023 19:21:01					View Master List	Edit Contents		Edit Header / Footer	Save Now Publish Now

Showing 1 to 3 of 3 entries
Previous Next

1. The colour meaning in the management manual dashboard.
2. Green colour means published manual completed.
3. Orange colour means future published in process.

Adding Header and Footer

1. You can edit the header and footer of the manual by clicking 'Edit Header / Footer' on the dashboard.
2. Fill up the header and footer details.
3. Upload your company logo on the header.
4. Upload any logo of your choice in the footer
5. Please re-check your form before create manual header and footer.
6. Click on 'Create Manual' to submit your details.

[<< Back](#)

Add Manual Header Details

Manual name	Month	Year
<input type="text" value="Enter manual name here"/>	<input type="text" value="Dec"/>	<input type="text" value="2023"/>
Retention period (In months)	Logo header (Max. Size : 2MB) dimensions (250 x 200 pixels)	
<input type="text" value="60"/>	<input type="button" value="Choose File"/> No file chosen	

Add Manual Footer Details

Manual name	Logo footer (Max. Size : 2MB) dimensions (100 x 100 pixels)
<input type="text" value="Enter manual name here"/>	<input type="button" value="Choose File"/> No file chosen

[Create Manual](#)

Viewing the Master List of all Sections and Chapters

1. Click on 'View Master List' at the dashboard.
2. The master list page will show up.

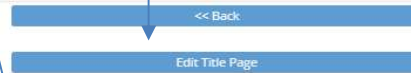
<< Back

Master List

Table of Content	Rev. No.	Month / Year
Chapter 0.1 Guidance to the Logos, Keywords, Pre-fixes used in the Manual, Procedures & Work Instructions, Forms & Attachments	00	Jan/2024
Chapter 0.2 Introduction	00	Jan/2024
Chapter 0.3 Manual availability and access	00	Jan/2024
Chapter 0.4 Structure Of Documentation System	00	Jan/2024
Section 1 Scope	00	Jan/2024
Chapter 1.1 Scope of the QMS	00	Jan/2024
Section 2 Normative References	00	Jan/2024
Chapter 2.1 Quality Management System References	00	Jan/2024
Section 3 Terms and Definitions	00	Jan/2024
Chapter 3.1 Quality Management System Definitions	00	Jan/2024
Section 4 Context of Organization	00	Jan/2024

Editing the Title Page

1. Click on 'Edit Contents' at the dashboard.
2. The title page will open up.
3. We see the 'Edit Title Page' button click here for edit title page.
4. Start creating / editing the title page by clicking on 'Edit Title Page'.



Editing Title Page

1. Fill up the relevant details.
2. Submit your details.
3. The title page will be updated to your requirements.

<< Back

Edit Title Page

Name of the company	<input type="text" value="Hero FinCorp Ltd"/>
Company address	<input type="text" value="34, Community Centre, Basant Lok, Vasant Vihar, New Delhi- 110057"/>
Name of the manual	<input type="text" value="Quality Procedures Manual - Telecollections"/>
Standard name	<input type="text" value="ISO 9001:2015"/>
Standard title	<input type="text" value="Quality Management System"/>
Location	<input type="text" value="2nd Floor, 26, Community Centre, Basant Lok, Vasant Vihar, New Delhi- 110057"/>
Reference No.	<input type="text" value="HFCL/TC/QMSPM/00"/>

Submit

Adding New Section / Chapter

1. Click on 'Edit Contents' at the dashboard.
2. Scroll down till you see the 'Master List- Management Manual' page.
3. You can add a new section or chapter by clicking on 'Add New Section / Chapter' at the right-hand top corner in the first image.
4. A fresh page will open up showing the blank 'Add New Section / Chapter' on the left panel and 'Master List' on the right panel.
5. Select 'Section or Chapter' from the drop-down menu, as required.
6. Write the title no.
7. Write the title.
8. Choose the section in which you want to insert or add the new chapter from the drop-down menu of 'To be inserted in'.
9. Submit your details.
10. The new chapter will be added and show up under the chosen section at the right side panel.
11. Search here if you want search any section or chapter.

Master List - Management Manual			
			Search <input type="text"/>
Add New Section / Chapter			
Manual title	Current Rev. No.	Current Rev. month / year	Edit contents & approval sheet
Chapter 0.1 Guidance to the Logos, Keywords, Pre-fixes used in the Manual, Procedures & Work Instructions, Forms & Attachments	00	Jan/2024	Edit
Chapter 0.2 Introduction	00	Jan/2024	Edit
Chapter 0.3 Manual availability and access	00	Jan/2024	Edit
Chapter 0.4 Structure Of Documentation System	00	Jan/2024	Edit
Section 1 Scope	00	Jan/2024	Edit
Chapter 1.1 Scope of the QMS	00	Jan/2024	Edit
Section 2 Normative References	00	Jan/2024	Edit

[<< Back](#)

Add New Section / Chapter

Category	Select category <input type="text"/>
Title No.	Select category Section Chapter
Title	Enter title here <input type="text"/>
To Be Inserted In	Please select <input type="text"/>
Submit	

Master List

Table of content	Rev. No.
Chapter 0.1 Guidance to the Logos, Keywords, Pre-fixes used in the Manual, Procedures & Work Instructions, Forms & Attachments	00
Chapter 0.2 Introduction	00
Chapter 0.3 Manual availability and access	00
Chapter 0.4 Structure Of Documentation System	00
Section 1 Scope	00
Chapter 1.1 Scope of the QMS	00
Section 2 Normative References	00
Chapter 2.1 Quality Management System References	00
Section 3 Terms and Definitions	00
Chapter 3.1 Quality Management System Definitions	00
Section 4 Context of Organization	00
Chapter 4.1 Understanding the organization and its context	00
Chapter 4.2 Understanding the needs and expectations of interested parties	00

Editing the Contents of Management Manual

1. Click on 'Edit Contents' at the Master list dashboard
2. The cover page will open up
3. Keep scrolling down till you see the 'Master List- Management Manual' page
4. You can edit any section or chapter by clicking on 'Edit'

Master List - Management Manual			
Add New Section / Chapter			
Manual title	Current Rev. No.	Current Rev. month / year	Edit contents & approval sheet
Chapter 0.1 Guidance to the Logos, Keywords, Pre-fixes used in the Manual, Procedures & Work Instructions, Forms & Attachments	00	Jan/2024	Edit
Chapter 0.2 Introduction	00	Jan/2024	Edit
Chapter 0.3 Manual availability and access	00	Jan/2024	Edit
Chapter 0.4 Structure Of Documentation System	00	Jan/2024	Edit
Section 1 Scope	00	Jan/2024	Edit
Chapter 1.1 Scope of the QMS	00	Jan/2024	Edit
Section 2 Normative References	00	Jan/2024	Edit

5. A page will open up showing two panels
 - I. The 'Edit Content' panel will be on the left showing the chosen section or chapter which you want to edit
 - II. The 'Edit Approval Sheet' will be on the right panel where you can get your approvals signature.
6. You can edit / update the content at the left panel by editing / updating the various data / information
7. While updating the content remember to highlight the new content in *Italics*
8. Use the features of the editor to make your content attractive.
9. You can also copy and paste directly from any 'word' or 'excel' document.
10. You can add additional approvals (prepared by, recommended by and approved by).
11. Submit your details upon completion
12. Click on 'Send email for signature approval' to get approval by email.
13. An alert box will show up. Click 'OK' to save the edited contents
14. Another alert box will show up reminding you if you have followed the protocol of highlighting the newly added content in Italics. If this has been done then click 'OK'. And the contents will be saved
15. If not done then you should 'Cancel' and go back to follow the protocol and repeat the process.

Edit Content

Chapter 0.1 Guidance to the Logos, Keywords, Pre-fixes used in the Manual, Procedures & Work Instructions, Forms & Attachments

Chapter: 0.1

Title No.: Enter title no. here

Title: Guidance to the Logos, Keywords, Pre-fixes used in the Manual, Procedures & Work Instructions, Forms & Attachments

Rev No.	Month	Year
00	Jan	2024

Issued	Checked	Approved
Pramod Yadav	Roshan Deyma	Puja Vachher

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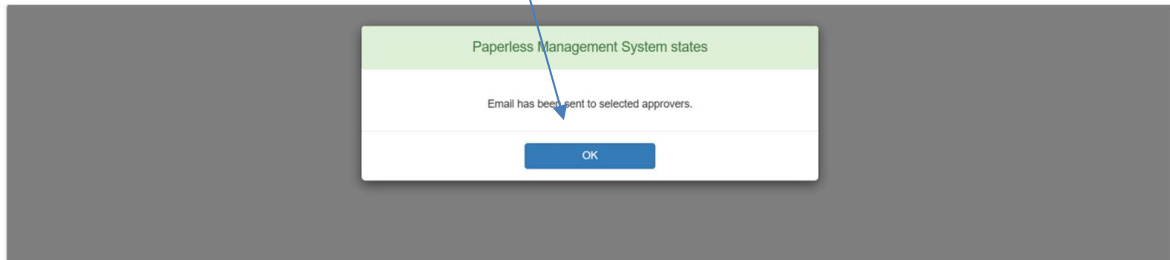
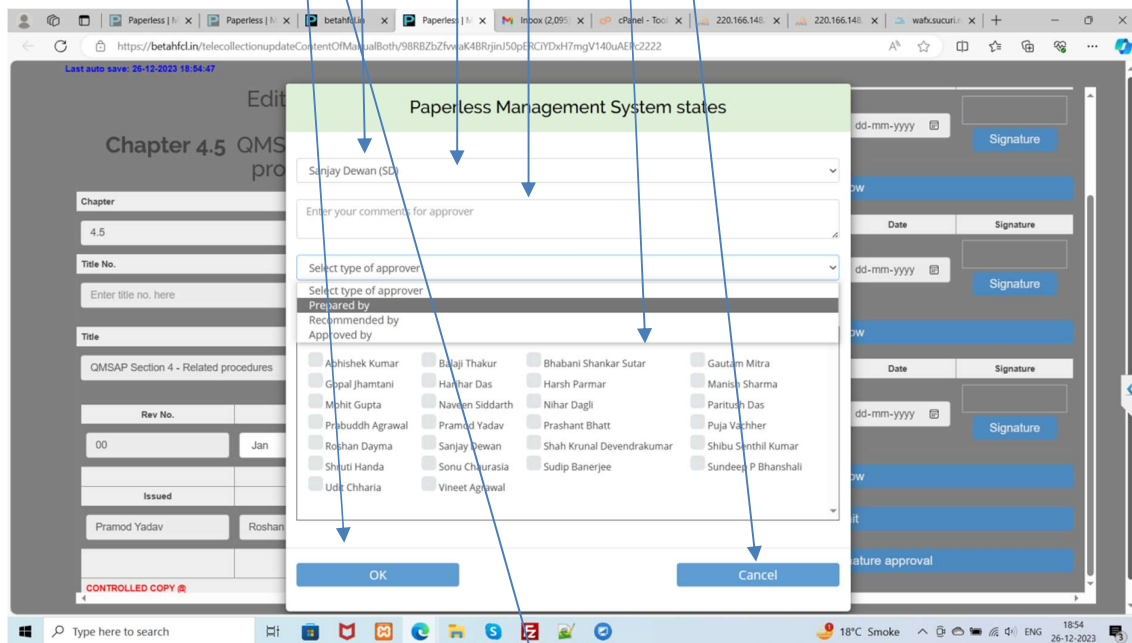
Edit Approval Sheet

Chapter 0.1 Guidance to the Logos, Keywords, Pre-fixes used in the Manual, Procedures & Work Instructions, Forms & Attachments

Name / Position	Date	Signature
Prepared by: <input type="text" value="Select user"/>	<input type="text" value="dd-mm-yyyy"/>	<input type="text" value="Signature"/>
Add Row		
Recommended by: <input type="text" value="Select user"/>	<input type="text" value="dd-mm-yyyy"/>	<input type="text" value="Signature"/>
Add Row		
Approved by: <input type="text" value="Select user"/>	<input type="text" value="dd-mm-yyyy"/>	<input type="text" value="Signature"/>
Add Row		
Submit		
Send email for signature approval		

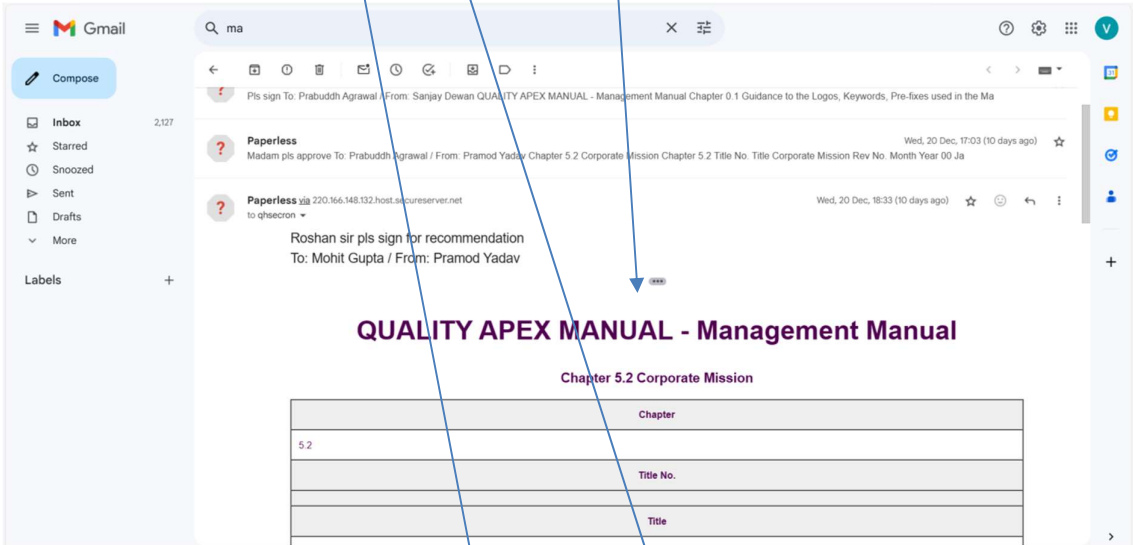
Sending E-mail for Signature Approval

1. You can send an email for approval to any of the approvers who can approve and sign on email itself without logging in to the application.
2. Select sender name from the drop-down menu.
3. Write your comment for approver here.
4. Select type of approver from the drop-down menu as required.
5. Select / checkbox the management manual approvers here.
6. Click on 'OK' for sending the mail to selected approvers.
7. An alert box will show up then click 'OK'.
8. By clicking on 'Cancel' you can cancel the approval.



Request Approval for Signature E-mail

1. The approver will receive a new mail for approving the document online without logging in to the application.
2. Click on 'Give Approval' for approving the document.
3. If you want some changes or updates in the management manual so you can clicking on 'Raise Query'.



QUALITY APEX MANUAL - Management Manual

Chapter 5.2 Corporate Mission

Chapter					
5.2					
Title No.					
Title					
Title					
Corporate Mission					
Rev No.	Month	Year			
00	Jan	2024			
Issued	Checked	Approved			
Pramod Yadav	Roshan Dayma	Puja Vaccher			
CONTROLLED COPY @ Information for uncontrolled copy					
MR	Uncontrolled when transmitted or printed, including any screenshots				
1.0 Instructions					
<p>We strive to be the best, most transparent, ethical, next-gen ultra-lean telecollections champion.</p> <p>The Head Telecollections has formulated the corporate mission for HFCL-TC. The mission is explained and discussed at the general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the corporate mission means to them as it affects their job or position within the company. The corporate mission is posted in prominent locations throughout the facility.</p> <p>Attachment A-512-00</p>					
2.0 Summary of Revisions					
Revision	Affected section	Month	Year	Summary of change	Changes highlighted in yellow italics & content removed is crossed
00	All	January	2024	Initial issue	NA

Give Approval
Raise Query

Please login to work on it [Login](#)

For any clarifications please write to TC Communications at tcops_communications@herofin.com or call at 9599949106 / 8929173054

Best Regards,
Paperless Management System



Online Approval of Manual thru Email

1. Upon clicking the 'Give Approval' button following page will open with the approvers name.
2. If you want to give approval then select the date.
3. Click on the 'Signature' button and sign the approval.
4. Sign on signature then clicks 'OK' button.
5. Click the 'Approved' button and the approval will be sent to the requestor.

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Make Life Simple

Give Approval

Name / Position	Date	Signature
Mohit Gupta	30-12-2023	<input type="text"/> Signature

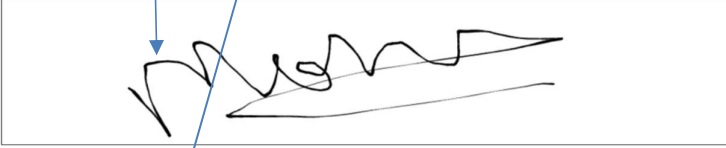
Approved

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Paperless Management System Signature Pad

Name: Mohit Gupta




Approved OK Cancel

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Give Approval

Name / Position	Date	Signature
Mohit Gupta	30-12-2023	 Signature Clear

Approved

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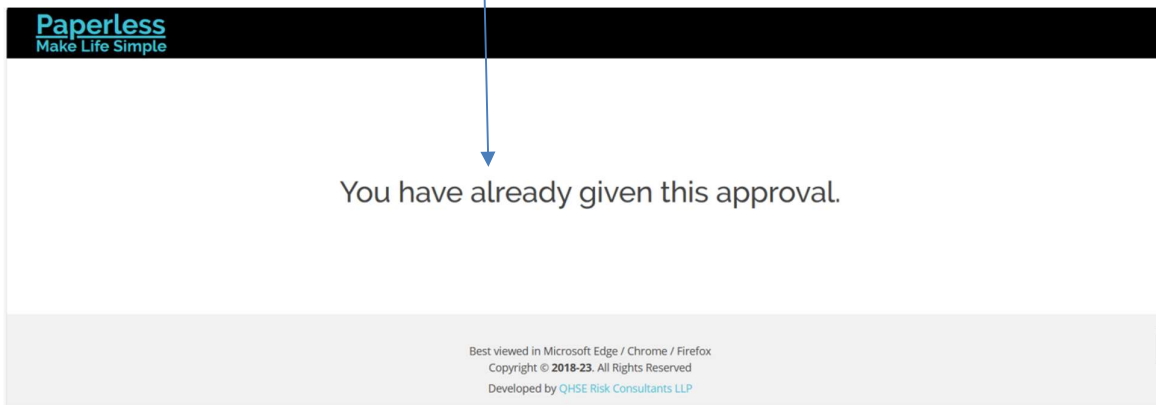
Online Approval of Manual thru Email

1. Once you give the approval the following page will open.
2. Here you can see 'Thanks for giving the approval' message.
3. If you try to approve the same management manual again then following message will show up.

First Image

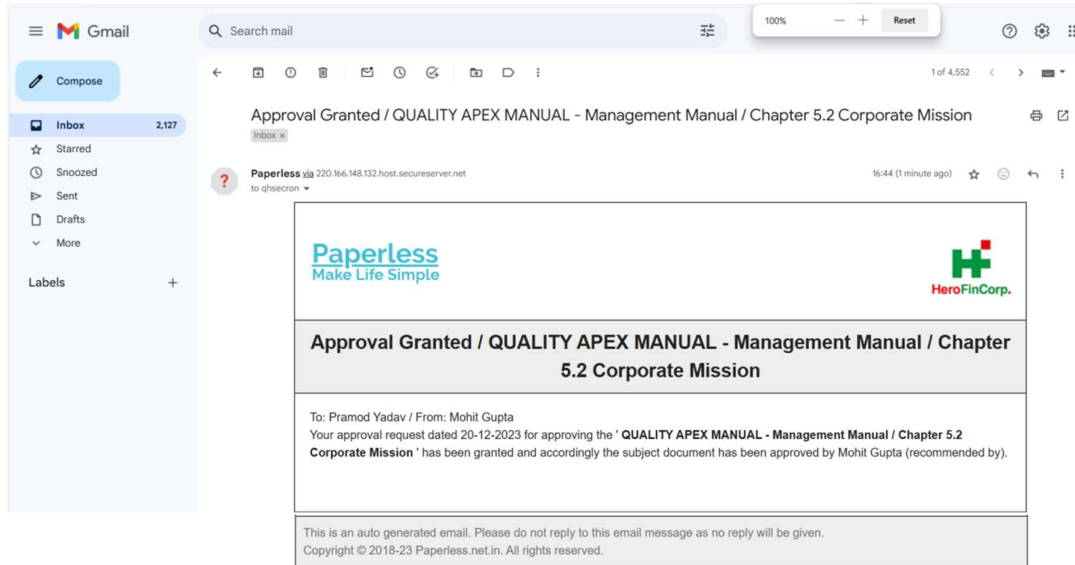


Second Image



Management Manual Approval Granted Email

1. The management manual approval email will be received by the requestor and all approver(s) indicating that the specific approver has approved the manual.



Please login to access it [Login](#)

For any clarifications please write to TC Communications at tcops.communications@herofincorp.com or call at [9599849106](tel:9599849106) / [8929178054](tel:8929178054)

Best Regards,

Paperless Management System



Raising Query


1. If you want some changes or updates in the management manual so you can raise your query here.
2. Click submit.
3. Here you can see a 'Thank you' message display on your screen.
4. If you try to raise the same management manual query again then following message will show up.

The screenshot shows the 'Paperless Make Life Simple' logo in the top left corner. The main heading is 'Raise Your Query'. Below the heading is a text input field with the placeholder text 'Enter your query here'. A blue 'Submit' button is positioned below the input field. At the bottom of the page, there is a footer with the text: 'Best viewed in Microsoft Edge / Chrome / Firefox Copyright © 2018-23. All Rights Reserved Developed by QHSE Risk Consultants LLP'.

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Viewing the Management Manual

1. Click on  at the dashboard to view the manual
2. The cover page of the manual will open first
3. To view the entire manual page by page, keep on clicking 'Next'
4. Click 'Previous' to go to previous page
5. After clicking 'Next' you will see the 'Table of Contents'. Click on the drop-down menu and select any section or chapter of your choice to view them.
6. The relevant section or chapter will then open up
7. Search here if you want to search any section / chapter / content then enter the keyword and click 'Go'.



- 1.0 Instructions**
1. The Header and Footer in this manual is designed to provide the means to include the company name and logo on documents; identify the document number, identify the document name, indicate the number of pages in a document, indicate the date and time a document is printed.
 2. In the footer of this manual, the inclusion of the **Blue-Globe Icon** indicates that the document is **relevant to the ISO 9001:2015** standard.
 3. QMS – Quality management System
 4. MP – Management procedure

Editing the Header and Footer of the Manual

1. Click on 'Edit Header / Footer' at the dashboard to edit the header and footer of the manual.
2. 'Edit Manual Header Details' and 'Edit Manual Footer Details' page will show up
3. Fill / change / amend the details as required
4. Upload the logo / image by clicking on 'Browse' and choosing the logo.
5. Update your details to save the data entered.


[<< Back](#)

Edit Manual Header Details


Manual name	Retention period (In months)
<input type="text" value="QUALITY PROCEDURE MANUAL - TELECOLLECTIONS"/>	<input type="text" value="60"/>

Logo header (Max. Size : 2MB) dimensions (250 x 200 pixels)

No file chosen



Edit Manual Footer Details

Manual name	Logo footer (Max. Size : 2MB) dimensions (100 x 100 pixels)
<input type="text" value="QUALITY PROCEDURE MANUAL - TELECOLLECTIONS"/>	<input type="button" value="Choose File"/> No file chosen 

[Update](#)

Saving the Management Manual

1. Every time you revise your manual it is recommended to save it immediately.
2. Click on save now at the dashboard to save the manual.
3. If you agree to save manually, click 'OK' in the alert box otherwise click 'Cancel'.
4. The manual will be saved.
5. The last saved date and time will be shown in the dashboard.
6. The name of user who saved it last will be shown in the dashboard.
7. You can search here any type of field.
8. c

Management Manual

Ad/1 New Manual

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S. No.	Manual Name	Revised	Month	Year	Retention Period	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Master List	Create Manual	View	Edit Header / Footer	Action
1	QUALITY APEX MANUAL (Published Manual)	02	Dec	2023	60 months	Pramod Yadav	19-12-2023 13:04:01	Pramod Yadav	20-12-2023 17:03:10	Pramod Yadav	20-12-2023 17:04:20	Pramod Yadav	20-12-2023 17:11:22	View Master List				
1	QUALITY APEX MANUAL (Future Publishing)	03	Dec	2023	60 months	Pramod Yadav	20-12-2023 17:11:21	Sanjay Dewan	21-12-2023 17:48:25					View Master List	Edit Contents		Edit Header / Footer	Save Now Publish Now

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1	QUALITY APEX MANUAL (Published Manual)	02	Dec	2023	60 months	Pramod Yadav	19-12-2023 13:04:01	Pramod Yadav	20-12-2023 17:03:10	Pramod Yadav	20-12-2023 17:04:20	Pramod Yadav	20-12-2023 17:11:22	View Master List				
1	QUALITY APEX MANUAL (Future Publishing)	03	Dec	2023	60 months	Pramod Yadav	20-12-2023 17:11:21	Sanjay Dewan	22-12-2023 11:08:47					View Master List	Edit Contents		Edit Header / Footer	Save Now Publish Now

Showing 1 to 3 of 3 entries

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Publishing the Management Manual

1. Once your manual is ready for release you should publish it for everyone to view it.
2. Please remember that once you publish the manual no amendments or changes can be done .
3. Click on publish now at the dashboard to publish the manual click here.
4. If you agree to save manually, click 'OK' in the alert box otherwise click 'Cancel'.
5. Click 'OK' again if you finally agree to publish the manual.
6. The manual will be published.
7. A new page will open up where you can choose to send email to all the users as per your choice by checking the box against their names at the right-side panel.
8. You can also choose to send email to any other third party by entering their email ID's at the left-side panel.
9. Click on 'Send Email'.
10. The emails will be sent to all chosen recipients.
11. Click on 'Go to Dashboard'.
12. The published date and time will be shown in the dashboard.
13. The name of user who published it will be shown in the dashboard.
14. The previous manual will be automatically archived and can be sighted in the Archives module.



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S. No.	Manual Name	Revised	Month	Year	Retention Period	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Master List	Create Manual	View	Edit Header / Footer	Action
1	QUALITY APEX MANUAL (Published Manual)	02	Dec	2023	60 months	Pramod Yadav	19-12-2023 13:04:01	Pramod Yadav	20-12-2023 17:03:10	Pramod Yadav	20-12-2023 17:04:20	Pramod Yadav	20-12-2023 17:11:22	View Master List				
1	QUALITY APEX MANUAL (Future Publishing)	03	Dec	2023	60 months	Pramod Yadav	20-12-2023 17:11:21	Sanjay Dewan	21-12-2023 17:48:25					View Master List	Edit Contents		Edit Header / Footer	Save Now Publish Now

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Do you really want to publish this management manual as you would not be able to edit it after publishing?

OK
Cancel


Add New Manual


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S. No.	Manual Name	Revised	Month	Year	Retention Period	Submitted By	Submitted Date	Last Update By	Last Update Date	Saved By	Saved Date	Published By	Published Date	Master List	Create Manual	View	Edit Header / Footer	Action
1	QUALITY APEX MANUAL (Published Manual)	02	Dec	2023	60 months	Pramod Yadav	19-12-2023 13:04:01	Pramod Yadav	20-12-2023 17:03:10	Pramod Yadav	20-12-2023 17:04:20	Pramod Yadav	20-12-2023 17:11:22	View Master List				
1	QUALITY APEX MANUAL (Future Publishing)	03	Dec	2023	60 months	Pramod Yadav	20-12-2023 17:11:21	Sanjay Dewan	22-12-2023 11:08:47					View Master List	Edit Contents		Edit Header / Footer	Save Now Publish Now

Showing 1 to 3 of 3 entries
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Archives Dashboard






1. Click on 'Archives' module and click 'Management Manual'. You can view the all the archived management manuals.
2. You can search here any archived status management manual.
3. You can view any management manual by clicking on 
4. Click on 'Go to Dashboard' to go back to the archived dashboard page.
5. Click on 'Previous' to go back to the previous page.
6. Click on 'Next' to go back to the next page.

Paperless  **Make Life Simple** Module Overview Users User Guide Support Settings Logout/TC/Sanjay Dewan

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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	05	Dec	2023	Pramod Yada v	29-12-2023 1 9:44:25	Pramod Yada v	29-12-2023 2 0:57:24	Pramod Yada v	29-12-2023 2 0:57:43	Pramod Yada v	29-12-2023 2 0:57:56	Pramod Yada v	29-12-2023 2 1:00:26	
1	QUALITY APEX MANUAL	04	Dec	2023	Pramod Yada v	29-12-2023 1 9:16:15	Pramod Yada v	29-12-2023 1 9:43:57	Pramod Yada v	29-12-2023 1 9:44:16	Pramod Yada v	29-12-2023 1 9:44:25	Pramod Yada v	29-12-2023 2 0:37:56	
1	QUALITY APEX MANUAL	03	Dec	2023	Pramod Yada v	20-12-2023 1 7:11:21	Pramod Yada v	29-12-2023 1 9:15:44			Pramod Yada v	29-12-2023 1 9:16:15	Pramod Yada v	29-12-2023 1 9:44:25	
1	QUALITY APEX MANUAL	02	Dec	2023	Pramod Yada v	19-12-2023 1 3:04:01	Pramod Yada v	20-12-2023 1 7:03:10	Pramod Yada v	20-12-2023 1 7:04:20	Pramod Yada v	20-12-2023 1 7:11:22	Pramod Yada v	29-12-2023 1 9:16:15	
1	QUALITY APEX MANUAL	01	Dec	2023	Roshan Day ma	19-12-2023 1 3:01:46					Pramod Yada v	19-12-2023 1 3:04:02	Pramod Yada v	20-12-2023 1 7:11:22	

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

QUALITY APEX MANUAL

ISO 9001:2015
QUALITY MANAGEMENT SYSTEM

**Location : 1st Floor, 26 Community Centre, Basant Lok,
 Vasant Vihar, New Delhi-110057**

Reference : HFCL/TC/QMSAM/00