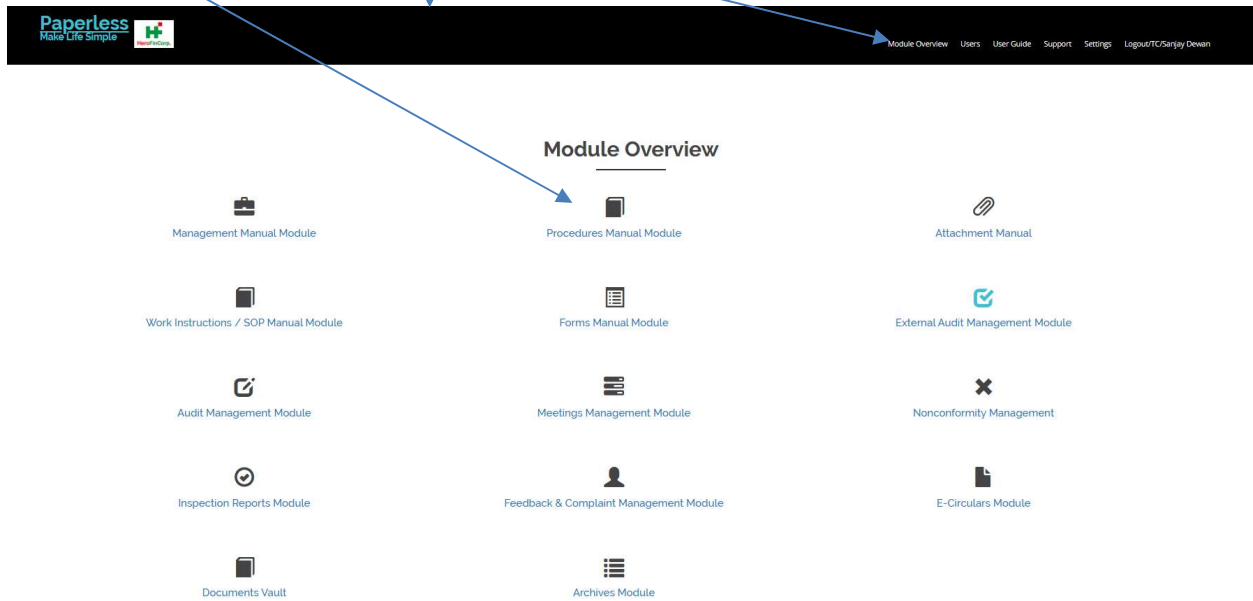



Procedure Manual

1. You can create and distribute all procedure manuals from this module.
2. Click on the 'Module Overview' at the navigation bar.
3. Following page will open.
4. Click on 'Procedures Manual Module'.



Procedures Manual Dashboard



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

Procedures Manual

[Add New Manual](#)

Show entries

Search:

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 PROCEDURE MANUAL - TELECOLLECTIONS (Published Manual)	00	Jan	2024	60 months	Sanjay Dewan	03-12-2022 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	View Master List				
1	QUALITY PROCEDURE MANUAL - TELECOLLECTIONS (Future Publishing)	01	Dec	2023	60 months	Pramod Yadav	21-12-2023 12:44:57							View Master List	Edit Contents		Edit Header / Footer	Save Now Publish Now

Showing 1 to 3 of 3 entries

Previous Next

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

Adding Header and Footer

1. You can add the header and footer of the manual by clicking 'Add New Manual' on the dashboard.
2. Fill up the header and footer details.
3. Upload the logo / image by clicking on 'Browse' and choosing the logo.
4. Please re-check your form before create manual header and footer.
5. 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 Section and Chapters

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

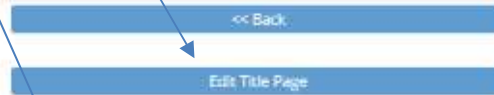
<< Back

Master List

Table of Content	Rev. No.	Month / Year
Section 1 Guidance	00	Jan/2024
Chapter 1.1 Guidance to the Logos, Keywords, Pre-fixes used in this manual	00	Jan/2024
Section 2 Introduction	00	Jan/2024
Chapter 2.1 Introduction to organization	00	Jan/2024
Section 3 Quality Management System Procedure Manual	00	Jan/2024
Chapter 3.1 Manual availability and access	00	Jan/2024
Section 4 Context of Organization	00	Jan/2024
Chapter 4.1 QMS-AP-410-00 Understanding the organization and its context	00	Jan/2024
Chapter 4.2 QMS-AP-420-00 Understanding the need and expectations of interested parties	00	Jan/2024
Chapter 4.3 QMS-AP-430-00 Determining the scope of Quality Management System	00	Jan/2024
Section 5 Leadership	00	Jan/2024
Chapter 5.1 QMS-MP-510-00 Leadership and commitment	00	Jan/2024
Chapter 5.2 QMS-MP-521-00 Quality Policy	00	Jan/2024
Chapter 5.3 QMS-HP-530-00 Organizational roles, responsibilities and authorities	00	Jan/2024
Chapter 5.4 QMS-HP-531-00 Exit of Employees	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	Hero FinCorp Ltd
Company address	34, Community Centre, Basant Lok, Vasant Vihar, New Delhi- 110057
Name of the manual	Quality Procedures Manual - Telecollections
Standard name	ISO 9001:2015
Standard title	Quality Management System
Location	2nd Floor, 26, Community Centre, Basant Lok, Vasant Vihar, New Delhi- 110057
Reference No.	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- Procedure 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 - Procedure Manual

Q

Manual title	Current Rev. No.	Current Rev. month / year	Edit contents & approval sheet
Section 1 Guidance	00	Jan/2024	Edit
Chapter 1.1 Guidance to the Logos, Keywords, Pre-fixes used in this manual	00	Jan/2024	Edit
Section 2 Introduction	00	Jan/2024	Edit
Chapter 2.1 Introduction to organization	00	Jan/2024	Edit
Section 3 Quality Management System Procedure Manual	00	Jan/2024	Edit
Chapter 3.1 Manual availability and access	00	Jan/2024	Edit
Section 4 Context of Organization	00	Jan/2024	Edit

[<< Back](#)

Add New Section / Chapter

Category
Select category v
Title No.
Enter title no. here
Title
Enter title here
To be inserted in
Please select v
Submit


Master List

Table of Content	Rev. No.
Section 1 Guidance	00
Chapter 1.1 Guidance to the Logos, Keywords, Pre-fixes used in this manual	00
Section 2 Introduction	00
Chapter 2.1 Introduction to organization	00
Section 3 Quality Management System Procedure Manual	00
Chapter 3.1 Manual availability and access	00
Section 4 Context of Organization	00
Chapter 4.1 QMS-AP-410-00 Understanding the organization and its context	00
Chapter 4.2 QMS-AP-420-00 Understanding the need and expectations of interested parties	00
Chapter 4.3 QMS-AP-430-00 Determining the scope of Quality Management System	00
Section 5 Leadership	00
Chapter 5.1 QMS-MP-510-00 Leadership and commitment	00
Chapter 5.2 QMS-MP-521-00 Quality Policy	00
Chapter 5.3 QMS-HP-530-00 Organizational roles, responsibilities and authorities	00
Chapter 5.4 QMS-HP-531-00 Exit of Employees	00
Section 6 Planning for the Quality Management System	00

Editing the Content of Procedure Manual

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

[<< Back](#)

Master List - Procedure Manual			
			Search <input type="text"/> 
Add New Section / Chapter			
Manual title	Current Rev. No.	Current Rev. month / year	Edit contents & approval sheet
Section 1 Guidance	00	Jan/2024	Edit
Chapter 1.1 Guidance to the Logos, Keywords, Pre-fixes used in this manual	00	Jan/2024	Edit
Section 2 Introduction	00	Jan/2024	Edit
Chapter 2.1 Introduction to organization	00	Jan/2024	Edit
Section 3 Quality Management System Procedure Manual	00	Jan/2024	Edit
Chapter 3.1 Manual availability and access	00	Jan/2024	Edit
Section 4 Context of Organization	00	Jan/2024	Edit
Chapter 4.1 QMS-AP-410-00 Understanding the organization and its context	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 extra approval (prepared by, recommended by and approved by).
11. Submit your details upon completion.
12. Click on 'Send email for signature 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 5.2 QMS-MP-521-00 Quality Policy

Chapter		
5.2		
Title No.		
QMS-MP-521-00		
Title		
Quality Policy		
Rev No.	Month	Year
00	Jan	2024
Issued	Checked	Approved
Pramod Yadav	Roshan Dayma	Puja Vachher
CONTROLLED COPY ⓘ		
Information for uncontrolled copy		
MR	Uncontrolled when transmitted or printed, including any screenshots	
1.0 Purpose		

Edit Approval Sheet

Chapter 5.2 QMS-MP-521-00 Quality Policy

	Name / Position	Date	Signature
Prepared by	Pramod Yadav (PY)	dd-mm-yyyy	<input type="text"/> Signature
Add Row			
	Name / Position	Date	Signature
Recommended by	Select user	dd-mm-yyyy	<input type="text"/> Signature
Add Row			
	Name / Position	Date	Signature
Approved by	Puja Vachher (PV)	dd-mm-yyyy	<input type="text"/> 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 PROCEDURE MANUAL - TELECOLLECTIONS -
Procedure Manual**

Chapter 1.1 Guidance to the Logos, Keywords, Pre-fixes used in this manual

Chapter
1.1
Title No.
Title
Guidance to the Logos, Keywords, Pre-fixes used in this manual

Guidance to the Logos, Keywords, Pre-fixes used in this manual

Rev No.	Month	Year
00	Jan	2024
Issued	Checked	Approved
Pramod Yadav	Roshan Dayma	Puja Vaccher
CONTROLLED COPY @ Information for uncontrolled copy		
MR.	<i>Uncontrolled when transmitted or printed, including any screenshots</i>	
	Uncontrolled when transmitted or printed.	

1.0 Purpose

1.1 To provide guidance to the user wrt the procedure manual

2.0 Division / Department / Unit

2.1 All departments

3.0 Responsibilities

3.1 NA

4.0 Definitions

4.1 NA

5.0 Equipment / Software

5.1 PMS

6.0 Inputs

6.1 NA

7.0 Outputs

7.0 Outputs

7.1 NA

8.0 Instructions

8.1 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,

8.2 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



8.3 Key words

1. QMS – Quality management System
2. MP – Management procedure
3. P – Procedure
4. AP – Administration procedure
5. SP – Sales / Customer service procedure
6. OP – Operations procedure
7. QP – Quality Assurance, Audit, Inspection & data control procedure
8. HP – Human resource procedure
9. PP – Purchasing procedure
10. F- Form
11. SOP – Standard Operating Procedures
12. All procedures are prefixed with QMS to indicate that it is a procedure relating to Quality Management System or ISO 9001:2015

8.3 Key words

1. QMS – Quality management System
2. MP – Management procedure
3. P – Procedure
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8. HP – Human resource procedure
9. PP – Purchasing procedure
10. F- Form
11. SOP – Standard Operating Procedures
12. All procedures are prefixed with QMS to indicate that it is a procedure relating to Quality Management System or ISO 9001:2015

8.4 Examples:

1. "QMS-MP-520" relates to management procedure referring to clause 5.2 of ISO 9001:2015 – Policy.
2. "QMS-AP-713" relates to administrative procedure referring to ISO 9001:2015, clause 7.1.3 - Infrastructure.
3. "QMS-SP-912" relates to the sales / customer service procedure referring to ISO 9001:2015, clause 9.1.2 – Customer Satisfaction.
4. All revisions are highlighted in "italics" for easy identification. Eg *Italics*
5. In all manuals and procedures wherever ISO 9001 is mentioned it means ISO 9001:2015 standard
6. It should be considered that following services are being provided by third parties:
 - A) Call centre operations
 - B) Debt collection Services
 - C) Security services

9.0 Documentation – Forms and Records

9.0 Documentation – Forms and Records					
9.1 NA					
10.0 Attachments					
10.1 NA					
11.0 References					
11.1 Clause 7.5 of ISO 9001:2015					
12.0 Summary of Revisions					
Revision	Affected section	Month	Year	Summary of change	Changes highlighted in <i>yellow italics</i> & 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 Ops Communications at tcops-communications@herofincorp.com or call at 9599949106 / 8929178054

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 the signature pad and click 'OK' button
5. Click the 'Approved' button and the approval will be sent to the requestor.

Paperless
Make Life Simple

Give Approval

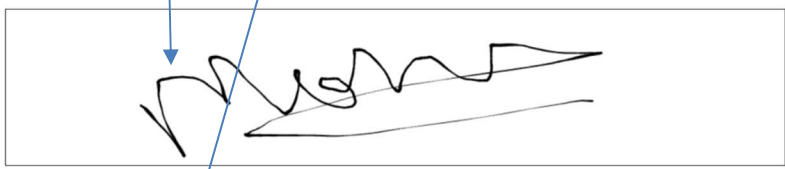
Name / Position	Date	Signature
Mohit Gupta	<input type="text" value="30-12-2023"/>	<input type="text" value="Signature"/>

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Paperless
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Paperless Management System Signature Pad

Name: Mohit Gupta



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Give Approval

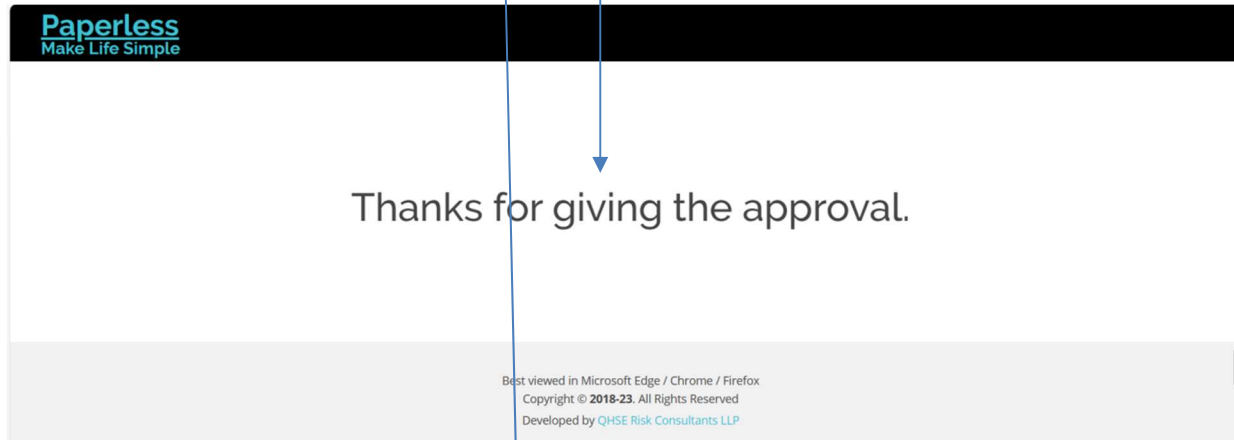
Name / Position	Date	Signature
Mohit Gupta	<input type="text" value="30-12-2023"/>	<input type="text" value="Signature"/> <input type="button" value="Clear"/>

Best viewed in Microsoft Edge / Chrome / Firefox
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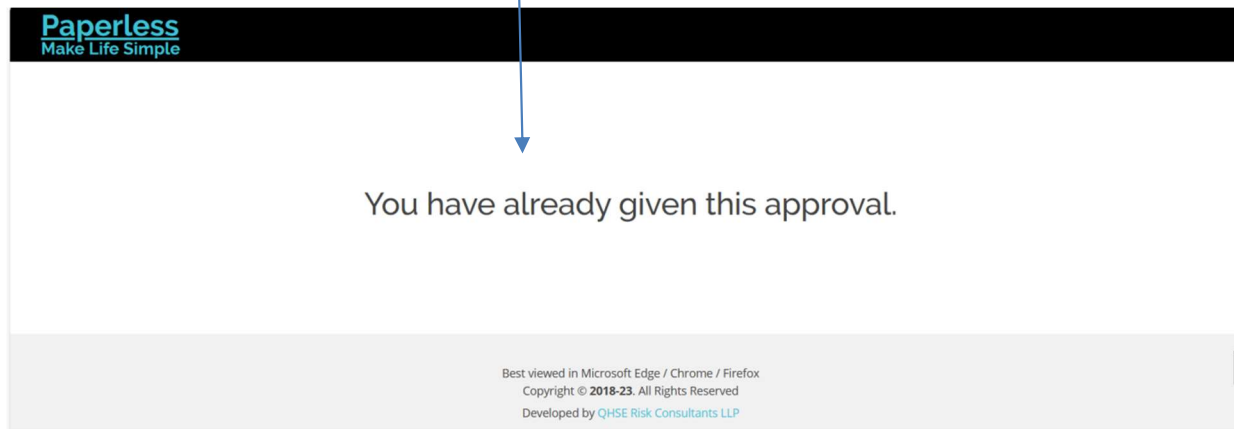
Online Approval of Procedure Manual thru Email

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

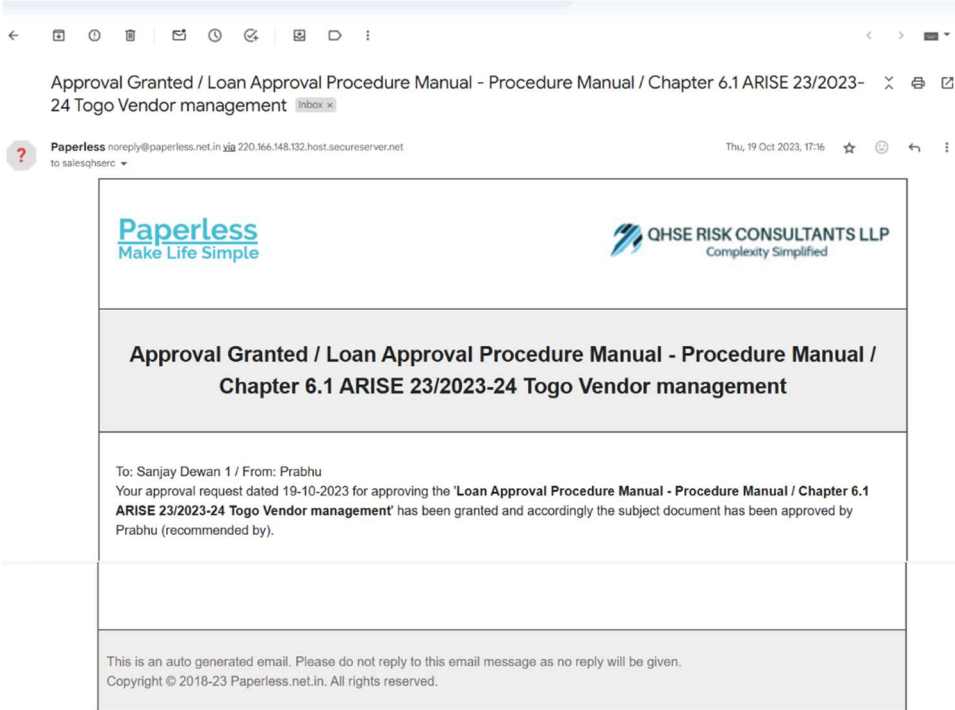


Second Image



Procedure Manual Approval Granted Email

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



The screenshot shows an email client interface. The subject line is "Approval Granted / Loan Approval Procedure Manual - Procedure Manual / Chapter 6.1 ARISE 23/2023-24 Togo Vendor management". The sender is "Paperless noreply@paperless.net.in" and the date is "Thu, 19 Oct 2023, 17:16". The email content includes the Paperless logo, the QHSE Risk Consultants LLP logo, and the subject line. The main body text states: "To: Sanjay Dewan 1 / From: Prabhu Your approval request dated 19-10-2023 for approving the 'Loan Approval Procedure Manual - Procedure Manual / Chapter 6.1 ARISE 23/2023-24 Togo Vendor management' has been granted and accordingly the subject document has been approved by Prabhu (recommended by)." At the bottom, there is a footer: "This is an auto generated email. Please do not reply to this email message as no reply will be given. Copyright © 2018-23 Paperless.net.in. All rights reserved."

Please login to access it [Login](#)

For any clarifications please write to us at info@qhse-riskconsultants.com

Best Regards,

Paperless Management System



Raising Query


1. If you want some changes or updates in the procedure 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 procedure manual query again then following message will show up.

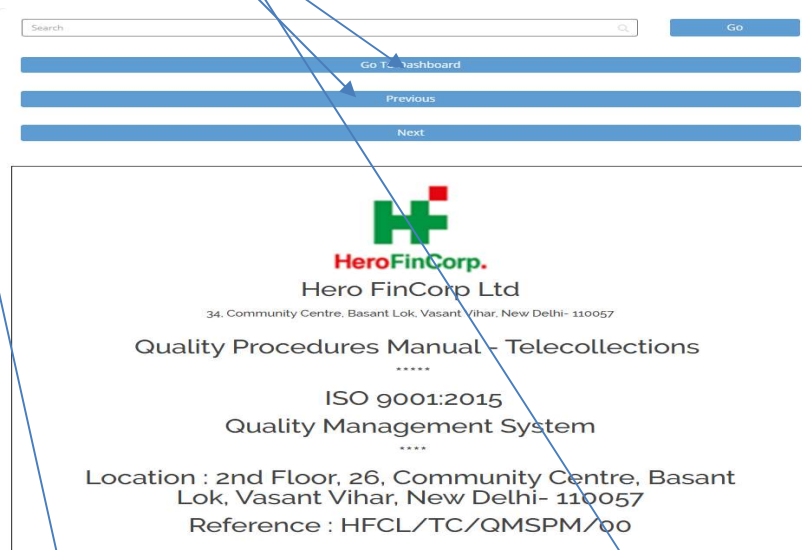
The screenshot shows a web interface with a black header containing the logo "Paperless Make Life Simple". Below the header is a white box with the title "Raise Your Query". Inside this box is a text input field with the placeholder text "Enter your query here" and a blue "Submit" button below it. At the bottom of the white box, there is a grey footer with the text: "Best viewed in Microsoft Edge / Chrome / Firefox", "Copyright © 2018-23. All Rights Reserved", and "Developed by QHSE Risk Consultants LLP".

The screenshot shows a web interface with a black header containing the logo "Paperless Make Life Simple". Below the header is a white box with the text "Thanks for raising the query which has been delivered to the sender." centered. At the bottom of the white box, there is a grey footer with the text: "Best viewed in Microsoft Edge / Chrome / Firefox", "Copyright © 2018-23. All Rights Reserved", and "Developed by QHSE Risk Consultants LLP".

The screenshot shows a web interface with a black header containing the logo "Paperless Make Life Simple". Below the header is a white box with the text "You have already raised a query which has been delivered to the sender." centered. At the bottom of the white box, there is a grey footer with the text: "Best viewed in Microsoft Edge / Chrome / Firefox", "Copyright © 2018-23. All Rights Reserved", and "Developed by QHSE Risk Consultants LLP".

Viewing the Procedure 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 keeps 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'.



Search

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Table of content	Rev. No.	Month / Year
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Chapter 4.3 QMS-AP-430-00 Determining the scope of Quality Management System	00	Jan/2024
Section 5 Leadership	00	Jan/2024
Chapter 5.1 QMS-MP-510-00 Leadership and commitment	00	Jan/2024
Chapter 5.2 QMS-MP-521-00 Quality Policy	00	Jan/2024
Chapter 5.3 QMS-HP-530-00 Organizational roles, responsibilities and authorities	00	Jan/2024
Chapter 5.4 QMS-HP-531-00 Exit of Employees	00	Jan/2024
Section 6 Planning for the Quality Management System	00	Jan/2024

Search

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[Next](#)

Chapter 1.1 Guidance to the Logos, Keywords, Pre-fixes used in this manual

HeroFinCorp		QUALITY PROCEDURE MANUAL - TELECOLLECTIONS		Rev.No:00	Issued /
				Month:Jan	Checked /
				Year : 2024	Approved: Puja Vascher
Chapter 1.1 Guidance to the Logos, Keywords, Pre-fixes used in this manual					
	Name / Position	Date	Signature		
Prepared by	Sonu Chauhan	19-12-2023			
Recommended by	Roshan Dayme				
Recommended by	Monit Gupta	19-12-2023			
Approved by	Puja Vascher				
Approved by	Vineet Agrawal				

1.0 Purpose

1.1 To provide guidance to the user wrt the procedure manual

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 

Saving the Procedure 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. Use pagination for viewing more entries on single page.

Procedures Manual

Add New Manual

Show entries Search:

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 PROCEDURE MANUAL - TELECOLLECTIONS (Published Manual)	00	Jan	2024	60 months	Sanjay Dewan	03-12-2022 09:12:06	Sanjay Dewan	20-12-2023 13:06:58	Pramod Yadav	21-12-2023 12:44:48	Pramod Yadav	21-12-2023 12:44:57	View Master List				
1	QUALITY PROCEDURE MANUAL - TELECOLLECTIONS (Future Publishing)	01	Dec	2023	60 months	Pramod Yadav	2-12-2023 12:44:57							View Master List	Edit Contents		Edit Header / Footer	Save Now Publish Now

Showing 1 to 3 of 3 entries Previous Next

Paperless Management System states

Do you really want to save this manual?

Add New Manual

Show entries Search:

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 Previous Next

Publishing the Procedure 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.

Procedures Manual

[Add New Manual](#)

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