

RIGHT TO INFORMATION ACT MANUAL



Chapter-IV

Page 1 of 6

Revision : 4

MANUAL – IV

NORMS SET FOR DISCHARGE OF FUNCTION AT MECON

RIGHT TO INFORMATION ACT MANUAL



Chapter-IV

Page 2 of 6

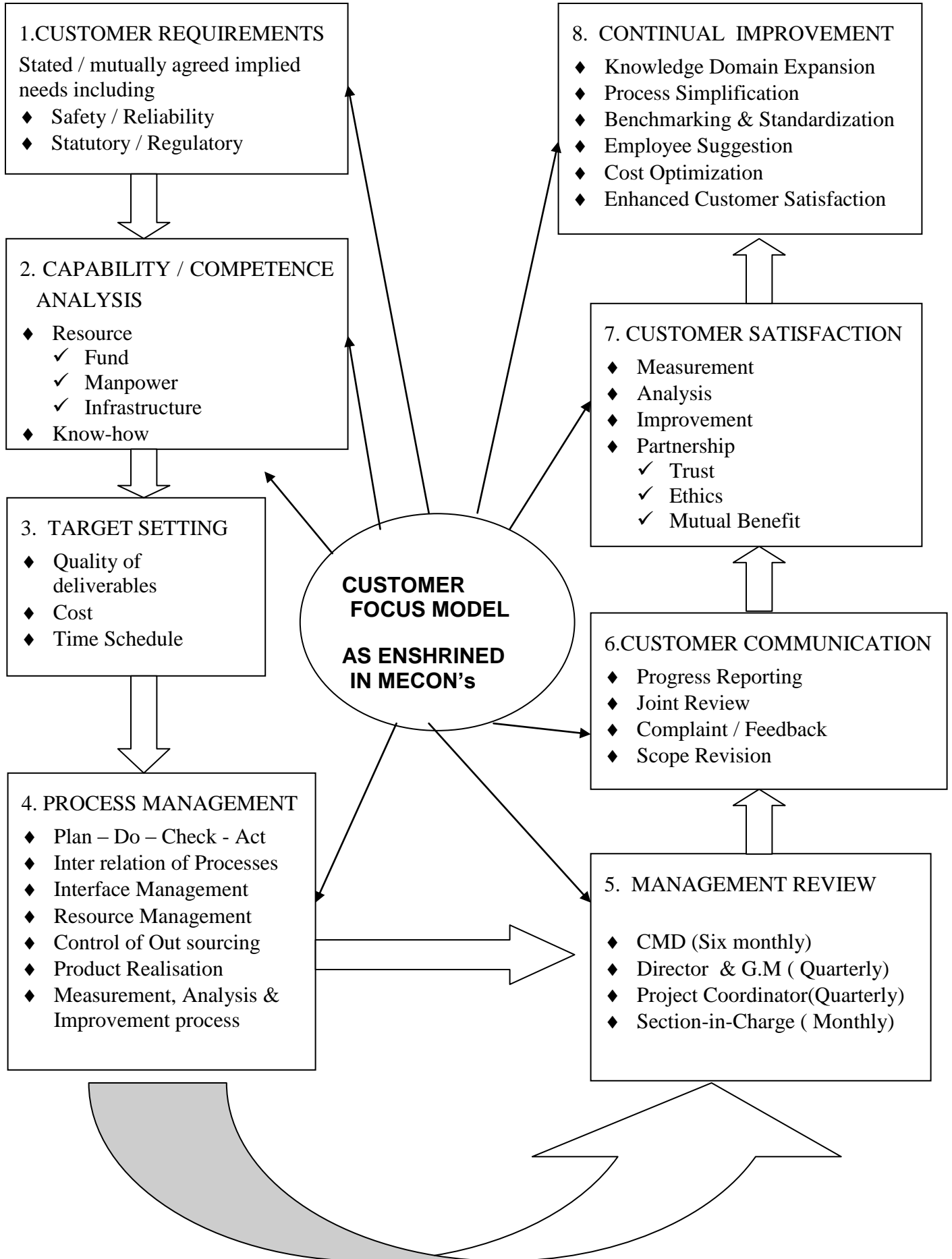
Revision : 4

NORMS SET FOR DISCHARGE OF FUNCTIONS

□ QUALITY POLICY

**TO FUNCTION
AS
CUSTOMER FOCUSED ORGANIZATION,
PROVIDING
GLOBALLY COMPETITIVE VALUE
ADDED
CONSULTANCY, ENGINEERING,
TURN-KEY EXECUTION
AND
PROJECT MANAGEMENT SERVICES.**

RIGHT TO INFORMATION ACT MANUAL



RIGHT TO INFORMATION ACT MANUAL



Chapter-IV

Page 4 of 6

Revision : 4

CORPORATE QUALITY OBJECTIVES for 201X – 1Y

Sl. No.	Parameter	Target 201X – 1Y	Base Line Data (Previous Year)	
			Target	Achievement
A.	Business Related			
1.	Order Booking (₹ in Crore)			
2.	Gross Sales (₹ in Crore)			
3.	Operating Turn Over / Total Employment (in lakhs)			
4.	Reduction in Accounts receivable (beyond 6 months) (in %)			
B.	Customer Related			
5.	Customer Satisfaction Measurement (CSM) Index			
6.	Surveillance / Recertification Audit (ISO 9001:2008) No. of C.A.R (Corrective action request) raised			
C.	Performance Related			
7.	Performance Index			
8.	Project Schedule Adherence (PSA) Index			
9.	Standardization			
	- Fresh Generation			
	- Norms updating			
D.	Improvement Related			
10	HRD Training Imparted (Man-days)			

RIGHT TO INFORMATION ACT MANUAL



Chapter-IV

Page 5 of 6

Revision : 4

□ TQM GUIDING PRINCIPLES OF THE ORGANIZATION

Continuous pursuit of perfection and harmony

- Collective efforts with individual dignity

Decision making based on analysis of facts

- Analysis & synthesis using quantitative techniques.
- Management by policy based on values
- Value based thoughts & policies meeting the needs of the Organisation & aspirations of its members

Observation of 'PDCA' Cycle

- Practicing Plan-Do-Check-Act concept in all activities.

Priority to Education and Training

- Continuous & functional education to all; training & indoctrination during each transition

Harmonious Growth

- Maximization of gross margin and sharing among stakeholders

Customers' Satisfaction

- Pursuit of Customers' delight through concern & communication.

Innovation and Involvement

- Awakening creative ideas and sense of belonging

Concern for Environment

- Living up to the expectation of physical and social environment from enlightened self interest

Intangibles

- Responsiveness, sincerity, cordiality and courtesy.

RIGHT TO INFORMATION ACT MANUAL



Chapter-IV

Page 6 of 6

Revision : 4

□ **ORGANISATIONAL CORE VALUES** of the Company are :

- CUSTOMER CARE
- CONCERN FOR EMPLOYEE
- ORGANISATIONAL CREATIVITY
- HARMONY WITH ENVIRONMENT

□ **MEMORANDUM OF UNDERSTANDING:**

In order to measure that performance of the management of the Public Sector Enterprises (PSEs) at the end of the year in an objective and transparent manner, MoU is signed between the Government of India as owner of the PSEs and the Public Sector Enterprise every year. The MoU signed comprises broadly of Mission & Objective of the PSE; Details of Autonomy & Delegation of Financial Powers; Performance Evaluation Parameters and Targets; Commitments/Assistance from the Government as well as Action Plan for implementation and monitoring of the MoU signed. MECON, being a Public Sector Enterprise under the administrative control of Government of India, Ministry of Steel, is also signing MoU every year with Ministry of Steel as per DPE Guidelines.