PROCESS MAP OF DESIGN & ARCHITECTURE

(This document describes to control all the activities performed by and for the process implementation, in accordance with ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 requirements)

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Amendment History						
Rev. No.	Date	DCR#	Page Affected	Reason for Change	Prepared	Approved
00	01.07.2019	--	All	Initial release of IMS documentation	Principle Architect	Chief Architect
01	15.04.2025	--	All	Document number change & regular review	Principle Architect	Chief Architect
02	15.04.2025		04	Upgraded on further review	Principle Architect	Chief Architect

DISTRIBUTION MATRIX			
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1. Purpose

To establish, measure, analyze, improve and control the process of Architectural designing.

2. Scope

This process is applicable to all the products and services of MHCPL.

3. Responsibility

Primary: Chief Architect
Secondary: Principal Architect

4. SIPOC (Source, Input, Process, Output & Customer)

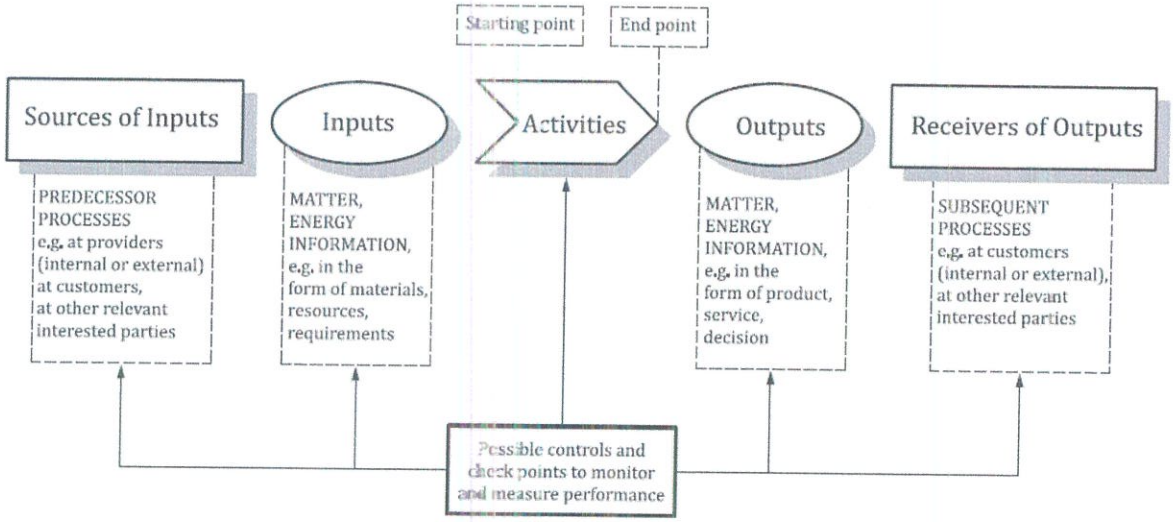
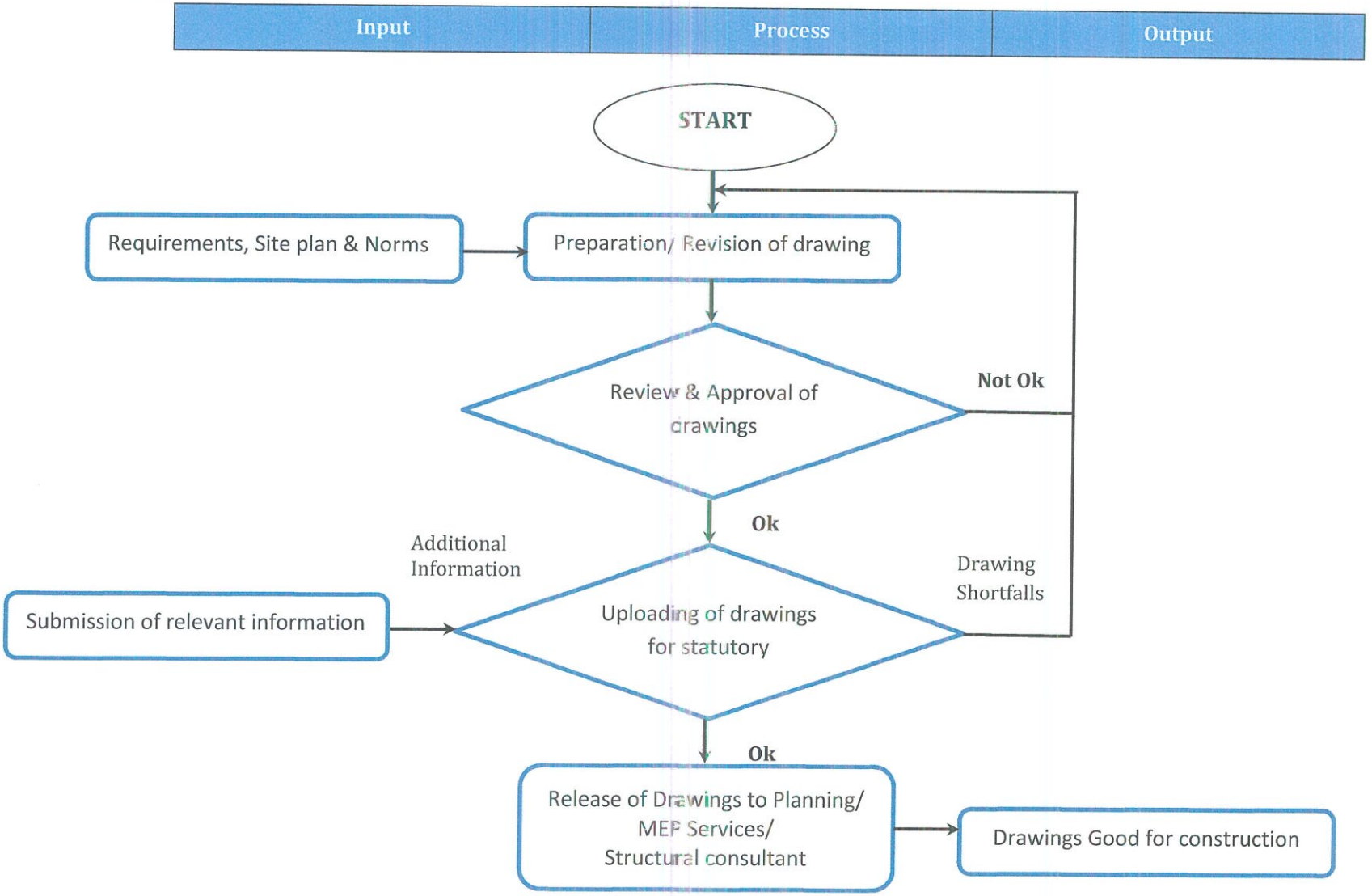


Figure 1 — Schematic representation of the elements of a single process

4.1 SIPOC:

Source of Inputs	Inputs	Process (Activity)	Outputs	Receiver of output (Customer)	Key Performance Indicator (KPI's)	Documented Information	Responsibility
Top management	Requirements	Designing	Schematic Drawings/ Architectural Drawings	Top management	No. of days taken to design a) Complex nature within 30 days b) Medium complex nature within 15 days c) Not complex nature within 10 days	Requirements, Drawing	Architect
Revenue department (Legal)	Site plans/Survey plans			Marketing			
Liaising department	Norms			Liaising	First pass yield (FPY), $FPY=\frac{100-No.\ of\ errors}{100}X100\%$		
IT	Software			Planning			
Architecture	Drawing	Uploading of the drawings for statutory approvals	Shortfalls/ Approval from statutory bodies	Liaising department	Next working day for drawing modifications (if any)	Shortfall notice/ Approval copy	Architect
External provider	Services requirement	Drafting working drawings	Working drawings	HOD Projects (Site)	Delivery of working drawings 1 month prior to the schedule work	Working drawings	Architect/MEP/STRL
External provider (Consultant)	Structural drawings			Planning	$FPY=\frac{100-No.\ of\ errors}{100}X100\%$	Coordinated drawings	HO Team
Projects (Site)	Queries	Site visit	Addressing the queries	Projects	Within 2/3 working days	Email (MOM)	Architect/MEP/STRL
			Revision of drawings		Within 3 working days from attending the query	Drawing revision	HO Team

5. Process flow diagram

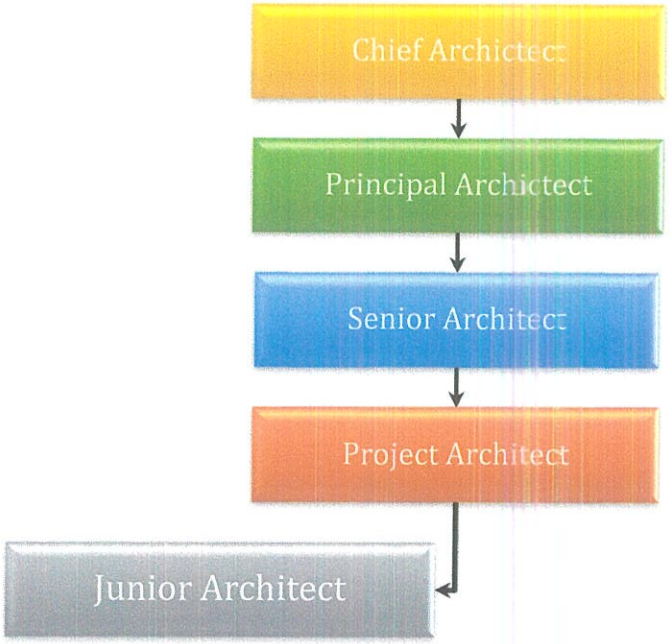


6. Objectives

Q/ E/ S	Objective(s)	UOM	Current status	Target	Time Line	Planning				Monitoring		Responsible
						What	Resources	How	Where	Frequency	Method	
Q	First pass yield %	%	NA	95	FY	Errors free drawings	NA	Understanding the requirements & avoiding human errors	Designing	Every project	$\frac{100 - No.\ of\ errors}{100} X100\%$	Architect

*Q – QMS, E – EMS, S – OH&SMS, FY – Financial Year, PA – Per Annum, PM – Per Month, NMT – Not More Than, NLT – Not Less Than, NA – Not Available

7. Departmental Chart



7.1 Role, Responsibility, Accountabilities and Authority:

Role	Responsibility	Authority	Accountabilities
Chief Architect	**In charge of overall projects**, Design projects for residential and commercial buildings. Meeting with management to discuss budgeting, structural/material specifications, and contracts/purchase.	Reviewing/commenting/suggesting - work done by other team members	Directing and controlling the department
Principal Architect	Designing building plans, project proposals, managing staff, and completing projects from design through construction. To oversee the work of junior Architects, and perform a host of other project management duties.	Coordinating with Service/ structural consultants, and site team	Ensuring timely releasing good for construction drawings to site/ addressing queries from site
Senior Architect	Designing building plans, project proposals, managing staff, and completing projects from design through construction.	Coordinating with Service/ structural consultants, and site team	Ensuring timely releasing good for construction drawings to site/ addressing queries from site
Project Architect	Overseeing the architectural aspects of the development of a design, production of the construction documents and specifications	Coordinating with Service/ structural consultants, and site team	Ensuring timely releasing good for construction drawings to site/ addressing queries from site
Junior Architect	Support architectural projects. They help prepare designs, complete construction drawings write up building plans and assist in the presentation of drawings.		Preparation of good for construction drawings on schedule
Trainee Architect	Support architectural projects, they help prepare designs, complete construction documents, drawings		learning
Sr. Draughts man	Support architectural projects, they help prepare complete construction drawings		To prepare error free drawings in time
Jr. Draughts man	Support architectural projects, they help prepare complete construction drawings		To prepare error free drawings in time

7.2 Competency Requirement:

Level	Role(s)	Qualification	Experience	Skillset
Level – 1	Chief Architect	M Arch	15 - 18 years	Design skills and knowledge, Knowledge of building and construction, material, team building, problem solving skills.
Level – 2	Principal Architect	M Arch/B Arch	10 -12 years	Design skills and knowledge, knowledge of building and construction, to be thorough and pay attention to detail, thinking and reasoning skills, bridging the gap between the technical and non-technical, soft wares
Level – 3	Senior Architect	B Arch	8 - 10 years	Design skills and knowledge. knowledge of building and construction, to be thorough and pay attention to detail, thinking and reasoning skills, soft wares
Level – 4	Project Architect	B Arch	5 to 8 years	Design skills and knowledge. Knowledge of building and construction, to be thorough and pay attention to detail. thinking and reasoning skills, soft wares
Level – 5	Junior Architect	B Arch/Dip Arch	1 to 5 years	knowledge of construction drawings
Level -6	Trainee Architect	B Arch	Fresher	Basic knowledge, software
Level -7	Sr. Draughts man	Diploma	5- 6 years	knowledge of construction drawings, software
Level -8	Jr. Draughts man	Diploma	1-5 years	knowledge of construction drawings, software

8 Issues – Risks & Opportunities:

8.2 External Issue:

Q/E/S	Area	Issue	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	External consultancy	Inputs/ Response of the external consultancy	Delay in preparation of drawings/ Reworks	--	Continuous follow-up	3	2	6	Contract agreements (SLA), Liquidate damages for delay in submissions	W – Monthly deliverables H – Tracking R – Architect
Q, E, S	Site conditions	Revision/ Rework of drawings	Delay in delivery of drawings	--	Continuous monitoring of site conditions	1	3	3	Accepting the risk & exploring for opportunities	W – As & when H – Site Survey R – Architect
Q	Statutory approvals	Clearance from external agencies	Delay in submissions of shortfall documents	--	Continuous follow-up	1	3	3	Escalation for getting the approvals	W – As & when H – No. of incidents R – Architect

8.3 Internal Issue:

Q/E/S	Area	Issue	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	Top Management/ Projects	Change of requirement	Rework/ Delay in deliveries	--	Nil	1	2	2	Accepting the risk & exploring for opportunities	W – As & when H – Review of requirements R – Architect

Probability (P): (1) Once in a year/ per 10 projects and above, (2) Once in a quarter/ per 3 projects, (3) Several times in a month or every project,
Severity (S): (1) No quality/ delivery/ environment/ occupational health & safety issue,
(2) Slight quality/delivery/environment/ occupational health & safety effect, (3) Leads to quality/ environmental issues/ incidents/ customer complaints,
Risk Rating (RR) = Probability (P) X Severity (S); If is RR ≤ 5 Acceptable and if RR > 5 Not Acceptable
W – When, H – How, R - Responsible

9 Interested Parties – Risks & Opportunities:

9.2 External Interested Parties

Q/E/S	Interested Parties	Needs & Expectations	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	Structural consultants/ MEP consultants	Approved error free schematic drawings	Delay of deliverables	--	Minimizing no. of revisions	3	2	6	First yield pass	W – Every project H – No. of errors R – Architect
Q	Landscape consultants	Approval of their concept	Delay of deliverables	--	Acknowledging all the inputs at early stages	3	1	3	Review and finalizing the concept	W – Every project H – No. of revisions R – Architect
Q	Statutory	No shortfalls	Delay in approvals	--	Understanding the requirements	3	1	3	Verifying the inputs before uploading	W – Every project H – No. of short falls R – Architect

9.3 Internal Interested Parties

Q/E/S	Interested Parties	Needs & Expectations	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	Planning	Approved error free final drawings	Wrong BOQ	--	Review and release of final drawings	3	2	6	Cross verification of drawings before submission for approval/ release	W – Every project H – No. of short falls R – Architect
Q	Projects	Timely delivery of working drawings (GFC)	Delay of project execution	--	Submission of drawing in concurrence with structural consultants' requirements	2	2	4	Preparation of drawing before well in advance	W – Every project H – No. of incidents of delays deliveries R – Architect
Q	Liaising Team	List of shortfall of documents	Delay in getting approvals	--	Understanding the requirements	3	2	6	Getting all the approvals from concern departments	W – Every project H – No. of shortfalls R – Architect

Probability (P): (1) Once in a year/ per 10 projects and above, (2) Once in a quarter/ per 3 projects, (3) Several times in a month or every project,
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Risk Rating (RR) = Probability (P) X Severity (S); If is RR ≤ 5 Acceptable and if RR > 5 Not Acceptable
W – When, H – How, R - Responsible

10 Documented Information

10.2 Supporting Documented Information to be Maintained (DIM) Including External Origin

S. No.	Document Information Maintained	DIM No.	Document Origin	Revision Status	Approval Authority	Controlled copy issued to	Disposal Authority	Mode of disposal
1	National Building Code of India Volume - 1	SP 7: 2016/1	External	03	BIS	--	HOD	Trash
2	National Building Code of India Volume - 2	SP 7: 2016/2	External	03	BIS	--	HOD	Trash

10.3 Supporting Documented Information to be Retained

S. NO.	DIR Name	DIR No.	Revision status	Indexing	Mode	Storage	Retention	Disposal Authority
1	List Of Drawings	Soft Copy	00		Soft	Server	Life time	HOD

*** (END OF THE DOCUMENT) ***