



PROCESS MAP OF QA & QC

(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)

MY HOME CONSTRUCTIONS PRIVATE LIMITED

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**MYHOME CONSTRUCTIONS PVT LTD****PROCESS MAP - QA & QC**

Doc. No. MHCPL-PM06-QA&QC

Rev. No. 01

Date: 15.04.2025


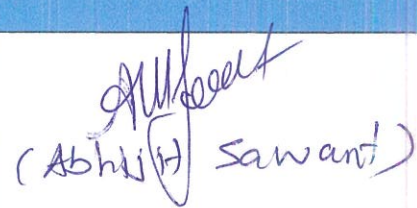

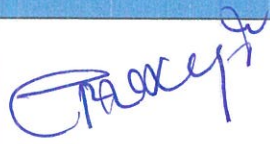
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Amendment History

| Rev. No. | Date | DCR# | Page Affected | Reason for Change | Prepared | Reviewed | Approved |
|----------|------------|------|---------------|--------------------------------------|-----------------|---------------|-------------------|
| 00 | 01.07.2019 | -- | All | Initial release of IMS documentation | Manager - QA&QC | HOD - QA & QC | Director-Projects |
| 01 | 15-04-2025 | -- | All | Regular revision | Manager - QA&QC | HOD - QA & QC | Director-Projects |
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DISTRIBUTION MATRIX

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|--|--|---|--|
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| Prepared By | Reviewed By | Approved By | Issued by |

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1. Purpose

To establish, measure, analyse, improve and control the process of inspection and testing of materials, products, construction activities performed as per the legal, contract and technical requirements with respect to inspection and test plan.

2. Scope

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

3. Responsibility

Primary: HOD – QA&QC

Secondary: Site Incharge – QA&QC

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

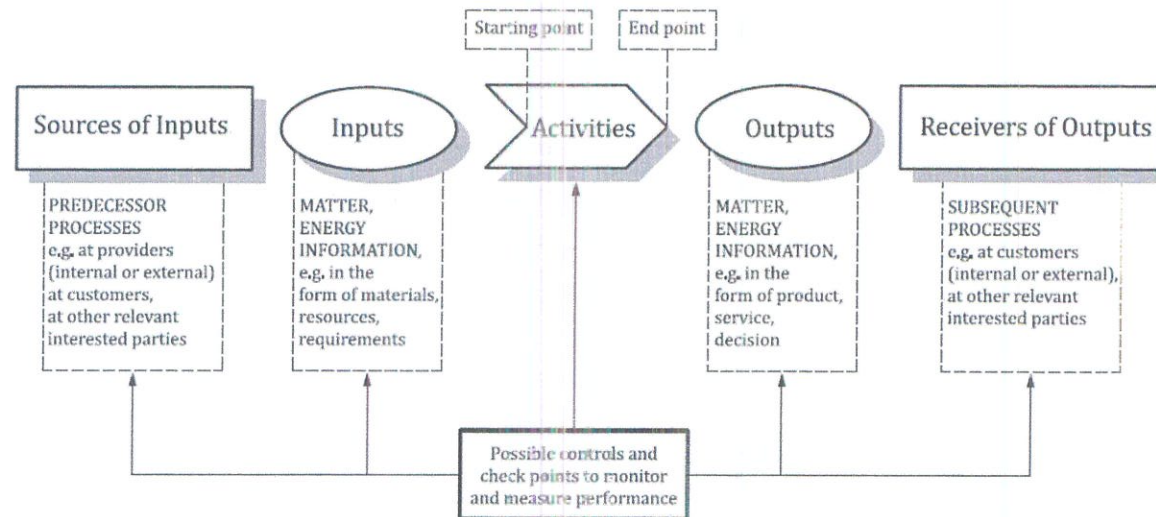


Figure 1 — Schematic representation of the elements of a single process



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4.1 SIPOC:

| Source of Inputs | Inputs | Process (Activity) | Outputs | Receiver of output (Customer) | Key Performance Indicator (KPI's) | Documented Information | Responsibility |
|--------------------|---|---|---|-------------------------------|-----------------------------------|--|----------------|
| Stores | Material Inspection Request (MIR) | Inspection & testing of incoming material | Accept/Reject | Stores | Timely inspection within same day | Material inspection request, Inspection register, Material testing frequency plan & Testing procedures | QC Inspector |
| Stores | Delivery challan | | | | | | |
| Stores | Manufacturer Test Certificate | | | | | | |
| Stores/ Contractor | Third Party Test Certificate (Optional) | | | | | | |
| Purchase | Approved Sample | | | | | | |
| QA & QC | Equipment | | | | | | |
| | Material testing frequency plan & Testing procedures | | | | | | |
| Site Engineer | Work Inspection Request (WIR) & Inspection and testing plan | Inspection and testing of works | Conformance/ Approved with comments/ Non-conformances | Site Engineer | Timely inspection within same day | Work inspection request, Inspection register, Inspection and testing plan & Testing procedures | QC Inspector |

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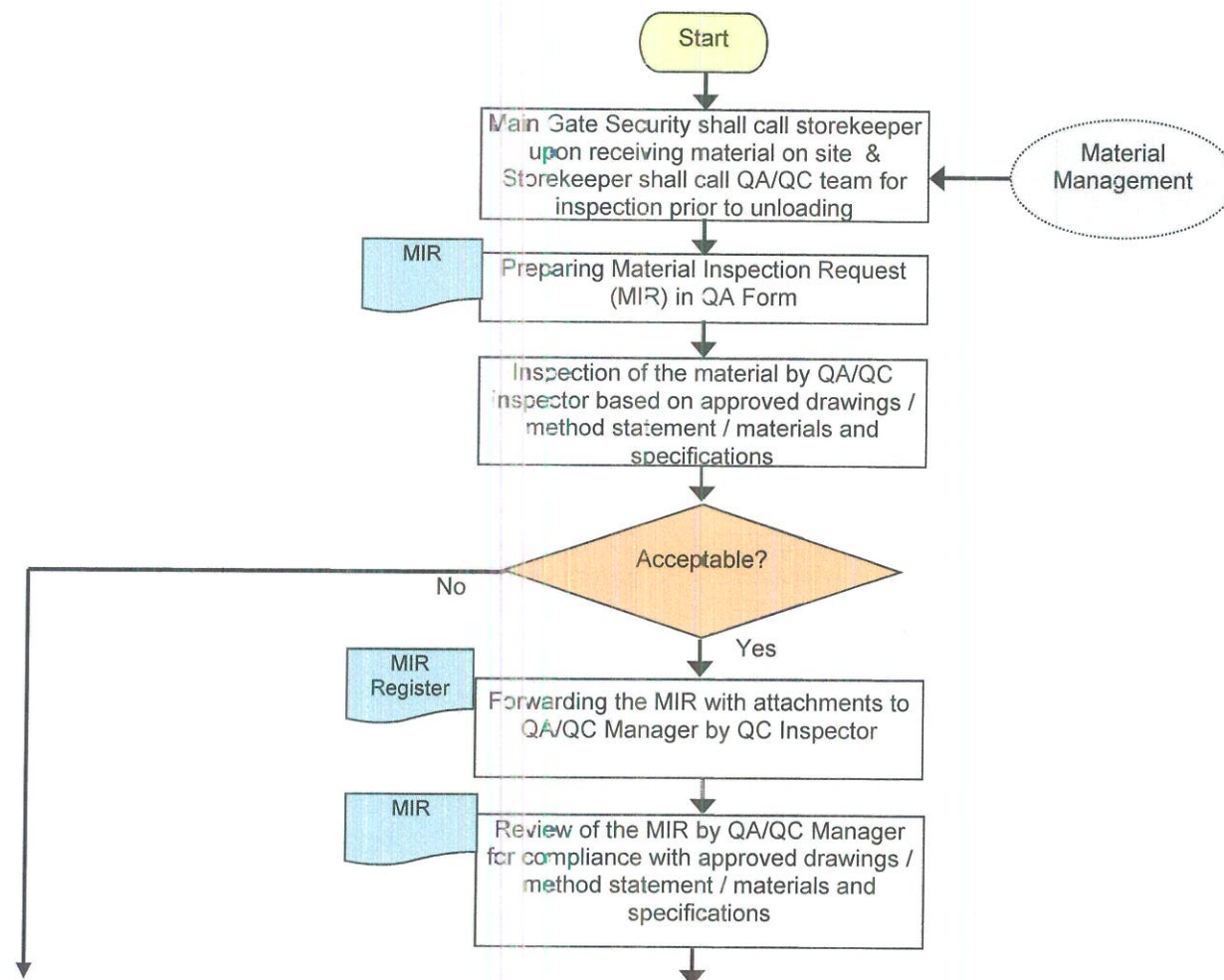
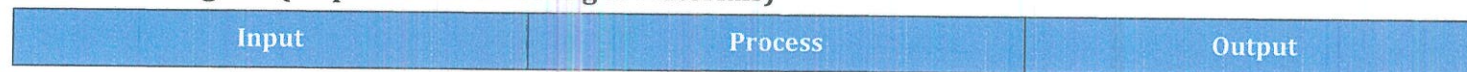
Date: 15.04.2025

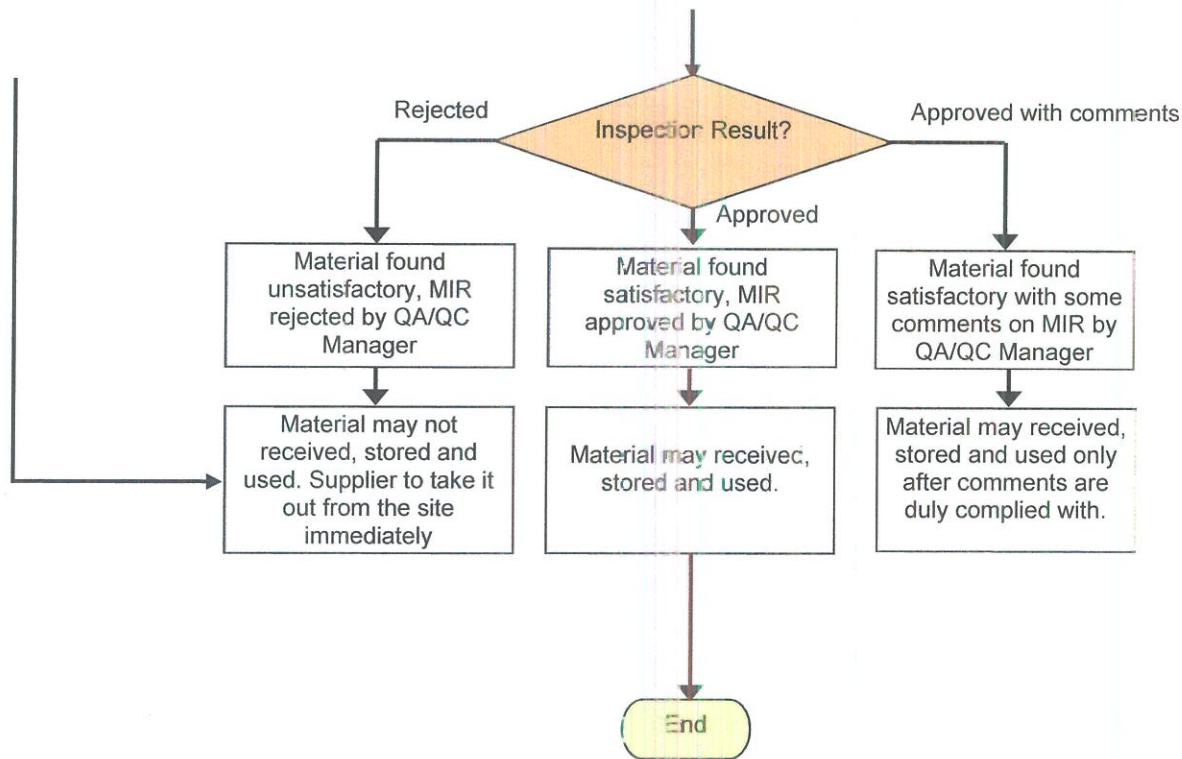
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| Source of Inputs | Inputs | Process (Activity) | Outputs | Receiver of output (Customer) | Key Performance Indicator (KPI's) | Documented Information | Responsibility |
|------------------------------|--|--|-------------------------------------|-------------------------------|---|------------------------|----------------|
| QA&QC | Non-conformance while inspection and testing (works & material) | Control of non-conformance outputs/ Observations | Corrective actions & Lessons learnt | Projects/ Stores | Timely closing of NC's, = $\frac{\text{Projected} - \text{Actual}}{\text{Projected}} \times 100\%$ Zero reoccurrence of NC's | NC register | Manager QA&QC |
| Site - QA&QC, Site Engineers | Training Needs Identification, Training material, Job oriented trainings | Training | Competency improvement | Workforce & Supervisors | Training evaluation = Min 80% | Training records | Manager QA&QC |



5.1 Process flow diagram (Inspection and Testing of Materials)







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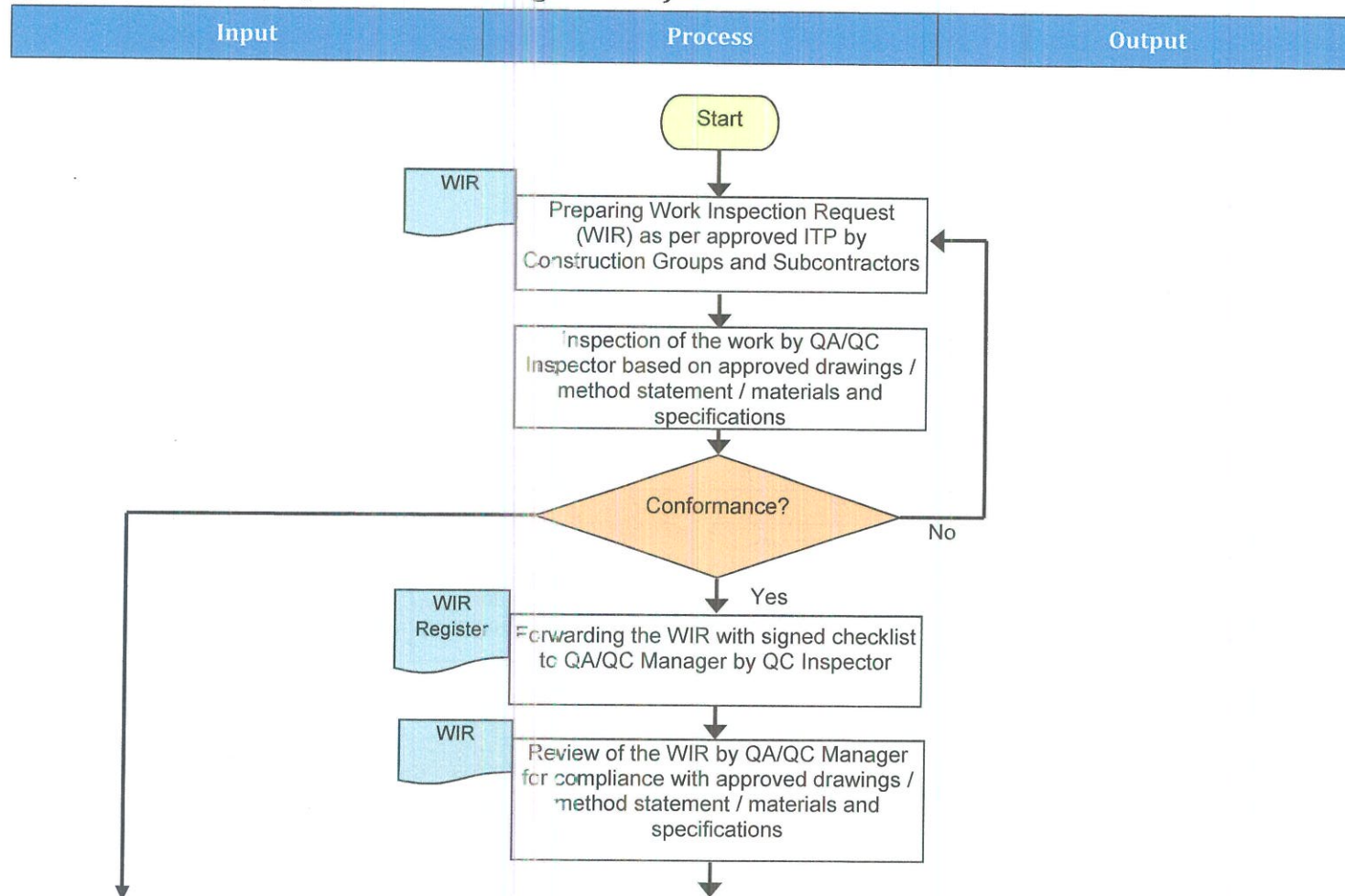
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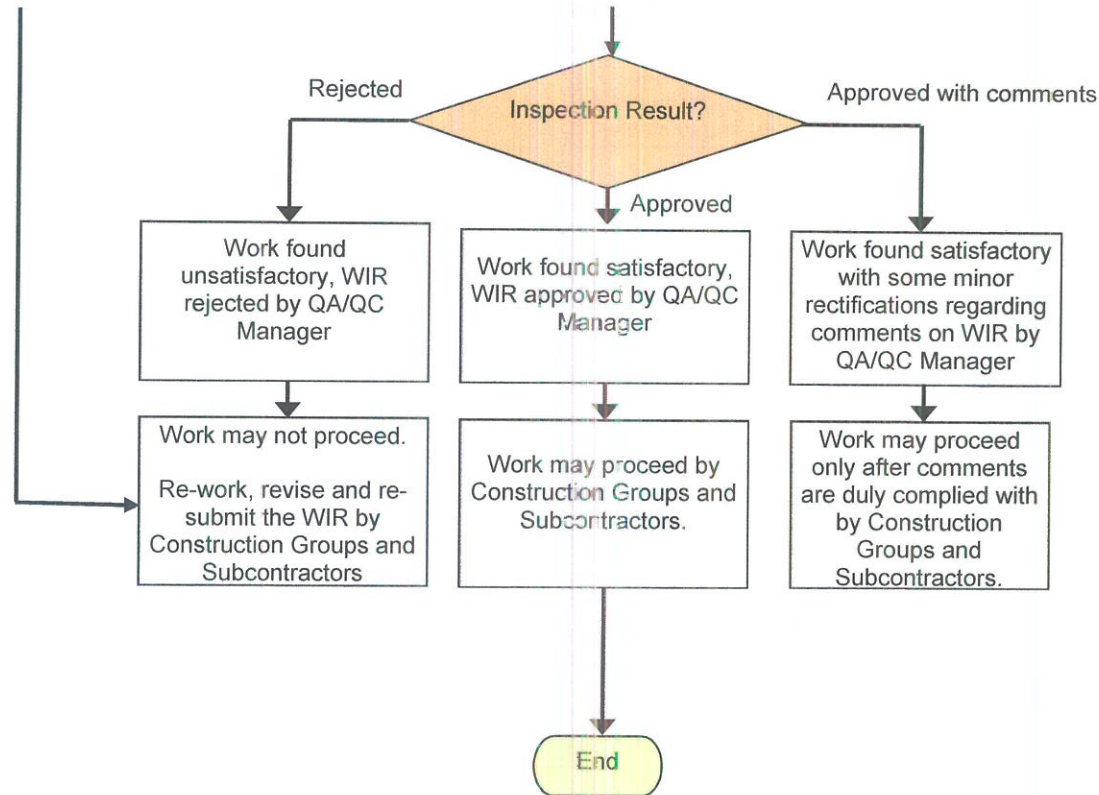
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5.2 Process flow diagram (Inspection and Testing of Works)







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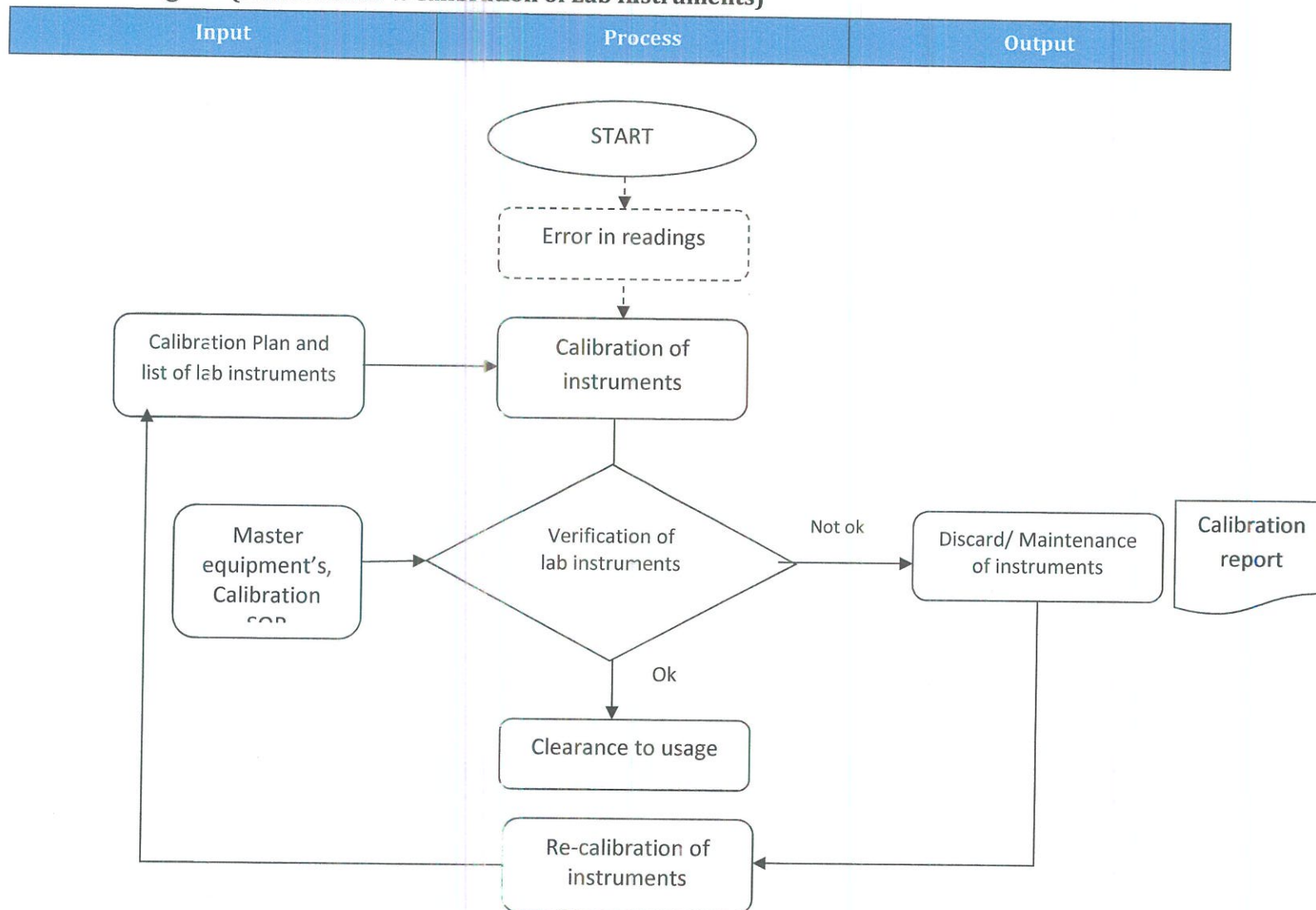
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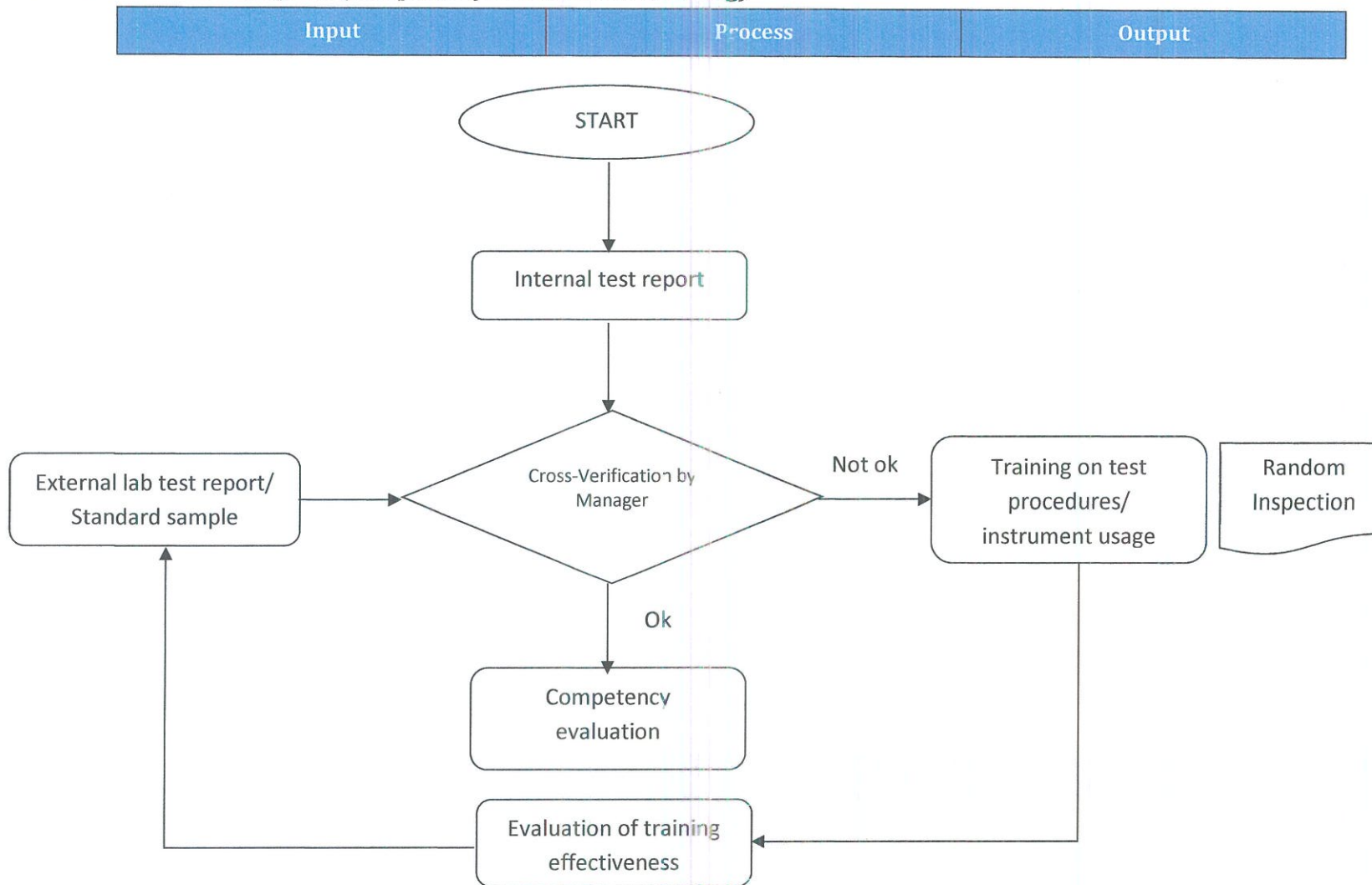
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5.3 Process flow diagram (Maintenance & Calibration of Lab Instruments)



| | | |
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5.4 Process flow diagram (Competency Evaluation & Training)





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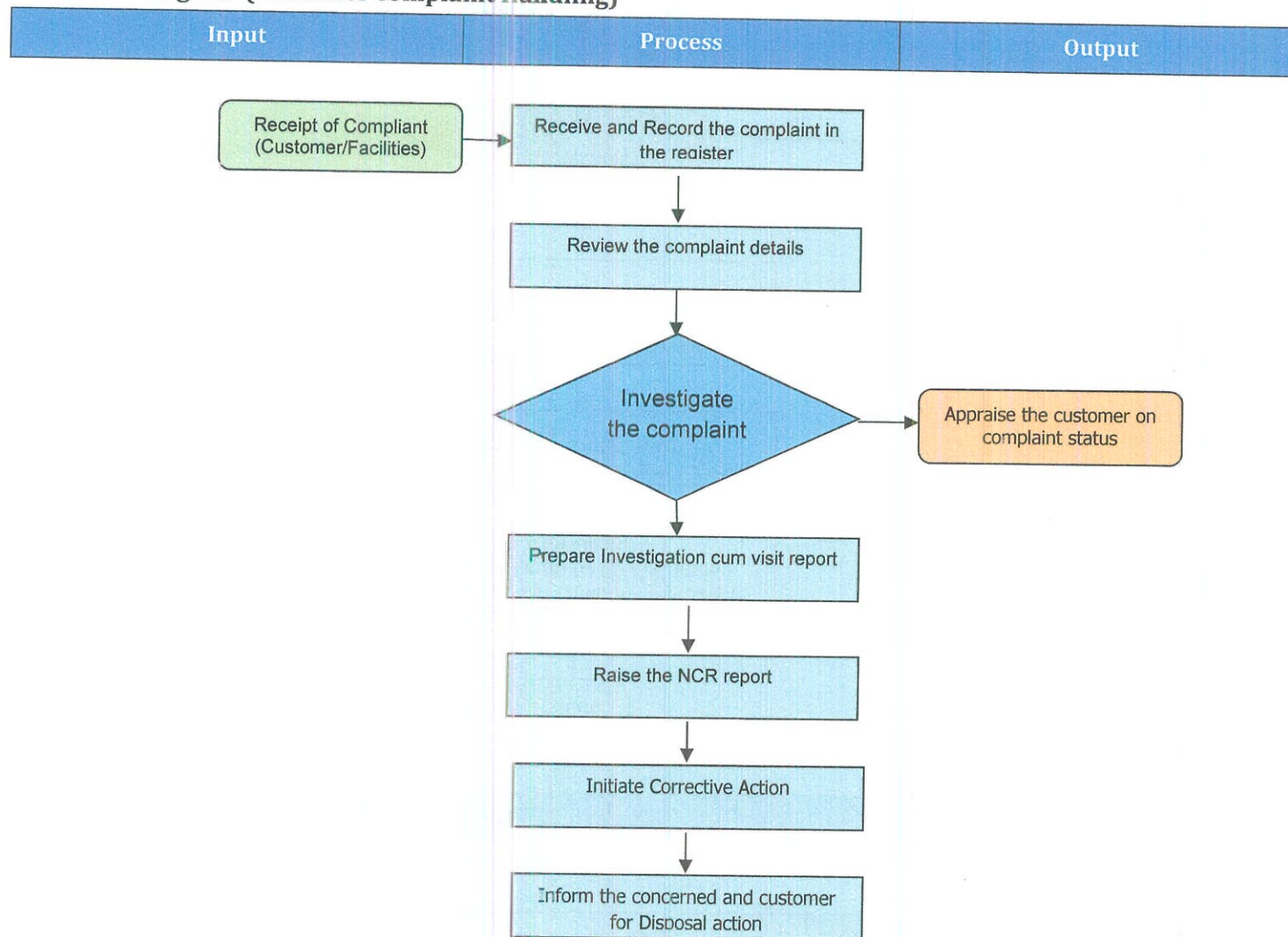
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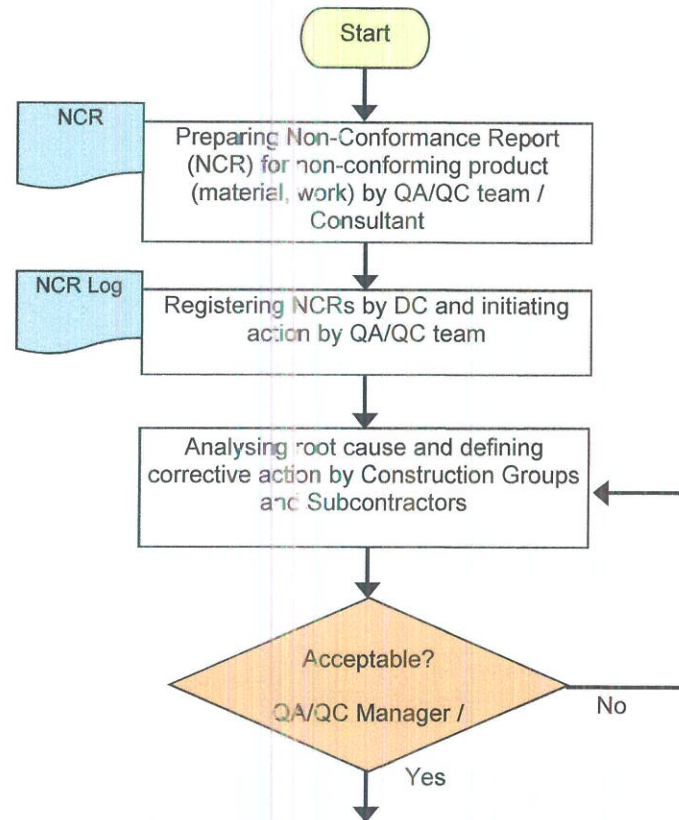
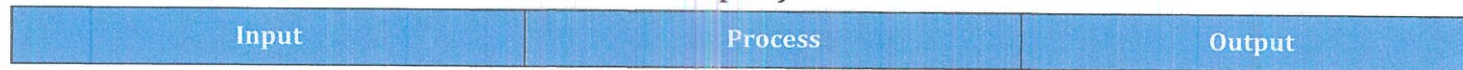
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5.5 Process flow diagram (Customer complaint Handling)





5.6 Process flow diagram (Control of Non-conformance outputs)





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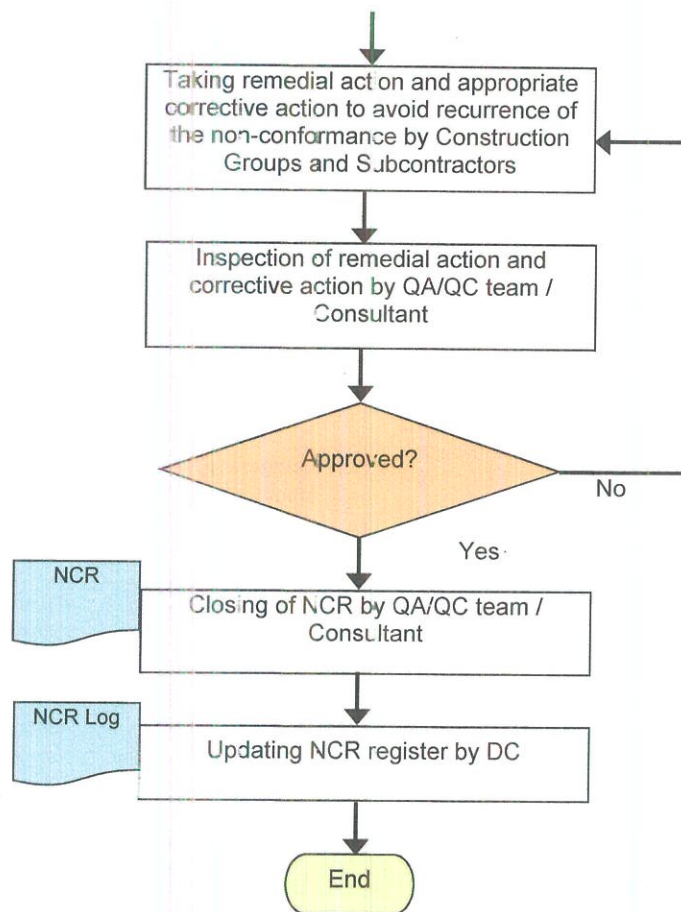
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6. Objectives

| Q/ E/ S | Objective(s) | UOM | Current status | Target | Time Line | Planning | | | | Monitoring | | Responsible |
|---------------|---|-----|----------------|--------|-----------|---------------------------------------|----------------|---|--------------------------------|---------------------------------|---|------------------|
| | | | | | | What | Resources | How | Where | Frequency | Method | |
| Q | Material inspections (MIR) approved VS Actual submitted | % | NA | >95% | FY | Routine Incoming Materials Inspection | QA/QC engineer | Physical Inspection and Document review | Stores | Each Consignment | $\frac{\text{No. of Material Inspections Approved}}{\text{No. Of Material Inspections Submitted}} \times 100$ | |
| Q | Work inspections (MIR) approved VS Actual submitted | % | NA | >90% | FY | Inspection of Construction Activities | QA/QC engineer | Physical Inspection and Document review | Location of Works | As per Inspection and Test Plan | $\frac{\text{No. of Work Inspections Approved}}{\text{No. Of Work Inspections Submitted}} \times 100$ | |
| Q | Compliance to Calibration Schedule | % | NA | 100% | FY | Measuring & Test Equipment | Outsourcing | Standard Calibration Procedure | Each Test/Measuring Instrument | Monthly | $\frac{\text{No. of Equipment Calibrated}}{\text{No. of Equipment to be Calibrated}} \times 100$ | QA & QC Engineer |
| Q | Repeat Non-Conformances | % | NA | <20% | FY | Materials & Works | QA/QC Engineer | Inspection | Project | Weekly | $\frac{\text{No. of Repeat NCs}}{\text{No. of NCs}} \times 100$ | QA & QC Engineer |
| Q | Compliance to internal audits | % | NA | 100 | FY | Auditing as per the Schedule | NA | Preparing the Checklist, Train the auditors | HO & Projects | Every project | $\frac{100 - \text{No. of deviations}}{100} \times 100\%$ | IMS Coordinator |
| S | Reduction of LTIs for the current year | % | 0 | 5 | FY | Occurrence of Incidents | NA | Training, TBT, PEP talk & PPE compliance | Projects | Every project | $\frac{100 - \text{No. of incidents}}{100} \times 100\%$ | Inspector QA/QC |

*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



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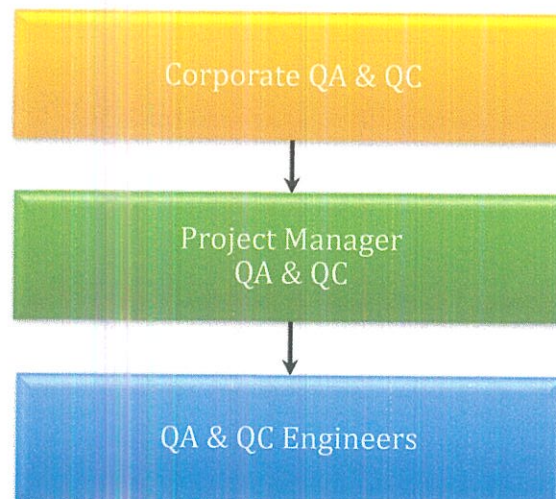
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7. Departmental Chart



Note: Detailed Project-wise organization chart is available in Annexure-1 of Project QA/QC guidelines

7.1 Role, Responsibility, Accountabilities and Authority:

| Role | Responsibility | Authority | Accountabilities |
|-------------|---|--------------------|--|
| HOD – QA&QC | Set and Provide the Project QA/QC Guidelines for all projects. Reviews and approves the Project Quality Management System (PQMS), which includes Quality Management guidelines for each project, at the outset of the work. Supports the project by providing trained, qualified and certified (when required) staff Provides leadership in establishing project goals and reviews performance metric information. | Provider, Approver | Effective implementation of Quality Management System/Project QA/QC Guidelines |

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| Role | Responsibility | Authority | Accountabilities |
|-------------------------|---|--|---|
| | <p>Management</p> <p>Determines adequacy of orientation</p> <p>Ensures that the required resources are available to perform and verify contracted construction works.</p> <p>Reviews the audit results and recommend resources to the project manager for taking effective corrective actions.</p> <p>Monitors audit results and encourages timely corrective actions.</p> <p>Provides project management with continuous improvement strategies, goals, and objectives through management reviews.</p> <p>Coordinates review of the lessons submitted by the respective project QA/QC managers.</p> <p>Monitors the client feedback program to ensure that input is entered in the database and actions are taken, as necessary.</p> | | |
| Project Manager (QA&QC) | <p>Establishes Quality Management practices in the PQMS appropriate for the work processes and ensures implementation.</p> <p>Establish Project Orientation Plan and orient every employee to the project specific requirements.</p> | Establisher, Reviewer, Supporter & Evaluator | Effective implementation of Project Quality Management System |



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| Role | Responsibility | Authority | Accountabilities |
|------|---|-----------|------------------|
| | <p>Assist contract manager while evaluating potential/existing Contractor/Vendor Quality programs and their implementation as when required.</p> <p>Identifies construction work activities and the definable features of work involved. Prepares the ITP for each Construction activity, and issues these to project personnel and clients (when required by contract).</p> <p>Ensures that Contractors prepare and submit ITPs for their scope of work.</p> <p>Reviews Contractor ITP. Identifies all hold and witness points.</p> <p>Preparing the M&TE control plan.</p> <p>Assists the project manager in developing project performance criteria.</p> <p>Monitors compliance with the work flow requirements, procedures, and policies referenced in the IMS Manual and related processes.</p> <p>Verifies compliance of the product and activities with the PQMS.</p> <p>Supports the project manager in creating the corrective and preventive action system and tracking nonconformance to resolution.</p> | | |



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| Role | Responsibility | Authority | Accountabilities |
|------|--|-----------|------------------|
| | <p>Ensures that latest approved documents are issued and that superseded documents are removed from use in accordance with periodic surveillance. Ensures that the records are maintained in compliance with the procedures.</p> <p>Produces and maintains a document control plan. Trains staff in good document management including the capture, storage, and retrieval of documents and records.</p> <p>Verifies that a check and review process is implemented and is effective for technical and other work product review.</p> <p>Ensure that Purchase orders & Work Orders were incorporated with the project specific Quality requirements to be complied by Contractors & Vendors.</p> <p>Performs inspections and reviews of Vendor products and services at source or at the project site to ensure that they comply with specified requirements</p> <p>Issue QA/QC Clearance to Contractors' monthly Running Account Bills and Vendor Invoices.</p> <p>Reviews inspection reports and verifies that inspections are conducted in accordance with inspection and test plans.</p> | | |



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| Role | Responsibility | Authority | Accountabilities |
|----------------|---|-----------|---|
| | <p>Ensures that construction activities are being coordinated and performed in accordance with project requirements.</p> <p>Reviews test reports and verifies that tests are conducted in accordance with testing plans.</p> <p>Reviews daily QC reports and ensures that construction activities are being performed in accordance with project requirements.</p> <p>Supports the continuous improvement process by measuring Quality program performance of the project.</p> <p>Provides this information to the project manager and staff to assist in their performance of management review.</p> <p>Encourages the project staff to submit lessons learned.</p> <p>Coordinates review with Head QA&QC. Implements applicable lessons learned after processes are modified.</p> <p>Ensures that appropriate corrective actions are taken in response to the Client feedback</p> | | |
| QA&QC Engineer | <p>Supports project QA/QC manager in developing project goals and performance criteria.</p> <p>Provides input to the project QA/QC manager in determining controls for the M&TE.</p> | Perform | 100% Compliance with Inspection & Test Plan |

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| Role | Responsibility | Authority | Accountabilities |
|------------|--|-----------|--------------------------------------|
| | <p>Identifies nonconforming product using IMS project procedures. Implements corrective and preventive actions.</p> <p>Implement the appropriate section of the PQMS and reports any implementation problems to the Project Quality Manager</p> <p>Conducts inspections in compliance with the Inspection and Test Plan and Material Test Plan (@specified frequencies)</p> <p>Verifies by witnessing, surveillance, and audit that testing by contractors, Vendors or third-party test laboratories is conducted in accordance with approved procedures and by appropriately qualified personnel. Performs project audits as performance dictates. Reviews results of audits and corrective and preventive actions with the project</p> <p>Inspect and approve the actions taken by Project team, necessary to respond to client feedback</p> | | |
| QA Auditor | <p>Conducts audits of PQMS implementation.</p> <p>Creates correction and corrective action procedures. Measures correction and corrective action program performance of Head office and projects, and assists project managers with program implementation.</p> | | 100 % Compliance with Audit schedule |



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| Role | Responsibility | Authority | Accountabilities |
|------|---|-----------|------------------|
| | <p>Issues audit findings where noncompliance is indicated during the performance of an audit.</p> <p>During audits, validates compliance with the PMP requirements for document control and record retention. Management</p> <p>Verifies during scheduled project audits that the appropriate purchase process is implemented.</p> <p>Verifies during scheduled project audits that testing is conducted in accordance with approved procedures and contract requirements.</p> <p>Conducts audits of projects.</p> <p>Reports results to project managers & top management.</p> <p>Conducts periodic trend analysis of audit results and provides this information to top management for consideration in management reviews.</p> | | |

7.2 Competency Requirement:

| Level | Role(s) | Qualification | Experience | Skillset |
|-----------|----------------------------|---|----------------|---|
| Level – 1 | HOD – QA&QC | M. Tech Civil Engineering, ISO9001 Lead Auditor | Above 20 years | Team Leader, Management, QA Auditing, Training, Effective Communication, Networking, Analytical |
| Level – 2 | Project Manager (QA&QC) | B. Tech Civil Engineering & ISC 9001 Internal QA Auditor | Above 15 years | Team Leader, Management, QA Auditing, Training, Effective Communication, Analytical |



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| Level | Role(s) | Qualification | Experience | Skillset |
|-----------|--------------------|---|---------------|--|
| Level - 3 | QA&QC Inspector(s) | B. Tech Civil/Electrical/Mechanical Engineering | Above 2 years | Review drawings, Knowledge of Indian and International standards related to construction materials and works |

8. Issues – Risks & Opportunities:

8.1 External Issue:

| Q/E/S | Area | Issue | Risk | Opportunities | Existing controls | P | S | RR | Action plan | Evaluation |
|-------|---------------------------|--|--|---------------|---|---|---|----|---|--|
| Q | Work Inspection & Testing | Work inspection request not raised by contractor | Rework/ Delay in work progress | -- | Awareness to contractor | 3 | 2 | 6 | Establishing and effective implementation of Inspection and test plan | W – Weekly H – Weekly quality report R – QA&QC Project Manager |
| Q | Inspection & Testing | Influence from vendor/ contractor | NC material/ work may pass to next stage | -- | Cross verification of the material/ work by the QA&QC Manager | 1 | 3 | 3 | Nil | Nil |

8.2 Internal Issue:

| Q/E/S | Area | Issue | Risk | Opportunities | Existing controls | P | S | RR | Action plan | Evaluation |
|-------|-----------------------|--|--|---------------|--|---|---|----|--|---|
| Q | Manpower availability | Pending of inspection work/ material | Delay in work progress | -- | Manpower planning | 1 | 2 | 2 | Nil | Nil |
| Q | Inspection & Testing | Material/ Work passed without inspection | NC product/ work passed to next stage | -- | Verification of WIR/ MIR closer report | 1 | 2 | 2 | Nil | |
| Q | Competency | Competency of the inspectors/ Accuracy of the analysis | NC product/ work passed to next stage or | -- | Training to the inspectors | 1 | 3 | 3 | Proficiency test to the QA&QC inspectors | W – Annually H – Proficiency test Analysis |



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| Q/E/S | Area | Issue | Risk | Opportunities | Existing controls | P | S | RR | Action plan | Evaluation |
|-------|------|-------|---|---------------|-------------------|---|---|----|-------------|---------------|
| | | | Conformance material/ work may be hold | | | | | | | R – HOD QA&QC |

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 $RR \leq 5$ Acceptable and if $RR > 5$ Not Acceptable

W – When, H – How, R - Responsible

9. Interested Parties – Risks & Opportunities:

9.1 External Interested Parties

| Q/E/S | Interested Parties | Needs & Expectations | Risk | Opportunities | Existing controls | P | S | RR | Action plan | Evaluation |
|-------|--------------------|--|--|---|--------------------------------------|---|---|----|-------------|--|
| Q | Vendor/ Contractor | Inspection & testing of material/ work and approving | Rejected material/ work out of specification | Acceptance/ Acceptance with comments or suggestions of the work/ material | Inspection & testing as per the plan | 1 | 1 | 1 | Nil | W – Weekly H – Weekly report R – QA&QC Manager |

9.2 Internal Interested Parties

| Q/E/S | Interested Parties | Needs & Expectations | Risk | Opportunities | Existing controls | P | S | RR | Action plan | Evaluation |
|-------|--------------------|----------------------------------|--|--------------------------------------|--------------------------------------|---|---|----|-------------|--|
| Q | Stores | Inspection & testing of material | Rejected material which are out of specification | Acceptance/ Acceptance with comments | Inspection & testing as per the plan | 1 | 3 | 3 | Nil | W – Weekly E – Weekly report R – QA&QC Manager |
| Q | Projects | Inspection & testing of work | Rework of out of specification | Acceptance/ Acceptance with comments | Inspection & testing as per the plan | 1 | 3 | 3 | Nil | W – Weekly E – Weekly report R – QA&QC Manager |

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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 $RR \leq 5$ Acceptable and if $RR > 5$ Not Acceptable

W – When, H – How, R - Responsible

10. Documented Information**10.1 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 | Project QA&QC Guidelines | MHCPL-QA&QC-GL | Internal | 00 | Director Projects | All HODs & Sites | HOD | Tearing |

10.2 Supporting Documented Information to be Retained

| S. NO. | DIR Name | DIR No. | Revision status | Indexing | Mode | Storage | Retention | Disposal Authority |
|--------|----------------------------------|------------------|-----------------|------------|------------------|------------------|----------------------------|--------------------|
| 1 | Material Inspection Request From | MHCPL-FP-STR-4.5 | R1 | PRO-MIR-XX | hard & soft copy | hard & soft copy | 2 Years after handing over | HOD |
| 2 | Work Inspection Request Form | MHCPL-QA&QC-F02 | 00 | PRO-WIR-XX | hard & soft copy | hard & soft copy | 2 Years after handing over | HOD |
| 3 | Non-Conformance Report Form | MHCPL-QA&QC-F03 | 00 | PRO-NCR-XX | hard & soft copy | hard & soft copy | 2 Years after handing over | HOD |

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