

# **GEO-TECHNOLOGY SBU**



## **QUALITY ASSURANCE MANUAL**

**(Supplement to Corporate Quality Manual)**

**AS PER ISO 9001: 2008**

**VERSION 3.0**

**EFFECTIVE DATE- 20.12.2010**

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To ensure that each copy of Quality Assurance Manual contains a complete record of amendments, this amendment sheet should be updated and issued with each set of revised / new page of the Quality Assurance Manual. The amendment sheet shall be issued duly approved and controlled.

Amendment Issue		Discard			Insert			Brief Description of changes
No.	Date	Chapter	Page	Issue No.	Chapter	Page	Issue No.	

GM/GT

MR  
20.12.2010

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## **QUALITY OBJECTIVES**

- 1. To enhance customer satisfaction and quality of Service.**
- 2. Business growth, profitability and achievement of Targets fixed by top management of RITES.**

**(A.K. Chaudhary)**  
**SBU Head**  
**GEO -TECHNOLOGY**

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### **GEOTECHNOLOGY SBU PROFILE:**

Geotech investigations form an integral part of almost all pre-feasibility studies. Geotech SBU started functioning in Sept. 83 with an aim to provide in house support services. With time group has grown and is providing specialized Geotech services to different clients in India and abroad.

### **SCOPE:**

Geotechnology division is engaged in providing consultancy services for feasibility studies in the field of

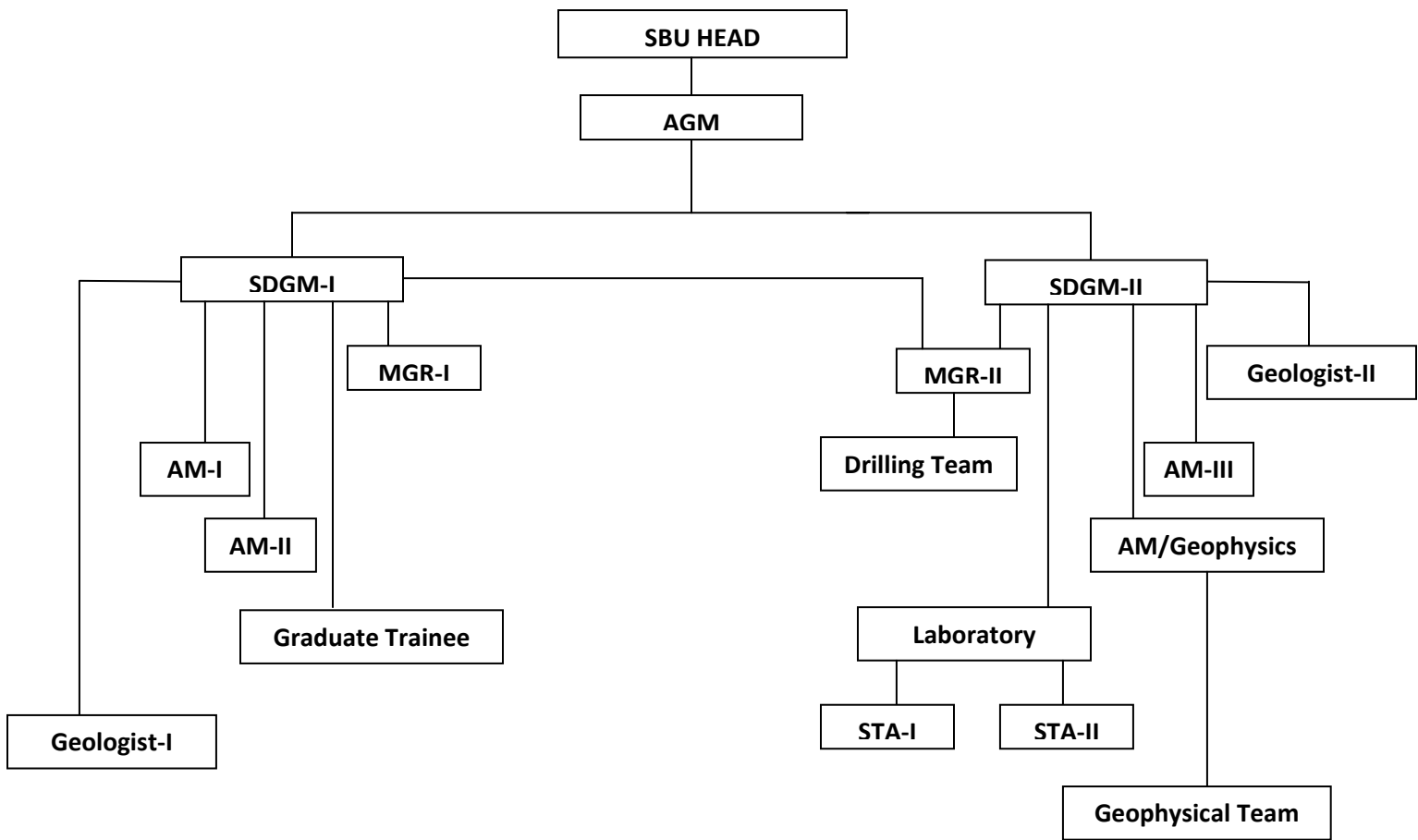
- Geology
- Geophysics
- Hydrogeology
- Soil mechanics
- Rock mechanics

Including testing of samples.

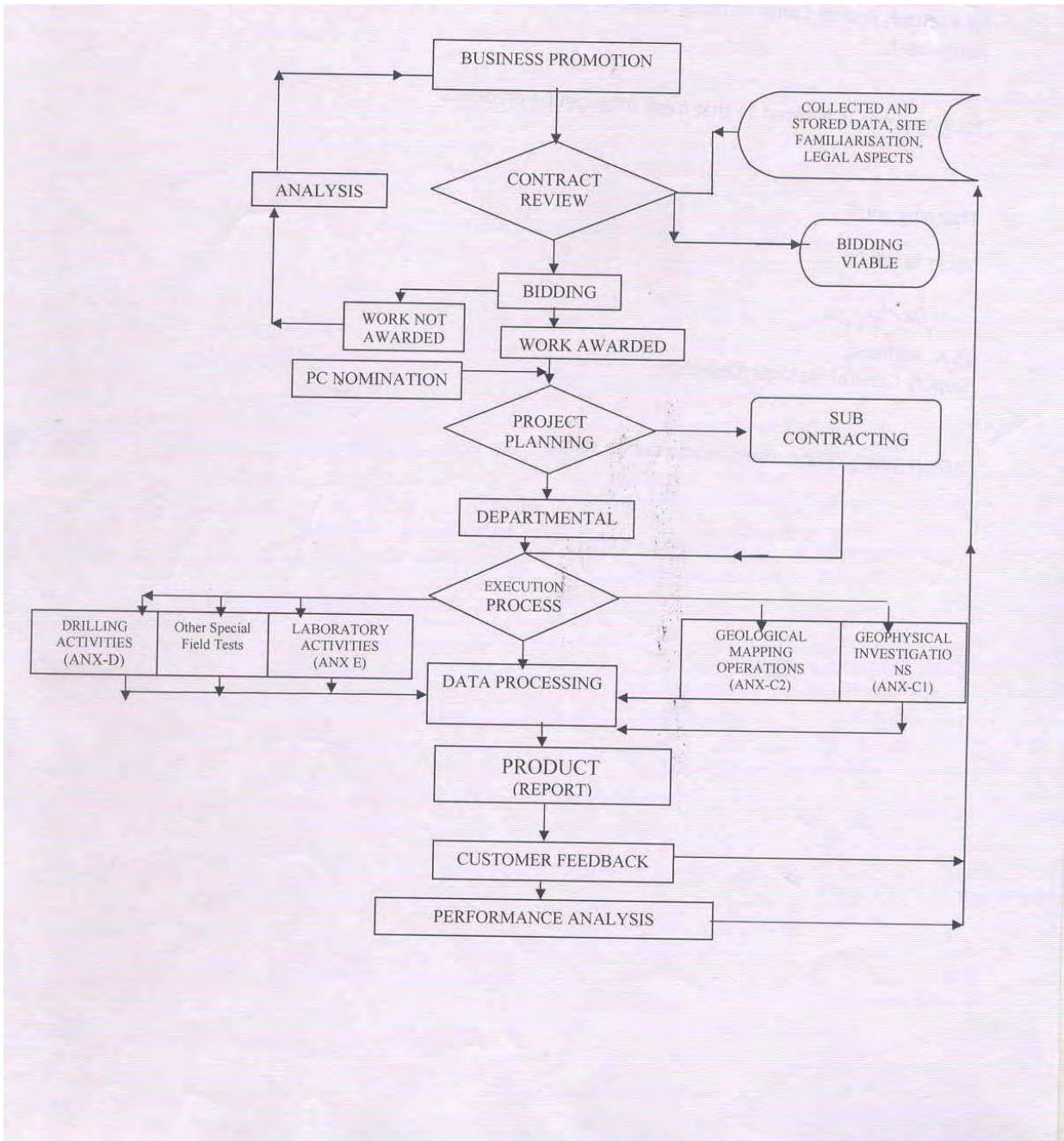
### **EXCLUSIONS:**

The activities of Design and Development (7.3 of ISO 9001:2008).

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<b>ORGANIZATION CHART</b>	
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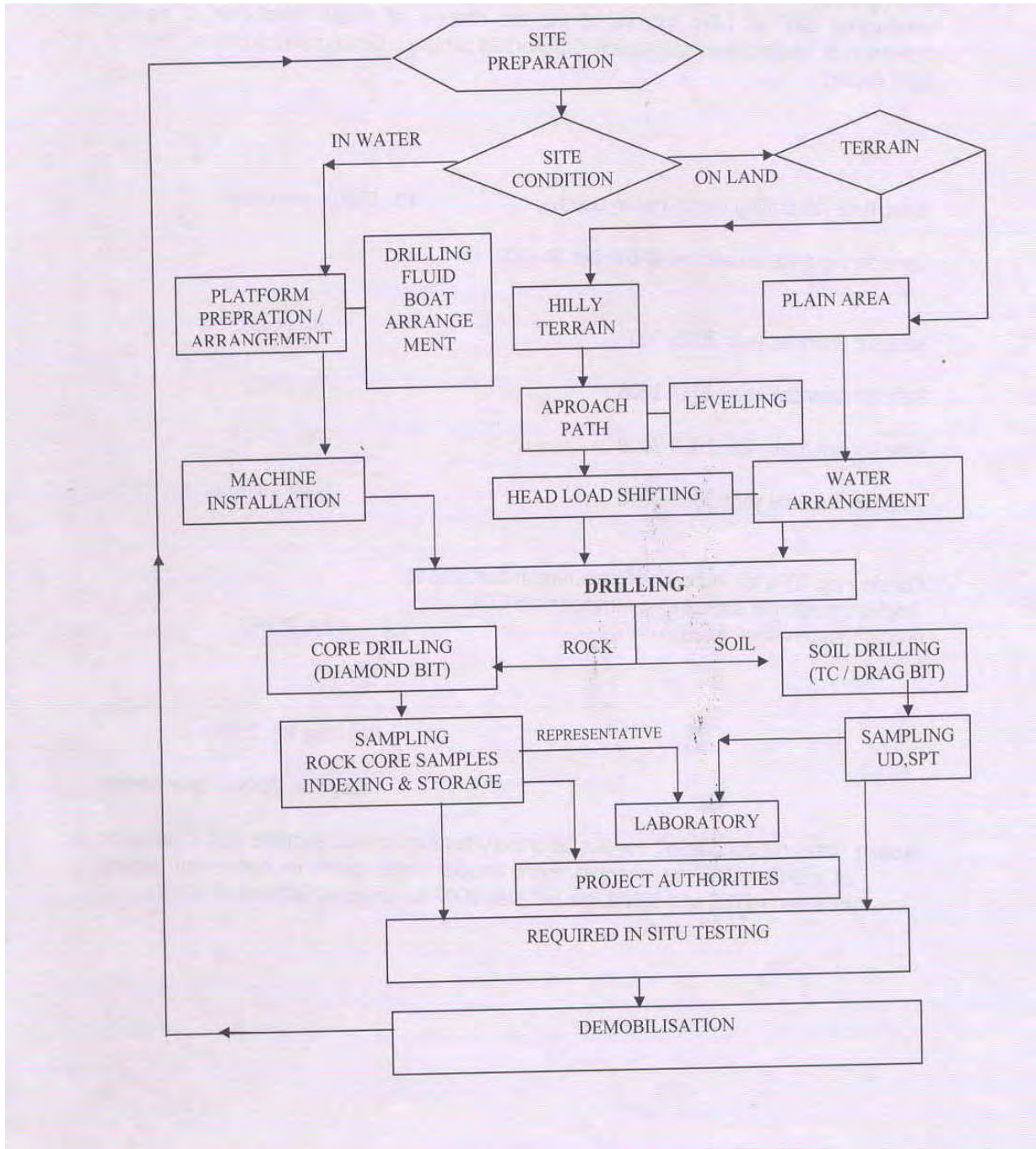
**FLOW-CHRT OF GT  
 DRILLING ACTIVITIES**



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**FLOW CHART OF DRILLING ACTIVITIES**





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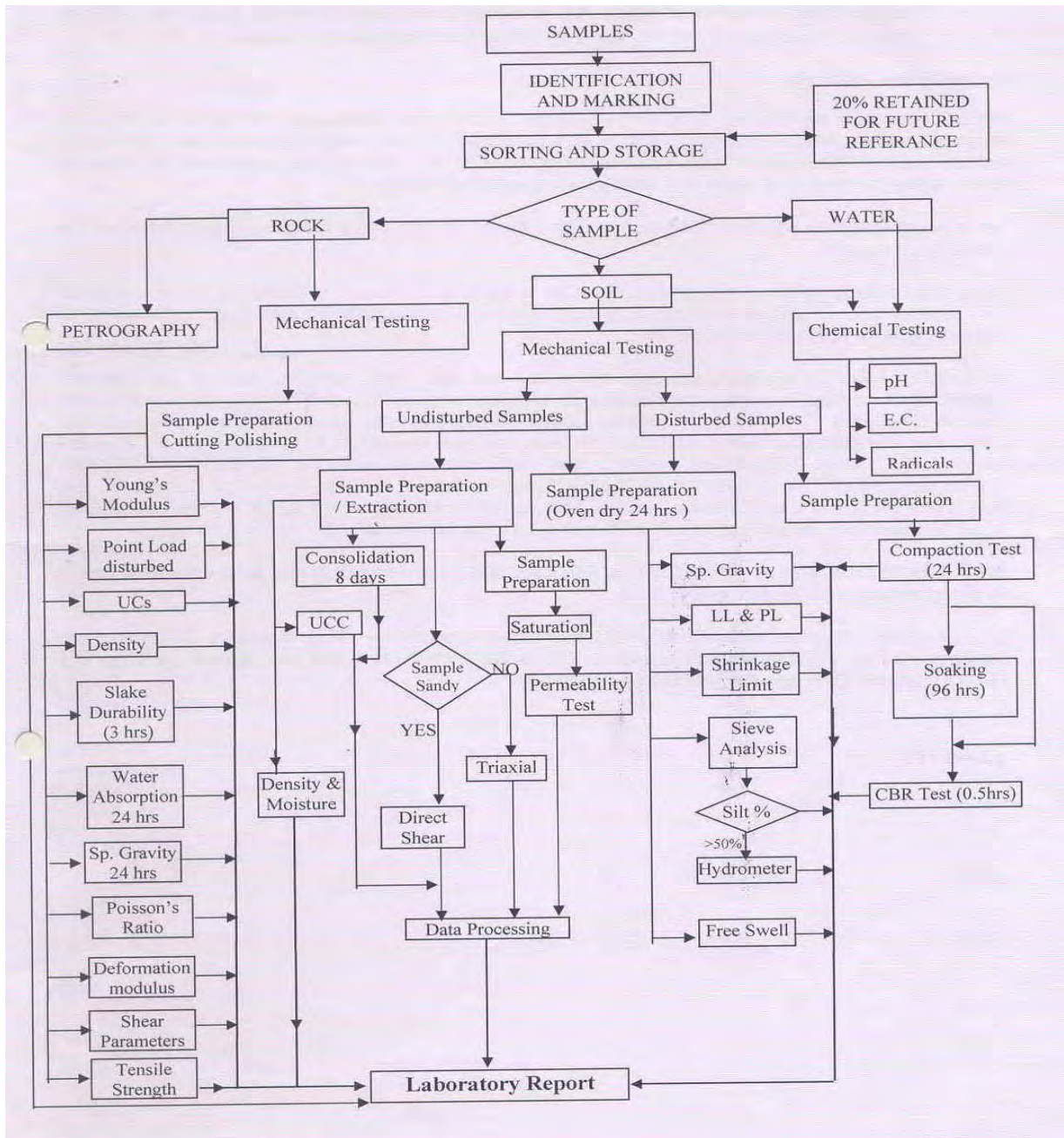
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**FLOW-CHRT OF GT  
 LABORATORY TESTING**



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**FLOW CHART FOR LABORATORY TESTING**



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## 1. SBU HEAD

SBU HEAD is nominated by Managing Director and is responsible for all activities of the GT SBU viz. Business Development and Consultancy Management from concept to completion, ensuring fulfillment of Customers requirements, statutory requirements, standard norms and all system related requirements, with overall profitability and efficiency in operations. SBU HEAD will discharge these responsibilities through Controlling Managers nominated by him. In addition, the SBU Head shall ensuring resource availability for projects:

1. Conduct performance monitoring of the lab tests conducted.
2. Periodic review of implemented quality system.
3. Provisioning of resources as per identified need.
4. Monitoring compliance of quality policy and objectives.
5. Monitoring of complaints and feed back received and their timely disposal.
6. Provide direction for suitable corrective and preventive action.
7. Take action for up-gradation/enhancement of facilities.

## 2. PROJECT COORDINATORS

Controlling Managers are nominated by SBU Head and are responsible for activities such as Business Development, Consultancy Management ensuring resource availability for projects ensuring fulfillment of Customers requirements, statutory requirements, standard norms and all system related requirements, with overall profitability and efficiency in operations. They ensure timely execution of projects meeting the customer needs as per specified procedure.

## 3. PROJECT MANAGERS

They are the nodal persons at various levels nominated by SBU HEAD as Project Manager for all projects. They are associated with the projects from concept to completion and are responsible for contract review, planning, execution, onitoring, organizing resources, reporting & liaison with the Customers and coordination

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amongst various disciplines of RITES involved in Geo-Tech activities. They have control over the project team to ensure adherence to the contract stipulations, satisfactory fulfillment of the project requirements and timely execution of works to the entire satisfaction of the Customer. They are responsible for identifying non conformities, recording the problems, recommending solutions, in consultation with Project Coordinators, SBU Head wherever required, and initiating necessary action.

#### **4. PROJECT TEAM**

Project Team consisting of personnel at various levels, is nominated by Controlling Manager in consultation with the concerned Project Coordinator, who has defined roles and responsibilities. The roles, responsibilities and authorities are dependent upon the position of the team member and the nature of work involved in the project. They are associated for drilling, movement of equipment, testing, drawl of samples. Their identification, in-situ testing and providing necessary help & support for timely execution of projects.

#### **5. LABORATORY INCHARGE**

Responsibility of **AGM** - He shall be overall responsible for the laboratory function including:

1. Maintaining confidentiality of *client's* information.
2. Ensuring integrity of testing.
3. Reviewing the urgent requirement for tests based on lab. Capacity.
4. Monitoring samples coding and identification.
5. Handling complaints and carrying out analysis.
6. Timely calibration and repair of infrastructure.
7. Supervising the tests conducted by different Tech. Asstt.
8. Approving purchase indents for lab consumables.
9. Identification of improved/new test facilities and their procurement.
10. Identification of Training needs.
11. Implementing decision and directives of management.

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## 6. MANAGEMENT REPRESENTATIVE

*AGM has been appointed as the Management Representative.*

Ensures that processes of the quality management system are established, implemented and maintained.

Monitor, evaluate and coordinate the quality management system.

Report to top management on the performance of the quality management system including need for improvement.

Promoting awareness of customer requirements throughout the organization directly or through related functions.

Coordinating the efforts of various departmental heads in implementing the quality system effectively hence meeting the stated quality objectives.

Coordinating internal and external audits.

Coordinating conduct of management review meetings.

