



EXPOTECH DIVISION



QUALITY MANUAL

(DOC No. EXPO/QMS/QM)

ISO 9001 : 2015

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RITES Ltd.
(A Govt. of India Enterprise)
EXPOTECH DIVISION
Plot No. 1, Sector 29,
Gurgaon – 122 001,
Haryana, (INDIA)

Prepared by	Approved by
	
MR(Expotech)	SBU Head (Expotech)



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(ISO 9001-2015)**

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DISTRIBUTION LIST

S.N	Controlled Copy No.	Issued to
1	1	GGM/Expotech
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3	Copy of Quality Manual and Procedures are uploaded on rites website	

	INTRODUCTION OF EXPOTECH DIVISION	DOC : EXPO/M/01 Issue No. : 01
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1. EXPOTECH DIVISION

The Quality Management System of Expotech is a part of the overall Quality Management System (QMS) of RITES Ltd. While compiling the QMS requirements of SBU, focus was laid down towards fulfilling all the applicable conditions based on Corporate QMS documented through Corporate Level Quality Policy, Quality Objectives, Quality Manual and Procedures.

The Expotech division of RITES handles export of rolling stock from India to overseas clients and also provides related services like technical assistance, maintenance support, workshop up-gradation and facility planning & training.

RITES enjoys full back-up support of the Indian Railway system, one of the largest in the world and having production units for manufacturing of Diesel Locomotives, Coaches and Spares.

2. RANGE OF SERVICES

Expotech division of RITES stands for international cooperation and meaningful transfer of Railway technology to overseas countries. Its services cover a wide spectrum of engineering and consultancy services in the following areas:

- Export of Locomotives, rolling stock, Railway equipments, M&P, Equipments, Spares and other Railway Materials.
- Railway Operations and Management
- Modernization of Railways and up gradation of Maintenance Systems
- Rehabilitation and maintenance of locomotives and rolling stock
- Training associated with the respective projects / contracts



3. RESOURCES

The division is fully equipped with highly capable, qualified and experienced in house professional backed by professionals from Indian Railway. Resources available with Indian Railway's production units, Research organisation and open line can also be sought as and when required. Division has sufficient computer, Fax and printers facilities for use of its officials.

4. SERVICE SPRECTUM

A. Expotech conceives Export as total package for supply of locomotives and other Rolling stock such as coaches and wagons, spares & sub-assemblies and allied services. Expotech strives to be the most dependable supplier of these items worldwide. The services provided by Expotech are given below:

- Supply and Commissioning of Railway Rolling Stock
- Identification of infrastructural needs for maintenance of Railway Rolling Stocks
- Equipment for testing and maintenance facilities for Railway Rolling Stock
- Leasing of Railway Rolling Stock
- After-Sales-Service for Railway Rolling Stock
- Supply of spares and Machinery & Plant for maintenance of Rolling Stock

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- Consultancy in operation & maintenance of Railway Rolling Stock
- Training in maintenance of Railway Rolling Stock
- Transfer of Technology in maintenance of Railway Rolling Stock
- Supply of Machines, Equipments and Plants

B. Expotech also provides value added services as under:

- Infrastructure project engineering with feasibility study, detailed planning and techno-economic analysis for optimizing investment decisions.
- Based on customer's requirements the development, creation and implementation assistance for new facilities.
- Examination of installed capacities in customer's workshops and consultancy in modernization and upgrading of existing assets.

C. Project execution from concept to commissioning basis and providing engineering support as below:

- Services for establishing Workshop and maintenance sheds for manufacture and maintenance of equipment, machinery & plants, locomotives, coaches and wagons
- Services for industrial engineering and third party inspection
- Services of Experts of Railways, Civil Engineers, Economists and Financial professionals; Road survey specialists.

5. APPROPRIATE TECHNOLOGY



A significant aspect of the RITES working is its close association with Indian Railways which give self-reliance to provide services in the environment of a developing economy and areas of inadequate resources such as African countries.

The latest technology advancement in Indian railway is known to RITES which in turn utilized for Business development and fulfillment of export orders. Besides above, RITES also proposes development of new product on the basis of experience gained during business development activities or interaction with prospective Clients. Such development is made in close coordination with Railway, PU and RDSO

RITES believes in sharing its experience with client countries for meaningful transfer of technology. An important aspect of the services provided by RITES, both in India and overseas, has been the close co-operation with the local staff to build up their expertise. In the overseas projects, RITES welcomes collaboration with local consultants/firms and draws upon local expertise.

6. EXPERTISE IN EXPOTECH

Expotech project teams comprises multi-disciplinary experts, ranging from appropriate technology specialists, management system experts and financial analysts, to ensure that services offered meet the customer's requirements in full.

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Expotech experts are well acquainted with latest trends in design and technology in Railways and have been fully involved in the key operations of the various manufacturing units of Indian Railways and other industrial establishments including wagon manufacturers.

Expotech, RITES has on its rolls a large number of experts selectively drawn from Indian Railways on deputation. This facilitates planned interchange of specialists between RITES.

Expotech keep itself updated about latest technological advancement and new experiments over Railways systems word wide. Expotech, has the singular distinction of being manned by experts, who are thoroughly conversant not only with Railway operations and management but with every aspect of the Railway industry.

7. OTHER

Expotech does not undertake design work of Rolling stock and spares it export. Expotech also does not possess any equipment which needs calibration etc.

All procurement of Rolling stock and spares are done through Railways, RDSO or Rly. Production unit's approved venders so their evaluation by RITES is not needed. If purchase of goods and services is done thorough other than such approved sources, vendor performance shall be evaluated and recorded.

Dealing of Expotech division is mainly with foreign Railway originations which are mostly working under respective Governments. So it is not always possible to get Client feedback form filled due to lengthy official procedures and other reasons. However all efforts are made to obtain clients views on the services rendered by RITES. In case feedback form is not given by Client, Group in charge shall fill the form on the basis of acceptance certificate, other experience during project execution and repeat order basis.

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QUALITY OBJECTIVES

(Expotech SBU)

1. To ensure customer satisfaction and quality of service through:
 - ❖ Timely execution of project/service.
 - ❖ Fulfilment of contractual commitments.
2. Acquisition and deployment of required hardware, software & manpower and enhancement of available knowledge & skills.
3. Business growth, profitability and achievement of targets fixed by the Corporate Management.
4. Need based diversification for business growth & customer needs.

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QUALITY OBJECTIVE DEPLOYMENT (2018-19)

S.N	Objectives	Target (FY)	Responsibility	Status on	Action Plan	Remark
1	customer satisfaction and quality of service	CSI>90% For all running projects	All Group In charge		1.Regular review of Projects 2.Feedback from Clients 3.Timely completion of projects	
2	Acquisition and deployment of required hardware, software & trained man power	Availability of competent team. 100% Computer, Printer and scanner to project team Training of at least 10 man days to Expotech staff Induction training of 5 man-days to executives and non executives	All Group In charge Training Officer		1. Assessment of requirement 2. Deployment of resources Assessment of training need and forwarding to Training division for required training Imparting In house training to new inductee	
3	Business growth, profitability and achievement of targets	T/O=42,000 lakh Profit=6720 lakh BD= 60,000 lakh OR= 84%	All Group In charge		Timely completion of Projects. Regular review Business development by exploring new areas. Stringent monitoring	
4	Need based diversification for business growth & customer needs.	Development of 1. AC-AC Diesel Engine at DLW 2.Design of Stainless steel coach	ED/Expotech & Group In charge		Development 01 3000 HP Loco at DLW and design of 01 Coach at RCF	



ORGANISATION CHART

DOC : EXPO/M/03

Issue No. : 01

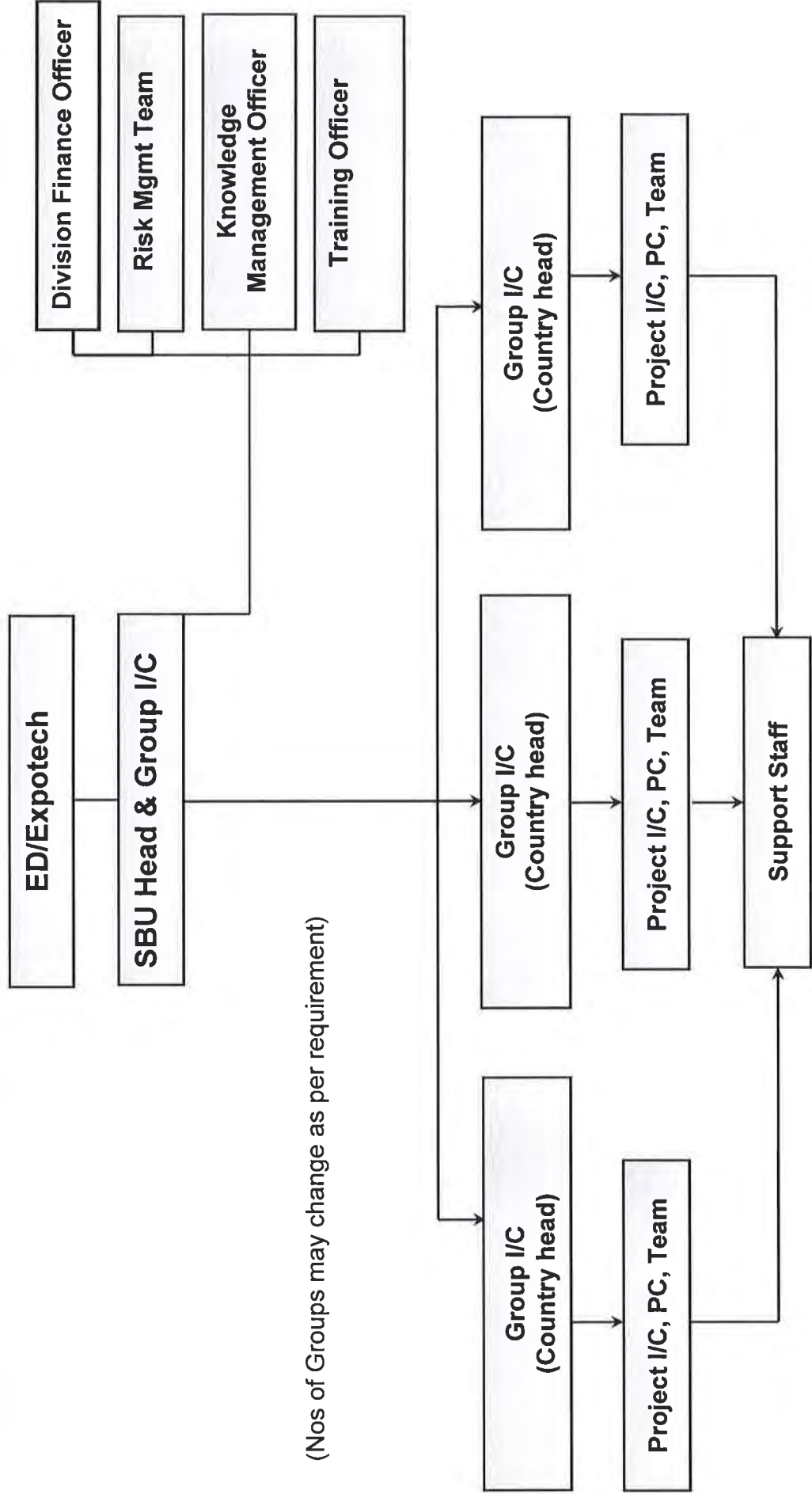
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	ROLE, RESPONSIBILITIES AND AUTHORITIES (Clause 5.3 of ISO 9001:2015)	DOC : EXPO/M/04 Issue No. : 01
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1.0 Role and Responsibilities of Expotech division shall be as under:

1.1 ED/Expotech

- Act as administrative head of the Expotech division.
- Overall supervision of business development activities, proper execution of all project's, developmental activities etc.
- General Administration of Expotech including its budget, financial planning, training, Infrastructure and matters relating to hiring of advisers/sub-consultants, etc.
- Managing the MOU targets in respect of SBU.
- Nominating the Risk Management team for risk assessment and mitigation strategy.

1.2 SBU head and Group In charge (GGM)

- Implementation of ISO 9001:2015.
- Directly oversee all aspects of project assigned to him.
- Overall Coordination with the clients for realisation of services.
- Review of project progress with project coordinators and project team.
- Identification, provision and allocation of resources.
- Identifying training needs of personnel and arranging requisite training.
- Oversee day to day work of division.


1.3 Group In charges (GGM/GM)

- Directly oversee all aspects of project assigned to him.
- Overall Coordination with the clients for realisation of services.
- Review of project progress with project I/C ,project coordinators and project team.
- Identification, provision and allocation of resources.
- Any other work so assigned by Management.

1.4 Project I/C(Overseas)

Project I/C is positioned in Client country to supervise the day to day requirement for smooth functioning of project as site. Project I/C shall report to Group I/C and responsible to

- Assist Client in smooth maintenance and operation of Rolling stock supplied.
- Apprise for product complaints / failure / requirements on regular basis.
- Apprise for performance of Indian product w.r.t. foreign product of similar nature on regular basis.
- Apprise for future requirements of client

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- Apprise for client response for RITES services and products working and provide all assistance to draw RITES Business Development plans in the particular country.

1.5 Risk Management Team

A team shall be nominated within SBU for Risk assessment and mitigation activity. The team shall be responsible for:

- Review of risks associated with the present and future business opportunities.
- Identification of risks in relation to targets/potential projects/assignments and their impact on business on account of changes in Government policies, Management priorities, MOU targets, availability of competent & adequate manpower/equipment/support systems, changing competitive scenario etc.
- Identification of risks based on the probability of occurrence and severity of risks.
- Preparation of significant risks and their mitigation control plan.

1.6 Project Coordinator



Any officer at the level of DGM and above can be nominated as PC. The PC identify the process objectives and prepare the deployment plans, deploy resources, execute the process under controlled conditions, and monitor the process to meet the contractual requirements including statutory requirements to the satisfaction of the customer. The project coordinator shall be responsible for the following activities.

- Project specific risk assessment and mitigation activity.
- Kick off Meeting and Deployment of Resources.
- Preparation of Project Quality Plan.
- Execution and Monitoring of various processes of the project.
- Realization of project amount from Clients.
- Project closure.
- Lessons Learnt Report.
- New business development activities.

1.7 Knowledge Management Officer

Any officer at the level of Deputy General Manager and above can be nominated as the Knowledge Management officer. He will be responsible for:

- Keeping and providing SBU level information of SBU including presentation.
- Keeping and providing details of offers submitted, copy of contracts, Clients details etc.
- Keeping and uploading of CVs of SBU officials.

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1.8 Project Team

- Responsible for successful completion of the projects associated with.
- Managing the purchase, inspection, delivery, post supply services, finalization of study reports etc.
- Coordination among project coordinators etc.
- Preparation of projects reports etc.

1.9 Training Officer

- Identification of training needs and getting nomination accordingly from Competent Authority.
- Training feedback and evaluation
- Nominations for Seminars/Conferences.
- Record of trainings received by SBU personnel.

1.10 Division Finance Officer:

- Advice regarding financial issues to the division, customers and any other stake holders so as to protect the interests of the division as well as the company and simultaneously ensure adherence to applicable laws /regulations and rules.
- To manage funds available in most effective manner to meet business commitments and maximize financial returns within the laid down guidelines, regulations, policies and directions.
- To compile Budget and periodical review through MIS and Project Costing reports, to enable Management to exercise and control decision making processes.
- To record all financial transactions and compile financial statements as per the requirements of company law and other statutes.
- To update skills of staff working under DFO through identification of training needs and organizing requisite training programs on continuous basis to enable them to provide quality services.

2.0 Support Staff

- Responsible for maintaining documents / data in accordance with procedures defined in this manual.
- Executing assigned work as per project requirement.
- Providing the technical and typing assistance in execution of project.

2.1 Reference

Quality Manual of EXPOTECH SBU.

Approved By:

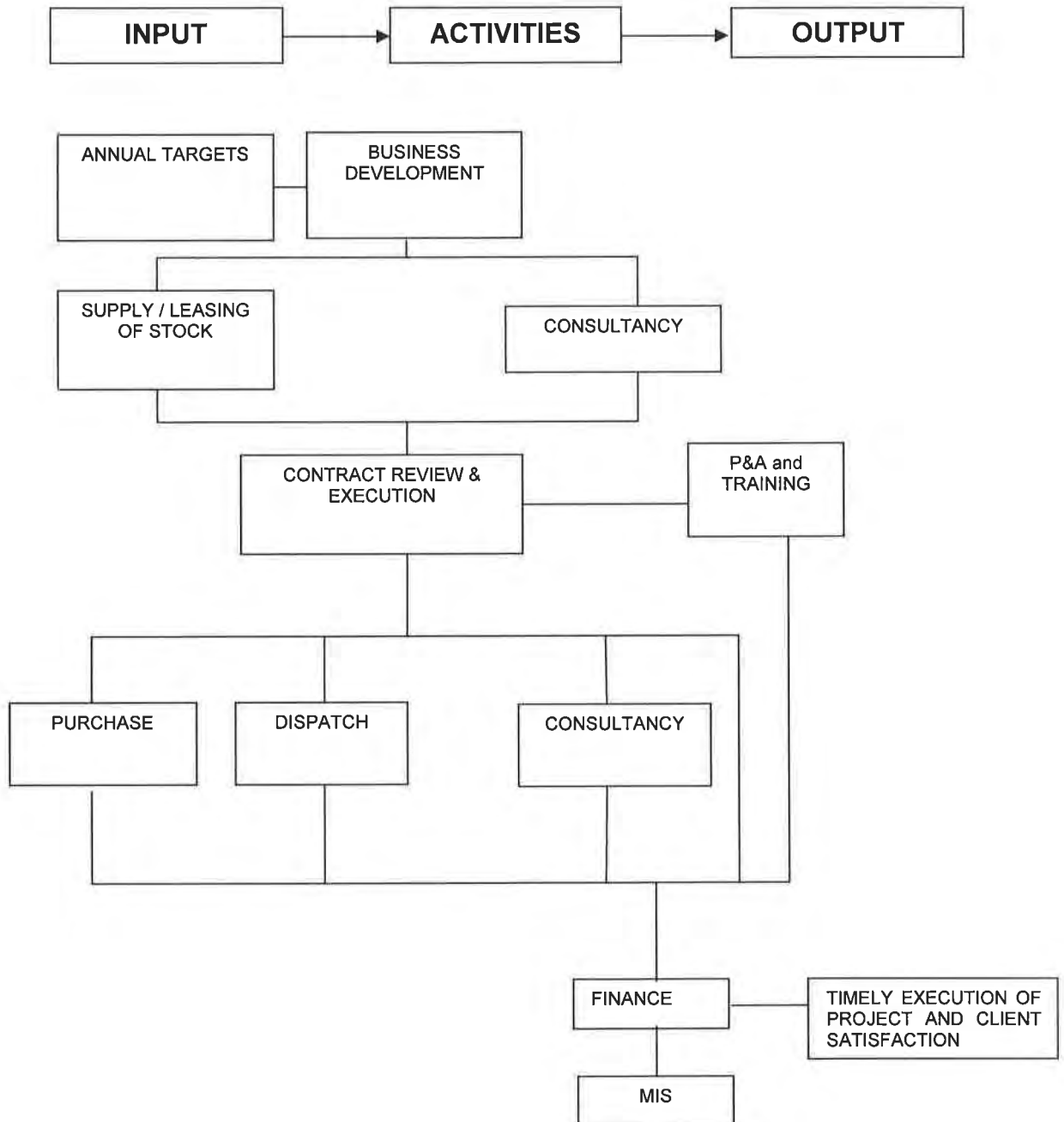


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Enclosure-1

EXPOTECH DIVISION



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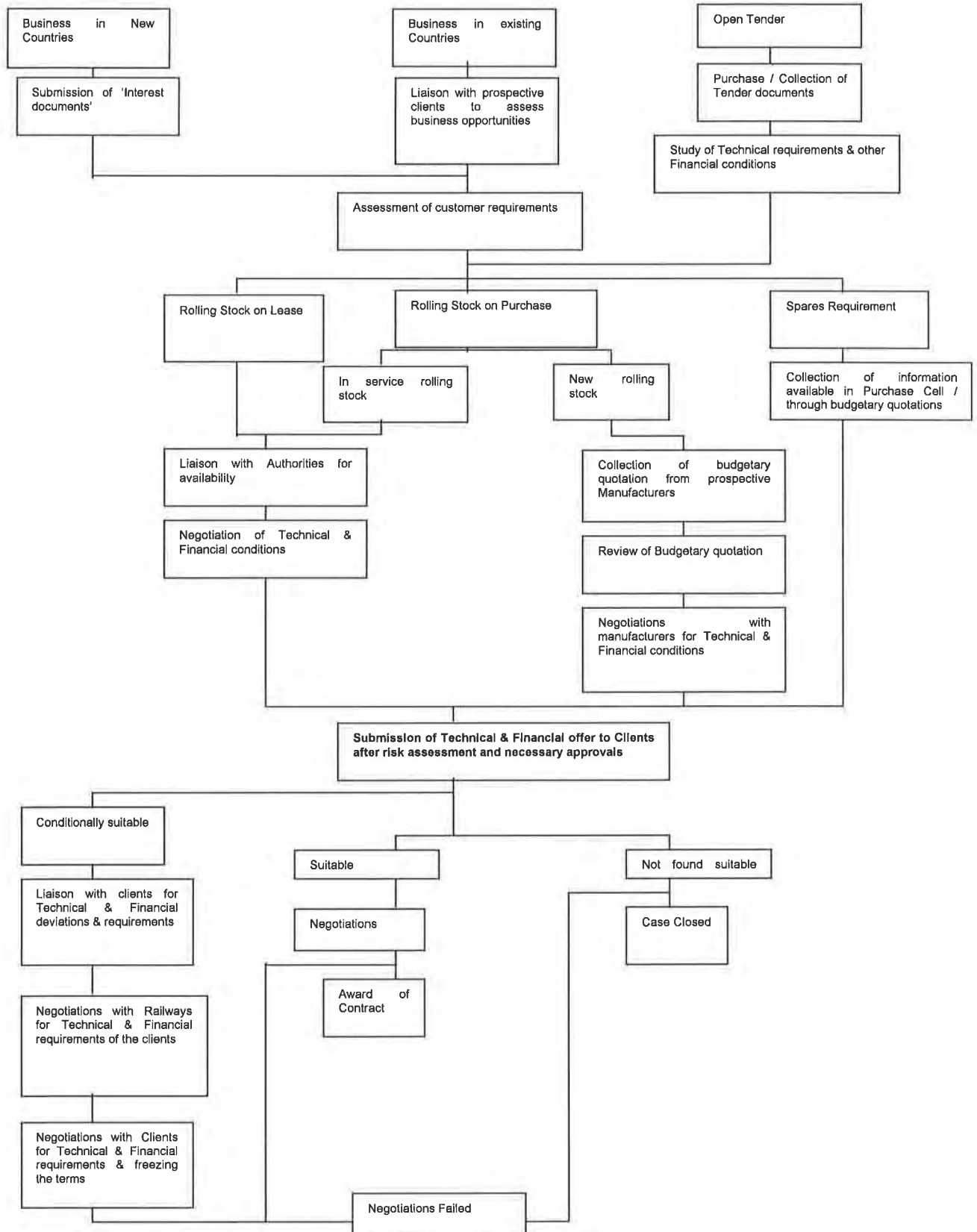
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Enclosure -2

BUSINESS DEVELOPMENT



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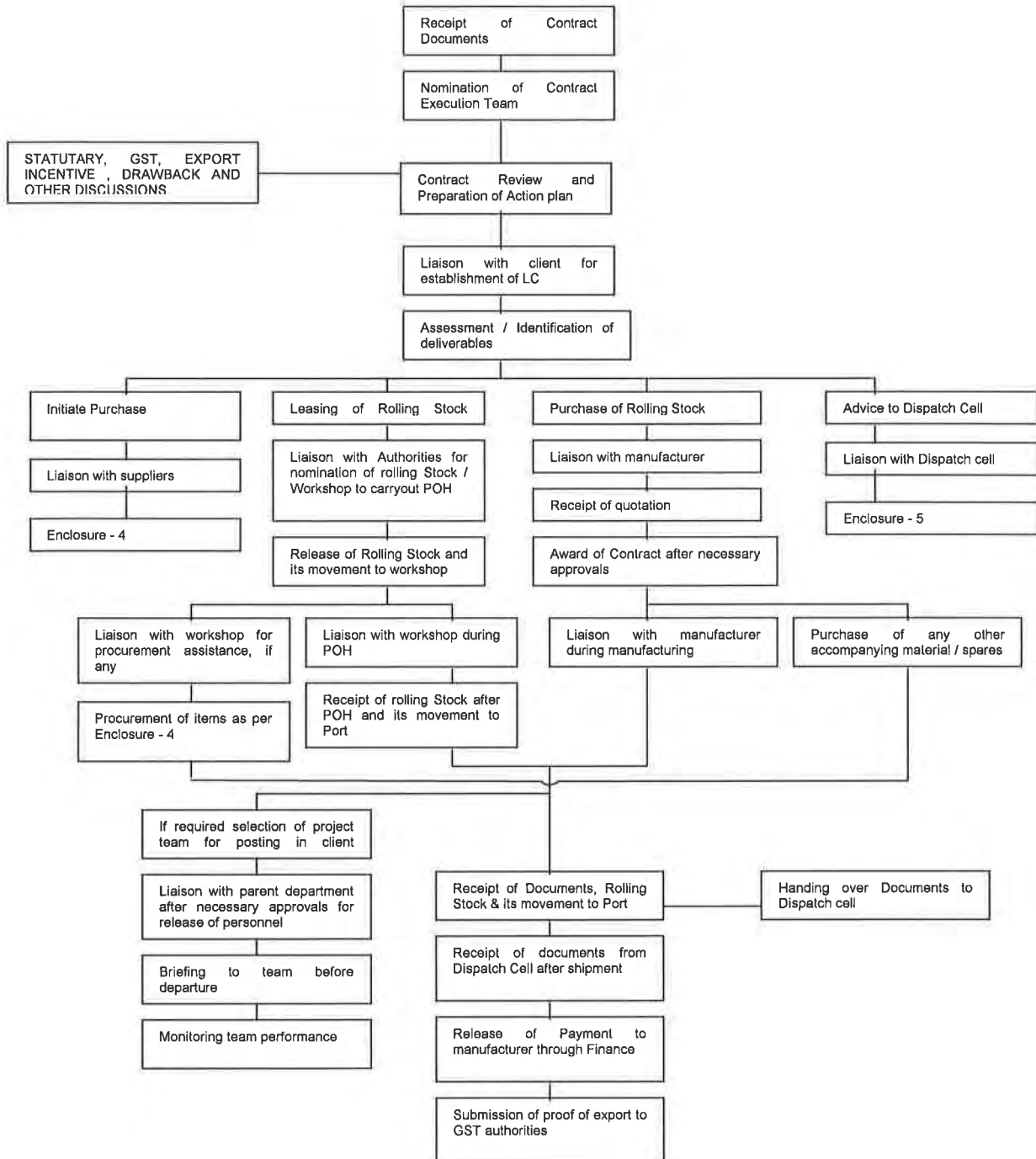


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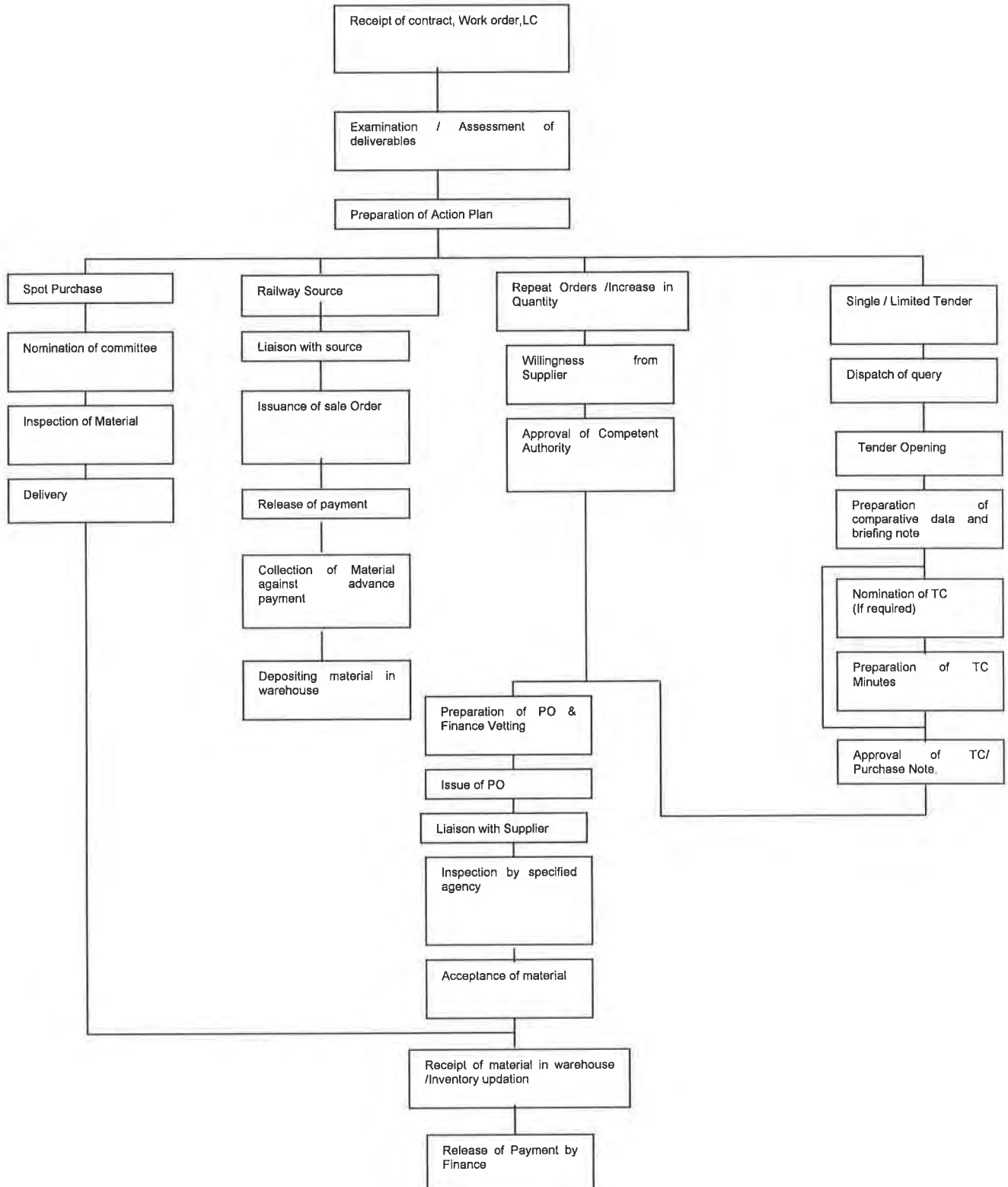
CONTRACT EXECUTION




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Enclosure - 4

PURCHASE



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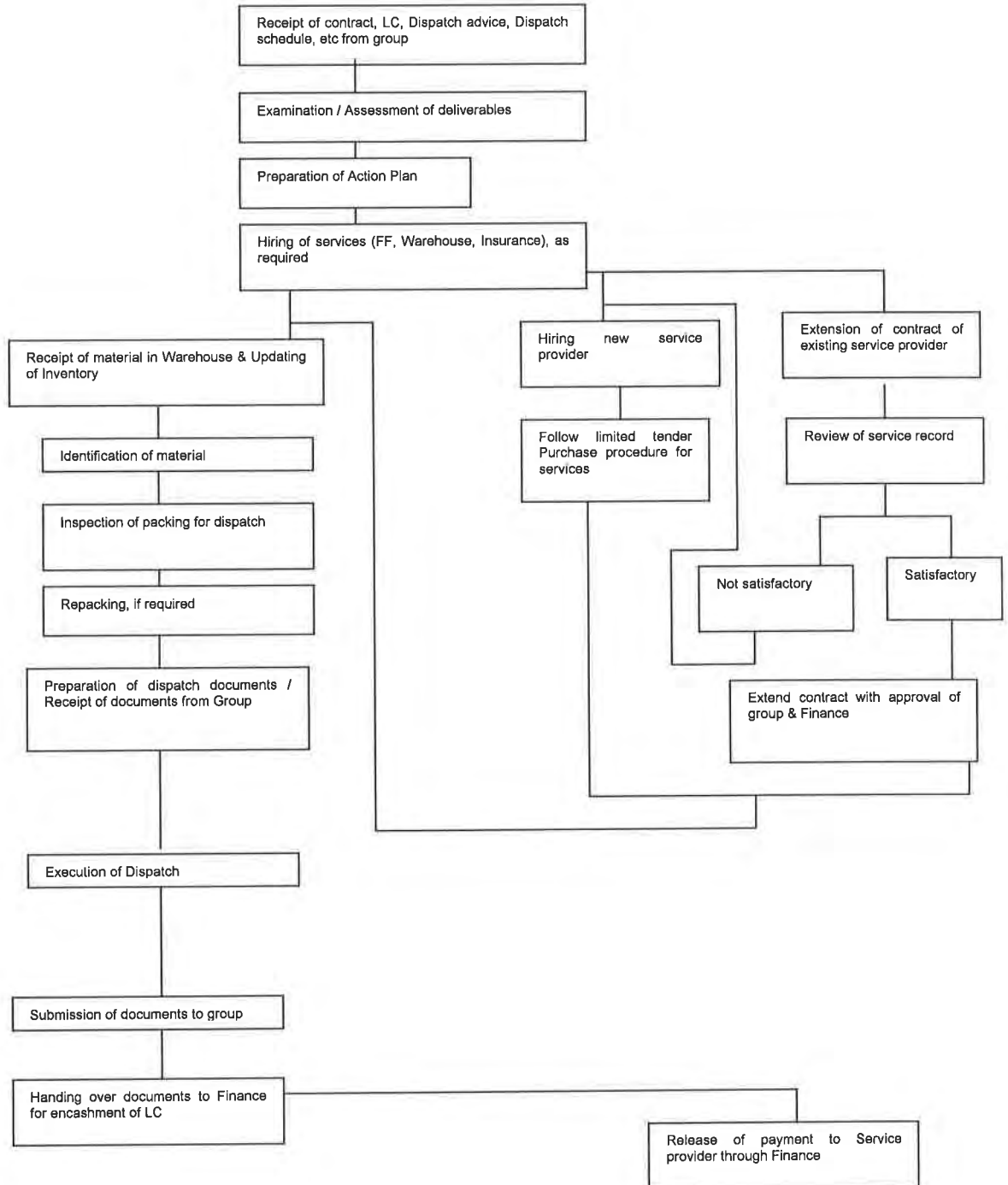


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Enclosure - 5

DISPATCH CELL



Note:- All processes shall be in compliance of SOP, Guidelines and extant instructions with approval of competent authority.

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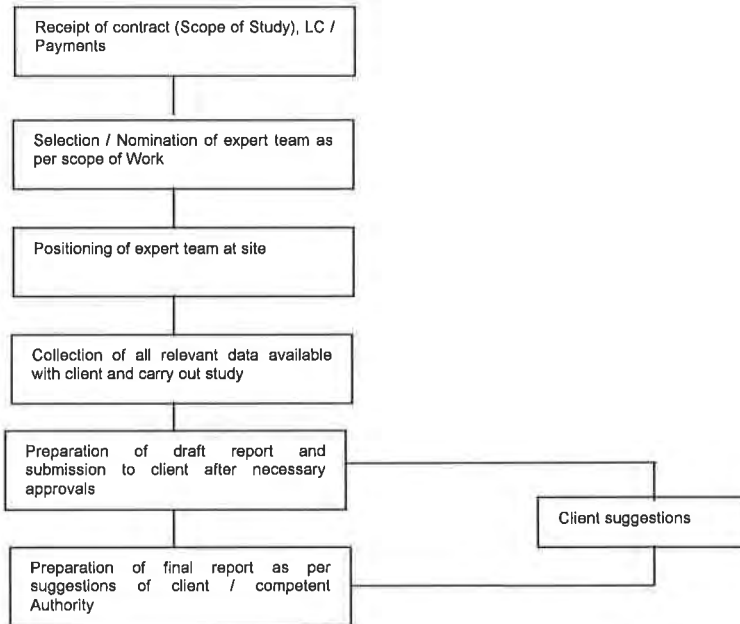
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Enclosure - 6

CONSULTANCY



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EXPOTECH PROCESS FLOW METRICS

Process	Input	Activities		Output	Res'ty	Records
		Process	Product			
BD	Market information, press notification invitation etc.	1) Response quickly 2) Update brochure/ marketing data 3) Risk assessment	Clarity, completeness of information and project details etc.	Fulfillment of Client requirements,	ED/Expotech along with nominated Group I/C	B.D. File containing document
Preparation of EOI, Offer, review of offer and submission	Client information project details	1) Preparation of response 2) Enclosure as per requirement 3) Financial estimates if needed 4) Approvals	1) offer should meet client requirement 2) Having RITES capability profile and legal status	Signed offer	ED/Expotech along with nominated Group I/C	Offer
Award of work -Review -Acceptance	1) LOI & contract 2) Work Order	Response time-immediate Review and Should be as per Offer For changes, approval should be taken	Terms & conditions agreed to be included / referenced in cont. / acceptance letter correctly	a) Agreement b) Letter of acceptance	Group I/C	Contract agreement Acceptance of contract
Project planning	Project data / drgs. along with client requirements	Project quality plan to include a. All planning details such as resources, Infrastructure b. Document/drg. , time activity plan c) review planning d) planning to reports / records to client etc. e) Planning for claiming Export / import incentives	Finalize project quality plan to meet project / client requirements	Project quality plan	Group I/C	Project quality Plan
Finalization of deliverables req.	Data available	Availability and approval of relevant requirements to be ensured	1) Client acceptance of item required. 2) Should be within requirements	Specification for rolling stock / M&P / spares / services for supply / leasing	Group I/C	Finalized deliverable
Purchase / Hiring of Rolling stock / item / spare / services	1. Specification for rolling stock / M&P / spares 2. List of approved suppliers	Purchase process guidelines with required approvals like: i. Single tender ii. Limited tender iii. Extension of PO iv. Spot purchase 2. Entry in Inventory	Purchase Order	Purchase Order for Rolling stock / M&P / spares / services	Group I/C PC	Purchase file Inventory
Dispatch of items	Received and acceptance of Rolling stock / M&P / spares	1. Arrange LUT from GST office 2. Inspection of consignment packing 3. Preparation of export documents as applicable like 4. Updating of Inventory 5. Updating of LUT regularly	Dispatch of consignments	Dispatch of Rolling stock / M&P / spares	Group I/C Dispatch Cell I/C	Dispatch file Inventory Records
Release of Payments for Purchase of stock / item / spare / services	o Purchase Order o Invoice o Documents as per Purchase Order	o Scrutiny of documents o Preparation of payment advice with necessary approvals	Release of Payment	Payment to supplier	Group I/C Finance Cell	Purchase file
Release of Payment from Client	As per LC	Submission of complete set of documents to EXIM/AD/Client Bank	Release of Payment	Payment to RITES	Group I/C Dispatch Cell Finance Cell	Finance record

	STAKE HOLDER NEED AND EXPECTATION (ISO 9001:2015)	DOC : EXPO/M/07 Issue No. : 01
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Stake Holders

1. **Customers** – Overseas Railway Operators and other Overseas Clients such as Bangladesh Railway, Sri Lanka Railway, CFM-Mozambique, ICS Senegal etc.
2. **Organisation** – Indian Railway its productions units, POH workshops etc., Board of Directors and share holders
3. **Employees** – Sr. Executives and others team members
4. **Suppliers** – Railway, RDSO and production units approved venders. Suppliers of services such as freight forwarders and insurance providers etc.
5. **Statutory & Regulatory** – GSTN, DGFT, Customs etc.

Need and Expectations

1. Reliabilities and values of services, cost effectiveness, fulfillment of contract commitment and timely completion of Project.
2. Shared values and beneficial relationship
3. Maintaining of motivational team of professional and skill development
4. Compliance to the statutory and regulatory requirements
5. Providing environmental friendly solutions / services