

4th edition of EEPC India Quality Award

Application Form

Section – A (Basic Information)						
1.	Registered Name of the Applicant Organization					
2.	Address of the registered Applicant Organization					
3.	RCMC number ~ (Applicable for EEPC India Members)					
4.	In case of non-members kindly specify your IEC Number					
5.	No. of other Manufacturing Units					
6.	Mention the year of establishment of the organization/factory (for which data is provided)					
7.	Number of Employees (Count)		As on March 31, 2022	As on March 31, 2023	As on March 31, 2024	
	(Regular)					
	(Contractual)					
8.	Ownership Type (Tick ✓ from the below options)					
	Public Limited	Private Limited	Limited Liability Partnership	Partnership	Proprietorship	Any other (please state)
8.	Name of the Owner / MD / Director / CEO					

	Contact details:	
	E-mail:	
	Mobile:	
9.	Name of the Coordinator (Point of contact-POC)	
	Contact details:	
	E-mail:	
	Mobile:	
10.	Provide a short summary of your business (Highlight major challenges faced and how the same was addressed). (Limit it to 500 words)	

~ RCMC: Registration cum Membership Certificate

Section – B (Financial Information (For last 3 Years)) (in Rs.)				
S. No.	Description	2021 – 22	2022 – 23	2023 – 24
a)	Gross Investment in plant & machinery (In Lakhs)			
b)	Total Turnover (In Lakhs)			
c)	Budget for Quality			
d)	Total Export Sales			

Section – C (Product Information)					
S. No.	Product Description (HS Code wise at 6-digit level) *	Key Customer(s)	Export/Domestic	% Contribution to total turnover	Top export destinations with %age share in total exports
1.					
2.					
3.					
4.					

*HS Code: Harmonized System Classification

Section – D (Quality related Information)		
Section - D1 (Basic Information)		
1.	Please provide a short description of your conversion process (e.g., Raw Material → Casting → Forging → Machining → Grinding – Packaging etc.) <i>(Please provide the above description in the form of a Flow Chart/Process Chart)</i>	{Not more than 200 words}
2.	Please provide a short description of your Quality Management System. <i>(Please attach Quality Manual available in your organization)</i>	{Not more than 200 words}
3.	Mention Customer Testimonial/ Credentials / Certifications / Awards received from external agencies (National/International). <i>(Please attach the same with the application form)</i>	
4.	Please mention whether your products are required to comply with any product standards like IS, ASTM, CE, UL, Quality Control Order and similar others. <i>(Please mention only the standard and the related product)</i>	{Not more than 200 words}

Section – D2 (Leadership)		
1.	Please describe how your top leadership is encouraging an organization-wide commitment to quality. <i>(Please attach Organogram/organization chart and roles and responsibilities of your top management (MD/Director/CEO etc.)</i>	{Not more than 200 words}
2.	How does the organization develop and implement Quality Policy, Quality Objectives and Quality Plan-Explain the process. <i>(Attach Quality Policy, Quality Objectives and Quality Plan)</i>	{Not more than 200 words}

Section – D3 (Customer Focus)		
1.	How are you planning, designing (if applicable), developing, producing delivering and supporting the product and services to meet customers’ needs and expectations-Explain the process.	{Not more than 200 words}
2.	Explain your process of customer feedback and customer satisfaction measurement/monitoring.	{Not more than 200 words}
3.	How do you ensure your customer handling process is effective?	{Not more than 200 words}

Section – D4 (Employee Capacity Building/Trainings)		
1.	Describe your process of employee Education, Training and Development. Include the following: a) Identification of training needs b) Evaluation of training needs c) Provisions of training d) Evaluation of effectiveness	{Not more than 200 words}
2.	Are you empowering your employees to determine constraints to performance and to take initiatives without fear.	{Not more than 200 words}

Section – D5 (Process Management)		
1.	Please describe how your schedule requirements are determined, implemented, monitored and evaluated? Explain the process and attach supporting documents.	{Not more than 200 words}
2.	How do you plan and ensure inspection testing and calibration activities? Explain with supporting document	{Not more than 200 words}
3.	Are you implementing modern production practices (like lean, Six Sigma, JIT etc.) for production cost reduction. If yes, give a very short description.	{Not more than 200 words}

4.	<p>How does your Quality Management System address Quality risk (Quality risk including Design risk, Product development risk, Process risk etc. Organization is using various risk assessment tools for Identification, Analysis and Mitigation of risk).</p> <p>Please provide a short description of the above</p>	{Not more than 200 words}
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Section – D6 (Supplier Management)

1.	<p>How are you selecting and evaluation you suppliers?</p> <p>Please elaborate on the evaluation process for supplier.</p>	{Not more than 200 words}
2.	<p>Are You Measuring supplier performance and providing performance feedback to the supplier as appropriate to take improvement action?</p> <p>Please give a short description.</p>	{Not more than 200 words}

Section – D7 (Problem Solving and Improvement)

1.	<p>Describe the process for problem solving (include defects, non-conformities etc.)</p>	{Not more than 200 words}
2.	<p>Do you have a process to implement improvement process throughout the organization/factory?</p> <p>If yes, please provide a short description. (Attach also a list of the improvement projects.)</p>	{Not more than 200 words}
3.	<p>How do you evaluate the effectiveness of your Quality System including the root cause analysis carried out?</p>	{Not more than 200 words}

Section – D8 (Innovation and Technology)

1.	<p>Have you identified and implemented innovation/new practices/Automation in your Quality management System?</p> <p>If yes, please provide a short description.</p>	{Not more than 200 words}
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2.	How do you ensure Data Security with respect to data of your customers, suppliers, and processes?	{Not more than 200 words}
3.	Describe your process for capturing the best practices of your competitors? Provide a simple description.	{Not more than 200 words}

Section – E (Data on Quality)				
Sr. #	Particulars	2021 – 22	2022 – 23	2023 – 24 (Provisional)
1.	First Time Quality (Number of Units accepted at the first time) / (Total Number of Units Produced)			
2.	Material Defect Rate			
	a. Incoming Defect %			
	b. Work in Progress Defect %			
3.	Product Defect (Outgoing) Rate			
	a. Domestic Product Defect %			
	b. Export Product Defect %			
4.	Rework Rate (Number of Products requiring rework) / (Total number of Products Produced)			
5.	Count of Corrective Actions (Internal Audits)			
6.	Count of Corrective Actions (External Audits)			
7.	Number of Opportunities for Improvements (OFIs) (Internal Audits)			
8.	Number of Opportunities for Improvements (OFIs) (External Audits)			
9.	Scrap Rate: % of Total Sales			
10.	Total Customer Complaints (Number)			
	a. Total Customer Complaints – Domestic (Number)			
	b. Total Customer Complaints – Export (Number)			
11.	Adherence to Preventive Maintenance Schedule of Major Machines in % (Actual Number of Preventive Maintenance) / (Planned Number of Preventive Maintenance)			
12.	Budget on Quality / Turnover (in Percentage)			

13.	Delivery Performance: % Ontime Delivery (OTD)			
14.	Delivery Performance: % Ontime In full (OTIF)			
15.	Training Hours per Employee [Total Training Hours/Number of Employees]			
16.	Are you measuring Customer Satisfaction if yes, Customer Satisfaction Trend			
17.	Employee Turnover (In Percentage %)			

I have gone through the Terms of Reference. I certify that the information submitted in this application is true and correct to the best of my knowledge. I further understand that any false statements may result in denial or revocation of the application.

Date:
Place:

Signature of the Owner / MD / Director / CEO (Authorized Representative)