	<b>QUALITY MANAGEMENT SYSTEM PROCEDURE MANUAL</b>	Doc. No. : PUR (WOC) /QMSP
	<b>DEPARTMENT : MATERIAL MANAGEMENT</b>	Rev. No. : 06
	<b>SECTION : WORKORDER CELL</b>	Rev. Date : 01.04.2017
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### 1.0 PURPOSE:

To establish Work Order for any repairing work, annual maintenance contract of any equipment / machine, Labour supply contract, any job works, material handling contract, transport service, Hiring contract of any equipment/ machine, refractory application work, Fabrication/ Dismantling/ Erection work of any structure related to mechanical maintenance, any civil construction work, Electrical job work, Final product finishing, inspection and marking job work and any shut down related job work as per requirement of user department.

### 2.0 SCOPE:

Applicable to Labour/ Man power, Raw Material, various jobs work as per requirement of user Department.

### 3.0 DEFINITIONS:


- W. O. - Work Order
- S/I - Section In charge
- H.O.D. (MM) - Head of department (Materials Management)

### 4.0 RESPONSIBILITIES:

- 4.1 Fun. Head (Materials) / H.O.D. (MM) is overall responsible for the implementation of this procedure
- 4.2 SI (Purchase) is responsible for the execution of activities related to Work Order.
- 4.3 Individual responsibilities for specific activities are given below under description.

### 5.0 PROCESS INPUTS:


SL. NO.	DESCRIPTION	SOURCE	REF. DOC.
5.1	Requirement from user department through in principle approval note along with scope of work and estimated cost etc.	User department.	---

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5.2	<p>After receipt of clear in-principle note of approval ,entry of service requisition through manual indexing in work order cell computer system in following format:</p> <p>1) PUR(WOC) FO4 for new work order service requisition in-principle approval.</p> <p>2) PUR (WOC) FO5 for service requisition amendment approval.</p>		<p>PUR(WOC) FO4</p> <p>PUR(WOC) FO5</p>
5.3	Quotations / Offers.	Service provider /Contractors	---
5.4	<p>Service requisition after approval along with detailed scope of work &amp; estimated cost</p> <p>- Analysis report.</p>	User Deptt.	---


## 6.0 PROCESS DESCRIPTION AND INTERFACES:

SL. NO.	ACTIVITY	RESPONSIBILITY	REF. DOC.
6.0.1	After receiving the in-principle approval for the required work from user along with detailed scope of work, estimated cost & previous work reference if any, study the approval note / case & get clarification from the concern department if required regarding scope of work /estimate etc.	S I (Purchase)	--
6.0.2	Processing of work order after checking whether it is 1) Direct for order placement/ for regularization (for jobs or work which is already completed and rates approved by approving authority), or	-Do-	--
	2) Order placement through Tendering /Negotiation and further approval process basis.	-Do-	--

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6.0.3	If order is to be placed through tendering /Negotiation and further approval process basis then floating of tender enquiries for the required work to: 1) Established /new agencies or	SI (Purchase)	--
	2) Contractors (In case new, after checking their credentials).	-Do-	--
6.0.4	Receive quotations /offers from the contractors/ service providers.	-Do-	--
6.0.5	Send the received offer (Purchase Docket /File) to the user for verification of technical suitability of the same whenever required or the technical suitability may also be given at the time of techno- commercial negotiation.	-Do-	--
6.0.6	Receive the Purchase File after technical feed back from the user, in case of any discrepancy resolve the same from suitable level.	-Do-	--
6.0.7	Prepare “Comparative Statement (C. S.)” for the quotations /offers received after tender process.	-Do-	PUR (WOC) /F-02
6.0.8	Techno- commercial negotiation with all suitable agencies and finalize the various terms and condition related to work / contract.	-Do-	--
6.0.9	Processing of file for commercial approval, based on financial implication of the case:	-Do-	--

6.0.10	AMOUNT (RS.)	APPROVING AUTHORITY	RESPONSIBILITY	REF. DO C.
a)	Up to 50,000 /-	Functional Head (MM)/ HOD(MM)	FH( MM)/ HOD(MM)	--
b)	From 50,001 to 20,000,00 /-	Committee (comprises of representative of Finance & Accounts department & Purchase department) & finally by E.D. (STEEL)	E.D.( STEEL)	--
d)	Above Rs. 20,000,00/-	Committee (comprises of representative of Finance & Accounts department & Purchase department),ED(STEEL)and finally by GROUP DIRECTOR/	GROUP DIRECTOR/ Jt..M.D.	

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SL. NO.	ACTIVITY	RESPONSIBILITY	REF. DOC.
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6.0.11	<p>After getting approval from the designated authority, prepare Work Order in six copies giving details in work order as well as in Annexure, as applicable:</p> <ul style="list-style-type: none"> <li>- Description of items/ work</li> <li>- Material Code</li> <li>- Quantity</li> <li>- Rate/Amount</li> <li>- Statutory Payments</li> <li>- Date of completion of job / contract.</li> <li>- Detail scope of work of contractor and company.</li> <li>- Terms of inspection, if any</li> <li>- Scope of safety and Insurance</li> <li>- Statuary clause</li> <li>- Validity of contract if any</li> <li>- Payment terms</li> <li>- Scope of tools and tackles</li> <li>- Clause of minimum wages if any</li> <li>- Other terms and conditions.</li> </ul>	SI (Purchase)	PUR/WOC/F 01
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6.0.12	Get the Work order cleared by internal auditor & forward for signature of approved authorized signatory.	-Do-	---
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SL. NO.	ACTIVITY	RESPONSIBILITY	REF. DOC.
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6.0.13	<p><u>Distribute the Copies of Work order as following:</u>  1<sup>st</sup> – Contractor, 2nd – Purchase( work order cell)</p>	-Do-	---
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6.0.14	Follow up with the contractor for timely completion of job / work / service required through verbal / written communication	-Do-	---
<b>6.1</b>	<b>FOLLOW UP ACTIVITY</b>		
6.1.1	Based on user feed back for work progress, follow-ups process, with service provider /contractor.	SI (Purchase)	--
<b>6.2</b>	<b>AMENDMENT TO WORK ORDERS</b>		
6.2.1	In case of any amendments to the Work order, Get the approval from user department /prepare the amendment approval note and get it approved from designated Work order approving authority.	SI (Purchase)	--
<b>6.3</b>	<b>CALCULATION OF CONVERSION OF IN - PRINCIPLE APPROVAL ( IPA) TO WORK ORDER:</b>	SI (Purchase)	--
6.3.1	Conversion of IPA to work order = (No. of IPA converted to work order ( W.O.) within 28 days of receipt of IPA) / { (No. of IPA converted to W.O. after 28 days of receipt) + ( No. of IPA not converted to W.O.) + ( No. of IPA hold or return back to user dept.) + ( No. of IPA converted to W.O. within 28 days of receipt)} x 100	SI (Purchase)	--

## 7.0 PROCESS OUTPUT:


SL. NO.	DESCRIPTION	TO	REF. DOC.
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7.1	<u>Enquiry for required services</u>	Contractor	
7.2	<u>Work order of required services</u>	Contractor, user	PUR (WOC) /F-01
7.3	Amendment (if any), approval note	User and the designated Work order approving authority.	--
7.4	Amendment note for the amendment in the same work order	EDP deptt.	--
7.5	Amended Work order	Contractor	--
7.6	Completion of job/ service as per user requirements	User Department	--

## 8.0 PROCESS MONITORING

SL. NO.	PARAMETER	TARGET	RESPONSIBILITY	FREQUENCY	REF.DOC.
8.1	Conversion of in-Principle approval note for required work into work contract within 28 days from the date of clear /complete in-principle note of approval alongwith scope of work & detailed estimation.	As taken in quality objective	HOD	Monthly	--
8.2	Analysis of backlog of pending In principle approval note of previous month through separate report		HOD	Monthly	--

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## 9.0 QUALITY RECORD

- 9.1 PUR (WOC) /F-01 : Work Order
- 9.2 PUR (WOC) /F-02 : Comparative statement
- 9.3 PUR (WOC) /F-03 : Vender registration form
- 9.4 PUR (WOC) /F-04 : New service requisition registration
- 9.5 PUR (WOC) /F-05 : Service Amendment requisition registration
- 9.6 PUR (WOC)/F-06 : Check list for Earth Moving Equipments
- 9.7 ISO CELL/F07 : Corrective And Preventive Action Report

## 10.0 REFERENCES

- 10.1 PUR (WOC)/ACL : Approved contractor list