

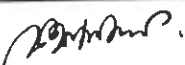
Quality Management System	POWER GRID COMPANY OF BANGLADESH LTD.					QUALITY PROCEDURES			
	TITLE: PROCEDURE FOR TOTAL QUALITY MANAGEMENT								
Document No:	QP-TQM-1	Revision No.:	01	Effective Date:	31/05/07	Page:	1	of	3

1.Scope: Applies to the whole of POWER GRID COMPANY OF BANGLADESH LTD.

2.Purpose: To identify the needs & provide necessary supports for TQM activities to all the personnel of concerned offices performing activities affecting quality.

Sl. No.	Activity (including Check Points)	Ref. Doc.	Responsibility	Freq. / Time	Output
1.0	Planning				
1.1	All activities of PGCB will be consistent to the overall framework of Total Quality Management (TQM).		MD	Continuous	Practice of TQM across the PGCB
1.2	The vision of the future role, mission, quality policy, objectives has been identified and documented in the policy document.	QD-CMP-01	MD	As required	Sets strategic direction of PGCB
1.3	Each objective will be deployed to identify targets on a time frame and responsibility will be assigned.	QF-MNG-02	MD, MR	As required	Identifies tasks for all offices
1.4	To communicate vision, mission, quality policy, objectives and targets, PGCB already completed orientation training for its staffs & officers. Communication of target will be maintained to all staff through notices, briefing sessions/ meetings and training sessions.	QD-CMP-01	MR, DGMHRM	As required	PGCB and employees get aligned
1.5	An apex Steering Committee at the head quarter will meet regularly to provide guideline in the implementation of TQM. The Management Review Committee will function as the apex Steering Committee. Office of the MR will work as the secretariat of the Steering Committee.		MD, MR	At least Four times in a year	Provides guidance
1.6	Functions of the apex Steering Committee will include at least the following: a. Formulation of overall quality management plan, b. Formulation of reward and incentive plans c. Exchanging opinions on TQM promotion and eliminating obstacles. d. Reviewing progress of implementation. etc.		MR/MD	As required	
1.7	Likewise there will be a Steering Committee at all Grid Maintenance Divisions headed by the Manager. Heads of sub-stations, facilitators and QC Circle leaders will be members of the committee. a. This committee will meet at least once a month. b. This committee will review the progress of QCC's, target assigned to the division and corrective and preventive actions. c. Minutes of the committee will be sent to the office of MR for placement in apex Steering Committee. d. An officer attached to the Manager will work as the Member-Secretary of the committee.		Head of Division or Function	Once in a month	Implementation of TQM
1.8	In the same manner Steering Committees will be established at other relevant divisions/ offices.		Heads of relevant function	Once a month	Implementation of TQM

Reviewed by (MR):




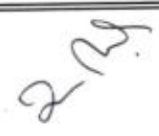
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1.9	Office of the MR in addition to its obligations of ISO-9001 QMS will be working as the TQM Promotion Office. Functions of TQM Promotion Office will be as follows. a. Work as a secretariat of the Steering Committee, b. Draft plan of actions to be considered by the Steering Committee, c. Manage targets through Policy Management, d. Review the progress of QCC's, 5-S activities, suggestion scheme etc at divisions, e. Advise HRM division on training related to TQM, f. Organize an annual quality convention for entire PGCB, g. Arrange participation at national and international quality events, h. Any other activity relevant in the light of above.		MR		Secretarial Services
1.10	PGCB will publish bulletins/ newsletter to communicate to its employees and their family members in order to align the entire organisation.		Public Relations	Twice in a year	Communication & Involvement
2.0	Implementation				
2.1	All Grid Maintenance Divisions and relevant offices will implement the target assigned to them.		Head of Division		Implementation
2.2	TQM promotion MR office will implement programs to develop mind set/ attitude of employees and align them in the organizational process. It will take the help of relevant offices in carrying out this function.		MR, Head of Relevant Functions		Alignment of employees
2.3	Quality Control Circles will be established to promote self-enlightenment and mutual development of staffs & officers in all Offices of PGCB.	WI-TQM-01	Respective Heads of Office		Participation, Preventive measure for self-enlightenment and mutual development of employees
2.4	All offices in PGCB will practice 5-S following appropriate work instruction	WI-TQM-02	Respective Heads of Office		QF-TQM-03 QF-TQM-04
2.5	All divisions and offices will implement employee suggestion scheme to enhance creativity of the employees following appropriate work instructions.		Respective Heads of Office		Enhancement of creativity of staff
2.6	An annual quality convention will be conducted each year. The convention will include case study presentation competition by QCC's from different divisions / offices, presentation of case studies showing improvements by different offices and expert papers by professionals.		MR	once a year	Motivation for employees

Reviewed by (MR): 

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2.7	To promote enthusiasm PGCB will also endeavor to participate in international quality events every year.		MD	Whenever opportunity is available	Promote enthusiasm
2.8	To ensure achievement of the quality policy PGCB will establish a quality assurance system covering all relevant functions of the organisation following ISO-9001 guidelines.		MD, Directors,, MR & relevant officials		Establishment of QA
3.0	Checking/ Monitoring				
3.1	The vision, mission, quality policy, objectives and targets will be reviewed from time to time to ensure continued suitability.		MD, MR, Functional Heads	As & When Required	Updating
3.2	Activities of QCC's, 5-S and suggestion scheme will be monitored following the criteria stated in the relevant work instructions.	WI-TQM-01 WI-TQM-02	Respective Steering Committee, MR	Monthly	Reinforcement
3.3	All procedures involving quality assurance will be monitored following the criteria outlined in the relevant procedure.	QF-DCL-01	MD, MR	As & When Required	Implementation of QA
4.0	Action for Improvement				
4.1	Objectives and targets will be revised on the basis of review/ monitoring whenever necessary. Revised targets will be communicated to all relevant offices.		Steering Committee, MD, MR	As & When Required	Up dating
4.2	New targets and objectives will be taken considering progress of the existing objectives and targets which will be communicated in appropriate manner.		Steering Committee, MD, MR	As & When Required	Updating
4.3	Significant achievement will be documented and presented in the annual convention for dissemination of knowledge.		MR, Heads of Function	As & When Required	Documentation
5.0	Procedure for Total Quality Management is checked and reviewed to ascertain conformity to the requirement of ISO-9001: 2000 Standard and its effectiveness.		MR, Auditors	During audit	QF-MNG-01
6.0	Actions are taken on the basis of evaluation.	QF-MNG-01	MR	When required	Improvement

Reviewed by (MR): 

Approved by (MD): 