ISO 9001: 2008

Quality Management System

Quality System Manual

(Apex Manual – Master Copy)

Issue No: A, Issue Date: 30.04.2014

CENTRAL MARINE FISHERIES RESEARCH INSTITUTE

Post Box No. 1603, Kochi-682 018, Kerala, India.
Phone: 0484 2394357, 2391407 | Telegram : CADALMIN, Ernakulam
Fax : 0091-0484-2394909 |E-mail : director@cmfri.org.in

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For **Central Marine Fisheries Research Institute,**

Director

CENTRAL MARINE FISHERIES RESEARCH INSTITUTE
Quality System Manual - ISO 9001: 2008 QMS

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CMFRI/PM04	HR Process Map	6.2	1	**X**			
CMFRI/PM05	RD Process Map	7.3	2	**X**			
CMFRI/PM06	Library Process Map	4.2 & 7.3	1	**X**			
CMFRI/PM07	Purchase Process Map	7.4	1	**X**			
CMFRI/PM08	Extension Process Map	7	1	**X**			

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APPROVAL SIGNATURES		DATE
<Director's name> (original signature on approval letter dated____)	Director, CMFRI	

VERSION HISTORY			
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A	Initial release for implementation of ISO 9001: 2008 QMS	Maven Quality Solutions Pvt. Ltd.	30.04.2014

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Section No.	Para. No.	Amendment Details & Reasons	Approved By	Identified By	Revision No

Section No.	Para. No.	Amendment Details & Reasons	Approved By	Identified By	Revision No

Abbreviation

SL. No.	Abbreviation	Expanded title
1	ISO	International Organization for Standardization
2	QMS	Quality Management System
3	CMFRI	Central Marine Fisheries Research Institute
4	Govt.	Government
5	CAPA	Corrective Action Preventive Action
6	NCR	Non Conformance Report
7	PME	Priority setting Monitoring and Evaluation
8	PI	Principle Investigator
9	HoD	Head of Division
10	CAO	Chief Administrative Officer
11	CFAO	Chief Finance and Accounts Officer
12	QRT	Quinquennial Review Team
13	RAC	Research Advisory Committee
14	IRC	Institute Research Council
15	RMP	Research Management Positions
16	ISTM	Institute of Secretarial Training and Management
17	MOP	Manual on Office Procedures
18	IIPA	Indian Institute of Public Administration
19	ASCI	Administrative Staff College of India
20	NIFM	National Institute of Financial Management
21	CPC	Consultancy Processing cell
22	ATIC	Agricultural Technology Information Centre
24	IMC	Institute Management Committee
25	TOT	Transfer of Technology
26	MOU	Memorandum of understanding
27	QA	Quality Assurance
28	QC	Quality Control
29	APAR	Annual Performance Appraisal Report.

Organization Profile

Company Profile

Vision

Sustainable marine fisheries through management interventions and enhanced coastal fish production through mariculture for improved coastal livelihood.

Mission

To develop information based management system for changing over from open access to regulated regime in marine fisheries, augment coastal fish production through mariculture and sea ranching and restore critical marine habitats.

Objectives

1. Marine fishery resources assessment

2. Productivity and production enhancement through mariculture

3. Transfer of technology, training and consultancy services

Functions

1. To monitor the exploited and assess the under-exploited stock of the marine fisheries resources of the Exclusive Economic Zone (EEZ)

2. To understand the fluctuations in abundance of marine fisheries resources in relation to change in the environment

3. To develop suitable mariculture technologies for finfish, shellfish and other culturable organisms in open seas to supplement capture fishery production

4. To act as a repository of information on marine fishery resources with a systematic data base

5. To conduct transfer of technology, post-graduate and specialized training, education and extension-education programmes

6. To provide consultancy services

Organization Profile

The biggest fisheries research organization in the world with locations throughout the Indian coasts and research operated through 10 major divisions

The Central Marine Fisheries Research Institute was established by Government of India on Feb 3rd 1947 under the Ministry of Agriculture and later joined the ICAR family in 1967/1971.During the course of 65 years journey the Institute has emerged as leading global marine fisheries institute from a mere taxonomic and statistics mandate. One of the major achievements of CMFRI over the entire span of existence is the development and refinement of unique National Marine Fishery data base **"Stratified Multistage Random Sampling"** method unique to India. With this methodology the Institute is maintaining national marine Fisheries data base from 1950 with a landing of about 5,00,000 tons to about 38,50,000 tons in 2012 comprising about 200 species along the entire coast covering about 8000 km.

CMFRI, is one of the eight fisheries institutes under ICAR. Through its research and development activities in marine fisheries during the last five decades has been able to sustain the marine fish product through development and implementation of resource management strategies and policy advisoie to the Govt. of India for fisheries governess. The institute has been developing time series database on marine fish production from the Exclusive Economic Zone (EEZ) of the country, their biology, distribution, abundance, fishery forecast, potential yield, stock assessment and in formulating management measures for sustainable production. The institute developed and commercialized Cadalmin™ GMe and Cadalmin™ GAe.

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Our Contact Details

Address: Central Marine Fisheries Research Institute,
Post Box No: 1603, Kochi – 682018,
Kerala, India.

INTRODUCTION – The need for ISO 9001 Quality Management System

The Internet age has ensured that national frontiers are fast vanishing and the world is becoming a single market .The Indian economy has become irreversibly integrated with the global economy .We have no time for complacency. These are times when only the fittest will survive. Our past success does not guarantee even our future survival. Competition and customer expectations are increasing day by day. Deregulation, globalization and opening up of the Indian market are current realities, which cannot be wished away. We have to rapidly adapt ourselves changes.

The present scenario demands that we attain world class levels of productivity and quality. This has to be an organization-wide concern and all levels of personnel in the organization are to gear up to ensure survival and achieve prosperity.

We have to attract, serve and retain customers and continually improve our performance.

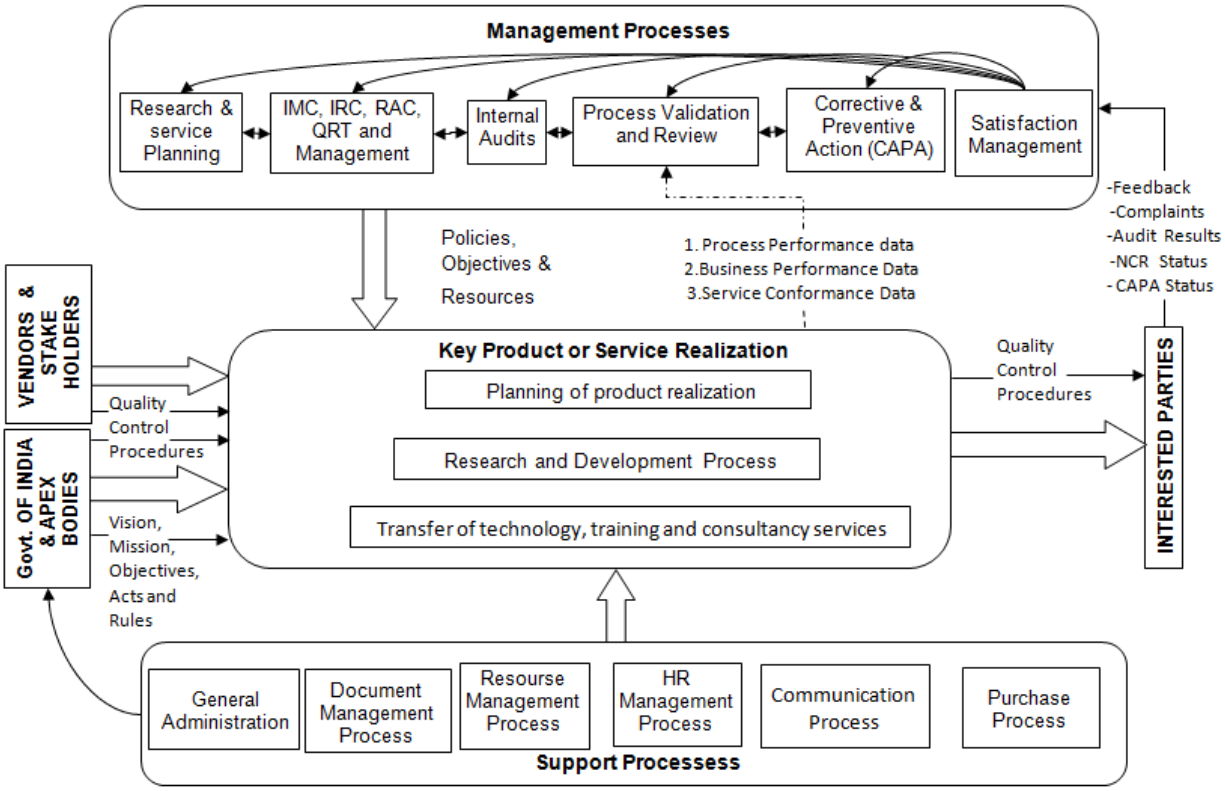
Scope of Certification:

Administration and management of marine fisheries and mariculture research activities.

Exclusions: Since **CMFRI** is not a manufacturer or producer of any commodities/ products, ISO 9001: 2008 Clause 7 is not applicable and therefore be excluded. These exclusions are listed below:

- **Clause 7.5.2 Validation of process for production and service provision** – The scope of **CMFRI** is mainly to conduct and carryout research activities hence this clause is not applicable.

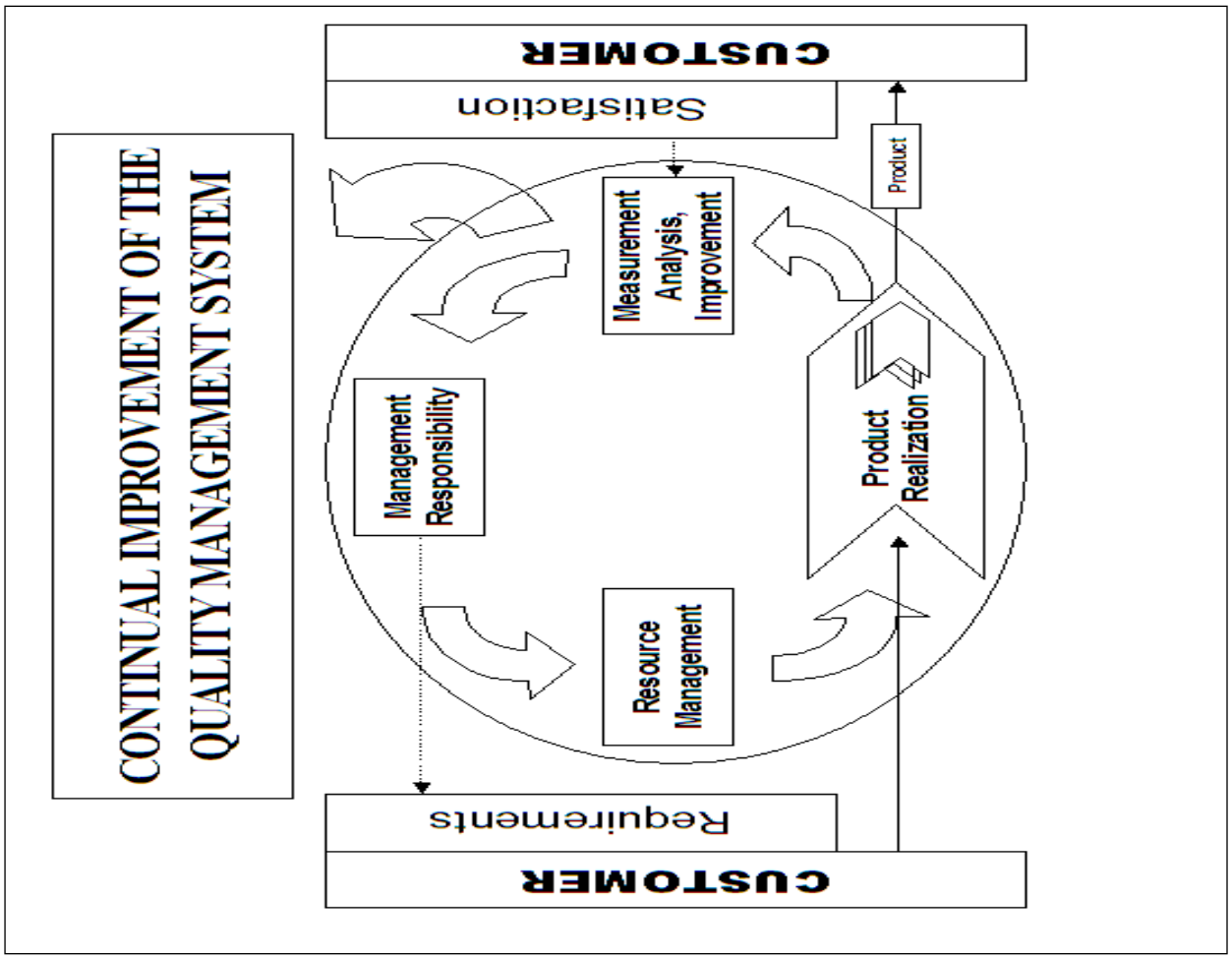
Process Interaction Flow



Key Processes Identified

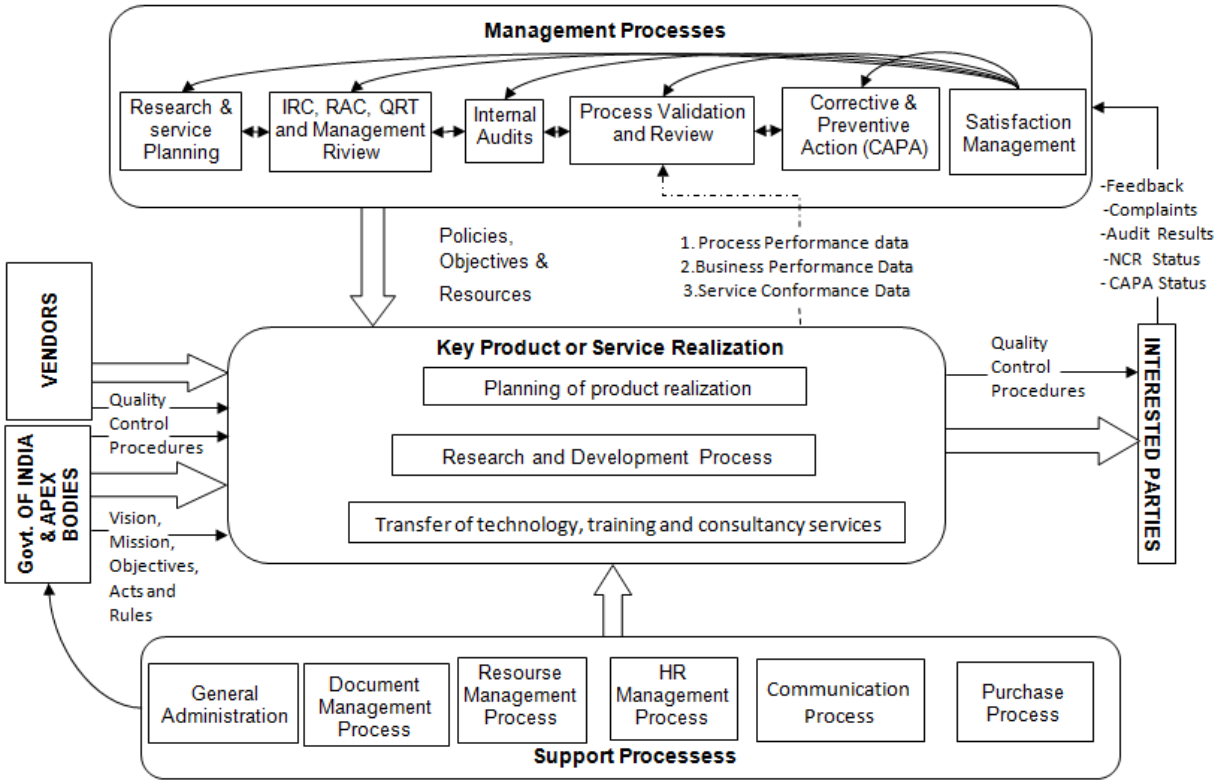
Sl.No.	Identification	Process	Cross-ref. to ISO 9001:2008	Revision Status		
				00	01	02
1	CMFRI/PM01	Management Process Map	5	X		
2	CMFRI/PM02	Resource Management Process Map	6	X		
3	CMFRI/PM03	Communication Process Map	5.5.3	X		
4	CMFRI/PM04	HR Process Map	6.2	X		
5	CMFRI/PM05	RD Process Map	7.3	X		

6	**CMFRI/PM06**	Library Process Map	4.2.3 & 7.3	**X**		
7	**CMFRI/PM07**	Purchase Process Map	7.4	**X**		
8	**CMFRI/PM08**	Extension Process Map	7	**X**		



Management Responsibility: (**Plan & Act)** Director, HoDs,CAO.
Resource Management: **(Plan**) HODs, CAO, Scientists, CFAD
P**roduct Realization (Do) & Measurement Analysis and Improvement (Check)**:
Director, PME Cell, AMC, HoDs

Process Interaction Flow



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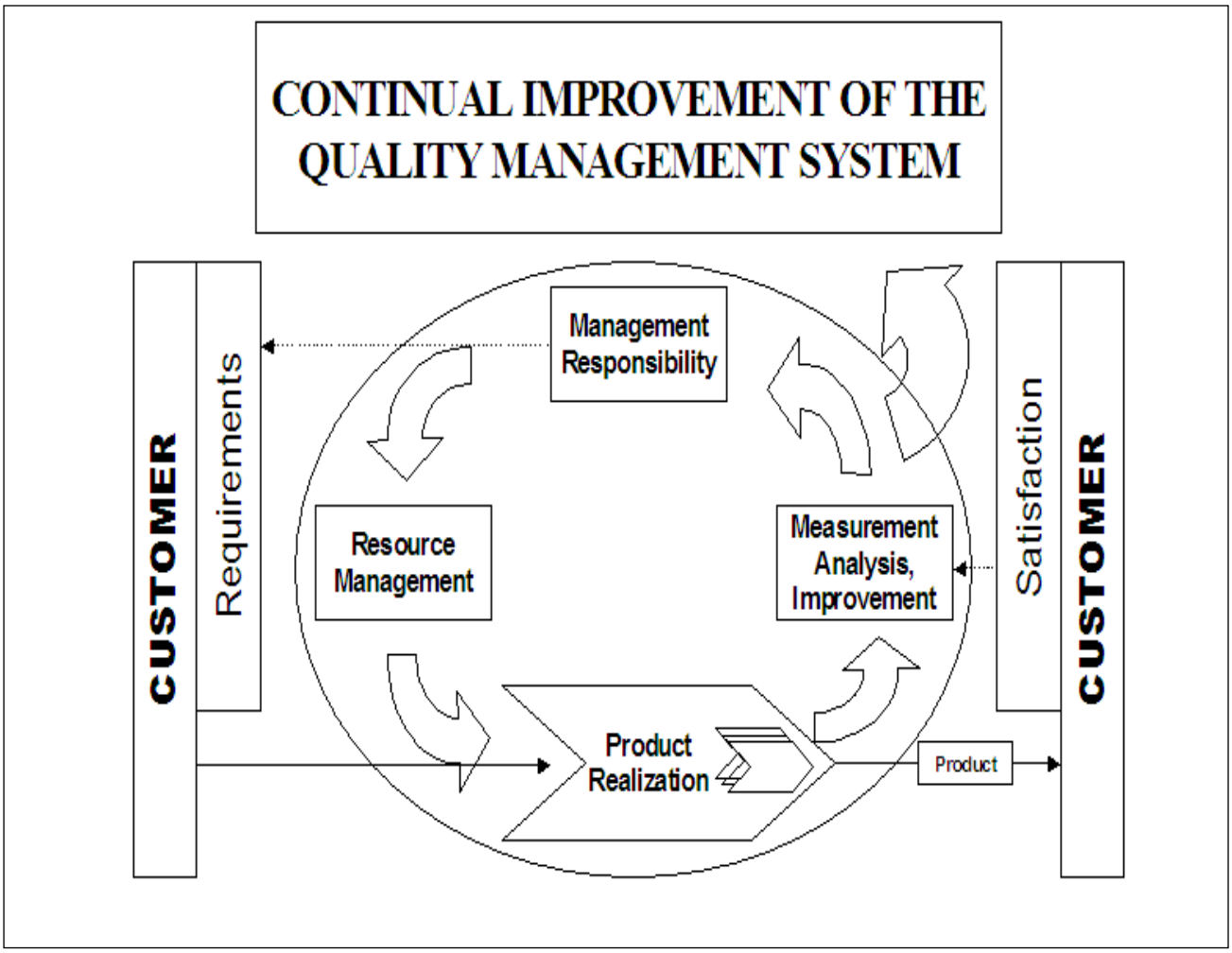
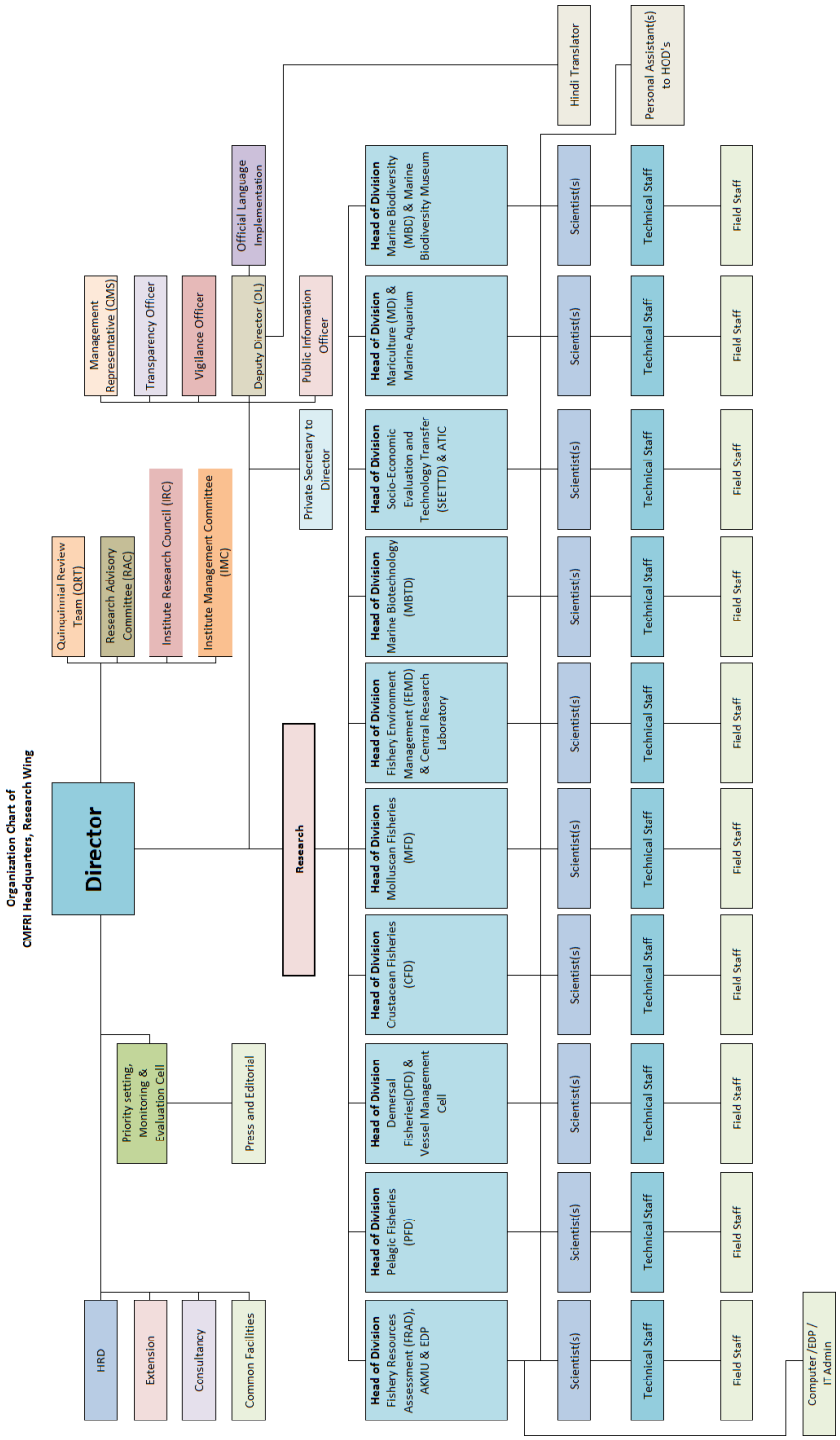
5	CMFRI/PM05	RD Process Map	7.3	X		

6	**CMFRI/PM06**	Library Process Map	4.2.3 & 7.3	**X**		
7	**CMFRI/PM07**	Purchase Process Map	7.4	**X**		
8	**CMFRI/PM08**	Extension Process Map	7	**X**		

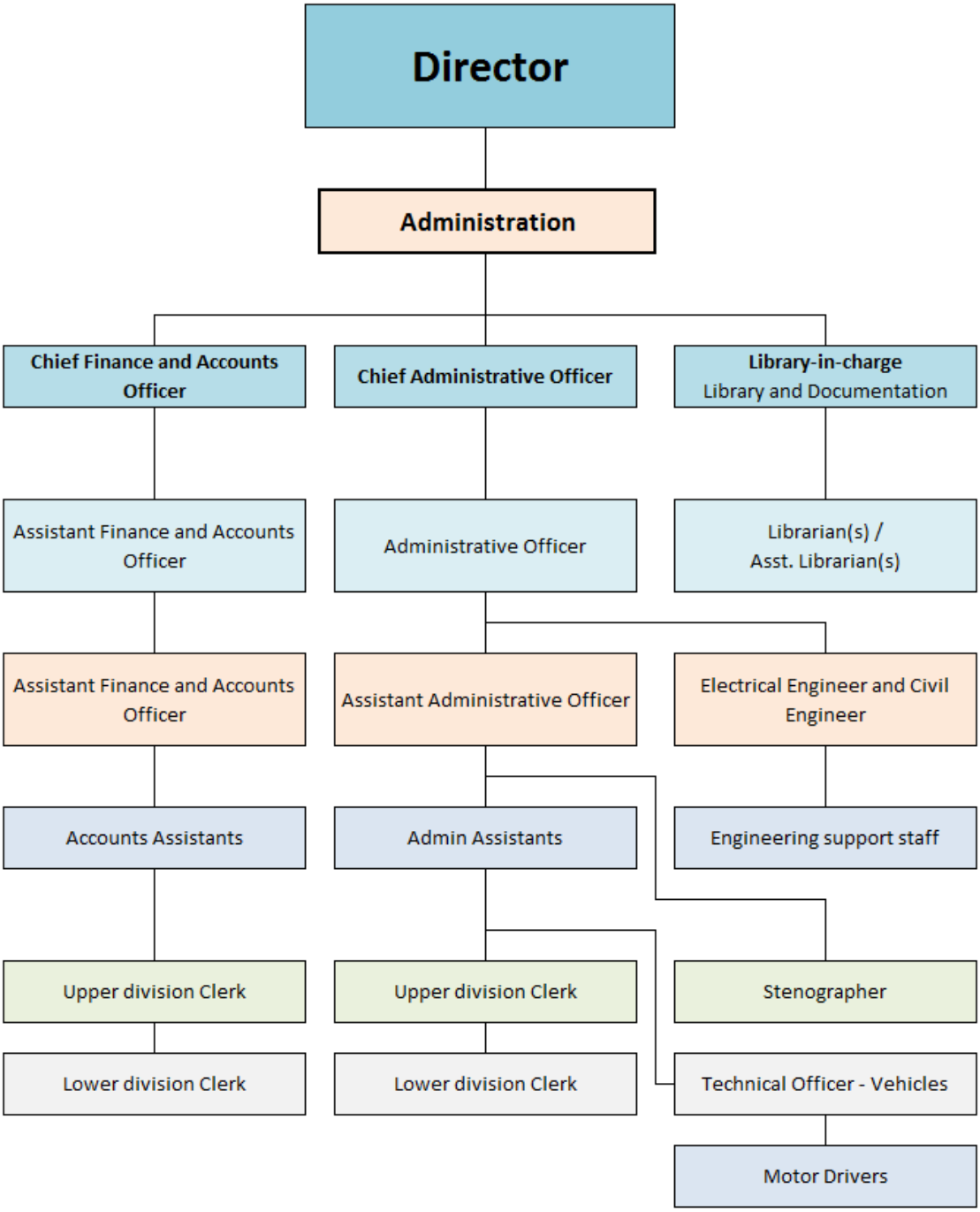


Management Responsibility: (**Plan & Act)** Director, HoDs,CAO.
Resource Management: **(Plan**) HODs, CAO, Scientists, CFO.
P**roduct Realization (Do) & Measurement Analysis and Improvement (Check)**:
Director, PME Cell, AMC, HoDs

3.1 Organization Chart



Organization Chart of
CMFRI Headquarters, Administration Wing



The communication and hierarchy is defined and communicated using this organization chart in the organization. In **Central Marine Fisheries Research Institute** the effectiveness of the internal communication is ensured by the use of this organization chart, whenever a new position is created or deleted the same will be amended by MR with the approval of Director and the same will be communicated with the concerned personnel.

This Organization chart is also used to communicate the routing of the official reporting and functional communication of the concerned records and documents related to the different processes.

3.2. Responsibility and Authority

The responsibility, authority of all personnel covered in the Quality Management System are clearly defined and documented in the Delegation of Administrative and Financial Powers and Work Distribution Schedule in CMFRI which is communicated within the organization and also made available to the concerned personnel for better functioning. The current version of the Delegation of Administrative and Financial Powers based on the key processes is available (the updated detailed version will be available with the Director and Concerned Department Heads). Director issues Work Distribution Schedule via Office Orders in each Section according to the recommendation of Administrative Officer, which clearly conveys the responsibility in every desk of Section. It is the responsibility of Assistant Administrative Officers that the Work Distribution Schedule is maintained and reissued timey.

4. Quality Management System (QMS)

4.1 General requirements

Central Marine Fisheries Research Institute has established a QMS with effect from 30th April 2014 and the same is documented through QMS Documents such as; Quality Manual, Quality Control Procedures, Process Maps etc. **Central Marine Fisheries Research Institute** also ensures the effective implementation of the QMS and continual improvement of the organization through it.

a. **Central Marine Fisheries Research Institute** has determined the processes needed for the QMS and the application of the same through out the organization is ensured through the trainings and circulation of the defined process maps.
b. The sequence and interaction of the defined processes are ensured and the same is shown through process maps and through the process interaction flow chart in Section 2 of this manual.
c. The documentation required to ensure the effective operation and control of these processes is ensured and references are given in the process maps for the effective implementation.
d. Top management is committed to ensure the availability of resources and information required to support the operation and monitoring of the defined processes from time to time.
e. The effective functioning of the defined processes is ensured through the continuous monitoring by the process owners and management and also through the measurement and analysis during the periodic management reviews.
f. The process owners are responsible to implement actions necessary to achieve the planned results and continual improvement of these processes, if required review committees will propose the actions required.

The process owners are responsible to ensure the compliance of the processes with the ISO 9001: 2008 Standard.

Control over Outsourced Process

All the outsourced processes are controlled by way of verifying and validating the quality of the products and services obtained through outsourcing. All the outsourced process related to the key process are controlled by the Director through various committees formed as per the requirement who are participating in the selection of outsource partner and the concerned process owner or the Purchase Department and/or concerned committee will be responsible for the verification and validation of the products or services provided by the outsource partners. The purchase department and the Process Owners are also liable to ensure the conformity of the products or services in compliance with the QMS requirements.

The QMS requirements for the control of the outsourced process are explained in **Manual on Procedures and policies for purchase of Goods** where the procedure for performing the outsource activities and the type and extent of control over the outsourced processes are defined to comply the standard requirements.

Reference Documents / records:

1. **Quality Manual – Issue: A, dated 30.04.2014**
2. **Quality Control Procedures – CMFRI/QCP**
3. **QMS Process Maps – CMFRI/QPM**
4. **Manual on polices and procedure for purchase of goods.**

4.2 Document requirements

4.2.1 General

The primary research support services, which are subjected for ISO 9001:2008 certification under the scope of this manual and have their own detailed system/procedure/work manuals.

Central Marine Fisheries Research Institute Quality Management System documents comprise of:-

1. Quality Manual
2. Quality Control Procedures
3. Process Maps for defined Processes
4. Work Instructions required for the effective functioning and operation of processes and to provide necessary information required.

The Quality Policy statement is defined and documented in the 'Section 5' of this Quality Manual and management also ensure that the effective communication of the same with in the organization.

Measurable Quality Objectives are also defined and documented in the 'Section 5' of this manual.

Central Marine Fisheries Research Institute ensures the availability of the documents and records which is necessary to comply with the Standard Requirements, this includes all the mandatory records required for the effective implantation of the Standard and the records required to comply the Statutory and Regulatory requirements and also the records required to comply the customer and organizational requirements.

Reference Documents / Records:

1. **Quality Manual – Issue: A, dated 30.04.2014**
2. **Quality Control Procedures – CMFRI/QCP**
3. **QMS Process Maps – CMFRI/QPM**
4. **Manual on Office Procedures.**

4.2.2 Quality manual

The Quality Manual is the apex document of the QMS and the status of the same is identified through the 'Issue Number and the Issue date' which will be mentioned on the cover page of the quality manual. The master copy of the same shall be maintained by the MR and he is responsible for the issue of the controlled copies of the quality manual as per the decision of the top Management.

The documented procedures are made available with the quality control procedures as Part 2 of this manual – **CMFRI/QPM** and cross reference with the procedure manual and quality manual is also ensured.

The interaction of the different processes is shown in the Section 2 of this manual and in the defined process maps for each process.

Scope: Administration and management of Marine Fisheries and Mariculture research activities.

Reference Documents:

1. **Quality Manual – Issue – A, dated 30.04.2014**
2. **Quality Control Procedures – CMFRI/QCP**
3. **QMS Process Maps – CMFRI/QPM**

4.2.3 Control of documents

A control of documented procedure is established for the effective control of all documents of internal and external origin to ensure the compliance with the standard requirements.

Reference Documents:

1. **Manual on Office Procedure.**

4.2.4 Control of records

CMFRI has established a procedure for control of records. Records are established and maintained to provide evidence of conformity to the specified requirements and of the effective operation of the QMS in accordance with the defined procedure.

Reference Documents:

1. **RECORD RETENTION SCHEDULE Rule No 13**
2. **Manual on Office Procedures.**

5. Management Responsibility

Management responsibility as required by the ISO 9001:2008 standard is addressed in the Management Process Map **CMFRI/PM01.**

5.1 Management commitment

The Top Management of **Central Marine Fisheries Research Institute** is totally committed to the development and implementation of an effective QMS for continual improvement.

Regular management and staff meetings are conducted to ensure the effective communication of the requirements related to Stakeholder, statutory, regulatory and organizational requirements.

Meetings and trainings are conducted to the effective establishment of the quality policy and objectives apart from this the quality policy and objectives are exhibited at different locations within the organization, company website and documents for the effective communication.

Top management ensures its participation in conducting and participate the management review meetings to ensure the effective functioning of the QMS and also to ensure the availability of the required resources to fuel the development and effective implementation of the Quality Management System.

For the effective and hassle functioning of the QMS the top management also delegates key functions to the competent personnel.

Reference Documents / Records:

1. **Management Process Map – CMFRI/PM01**
2. **Research Advisory Committee (RAC)Report**
3. **Institute Research Council (IRC) Report.**
4. **Quinquennial Review Team (QRT) Report.**

5.2 Stakeholder focus

The CMFRI has successfully addressed issues of ecosystem health, biodiversity conservation and coastal pollution. The technologies developed for tissue culture, culture of finfishes, pearls, mussels, clams, crabs, lobsters, sea cucumber and seaweeds and other cultivable organisms in open seas have opened avenues for entrepreneurship development, increased production, employment generation, women empowerment, uplift of the fisher folk and growth of the fishing industry. The credit for earning substantial foreign exchange through large-scale shrimp farming in the country is fully owing to the adoption of the hatchery technologies for shrimps developed by the Institute. The coastal Mari-culture development through bivalve farming is the outcome of CMFRI technology dissemination. The HRD and out-reach extension programs of the Institute have an enduring brand identity.

The **Central Marine Fisheries Research Institute** is working for utmost satisfaction of the interested parties by providing products and services, which meet or exceed their expectation. **Central Marine Fisheries Research Institute** takes lead in meeting, understanding and responding to the needs and expectations of the interested parties globally by getting involved in activities such as, meeting customers directly through attending national and international exhibitions, periodic surveys and analysis of the reports provided by the experts. CMFRI is also committed in analyzing and reviewing the actions towards enhancing customer satisfaction during the Management Review Meetings.

Reference Documents / Records:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**

5.3 Quality policy

The management of **Central Marine Fisheries Research Institute** has defined and declared its quality policy and objectives that are in line with the principles and philosophy of the organization.

The quality policy has taken into consideration its appropriateness to the organization's purpose that is, customer needs and expectations are met at all times to ensure their satisfaction. The quality policy provides a framework for the establishment and review of the quality objectives.

The quality policy and objectives are subjected to periodic reviews and are updated if required, to suit the changing customer needs and expectations.

Our Quality Policy is:

"Central Marine Fisheries Research Institute (CMFRI) is committed to provide research activities in marine fisheries and mariculture and related supporting services to all interested parties. We ensure that those working with and for us shall be committed and adhered to the quality standards that have been identified from time to time. CMFRI will carry out continual improvement to enhance the effectiveness of related systems."

5.4 Planning

5.4.1 Quality objectives

The quality objectives of the organization are derived from the Results-Framework Document (RFD) published and circulated by the apex body ICAR. The current objectives of CMFRI are as follows;

Key objectives are:

- Marine fishery resources assessment
- Productivity and production enhancement through mariculture
- Transfer of technology, training and consultancy services

In addition following supporting objectives are also identified for effective achievement of the key objectives;

- Efficient Functioning of the RFD System
- Administrative Reforms
- Improving internal efficiency / responsiveness / service delivery of Ministry / Department

The quality objectives are made measurable and are to be achieved in a certain period of time. Weights are assigned and action plans for each objectives are identified, each action planned are also assigned with due weight based on the importance. Based on the achievement of the targets and criteria these objectives are evaluated during every financial year.

Outcome / impact of organization based on the objective achievement are also further evaluated to ensure the continual improvement of the organization.

Records of the achievements and evaluation are also made available as required by the QMS and RFD.

Reference Documents / Records:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**

5.4.2 Quality management system planning

To ensure the compliance with the standard requirements the top management has appointed a member as the Management Representative. The MR and PME Cell are jointly responsible to ensure the QMS is established in the organization which meets the standard requirements. To ensure these compliance, periodic reviews of the QMS is ensured through internal audits and management review meetings.

Whenever changes to the QMS are needed to meet the requirements, which will be discussed in the management review meetings to ensure the integrity of the QMS is maintained. It is also ensured that only after the review and approval of the Director the changes will be made effective. The changes are reviewed so as to ensure that the changes do not degrade the system.

Reference Documents/ Records:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**
4. **Delegation of Administrative and Financial Powers.**

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

The CMFRI was established by the Government of India under the Ministry of Agriculture during 1947. As per the Resolution dated 11/09/1967 of Govt. of India, the administrative control of this Institute and its Centers has been transferred to the ICAR Society with effect from 01/10/1967. ICAR

issues delegation of financial and administrative powers for CMFRI clearly conveys the distributed-authority of powers in CMFRI.

The organization chart is used to communicate the routing of the official reporting and functional communication of the concerned records and documents related to the different processes.

Director issues **Work Distribution Schedule** via Office Orders in each department / section according to the recommendation of Administrative Officer, which clearly conveys the responsibility in every desk of department /section. It is the responsibility of Assistant Administrative Officer(s) that to maintain the **Work Distribution Schedule** timely.

Whenever any additional positions are created or any additional responsibilities or authorities are identified/ delegated the same will be added to **Delegation of Administrative and Financial Powers** by revising the **Delegation of Administrative and Financial Powers**, the same will also be revised through Official Orders from time to time if any responsibility or authority are reassigned or taken back due to decisions from **ICAR** or Director. It is the responsibility of the Concerned Department – process owner to ensure the availability of the current prevailing **Delegation of Administrative and Financial Powers** with the QMS documents and with the concerned personnel for the effective functioning of the QMS.

Reference Documents/ Records:

1. **Delegation of Administrative and Financial Powers.**
2. **Work Distribution Schedule.**
3. **Organization Chart.**

5.5.2 Management Representative

The management has appointed a Management Representative for the purpose of establishing and implementing the quality system and to maintain the same. His role is to carry out the above task and also report the status of the quality system to the management by co-coordinating the internal audits which measure the performance of the entire system implemented. He is also empowered to promote awareness of customer requirements throughout the organization.

He is also required to report to the management about the effectiveness of quality system implemented and also the status of the same. He is responsible to plan, schedule, conduct internal audits and ensure the promotion of awareness of customer requirements throughout the organization. He is also authorized to coordinate and liaise with any external agencies relating to the QMS such as consultants and certification body.

Reference Documents/ records:

1. **MR Appointment Letter**

5.5.3 Internal communication

Management ensures that appropriate communication process/channel is established within the organization by organizing regular meetings, reviews and discussions regarding various processes within the organization. Management also provided sufficient resources such as notice boards,

Telecom Resources, Internet and also encourages the use of MIS tools such as internal memos, Office Orders, etc. The information regarding the effectiveness of the Q.M.S. is conveyed by each departments corresponds to in the Institute Management Committee (IMC), Institute Research Council (IRC).

5.6 Management review

5.6.1 General

The top management has established management review systems Institute Management Committee (**IMC**), Institute Research Council (**IRC**), Research Advisory Committee (**RAC**), and Quinquennial Review Team (**QRT**) to ensure the adequacy, suitability and effectiveness of the quality system on defined frequency. Any solution, advice on matters relating to the Quality System and processes are discussed and actions are identified for implementation. Institute Research Council (**IRC**), Research Advisory Committee (**RAC**) and (**IMC**) meet at least once in an year and Quinquennial Review Team (**QRT**) comes up with review of recommendations once in every five years.

Reference Documents / Records:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**

5.6.2 Review Input

Inputs to the Management Review Meetings, for evaluation of the effectiveness of the QMS, include but not limited to;

a) Assess outcomes of the institute as a whole.
b) Stakeholder feedback (HRD,ATIC Programs)
c) Process Performance and Product Conformity (Half Yearly Progress Monitoring).
d) Identifies strengths and challenges, and formulates suggestions and recommendations.
e) Follow-up actions from previous reviews.
f) The self-study report is the basic document, which the Quinquennial review team studies and analyses before the visit to the institution.
g) During the visit, the review team examines facilities and activities including classes in progress at the institute.
h) Interact with students, staff, faculty and officers.
i) Presents an exit Report to the Director of the institution.
j) The review should establish whether accreditation criteria are being fulfilled/partially fulfilled or not fulfilled by the institution/program under accreditation.
k) Submits the report to the council with recommendations for accreditation, provisional accreditation or no accreditation, with reasons and rationales.
l) Discuss and highlight the achievements of the in-house projects.
m) Presentation of new projects. and
n) Presentation of innovative project proposals.

The review agendas can be incorporated with other management meetings if required for the better functioning.

Reference Documents / Records:

1. **Management Review Meeting Minutes (CMFRI/FQM01)**
2. **Procedure for MRM (CMFRI/PR07)**
3. **Research Advisory Committee (RAC)Report**
4. **Institute Research Council (IRC) Report.**
5. **Quinquennial Review Team (QRT) Report.**
6. **HYPM & RFD.**

5.6.3 Review Output

The output from the management review should include any decisions and actions related to;

a) Finalize the project proposals to be submitted to PME Cell.
b) Decision related to training programs of HRD.
c) Suggestion and feedback related to each project for the improvement of research work.

Apart from these out puts there can be more outputs from the management review which will improve the effectiveness of the QMS in the organization.

Reference Documents / Records:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**

6. Resource management

6.1 Provision of resources

Central Marine Fisheries Research Institute has defined a system for the effective management of the resources required to ensure the effectiveness of the QMS. The various processes involved in the planning, approval, sourcing and allocation of resources are mapped in the resource management process map **CMFRI/PM02** where the roles and responsibilities in relation to the processes involved are also defined.

The process owners are responsible to ensure the optimum and effective utilization of the allocated resources through systematic management according to the QMS requirements.

While taking decision regarding the resources it is also advisable to identify the requirements of the customer to ensure the compliance and to enhance customer satisfaction.

Reference Documents:

1. **Resource Management Process Map – CMFRI/PM02**

6.2 Human resources

As the quality of human resource determines the success or failure of any organization, **Central Marine Fisheries Research Institute** makes all efforts to impart quality to its personnel and to maintain that quality throughout all the processes, in order to have the high quality output and thereby making the organization unique among other organizations. It is the efficiency and effectiveness of the people employed, that helps **Central Marine Fisheries Research Institute** to deliver the desired quality product or technology to the customers.

6.2.1 General

The competence required for each position is defined based on the skill requirement and the education, skills and experience required for the position is determined by using ICAR Recruitment Rules. Appointments/ promotions to the higher positions were done by ICAR directly. All the recruitments in the institution is carried out as per ICAR recruitment rules.

Reference Documents:

1. **ICAR Recruitment rules** for various Posts.

6.2.2 Competence, training and awareness

Competency of the personnel is assessed on the basis of the education, experience, skill, and training before they are assigned the responsibilities in the QMS, based on the competence defined in the ICAR Rule for each positions. The gap between the skills available with an employee and the skills required for the position he is employed should be identified by the same rules, and to improve the skills, trainings to be provided as identified. It is the responsibility of each process owner (HoD) to minimize the gap between the skills required and the skills available to the personnel employed in the department. The training should be planned well in advance to ensure the effectiveness of the QMS.

After providing the training, effectiveness evaluation has to be carried out to ensure the suitability of the actions. Continuously training effectiveness evaluation is carried out delete to determine the requirement for re-evaluation or repetition/ extension of training. If required re-evaluation or repetition/ extension of the training to be ensured for minimizing the gap between the available and required skills. Apart from training other HR tools such as job rotation, multi-skilling, promotion, etc. can also be provided to have the necessary competence. Evaluation of the effectiveness of the actions taken to be carried out and the records are to be maintained.

Appropriate records of education, training, skills and experience are maintained as per system requirement for individual employees either in personnel section or in human resource department. In addition to the above the records related to the statutory and regulatory requirements are maintained by the establishment Department.

Reference Documents:

1. **ICAR Recruitment Rule for various posts.**
2. **Half Yearly Process Monitoring Report.**
3. **IRC Reports.**

6.3 Infrastructure

Necessary infrastructure facilities such as building, workspace, utilities, computers and other monitoring and measuring equipments, support facilities, etc. are identified from time to time based on demands and are provided after the discussion in the management review meeting by procuring or leasing / rental as required.

The office building is equipped with air conditioner, lights and fans as necessary. The required numbers of work stations are provided in the office. The required number of computer with required software and telephone nodes are ensured at locations where the absence of it may affect the quality of service. The appropriate transportation facilities are provided by the Management to ensure the proper movement of the Man, Material and Machinery. The appropriate communication facilities are also provided in **Central Marine Fisheries Research Institute** to ensure the timely completion of the tasks. The Management provides sufficient tools and equipments required to realize the product or service as per the Quality Management System requirements. All the assets, land & building, and other premises are listed and maintained by Estate and Maintenance Cell and Store section.

All the equipments are listed in Assets Register and the maintenance is planned and carried out as per the defined frequencies, where ever required Annual Maintenance Contracts are executed with OEM or competent service agencies/ institutions.

Reference Documents:

1. **Outsourcing Procedure CMFRI/PR07**
2. **Asset Register.**

6.4 Work Environment

Conditions of work environment and other related facilities are identified and provided such that the product conformity is achieved. It is also emphasized on cleanliness, better housekeeping, safety and emergency preparedness. The cease-fire equipments are provided at appropriate places which are identified for hazardous areas to prevent fire in the office building.

Resource management

The management of **Central Marine Fisheries Research Institute** is ensuring adequate measures to reduce boredom, maintaining good interpersonal relationships, offer cheerfulness happiness and togetherness for a common cause, good communication media, etc. The management is committed to develop and maintain a feeling of belongingness and oneness and provide neat and clean workspace to ensure the quality of our products and services provided.

Safety is ensured through appropriate measures such as providing instructions, trainings and by providing required resources. The building maintenance resources and proper pest control and sanitation facilities are arranged in the institute to ensure that the work place can adequately be utilized and reduce health hazards.

7. Product Realization

7.1 Planning of Product Realization

The scope of **Central Marine Fisheries Research Institute** is limited to **administration and management of marine fisheries and mariculture research activities**. The key processes required to fulfill the QMS scope have been identified and the processes were mapped and documented in the process maps section of this manual.

While planning product realization **CMFRI** identifies both the long-term and short-term (need based) objectives for processes involved and same will be communicated through control points in the process maps for each processes involved in product realization. These objectives are either formulated by Government of India or ICAR or otherwise evolved during the review meetings such as, Institute Research Council (IRC), Research Advisory Committee (RAC) and Quinquennial Review Team (QRT). **CMFRI** also ensures that the requirements and statutory / regulatory bodies are also taken care during the planning stage itself.

HOD's and the respective investigation team will work together to establish the processes and documents needed for the product realization. The process specific resource requirements will be conveyed to top management and same will be processed according to resource management process **CMFRI/PM03**.

The investigation concept review and investigation requirement for project is done via status report and RPP Ⅰ will provide information with regard to the methodology of operation, acceptance criteria, quality requirements and instruments to be used for inspection.

HODs, and PME Cell will identify the required verification, validation, monitoring measurement, inspection and test activities specific to the research work and the review committees will set criteria for acceptance, principal Investigator of the particular research project will ensure the specific information are conveyed to investigation team through the use of appropriate documents and instructions.

Principal Investigator along with his team will verify the research processes before the release of product or technology to ensure that it meets the requirements set during the planning stage and appropriate records as required by the QMS shall also be maintained by the HOD and process team, which can be included in the RPP Ⅰ submitted by the Principal Investigator to the PME cell after completion of project.

Reference Documents:

1. **Resource Management Process Map – CMFRI/PM03**
2. **R&D Process Map – CMFRI/PM06**
3. **RPP Ⅰ**
4. **RPP Ⅱ**
5. **Status Report.**
6. **Research Framework Document**

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

a) The requirements specified by the customer (interested parties) including the requirements which are recorded in the RPP Ⅰ for further review and process.
b) Based on the information provided by the IRC,IMC, RAC and QRT reviews Investigation team will identify further requirements necessary for specified or intended use of the product or service.
c) Investigation team is also responsible to identify the statutory and regulatory compliance requirements in relation to the product or service if any.
d) In addition to the above the **CMFRI** is also responsible to communicate and document the additional requirements which are considered necessary by the Institute.

The Consultancy Processing Cell (CPC) processes the consultancy proposals to offer consultancy services to the clients from both Government organizations and also to private industrial units. Requirement related to the product or service are collected and documented by the CP Cell.

Reference Documents:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report**.
4. **CP cell Records**

7.2.2 Review of requirements related to the product

CENTRAL MARINE FISHERIES RESEARCH INSTITUTE ensures the review of the requirements related to the products during the proposal stage and well in advance to the commencement of the Project.

a) Whenever review committees such as QRT, RAC and IRC suggest or request any changes in the product/ service during the execution of the project the same will be documented and will be communicated to the PME cell and the investigation team. The PME cell / review committees reviews the suggestions and approves the changes if possible.
b) PME Cell will be responsible to analyze **CMFRI**'s ability to meet the requirements related to the product and services (i.e. Research proposal / programs). If there is a gap with the requirements and the availability the gap will be filled as per the defined resource management process.
c) Indian Agricultural Statistics Research Institute (IASRI) has designed and developed a Project Information & Management System for ICAR (PIMS-ICAR) with objectives to check duplication in research projects both at divisional as well as inter divisional level, for online monitoring and concurrent evaluation of the ongoing research projects and for other management requirements. The system is accessible to System Administrators and other class of users like Principal Investigators, Nodal Officers, Head of the Divisions, Directors, ADGs, DDGs and Director General of ICAR.
d) CMFRI is using a Financial Management Software & Management Information System (FMS & MIS) for day-to-day administration & management.

The documentation of the process shall be ensured by the principal investigators and the same will be reviewed by the IRC, RAC if required and the records related to the review will be documented in the concerned project file for further reference.

Whenever these requirements are changed, the principal investigators ensure that the appropriate instructions are transferred to all concerned by making remarks on the relevant documents and the

same will be discussed with the concerned personnel and will also be reflected in the Check List submitted along with RPP Ⅱ.

Reference Documents:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**
4. **Half Yearly Progress Monitoring**
5. **Research Framework Document**
6. **Check List**.

7.2.3 Customer communication

Eprints@CMFRI is the Open Access Institutional Repository of Central Marine Fisheries Research Institute. Research outputs of CMFRI - journal papers, conference papers, reports, theses, patents etc. - are uploaded/self-archived by CMFRI scientists who do research on fisheries and related areas. Interested users can freely download and use documents as most of them are directly accessible and full-text downloadable. 'Request Copy' forms can be used for documents to which direct full-text download is restricted due to publisher embargo. Updated website http://www.cmfri.org.in also communicates the works of CMFRI to the world. Also Radio/TV Programs arrangements for the effective transfer of technologies developed at CMFRI.

The Agricultural Technology Information Centre (ATIC) serves as an interphase between the farming community, entrepreneurs and the scientists of the Institute. The ATIC provides all current information on technologies, opportunities, latest advancements through interphase, discussions, seminars, exhibits, scientific literature, leaflets, and offers free or subsidized services in water analysis, disease treatment, prophylaxis management etc. managed by the Socio Economic Evaluation and Technology Transfer Division (SEETTD) and the Head, SEETTD is the ATIC Manager.

Incoming and outgoing of documents are controlled under the Establishment section in CMFRI. A Consultancy Processing cell is working in CMFRI provide the consultancy service of research projects to private/public parties.

7.3 Design and development

7.3.1 Design and development planning

CMFRI plan and control the design and development (research) activities. During the research and development planning, **CMFRI** determine;

a) The research stages based on the inputs taken from **IRC, RAC, IMC** and **QRT** Reports.
b) The review, verification and validation that are appropriate to each stages of research program are also determined based on the requirements defined as per the **R&D** Process map **CMFRI/PM06** and the report related to the same are also maintained as addressed in the process map.
c) The responsibilities for research and development process mainly lie with the **R&D** team which is guided monitored and co-ordinated by **PME** Cell.
d) Research Framework Document (RFD) prepared by the RFD nodal Officer.

The **CMFRI** manage the interfaces between different groups such as interested parties, R & D team etc. involved in design and development to ensure effective communication and clear assignment of responsibility. **CMFRI** update planning output, as appropriate, as the design and development

progresses. Design and development review, verification and validation are recorded as per the R&D Process-**CMFRI/PM06**

Reference Documents:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**
4. **Research Framework Document**
5. **R & D Process map CMFRI/PM6**
6. **Delegation of Financial and Administrative Powers.**

7.3.2 Design and development inputs

Inputs relating to product requirements are determined and records maintained as addressed in the R&D Process **CMFRI/PM06.** These inputs are discussed in the review meetings such as RAC, QRT, IRC include;

a) ICAR – Proformae and guidelines for RPP, Monitoring and Evaluation
b) Presentation of new Projects.
c) Presentation of innovative Project Proposals.
d) Half Yearly Progress Monitoring(HYPM) and
e) Information derived from previous similar researches etc.

Reference Documents:

1. **RPP Ⅰ, Ⅱ, Ⅲ, Ⅳ.**
2. **Check List**
3. **Status Report.**

7.3.3 Design and development outputs

The outputs of design and development are always subjected to verification against the design and development input and only the approved drawings and concepts are released for the further process. **CMFRI** ensures the design and development outputs:

a) Requirements as specified in ICAR – Proformae and guidelines for RPP, Monitoring and Evaluation
b) Meet the input requirements for design and development,
c) Provide appropriate information for planning, purchasing, production and service provision.
d) Contain or reference product acceptance criteria, and
e) Specify the characteristic of the product that are essential for safe and proper use.

Reference Documents:

1. **RPP Ⅱ**

7.3.4 Design and development review

CMFRI ensures multistage systematic reviews of design and development to meet with the objectives of project and the research and development planning. The review is mainly carried out with the following objective:

a) To evaluate the ability of the results of design and development to meet requirements, and
b) To identify any problems and propose necessary actions.

In the design and development process the review of the design and development is carried out as addressed in the process map and essential records in relation to this also maintained.

Reference Documents:

1. **Investigator Monthly Report**
2. **Research Advisory Committee (RAC)Report**
3. **Institute Research Council (IRC) Report.**
4. **Quinquennial Review Team (QRT) Report.**
5. **Evaluation Committee Reports.**

7.3.5 Design and development verification

CMFRI ensures that multistage verification from department level to ICAR level has been performed in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements.

Reference Documents:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**
4. **Evaluation Committee Reports.**
5. **Review reports of PME Cell.**

7.3.6 Design and development validation

At CMFRI PME cell validates the program existence and adjust research agenda for enhanced effectiveness especially in case of public agricultural research system.

Activities of Cell

1) To coordinate and synthesize the recommendations of QRT, RAC, IRC, Vision documents of institute and ICAR to recommend research priorities of the institution for shortlisting priority researchable problems across crop(s)/divisions/programs, commodity/ livestock etc. at institution level (Priority setting).
   a) Sending Information for DARE Report, Cabinet summary report, ICAR Reporter, ICAR News, and other technical information required by ICAR .
   b) Quarterly report based on targets and achievements.
2) Annual updating and presenting the report to the Director of the institution for assigning research projects.
   a) Maintenance of Scientific /technical files including research project files, consultancy project files, and QRT, RAC and IRC documents.
   b) Monitoring of progress for externally funded projects.
3) To coordinate and arrange for annual monitoring of each on-going project and evaluation of completed projects through internal and external experts.
4) Regularly sensitizing and capacity building of research managers and scientists through training programs.
   a) Development and updation of database for projects, publications.
   b) Preparation of scientific documents.
   c) Monthly meeting of scientists.
   d) Organizing presentations on important aspects such as Research Framework Document, PME etc.

Whenever possible the designs developed within **CMFRI** will be validated before the release of the design through PME Cell, is addressed the R& D Process Map **CMFRI/PM06**.

Reference Document:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**
4. **Evaluation Committee Reports**.
5. **Research Framework Document.**
6. **Half Yearly Progress Report.**

7.3.7 Control of design and development changes

RPP Ⅱ provides annual progress of the project covering activities and outputs and achievements earmarked for the year for each of the team member, in case of shortfall, how to catch up with the intended activities, constraints experienced, lessons learnt and self-evaluation by the principal investigator of the project as well as of team, evaluation by Head, comments by IRC, observations by PME Cell and finally comments on progress/achievements, shortfall and constraints along with rating of the project by the Director of the Institute

Reference Document:

1. **RPP Ⅱ**
2. **Check List.**

7.4 Purchasing

7.4.1 Purchasing process

The purchasing / procurement process of items is addressed in the process map called purchase process map **CMFRI/PM07** and in manual on policies and procedure for purchase of goods.

CMFRI is competent to incur contingent expenditure and may sanction the purchase of goods required for use in public service in accordance with Schedule V of the delegation of Financial Rules, 1978, following the general procedure in the manual of purchase of goods. The suppliers are selected after evaluation based on the capability to provide the required products /services according to manual of purchase of goods.

Selection of supplier is carried out as per manual on policies and procedures for purchase of goods. The records of the result of the evaluations and any necessary action arising from evaluation are maintained in the list of registered suppliers.

Reference Document:

1. **Purchase Process Map-CMFRI/PM07**
2. **Purchase Procedure-CMFRI/PR08**
3. **Manual on polices and procedure for purchase of goods.**
4. **Registered Suppliers**.

7.4.2 Purchasing information

Purchase of goods costing above Rs.15,000/- and upto Rs.1, 00,000/- on each occasion may be made on the recommendations of a duly constituted Local Purchase Committee. Goods costing upto 25

Lacks is purchased through Open Tender. Goods costing more than 25 Lacks are purchased via Global Tender.

The medium of communication in CMFRI is generally by post and the acceptance is, therefore, completed as soon as it is posted. So that there might be no possibility of a dispute regarding the date of communication of acceptance, it should be sent to the correct address by some authentic foolproof mode like registered post acknowledgement due, etc.

Reference Document:

1. **Purchase Process Map-CMFRI/PM07**
2. **Quotation Register.**

7.4.3 Verification of purchased product

At **CMFRI** the verification of the different products purchased are carried out based on the quality control procedure for the control of nonconforming products. The methodology, frequency and responsibility of the verification are explained in these documents for effective implementation.

Reference Documents:

1. **Quality Control Procedure for control of non-conforming product**

7.5 Production and service provision

7.5.1 Control of production and service provision

At CMFRI no production is carried out and only research activities are carries out, all the research activities are carried out under controlled conditions, which includes the following.

a) The information required or services required describing the research to be performed is available with the PI as required, in the form of IRC, RAC, and QRT Reports etc.
b) PME Cell provides the required resources and monitors the research works frequently.
c) Work Instructions, reference books and journals, etc. are made available to the Investigators. The Specialized state of the art library of CMFRI is believed to be the best in South Asia. The completely digitized server, air-conditioned of books of CMFRI exclusively dedicated to Marine Fisheries Research only.
d) Exclusive labs for monitoring and measurement is made available to the Investigators.
e) The monitoring and measurement will be performing at different stages and the records of the same were made available with the field diary of each investigator**.**
f) The acceptance of the job before handing over to the client or product before release is decided based on the Quality Control Procedure for control of non-conforming product – **CMFRI/PR03.**

Reference Documents:

1. **Field Diary**
2. **Research Advisory Committee (RAC)Report**
3. **Institute Research Council (IRC) Report.**
4. **Quinquennial Review Team (QRT) Report.**
5. **RPP** I

7.5.2 Validation of processes for production and service provision

Exclusion claimed

Justification: The scope of CMFRI is mainly to conduct and carryout research activities hence this clause is not applicable.

Reference Documents:

1. **Manual on policies and procedures for purchase of goods.**

7.5.3 Identification and traceability

CMFRI has established the following system for identification and traceability:

a) **CMFRI's** property such as monitoring and measuring equipment, research samples, documents, publications, records. reports, etc. are coded and maintained accordingly for easy identification and traceability.
b) E-data are also coded as per the guidelines from authorities from time to time to ensure better identification and traceability.
c) Wherever required the sign boards are installed to ensure the proper identification of office locations.

Store Issue section is responsible to ensure the identification traceability and maintenance of movable assets such as office/lab equipments, farm & filed equipments, electricals and installations, audio & visual equipments, vehicles & vessels, furniture & fixtures, chemicals, stationery etc.

7.5.4 Customer property

CMFRI has established methods to ensure that the customer (third party owned) property and customer supplied products are safe and protected. A system for inspecting, verifying, recording of the customer property is defined and documented. The customer property is handled with care by **CMFRI** personnel and the records regarding the same made available with the Consultancy Process Cell through application of interested clients.

7.5.5 Preservation of product

CMFRI preserves the research samples, data, documents, records and equipments during internal processing. Geographic information system (**GIS**) is a computer system designed to capture, store, manipulate, analyze, manage, and present all types of geographical data. **CMFRI** use geographic information system (**GIS**) system for the preservation of research findings. This preservation includes identification, handling, packing, storage and protection electronically. Research tools, specimens & samples are also preserved as per research plans, procedure and standard.

7.6 Control of Monitoring and Measuring Equipment

CMFRI has established proper system to control monitoring and measurement instruments used in the organization. **CMFRI** have agreement with OEM or competent agencies for annual maintenance of the critical equipments used in the labs for monitoring and measurement.

a) These instruments are calibrated either by OEM or by competent external agencies that are capable of calibration and have traceability to Govt., Statutory and regulatory authorities or national / international standards. The calibration results are maintained by the HOD's or a delegated personnel who also verifies whether the instrument is as per the acceptance criteria, based on the determination of requirements related to the requirement.
b) In case the instrument is out of order, it can be repaired and calibrated to ensure accurate performance.
c) The records regarding the calibration of monitoring and measuring devices are maintained and updated by store purchase section.
d) Each instrument is stored and preserved suitably satisfying the manufacturer's advice. The instruments are used by the authorized personnel only, in order to safeguard it against tampering. The personnel using these instruments handle the same with care to prevent them from getting damaged or misused.
e) Any instrument which is found out of calibration / damaged before the next calibration due are identified and the records are maintained in the maintenance registers. Any instrument if found out of order at any given point of time by any one, is informed to the concerned HOD / Store Purchase Section for taking action in consultation with approved agency..

Any product, which was approved by the usage of such instruments, is assessed for their suitability and appropriate action is taken to preclude from the use. The instruments are monitored using list of assets.

Reference Document:

1. **Calibration Records**
2. **List of assets**
3. **AMC Agreement and records**

8. Measurement, Analysis and Improvement

8.1 General

CENTRAL MARINE FISHERIES RESEARCH INSTITUTE has implemented monitoring, measurement analysis and improvement processes as required by the standard as follows;

a) PME Cell co-ordinate and arrange for annual monitoring of each on-going project and evaluation of completed projects through internal and external experts.
b) IRC, RAC, QRT measures the potential and growth of each on-going projects, suggestions and recommendations are also put forward.
c) To Ensure Quality Management System Conformity, MR will plan and carryout the QMS Audits and the procedure for internal audit are also made available with the QMS.
d) To continually improve the effectiveness of QMS various data analysis were carried out frequently based on the objectives and key targets for improvement. These analysis reports used to be reviewed by the Management Committee to identify and plan the scope for improvements and corrective actions as necessary.

Data related to the customer satisfaction, complaints, supplier performance, quality objectives, etc. are subjected to review by using appropriate statistical tools.

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

As an important parameter of the measurement of the effectiveness of the QMS, **CENTRAL MARINE FISHERIES RESEARCH INSTITUTE** monitors the customer satisfaction (satisfaction of interested parties) the feedbacks are received and collected by the ATIC, CP Cell etc. and the same will be submitted before the IRC as an analysis report. Review meetings such as IRC, RAC, QRT will discuss regarding the positive and negative feedback provided by the interested parties to identify the root causes for the complaints and to identify the scope for further improvement in the QMS.

Reference Documents:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**

8.2.2 Internal audit

A documented procedure ‘Quality Control Procedure for – Internal Audit **CMFRI/PR04** is established to ensure the effectiveness of the Internal Audit in **CMFRI**. The same is made available with the QMS procedure manual – **CMFRI/QCP** to ensure the compliance with the standard requirements.

The responsibility of planning and carrying out the internal audit in the organization is delegated to the MR, he will plan the audit based on the status and importance of the area to be audited, and he is responsible for the selection of auditors. He will ensure the compliance of the internal audits with the standard requirements through the use of the documented procedure.

Reference Documents:

1. **Audit Plan - CMFRI/FQM02**
2. **Corrective Action Report (NCR)-CMFRI/FQM04**
3. **Audit Summary Report-CMFRI/FQM04**

8.2.3 Monitoring and measurement of processes

CMFRI has established different processes required for the product realization and the performances of these processes are monitored regularly by the process owners. To ensure suitability of the established processes, periodic review is also ensured. If the defined processes are not suitable for achieving the planned results the process owners will refer it to the review meetings or will take adequate correction or corrective action to ensure that the planned results are achieved. MR is also responsible to make necessary amendment and revisions to the QMS to ensure the compliance. In case expert support is needed to define or fine tune the processes MR can obtain the support of the external consultants with the approval of Director.

Reference Documents:

1. **Research Advisory Committee (RAC)Report**
2. **Institute Research Council (IRC) Report.**
3. **Quinquennial Review Team (QRT) Report.**
4. **Corrective Action Procedure - CMFRI/PR05**
5. **Preventive Action Procedure – CMFRI/PR06**

8.2.4 Monitoring and measurement of product

CMFRI has established monitoring and measuring system to ensure the key processes involved int eh research and related activities are meeting the indented requirement based on the research plan and objectives. This is carrying out at multiple stages between the processes which are planned by the apex body ICAR and the top management of CMFRI based on the **Proformae and Guidelines for Research Project Proposal, Monitoring and Evaluation** which is published by ICAR from time to time. Records required providing evidence of conformity with the acceptance criteria shall be maintained as per the ICAR guidelines.

It is also ensured that the details of persons(s) authorizing release of research outputs are mentioned in the relevant records in relation to the monitoring and measurement.

The release of research outcome will be published or released only upon the confirmation of satisfactory completion of all the planned arrangements as per the approved plans.

Reference Documents:

1. **Quality Control Procedure for control of non-conforming product – CMFRI/PR03**
2. **Proformae and Guidelines for Research Project Proposal, Monitoring and Evaluation**

8.3 Control of nonconforming product

A documented procedure 'Quality Control Procedure for – Control of Non conforming product **CMFRI/PR03** is established for the effective control of nonconforming products in **CMFRI**. This procedure systematically explains how the standard requirements can be met. The same is made available with the QMS Procedure Manual – **CMFRI/PR** to ensure the effective implementation and thereby the compliance with the standard requirements.

Reference Documents:

1. **Control of Non-Conforming products-CMFRI/PR03**

8.4 Analysis of data

At CMFRI data analysis are carrying out for all the data which are found appropriate to demonstrate the suitability and effectiveness of the quality management system and required to evaluate whether the continual improvement of the effectiveness of the quality management system is achieved. This is done based on **Results-Framework Document (RFD)** which is published by ICAR from time to time.

Reference Documents:

1. **Half Yearly Performance Monitoring (HYPM) Report.**
2. **Results-Framework Document (RFD) and related records**
3. **Institute Research Council (IRC) Report.**
4. **Research Advisory Committee (RAC) Report.**
5. **Quinquennial Review Team (QRT) Report.**

8.5 Improvement

8.5.1 Continual improvement

At C**MFRI** all the concerned personnel are advised to strive hard to continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

Reference Documents:

1. **Results-Framework Document (RFD) and related records**
2. **Research Advisory Committee (RAC)Report**
3. **Institute Research Council (IRC) Report.**
4. **Quinquennial Review Team (QRT) Report.**
5. **Audit Summary Report – CMFRI/FQM04**

8.5.2 Corrective action

A documented procedure 'Quality Control Procedure for – Corrective Action **CMFRI/PR05**' is established for the effective implementation of corrective action in **CMFRI.** This procedure systematically explains how the standard requirements can be met. The same is made available with the QMS Procedure Manual – **CMFRI/QCP** to ensure the effective implementation and thereby the compliance with the standard requirements.

Reference Documents:

1. **Corrective Action Report (NCR)-CMFRI/FQM04**
2. **Corrective Action Procedure - CMFRI/PR05**
3. **Quality Control Procedure Manual – CMFRI/PR**

8.5.3 Preventive action

A documented procedure 'Quality Control Procedure for – preventive action **CMFRI/PR06**' is established for the effective implementation of preventive actions in **Central Marine Fisheries Research Institute.** This procedure systematically explains how the standard requirements can be met. The same is made available with the QMS procedure manual – **CMFRI/QCP** to ensure the effective implementation and thereby the compliance with the standard requirements.

Part -2

ISO 9001: 2008

Quality Management System

Quality Control Procedures

(CMFRI/QCP)

1. Purpose : To define document control System

2. Scope : All components of the quality manual, procedures, process maps, formats and work instruction. This procedure also applies to the external documents such as manuals, catalogs, rules, laws, Standards (National/ International) etc.

3. Responsibility : As given in procedure

4. Description :

Concerned Department Heads ensures that relevant versions of applicable documents are always available at the points of use.

4.1 Unique Identification and Numbering Scheme:

A unique number is given for identification of the all the internal documents.

4.1.1 Apex Documents are coded as follows:

Quality Manual	**QM**
Quality Control Procedures	**QCP**
Quality System Process Maps	**QPM**
Work Instructions	**QWI**

For these documents the issue number (Alphabetic Number) and the issue date are also mentioned on the cover page.

E.g.: For Quality Manual the following numbering system is followed.
For example:

Section No: 4
Revision No: A
Effective date: 30.04.2014
Pages: 1 of 1 - in the header of each page &

In the footer the issue status of the quality manual is mentioned as;

ISO 9001:2008
Quality Manual Issue: A

This indicates that this section pertains to quality manual and addresses the requirements of ISO 9001:2008 clause. The revision number states the current revision status and Issue number states the current issue status. The effective date is the date of issue and the number of pages for that section.

4.1.2 Other Internal Documents

Other Internal Documents are coded and maintained as per the Government of India office procedures. A dedicated reference **Manual on Office Procedures (MOP)** is compiled for this.

4.1.2 External Documents

All the external Documents are maintained in the corresponding files as per Government of India Office Procedures. External documents such as office orders from higher organizations are entered in guard file and practice as per the order. Obsolete files are removed from the desk to Record rooms.

Reference Documents:

1. **Manual on Office Procedures (MOP).**
2. **Guard file.**

4.2 Approval of Documents

Documents	Review Authority	Approval Authority	Issue Authority
Quality Manual	M.R	Director	M.R
Quality Control Procedures	M.R	Director	M.R
Process Maps	M.R	Director	M.R
Formats	MR / AAO	AO	AAO

4.3 Update and Re-approve:

- The change in internal document can be suggested by any employee or can be a result of improvement process or can be as a result of corrective preventive action. The review authority as indicated in section above of this procedure reviews the change required and authorizes the same if holds good.
- On revision the reviewing authority identifies the change and reports it to M.R. who in-turn puts it into the Amendment History in the Quality Manual.
- Issuance authority ensures that the document revision is revised and effective date is updated. Reviewing authority of each document ensures that the documents, which have not undergone any change for the last one-year from the effective date, are reviewed, updated (if necessary) and re-approved for usage.

4.4 Master List of Documents:

- Master list of the quality manual sections, procedures, process maps and Formats are maintained by M.R or authorized personnel. They ensure the updating of the master list before issue of any document. The master list also includes the distribution details.
- A master set of all the internally issued documents is maintained by M.R or authorized personnel.

- This is signed in original on the front page of each document and stamped as 'MASTER COPY' on the back of each page. The master copy is maintained as hard copy. Photocopies of these master documents are made, stamped as "CONTROLLED COPY" in Red ink and distributed to the people concerned as per the distribution list, marking the number or designation on the copy.
- Concerned department Heads maintains external documents such as specifications, standards, manuals, licenses, permits, statutory documents, etc. ensures the latest currency of the external documents once in six months with respect to the issuing authority by visiting the respective web sites or being in the mailer's list.

4.5 Obsolete Documents:

- On the release of a new document, M.R / authorized personnel distributes the new documents and retrieves the copies from the concerned as per the distribution list and destroys them by cutting into pieces. Only if required, M.R. marks the master copy of the previous issue as "OBSOLETE " in red ink on the front side of the page and retains. Any other function, if required, can retain the copies of the documents for the further reference by marking the previous copy as "OBSOLETE".
- Every Departmental Head ensures that the documents are maintained legible, properly indexed and filed as per the system requirements.

Document Reference:

1. **Manual of Office Procedure" issued by the DOPT**
2. **Manual on establishmant and administrationof ICAR offices**

Control of Records

1. **Purpose** : **Control and Retention of Records**

2. **Scope** : All records within the scope of Quality Management System.

3. **Responsibility** : As per Delegation of Administrative and Financial Powers, Work Schedule of each Department/Section.

4. **Description** :

Various records are generated by all processes/departments during their working for intented product or service. These records are indicative that all planned and defined activities are meetings the specified requirements. Respective process owners carry controls of these records. These records are controlled through proper identification, collection, indexing, access, storage and maintenance.

This QMS records are maintained individually by respective process owners is listed in list of files of each Department**.**

All records are maintained in the specific format, which are specially designed for maintaining the respective relevant information. These specific formats are uniquely identified and are mentioned in respective quality management system documents. These records are maintained either in the form of a hardcopy or as a softcopy in electronic media. CMFRI follows the Record Retention Schedule Rule No 13 of Government of India.

Document Reference:

1. **Manual of Office Procedure" issued by the DOPT**
2. **Manual on establishmant and administrationof ICAR offices**

Control of Non Conforming Product

1. Purpose : To establish a system for ensuring that product which does not conform to the requirements is identified and controlled to prevent unintended use or delivery.

2. Scope : Control of all non-conforming material and/or design and development during the following stages
1. Incoming material inspection during purchase process
2. Material or design verification during R&D process.

3. Responsibility : As given in procedure

4. Description :

4.1. Verification of incoming materials

The conformity of all the incoming materials / services procured by the organization are controlled according to the **Manual on polices and procedure for purchase of goods** issued by the Government of India. The concerned personnel or team delegated by the controlling officer is responsible to carry out the verification procedure as required by the system.

Record(s) requirement:

1. **Records as required by 'Manual on polices and procedure for purchase of goods'.**

4.2. Control of non conformity during Research and Development process

Multistage evaluation ensures the conformity of the research and development activities in the organization. The research team ensure the conformity of requirements during the entire cycle of the research process. Principal Investigator of the project is having the primary responsibility of ensuring the conformity of processes involved and the process and its outcomes are further subjected for subsequent evaluation by the PME Cell which will evaluate and taking action against the detected nonconformity of the research activities. The outcome will be subjected for further review and analysis by the review committees such as IRC, RAC and QRT which evaluate the projects in the defined frequencies to ensure the conformity of the outcome with the indented requirements documented / identified in the planning stages.

Record(s) requirement:

1. **Records as required by 'ICAR RPP guidelines'**
2. **Records as required by 'RFD for CMFRI'**

Internal Audits

1. Purpose : To establish a procedure to plan and conduct internal audits, in order to ensure the conformance to the requirements of the international standard and to effectively implement and maintain the system.

2. Scope : Includes all the activities related to the Quality Management System.

3. Responsibility : Management Representative is overall responsible for the implementation of this procedure.

4. Description :

- M.R. prepares audit plan for every year as per format **CMFRI/FQM02** Audit Plan on the basis of the status and importance of the various functions and areas. M.R. ensures that each area gets audited at least once in a year.
- Director approves the audit plan.
- M.R. selects trained auditors for conducting internal audits, if internal resource is not available M.R shall appoint competent auditors on contract basis or as required subjectto the permission of higher authorities.
- M.R. ensures that the auditor is independent of the area being audited, conducts the audit.
- M.R. prepares the audit schedules according to the Audit Plan once in a year and distributes the same to the concerned.
- Auditor prepares for the audit by reading the applicable documents and by preparing checklists.
- Auditor ensures that the entire scope of the audit gets covered.
- After the audit, auditor freezes the audit findings in the Internal Audit Non Conformance Report **CMFRI/FQM05**. He reports the nonconformity if it exists; else he marks “No NC”. He may report observations found during the audit, which includes the records audited and also any other points that can improve the system.
- Auditor and auditee signs the Internal Audit Non Conformance Report **CMFRI/FQM05**.
- Auditee analyses the Non conformance and proposes corrective action and preventive actions in the similar potential situations with a target date and responsibility.
- Corrective actions are proposed within a period of a week from the audit date and are discussed with M.R.
- A copy of the Internal Audit Non Conformance Report **CMFRI/FQM05** is given to M.R.
- Auditee takes the relevant action and closes the Non Conformity and reports in the same format. He calls the Auditor to verify the corrective actions taken who in turn checks the effectiveness of the corrective actions and gives his findings. He reports the same to the M.R.

M.R. prepares the summary of audits performed as per format **CMFRI/FQM04** Audit Summary Report and presents the same in the **Management Review Meeting.**

Corrective Actions

1. Purpose : To initiate actions to avoid recurrence of non conformities

2. Scope : Quality Management System

3. Responsibility : Concerned Process owners

4. Description :

Process owners are responsible to take and implement necessary corrective actions on Non conformities noticed. If effects of nonconformities are insignificant then Process owner may decide to take actions wherever required.
Process owners are also responsible for implementation & monitoring of such corrective actions and to ensure about the non-reoccurrence of the same.

Root Cause Analysis: The procedure of corrective action starts with investigation to determine the root cause(s) of the problem. All potential causes of the problem are carefully analyzed. The potential causes are likely to be (but not limited to) the indented requirements, methods and procedures, product realization process, staff skills and training, material handling, information processing, control of documents, housekeeping, consumables, equipment and its calibration.

Selection and Implementation of the corrective actions: Process owner identifies the corrective actions based on potential cause(s) and implements the action(s) to eliminate the problem and to prevent recurrence. The corrective actions are selected to the degree appropriate to the magnitude and the risks of the problem. Changes if required any, resulting from corrective action investigations are documented and implemented.

Monitoring of corrective actions: The process owners monitor the implementation of corrective action to ensure that the actions taken are effective. If effectiveness of actions is not satisfactory, then process of identification of further root cause/causes continued and subsequent initiations of actions continued.

Special audits: When any non-conformances or complaints, cast doubts regarding the compliance with any documented policies and procedures, or with Quality Management Systems, Process owner plans a special audit. Such special audit(s) follow the implementation of the corrective actions to confirm their effectiveness.

Preventive Actions

1.	**Purpose**	**:**	To prevent occurrence of Non conformities.
2.	**Scope**	**:**	All potential non-conformities identified through various data analysis and inspections
3.	**Responsibility**	**:**	Concerned -Process owners
4.	**Description**	**:**	

Process owners are responsible to initiate preventive actions against the potential sources of non-conformances either technical or with the Management System, to prevent their occurrences.

The preventive actions are selected to the degree appropriate to the magnitude and the risks of the problem.

The actions are also initiated when improvement opportunities are identified in both technical and the management system.

Process owners are the decision makers for implementation of any preventive action; the concern of other affected process owner is also taken while deciding the preventive actions. Action plans are developed, implemented and monitored, to reduce the likelihood of occurrence of potential non-conformances and to take the advantage of the opportunity for the improvements.

The effectiveness of preventive actions implemented is reviewed by the process owner at the defined time. Records to be maintained for the preventive action taken and review of effectiveness of the actions taken.

Procedure for preventive actions includes the initiation of actions and application of control points to ensure that the actions are effective. These actions are communicated to other process owners for the assessment of similar actions in their areas of operations. The records of preventive actions are maintained by M.R.

1. Purpose : To establish the review of quality management system by the top management to ensure it's continuing suitability and effectiveness.

2. Scope : QMS implemented

3. Responsibility : Management representative and Management committee(s)

4. Description :

4.1 The management review is done by a committee as decided by the Director from time to time.

4.2 The management review meeting is held at once in a year and whenever there is a need.

4.3 During the review the continuing suitability, adequacy and effectiveness of the quality management system is ensured.

4.4 Also opportunities for improvement and need for changes in the QMS, including policy and objectives are identified during the review.

4.5 Review Input:

The input to management shall include the following :

a) Review of quality policy and objectives

b) results of audits,

b) customer feedback,

c) process performance and product conformity,

d) status of preventive and corrective actions,

e) follow-up actions from previous management reviews,

f) changes that could affect the quality management system, and

g) recommendations for improvement.

4.6 Review Output

The output from the management review shall include any decisions and actions related to

a) improvement of the effectiveness of the quality management system and its processes,

b) improvement of product related to customer requirements, and

c) resource needs.

4.7 The decision taken in the meeting shall be recorded in minutes of management review (CMFR/FQM01) or this shall be incorporated to the concerned meetings minutes as the case may be by indicating the person responsible and time frame of implementation

4.8 The minutes of management review is circulated to all committee members.

4.9 Effectiveness and results of implementation of the decision taken are verified and is discussed in the following management review.

4.10 The review Management Review Meeting can be conducted along with other review meetings held in the institute by discussing the review inputs and the review out puts in compliance with the standard.

Record(s) requirement:

1. **Records as required by 'ICAR RPP guidelines'**
2. **Records as required by 'RFD for CMFRI'**

Part -3

ISO 9001: 2008

Quality Management System

Quality System Process Maps

(CMFRI/QPM)

Central Marine Fisheries Research Institute

Management Process Map

Activity	Govt. of India, ICAR and Other interested parties	Director	PME Cell	Scientific Departments	Finance and Administrative Departments	Documents	Control Points
Identification of Regulatory /Legal Requirements Review of Feedbacks (External & Internal) Complaints Setting Organizational Goal & Quality Policy Identify Objectives and Targets Internal Communication Finalize Job Description Identification of Resources Quality Planning Measurement of Objectives Management Review Corrective Action	Requirements Regulatory/Legal Requirements Feedbacks & Suggestions Input Quinquennial Review	Organizational Goal	Receive Requirements External & Internal Feedbacks & Suggestions Quality Policy Objectives and Targets Communication Finalize Projects and Objectives, Target Resource Identification Quality Planning. Measurement of Objectives Initiate & Coordinate, Action	Internal Feedback Input Participation	Input	Guard File. Quality Manual Display of Approved Quality Policy and IRC, RAC, QRT,Report,Minutes of meeting, Research Framework Document.	Awareness of regulatory & legal documents. Monitoring of awareness at regular intervals % of compliance Agenda % compliance on action decided

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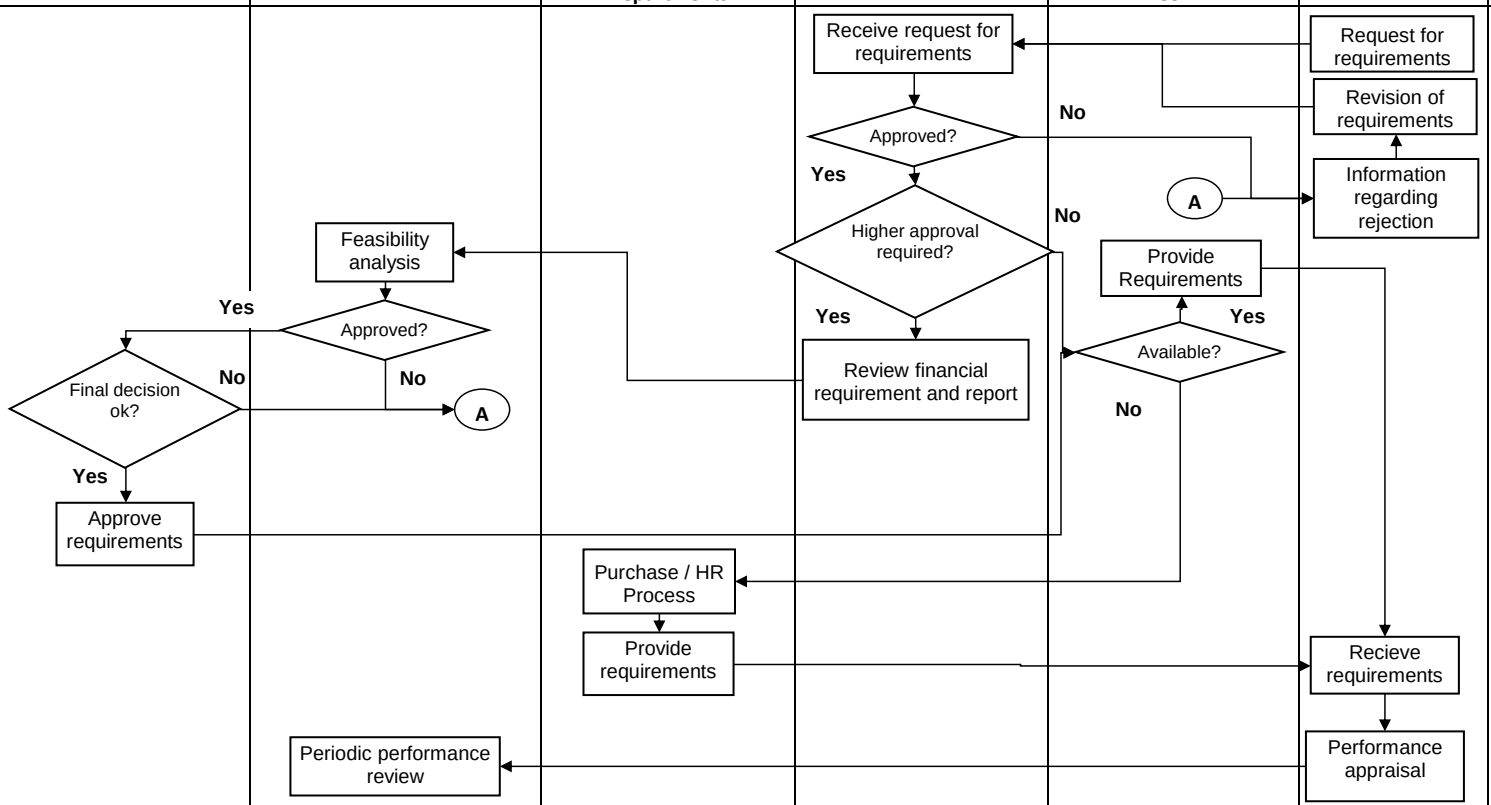
Central Marine Fisheries Research Institute

Resource Management Process Map

Activity	Director	PME Cell	Recruitment and Procurement Departments	Administrative & Financial Departments	Personnel, Stores, Estate and Maintenance and Cell	User Departments	Document Ref	Control Points
Identify Requirements Feasibility Analysis (if suitable) Approve Requirements (If Suitable) Provide Requirements								Identifying Resource and Requirements Requirements Analysis Appropriate Review Time to Provide Resources



IRC Minutes of meeting, Indent for equipment

Financial Audit Reports, AMC Records.

Asset list

Review meeting minutes

CMFRI/PM02/A/300414	ISO 9001: 2008, Clause No: 6	Reviewed By : MR	Approved By : Director	Page 1 of 1

Central Marine Fisheries Research Institute

Communication Process Map

Activity	External Parties	Apex Bodies/ Regional Offices	Reception / Document Controller	Internal Departemnts / Concerned Personnel	Document Reference	Control Point
Verbal Communication Incoming	Tele Communication		Receive call and transfer to concerned personnel		Sec: 48.8 of Manual on establishmant and administrationof ICAR offices	Ontime information mutual respect
		Information to call back later	Concerned person available?	Attend Call		
				Outgoing Calls		Record calls in log
Verbal Communication Out going		Attend Call	Connect to desired contact	Outstation calls?		
				Use intercom/ Intranet		
Written communications	Written Communications: Couriers, Letters, Fax, Telegram, Documents, etc.		Register and assign document number			On time action
			Distribute copy as required to the designated recepients	Receive and acknowledge		
			File copy and record document transmittal details	Written Communications	Chapter VIII of the Manual of Office Procedure	
			Register and assign document number			
			Internal?	Use internal file transfer system/ Notice Boards	Manual of Office Procedure" issued by the DOPT.	Compliance with requirements
			Dispatch Section			
			Inter	Receive and acknowledge		
	Reception via Postage, Courier, Telegram, Fax etc.					
		Receive Letters, Fax, Telegram etc.	GOI Tapal System		Manual of Office Procedure" issued by the DOPT.	Compliance with requirements
	Receive and acknowledge		Record and inform			

Central Marine Fisheries Research Institute

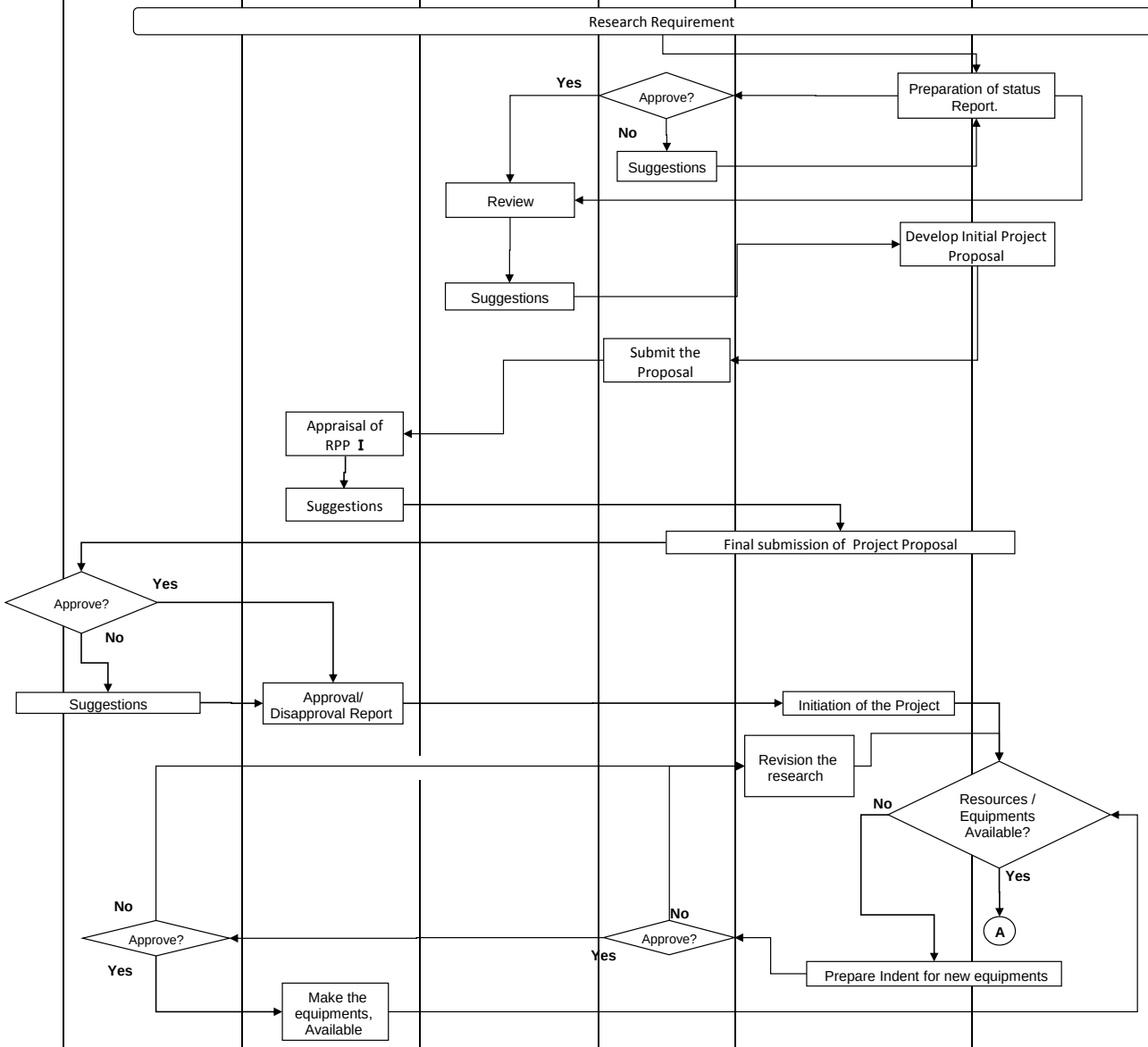
HR Process Map

Activity	Flow Chart	Responsibility/authority	Remark/Reference
Identification of Requirement	Identify HR Requirement	ICAR	1. Manual on establishmant and administrationof ICAR offices
Appointment	Recruitment/appointment	Establishment Section	2. Personnel Qualifications as per ICAR Recruitment Rule
	Approve Appointment	ICAR/Director/ Concerned Committee	As per ICAR Recruitment Rule. Doc: Delegation of Powers
Training	Probation/conformation	Personnel Section	Department Of Personnel &Training mutatis mutandis
Evaluation	Performance Evaluation	Reporting/Reviewing/Accepting Authority, Assessment Committee	3. Annual Performance Appraisal (APAR) Report
	Identify Training needs	HR Division	Various programs at ISTM, IIPA, ASCI, NIFI etc.
Training Plan	Approval of Training Programs	Investigators, HoD,ATIC, HRD Interested Parties	Input taken based on Project requirement, IRC Recommendation etc.
Conducting Training	Conduct training	Director	
	Receive Feedback from trainees	HR Division(Internal, External) ATIC Cell(External)	4. Training Records.
Analysis	Performance Analysis	HR Department, ATIC Cell	
Review	Plan for further (Advanced/Improvement) Training	PI Level analysis in IRC	Performance evaluation of individual Scientist in review meetings
Promotion	Promotion/T	HR Division	5. APAR Report
	Pension		

Central Marine Fisheries Research Institute

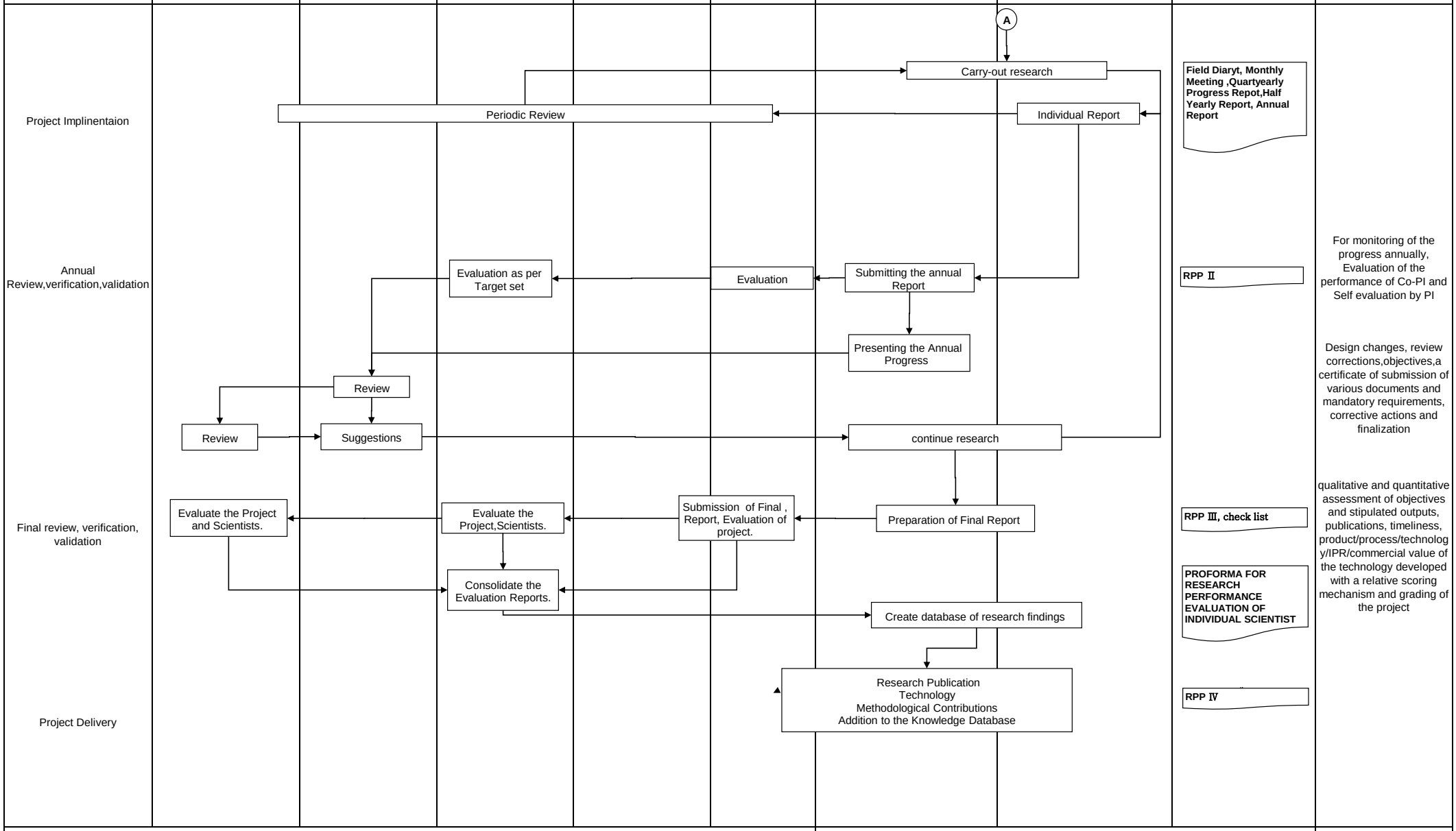
R&D Process Map

Activity	Director	IRC/QRT/RAC	PME/EC	DRC	HOD	Principal Investigater	Investigater(s)	Document Reference	Control Points
Concept Develpoment									
Preparation of status report for proposal of a new research project and its submission								Status Report	To objectively assess the need of the project.
Project Feasibility Analysis								RPP I , Check List	Provides details on the project, project team, institutions involved, objectives, activities and output details, technical programme, financial implications, expected output, expected benefits in economic terms and risk analysis
Project proposal formulation									PME appraisal based on priority, availability of time of project team, soundness of project, duplication of research if any, actions/targets formed in consonance with the expectation of project, system review and meta analysis done or not, effective control to experiments, economic evaluation & cost efficiency analysis, appropriateness of questions to be answered
Research Requirement								Indent for procurement of	Finalization of requirements for the Research Identifying the available and non-available reources that are human and non-human



Central Marine Fisheries Research Institute

R&D Process Map



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Library Process Map

Activity	Director	Library Commity	Librarian	Scientists	Document Reference	Control Points
New Book Requirement				Requisition form to purchase the new book	Requisition Form	4-5 times yearly
Decision on requirement	Approve? Yes		Recommends for new books based on Requisition; Directly Purchase the Book		Approval Order for Purchase of Books	Review on requirement
Enroll the new books into the Library			Enroll new books		Digitization of books	Purchase books for catalogue Price

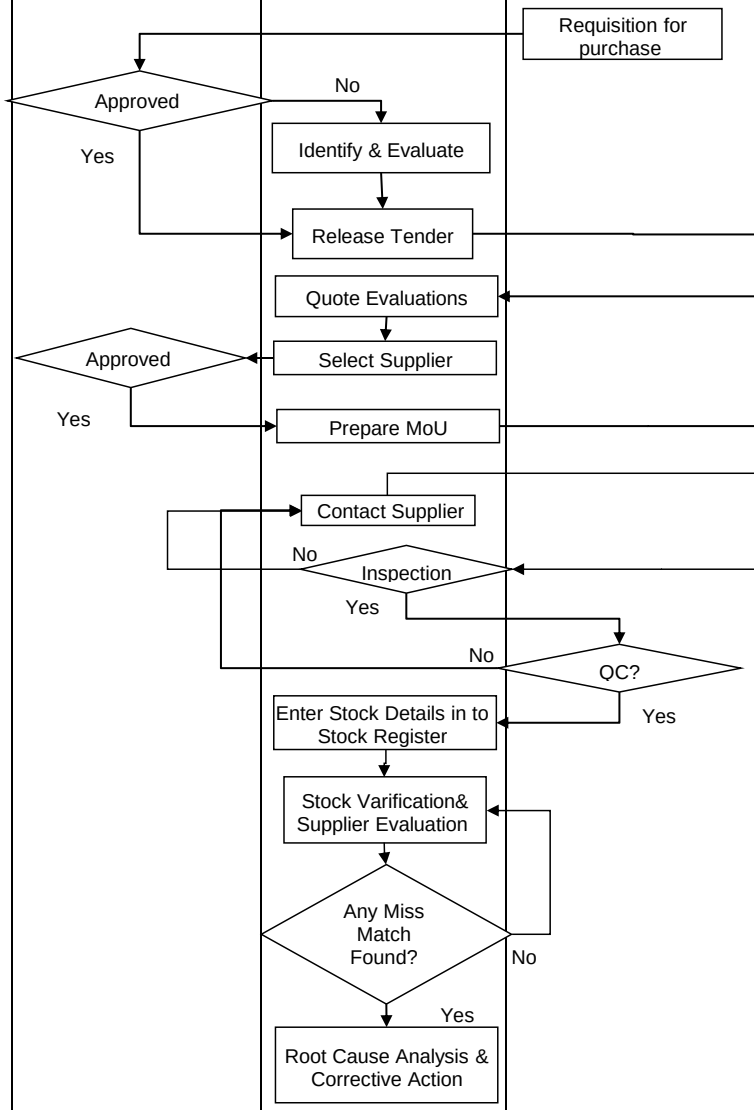
Publication

Activity	Director	Editorial Commity	Chief Editor	Scientists	Document Reference	Control Points
Submission of Articles				Submit Articles for the Journnel		
Selection of Articles		Approve? No / Yes	Collects the articles; Reject the specific articles; Consoidate the Articles		Approval Order for Publication	Relevance and Content of Article
Publishing	Approve? Yes		Print the publication; Release the new Edition		Magazines, Indian Journel, Books	On time release

Central Marine Fisheries Research Institute.

Purchase Process Map

Activity	Director	Admin. Department	PME Cell / Concerned Committe	Supplier	Document Reference	Control Points
Purchase Enquiry Supplier Evaluation Supplier Selection Award Tendor						Clarity,Specification Quantity,Quality,Specifications Updation,Quanity



Indent for Procurement
Tender Opening Register
List of Registered Suppliers
Tender Opening Register
Agreement/MoU
List of Registered Suppliers

CMFRI/PM07/A/300414	ISO 9001: 2008, Clause: 7.4	Reviewed By : MR	Approved by: Director	Page 1 of 1

Central Marine Fisheris Research Institute

Extension Process Map

External Training and Awareness

Activity	Director	HOD HR Division	HOD(SEETT)	ATIC	Interested parties	Document Reference	Control Points
		Recieve the requests	Ye Whether HR Training to be provided?	Recieve the requests	Verbal, Oral requests.	Visitors Register	Customer communication Review on requirement
Decision on requirement	Yes Approve?	Verification	No				
Planning the Programes		Make HR Fund availble		Program Planning			Check the resource availability.
Execution of Programs		Execute the Progammes		Execute the Progammes			
Feedback		Recieve the feed back		Recieve the feed back			
Review and Identify future requirements		Further Programmes		Further Programmes		Training and	

Exhibition,Sales

Activity	Director		HOD(SEETT)	ATIC	Interested parties	Document Reference	Control Points
Decision on requirement	Yes Approve?		Yes Decision on Request No	Recieve the requests and segregation.	Request for Visit in ATIC/National level Exhibition.	Visitors Register, Exhibition Register	Customer communication Review on requirement
Planning the Programes				Program Planning		Program Calender, Notice Board	Check the resource availability.
Execution of Programs				Assist the Visit, Sale Products		Stock Register for Posters,CDs . Sales Register,	
Feedback				Recieve the feed back		Visitors Register, Exhibition Register	
Review and future requirement				Further Programmes			