

Power and duties of its officers and employees

❖ DIRECTOR:

He has the responsibility for the overall control of business operations in India, its growth and response to market trends. His duties include:

1. Ensuring the integration that the quality policy & quality objectives are established for the quality management system are compatible with the context & strategic direction of the organization.
2. Ensuring the integration of the quality management system requirements into the organization's business processes.
3. Promoting the use of the process approach & risk based thinking.
4. Ensuring that the quality management system achieves its intended results.
5. Engaging directing & supporting persons to contribute to the effectiveness of the quality management system.
6. Promoting improvement.
7. Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
8. Execute the decisions taken in GC and also from Govt. of India.
9. Strategic decision with respect to business operation to make IRMRA as a profit center.
10. Providing adequate resource, manpower and accommodation and environment.
11. High level liaison work with various governments' semi governments, institutional authorities.
12. Effective Control on expenses and, utilization of the resources.
13. Formulating KRAs for HODs / SHs and monitoring / reviewing.
14. Implementing the management system to ensure confidentiality and integrity of the system.
15. Overseeing over all operations through HODs.
16. Appointment of new manpower & Deployment of manpower within the organization.
17. Recording & resolution customer complaints as per the system
18. Delivering lectures TTCs / Seminars etc.
19. During his absence, any senior Director will officiate in his place.
20. Signing legal, financial and administrative Related matters.

21. Approval of Quality Policy, Apex-Inspection Dockets, Minutes of meetings like MRM, HODs meeting, new projects etc.
22. Signing P.O. approval of vendor list.
23. Approval of leave of employees, OT forms, business tour plans, financial claims.
24. Recruitment of man power, decision on promotion, increments / merit increments based on appraisal system.
25. Approval of test charges, Training Fee, any other service fee & concessions thereof as deemed necessary on recommendation of HODs.
26. Signing on UCs, project reports of Projects.
27. Signing of test reports of testing and Training certificates.

❖ **DIRECTOR SECRETARY:**

1. Maintain executive's agenda and assist in planning appointments, board meetings, conferences etc.
2. Attend meetings and keep minutes
3. Receive and screen phone calls and redirect them when appropriate
4. Handle and prioritize all outgoing or incoming correspondence (e-mail, letters, packages etc.)
5. Make travel arrangements for executives
6. Handle confidential documents ensuring they remain secure
7. Prepare invoices or financial statements and provide assistance in bookkeeping
8. Monitor office supplies and negotiate terms with suppliers to ensure the most cost-effective orders
9. Maintain electronic and paper records ensuring information is organized and easily accessible
10. Conduct research and prepare presentations or reports as assigned.

❖ **HOD [Processing & Maintenance]:**

HOD is responsible for the Technical operations and logistical support to these Operations of their respective projects. Specific responsibilities include:

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Achieving the target and delivering KRAs as per the agreed terms.
3. Guiding the SHs of following sections under his department.
 - a. Latex & Nano Technology
 - b. Processing
 - c. Tool room – CNC
 - d. Maintenance – Electrical & mechanical

4. Better utilization of equipment's and man power.
5. Business development in his core areas and overall growth of the institute through sponsored project.
6. Research/ Dev. Project as PI or (I as per the requirements of the project assigned to him or his group.
7. Signing the test reports issued to the customers related to the dept.
8. Approval of SOPs of sections under the dept.
9. Signing on UCs of Projects.
10. Recommending the i] leave forms, ii] reimbursement claims, iii] OT forms, iv] Business tour plan of persons working in the department.

❖ MR/QM & HOD [QMS & TRG]

1. Achieving the target and delivery KRAs as per the agreed terms.
2. Taking accountability for the effectiveness of the quality management system
3. Ensuring that the quality management system conforms to the requirements of this International Standard;
4. Ensuring that the processes are delivering their intended outputs;
5. Reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;
6. Ensuring the promotion of customer focus throughout the organization;
7. Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
8. Documenting, obtaining approval and issuance of all documents related to Inspection Management System for the organization as per ISO 9001 etc.
9. Review and update the Inspection Management System as and when required.
10. Maintaining the distribution of manual and procedures.
11. Arranging and conducting internal audits and MRM periodically.
12. Corresponding with external agencies such as certification bodies related to QMS.
13. Discussion with senior management. On the status of QMS with a view for ascertaining the improvement.
14. Signing the training certificates issued to the customers related to the dept.
15. Preparation of Inspection Manual Procedure / Process manual, Format etc.
16. Approval of SOPs of sections under the dept.
17. Signing on Project reports.

18. Recommending the i] leave form ii] reimbursement claims iii] OT forms iv] Business tour plan of person working in the department.
19. Overall responsible for the implementation of Inspection management system and its compliance to the requirements of:
 - a. ISO / IEC 17020:2012.
 - b. Recognition / Approval bodies.
 - c. Any other requirements arise from time to time.
20. Responsible for monitoring and ensuring:
 - a. The Inspection system implementation in organization and appraise the management on its effective implementation, deviations, non-conformities.
 - b. The internal audits are conducted periodically. Corrective and preventive actions are initiated for the non-conformities if any.
 - c. The Management review of the Inspection body is conducted periodically and monitors the implementation of planned actions.
 - d. Registration of customer complaints and its resolution by organizing for investigation, root cause analysis. Corrective and preventive actions are initiated for the non-conformities if any.
 - e. Training to the employees on Inspection management system, ISO/IEC 17020:2012, accreditation/approval/regulatory body's requirements.
21. Part of Technical Management Team of the inspection body and responsible for ensuring:
 - a. The effective implementation of the Inspection management system.
 - b. The compliance to ISO/IEC 17020:2012, accreditation/approval/regulatory body's requirements and any other requirements arise from time to time.
22. Responsible for control of Inspection system documents in the inspection body.
23. Responsible for liaison with accreditation/approval /regulatory bodies regarding compliance and approval.
24. To improve on the management system and also to identify the deviation from the management system or from procedure for performing tests and to initiate the action to prevent or minimize such a deviation.

❖ **HOD - Testing (Non Tyre)**

HOD is responsible for the Technical operations and logistical support to these Operations of their respective projects. Specific responsibilities include:

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Achieving the target and delivering KRAs as per the agreed terms.

3. Guiding the SHs / Supervisors of testing activities(non-tyre products) in the following sections:-
 - a. Mechanical
 - b. Chemical & Instrumentation
 - c. Library
4. Better utilization of equipment's and man power.
5. Getting more and more business on related to testing.
6. Reducing cost & overheads and avoiding wastages of raw materials / chemicals etc.
7. Guiding the SHs/supervisors / Assistants towards developments of new test methods / facilities towards increase on revenue generation and profitability
8. Validation of testing activities and also verification of results as and when needed keeping timely delivery of the reports.
9. Control on Non-conforming test reports and its records implementing the formats, establishing implementing and maintaining the procedures and records towards compliance of ISO system related activities through sectional heads.
10. Signing the test reports issued to the customers related to the dept.
11. Approval of SOPs of section under the dept.
12. Signing on UCS of Projects.

❖ **HOD [Mktg & CSC]**

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Achieving the target and delivering KRAs as per the agreed terms.
3. Sending quotation for all the enquiries in consultation with Director.
4. Accepting projects / developments related works in consultation with Director.
5. Discussion with customers to suggest the testing requirements.
6. Attending the telephone calls related to testing and other services Speedy response to customer queries through e mail, fax etc.
7. Providing technical guidance to customers about the specifications to be followed, the specimen size and sample quantity, quality assurance, interpretations of report as deemed necessary.
8. Signing the test reports issued to the customers related to the dept.
9. Signing on UCs of Projects
10. Signing on Projects Report.

❖ **HOD [Admin & HRD]**

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Smooth functions of Administration, secretarial, HRD
3. Human Resources (HR) Manpower Planning and related activities.
4. Publication / Public Relations Work.
5. Ensure proper cleanliness, safety & water supply etc.
6. Looking after supporting activities such as Reception/ Courier/E-mail/ Tea distribution / Puja etc.
7. Disposal of tested sample through proper procedures.
8. Any other assignments given by Director, from time to time.
9. Signing legal, financial and administrative related matters as deemed necessary.
10. Preparation and approval of SOPs related to sections.

❖ **Sr. TECHNICAL ASSTT- SUPERVISOR – MAINTENANCE**

1. Cleaning, lubricating and maintaining of the equipment/Instruments.
2. Maintenance of Log-book for daily work
3. To help the Lab & Scientific assistants for testing and related activities as and when required.
4. Execute preventive maintenance schedule of the equipment
5. Maintaining the Discipline at work place, Safety, Good Housekeeping.
6. To maintain records related to testing and daily work.
7. Executing the task related to any R & D work allotted.
8. For any other activities assigned by the Section Head.
9. Maintenance of utilities equipment like
 - a. ID.G. Set Daily check
 - b. Compressor house daily check.
 - c. And maintaining the records for the same
10. In their absence the activities are handed over to the other assistant as per the job allocation sheet as per the Section Head's advise

❖ **HOD [Purchase, Stores, F&A, & IT]**

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Management of RM stores & FP stores.
3. Dispatch / logistics of finished goods.
4. Inventory Management
5. Asset register

6. Managing F&A section smoothly
7. Smooth operation of IT functions of IRMRA including back up of technical data etc.
8. Any other assignments given by Director, from time to time.
9. Signing legal, financial and purchase / logistics related matters
10. Preparation and approval of SOPs related to sections

❖ **SH - Officers**

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Overall responsibility of the section
3. Revenue generation and make the section a profit center.
4. To provide guidance to technical assistance to his section.
5. To maintain ISO 9001 Inspection system in his section as a part of QMS.
6. To look after break down and preventive maintenance of all equipment under his section through maintenance Dept.
7. To monitor housekeeping in his section
8. To bring candidates for training program.
9. To make SOP/ WI of all equipment in his section
10. To generate MIS of his section.
11. Preparation of SOPs related to section.
12. Signing on UCs of Projects and Projects reports.

❖ **SH - F&A**

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Daily billing through commercial assistants.
3. Keep track of daily accounts control.
4. Extract ad-hoc MIS reports as and when required.
5. Carry out all Banking related jobs, including foreign exchange, LC opening, documents clearing etc.,
6. Keep track of Bank Funds and arrange fund transfers between OD account & FDs.
7. Ensure timely payroll process based on authorizations of Director & monthly Notes from Sr. AD (Admin) based on summary of time-accounting records [summary will be prepared & issued by Sr.AD (admin)].

8. Coordinate Internal audit / Statutory audit & Regulatory compliances (including mainly the Tax compliances)
9. Signing Invoices / Bills & Signing on UCs of projects.
10. Any banking transaction.
11. Tax related documents such as Form- 16 etc.
12. Preparing cheque/voucher etc.

❖ Senior Officer Customer Service

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Discussion with customers to suggest the testing requirements.
3. Attending the telephone calls related to testing and other services.
4. Fast response to customer queries through e mail, fax etc.
5. Guiding the customers about the specifications to be followed.
6. Guiding about the specimen size and sample quantity.
7. Guiding the customers to get better quality assurance.
8. Offering the technical guidance / interpretations of report if required.
9. Coordinating the witness activities [if any third party inspection involved]
10. Scrutinizing the test requests with respect to feasibility working out cost for testing.
11. Follow up with customer with outstanding payment. (Any other job entrusted by HOD/Director).

❖ Training Coordinator

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. For planning and implementation of annual training programs
3. Need and trend analysis of the market requirements with respect to training.
4. Introducing new topics (as per the latest trends) in the training programs to attract more participants
5. To communicate and advertise the Technical Training Programs to various customers.
6. To organize training program in a structured and scheduled manner.
7. To develop the business through training.
8. Any other jobs assigned by Director/HOD from time to time.
9. During his absence HOD (QMS & TRG.) will act in his place.

❖ Tool Room Asstt. / CNC

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function

2. The smooth functioning of tool room operations which includes the engineering design and drawing using appropriate software including CAD / CAM, UG / Pro-E (as available), fabrication and assembly of metal components, Die making, etc.
3. Any other job entrusted by HOD as and when required.
4. During his absence HOD will co-ordinate the activities.

❖ **IT Assistant**

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Maintaining all PCs in working conditions.
3. Giving access of testing modules as per the authorized list.
4. Facilitating internet access without any interruption.
5. Giving access of internet facilities as per the approved list and restricts the unauthorized accessibility.
6. Enabling the back up of technical / commercial data with proper coordination of technical persons
7. Keep the server & PCs with virus free.
8. Any other IT related activities. Any other assignments given by HODs / Director from time to time.

❖ **Sr. Commercial Asstt. / Supervisor**

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Coordinating all purchase related activities, such as processing of Purchase requirements such as consumables, AMC's stationeries etc..
3. Stores:- Maintaining Centralized Stores /inventory of Raw Materials, Finished Products, incoming stores etc.
4. Dispatch:- He is responsible for keeping all dispatch of finished goods / logistics arrangements.
5. Maintaining Vendor registration details, evaluation of vendors & updating vendor list.
6. Coordinate cargo clearing with Clearing & Forwarding Agent.
7. Keeping up to date the Fixed Assets Register.
8. Any other assignments given by HOD / Director from time to time.

❖ **Sr. Commercial, Report Typing & Library Asstt.**

She/He works under the guidance of HOD [Non Testing] with the following responsibilities

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. To type the technical reports as advised by SHs/HODs.
3. To keep and arrange standards/specifications required for testing.

4. To search journals/articles/books relevant to IRMRA activities.
5. To ensure timely payments of periodicals.
6. To keep the stock record of library assets and their maintenance.
7. Any other assignments given by HOD Testing from time to time.

❖ **TECHNICAL MANAGER**

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. The Technical Manager is qualified and experienced in the operation of IRMRA
3. He has overall responsibility that inspection Activity for each sector is carried out in accordance with ISO/IEC 17020:2012 Standard and documented procedures.
4. He is permanent employee of IRMRA.
5. Responsible for conducting the performance appraisal of the subordinates and for review the same received from various staff and recommend to management for further action if required.
6. Responsible for execution of inspections in compliance with all the requirements arise from time to time.
7. Responsible for review and approve the closure of customer complaints.
8. Responsible for review and approve the closure of Non-conformities.
9. Responsible for recommendation to management on resources and follow up for approval.
10. Declare conflict of interest immediately as and when it is noticed to Project Manager/Deputy Technical Manager/Technical Manager & Director in the order of hierarchy.
11. Report undue pressure by any party that may effect integrity, independence and impartiality therefore effecting quality of inspections are reflected to Project Manager/Deputy Technical Manager/Technical Manager & Director in the order of hierarchy.
12. To approve the Quality Manual and Procedure Manual of the Inspection Body.
13. To sign the Inspection Report/Certificate as per list of authorization.
14. To approve Purchase of Consumables.
15. To accept or reject the test request.
16. To approve the tenders and contracts.
17. To select / recommend to select inspection personnel.
18. To approve the training IRMRA identified.
19. To approve the closure of customer complaints.
20. To approve the supplier evaluated through supplier evaluation process.
21. To improve on the management system

❖ INSPECTOR

1. Ensure implementation and maintenance of Q.M.S. for all the processes of the Dept./Function
2. Carry out the jobs allotted by Technical Manager
3. Check & Scrutinize the records
4. Maintenance & Calibration of Equipment
5. Assist the Technical Manager in new Work
6. To prepare & send the Indents to Purchase Departments
7. To write appraisal reports of personnel in the Department.

Declare conflict of interest immediately as and when it is noticed to Project Manager/Deputy Technical Manager/Technical Manager & Director in the order of hierarchy.

8. Report undue pressure by any party that may effect integrity, independence and impartiality therefore effecting quality of inspections are reflected to Project Manager/Deputy Technical Manager/Technical Manager & Director in the order of hierarchy
9. To undertake the inspections as per the standard methods of Inspection, under the supervision of Project Manager.
10. To prepare Inspection Data
11. To report about Deformities / difficulties noticed during Inspection.
12. To supervise the work of Trainees.
13. Learn different Inspection Operations of various Commodities.