

ISO 9001 :2015
Quality Management System

Doc. No.: CMFRI/QMSM
Date of Issue: 20.01/2018
Revision No. 00

ICAR- CENTRAL MARINE FISHERIES RESEARCH INSTITUTE

Quality System Manual-ISO 9001: 2015 QMS



**QUALITY MANUAL
ISO 9001:2015 (QMS)**

ICAR- CENTRAL MARINE FISHERIES RESEARCH INSTITUTE

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1

Prepared by: MR-QMS	Issued by: MANAGEMENT REPRESENTATIVE (M.R.)	Approved by: DIRECTOR
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Quality Manual Issue:

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To Whom It May Concern

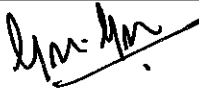

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For Central Marine Fisheries Research Institute,

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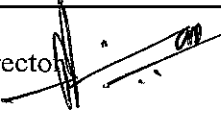
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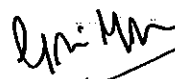
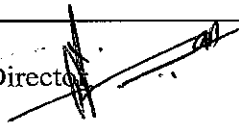
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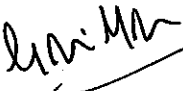

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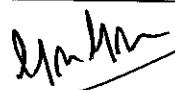

All copies of this Quality Manual must be kept under strict control to prevent the QMS from becoming unreliable. This Quality Manual is reviewed at least once in three years. All changes are incorporated and the manual is reissued. At the time of reissue, the issue No. is incremented by one and all revision numbers are made zero. The following procedure will ensure that the system remains current and valid.


1. Master copy of the Manual will be maintained online portal in PDF format and shall be available for sighting by all personnel within CMFRI.
2. Changes can be suggested by any CMFRI employee, but will have the signed authorization of the Management Representative prior to being incorporated into the Quality Manual. The Management Representative will first ensure the proposed amendment is reviewed before his final approval by competent authority.
3. The Management Representative will record all changes on the Amendment History of the Quality Manual and will amend the appropriate pages in each controlled copy of the Quality Manual, updating the issue number and issue date accordingly. The new issue number and date will be recorded on the amendment history of the Quality Manual together with a brief summary of the change. The Management Representative will sign-off the entry.

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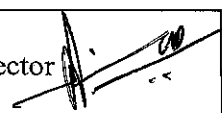
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5. All amendments are prepared by the Management Representative and are reviewed and approved by the Director. The Management Representative issues the Manual.
6. Each amendment will be introduced by the issue of a new page(s) for each controlled copy as per the distribution list.
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8. Responsibility of removal and destruction of obsolete pages and insertion of the amended pages is of the recipient.


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REVISION HISTORY:

Sl. No	Section No.	Page No.	Issue No. & Date	Revision No. & Date	Amendment Details	App. By	Issued By
1.							
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Company Profile

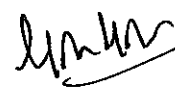

The biggest fisheries research organization in the world with locations throughout the Indian coasts and research operated through 10 major divisions


The ICAR- Central Marine Fisheries Research Institute was established by Government of India on February 3rd 1947 under the Ministry of Agriculture and Farmers Welfare and later it joined the ICAR family in 1967. During the course of over 70 years the Institute has emerged as a leading tropical marine fisheries research institute in the world.

Since its inception, the CMFRI grew significantly in its size and stature and built up adequate research infrastructure and recruited qualified staff. During the first half of the five decades of its existence, the CMFRI devoted its research attention towards the estimation of marine fisheries landings and effort, taxonomy of marine organisms and the bio-economic characteristics of the exploited stocks of finfish and shellfish. This research effort contributed significantly to India's marine fisheries development from a predominantly artisanal, sustenance fishery till the early sixties to that of complex, multi-gear, multispecies fisheries.

One of the major achievements of CMFRI is the development and refinement of a unique method for estimation of fishery catch and effort from the over 8000 km coastline called the "Stratified Multistage Random Sampling Method". With this methodology the Institute is maintaining the National Marine Fisheries Data Centre (NMFDC) with over 9 million catch and effort data records from all maritime states of India of more than 1000 fished species.

During the early nineteen seventies, the CMFRI realized that capture fisheries production alone would not be able to cater to the needs of our growing population and it became very clear that there was need to supplement capture fisheries with production from coastal mariculture and sea farming. Consequently, a major part of the research effort was diverted towards sea farming and coastal mariculture and this effort paid rich dividends in the form of viable farm and hatchery technologies for shrimp, edible oyster, mussel, clam and seaweeds and marine pearls. Besides, human

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resources in mariculture was successfully developed through the Postgraduate Programme in Mariculture, offering MFSc and PhD courses. Subsequently, with the infrastructure and expertise built over half a century and looking towards the future needs of the nation, CMFRI began to undertake research in new areas such as marine finfish farming, biotechnology and biodiversity. Along with this, fisheries management plans for each maritime state were formulated and the institute addressed climate change issues affecting coastal habitats and fishers. In the mariculture front, commercial bivalve farming became a popular women empowerment programme in the beginning of this century. The new knowledge and technologies developed in finfish farming have been transferred to end users and many cutting edge technologies have been patented in marine biotechnology. The Institute has developed research acumen in utilization of Satellite Remote Sensing data for various applications in fisheries and mariculture.

The Institute's multidisciplinary approach to research in marine capture and culture fisheries has won it recognition as a premier institute comparable to any well-established marine laboratory in the world.

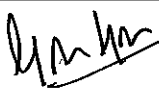

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Vision

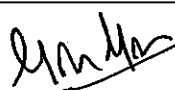

Sustainable marine fisheries through management interventions and enhanced coastal fish production through mariculture for improved coastal livelihood.

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

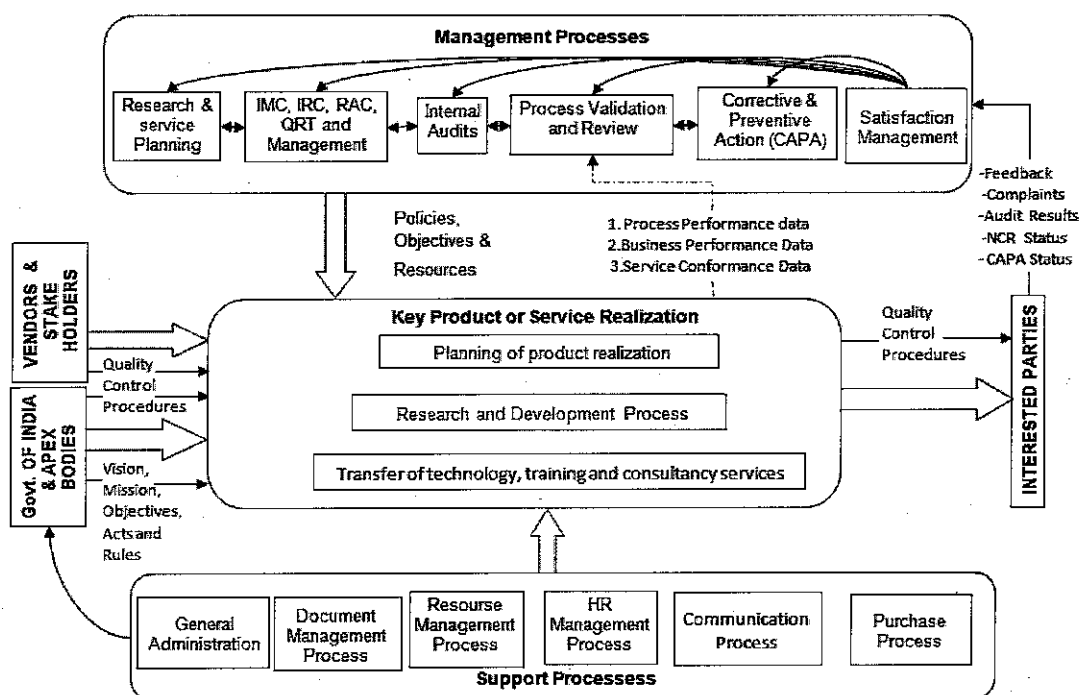
1. Fishery resources assessment
2. Productivity and production enhancement through mariculture
3. Transfer of technology, training and consultancy services

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0.2


PROCESS FLOW DIAGRAM:

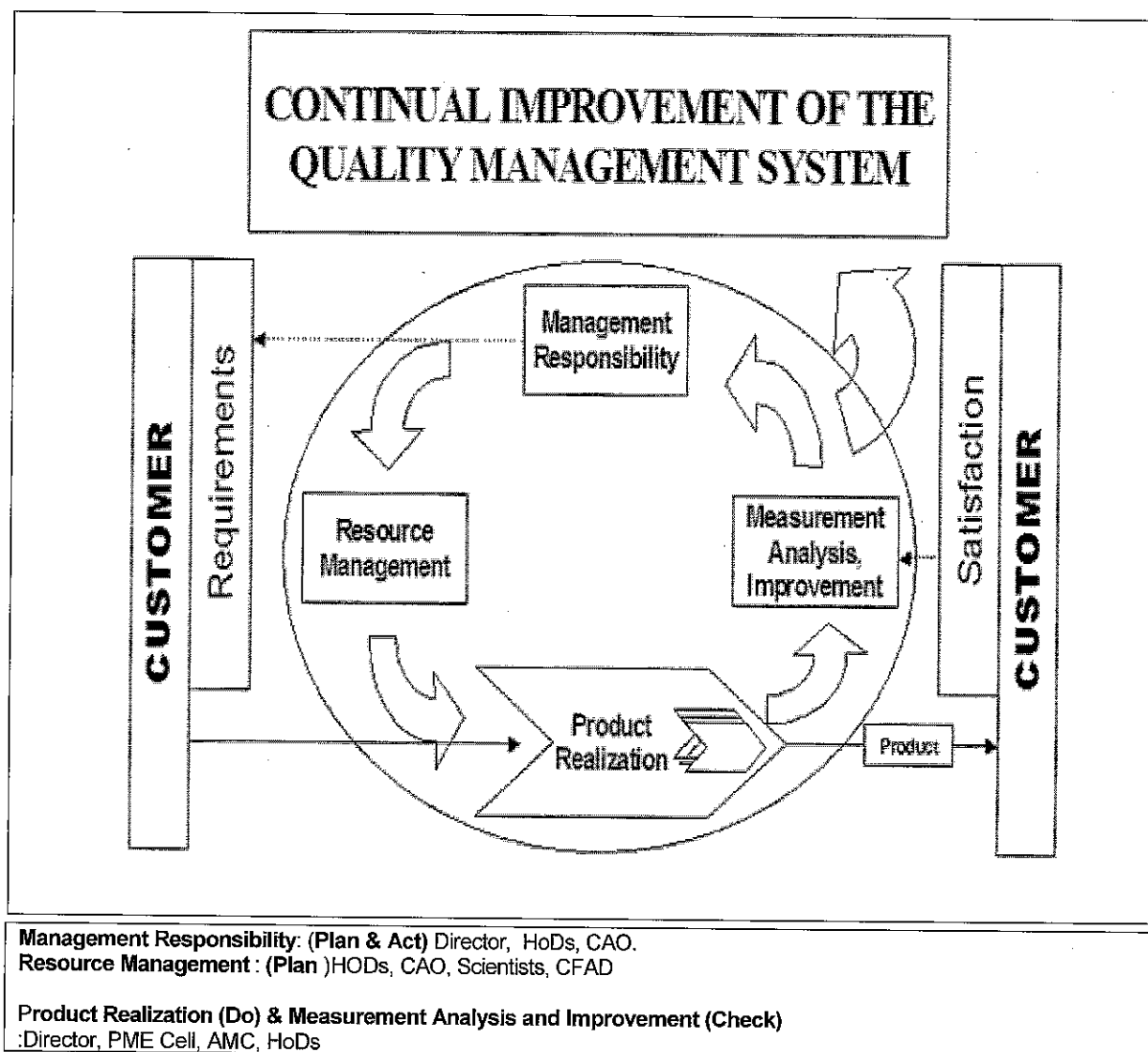
Process Interaction Flow





Key Processes Identified

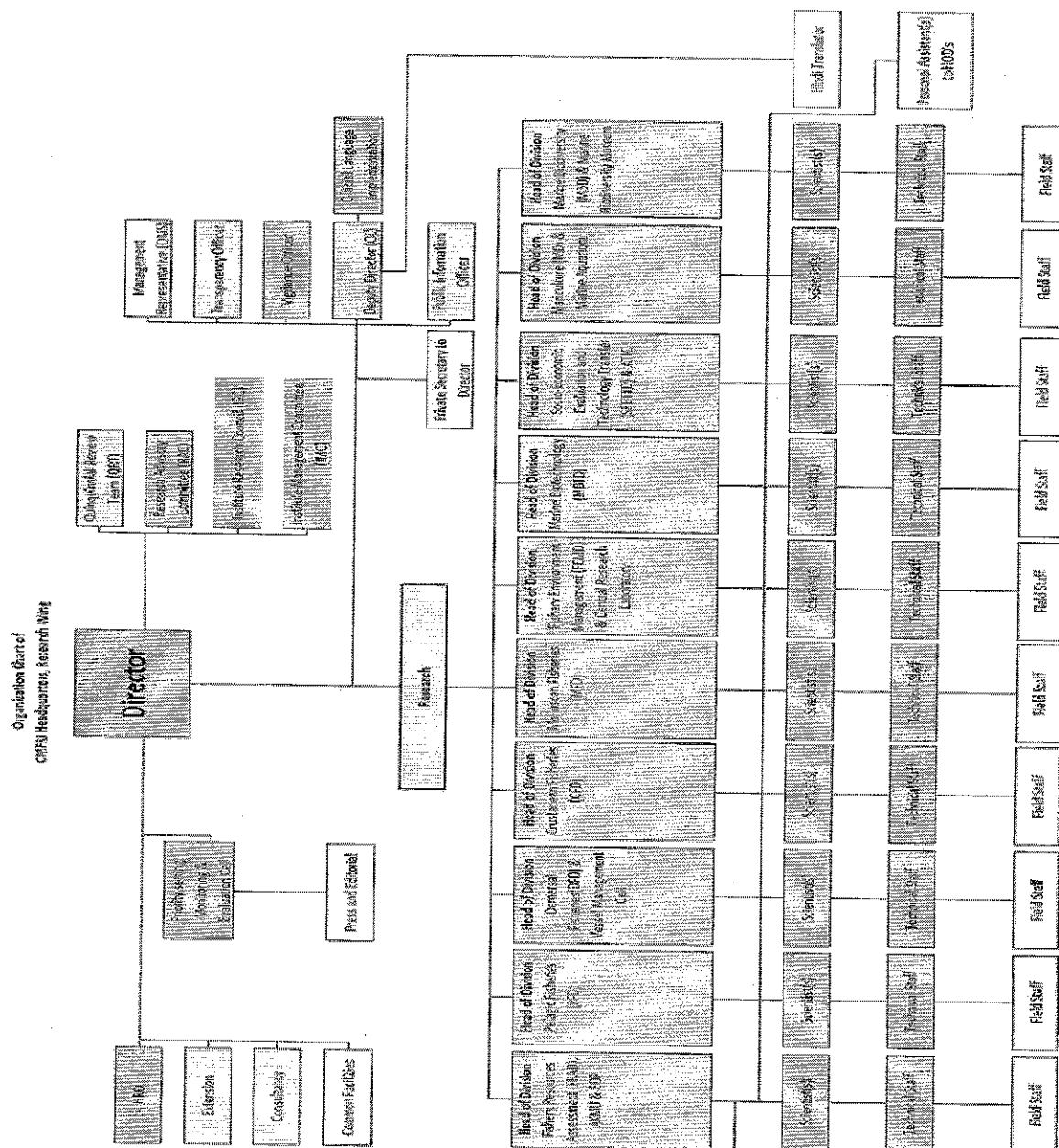
Sl.No.	Identification	Process	Cross-ref. to ISO 9001:2015	Revision Status		
				00	01	02
1	CMFRI/PM01	Management Process Map	5	X		
2	CMFRI/PM02	Resource Management Process Map	7	X		
3	CMFRI/PM03	Communication Process Map	7.4	X		
4	CMFRI/PM04	HR Process Map	7	X		
5	CMFRI/PM05	RD Process Map	8.3	X		
6	CMFRI/PM06	Library Process Map	7.5&8.3	X		
7	CMFRI/PM07	Purchase Process Map	8.4	X		
8	CMFRI/PM08	Extension Process Map	7.2	X		

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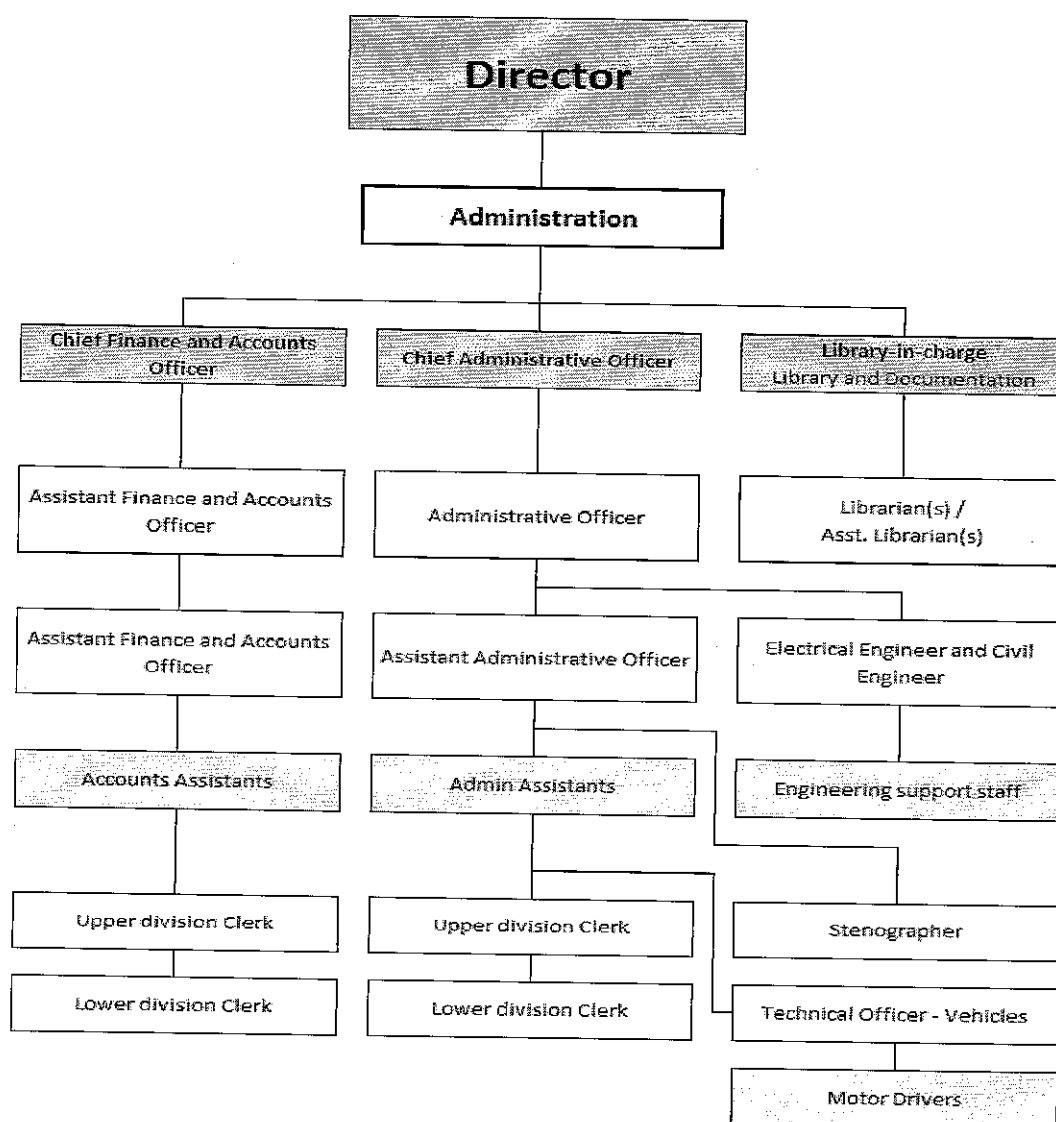
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Organization Chart of
MFI Headquarters, Research Wing



Organization Chart, Responsibility and Authority

Organization Chart of
CMFRI Headquarters, Administration Wing






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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 through 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 timely.

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INTRODUCTION


The need for ISO 900:2015 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 to changes.

The present scenario demands that we attain world class level so 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.

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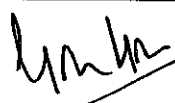

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1.0 SCOPE

This Quality Manual specifies the requirements for the Quality Management System of CMFRI. As an integral part of support function to demonstrate its ability to consistently provide 'Quality Services' that is commensurate with the prevailing 'Threats & Vulnerabilities' and meets customer expectation, besides applicable legal/regulatory/statutory requirements. We aim to enhance customer satisfaction by deploying the best in class, responsive manpower, technical equipment's/gadgets, effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable legal/regulatory/statutory requirements. The scope of this QMS applies to all units under the general command and control of CMFRI and in accordance with current legal, statutory and regulatory requirements including various Office Orders/Directives, Standard Operating Procedures etc., available on the matter and issued from time to time.

SCOPE FOR CERTIFICATION:

“Administration and management of marine fisheries and mariculture research activities.”

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1.1 GENERAL:

A) QUALITY POLICY STATEMENT

“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 carryout continual improvement to enhance the effectiveness of related systems.”

B) QUALITY OBJECTIVES

Key objectives are:


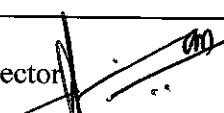
- ✚ Marine fishery resources assessment
- ✚ Productivity and production enhancement through mariculture
- ✚ Transfer of technology, training and consultancy services


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.

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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.

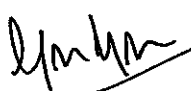
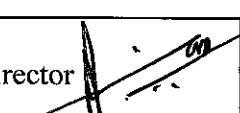
C. MAJOR FUNCTIONS


- 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 database.
- 5) To conduct transfer of technology, post-graduate and specialized training, education and extension-education programmes.
- 6)

D. FACILITIES:

INFRASTRUCTURE:

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.

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The office building is equipped with specialized laboratories 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.

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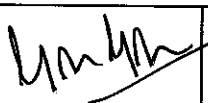

2.0 NORMATIVE REFERENCES:


- i. Management Process Map
- ii. Resource Management Process Map
- iii. Communication Process Map Manual
- iv. HR Process Map
- v. R &D Process Map
- vi. Library Process Map
- vii. Purchase Process Map
- viii. Extension Process Map

3.0 TERMS & DEFINITIONS:

Definitions of various terms used for quality system documents are as follows:

Product	Comprehensive security services
Customers	Both internal and external.
Purchased Product	Outsourced/Hired/Third Party services and requisite equipments/gadgets/hardware.
Suppliers	External agencies/vendors.
Audit	An examination of records/activities of a company's QMS to verify their degree of conformity to an established criteria
Auditee	A department or its representative that is being audited
Compliance	Process of checking the extent to which a process or activity meets specified requirements
Controlled Document	A document formally issued to a particular department/ function or personnel to protect the integrity of the document
Corrective Action	Action taken to eliminate the cause(s) of an existing non-conformity, defect or other undesirable situation in order to prevent reoccurrence
Customer	A recipient of a product (or service) provided by the supplier


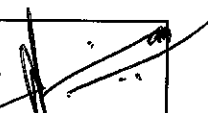
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Follow-up Audit	Audits carried out as a direct consequence of a previous audit to determine whether appropriate corrective actions have been taken and are effective
Management Review	A formal evaluation by top Management of the company of the status and adequacy of the quality policy and set of objectives
Non-conformity	Non-fulfillment of a specified requirement
Obsolete Documents	Documents those are no longer required for operational use. They may be stored as archives.
Organizational Structure	Responsibilities authorities and relationship, arranged in a pattern, through which an organization performs its functions
Preventive action	Action taken to eliminate the causes of a potential non-conformity or defect in order to prevent reoccurrence
Procedure	Specified way to perform an activity
Process	Set of interrelated resources and activities, which transform inputs into outputs in the presence of adequate resources

LIST OF 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	ORT	Quinquennial Review Team
13	RAC	Research Advisory Committee
14	IRC	Institute Research Council

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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.

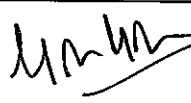
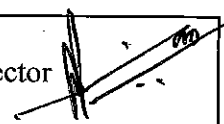
QUALITY MANUAL:


The quality system documented in this Quality Manual is in accordance with ISO 9001:2015 standard and is based on quality policy and objectives of Central Marine Fisheries Research Institute.

Quality Manual defines and documents the commitment, general approach and policy as applicable to Central Marine Fisheries Research Institute, to ensure that the services provided conform to the customer specific requirements as well as other expectations of interested parties.

Quality Manual is used to ensure that the service provided by Central Marine Fisheries Research Institute is of highest quality/standard and comply with the requirements of customers.

This Quality Manual has the approval of Director, Central Marine Fisheries Institute (CMFRI), and issued by the Management representative management, identification and amendment/ revision of the Quality Manual (QM) are made as per the procedure laid in Procedure Manual (PM).

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4.0 CONTEXT OF THE ORGANIZATION



4.1 UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT


- a) Central Marine Fisheries Research Institute has developed and documented, a well-established Quality Management System being effectively implemented/maintained at all levels. The Quality Management System documentation is aimed for continual improvement in all the activities.
- b) It has identified the processes required by the Quality Management System and is focused towards continual improvement by improving their effectiveness.
- c) The interactions of one process with other processes and their linkages are identified to maintain the integrity of the QMS within the Organization.
- d) Controlling methods and criteria are identified and established to ensure the effectiveness of both the operation and control of the processes.
- e) All kinds of resources and information needed to support the operation and monitoring of these processes are provided and ensured.

4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

Due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, the organization shall determine:

- a) The interested parties those are relevant to the quality management system.
- b) The requirements of these interested parties that are relevant to the quality management system.
- c) The organization shall monitor and review information about these interested parties and their relevant requirements.

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4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

CMFRI have determined the boundaries and applicability of the quality management system to establish its scope

When determining this scope, the organization shall consider:

- a) The external and internal issues referred to in 4.1;
- b) The requirements of relevant interested parties referred to in 4.2.
- c) The products and services of the organization.

CMFRI have applied all the requirements of this international standard if they are applicable within the determined scope of its quality management system.

The scope of the organization's quality management system shall be available and be maintained as documented information. The scope shall state the types of products and Services covered, and provide justification for any requirements of this international standard that the organization determines is not applicable to the scope of its quality management system.

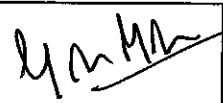

Conformity to international standard may only be complained if the requirements determined as not being applicable don't affect the organizations ability or responsibility to ensure the conformity of its products and services and the enhancement of the customer satisfaction.


4.4 QUALITY MANAGEMENT SYSTEMS AND ITS PROCESS

QMS documentation of the Central Marine Fisheries Research Institute includes:

Documented statements of Quality Policy and Quality Objectives

- A) Quality Manual (QM)
- B) Documented procedures required by ISO 9001:2015 like procedures for Control of documents, records, internal audit, Control of nonconforming product, corrective action and preventive action.
- C) Documented procedures as required by the Organization to ensure the effective planning, operation and control of its processes – QSP.

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5.0 LEADERSHIP

5.1 LEADERSHIP & 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.

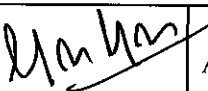

Meetings and trainings are conducted to the effective establishment of the quality policy and objectives apart from this the quality policy and objectives are exhibited at different locations within the organization, company website and documents for the effective communication.


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.

CMFRI leadership commits with respect to the QMS by:-

1. Taking accountability for the effectiveness of the QMS.
2. Ensures that the quality policy and objectives establish are compatible with context and strategic direction of the Centre.
3. CMFRI leadership promotes the use of process approach and risk based thinking.
4. Ensures resources are made available.
5. CMFRI leadership has communicated the importance of effective QMS to ensure that CMFRI achieves the intended results.
6. CMFRI leadership promotes continual improvement of the institute services to all its stakeholders.

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Reference Documents / Records:


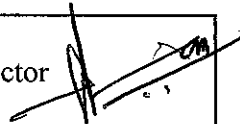
1. Management Process Map – CMFRI/PM01
2. Research Advisory Committee (RAC) Report
3. Institute Research Council (IRC) Report.
4. Quinquennial Review Team (QRT) Report.


5.1.2 STACKHOLDER 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 Mariculture 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.

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Reference Documents / Records:

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

5.2 Policy

5.2.1 ESTABLISHING QUALITY POLICY STATEMENT :

The Quality Policy of CMFRI has been appropriately defined as CMFRI's. It is an Executive Committee approved document and the top management is committed to it, is available to all employees for internal communication and is also displayed appropriate locations.

The Quality Policy has been formulated based on CMFRI's corporate vision/mission/objectives.


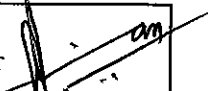
The management of Central Marine Fisheries Research Institute has defined and declared its quality policy and objectives that are in line with the principles and philosophy of the organization.


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.”

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5.2.2 Communicating the Policy

The Quality Policy of the Institute has been displayed at prominent locations in the CMFRI. It is communicated and applied within the CMFRI and will be made available to interested parties as appropriate.



5.3 Responsibility, Authority & Communication:


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.

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Reference Documents/ Records:

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

6.0 PLANNING

Quality Planning is based on the provisions of ISO 9001:2015 Quality Management System requirements.

Stages in meeting and exceeding the customers' requirements including appropriate corrective and preventive actions are as follows:

- a) Identification of Stakeholders.
- b) Assessing stakeholders' needs.
- c) Developing stakeholders focused teams.
- d) Coordination of activities related to services required.
- e) Providing services as per customers' needs.
- f) Feedback, consolidation and review.
- g) Analysis and continual improvement.



6.1 Actions to address risks and opportunities


6.1.1 When planning for the quality management system, CMFRI have consider the issues referred to in and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:

- a) Give assurance that the quality management system can achieve its intended result(s).
- b) Enhance desirable effects.
- c) Prevent, or reduce, undesired effects.
- d) Achieve improvement.

6.1.2 CMFRI have plan:

- a) Actions to address these risks and opportunities;
- b) How to:

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- 1) Integrate and implement the actions into its quality management system processes (see 4.4);
 - 2) Evaluate the effectiveness of these actions.
- Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

NOTE 1:

Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.

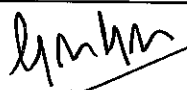
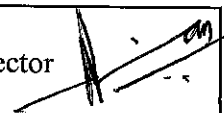
NOTE 2:


Opportunities can lead to the adoption of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its stakeholders' needs.

6.2 QUALITY OBJECTIVES:

The quality objectives of the organization are derived from the Half Yearly Progress Monitoring of Scientists in ICAR 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
- ☐ Administrative Reforms
- ☐ Efficient functioning of Half Yearly Progress Monitoring of Scientists
- ☐ Improving internal efficiency / responsiveness / service delivery of Ministry / Department

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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.

6.3 PLANNING OF CHANGES:

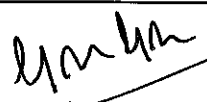

The Management of CMFRI has defined and documented the process of meeting the requirements of the customers. Quality planning for the various activities to be performed is carried out by In-charge of M.R. It includes detailed planning of resources and requisite skills. The Top Management gives priority to enhancing the knowledge, skills and attitude of individuals and develops committed stakeholder focused personnel.


It also ensures updating / up gradation as necessary of processes and service procedures. The requirements of Quality Policy are met through detailed procedures on identification, compatibility, acceptability and rendering quality services.

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The decisions to meet the stakeholders requirements are taken at various stages. There is a system of follow-up and evaluation of the impact of decisions taken. Corrective and preventive measures are taken after analysis and review of decisions. Based on the reviews, integrity of the Quality Management System is maintained if changes to the Quality Management System are planned and implemented.

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7.0 SUPPORT

7.1 RESOURCES

1. provide resources in terms of human resource with necessary competence, infrastructure, work environment, information and finance for different activities in CMFRI
2. To implement, maintain and continually improve the effectiveness of the Quality Management System (ISO 9001:2015) and enhance stackholders satisfaction.

7.1.1 General

In-charge, CMFRI identifies plans and provides resources including skilled and trained manpower, infrastructure such as office premises, communication facility and requisite arms & ammunition etc., to implement and maintain quality management system. It also ensures continual improvement of QMS effectiveness in respective functions in order to enhance stackholders satisfaction by meeting their requirements.

CMFRI have determined and provide the resources needed for the establishment, Implementation, maintenance and continual improvement of the quality management system.

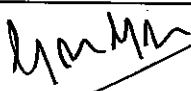
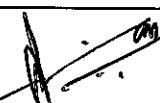
The organization shall consider:


- a) The capabilities of, and constraints on, existing internal resources;
- b) What needs to be obtained from external providers

7.1.2 People

The Management of CMFRI is responsible for arranging persons with appropriate education, training, skill and experience to efficiently discharge their assigned responsibilities.

CMFRI have determined and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

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7.1.3 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. 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.

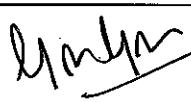

All the equipments are listed in Assets Register and the maintenance is planned and carried out as per the defined frequencies, where ever required Annual Maintenance Contracts are executed with OEM or competent service agencies/ institutions.


Reference Documents:

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

7.1.4 ENVIRONMENT FOR THE OPERATION OF PROCESSES:

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.

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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.

7.1.5 MONITORING & MEASURING RESOURCES:

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.

- 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.
- In case the instrument is out of order, it can be repaired and calibrated to ensure accurate performance.
- The records regarding the calibration of monitoring and measuring devices are maintained and updated by store purchase section.
- 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.

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- 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

7.1.5.1 General

CMFRI have determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

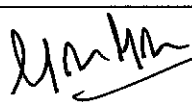

CMFRI have ensured that the resources provided:


- a) Are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) Are maintained to ensure their continuing fitness for their purpose.

The organization shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 MEASUREMENT & TRACEABILITY

CMFRI, has a system of customer feedback for its services. Performance Indicators in the form of periodical reports are compiled for analysis of trends and identification of the scope for improvement.

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7.1.6 ORGANIZATIONAL KNOWLEDGE

CMFRI have determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained and be made available to the extent necessary.

When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

NOTE 1:- Organizational knowledge is knowledge specific to the organization; it is generally gained by Experience. It is information that is used and shared to achieve the organization's objectives.

NOTE 2:- Organizational knowledge can be based on:


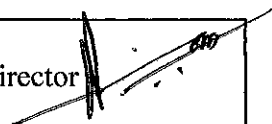
- A) Internal sources (e.g. Intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of Improvements in processes, products and services);
- b) External sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).


7.2 & 7.3 COMPETENCE & AWARENESS:

The Management of CMFRI has established a procedure for identifying and fulfilling training needs of the personnel under its command. This has been established to enhance the competence of personnel performing activities affecting quality.

Personnel performing specific assigned tasks are qualified on the basis of appropriate education, training and/or experience as required. It is also ensured that the personnel are aware of their relevance and importance of their activities which ultimately affects achievement of Quality Objectives.

Proper records of education, experience, trainings undergone etc. are maintained.

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7.4 COMMUNICATION:

In CMFRI various means and methods of communication are used to ensure effective and efficient implementation of Quality Management System. The following internal communication means are used for effective communication.

- i. Provision of controlled copy of all the quality documents at relevant points.
- ii. Provision of guidelines related to various research with the users.
- iii. Display of Quality Policy & Objectives in English and local language at strategic points.
- iv. Periodic meetings with In-charge and his subordinates.
- v. Circulars and letters on different issues.
- vi. Display of the information on Notice Boards.
- vii. Informal meetings.
- viii. By Circulation of Quarterly in-house journal
- ix. By updating information on CMFRI Portal

7.5 DOCUMENTED INFORMATION

7.5.1 GENERAL



CMFRI have included:


- a) Documented information required by this International Standard;
- b) Documented information determined by the organization as being necessary for the effectiveness of the quality management system.

NOTE:-

The extent of documented information for a quality management system can differ from one Organization to another due to:

- The size of organization and its type of activities, processes, products and services.
- The complexity of processes and their interactions.
- The competence of persons.

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7.5.2 CREATING AND UPDATING

When creating and updating documented information, the organization shall ensure appropriate:

- Identification and description (e.g. A title, date, author, or reference no);
- Format (e.g. Language, software version)
- Review and approval for suitability and adequacy.

7.5.3 CONTROL OF DOCUMENTED INFORMATION



Control of documented information, 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:

- Manual on Office Procedure.

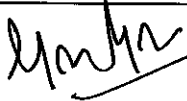
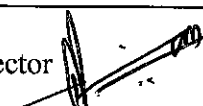
This procedure establishes the procedure for review, distribution and implementation of documentation & establishment and maintenance of records that describes and controls the Quality management system relating to the requirement of ISO 9001:2015, with a view to ensure:-


- It can be easily located.
 - They are periodically reviewed, revised and approved for adequacy by authorized personnel.
 - Availability of valid documents at required locations for effective implementation
 - Preventing unauthorized changes in the documents and withdrawal of obsolete documents.
- This Section deals with the Issuing of Identity Cards to CMFRI officials, Implementation of various recommendations by M.R./Internal Audit Committees/Statutory Bodies. This also covers control of relevant documents of external origin.
 - Documents / data affecting quality are identified, prepared, approved and authorized prior to issue.

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- c) Background information is made available to the designated functionaries prior to review and approval.
- d) Authority for preparation, review, approval, issue and control of Quality Manual, Procedure Manual and Formats are detailed in the Procedure Manual. Changes to these documents are carried out by the same/higher authority unless and otherwise specified.
- e) Control of supporting documents/data received from agencies outside the CMFRI including contract related documents is mentioned in the Procedure Manual.
- f) Copies of this Quality Manual are classified as “Controlled” and “obsolete” copies. All controlled copies are allotted a unique copy number and issued by Management Representative as per the list of distribution.
- g) Controlled copies are always maintained up-to-date. Obsolete copies issued are current for the revisions but are not updated after issue. Generally they are distributed for information purposes only
- h) Controlled copies are stamped “CONTROLLED COPY” in red color. All other copies are treated as obsolete copies
- i) Management Representative is responsible to revise, update the documents, whereas the custodians of controlled copies are responsible for removal of obsolete portion(s) in all the controlled copies of the document. It is approved and authorized by CMFRI
- j) Obsolete documents / data if required for legal / knowledge purpose are identified by the sections concerned
- k) The details of revision/corrective action are given in the procedure for Corrective Action in the Procedure Manual. Amended pages are marked ‘Revised’ in red to highlight change. Record of amendments is maintained.
- l) The control procedure for documents and data, if maintained in electronic form is strictly to be dealt in accordance with the instructions on matter as described in the Procedure Manual.

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- m) Technical documents of internal and external origin which are related to the Quality System and affect the quality of product are identified and controlled by the concerned In-charges and they are responsible for revision and updating of those documents.
- n) A copy of such updated documents is sent to Management Representative and is maintained by Management Representative for reference.

This section deals with retention and retrieval of Quality Records through proper indexing, filing and storage for safeguard against damage, loss or deterioration.

PREPARATION OF RECORDS:

Standard Procedures and formats are the basis for preparation of records. These are maintained to demonstrate conformance to specified requirements and effective operation of Quality System.

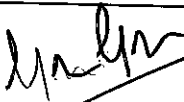

These records are prepared on behalf of the concerned head of institute responsible for relevant activities and are subsequently verified by them periodically.


STORAGE OF RECORDS:

The location / custodian of identified records, method of indexing, filing and retention periods to ensure that all records under their custody are easily retrievable and safe against damage, loss or deterioration are specified in the Procedure Manual.

Records, if stored in computers, are having proper backups to prevent loss of data.

Quality Records are made available for evaluation by the customer where agreed contractually.

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8.0 OPERATION

8.1 OPERATIONAL PLANNING & CONTROL:

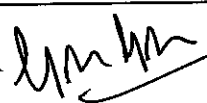
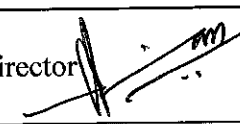
The scope of Central Marine Fisheries Research Institute is limited to administration and management of marine fisheries and mariculture research activities. The key processes required to fulfill the QMS scope have been identified and the processes were mapped and documented in the process maps section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


through control points in the process maps for each processes involved in While planning product realization CMFRI identifies both the long-term and short-term (need based) objectives for processes involved and same will be communicated 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 □ 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.

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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 □
4. RPP □
5. Status Report.



8.2 REQUIRMENTS FOR PRODUCTS & SERVICES:


The requirements of internal customers are determined through various means like Virtual Corporate Board Meetings, Bilateral Meetings with ASTO, Union, Associations, WDF, EWC etc. In addition, during the visit of Directors and C&MD to different locations, the requirements are received as complaints and that gets processed at appropriate levels before arriving at the general requirements which may be applicable to one and all. Similarly, external customers' requirements are also determined through meetings, gatherings, writings, discussions etc.

Review of requirements related to the product (Services):

The review is normally undertaken as and when exceptions or deviations are raised by the Customers themselves at the time of making their passes and requirements. This goes through various levels before the revision of existing guidelines/rules are issued to meet the new requirements.

- i. The requirements related to the product (services) are assessed both for short term and long term every year. As a matter of routine, the requirements of different Functions/ Groups (internal customers) are collected (or conveyed by them), analyzed and action plan is drawn to meet the requirements.

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- ii. The requirements of other agencies (external customers) when received are acted upon on priority. The changes/suggestions received from customers or his representative is incorporated on merit.
- iii. The requirements of the customers are reviewed to ensure that:
 - a) Capacity/capability exists to meet the requirements. (Alternatives are explored within admissible rules of CMFRI for meeting customer requirements in case of exceptions).
 - b) Any amendment subsequently necessitated in the form of requests from the customer or supplier are resolved and documented. Records related to the product (service) requirement, review and changes are maintained at required levels.

8.2.1 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

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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.



8.2.2 DETERMINING THE REQUIRMENTS FOR PRODUCTS & SERVICES:


- The requirements specified by the customer (interested parties) including the requirements which are recorded in the RPP ☐ for further review and process.
- 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.
- Investigation team is also responsible to identify the statutory and regulatory compliance requirements in relation to the product or service if any.
- 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:

- Research Advisory Committee (RAC)Report
- Institute Research Council (IRC) Report.
- Quinquennial Review Team (QRT) Report.
- CP cell Records

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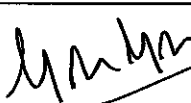

8.2.3 REVIEW OF THE REQUIRMENTS FOR PRODUCTS & SERVICES


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

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

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
6. Check List.

8.2.4 CHANGES TO REQUIREMENTS FOR PRODUCTS AND SERVICES

CMFRI have ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and **services are changed**

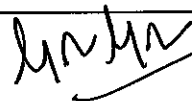

8.3.2 DESIGN & DEVELOPMENT:


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**

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Reference Documents:

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

8.3.3 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 – Proforma 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:

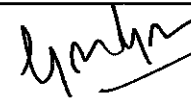

1. **RPP**
2. **Check List**
3. **Status Report.**


8.3.5 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 – Proforma 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.

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- 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

8.3.6 Design and development changes

RPP □ 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.


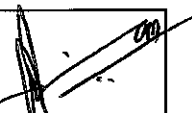
8.4 Control of externally provided processes, products and services


8.4.1 General

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.

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Reference Document:

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

8.4.2 Type and extent of control

CMFRI have ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

CMFRI have:

- a) ensure that externally provided processes remain within the control of its quality management system;
- b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) take into consideration:
 - i) The potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;
 - ii) The effectiveness of the controls applied by the external provider;
- d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.



8.4.3 Information for external providers


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.

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8.5 Production and service provision



8.5.1 Control of production and service provision


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

- 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.
- PME Cell provides the required resources and monitors the research works frequently.
- 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.
- Exclusive labs for monitoring and measurement is made available to the Investigators.
- 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.
- 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:

- Field Diary
- Research Advisory Committee (RAC) Report
- Institute Research Council (IRC) Report.
- Quinquennial Review Team (QRT) Report.
- RPP

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8.5.2 IDENTIFICATION & TRACEABILITY



CMFRI has established the following system for identification and traceability:


- 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.
- E-data are also coded as per the guidelines from authorities from time to time to ensure better identification and traceability.
- 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 & field equipments, electrical and installations, audio & visual equipments, vehicles & vessels, furniture & fixtures, chemicals, stationery etc.

8.5.3 PROPERTY BELONGING TO CUSTOMERS OR EXTERNAL PROVIDERS:

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.

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8.5.4 PRESERVATION :

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.

8.5.5 POST DELIVERY ACTIVITIES:

CMFRI shall meet requirements for post-delivery activities associated with the products and services.



In determining the extent of post-delivery activities that are required, the organization shall consider:


- statutory and regulatory requirements.
- the potential undesired consequences associated with its products and services.
- the nature, use and intended lifetime of its products and services;
- Stackholder's requirements.
- Stackholder's feedback

8.5.6 Control of changes

The organization shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

The organization shall retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

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8.6 Release of products and services

CMFRI has implemented planned arrangements to verify service requirements have been met. The release of products and services to the customers will not proceed until planned arrangements are satisfactorily completed and released by authorized personnel. The information regarding the completion of services is maintained at the helpdesk.

8.7 CONTROL OF NON-CONFORMING OUTPUTS:

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

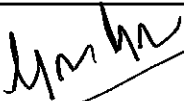

9 Performance evaluation


9.1 Monitoring, measurement, analysis and evaluation

To ensure an effective and efficient system for monitoring and measurement of product (services) and processes which includes collection and analysis of data, continual improvement, corrective action, preventive action and internal audits to verify compliance with planned arrangements and to determine the effectiveness of quality system in CMFRI,

9.1.1 GENERAL:

CMFRI has implemented various monitoring, measurement, analysis and improvement processes, Mock drills and surprise checking to demonstrate conformity of the product (services) and to continually improve the effectiveness of the Quality Management System.

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9.1.2 STACKHOLDERS SATISFACTION:

CMFRI monitors the information relating to customer perception to confirm whether the customer requirements have been fulfilled. These are in the form of informal feedback, formal appreciation by customers, and feedback / suggestions by customers.

9.1.3 ANALYSIS AND EVALUATION:


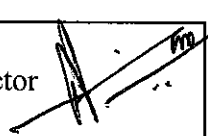
CMFRI prepares periodical report on the basis of data generated during the process of providing services to the stackholders. These data are analyzed using statistical technique for establishing, controlling and verifying process capability. The outcome of the analysis becomes the basis of decisions taken for Enhancing the suitability and effectiveness of the Quality Management System.


Analysis of data provides information on: -

- i) Customer satisfaction
- iii) Non-conformity to product (services) requirements
- iv) Trends or processes
- v) Trends of product (services) required
- vi) Trends of functioning by suppliers

9.2 INTERNAL AUDIT:

Internal Audits are scheduled at least once in year. Management Representative is authorized to change the schedule based on the status and importance of activities. Internal Audits are carried out by trained Auditors nominated by Management Representative, who ensures that auditors do not have direct responsibility in the department or the activity being audited. A well-defined procedure for conducting internal quality audits has been documented under Quality Procedure Manual to ensure conformance to planned arrangements.

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9.3 MANAGEMENT REVIEW:

9.3.1 GENERAL:

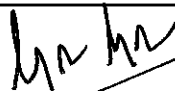
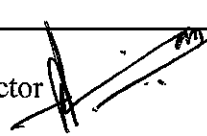
The Management of CMFRI has established procedure for Management Review Meeting (MRM) for ensuring effectiveness and suitability of quality system.

The Management Representative coordinates the MRM which is attended by the Sectional Heads and chaired by the M.R., CMFRI. The Management Representative circulates the minutes and follows up on implementation of the action points.

9.3.2 REVIEW INPUT:

For review of the Quality Management System the following factors are the basis:

- i. Customer Feedback
- ii. Results of various audits
- iii. Process, performance and service conformity.
- iv. Status of preventive and corrective actions.
- v. Changes required for improving the Quality Management System.
- vi. Follow-up actions from previous review meetings.
- vii. Recommendations for improvement
- viii. Records of Attendance and minutes of the MRM are maintained by the Management Representative.
- ix. Retention period of records of MRM is two years.

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9.3.3 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.
- e) 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
- f) The minutes of management review is circulated to all committee members.
- h) Effectiveness and results of implementation of the decision taken are verified and is discussed in the following management review.
- i) 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:


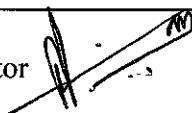
1. Records as required by 'ICAR RPP guidelines'
2. Records as required by 'RFD for CMFRI'


10.0 IMPROVEMENT:

At CMFRI 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.

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10.2 NON CONFORMITY AND CORRECTIVE ACTION:

10.2.1 When a nonconformity occurs, including any arising from complaints, the organization shall:

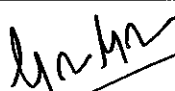
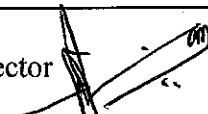
- a) React to the nonconformity and, as applicable:
 - 1) Take action to control and correct it;
 - 2) Deal with the consequences;
 - b) Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - 1) Reviewing and analysing the nonconformity;
 - 2) Determining the causes of the nonconformity;
 - 3) Determining if similar nonconformities exist, or could potentially occur;
 - c) Implement any action needed;
 - d) Review the effectiveness of any corrective action taken;
 - e) Update risks and opportunities determined during planning, if necessary;
 - f) Make changes to the quality management system, if necessary.
- Corrective actions shall be appropriate to the effects of the nonconformities encountered.


10.2.2 The organization shall retain documented information as evidence of:

- a) The nature of the nonconformities and any subsequent actions taken;
- b) The results of any corrective action.

Reference Documents:

- Control of Non-Conforming products-CMFRI/PR03
1. Corrective Action Report (NCR)-CMFRI/FQM04
2. Corrective Action Procedure - CMFRI/PR05
3. Quality Control Procedure Manual – CMFRI/PR
4. Control of Non-Conforming products-CMFRI/PR03

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10.3 CONTINUAL IMPROVEMENTS:

At **CMFRI** 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

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