

5th Edition of EEPC India Quality Award

Application Form

Section – A (Basic Information)						
1.	Registered Name of the Applicant Organization					
2.	Address of the registered Applicant Organization					
3.	RCMC number ~ (Applicable for EEPC India Members)					
4.	In case of non-members kindly specify your IEC Number					
5.	No. of other Manufacturing Units					
6.	Mention the year of establishment of the Applicant organization/factory (for which data is provided)					
7.	Number of Employees (Count)		As on March 31, 2023	As on March 31, 2024	As on March 31, 2025	
	(Regular)					
	(Contractual)					
8.	Organization's Type (Tick <input type="checkbox"/> from the below options) <i>As per latest MSME Act.</i>					
a)	Public Limited	Private Limited	PSU	Limited Liability Partnership	Partnership/Proprietorship	Any other (please state)

b)	Large	Medium	Small/Micro
9.	Name of the Owner / MD / Director / CEO		
	Contact details:		
	E-mail:		
	Mobile:		
10.	Name of the Coordinator (Point of contact-POC)		
	Contact details:		
	E-mail:		
	Mobile:		
11.	Provide a short summary of your business (Highlight major challenges faced and how the same was addressed). (Limit it to 500 words)		

~ RCMC: Registration cum Membership Certificate

Section – B (Financial Information (For last 3 Years)) (in Rs.)				
S. No.	Description	2022 – 23	2023 – 24	2024 – 25
a)	Gross Investment in plant & machinery (In Lakhs)			
b)	Total Turnover (In Lakhs)			
c)	Budget for Quality (In Lakhs)			
d)	Total Export Sales (In Lakhs)			

Section – C (Product Information)					
S. No.	Product Name and HS Code* at 6-digit level	Key Customer(s)	Export/Domestic	% Contribution to total turnover	Top export destinations with %age share in total exports
1.					
2.					
3.					
4.					

*HS Code: Harmonized System Classification

Section – D (Quality related Information)		
Section - D1 (Basic Information)		
1.	Please provide a short description of your conversion process (e.g., Raw Material → Casting → Forging → Machining → Grinding – Packaging etc.) <i>(Please provide the above description in the form of a Flow Chart/Process Chart)</i>	{Not more than 200 words}
2.	Please provide a short description of your Quality Management System. <i>(Please attach Quality Manual available in your organization)</i>	{Not more than 200 words}
3.	Mention Customer Testimonial/ Credentials / Certifications / Awards received from external agencies (National/International). <i>(Please attach the same with the application form)</i>	
4.	Please mention whether your products are required to comply with any product standards like IS, ASTM, CE, UL, Quality Control Order and similar others. <i>(Please mention only the standard and the related product)</i>	{Not more than 200 words}

Section – D2 (Leadership)		
1.	Please describe how your top leadership is encouraging an organization-wide commitment to quality. <i>(Please attach Organogram/organization chart and roles and responsibilities of your top management (MD/Director/CEO etc.)</i>	{Not more than 200 words}
2.	What is the Role and Relationship of management and employees in meeting the Quality Goals and Objectives?	{Not more than 200 words}
3.	How does the organization develop and implement Quality Policy, Quality Objectives and Quality Plan-Explain the process. <i>(Attach Quality Policy, Quality Objectives and Quality Plan)</i>	{Not more than 200 words}

Section – D3 (Customer Focus)		
1.	How are you determining that your products meet the needs and expectations of your customers	{Not more than 200 words}
2.	Explain your process of customer feedback and customer satisfaction measurement/monitoring.	{Not more than 200 words}
3.	How do you ensure your customer handling process is effective?	{Not more than 200 words}

Section – D4 (Employee Capacity Building/Trainings)		
1.	Describe your process of employee Education, Training and Development. Include the following: a) Identification of training needs b) Evaluation of training needs c) Provisions of training d) Evaluation of effectiveness	{Not more than 200 words}
2.	Are you empowering your employees to determine constraints to performance and to take initiatives without fear.	{Not more than 200 words}

Section – D5 (Process Management)		
1.	Please describe how your critical requirements are pro-actively planned and established (Note: Critical requirements include product, process, customer and legal requirements.) Explain the process and attach supporting documents.	{Not more than 200 words}
2.	How do you plan and ensure inspection testing and calibration activities? Explain with supporting document	{Not more than 200 words}
3.	Are you implementing modern production practices (like lean, Six Sigma, JIT etc.) for production cost reduction. If yes, give a very short description.	{Not more than 200 words}

4.	How does your Quality Management System Address Quality risk (Quality risk including Design risk, Product development risk, Process risk etc. Organization is using various risk assessment tools for Identification, Analysis and Mitigation of risk). Please provide a short description of the above	{Not more than 200 words}
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Section – D6 (Supplier Management)

1.	How are you selecting and evaluation you suppliers? Please elaborate on the evaluation process for supplier.	{Not more than 200 words}
2.	Are You Measuring supplier performance and providing performance feedback to the supplier as appropriate to take improvement action? Please give a short description.	{Not more than 200 words}
3.	How do you partner with your suppliers to minimize total cost to your value stream Please give a short description.	{Not more than 200 words}

Section – D7 (Problem Solving and Improvement)

1.	Describe the process for problem solving (include defects, non-conformities etc.)	{Not more than 200 words}
2.	Do you have a process to implement improvement process throughout the organization/factory? If yes, please provide a short description. (Attach also a list of the improvement projects.)	{Not more than 200 words}
3.	How do you evaluate the effectiveness of your Quality System including the root cause analysis carried out? Please give a short description.	{Not more than 200 words}

Section – D8 (Innovation and Technology)		
1.	What Innovative Processes do you followed to meet customers' Expectations? <i>Please give a short description.</i>	{Not more than 200 words}
2.	What Innovative Processes do you follow to reduce cost and Increase value to the customer? <i>Please give a short description.</i>	{Not more than 200 words}
3.	How do you ensure Data Security with respect to data of your customers, suppliers, and processes? <i>Please give a short description.</i>	{Not more than 200 words}
4.	Mention 3 Significant Quality initiatives taken in last 2 Years <i>Provide a simple description.</i>	{Not more than 200 words}

Section – E (Data on Quality)				
Sr. #	Particulars	2022 – 23	2023 – 24	2024 – 25 (Provisional)
1.	First Time Quality (Number of Units accepted at the first time) / (Total Number of Units Produced)			
2.	Material Defect Rate			
	a. Incoming Defect %			
	b. Work in Progress Defect %			
3.	Product Defect (Outgoing) Rate			
	a. Domestic Product Defect %			
	b. Export Product Defect %			
4.	Rework Rate % (Number of Products requiring rework) / (Total number of Products Produced)			
5.	Number of counts of Corrective Actions (Internal Audits)			
6.	Number of counts of Corrective Actions (External Audits)			
7.	Number of Opportunities for Improvements (OFIs) (Internal Audits)			
8.	Number of Opportunities for Improvements (OFIs) (External Audits)			
9.	Scrap Rate % (Planned / Unplanned)			
10.	Total Customer Complaints (Number)			
	a. Total Customer Complaints – Domestic (Number)			
	b. Total Customer Complaints – Export (Number)			
11.	OEE (Overall Equipment Effectiveness) %			
12.	Budget on Quality / Turnover (in Percentage)			
13.	Delivery Performance: % Ontime Delivery (OTD)			
14.	Delivery Performance: % Ontime In full (OTIF)			

15.	Training Hours per Employee [Total Training Hours/Number of Employees]			
16.	Are you measuring Customer Satisfaction if yes, Customer Satisfaction Trend			
17.	Employee Turnover (In Percentage %)			
18.	Cost of Quality (As % of revenue)			

I have gone through the Terms of Reference. I certify that the information submitted in this application is true and correct to the best of my knowledge. I further understand that any false statements may result in denial or revocation of the application.

Date:
Place:

Signature of the Owner / MD / Director / CEO (Authorized Representative)