



Riddhi Siddhi Gluco Biols Ltd., Unit II - Gokak  
 (An ISO 9001 & 22000 Company)  
 P.B. No. 9, falls Road Gokak-591307 Dist: - Belgaum  
 (Karnataka) 08332229240

**Company and consultant details:**

1.	Name and address of the organization	Riddhi Siddhi Gluco Biols Ltd., Gokak Dist :- Belgaum	
2.	Main products/services in the company	Maize Processing Industry Maize Starch Powder Liquid Glucose Malt dextrin Dextrose monohydrate powder Maize germ Maize Gluten Maize Fiber	
3.	Number of employees covered	1000 Nos	
4.	Name and email ID of the MR	SB Suravashi , tqm@riddhisiddhi.co.in	
5.	Name of the CEO	Mr. Mukesh Chowdhary	
6.	Name of the consultant	Mr. Ramachandran.V	
7.	Period of engagement by the company	Since Year:1996	
8.	Services received- Tick which are applicable	Total certification process	02
		Periodic internal auditing	10
		Internal Auditors' training	02
		Process improvements	04
9.	System standards supported- Tick which are applicable	ISO 9001	ISO 9001
		ISO 14001	
		OHSAS 18001	
		Others	ISO 22000
10.	Locations covered	Gokak Unit	

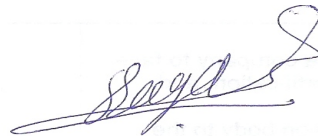
**Feedback data on quality of service**  
**(Please fill in the details. Provide scores in the range**  
**0- Minimum and 10- Maximum)**

Sl. No.	Details of services provided	Score for our satisfaction
1.	<b>Understanding the existing company processes necessary for</b> <ul style="list-style-type: none"> <li>Facilitation of the personnel</li> <li>Prepare/amend the process documentation</li> </ul>	9
2.	<b>Structure of documentation planned and implemented:</b> <ul style="list-style-type: none"> <li>Simple, user-friendly, implementable and practicable process documentation, flowcharts and templates</li> <li>Simple and maintainable records</li> </ul>	9
3.	<b>Creating awareness on process requirements, documentation and adherence:</b> <ul style="list-style-type: none"> <li>Adequate and effective to operate the processes</li> <li>Effective in implementing PDCA approach</li> </ul>	9
4.	<b>System implementation:</b> <ul style="list-style-type: none"> <li>Adequate and effective handholding to meet the company defined schedules</li> <li>Adequate freedom to integrate emerging ideas from personnel</li> </ul>	9
5.	<b>System practice:</b> <ul style="list-style-type: none"> <li>Providing adequate training to the personnel in implementing the documented practices,</li> <li>Verifying the effectiveness of the recommendations,</li> <li>Tracing the non-conformities and recommending the corrective and preventive actions.</li> </ul>	10
6.	<b>Training to personnel:</b> <ul style="list-style-type: none"> <li>Providing adequate training to personnel in the organization to understand and implement the documented systems</li> <li>Providing clarity to the standards requirements</li> </ul>	10
7.	<b>Internal Audits:</b> <ul style="list-style-type: none"> <li>Conducting complete and effective internal audits</li> <li>Identifying the gaps between the documents and the practices and providing support to close the same</li> </ul>	10
8.	<b>Internal Auditors training:</b> <ul style="list-style-type: none"> <li>Providing an effective internal auditing training methodology for the company employees</li> <li>Adequate and effective for company internal auditors to perform internal auditing independently.</li> </ul>	9

9.	<b>Support to face external audits:</b> <ul style="list-style-type: none"> <li>• Providing adequate support and make the company to face the various external audits (first stage, certification, and routine surveillance),</li> <li>• Closing the issues raised by the certification body to the satisfaction of the company and the certification body.</li> </ul>	10
10.	<b>Effective people interactions:</b> <ul style="list-style-type: none"> <li>• Effectively interacting with company personnel at different levels</li> <li>• Bringing in cohesiveness in the team in implementing the system standards</li> </ul>	9
11.	<b>Interaction with the management:</b> <ul style="list-style-type: none"> <li>• Effective interaction to identify quality objectives</li> <li>• Guiding for effective reviews in implementation and internal auditing</li> </ul>	9
12.	<b>Guidance on management:</b> <ul style="list-style-type: none"> <li>• Providing guidance on using data effectively</li> <li>• Providing guidance on using data to control and manage of processes</li> </ul>	10
13.	<b>Results of consultancy:</b> <ul style="list-style-type: none"> <li>• Inculcating process culture in the company</li> <li>• Visible process improvements</li> </ul>	9
14.	<b>Sticking to time schedules:</b> <ul style="list-style-type: none"> <li>• Keeping up the company defined and agreed time schedules and meeting the company requirements</li> <li>• Being flexible in time management</li> </ul>	9
	<b>Total score</b>	<b>131</b>

**Suggestions for improvement:**

**SB Suravashi**  
**Management Representative**  
**22.06.2011**



**Signature and designation:**