

## Service Performance feedback

### Company details

Sl. No.	Attributes	Details
1	Name and address of the Organization	Techser Power Solutions Pvt. Ltd.,
2	Main products/services in the company	HOME INVERTER, ONLINE UPS, SERVO STABILISER, SOLAR HYBRID UPS, SOLAR INVERTER, SOLAR MPPT CHARGE CONTROLLER & SOLAR SYSTEM INTEGRATION
3	Locations covered	Bangalore, Parwanoo, Mysore, and Mangalore
4	Number of employees covered	
5	Name of the CEO	Mr. Narayan. G. Sabhahit – Managing Director Mr. K.R.Nataraj – Executive Director
6	Name and email ID of the Corporate MR	Mr.Prasanna. S. Joshi – <a href="mailto:psjoshi@techser.com">psjoshi@techser.com</a>

### Service details

7	Name of the consultant:	Mr. Ramachandran.V	
8	Period of engagement by the company (approximate in months)	2003-2013- 10 years	
9	Services rendered-(X) which is applicable	Total certification process	✓
		Periodic internal auditing	✓
		Internal auditors' training	✓
		Process improvements	✓
10	System standards supported- -(X) which is applicable	ISO 9001 QMS	✓
		ISO 14001 EMS	✓
		OHSAS18001	✓
		Others-	



## Feedback data on quality of service

(Please fill in the details. Provide scores as Good- 5, Demonstrates- 8, Inspires- 10)

Sl. No.	Details of services provided	Score for our satisfaction		
		Good	Demonstrates	Inspires
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>		✓ ✓	
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>			✓ ✓
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>		✓ ✓	
4.	<b>Support for 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>		✓	✓
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>			✓ ✓ ✓
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>		✓	✓
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>			✓ ✓
8.	<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>			✓ ✓



9.	<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>			✓ ✓
10.	<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>			✓ ✓
11.	<b>Guidance on data 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>		✓	✓
12.	<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>			✓ ✓
13.	<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>		✓	✓
14.	<b>Owning total responsibility</b> <ul style="list-style-type: none"> <li>Providing total support from beginning to end</li> <li>Providing confidence to personnel and focusing on process approach</li> </ul>			✓ ✓
	<b>Total score</b>		<b>274</b>	
	<b>% of score obtained</b>		<b>94.48%</b>	

**Suggestions for improvement:** Needs more value added services not only in terms of quality system but from the point of business improvements and profits.

TECHSER POWER SOLUTIONS PVT.LTD.

K.R. *[Signature]*  
DIRECTOR

Signature and designation:



Date: 06/12/2013