

Section 1

Vision, Mission, Objectives and Functions

Vision

Be a Quality Assurance service organisation to enhance processes and competitiveness of IT and electronics industry enabling them to deliver products and services of global standards.

Mission

To support industry and trade and protect consumer interest in electronic and IT sector by providing customer centric, accredited quality assurance services as per international standard for global acceptance.

Objectives

1. *Become* a key player in national measurement assurance system by providing test & calibration facilities in emerging technologies
2. *Support* national eGovernance Plan (NeGP) through Quality & Security evaluations of IT systems and other projects of national importance
3. *Providing* certification services to industry for processes and products for global compliance
4. *Enhancement* of knowledge of professionals in the area of quality management and test engineering

Functions and Activities

To meet the objectives various programs are designed focusing quality assurance of products, processes and personnel. Functions and activities for IT and Electronics are as follows –

A. Information Technology

- Product quality assurance
 - Software testing services covering functionality, usability, security, performance, reliability, maintainability and portability
 - System testing for performance and security covering penetration testing, vulnerability assessment, common criteria etc.
 - Website quality certification as per Guidelines for Indian Govt. Websites
 - Capability approval of website designers and developers
 - Quality certification of Indian Government Websites
 - Smart card testing and certification
- Process quality assurance
 - Certification scheme for assuring information security management system (ISO 27001) and IT services management (ISO 20000-1)
 - Assessment of process improvement for software development using SPICE model
- Personnel assurance for knowledge and skills on quality principles
 - Trainings on software quality engineering, software test engineering, information security management, website quality, and accessibility
 - Certification program for software testers, information security lead assessors

B. Electronics

- Product quality assurance through testing and certification services in the area of safety, explosive, EMC compliance and environmental testing.
- Process quality assurance through certification schemes to support electro technical industry in the area of quality management system (ISO 9001) and environment management system (ISO 14001)
- Personnel assurance for knowledge and skills on quality principles by providing trainings in quality management system, quality engineering and technology and Practice oriented skill based trainings
- Measurement assurance by providing High precision Calibration services in the areas of electro technical, mechanical, thermal and pressure traceable to national standards

Section 2

Table 1: Results Framework Document (RFD)

Objective	Weight	Actions	Success indicators	Unit	Weight	Target / Criteria value				
						Excellent	Very good	Good	Fair	Poor
						100%	90%	80%	70%	60%
Support industry and trade in electronics & IT sector	40	Providing Test & Calibration services to industry including IT services	Revenue target realization	Rs. In crores	60	44	39	35	31	26
		Establishing professional & efficient operations	Completion of jobs within committed timeframe (Target for FY 10-11 = 73%)	%age	40	73	68	63	58	50
National capacity enhancement in quality management, skill development	25	Provide Quality Management education and conduct Skill Development trainings	Number of training programs conducted	Nos.	100	310	280	250	215	190
Supporting QA activities for processes and products for global quality compliance	15	Providing certification services to industry	Number of assessments carried out	Nos.	100	250	225	200	175	150
Providing efficient and timely administrative services internally	10	Assuring compliance	Quarterly reconciliation of accounts (Target : 3 months)	Time in months	50	3.5	4	4.5	5	5.5
	5	Establishing efficient bill settlement mechanism	Clearance of employees bills (Target : 2 weeks)	%age	25	100%	90%	80%	70%	60%
	5	Establishing efficient bill settlement mechanism	Clearance of suppliers bills (Target : 2 weeks)	%age	25	100%	90%	80%	70%	60%

Section 3

Table 2: Trend value for Success Indicators

Objective	Actions	Success indicators	Unit	Actual value for FY 07/08	Actual value for FY 08/09	Target value for FY 09/10	Projected value for FY 10/11	Projected value for FY 11/12
Support industry and trade in electronics & IT sector	Providing Test & Calibration services to industry including IT services	Revenue target realization	Rs. In crores	43	44	44	44	48
	Establishing professional & efficient operations	Completion of jobs within committed timeframe (targeted value for FY 10-11 = 73%)	%age	70	71	73	73	80
National capacity enhancement in quality management, skill development	Provide Quality Management education and conduct Skill Development trainings	Number of training programs conducted	Nos.	300	280	300	310	320
Supporting QA activities for processes and products for global quality compliance	Providing certification services to industry	Number of assessments carried out	Nos.	180	220	250	275	290
Providing efficient and timely administrative services internally	Assuring compliance	Quarterly reconciliation of accounts (Target : 3 months)	Time in months	Complied	Complied	3.5	3.5	3.5
	Establishing efficient bill settlement mechanism	Clearance of employees bills (Target : 2 weeks)	%age	--	--	100%	100%	100%
	Establishing efficient bill settlement mechanism	Clearance of suppliers bills (Target : 2 weeks)	%age	--	--	100%	100%	100%

Section 4

Description and Definition of Success Indicators and proposed Measurement Methodology

Success indicators	Description and Definition	Measurement methodology
Test and calibration revenue target realization	Laboratories are assigned benchmarked revenue targets based on geographical location, resources available, capability, accreditations etc. on annual basis. This indicates market acceptability and professionalism of the services and productivity, efficiency of the laboratory. Indicator refers the revenue levied for the jobs received from clients for availing the services.	Revenue levied vs. target
Completion of test and calibration jobs within committed timeframe	Laboratories provide probable date of completion for jobs received based upon duration of the test and effort estimation. Indicator refers project management capability of the laboratory leading to customer satisfaction.	% of jobs completed within estimated time frame
Provide Quality Management education and conduct Skill Development trainings	In order to enhance knowledge on quality principles and management practices of industry professionals it is necessary to deliver internationally accredited training programs on quality management systems.	Number of courses conducted
Providing certification services to industry	Internationally approved certification services are offered for quality / environmental management system, product safety etc. Number of assessments define number of clients and coverage of industry / industries served to enhance their quality, environment and safety.	Number of assessments carried out
Providing efficient and timely administrative services internally	Administrative services provided in time bound manner to both internal and external stakeholders are essential for achieving the target.	Time and %age of bills

Section 5

Specific Performance Requirements from other Departments

Department	Relevant success indicator	What do you need?	Why do you need it?	How much you need?	What happens if you do not get it?
DIT	Revenue target realization and % of jobs completed within committed timeframe	Technical Manpower (Group A and B)	<p>1. Available manpower reached saturation level. More manpower is needed to achieve the revenue target.</p> <p>2. Strengthen the activities where manpower achieved the age of superannuation.</p>	<p>48</p> <p>12</p>	<p>1. New services in emerging technologies to meet industry requirements may not be launched.</p> <p>2. Revenue target may not be realized.</p> <p>3. Timely completion of jobs may get affected.</p>