

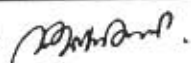
Quality Management System	POWER GRID COMPANY OF BANGLADESH LTD.					WORK INSTRUCTION			
	TITLE: QUALITY CONTROL CIRCLES								
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1.Scope: Whole of PGCB

2. Purpose: To establish a system for self-enlightenment and mutual development of employees and officers as a preventive measure. Specific purposes are as follows.

- a. To build a strong workplace capable to achieve
- b. To establish good management
- c. To enhance morale
- d. To improve human relations
- e. To create a culture of improvement up to bottom level
- f. To promote voluntary activities
- g. To think well and use wisdom
- h. To broaden the way of thinking
- i. To have better income
- j. To improve quality assurance.


SL. No.	Activity (including check points)	Ref. Doc.	Responsibility	Freq. /Time	Output
	Quality Control Circles				
1.0	Definition:				
1.1	In PGCB, QC Circle is a small group of employees and/or officers to perform voluntary quality control activities within the same office/division/section. This small group carries on Continuously as a part of company-wide quality control activities self-development and mutual-development control and improvement within the workshop utilizing quality control techniques with all members participating.		Heads of GMD, Respective Head of Office, GM's, MR		- Self-Enlightenment of Employees - Mutual Relation Development - Preventive Measures
2.0	Characteristics:		--	--	--
2.1	Participation in small groups will be voluntary.				
2.2	Employees of the level of class II, III and IV and officers up to the level of Manager can participate in QCC activities.		--	--	--
2.3	Each Circle will have a name and a slogan.		do		
2.4	Circles may register with Bangladesh Society for Total Quality Management (BSTQM)		do		
2.5	Each Circle will have a leader and members not exceeding 12.		do		
2.6	Respective Steering Committee will assign a Facilitator for each circle to look after it.		do		
3.0	Working Steps:				
3.1	Circles will meet at most once a week may be for one hour. Meetings will be held outside the working time. It can be held within working hours with the permission of the supervising authority.		Do	One a week	QF-TQM-01 QF-TQM-02
3.2	Facilitator/ authority will provide meeting place, writing materials, a notice board for each circle and tea and light refreshment for each meeting.		Do		- Well organized Meetings


Reviewed by (MR): 

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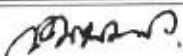
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3.3	<p>A Facilitator will have at least the following qualification and responsibility.</p> <ul style="list-style-type: none"> - Act as a link between circle and the rest of the organization - Demonstrate Commitment and support on behalf of management - ensure necessary facilities for circles activities - Ensure training for all members - Attend circle meetings as observer whenever necessary - Advise circles - Help in Management presentation - Help circles to stand on its feet. - etc 		do	As and when necessary	- Strong circle activities
3.4	<p>Responsibility of the leader will be the following.</p> <ul style="list-style-type: none"> - To conduct meetings and ensure good participation of members. - To ensure regularity in meetings (once a week, on time). - To lead the team towards a common goal. - To maintain discipline and good human relations among the members. - To maintain records of meeting and other relevant information. - To promote team work and enthusiasm among the members. - etc 		<ul style="list-style-type: none"> - QC Leaders - Facilitators - Head of Officers 	<ul style="list-style-type: none"> - During Meetings - When ever necessary 	- Leadership in Circle Activity
3.5	<p>Responsibility of Members will be as follows.</p> <ul style="list-style-type: none"> - Attend and participate in all circle meetings and activities. - Be an active member of the group. - Show respect to other members of the circle. - Take part in management presentation. - Have positive attitude towards non members. - etc. 		<ul style="list-style-type: none"> - Steering Committee - Facilitators - Leaders 	-	- Problem Solving for Corrective & Prevention Action.
3.6	<p>The general sequences of activities followed by most QCC's are as follows.</p> <p>a. Problem Solving at its own work place:</p> <ol style="list-style-type: none"> 1. Identification of list problems of the work place 2. Select a problem/ theme for solution 3. Analyse the problem/ theme 4. Collect data if necessary 5. Identify solution 6. Presentation before management 7. Implement Solution 8. Check result <p>Ensure that solution holds.</p> <p>b. Besides, circles may also take up special projects, tasks or assignments.</p>		<ul style="list-style-type: none"> - Steering Committee - Facilitators - Leaders 	-	- Problem Solving for Corrective & Prevention Action.


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3.7	In performing its activities following seven QC tools will be used where relevant 1. Brainstorming 5. Pareto Analysis 2. Check sheet 6. Scatter Diagram 3. Histogram 7. Control Chart Diagram 4. Cause & Effect Diagram		do		do
3.8	Steering Committee at various offices will monitor progress of activities of the circles.				
3.9	Quality Circles ready to make a presentation will inform the management or the Steering Committee through the facilitator. A suitable date and time will be decided for presentation.		- Steering Committee - Facilitator - Leader	-	- Management Presentation
4.0	Management Presentation:				
4.1	Besides, circles will make presentation in conventions and competitions.				- Management Presentation
5.0	Evaluation:				
5.1	Whenever a Quality Circle makes a management presentation will be evaluated and rewarded.				- Recognition of QC activities
5.2	Quality Circles will be rewarded according to the following guidelines. Presentation of a Quality Circle will be evaluated by a panel of judges selected by the Steering Committee as follows				
5.3	Selection of the issue/ theme: 10 points 1. Was the issue selected for QA activity genuinely in need of improvement? 2. Were clear reasons given for the selection of the issue and 3. Was the purpose of the proposed QA clearly stated?				
5.4	Procedure of analysis and problem resolution: 30 points 1. Does the proposal show a full grasp of the present situation and the required level of improvement? Is the difference between the two and the approach to the problem clearly stated? 2. Has a benchmark been established against which the level of improvement and has this benchmark been set at a sufficiently challenging level? 3. Has the real cause of the problem been identified? Have the data been investigated so as to draw out the real sources of the problem? 4. Are the proposed measures an effective means of eliminating the problem? 5. Has studying the quantitative data checked the level of improvement? 6. Has the best method of dealing with the problem been selected and has it been used effectively?				

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5.5	Standardization & the establishment of <u>effective management: 10 points</u> Have adequate steps been taken to ensure that the achieved improvement is maintained?				
5.6	<u>Team work within the group: 10 points</u> 1. Did all members of the team play a positive and cooperative role? 2. Was there evidence of special effort and ingenuity being applied to this activity? 3. Were steps taken to ensure that the activity resulted in an overall improvement in the team's quality control capacity?				
5.7	Effectiveness of the quality control <u>exercise: 20 points</u> 1. Effectiveness measured in financial terms				
5.8	Effectiveness measured by other <u>criteria: 20 points</u> 1. Effectiveness measured in financial terms 2. Effectiveness measured by other criteria.				
6.0	Reward:				
6.1	[Honarium per Group] 90 marks and over Tk. 8,000/- 70-90 marks Tk. 5,000/- 50-70 marks Tk. 3,000/- 30-50 marks Tk. 1,000/- Under 30 marks Tk. 500/-				
6.2	Besides, successful facilitators will be rewarded once every year. The judges and the Steering Committee will identify the best facilitator who may be rewarded @ Tk.5,000/- or a medal or an appreciation certificate or a combination of all those.				
6.3	Authority may also provide certificate and other tangible and intangible rewards.				
7.0	Quality Circle Activities will be reviewed from time to time.		- Steering committee - Functional Heads	-	- Skill in circle Activities.
8.0	On the basis of review training and orientation program will be organized.		do		do

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