



INSTITUTE OF ENGINEERING TECHNOLOGY

MARINE ENGINEERING DIVISION

REFERENCE	:	QM-07	REVISION NO	:	00
SUBJECT	:	Product, Service Realization	PAGE NO	:	Page 1 of 7
EFFECTIVE DATE	:	2010.08.01		:	

7.0 PRODUCT, SERVICE REALIZATION

7.1 PLANNING OF PRODUCT / SERVICE REALIZATION

MED has identified the main and supporting processes required to achieve the product/service. Planning of the realization process is consistent with the other processes of the MED's QMS and is documented (Refer section 4.1) in a manner suitable for the organization's method of operation.

In planning of product/service realisation, MED is committed to determine the following, as appropriate:

- a) Quality objectives and requirements for the product,
- b) Need to establish processes and documentation, and to provide resources specific to the product;
- c) Required verification, validation, monitoring & measurement, inspection and test activities specific to the product and the criteria for product acceptance;
- d) The records needed to provide evidence that the realization process and Resulting product meet the requirements.

REFERENCE

- Appendix-01-Process Map
- Appendix-02 - Process Monitoring Table
- Quality Plans
- Annual Purchases
- Lesson Plans
- Appendix-05-List of Records



INSTITUTE OF ENGINEERING TECHNOLOGY

MARINE ENGINEERING DIVISION

REFERENCE	:	QM-07	REVISION NO	:	00
SUBJECT	:	Product, Service Realization	PAGE NO	:	Page 2 of 7
EFFECTIVE DATE	:	2010.08.01		:	

7.2 CUSTOMER RELATED PROCESSES

7.2.1 IDENTIFICATION OF CUSTOMER REQUIREMENTS

The management of MED ensures the following is determined:

- a) Requirements specified by the customer, including the requirements for delivery and post – delivery activities,
- b) Requirements not stated by the customer but necessary for specified or intended use where known,
- c) Statutory and regulatory requirements applicable to the product,
- d) Any additional requirements considered necessary by the organization,

REFERENCE

- Lesson Plans
- Legal & Regulatory Requirement File

7.2.2 REVIEW OF THE PRODUCT REQUIREMENTS

- a. Students are reviewed for their capability by having minimum entry requirements, entry examination and interviews.
- b. The ability of the institute to accommodate the number of students

REFERENCE

- Lesson Plans
- Amendment Letters / Letters from customers



INSTITUTE OF ENGINEERING TECHNOLOGY

MARINE ENGINEERING DIVISION

REFERENCE	:	QM-07	REVISION NO	:	00
SUBJECT	:	Product, Service Realization	PAGE NO	:	Page 3 of 7
EFFECTIVE DATE	:	2010.08.01		:	

7.2.3 CUSTOMER COMMUNICATION

MED is committed to identify and implement arrangements for communications with customer relating to;

- a) Product / service information,
- b) Enquiries, contracts or order handling, including amendments,
- c) Customer feedback including customer complaints.

REFERENCE

- Institute website
- Institute Profile
- Customer Complaint Register
- Customer Feedback Form [student, industry, end user]

7.3 DESIGNS AND DEVELOPMENT

MED does not engage in Design and Development activity. As such, clause 7.3 is excluded from the scope of the QMS as justified in 2.1.1.

7.4 PURCHASING

7.4.1 PURCHASING PROCESS

- a. Suppliers are evaluated for their ability to supply the products as required by the Institute, and they are registered.
- b. Products & services are purchased only from the registered suppliers.
- c. The extent of control exercised over the suppliers depends upon their performance.
- d. Purchase order contains quantity, specifications, delivery instructions and other relevant information. In case of visiting lecturers, the required qualification plus experience are determined respectively.
- e. Purchase order has to be reviewed for adequacy prior to being sent to the suppliers.



INSTITUTE OF ENGINEERING TECHNOLOGY

MARINE ENGINEERING DIVISION

REFERENCE	:	QM-07	REVISION NO	:	00
SUBJECT	:	Product, Service Realization	PAGE NO	:	Page 4 of 7
EFFECTIVE DATE	:	2010.08.01		:	

- f. All purchased goods will be verified for quality and quantity prior to being taken to their respective stocks and storage.
- g. At predetermined intervals all suppliers are evaluated as per documented procedure.
- h. Lecturers and training establishments are verified for their capabilities prior to the appointment.

REFERENCE

- QP- 07 - Quality Plan – Purchasing

7.4.2 PURCHASING INFORMATION

MED is committed to ensure the adequacy of specified requirements to be contained in the purchasing documents (e.g. Purchase Order) prior to their release. Accountant correctly communicates information regarding any purchases to suppliers, by way of a purchase order. Prior to the Purchase Invoice, the entire requirement is communicated to the suppliers by way of E-Mail.

REFERENCE

- QP- 07 - Quality Plan – Purchasing

7.4.3 VERIFICATION OF PURCHASED PRODUCTS

MED ensures the inspection or other activities at the time of receipt necessary for verification of purchased product to the specified purchase requirements.

REFERENCE

- QP- 07 - Quality Plan – Purchasing
- Purchase Orders
- Tender Documents
- Invoices



INSTITUTE OF ENGINEERING TECHNOLOGY

MARINE ENGINEERING DIVISION

REFERENCE	:	QM-07	REVISION NO	:	00
SUBJECT	:	Product, Service Realization	PAGE NO	:	Page 5 of 7
EFFECTIVE DATE	:	2010.08.01		:	

7.5 PRODUCT AND SERVICE PROVISION

7.5.1 CONTROL OF SERVICE PROVISION

MED plans and carries out service provision under controlled conditions. Controlled conditions includes, as applicable;

- a) The Institute plans and carries out education and training activities under controlled conditions and they are defined as
- b) The characteristics of the products in compliance with the STCW 95 convention and IMO Model Course 7.04 coverage.
- c) Maintain guidance on the implementation of IMO Model course, documented syllabi, lesson plans, lecture notes/handouts, reference text books and related teaching aids.
- d) All teaching staff is calibrated during each academic programme.
- e) Examination results are evaluated at each academic programme to ascertain the performance of lecturing staff and students.
- f) For implementation of product release, delivery and post delivery activities

REFERENCE

- Purchase Orders
- Appendix-01-Process Map
- Invoices

7.5.2 VALIDATION OF PROCESSES

MED does not have any product or services where the resulting output cannot be verified by subsequent monitoring or measurement. Hence this requirement is excluded as justified in 2.1.1.



INSTITUTE OF ENGINEERING TECHNOLOGY

MARINE ENGINEERING DIVISION

REFERENCE	:	QM-07	REVISION NO	:	00
SUBJECT	:	Product, Service Realization	PAGE NO	:	Page 6 of 7
EFFECTIVE DATE	:	2010.08.01		:	

7.5.3 IDENTIFICATION AND TRACE ABILITY

Student's identification and traceability through out all processes is maintained by a unique and distinct registration number assigned to each student at the recruitment stage. The status of students from the enrolment stage up to the passing out stage as a Diploma Holder is maintained

7.5.4 CUSTOMER PROPERTY

- a) The institute has identified following as customer properties :-
- Student's application
 - Copies of certificates submitted at the time of application
 - Course work, Daily Diaries, Training Records submitted by the student are considered as intellectual properties and are part of their course programme.
- b) Registrar will store applications and copies of certificates under safe condition to prevent damages.
- c) HOD (Marine) will keep all other customer intellectual properties under safe conditions to prevent damages.

7.5.5 PRESEVATION OF PRODUCT

- 1) Documented procedure for handling and storage of documents related to student activities has been established.
- 2) Such documents are handled and stored to prevent damages, deterioration and contamination.
- 3) All documents are stored in a designated area with an identification to prevent any misidentification or adverse usage.
- 4) A procedure has been established for handling and storage of books and magazines in the library and other intellectual properties and materials in the laboratories.



INSTITUTE OF ENGINEERING TECHNOLOGY
MARINE ENGINEERING DIVISION

REFERENCE	:	QM-07	REVISION NO	:	00
SUBJECT	:	Product, Service Realization	PAGE NO	:	Page 7 of 7
EFFECTIVE DATE	:	2010.08.01		:	

7.6 CONTROL OF MEASURING AND MONITORING DEVICES

Equipments used in laboratories are not calibrated as they are used only for demonstration purposes.

The institute maintains effective monitoring and measuring equipment to ascertain the quality and standard of the products in compliance with the requirements.

The following measuring and monitoring equipments are identified.

1. Lecturing staff is calibrated during each academic programme by DP(A)/HOD (M).
2. Analyse academic examination results at the end of each programme and measure the lecturers performance related to the students performance and calibrated against the performance achieved by them during the previous programme.