

18th March 2018

IIM NATIONAL SUSTAINABILITY AWARD COMPETITION, 2017-18

Dear ALL:

The Ferrous Division of the Indian Institute of Metals is inviting entries for the National Sustainability Award in the Iron and Steel Sector for 2017-18 under three categories:

- 1 Integrated Steel Plants
- 2 Secondary Steel Plants /Alloy Steel Plants
- 3 Pig Iron /DR Plants /Major Re-rolling Units.

This evaluation would be based on the performance and achievements accomplished during April 2016 to March 2018. The awards for the competition will be distributed during the National Metallurgists' Day Celebrations to be held on 14th November 2018 at JW Marriott, Kolkata.

The questionnaire has been revamped with a view to catching the ongoing journey towards excellence, backed by the company vision. Also included are factors that are known to contribute towards sustenance of steel industry. The objective has a clear slant towards promoting sustainable development of all Ferrous Production Centres in India. The questionnaire is appended.

Kindly ensure that the report does not exceed 30 pages, including graphs, tables and annexures.

The Deadline for submission of the application [i.e. completed questionnaire] in five copies to the address below is **14th July 2018**.

Mr Kushal Saha
Secretary, General,
The Indian Institute of Metals
Plot 13/4, Block AQ, Sector-V,
Salt Lake, Kolkata 700 091

The application must accompany the required entry fees as per the following schedule, in the form of a draft/cheque drawn in favor of '**The Indian Institute of Metals**' payable at Kolkata.

Rs 10,000 for Integrated Steel Plants
Rs 5,000 for other categories.

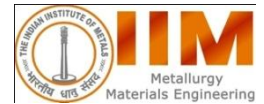
Please also mail 'soft copy' of the application at <secretarygeneral.iim@gmail.com>.

We look forward to your participation in this prestigious National Competition.

A confirmatory line through e-mail at < **secretarygeneral.iim@gmail.com** > will be appreciated.

Regards

Kushal Saha
Secretary General, IIM



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QUESTIONNAIRE

- Please explain in not more than 500 words why you think your company should get the IIM-National Sustainability Award for 2017-18, including two "Shining Examples" of cutting edge technology/ practice in support of your claim.
- Please list all the Quality awards/recognitions that your company received during 2017-18.

A-I.PROCESS MANAGEMENT

1. What are the steps you have taken in order to improve efficiency?
2. How do you capture the customer expectations with regard to product and service features? Highlight the methodology of complying with them.
3. Briefly state how you ensure quality of in-coming material. Provide examples of the same for some critical materials. List four critical in-process and outcome measures for controlling the quality of your products.
4. Provide a sample of an **SOP** [Standard Operating Procedure] or **Work Instruction**. How have you improved upon the standards for the process in the last two years?
5. Briefly explain your customer complaint management process, including CAPA (Corrective and Preventive Action). Highlight any change that you have incorporated in this system in the last one year.

A-2.PROCESS MANAGEMENT RESULTS

1. Provide the trend for the last 3 years of the following as applicable to your company:
 - Productivity including labour productivity
 - In- process rejection
 - Customer compliance
 - Customer complaints

B. ENVIRONMENT AND ECOLOGY

1. Describe your company's environment management system covering
 - a) Structure of Environment Department w.r.t. overall company organisation
 - b) Environment Policy
2. Describe the process followed for environmental compliance.
3. Have you introduced any new technology to improve environmental performance?
4. Is any of the following monitored? If yes, please furnish the last three years' data:
 - a) Resource conservation
 - b) Specific Energy consumption
 - c) Emission of toxic gases/ effluents /solids to the environment
 - d) Co₂ emission per tonne of product
 - e) Percentage of solid waste utilization

5. How do you address Emergency **situation** in the ' whole plant? Explain the Emergency Preparedness Plan as a whole. [Block-diagram preferred]

C. SOCIAL RESPONSIBILITY

1. Which department in your company addresses the related issues and how does it fit in the overall organisation structure?
2. Mention participation in activities jointly with local administration and government.
3. Give a few major social/society related examples of your company, like promoting literacy, or supporting missions against natural calamities like flood, earthquake, draught, or against common menaces as AIDS or Population control, or anything that demonstrates the company commitment towards community.

D. ETHICS

1. How do you ensure ethical practice across all levels in your company?

E. RESEARCH AND DEVELOPMENT

Strategy and Organisation

1. Show the broad organization structure indicating the position of R & D department.
2. Is R & D work published in your Annual Report? Please enclose a copy to substantiate.
3. Mention important areas where R & D involvement is being planned:
A: Short Term (1-2 years) B: Long Term (>2 years)
4. What are the steps you have taken to create 'Innovative Climate' in the organisation?.

R & D Cost: Facilities and Manpower

1. Taking R & D expenditure (Capital + Revenue) as 1.00, please furnish the normalized expense of R & D in your company for 2015-16 and 2016-17 and also for 2017-18 (budgeted)
2. Mention example(s) of important laboratory equipment / facility which significantly contributed to R & D initiatives.
3. How many employees are directly involved in R & D work against the total manpower of the company? Please state their educational qualifications.

Research and Development Performance

1. Mention key **R & D achievements** (like new products developed, process improvement, cost reduction, import substitution. customer satisfaction, energy! Environment conservation etc) realised during 2017-18.

F. HUMAN RESOURCE FOCUS AND RESULTS

1. What are the organisation's key **Human Resource Plans** with respect to the organization's Short Term and Long Term strategies? Give examples.
2. How do you ensure employee **involvement in improvement activities**?

3. How do you motivate employees to high performance (reward, recognition, etc)? Illustrate your **employee performance management** system.
4. How do you assess the **satisfaction level** of the employees?
5. Show the trend of internal and external **training compliance** against the targets set, for the last three years.
6. What is the system followed in your organization for **suggestion management** ? Please indicate number of suggestions generated per employee. Please highlight shining example(s), from suggestion management, if any, during the last year.