

## ${\bf Ministry\ of\ Public\ Administration\ and\ Management}$

## **Department of Pensions**



Action Plan - ISO 9001:2015

ID	Activity	Program	Resosibility	Deliverables/Objectives	Physical Target										
ID					Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	
1	Devalope a concept paper	Awareness for Key Staff	DG, Consultant	A concept paper developped by the department											
2		Appoint Steering Committee	DG	Smooth implimentation of the action plan											
		Start writing of Quality Manual													
		Start Writing of responsibilities of Key staff- format attached													
		Prepare Quality Policy draft													
		Identify areas for the development of objectives													
		Prepare realistic Objectives- each division													
3	Hiring conultant	Send Organization Structure & completed	DG	Celected an experienced and knowladgable person who has public sector exposure											
		Responsibilities to consultant													
		Identify Key & support Processes of all divisions													
		Explain process writing format													
		Start writing of Processes													
		Ask divisions to prepares list of forms used & letter formats which are available													
		Finalize Quality Policy by DG													
4	Conducting awereness programme		Steering committee	Trained all the staff members of DoP by 10 awaewness programmes											
5	Administration work for team leaders	Selection of the Internal Quality Auditors	Steering committee	Apponinted audit committee for system auditing, energy auditing,											
		Train selected auditors by Consulting firm-QTCATS													
6	Document preperation	Complete Typing of Key & support Processes	Steering committee	Produced TOR, ISO quality manual, Concept paper											
		Completion of Process Manual													
		Prepare Internal Audit schedule													
		Start Internal Auditing as per schedule													
		Sent all QMS formats by the consultant													
		Fine tune Processes													

7	Field visits		Steering committee	Exposed to best practices in public and private sector					
8	Promotion and advertising		Steering committee	Produced ten paper articles, ten radio programmes, ten vidio programmes					
9	Prepare ISO application	Identify Names ( given by Gvt. ) of all formats- General formats Our own Document Numbering ( Registers / Checklistetc ) Introduce new forms to each division required for QMS -qualification Send application request for ISO 9001:2015 to SLSI Prepare Master list of documents- as per the format	-						
10	Allocate official ISO resposibilities	Finalize measurable Objectives as per Responsibilities							
10	Anocate official 150 resposibilities	Master-list Completion	committee						
	Submite the ISO manual	Process Manual Review by DG Pensions	Steering committee	Obtained ISO 9001:2015 crtificate					
		Analyze Measurable Objectives achievements							
		Risk Based thinking							
		Submit Quality manual to SLSI							
		Management Review Meeting							
		Prepare MRM minutes as per ISO requirement							
		Receive Document review findings from SLSI							
11		SLSI Auditors visit to Department of pension r							
		Complete Stage I findings							
		Complete system Review							
		Complete all pending work							
		Submit Audit Findings to SLSI							
		Stage II Audit by SLSI							
		Submit Certification Audit Findings to SLSI Obtain First ISO 9001:2015 certificate for							
		Department of pension							
12	Monitoring and evaluation		Steering committee						
13	Sustain the quality		Steering committee						
14	Monitoring and evaluation		Steering committee	Obtained ISO 9001:2015 crtificate					