1.0 Purpose   : To outline the responsibility and authority within the project who manage, perform and verify work affecting quality of services.

2.0 Objective   : To ensure consistent quality of services.

3.0 Scope   : All service activities in assigned Project

4.0 Responsibility   : Project Manager

5.0 Review   : Every Quarter

Responsibilities:

1.   Sale:

1.1   Responsible to increase sale in his Zone by directly interacting with potential customer and by Supporting HO Sale team.

1.2   Zonal sale targets will be assigned for a quarter to quarter and PM along with HO sale team shall accomplish the targets.

1.3   Post sale requirements i.e. Scope, reports, schedule, AT criteria, TNS and customer RAM (Responsibility Matrix) is well understood and same is communicated to coordinators and deployments teams.

2.   Project Management:

2.1   **Manpower Training and Certification –**

2.1.1   Ensure that manpower deployed is L2 certified. If L1 certified manpower is available, ensure that within 15 days of deployment manpower is L2 certified. If not certified, **NO Case Repeat No Case** uncertified manpower shall be deployed.

2.1.2   For any training and certification related issues, coordinate and support   HO training and Certification Department of NT.

2.2   **Deployment Planning:**

2.2.1   For any new manpower, requisition with TRND or INC Head at HO depending on requirement type. Optimally plan the manpower for services projects.

2.2.2   Ensure that manpower is deployed in time as per customer requirement.

2.2.3   Ensure that Coordinators are HO certified and understand the Project Management Practices and TNS Processes. Coordinator is assigned to manpower and PMS_NT is updated.

2.3   **Inventory Management:**

2.3.1   Ensure that deployed manpower has requisite equipment's and tools and Zonal project inventory is updated in PMS_NT

2.3.2   Ensure that all inventory hand over and takeover is signed by inventory holder and signed receipt is sent to HO for final issue in HO Store ERP. At any moment available inventory at field and HO Store ERP shall match.

2.3.3   Threshold inventory shall be managed and ensure that threshold inventory is available.

2.3.4   Any F&F employee holding equipments, PM shall ensure and support HO team to retrieve the equipments.

2.4   Project Operations:

2.4.1   Ensure that team understands customer scope, Report formats, Schedule. Ensure that coordinators are planning day to day activity with customer for Services Projects and for MS projects interacting with customer for any daily feedback.

2.4.2   Ensure daily attendance is filled in time and Idle/ F&F /A and AB are identified and updated in PMS_NT

2.4.3   Conduct daily project meeting with coordinators to ensure (a) Teams are being deployed in time and daily by 0930 Hrs teams are out for work (b) Teams are well equipped and no equipment and tool is faulty (c) No issue is pending hampering work or customer comfort (d) Ensure teams are deployed in safe areas and EHS practices are followed.

2.4.4   Ensure that coordinator is updating PTR in PMS_NT daily without fail and IJOs are updated. All relevant columns shall be updated as and when the activity is completed.

2.4.5   Ensure that reports are being given by teams in time and same is checked and verified before submission to customer. All reports shall be submitted to customer timely and back up shall be kept and saved for any future reference. Time to time sample copy of the reports of each team shall be submitted to HO SPOCs also.

2.5   Customer Meeting and Feedback:

2.5.1   Ensure that at least there is one formal meeting is held between Coordinator with customer and MoM is updated and sent to customer.

2.5.2   Discuss and highlight customer specific issues, future requirements, customer feedback, TNS issues with customer etc. Same MoM shall be shall be updated with OPEN and CLOSE points.

2.6   Equipment Maintenance:

2.6.1   Ensure that all employees are using functional and calibrated equipments. Equipments requiring calibration to be identified and same to be escalated to HO Technical Support Team/ SPOCs P&M and INC.

2.6.2   Ensure that team is not sitting idle because of unavailability of equipment or faulty equipment. No discomfort to customer and No deduction from customer shall be attributed because of faulty equipments.

2.6.3   Manage threshold inventory, develop some local repairing agencies to cut the not operational time because of faulty equipments specially Laptop and Mobiles.

2.6.4   Spread awareness among users for upkeep of equipments and ensure that equipments are handled and protected. Unwanted softwares are not installed in Laptops.

2.7   **Revenue Recognition:**

2.7.1   Ensure that **Punch Points** if any for the activity carried out in your Zone is known to you and timely rectified and corrective action plan is initiated to minimize the occurrence of punch points. Ensure that **as per agreed time lines-** Time Sheets, Acceptance Certificate (AT), WCC and GRN etc. (Any invoiceable documents) are signed by customer and handed over to TNS for further invoicing.

2.7.2   HO TRND and INC Heads will monitor the progress of Invoiceable documents. Full support shall be extended to get revenue recognize after completing the job as per satisfaction of customer.

2.7.3   PMS_NT shall be updated after receipt of invoiceable documents (WCC/ Time sheet etc) form customer.

2.8   **Data and Information Management:**

2.8.1   Ensure that Data in PMS_NT is timely and correctly updated.

2.8.2   Any other necessary data required by HO or Customer is maintained and available as and when asked.

2.8.3   Data and Information is secured and backed up.

3.   **Productivity and Cost Control:**

3.1   PM shall ensure that minimum manpower is sitting idle. Better project planning and discussions with customer is required to reduce idling. Resources not sufficiently utilized shall be sent back to HO or other projects.

3.2   Productivity can be increased by better time discipline and management. Ensure that teams are starting their work from 0930 Hrs for all the work planned at least one day advance. For the work needs same day planning, team shall be deployed as soon as customer gives OK so that day can be better utilized and relatively high productivity achieved.

3.3   Identify slow and low productive employees and initiate necessary action to increase productivity of your ZONE.

3.4   Cost shall be controlled by (a) Knowing reference cost (b) Daily monitoring the cost and putting restrictions where ever required (c) Negotiations with Taxi operators for Monthly or Daily hiring (d) Monitoring the movement and checks on distance travelled by team (e) Reduce REWORK so that re-visits are limited (f) Update PMS_NT Expense and Taxi Utilization Form and daily analysis the expenses so that any deviation may be controlled second day onwards itself.

3.5   Ensure that Coordinators are submitting the DA sheet to HO timely with due checks based on expense summary from PMS_NT. Also ensure that all employees in your Zone submit the expense

bills as per billing cycle. Defaulters are identified and corrective action initiated so that billing cycle of each employee is maintained.

3.6 Ensure that employees are not over charging for taxis, conveyance or for any other facility or purchases. The bills shall be duly verified before submission to HO.

4. Resource Management:

4.1 PM shall ensure that two main resources one is **manpower** other is **equipments & Tools** are managed well.

4.2 Manpower shall be trained and certified. Used optimally i.e. idling shall be minimum. Leave and Absenteeism shall be controlled so that customer comfort is maintained. HO coordination with respective SPOCs shall be done time to time for forecast of new requirement or for idle sitting manpower or low productive manpower and ensure that overall project efficiency and profits are increased.

4.3 Identify local resources is required, get them trained and deployed to better counter manpower related issues due to location and geographical constraints.

4.4 Try to minimize absenteeism and F&F by awareness and better manpower handling planning.

4.5 Equipments shall be in working condition, well maintained, secure and handling is done with care. Threshold is maintained, PMS_NT is updated and inventory is synchronized with HO store.

4.6 Coordinate and interact with HO Fault support team to get job done on priority if any delays are reported on fault rectification. Escalate the issues with concerned SPOCs if necessary.

5. HO Coordination:

5.1 **SPOCs P&M (PS and MS) and INC Services**

There are two SPOCs at HO. One is for INC other is for Project & Manpower Services (P&M Services). Any operational requirement, issues, training and certifications, WCC, Sale customer complaints, inventory etc. shall be escalated and discussed with concerned SPOC.

5.2 **Training and Certification**

Training and Certification needs are full filled by HO team. Ensure that the manpower available with you is certified and understand the job/activity. Support HO team for L2 certification with on 15 days of deployment.

5.3 **Equipment Maintenance**

All equipment related faults shall be logged by the Zonal team. Fault analysis and support team (**Laptop Support Team** and **Mobile and other accessories Support Team**) is sitting at HO. Ensure that Fault tickets of your zone are being addressed timely. For any special support and escalation discuss with team so that none of the team is sitting idle because of faulty equipments. Track log daily to know pendencies and corrective action.

5.4 **SPOC HR Help Desk**

Teams of you zone shall log their issues and complains related to HR, Admin, Accounts etc to HR Help Desk. Coordinate with SPOC HR Help Desk for early action where ever possible. Track the log of you zone to know pendencies and corrective action.

5.5 **Fortnightly Conference Call with HO**

HO will have fortnightly conference call initiated by SPOCs or NT Head / Director NT. Ensure that action register is ready and last meeting discussion points are acted upon and updated in action register.

5.6 **SPOC Sales**

Ensure that all the necessary support is extended to Sales Head and SPOCs for increasing sale in you Zone. Take all possible support from HO team to increase sale in your Zone to achieve quarterly Zonal Targets.

5.7 **Supports to HO SCM**

SCM HO is responsible for inventory management, Customer POs, Invoicing and Collection. Extend support to HO SCM Team when ever asked for.

5.8 **Escalations to HO**

Ensure that timely escalations to HO are mad to minimize operational inefficiencies. Following escalation matrix shall be followed.

Escalation I - First Point of Contact- All Departments (Training and Certification, Fault Support Team, HR Help Desk, SPOCs INC and P&M Services)

Escalation II-   If response is poor or operational requirement is high – Escalate to Head NT Immediate to 3 Days

Escalation III- If operation needs are very High or issues are not resolved escalate to Director NT immediate to 7 Days

Escalation Matrix shall be strictly followed so that any worsening situation is timely arrested.

6.   Audits, Improvements and Suggestions:

6.1   Ensure that checks and audits are being done routinely as per audit program shared by HO. Audit reports are compiled and shared with HO. Necessary corrective action is initiated to overcome the deficiencies observed in audits.

6.2   Quality and EHS audits are conducted by PMs as well as coordinators periodically. Implement corrective action findings into your zonal system.

6.3   Take suggestions from the Zonal teams and share with HO team for better improvements and efficiency & effectiveness enhancement.

6.4   Time to time recognize your team for good work and reward them.

7.   Process Controls

7.1 Ensure that TNS processes for management are followed. Strictly avoid taking shortcuts. Major Processes are:

(a) Training and Certification Process

(b) Deployment Process

(c) Inventory Management Process

(d) Cost Control Process

(e) Productivity Monitoring Process

(f) Auditing Process

(g) Project Management Process

(f) Escalation Process

(g) Customer Meetings and Feedback Process

(h) HO Communication and Coordination Process

(g) Resource Management Process

8. Administrative Management:

8.1 Ensure that professional decorum is maintained in your Zone by all employees.

8.2 Extend all support to HO HR and Admin team for closure of F&F, Distribution of ID cards, HR awareness programs.

8.3 Ensure that GHs under your zone are well maintained and adhering to TNS GH guidelines.

8.4 Programs run by HO on EHS, Equipment Maintenance, ESI/PF, Insurance claim, Mediclaim or any Awareness Program shll be well supported and coordinated by PMs.

8.5 Disturbed Area Advisory note shall be strictly implemented.

8.6 HO shall be supported by PMs for equipment retrieval from F&F Employees.

8.7 Device mechanism and check system so that there is no theft at TNS done sites. Zero tolerance approach on such incidents.

Designation: - Project Manager

Approx Salary :- Negotiable

Years of Experience: - 5 to 6 years

Qualification: - B.Tech – Electronics and Telecom.

Location: - PAN India

Interview Location : H-34, Sector 63, Noida