

*About  
EQC  
India*

**Équipe Qualité Consultants (EQC India)** comprises of a team of quality professionals engaged in providing quality management and welding services for the infrastructure sector and manufacturing units.

**EQC's areas of Operation of are:**

- Supplier assessment, audits and development
- Review and approval of Quality Plans and Field Quality Plans
- Field Quality Audits
- Consultancy for PED certification/ CE Marking
- Welding Qualifications as per ASME and EN/ISO
- ISO: 9001-2015, ISO: 14001-2015 and ISO-45001
- Quality Improvement Studies
- Documentation & Implementation of ISO: 3834 Series for Quality requirements for fusion welding of metallic materials, EN: 15085-2/ BS EN 1090
- **Responsible Welding Coordinator (RWC Services)**
- Technical Support and Training on Codes and standards on Steels including Chinese, Russian, Indian, EN and ASME codes.
- Technical Support, Consultancy & Training on Welding Technology, NDT, Industrial Painting, Dynamic Balancing & Engineering Materials.

**EQC India was started in 2009 to provide value added to Industry.**



**Inspiring Quality Since 2009**

*In the present issue, we cover in brief, a few tips for effectively handling customer complaints. Customer complaint highlights a problem, whether that's a problem with your product, service, employees or internal processes, and by hearing these problems directly from your customers, you can investigate and improve your processes and products.*

*We also cover in this issue, the process to be followed for welder or welding operator approval/certification. It must be noted that Welder certification is the last stage in a series of systematic actions initiating from preparation of welding procedure specification, qualification of welding procedures, tests for welder performance and finally release of welder qualification certificates*

*Happy Reading!*

*Please do send in your comments & suggestions for improvement of our newsletter.*

*Editor, 1st April 2019*

**NEW CLIENTS/ CONTRACTS/ PARTNERS DURING THE LAST QUARTER**



## Five Steps to Handle Customer Complaints

Even though no one likes being criticized, customer complaints provide an opportunity to identify and rectify specific problems in your business. They can also help you to develop your relationship with your customer by allowing you to demonstrate that you value their trade by taking their concerns seriously.

Customer complaints are defined by wiki as: *an expression of dissatisfaction on a consumer's behalf to a responsible party*". ISO:9000 defines customer complaints as *"expression of dissatisfaction made to an organization, related to its product or service, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.*



Given below are five key steps in order to put in place an effective customer feedback handling system.

### Develop a strategic plan

Have a clear, flexible, welcoming and open policy on complaints. A feedback/complaint is a gift and you should consider yourself lucky that a customer is prepared to give up valuable time to help you improve your organisation and its processes

### Train your staff in complaints handling

Give your employees the skills and confidence to tackle difficult customers and support them in their actions. Excellent complaint handling isn't easy; it can be stressful and feel unrewarding. Confirm its importance in providing great [customer service](#).

### Make complaints a priority

Staff should be aware that complaints are a top priority issue in your business; anyone who deals with them must have sufficient authority to resolve them completely.



### Ensure you can process all complaints

Nowadays there are 5 main ways to complain - in person, by email, online (incl. social media), by telephone or by mail. Your organisation must be able to handle all of these efficiently.

### Set up a process to log and analyse all complaints and share with everyone

Complaints can highlight problems with internal processes, training, specific employees/managers, products and customer service. Share information about complaints so your team can tackle specific problems.

## Six Steps to Welder Qualification as per ASME Section IX

| STAGE/ ACTIVITY   | KEY REQUIREMENTS   | OUTPUT   |
|---|--|--|
| <b>PRELIMINARY PLANNING FOR WELDING PROCEDURE SPECIFICATION PREPARATION (pWPS)</b>  | <b>Review drawings and specification to identify:</b> <ul style="list-style-type: none"> <li>➤ Size of weld for test coupon welding</li> <li>➤ Base material specification</li> <li>➤ Identify the thickness range from drawings / specification</li> <li>➤ Butt Weld or Fillet Weld</li> </ul>  | Essential parameters for WPS   |
| <b>WPS PREPARATION</b><br><br>                       | <b>Review material code, client drawings, ASME Section IX to finalize (as applicable):</b> <ul style="list-style-type: none"> <li>➤ Joint Design</li> <li>➤ The filler metal to be used.</li> <li>➤ Determine P, F and A number</li> <li>➤ Finalize the number of runs required.</li> <li>➤ Determine the electrical characteristics and shielding gas details for all weld runs</li> <li>➤ Compute heat input (maximum)</li> <li>➤ Determine whether preheat or PWHT is applicable. In case applicable, identify the process parameters to be followed.</li> <li>➤ Complete WPS format</li> </ul> | <b>Welding Procedure Specification (WPS) in Format QW-482.</b><br><br><b>The WPS can be displayed at welding workstations as a Work Instruction.</b> |
| <b>QUALIFICATION OF WPS</b>   | <ul style="list-style-type: none"> <li>➤ Prepare test coupon of required dimensions and thickness</li> <li>➤ Provide guidance to welder. Welder to weld the test coupon as per proposed WPS.</li> <li>➤ Record the parameters used for welding the test coupon.</li> <li>➤ Prepare test specimens and test as per ASME Section IX at NABL Lab.</li> </ul>  | <ul style="list-style-type: none"> <li>➤ Welding parameters sheet</li> <li>➤ Lab Test Report</li> </ul>  |
| <b>PROCEDURE QUALIFICATION REOCD (PQR)</b>  | <ul style="list-style-type: none"> <li>➤ In case test specimens qualify in the lab test, prepare Procedure Qualification Record (PQR)</li> </ul>   | <b>Procedure Qualification Record (PQR) in Format QW-483.</b>  |
| <b>QUALIFICATION TESTS FOR WELDER</b>   | <ul style="list-style-type: none"> <li>➤ Prepare test coupon of required dimensions.</li> <li>➤ Provide guidance to welder. Welders to weld the test coupon as per WPS.</li> <li>➤ Record the parameters used for welding the test coupon.</li> <li>➤ Prepare test specimens and test as per ASME Section IX at NABL Lab.</li> </ul>   | <ul style="list-style-type: none"> <li>➤ Welding parameters sheet</li> <li>➤ Lab Test Report</li> </ul>  |
| <b>WELDER QUALIFICATION/ CERTIFICATION</b><br><br> | <ul style="list-style-type: none"> <li>➤ Witness lab tests or review NABL lab report.</li> <li>➤ In case test specimens qualify in the test, a Welder Qualification Record (WPQ) is prepared.</li> <li>➤ Periodic Revalidation of welder's qualification as per ASME Section IX.</li> </ul>  | <b>Welder/ Welding operator Performance Qualification Record (WPQ) in Format QW-484 A/B.</b><br><br><b>List of qualified welders.</b>                |

## 2018 DEMING PRIZE

### The Union of Japanese Scientists and Engineers (JUSE) has announced the 2018 Deming Prize winners.

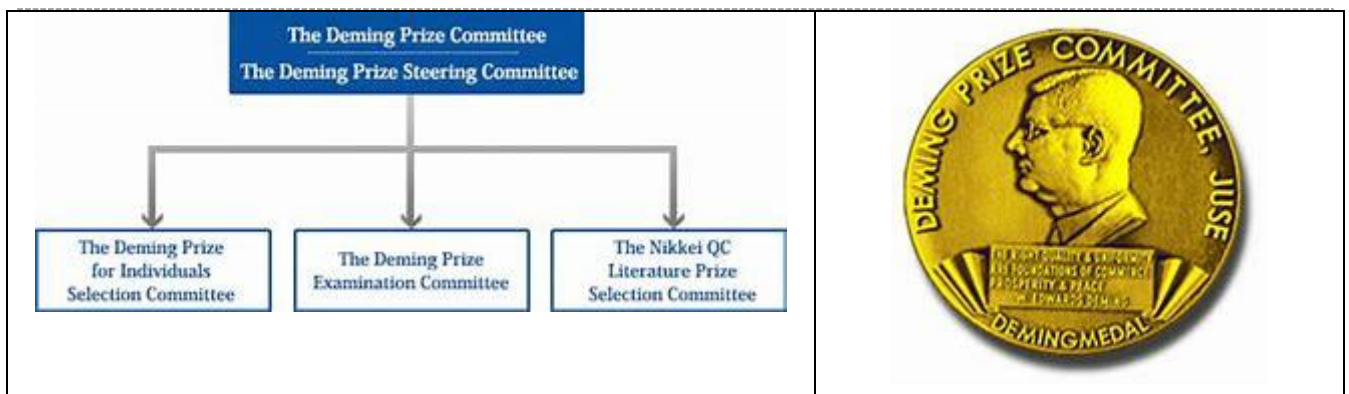
Nine companies were awarded the Deming Prize for 2018 (In 2017, 2 companies received the award):

- Aiphone Co., Ltd. (Japan)
- Indus Towers Limited (India)
- OTICS Corporation (Japan)
- Ocean’s King Lighting Science & Technology Co., Ltd. (China)
- PT Komatsu Indonesia (Indonesia)
- JSW Steel Limited, Vijayanagar Works (India)
- Sundram Fasteners Limited (India)
- Toyota Housing Corporation (Japan)
- Rane NSK Steering Systems Private Limited (India)

Since 2000, organizations based in India have received the most Deming Prizes; Japan is second, and Thailand is third.

Distribution of winning organizations since 2000 (including prizes for 2018)

|                   |               |               |               |
|-------------------|---------------|---------------|---------------|
| <b>India – 28</b> | Thailand – 12 | USA – 2       | Singapore – 1 |
| Japan – 19        | China – 3     | Indonesia – 1 | Taiwan – 1    |



\*\*\*\*\*

*Équipe Qualité Consultants also provides consultancy and customized training for QA, QC/ Inspection/ Welding/ Engineering / Power Professionals/ Fabricators in the following areas:*

|  |  |
|--|--|
| 1. <i>Welding Coordination Personnel (IWE)</i>   | 2. <i>Welding Qualifications as per ASME IX</i>    |
| 3. <i>Welding Qualifications as per EN/ISO</i>   | 4. <i>Engineering Materials - Steels</i>           |
| 5. <i>Welding Certification as per ISO: 3834</i> | 6. <i>Railway Certification as per EN: 15085-2</i> |
| 7. <i>ISO:9001, ISO: 14001 &amp; ISO: 45001</i>  | 8. <i>Factory Production Control (FPC) for CE</i>  |
| 9. <i>QA/QC for Chinese Power Equipment</i>      | 10. <i>Industrial Painting Systems</i>             |

**For further details, please contact:**

**Équipe Qualité Consultants,**  
**Project Quality & Welding Consultants**  
**304, V4 Mayur Plaza IV, Mayur Vihar Phase One, Delhi 110091**  
**www.eqcindia.co.in, info@eqcindia.co.in, 011-40195119, 09350258683**  
**Inspiring Quality Since 2009**