



Module Code	Module Title	Key Module Components
1	Corporate Management & Reporting (CMR)	<ul style="list-style-type: none"> • Document and Record Control System • Record Identification and retention • Information Classification • Reporting Structure, Report Analysis and Results • Document / Record Disposal System • Documentation Levels& Document Approval Process • Document Change Management System
2	Supply Chain Management (SCM)	<ul style="list-style-type: none"> • Inventory Management& Purchase Control • Vendor Management • Distribution Control • Communication and Process Flow
3	Customer Relationship Management (CRM)	<ul style="list-style-type: none"> • Customer Communication Management • Customer Feedback System&Feedback Analysis • Customer Complaint Management • Complaint Resolution Control
4	Human Resource Management (HRM)	<ul style="list-style-type: none"> • Hiring Criteria and Job Descriptions • Organizational Structure • Interview and Selection of Candidates with evaluations • Background Screenings • Candidate Selection and Orientation • Payroll System • Appraisal and Promotion System&Termination System • Leave Policy&Disciplinary Rules • Personnel Authorization and De-Authorization • Transfer of Responsibilities
5	Quality Control & Assurance (QCA)	<ul style="list-style-type: none"> • Quality Assurance • Production Quality Objectives • Quality Control Measures • Use of Statistical Techniques
6	Internal System Auditing (ISA)	<ul style="list-style-type: none"> • Setting Auditing Criteria • Audit Team Appointment • Audit Checklist Development • Audit Team Development (through training) • Audit Performance • Audit Reporting • Corrective Action Planning
7	Production Management& Control (PMC)	<ul style="list-style-type: none"> • Production Objectives & Targets • Production Planning • Process Flows • Machine Efficiency • Production Downtimes • Material Planning



Module Code	Module Title	Key Module Components
8	Maintenance & Management Control (MMC)	<ul style="list-style-type: none"> • Maintenance Planning • Corrective Maintenance • Preventive Maintenance • Machine Breakdown Time • Calibration / Standardization
9	Environment & Safety Management (ESM) <i>(This now includes Physical Security aspects as well)</i>	<ul style="list-style-type: none"> • Identification of Environment & Occupational Safety Hazards • Hazard / Risk Assessment • Risk Treatment Plan • HSE Policy Development • Safety Instructions & Physical Security Measures • Operational Controls & Monitoring Systems • Emergency Preparedness and Response • Incident Management
10	Laboratory Management System (LMS)	<ul style="list-style-type: none"> • Standard Test Methods and SOPs • MSDS for Chemicals • Lab Equipment Management • Calibration Controls • Sampling Techniques • Sample Quality Control • Test Reporting • Purchase Inspection and Evaluation • Quality Assurance and Control
11	Food Safety Management (FSM)	<ul style="list-style-type: none"> • Food Safety Review • Hazard Analysis and Risk Assessment • Corrective and Preventive Measures • Improvement Measures
12	IT Management (ITM)	<ul style="list-style-type: none"> • IT Infrastructure Review • Identification of system gaps • Suggest System improvements and corrective measures • Suggest Technological / Software Solutions • IT operational Process Flows • Fault Logging • IT Incident Management • Data Backup Management
13	Sales Team Management (STM)	<ul style="list-style-type: none"> • Sales Team Structure • Sales Team Criteria • Sales Team Building • Sales Target Monitoring • Sales Reporting Structure & System

Note: you may select any module (s) for your company. We provide consultancy for Review, System Development and related trainings for each selected module (s).