**Clause No.8.1 - Operation Planning & Control**

A quality management system (QMS) is a collection of business processes which focused on consistently meeting customer requirements and enhancing their satisfaction. It is aligned with an organization's scope and strategic direction. It is expressed as the organizational goals and aspirations, policies, processes, documented information and resources needed to implement and maintain it.

Quality Management System runs of the basis of PDCA

**A**

**(Act)**

**D**

**(Do)**

**C**

**(Check)**

**Quality Management System**

**P**

**(Plan)**

In this article we are discussing about **“P” i.e. Plan**

**What is planning?**

Planning is the process thinking about the activities to achieve a desired goal. It is creation and maintenance of plan or such activities / forecasting of the activities with desired deadlines. Planning is one of the most important activity management & time management skill. Planning is preparing a sequence of action steps to achieve some specific goal. If a person does it effectively, they can reduce much the necessary time and effort of achieving the goal. A plan is like a road map. When following a plan, a person can see how much they have progressed towards their project goal and how far they are from their destination.

Planning is necessary for multiple occupation / business. In each field there are different types of plans which helps to companies achieve efficiency and effectiveness even achieve a desired results. In this article we are talking about operational planning.

Quality Management System gives you 5 steps in the clause no. 6 to prepare the planning and achieve the desired results as following –

1. What will be done – Steps of the plan
2. What resources will be required – What is required to achieve your planning
3. Who will be responsible
4. When it will be completed – Target dates for achieve your plan
5. How the results to be evaluated – How you will come to know that objective have been achieved.

You may check our blog for further information↓

<https://shivconsultancy.org.in/clause-no-6-2/>

If you are having Manufacturing unit then you should do 3 types of planning to fulfill the orders i.e. 1) Raw Material Planning 2) Production Planning 3) Process Planning & if you are in the service field you must do activities planning with deadlines based on the customer requirements.

**What is Raw Material Planning?**

Raw Material (RM) planning means planning of the types of material which is required to manufacture your final product. It contents types of material with specification of the material, required quantity, required date, in some raw material you will need test or inspection report of the raw material to assure that quality is maintained of the particular product. In Raw Material planning material time management is very crucial part. Because after getting raw material your production or operations will be start and it will also take particular time. Therefore required timeline for production should be keep in the mind before doing RM planning.

**How to do Raw Material Planning?**

If you are having mould manufacturing company then you will need different types of metal, hardware items i.e. bolts, nuts, ejector pins, spring etc. as raw material. If you are having printing stationery unit then you will need board, ink, some die or punches, chemicals as RM to complete your order. If you are having any fruit juice manufacturing unit then you will need particular fruits in such quantity, sugar, food color, chemical as preservatives and packing containers etc. In RM planning first necessary to check the required quantity of the respective raw material and available quantity of those materials in your unit then you should do the order the material to complete the order.

Required Raw Material to complete the Order

(-) Available Raw Material stock

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**= Do the planning of balance qty raw material**

E.g. 1) you are having customer order of 250 Ltr. Of Mango fruit juice in this case you will need 125 kg. Mangoes, 50 kg. Sugar, 50 gm yellow color and chemical to complete the order. You are having 25 kg. Mangoes and 10 kg. Sugar and 50 gm yellow color and required qty. of chemical then you will plan only for balance qty of RM.

2) You are having order to print 1000 cartons of Mango juice tetra packs and you will need 1000 no. of boards with some particular thickness, 2 kg. Yellow color ink, 1 kg black color ink but you don’t have these raw materials in your unit. In this case you need to plan for all raw materials with required date because after getting that raw material your processing operation can be start.

For doing RM planning you can use Bill of Material, Excel worksheets or other formats to monitor the planning.

**What is Operation or Process or Production Planning?**

Operation or Process or Production Planning involves different types of the processes or operations. It will move step by step. In each step timeline should be decided and required date of the customer should be kept in the mind before doing the operation planning.

Operation planning will move by following steps

1. Incoming Inspection of the Raw Material – Based on the product specification
2. Required man power planning
3. Required Machine Planning
4. Manufacturing Processes – step by step
5. In process Inspection of the Product - To check the acceptance level of the product
6. Final Inspection of the Product – Before handover to packing dept. confirmation or acceptance of the product shall be checked
7. Packing of the Product – As per customer requirement
8. Pre dispatch Inspection – Inspection before dispatching as per acceptance criteria including packed product
9. Dispatch of the product

**What is the Requirement of the standard?**

The Organization shall plan, implement and control the processes based on the input and outputs. We have seen what is input and output of the each process in clause no. 4.4.

You may check our blog for details information↓

<https://shivconsultancy.org.in/clause-4-4-quality-management-system-its-processes/>

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| **Operation Planning & Controls** | | | | |
| **Operation** | **Input** | **Process** | **Output** | **Control** |
| RM Planning | 1)Details of the required Raw Material (Product Specification)  2) Required Quantity of the Product | Raw material planning based on the details and required qty of the RM | Required Raw Material for the Production (as per specification) | Material should be as per required specification +or – during the acceptance criteria can be check |
| Operations – Incoming Inspection of the Raw Material | Required Raw Material for the Production (as per specification) | Incoming Inspection of the Raw Material | Inspected Raw Material / Results of the Inspection | Incoming Inspection is must as per decided criteria |
| Production Planning | Required Raw Material for the Production (as per specification) | Manufacturing Processes | Final Product | Before dispatch the product should be check whether it is meeting to customer requirement incase not then correct it before dispatch |

The Organization shall plan, implement and control the processes needed to meet the requirements for the provision of products and services and to implement the actions determined in the planning by –

1. Determining the requirements of the Product and Services
2. Establish criteria for – the processes and the acceptance of the product and services
3. Determining the resource needed to achieve conformity to the product and service requirements
4. Implementing control of the processes in accordance with the criteria
5. Determining, maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as per plan and to demonstrate the conformity of the product and services to their requirements.

**The output of the planning should be suitable for the Organization Operations**.

The organization shall control planned changes and review the consequences of unintended changes taking action to mitigate any adverse effects, as necessary. Make assure that outsource processes also in the control.

How to control outsource process that we will see in the clause no. 8.4. Stay connected with us to see next steps of the clause no. 8.