



# RFD

## Results Framework Document

for

**STQC Directorate**  
Department of Electronics and Information Technology

(2014-15)

## **Section 1**

### **Vision, Mission, Objectives and Functions**

#### **Vision**

Be a Quality Assurance service organisation to enhance processes and competitiveness of IT and electronics industry enabling them to deliver products and services of global standards.

#### **Mission**

To support industry & trade and protect consumer interest in electronics and IT sector by providing customer centric, accredited quality assurance services as per international standard for global acceptance.

#### **Objectives**

1. *Become* a key player in national measurement assurance system by providing test & calibration facilities in emerging technologies
2. *Support* national eGovernance Plan (NeGP) through Quality & Security evaluations of IT systems and other projects of national importance
3. *Providing* certification services to industry for processes and products for global compliance
4. *Enhancement* of knowledge of professionals in the area of quality management and test engineering
5. *Provide services in professional manner* by enhancing internal efficiency

## **Functions and Activities**

To meet the objectives, various programs are designed focusing on quality assurance of products, processes and personnel. Functions and activities for IT and Electronics are as follows .

### **A. Information Technology**

- Product quality assurance
  - Software testing services covering functionality, usability, security, performance, reliability, maintainability and portability
  - System testing for performance and security covering penetration testing, vulnerability assessment, common criteria etc.
  - Website quality certification as per Guidelines for Indian Govt. Websites
    - Capability approval of website designers and developers
    - Quality certification of Indian Government Websites
  - Smart card testing and certification
- Process quality assurance
  - Certification scheme for assuring information security management system (ISO 27001) and IT services management (ISO 20000-1)
  - Assessment of process improvement for software development using SPICE model
- Personnel assurance for knowledge and skills on quality principles
  - Trainings on software quality engineering, software test engineering, information security management, website quality, and accessibility
  - Certification program for software testers, information security lead assessors

### **B. Electronics**

- Product quality assurance through testing and certification services in the area of safety, explosive, EMC compliance and environmental testing.
- Process quality assurance through certification schemes to support electro technical industry in the area of quality management system (ISO 9001) and environment management system (ISO 14001)
- Personnel assurance for knowledge and skills on quality principles by providing trainings in quality management system, quality engineering and technology and Practice oriented skill based trainings
- Measurement assurance by providing High precision Calibration services in the areas of electro technical, mechanical, thermal and pressure traceable to national standards

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**Section 2**

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Objective	Weight	Actions	Success Indicators	Unit	Weight	Target / Criteria value				
						Excellent	Very good	Good	Fair	Poor
						100%	90%	80%	70%	60%
<b>Objective: 1</b> <i>Become</i> a key player in national measurement assurance system by providing test & calibration facilities in emerging technologies	35	Providing Test & Calibration services to industry including IT services	Revenue target realization	Rs. in crores	60	56	54	48	43	38
		Establishing professional & efficient operations	Completion of jobs within committed timeframe	%age	40	84	83	74	66	59
<b>Objective: 2</b> <i>Support</i> national eGovernance Plan (NeGP) through Quality & Security evaluations of IT systems and other projects of national importance	15	Quality assessment of IT solutions	Number of projects undertaken	Nos.	100	69	68	61	55	49
<b>Objective: 3</b> <i>Providing</i> certification services to industry for processes and products for global compliance	15	Providing certification services to industry	Number of assessments carried out	Nos.	100	312	310	280	250	225
<b>Objective: 4</b> <i>Enhancement</i> of knowledge of professionals in the area of quality management and test engineering	15	Provide Quality Management education and conduct Skill Development trainings	Number of training programs conducted	Nos.	100	340	330	297	264	231
<b>Objective: 5</b> <i>Provide services in professional manner</i> by enhancing internal efficiency	7	Assuring compliance	Quarterly reconciliation of accounts	months	50	3.3	3.5	3.8	4	4.5
		Establishing efficient bill settlement mechanism	Clearance of employees bills	%age	25	100%	90%	80%	70%	60%
		Establishing efficient bill settlement mechanism	Clearance of suppliers bills	%age	25	100%	90%	80%	70%	60%

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**Mandatory Success Indicators**

Objective	Actions	Success indicators	Unit	Weight	Target / Criteria value				
					Excellent	Very good	Good	Fair	Poor
					100%	90%	80%	70%	60%
Efficient Functioning of the RFD System	Timely submission of draft RFD (2014-15) for approval	On-time submission	Date	2%	May 15, 2014	May 16, 2014	May 19, 2014	May 20, 2014	May 21, 2014
	Timely submission of Results for RFD (2013-14)	On-time submission	Date	1%	May 1, 2014	May 2, 2014	May 5, 2014	May 6, 2014	May 7, 2014
Enhanced Transparency/ Improved service delivery of Ministry / Department	Rating from Independent Audit of implementation of Citizensø/ ClientsøCharter (CCC)	Degree of implementation of commitments in CCC	%	2	100	95	90	85	80
	Independent Audit of implementation of Grievance Redress Management (GRM) system	Degree of success in implementing GRM	%	1	100	95	90	85	80
Administrative Reforms	Update organizational strategy to align with revised priorities	Date	Date	2	Nov.1 2014	Nov.2 2014	Nov.3 2014	Nov.4 2014	Nov.5 2014
	Implementation of agreed milestones of approved Mitigating Strategies for Reduction of potential risk of corruption (MSC).	% of Implementation	%	1	100	90	80	70	60
	Implementation of agreed milestones for ISO 9001	% of implementation	%	2	100	95	90	85	80
	Implementation of milestones of approved Innovation Action Plans (IAPs).	% of implementation	%	2	100	90	80	70	60

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**Section 3**

**Table 2: Trend value for Success Indicators for STQC Directorate**

<b>Objective</b>	<b>Actions</b>	<b>Success indicators</b>	<b>Unit</b>	<b>Actual value for FY 12/13 (actual)</b>	<b>Actual value for FY 13/14 (anticipated)</b>	<b>Target value for FY 14/15</b>	<b>Projecte d value for FY 15/16</b>	<b>Projecte d value for FY 16/17</b>
<b>Objective: 1</b> Become a key player in national measurement assurance system by providing test & calibration facilities in emerging technologies	Providing Test & Calibration services to industry including IT services	Revenue target realization	Rs. In crores	50	50	54	54	54
	Establishing professional & efficient operations	Completion of jobs within committed timeframe	%age	88	82	83	83	83
<b>Objective: 2</b> Support national eGovernance Plan (NeGP) through Quality & Security evaluations of IT systems and other projects of national importance	Quality assessment of IT solutions	Number of projects undertaken	Nos.	62	65	68	68	68
<b>Objective: 3</b> Providing certification services to industry for processes and products for global compliance	Providing certification services to industry	Number of assessments carried out	Nos.	310	305	310	310	310
<b>Objective: 4</b> Enhancement of knowledge of professionals in the area of quality management and test engineering	Provide Quality Management education and conduct Skill Development trainings	Number of training programs conducted	Nos.	340	330	330	330	330
<b>Objective: 5</b> Provide services in professional manner by enhancing internal efficiency	Assuring compliance	Quarterly reconciliation of accounts	months	3.4	3.5	3.5	3.5	3.5
	Establishing efficient bill settlement mechanism	Clearance of employees bills	%age	91%	100%	100%	100%	100%
		Clearance of suppliers bills	%age	92%	100%	100%	100%	100%

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**Section 4**

**Description and Definition of Success Indicators and proposed Measurement Methodology**

<b>Sl. no.</b>	<b>Success indicators</b>	<b>Description</b>	<b>Definition</b>	<b>Measurement</b>	<b>General Comments</b>
1	Test and calibration revenue target realization	STQC through its network of laboratories provide services in Electronics and IT to industry and Government on commercial basis	Laboratories are assigned benchmarked revenue targets based on geographical location, resources available, capability, accreditations etc. on annual basis. This indicates market acceptability and professionalism of the services and productivity, efficiency of the laboratory. Indicator refers to the revenue levied for the jobs received from clients for availing the services.	Revenue levied vs. target	Services may be provided in-house or insitu
2	Completion of test and calibration jobs within committed timeframe	Testing and calibration services to be provided in time bound manner	Laboratories provide probable date of completion for jobs received based upon duration of the test and effort estimation. Indicator refers to the project management capability of the laboratory leading to customer satisfaction.	% of jobs completed within estimated time frame	Communicated to customer at the time of job receipt
3	Number of projects undertaken	Offers comprehensive software testing facilities including security, functionality, accessibility, load, performance etc.	IT Centers spread across the country provide software testing services for eGov solutions to Ministries and State Governments. Indicator refers to the projects undertaken to provide quality assessment of IT solutions.	Number of projects undertaken	Software testing requires series of iterations thus taken in project mode
4	Providing certification services to industry	Offers certification services for ISO 9001, 27001, 20000 and product certification	Internationally approved certification services are offered for quality / environmental management system, product safety etc. Number of assessments defines number of clients and coverage of industry / industries served to enhance their quality, environment and safety.	Number of assessments carried out	Will lead to enhancement of quality
5	Provide Quality Management education and conduct Skill Development trainings	STQC through its network of laboratories will conduct training programs for the benefit of industry and Government	To enhance knowledge on quality principles and management practices of industry professionals, internationally accredited training programs on quality management systems are being conducted periodically	Number of such programs conducted	Training programs may be conducted in-house or at site as per requirement
6	Providing efficient and timely administrative services internally	Effective monitoring of administrative structure	Administrative services provided in time bound manner to both internal and external stakeholders are essential for achieving the target.	Time and %age of bills	Efficiency enhancement for service quality

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**Section 5**

**Specific Performance Requirements from other Departments**

<b>Location Type</b>	<b>State</b>	<b>Organization Type</b>	<b>Organization Name</b>	<b>Relevant Success Indicator</b>	<b>What is your requirement from this organization</b>	<b>Justification for this requirement</b>	<b>Please quantify your requirement from this Organization</b>	<b>What happens if your requirement is not met</b>
Ministry / Department	Delhi	Government	DeitY	SIs wrt Objectives 1 to 4 in section 2	Technical Manpower (Group A and B)	<p>1. Available manpower reached saturation level. More manpower is needed to achieve the target</p> <p>2. Strengthen the activities where manpower achieved the age of superannuation</p>	34	<p>1. New services in emerging technologies to meet industry requirements may not be launched.</p> <p>2. Revenue target may not be realized.</p> <p>3. Timely completion of jobs may get affected.</p>



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**Section 6**

**Outcome / Impact of activities of organisation Ministry**

<b>S. No.</b>	<b>Outcome / Impact of organisations / RCs</b>	<b>Jointly responsible for influencing the outcome / impact with the following organisation(s) / Department / Ministry</b>	<b>Success indicator (s)</b>	<b>Unit</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>
1	Supporting trade, industry and Government by providing quality evaluation services as per national / international standards	---	% increase in no. of jobs	%	2.12%	2.50%	2.50%	2.50%	2.50%