

DEFENCE ACCOUNTS DEPARTMENT

INSPECTION QUESTIONNAIRE FOR PCDA(R&D) NEW DELHI, CDA(R&D)HYDERABAD & CDA(R&D) BANGALORE



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PREFACE

The user always looks for 'quality' of a product or service. 'Quality' is the user perception or image about the ability of the product or service to meet his requirements. The more a product or service fulfils his needs, better is the perception or image he has about the same. Building up quality means building up this perception, which, in the long term gets correlated to the actual performance of the product/service.

2. Inspection is an important tool to ensure quality. Apart from compliance with prescribed systems and procedures, inspection should also check the **efficacy** of internal control system in the Organization, and **mitigation of risks** inherent in it. Top management commitment is central to quality improvement and this has to be a key inspection outcome.

3. At present, the inspection of Controllers Offices is being carried out by CGDA's office on the basis of the Inspection Manual. The existing inspection is compliance oriented and does not look into the adequacy of the procedures themselves. There is a need to re-orient the inspection methodology, so that it may indicate **outcomes/deliverables** by the PCDA/CDA(R&D) to his customers.

4. Accordingly, the Inspection Questionnaire for PCDA/CDA(R&D) has been designed keeping in view their role and functions. Part-I of the questionnaire covers the issues relating to Work Instructions and Part-II covers the points related to Management review and Part-III covers the points related to functions in the different Sections.

5. The purpose of the new system is to internalize inspection itself as a control mechanism and to ensure that the officers and staff of Auditee Controllers are fully involved in the activity of inspection. External inspection will focus mainly on the commitment of top management of the Controllers office towards continuous improvement.

6. Quality is not static but dynamic in nature, warranting continuous improvement. So, this Questionnaire too is not a static document. It would evolve with time as we aim towards sustained quality improvement. Since this is the first attempt, suggestions for further improvement are invited.

7. AT-Coord Section of HQrs. Office will be responsible for keeping the Inspection Questionnaire up-to-date with relevant/appropriate orders and Government of India instructions issued from time to time.

Delhi Cantt-110010

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Controller General of Defence Accounts

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