



MERRY CHRISTMAS



HAPPY NEW YEAR 2014



From the Corner Office	2
News from the Corporate Office	4
Employee Page	5
Quality Audit	6
Training	8
Computer Virus	11
Messages & Slogans	13
Newsletter Team	14

FROM THE CORNER OFFICE

FOREWORD

Hello Folks,

First come first, I would like to pay my respectful tributes to one and only; Great Nelson Mandela....

I am sure, God must have given him a “Red Carpet Welcome” and must have said, “You are The GREAT, you over came the worst ever behavior of mankind. Thank you my son”.

And I say thank you Mr. Nelson Mandela for showing the World; how a leader should be. You are a real father of one nation and inspirer for many.

Well, with challenges around us and difficulties we face, it's not important how many challenges we face or how difficult the challenge is, but it is important how we put ourselves above those challenges and how do we respond to them. That makes the man greater and brings the success in whatever you do.

We have challenges in our field. We have bigger challenges in Third party Inspection business of QA/QC as we have to face a lot of competition and humiliations. But for sure, we shall over come it, as we over came in Brazil and we have now an entity in the name of “ICO International do Brazil” for QA/QC work for upstream activities.

I take this as an opportunity to thank all employees of ICO group and well-wishers without which this success is not possible. Still long way to go, to achieve our Goal of being the BEST INSPECTION COMPANY IN THE WORLD.

Let us work hard and work together to taste the success.

Cheers,

Dr. Santosh Gupte
Director - Quality

FOREWORD

It is that time of year again. The holidays are upon us, and many people, both customers and co-workers, are leaving or have left on vacation. Work slows down, requirements seem to be less important.

But the work does not stop.

Our job, both as a company and individuals, is ongoing continuously; if you stop working today, this only leaves more work for you to do tomorrow. And with the added stress of being behind in your duties.

The Oil & Gas industry runs on time, and the cost of lost time can be incalculable. Rig rental, tool rental, equipment rental, employee salaries, service company costs: each stage in the production of a well is expensive and priced on time; and the more work that can be performed in a given period the greater the reward. ICO's customers care about their time because their customers care about theirs.

Productivity is the key to success. It is made up of a good work ethic, coupled with the skill to effectively manage your time. Show the boss that you can manage your time effectively, you'll be granted more responsibility and more freedom. Show a customer you value their time, and they will praise you and demand your services. Share your time away from work with your family, and you'll show them how much you care about being in their lives.

Merry Christmas and a Happy New Year!

Chris Nobles

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NEWS FROM THE CORPORATE OFFICE

- In Australia work at Roma started with two inspectors
- New Yard at Singapore facilitated
- Third party QA/QC job for Repsol Brasil started by ICO under company name of ICO International do Brasil.

Employee Page

**API Q1 Internal Auditors
Training Program at
WES, Perth, Australia**



**Lunch time during API Audit
at Perth, Australia**



**MT - II & PT - II Training
(Baker, Gabon)**



**Third Party QA/QC For
Repsol, Brazil**



Quality Audit

QUALITY AUDIT : A VALUABLE TOOL

Quality audit is the process of the systematic examination of a quality system carried out by an INTERNAL or EXTERNAL quality auditor or an audit team. It is an important part and key element of the company's Quality Management System (QMS). Audit is nothing but checking or examination of a company's process, activities or products to determine if a company is doing what it says it is doing or not.

With the upgrading of the API Q1 9th Edition, the focus of the audits has shifted from purely procedural adherence towards measurement of the actual effectiveness of system. We can achieve the effective results through the effective implementation of the Quality Management System (QMS) in the organization.

Quality audit are typically performed at predetermined time intervals means as per company yearly Audit plan, and confirm that company has clearly defined internal system monitoring procedures linked to EFFECTIVE action. This can help to determine if company complies with the defined quality system processes and can involve procedural results based on assessment criteria. One way to take our business to "Next Level" is to perform regular quality audits.

In Quality Audit process there are few common word where use like **QMS**, **Quality Policy**, **Quality Objective**, and **Evidences**, etc. What it means is:

- **QMS**: A set of co-ordinate activities to direct and control an organization in order to continually improve the effectiveness and efficiency of its performance
- **Quality Policy**: The quality policy is a guide for everyone in the organization as to how they should provide best quality product and services to the customer.
- **Quality Objective**: A Key document of a QMS (Quality Management System) that outlines measurable outcomes toward which all employees work in order to fulfill the Quality Policy.

- **Evidences**: Any Document, piece of information, voucher written statement of any procedure which assists an auditor in forming his opinion in regards to the accuracy of data under audit.
- **Corrective Action**: Corrective action is the steps that are taken to eliminate the causes of existing nonconformities in order to prevent recurrence.

Audit is an essential management tool to be used for verifying Quality Objectives (Set by Top Management) evidences of processes. Audit can assess how successfully processes have been implemented all over company. Audit is for judging the EFFECTIVENESS of achieving any defined target levels and to provide evidence concerning reduction and elimination of problem areas. Audit is for the benefit of the company; quality auditing should not only report Non-Conformances (NC'S) and Corrective Actions (CA), but also highlight areas of GOOD PRACTICES. In this way organization may share information and amend their working practices to achieve a good and effective result, it is also contributing to CONTINUAL IMPROVEMENT by using a Preventive Action (PA).

Audit can also be useful for safety purposes. Auditing is one of the most powerful safety monitoring techniques and an effective way to avoid complacency and highlight slowly deteriorating conditions, especially when the auditing focuses not just on compliance but also focuses on its EFFECTIVENESS.

The Quality Audit is a Valuable and essential tool to give good shape to our product quality and support to effectively maintain our Quality Management System (QMS).



WHY TRAINING ?

Training is the step of the ladder that leads us to success . Lack of training is pointed out even as the reason for social misconduct and calamities. A root cause analysis of many of the industrial failures point out to the fact of lack of staff training or managerial training. An effective training process can contribute a lot to the utmost success of any enterprise irrespective of how big or small it is. But how? What are the contributing factors that a good training process can give us ?

Self Confidence

A trainer has a target to train the employees to the required standard of the organizations requirements. Sometimes it may be to upgrade the employees or to give them a new job or both. Whatever may be the requirements, a basic change of the trainee to a different level may be expected through the training process and the trainer will target to that. To achieve that goal the trainer shall first to make his trainee understand the target of training and encourage him for a mental preparation. The trainee may be prejudiced to his own abilities and may be sceptical about a creative result from the training process. A good training programme can contribute a rejuvenation process to the candidate and sooner you will see him coming out of his veil of misunderstanding to the light of real understanding.

It is true that the competency of the trainees may be different. This difference can be compensated by encouraging the less competent one to work hard. Please note that this encouragement is done by the skill of the trainer, not by instructions or admonition, but it is an indirect process that strikes at the core of human understanding – one should feel the pleasure of learning by working hard and this transformation will make him a man of self confidence and self understanding which are the most important requirements for any employee of any industry.

Proper attitude

However knowledgeable we are, if we are reluctant to utilize that knowledge for the financial gain of a commercial institution, then it is in vain. A good training process shall make the trainee realize the fact that he is appointed to that organization as part of a “ trading” process. All the employees have to contribute to their company more than what they are given as salary. If our contribution becomes unacceptable to that proportion, then we will be treated as scrap. Here the trainer is indirectly informing the trainee that he will be no more in the organization if he is not competent to the new job given after the training. This awareness will help the trainee to see his job as most important and his attitude most positive and he starts to be more creative even in adversities.

Accurate Knowledge and Professionalism

Attaining accurate theoretical knowledge and adequate on job training are the core of a good training process. Prearranged study materials are there for easy reference and any doubts arising from the references will be clarified at the centre. The trainee may try to make a list of topics that needs more explanation and thereby get a deep and accurate knowledge.

Professionalism is a necessity of this competing world. A good training process will emphasise on professionalism that demands employees for lofty qualities. Some of the qualities can be summarised as follows.

1. Adhere to commitments.
2. Realize the sensitivity of work that you represent
3. Treat everyone with respect- serve better should be the slogan
4. Value the time and effort spent by others.
5. Be honest admit one's mistakes.

Safety consciousness

Any training process will be incomplete if it ignores Safe job Practices. A trainer may explain to his people how an unsafe job practice may cause to affect the productivity of the company. He may be pointing critical unsafe practices at the time of an on job training. Added to this, some slides showing severe consequences of unsafe practices also will contribute to the importance of safety consciousness.

We also have to take note of the fact that the success of training depends most importantly on the interest of the trainees. He should have an interest to exploit maximum benefits from the process. He should take it as a golden chance to upgrade himself for no cost, and utilize his whole time and energy for that alone. Once trainee has finished his training, he should feel himself as more important an employee with confidence to take initiate of any new challenges, with a proactive attitude. Sooner you will find time sharing his new knowledge and experiences to his subordinates also. In short a successful training process will give innumerable benefits to the individual himself as well as to the industry to which he belongs and that is why we insist on training....



COMPUTER VIRUS

What is a computer virus?

Think of a biological virus – the kind that makes you sick. It's persistently nasty, keeps you from functioning normally and often requires something powerful to get rid of it. A computer virus is very similar. Designed to relentlessly replicate, computer viruses infect your programs and files, alter the way your computer operates or stop it from working altogether. It's estimated that the Conficker virus infected more than 10 million computers in 2009. Tens of thousands of computer viruses now operate over the Internet, and new computer viruses are discovered every day. Some similarities and differences between Spyware and its close relatives..

How does a computer virus find me?

Even if you're careful you can pick up computer viruses through normal Web activities like:

- Sharing music, files or photos with other users
- Visiting an infected Web site
- Opening spam email or an email attachment
- Downloading free games, toolbars, media players and other system utilities
- Installing mainstream software applications without fully reading license agreements

What are the symptoms of a computer virus ?

Your computer may be infected if you recognize any of these malware symptoms:

- Slow computer performance
- Erratic computer behaviour
- Unexplained data loss
- Frequent computer crashes

Computer Virus Help: Arming yourself with the best computer virus protection?

When you arm yourself with information and resources, you're wiser about computer security threats and less vulnerable to threat tactics. Take these steps to safeguard your PC with the best computer virus protection:

Make sure that you have the best security software products installed on your computer:

- Use antivirus protection and a firewall
- Get antispware software
- Always keep your antivirus protection and antispware software up-to-date
- Update your operating system regularly
- Increase your browser security settings
- Avoid questionable Web sites
- Only download software from sites you trust

An unprotected computer is like an open door for computer viruses. Firewalls monitor Internet traffic in and out of your computer and hide your PC from online scammers looking for easy targets. Products like Webroot Internet Security Essentials and Webroot Antivirus with Spy Sweeper provide complete protection from the two most dangerous threats on the Internet – spyware and computer viruses. They thwart threats before they can enter your PC, stand guard at every possible entrance of your computer and fend off any computer virus that tries to enter, even the most damaging and devious strains.

While free antivirus downloads are available, they just can't offer the computer virus help you need keep up with the continuous onslaught of new strains. Previously undetected forms of can often do the most damage, so it's critical to have up-to-the-minute, guaranteed anti virus protection.

Message & Slogans

Quality
LEADS!

IT IS THE
DIFFERENCE
BETWEEN
BEING
AVERAGE
OR
BEING
NUMBER ONE!

ANALYSIS & DESIGN

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