

**GOVERNMENT OF INDIA
DEFENCE
LOK SABHA**

UNSTARRED QUESTION NO:3335
ANSWERED ON:12.12.2014
QUALITY CONTROL IN DEFENCE SECTOR
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Will the Minister of DEFENCE be pleased to state:

- (a) whether there has been an increasing trend of returned for rectification of products, even with established items, due to inefficient manufacture and inadequate quality control in the Defence Sector;
- (b) if so, the details thereof; and
- (c) the cost value of these rejected / returned items and steps being taken to improve manufacturing standards and enforce stringent quality control in the Defence Sector?

Answer

MINISTER OF STATE (RAO INDERJIT SINGH) IN THE MINISTRY OF DEFENCE

(a) Quality Control of Defence products is the responsibility of the manufacturer. Directorate General of Quality Assurance (DGQA) provides Second Party Quality Assurance (QA) for stores on sampling basis. During Quality Assurance DGQA also returns stores for rectification by the manufacturer. The details of Returned For Rectification (RFR) by DGQA have been analysed for each established store / equipment produced by Ordnance Factories over the last three years and the trend analysis for arriving at increasing / decreasing trend has been worked out. The RFR data by DGQA for the last 3 years shows a total of 429 type of equipment / stores were returned for rectification. There is an increasing trend for 108 items, a decreasing trend for 104 items and for the remaining 217 RFR items no trend could be established due to production only in 1 out of the 3 years (Annexure-I).

(b) Details of trend analysis of RFR data for the last 3 years for stores / equipment supplied by the Ordnance Factories is given at Annexure-I.

(c)(i) The cost value of rejected / returned items are as follows:

Year	(Rs. in Crore)		Value of % w.r.t. value of sales
	Cost of Rejected / Returned for Rectification	Sales	
2011-12	172.16	12,291	1.40
2012-13	132.59	11,895	1.11
2013-14	144.65	11,123	1.30

(ii) The steps taken by Ordnance Factory Board to reduce rejected / returned for rectification are as follows:

- (a) Creation of Quality Audit Group (QAG).
- (b) Exclusive Quality set up in Ordnance Factories.
- (c) Formation of Quality Council. (d) Audit of manufacturing process.
- (e) Creation of Test Facilities for input material inspection & NABL Accreditation of Labs.
- (f) Quality Review Meeting. (g) Liaisoning meeting with DGQA representative.
- (h) Formation of Failure Review Board (FRB) in each factory with DGQA representative as a member.
- (i) Introduction of Network Quality Data base management system (NQDBMS).
- (ii) System of customer feedback.

(iii) Steps taken by Directorate General of Quality Assurance (DGQA) to improve quality by the manufactures are as follows:

- (a) Regular advice to Manufacturers on Quality issues.

(b) Encouraging the Ordnance Factories to ensure transparency and accountability through their Network Quality Data Base Management System (NQDBMS).

(c) Quality Audit of products. (d) Surveillance of input material.

(e) Process Audit of selected processes and sub processes. (f) Product improvement through Alteration Committees.