Questionnairel Service Companies

CONFIDENTIAL

13TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT-2015

(Please read instructions before filling up the questionnaire)

(1) GENERAL INFORMATION:

- **1.1** The Questionnaire is designed to obtain information on Cost Management Practices and to assess performance of participant companies engaged in Service operations.
- **1.2** All information and data submitted by the participant(s) shall be kept strictly confidential and shall only be used for the purpose of evaluation of the award and not for any other purpose.
- 1.3 ICRA Limited, is the knowledge partner of ICAI for this award
- **1.4** Decision of the Award Jury shall be final and binding. No correspondence, whatsoever, shall be entertained in this regard.
- **1.5** Any queries relating to the Questionnaire/Cost Management Award 2015 may kindly be addressed to Mr. S.C.Gupta, Director. (Contact details: (O) +91-11-24666108, 24666100; Fax:+91-11-43583642; Mobile: 09313375254 e-mail: admin.gupta@icmai.in)
- **1.6** Award Categories are as follows:

| (A) Manufacturing Sector | (B) Service Sector | (C) Mining Sector |
|-----------------------------|-----------------------------|-----------------------------|
| A1) Private Sector - Large | B1) Private Sector - Large | C1) Private Sector - Large |
| A2) Private Sector - Medium | B2) Private Sector - Medium | C2) Private Sector - Medium |
| A3) Private Sector - Small | B3) Private Sector - Small | C3) Public Sector - Large |
| A4) Public Sector - Large | B4) Public Sector - Large | C4) Public Sector - Medium |
| A5) Public Sector - Medium | B5) Public Sector - Medium | |
| A6) Public Sector - Small | B6) Public Sector - Small | |
| A7) SME* | B7) SME* | |

Category Criteria:

Turnover** cut-off

Large \Rightarrow Rs. 2,500 cr

Medium >= Rs. 500 cr but < Rs. 2,500 cr

Small < Rs. 500 cr

^{*} SME is defined as an enterprise where investment in plant & machinery is less than Rs. 10 crore in case of manufacturing sector; and where investment in equipment is less than Rs. 5 crore in case of service sector

^{**} Turnover is defined as Total Income from Operations net of duties, for the previous financial year (12 months)

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(Please read instructions before filling up the questionnaire)

(2) GUIDELINES FOR FILLING-UP THE QUESTIONNAIRE:

- **2.1** The participants should download the Questionnaire from Institute's website <u>www.icmai.in</u>, either in MS Excel or PDF Format
- **2.2** All sections of the Questionnaire should be filled-in with complete details. Answering all questions is mandatory. In case any question is not applicable to your company, please indicate the reasons for its non-applicability. Please use extra sheets for write-up as required and for answering detailed questions. Please mention the question number in additional sheets.
- **2.3** Participants can apply in only one category.
- i) If an entity is eligible for participation in more than one category based on stipulated criteria, preferred category of participation needs to be indicated. For instance, entities qualifying both for Small Enterprises and SMEs, can apply in either one of these categories (as chosen by the participant).
- ii) If an entity has presence in more than one segment such as in manufacturing as well as service operations, it will be considered for the category that accounts for a larger proportion of its revenues.
- **2.4** The copies of Annual Reports (including Financial Statements and all Schedules) of the Company, for the financial years 2013-14 and 2014-15 should be enclosed with the Questionnaire. Any other material/document that supports your participation for the award may also be enclosed.
- **2.5** Participants have the option of submitting the Questionnaire either in soft copy or hard copy. Soft copy of the questionnaire duly filled-in (in the excel format) along with a scanned copy of the declaration signed by authorised signatory on company's letterhead (as per format available on ICAI's website) and all other enclosures should be e-mailed on the Institute's official e-mail id (ecma2015@icmai.in)

OR

<u>Hard copy</u> of the questionnaire duly filled-in and signed by the Authorised Officer of the Company, alongwith all the enclosures should be sent to Ms. Suman Ahlawat, Officer, The Institute of Cost Accountants of India, Delhi Office: ICAI Bhavan, 3, Institutional Area, Lodi Road, New Delhi-110003

2.6 Cut-off date for receiving filled application forms is **31st January**, **2016**. Please note that hard copies of filled-in questionnaires along with enclsures should reach the Institute Address by the said cut-off date.

Section-I

13TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT

Note: Please fill cells shaded in blue. Please add rows, wherever required

| | Details of the Company/Organization | PIS FIII nere |
|------|---|---------------|
| 1.1 | Company Name: | |
| | Address for correspondence (Line 1): | |
| | Line 2: | |
| | State and Pin Code: | |
| | Chief Executive Officer | |
| | Name: | |
| | Designation: | |
| | Mobile/Telephone No: | |
| | E-mail Id | |
| 1.3 | Chief Financial Officer | |
| | Name: | |
| | Designation | |
| | Mobile/Telephone No: | |
| | E-mail Id | |
| | Qualification: | |
| 1.4 | Head of the Costing Department | |
| | Name: | |
| | Designation | |
| | Mobile/Telephone No: | |
| | E-mail Id | |
| | Qualification: | |
| 1.5 | Contact Person | |
| | Name: | |
| | Designation | |
| | Mobile/Telephone No: | |
| | E-mail Id | |
| 1.6 | Category to which the company belongs | |
| | (i) Public Sector Undertaking / Private Sector | |
| | (ii) Manufacturing Sector/Service Sector/Mining Sector | |
| 1 7 | Total income from operations during 2014-15 (Rs. Crore) | |
| 1., | (net of duties) | |
| | | |
| 1.8 | Gross investment in Plant and Machinery/Equipment (Rs. | |
| | Crore) | |
| 1.9 | Based on Points 1.7 (Revenue) and 1.8 (SME Criterion), if | |
| | your company is eligible for participation in two | |
| | categories, please indicate your prefered category | |
| 1 10 | Major services of the company: | |
| 1.10 | Service 1 | |
| | | |
| | Service 2 Service 3 | |
| | Service 5 | |

Section-II

13TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT

Application of Cost Management System in your Organisation

| 2.1 | a) b) | Total number of full time employees* Total number of qualified Cost/Finance professionals (CMA,CA, MBA-Finance) engaged* | |
|-----|-------------|--|--|
| | c) | Number of qualified Cost Accountants* (out of b above) *as on March 31, 2015 | |
| 2.2 | | List the key cost drivers (such as raw materials, manpower, Power & Fuel etc.) for the company and briefly describe the strategies adopted to control them Cost Drivers Strategies adopted | |
| | i) | Sir uniogres unopieu | |
| | ii) | | |
| | iii) | | |
| | iv) | | |
| 2.2 | v) | Listale Centine Methods / Centeres / Teslerienes leine and indhesenes are risetions | |
| 2.3 | • \ | List the Costing Methods / Systems / Techniques being applied by your organisation: | |
| | i) | | |
| | ii) iii) | | |
| 2.4 | 111) | Please answer the following questions in Yes/ No | |
| ∠.∓ | i) | Does the company have a structured cost accounting policy / manual? | |
| | ii) | Does the company's accounting system enable proper collection, allocation, absorption | |
| | 11) | and determination of costs? | |
| | iii) | Does the company have costing module in their ERP system? | |
| | | Is the cost/profitability of various products/activities regularly measured and also form | |
| | | part of regular MIS of the company? | |
| | v) | Are the areas of cost reduction & cost control normally identified? | |
| | vi) | Does the company have a system of budgeting & variance analysis on periodical basis? | |
| | vii) | Does scope of internal audit covers review of performance and actions taken? | |
| | viii) | Does the company have a Risk Management policy duly approved by the Board of Directors? | |
| | ix) | Is competitive bidding process for major purchases or works contracts being used? | |
| | x) | Are the relevant Cost Accounting Standards (CAS) and Generally Accepted Cost | |
| | | Accounting Principles (GACAP) issued by The Institute of Cost Accountants of India | |
| | | (ICAI) being followed? | |
| | xi) | Does the company encourage employees / workers to come up with cost improvement suggestions? | |
| | xii) | Do all departments participate in the cost budgeting process? | |
| | xiii) | Do all departments participate in setting up of cost management targets? | |
| | xiv) | Does the company have any incentive scheme for employees achieving cost | |
| | | reduction/improved productivity? | |

Section-II

13TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT

Application of Cost Management System in your Organisation

| 2.5 | i) | Was the company covered under Section 148 of financial year 2014-15? (Yes/ No) | of the Companies Act, 2013 for the | |
|-----|------|--|--|--|
| | ii) | If the answer to question 2.5(i) is in affirmative | e, then answer the following two questions | |
| | | a) Were there any qualifications made by the a | uditors? (Yes/No) | |
| | | b) Please indicate the mechanism adopted to in | nplement the suggestions | |
| | | and observations of the cost auditors. | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | iii) | Please specify number of meetings of Audit Co financial year 2014-15 | ommittee held for the | |
| | iv) | Please specifty number of Audit Committee me 2014-15, where cost related issues were discuss | | |
| 2.6 | | Give the periodicity (Weekly/Monthly/Quarter | ly/Yearly) of Cost Review Meetings: | |
| | | (a) Operational Level | | |
| | | (b) CFO Level (c) CEO Level | | |
| | | (d) Board/Audit Committee Level | | |
| 2.7 | | Describe the initiatives taken by the company to inefficiencies/ energy consumption etc. | For reduction of waste/rejections/ spoilage/ | |
| | | Initiative | Description | |
| | i) | Investment in research & development, product/ process re-designing etc. | | |
| | ii) | Use of IT (ERP systems etc.) | | |
| | iii) | Technology upgradation | | |
| | iv) | Clearly spelt KPIs (for above-mentioned | | |
| | v) | Outsourcing non-core activities | | |
| | vi) | Others, please specify | | |
| | | | | |
| | | | | |
| | | | | |

Unit

2012-13 | 2013-14 | 2014-15

Section-III

13T H NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT

Productivity / Efficiency Parameters

| 3.1 | | Manpower Productivity | | | | | |
|-----|------|---|---------------|-------------|--------------|--------------|---------|
| В | | Mention the Manpower productivity indicator | used in y | our indu | ıstry. For e | xample, n | o. of |
| | | passengers travelled per employee, no. of cellu | ılar call n | ninutes p | er employ | ee, etc. | |
| | | (In case of multiple activities/ services, provid | le manpov | wer prod | ductivity fo | or three pri | ncipal |
| | | activities / services of the company, in order of | of turnov | er) | | | |
| | i) | Activity/ Service -1 (Specify the name) | | | | | |
| | | Manpower Productivity indicator | Pl. spec | ify unit | | | |
| | | Manpower Productivity indicator | No | os. | | | |
| | ii) | Activity/ Service -2 (Specify the name) | | | | | |
| | | Manpower Productivity indicator | Pl. spec | ify unit | | | |
| | | Manpower Productivity indicator | No | os. | | | |
| | iii) | Activity/ Service -3 (Specify the name) | | | | | |
| | | Manpower Productivity indicator | Pl. spec | ify unit | | | |
| | | Manpower Productivity indicator | No | os. | | | |
| C | | Give major reasons for increase / decrease in l | Manpowe | r produc | tivity, if a | ny | |
| | | | | | | | |
| | | | | | | | |
| D | | How many man-days of training in Cost Mana | gement | Nos. | | | |
| | | programmes was imparted to employees? | O | | | | |
| 3.2 | | Energy Efficiency and Conservation | | | 2012-13 | 2013-14 | 2014-15 |
| A | | Total Power consumed | | KWH | 2012 10 | 2010 11 | 201110 |
| В | | Mention the Energy Efficiency indicators used | l in vour | 11,111 | | | |
| _ | | industry. | # 111 J 0 001 | | | | |
| | | (In case of multiple activities/ services, provident) | le energy | | | | |
| | | efficiency indicators for three principal activi | 0. | vices of | | | |
| | | the company, in order of turnover) | | J | | | |
| | i) | Activity/ Service -1 (Specify the name) | | | | | |
| | -) | Energy efficiency indicator | Pl. spec | ify unit | | | |
| | | Energy efficiency indicator | No. | | | | |
| | ii) | Activity/ Service -2 (Specify the name) | 110 | <i>)</i> 5. | | | |
| | 11) | | Dl anaa | ify unit | | | |
| | | Energy efficiency indicator | Pl. spec | _ | | | |
| | , | Energy efficiency indicator | No | os. | | | |
| | 111) | Activity/ Service -3 (Specify the name) | 7.1 | | | | |
| | | Energy efficiency indicator | Pl. spec | | | | |
| | | Energy efficiency indicator | No | | | | |
| C | | Give major reasons for increase / decrease in l | Energy E | fficiency | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Section-IV

13TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT

Other Parameters

| 4.1 | i) | Does the company have a policy on CSR Spending? (| Yes/No) | | | |
|-----|------|---|--------------|--------------|--------------|-----------|
| | | | | | Unit | 2014-15 |
| 4.2 | i) | Does the company have a policy on R&D Spending? | | | | |
| | | | Unit | 2012-13 | 2013-14 | 2014-15 |
| | | Amount earmarked for R&D activities | Rs./Lakh | | | |
| | iii) | Amount actually utilized for R&D activities | Rs./Lakh | | | |
| 4.3 | | Amount spent on litigation | Rs./Lakh | | | |
| 4.4 | i | Amount of revenue expenditure incurred on Environmental protection? | Rs./Lakh | | | |
| | ii | Please provide details of following pollutants. Put | | | | |
| | | "NM" if not monitored by your company or Put | | | | |
| | | "NA" if not applicable to your company's operations | | | | |
| | | | Unit | 2012-13 | 2013-14 | 2014-15 |
| | (a) | Quantity of waste gas emissions during the year (Air pollution) | Cubic M | | | |
| | (b) | Quantity of waste water discharged during the year | Cubic M | | | |
| | (c) | Quantity of solid waste generated during the year | MT | | | |
| 4.5 | i) | Amount spent on Quality Assurance and Control? | Rs./Lakh | | | |
| | ii) | Does the company have any Quality certifications/Ac | creditions r | elated to e | nterprise? | |
| | / | (Yes/No) | | | F | |
| | iii) | If the answer to 4.4(ii) is in affirmative, then provide | the type of | certificatio | n, certifyii | ng |
| | ĺ | organization and validity date. | • 1 | | • | C |
| | | , | | | | |
| | | | | | | |
| | | | | | | |
| 4.6 | | Please indicate (in Yes/ No) if the following tools & t adopted/ implemented by the company | echniques o | of cost mar | nagement a | are being |
| | | Activity based costing | | | | |
| | | Target costing | | | | |
| | | Life cycle costing | | | | |
| | | Kaizen costing | | | | |
| | | Performance budgeting | | | | |
| | | Zero based budgeting | | | | |
| | | Standard costing | | | | |
| | | Benchmark costing | | | | |
| | | Segment wise costing | | | | |
| | | Costing of quality cost | | | | |
| | | Environmental costing | | | | |
| | | Social cost benefit analysis | | | | |
| | | Enterprise performance management | | | | |
| | | Integrated costing | | | | |
| | | Other cost management practices, if any | | | | |

Section-IV

13TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT

Other Parameters

4.7 Please attach a brief write-up (Preferably one page) on the Cost Management practices of the company to sustain and succeed in the competitive environment.

| | Any other information relating to cost management which considered, and is not covered in this questionnaire (pleas answering this question). | - · |
|---|---|--|
| | answering ans question). | |
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3 Others (If any)_____