PROJECT TASKS & DELIVERABLES (NABH 1st Accreditation):

MILESTONE	TASKS PERFORMED / DELIVERABLES	CLIENT REPONSIBILITY	ASSOCIATED PAYMENT TERMS
Gap Analysis	Macro & Micro level study of the existing processes and prescribing shortcomings based on standard requirements.	Understanding the shortcomings, recommended actions & implementation of recommended actions within the time limits specified by the consultants	Advance / 1st part payment at the time of finalization of the contract and before initiation of the project.
QMS Document (Policy & Procedures, Indicators, formats, forms) & Client File submission	Training on NABH Awareness as per NABH Standards and guideline	Attaining the training.	After receipt of 2st part payment
	Preparing & Explaining documents	Providing necessary information during preparation. Reviewing, approving and finalization of the documents	
	Preparing and explaining document control system	Understanding the system and processes.	
	Designing, preparation and explanation of client files	Providing necessary information during preparation. Reviewing, approving, finalization and maintenance of formats.	
	Training on forms, maintaining files, indicators, manuals etc	Attaining the training.	

NABH Application Submission	Application Preparation & Submission	Providing necessary information during preparation. Reviewing, approving and finalization.	3rd Part – After completion of the milestone
	Follow Up on Client Files	Fulfilling the gaps identified.	
Desktop assessment on process	On progress	On progress	
After closure of NC & Final Assessment assigned	Policy & Procedure Preparation in consultation with technical experts of the HCO/SHCO & Submission	Providing necessary information during preparation. Reviewing, approving and finalization.	4th Part – After completion of the milestone
	Follow up on Policy & Procedure documents & QI & Display Handover	Providing set of corrections needed (if any)	
	Follow Up on Client Files	Fulfilling the gaps identified.	
	Management File Preparation & Submission including Internal Audit & Management Review Meeting.	Providing necessary information during preparation. Reviewing, approving, finalization and maintenance of formats.	
	Conducting Mock Audit and recommending corrective actions based on the findings of the mock audit and solving queries from clients end.	Attaining the mock audit, implementing corrective actions the findings of the mock audit. Taking clarifications of relevant queries from the consultants.	
	Assistance in planning, guidance for facing the final assessment from NABH.	Quality Manager/NABH coordinator and HCO/SHCO personnel will directly face audit, taking necessary preparation with the	

		help of the consultant.	
Closure of NCs raised in Final Assessment	Discussing NCs raised and explaining corrective action needed to be taken	Understanding the requirements and recommendations from the consultants for the closure of the NCs.	5th Part – After completion of the milestone.
	Providing recommendation for the preparation of documentary evidence for NC closure. Keeping follow up on the closure status of the NCs.	Preparing the documentary evidences as guided by the consultant	
Associated tasks all throughout the project:			
Follow up with NABH	Consultation and guidance by AQC	Official communication by HCO/SHCO management	
Maintenance of the HCO/SHCO quality management system	Periodic monitoring will be done and report will be provided	Routine follow-up and monitoring will be done by the HCO/SHCO management.	

Notes:

1) Client files implies all files and formats related to NABH 5th Edition & NABH 1st Edition Pre entry level.
2) HCO can appoint internal auditor on their own, however, if AQC is given the responsibility for finding and appointing internal auditor then a token amount of Rs. 3500.00 will be charged for the same.
3) AQC consultants shall not face the assessment on behalf of the HCO/ SHCO personnel.