



**Section Name:** Standard Operating Procedures (SOP)

**SOP 01: Event Management**

**1.0 Purpose**

1.1. To standardize the process of holding events i.e. seminars and conferences at FICCI, users may refer to this document as a standard guideline and prepare their event specific checklist depending upon size and complexity of the event.

**2.0 Scope**

2.1. All division of FICCI

**3.0 Process Owner**

3.1. Concerned Division

**4.0 Process**

#	Description of Activity	Responsibility	Controls
<b>A) Pre-Event Activities</b>			
1)	Brainstorm and Identify relevant areas for research for the sector in consultation with committee members	Team	<ul style="list-style-type: none"> <li>• Include this point as an agenda items for the first committee meeting every year</li> <li>• Share topics for comments/approval</li> <li>• Collect inputs from committee members/ stakeholders</li> </ul>
2)	Prepare High Level Event Planning sheet (including planned budget) for internal record	Concerned Division	<ul style="list-style-type: none"> <li>• Within .....days of conceptualization of event</li> </ul>
3)	Review and finalize Event Planning Sheet	TL/CH	<ul style="list-style-type: none"> <li>• Within .....days of receipt of conceptualization of event</li> </ul>
4)	Create event with accounts and Generate/Provide Event Code	Accounts	<ul style="list-style-type: none"> <li>• Within .....days of approval of receipt of approval</li> <li>• Team may either generate a new code through accounts or continue with existing code.</li> </ul>
5)	Finalize Date of Event, Venue in consultation with SG/Partners/Committee Members, as needed	Concerned Division	<ul style="list-style-type: none"> <li>• Within .....days from date of finalization of Event Planning Sheet</li> <li>• Check availability of venue, chief guests etc. before finalizing date</li> </ul>
6)	Book Venue for event and Lunch	Concerned Division	<ul style="list-style-type: none"> <li>• Within .....days from date of signing off Event Planning Sheet</li> </ul>

*This is an Electronically Controlled Document and is not to be reproduced in part or full, without the permission of the QMS Coordinator*



**Quality Management Systems Manual  
Based on ISO 9001:2015**

**Issue No:** 01

**Issue Date:** 15/05/2018

**Revision Date:**

**Section Name:** Standard Operating Procedures (SOP)

7)	Set up Core Committee/Task Force/Scientific Committee for organizing event	Concerned Division	<ul style="list-style-type: none"> <li>• Within .....days from the date of conceptualization of event</li> <li>• Need based, recommended for annual events</li> </ul>
8)	Prepare Draft Concept note/Theme for the event	Concerned Division	<ul style="list-style-type: none"> <li>• Within .....day from the date of conceptualization of event</li> </ul>
9)	Review and obtain approval on concept Note/Theme by the Team leader/ Committee Chair	Concerned Division	<ul style="list-style-type: none"> <li>• Within .....day from the date of sharing of draft Concept Note/Theme</li> </ul>
10)	Prepare Program Outline/Agenda with session details for the event	Concerned Division	<ul style="list-style-type: none"> <li>• Within .....day from the date of approval of Concept Note/Theme</li> </ul>
11)	Prepare Value Proposition for Partners/Sponsors/Exhibitors	Concerned Division	<ul style="list-style-type: none"> <li>• Within .....day after date of event is finalized</li> </ul>
12)	Identify and Approach Potential Partners (i.e. Organizing Partner, Partner Country, Media etc) for events	Concerned Division	<ul style="list-style-type: none"> <li>• At least .... days before the date of event</li> </ul>
13)	Follow up and Receive confirmation from Partners for association (i.e. Organizing Partner, Partner Country, Media)	Concerned Division	<ul style="list-style-type: none"> <li>• At least .... months before the date of event</li> </ul>
14)	Select Agency/Vendor for telecast of event through Webinar/ Webcast	Concerned Division	<ul style="list-style-type: none"> <li>• At least .... months before the date of event</li> </ul>
15)	Draft MoU for Knowledge partner/Consultant /Sponsoring Agency/Others (as required)	Concerned Division	<ul style="list-style-type: none"> <li>• Within .... days from the date of confirmation from Partners</li> </ul>
16)	Approve MoU for Knowledge Partners	Legal Committee	<ul style="list-style-type: none"> <li>• Within .... days from date of sharing draft</li> </ul>
17)	Sign MoU with Knowledge partner/Consultant /Sponsoring Agency, if required	Concerned Division	<ul style="list-style-type: none"> <li>• Within .... days from the date of approval of MoU</li> <li>• In case formal MoU/agreement not signed; communication to this respect shall be maintained</li> </ul>
18)	Update information on department's Twitter Handle/Facebook account	Concerned Division	<ul style="list-style-type: none"> <li>• Ongoing as per need</li> </ul>

*This is an Electronically Controlled Document and is not to be reproduced in part or full, without the permission of the QMS Coordinator*

Prepared by:  
Management Representative

Authorized by:  
SG, FICCI



**Quality Management Systems Manual  
Based on ISO 9001:2015**

**Issue No:** 01

**Issue Date:** 15/05/2018

**Revision Date:**

**Section Name:** Standard Operating Procedures (SOP)

19)	Identify and confirm Chief Guest, Key Dignitaries for Inaugural Session	Concerned Division	<ul style="list-style-type: none"> <li>• Annual/Big Event - At least .... months before the date of event</li> <li>• Small and Medium size Event- At least .... days before the date of event</li> </ul> Back up planning for addressing last minute changes/drop outs shall be ensured
20)	Identify and Confirm Key Speakers for the Sessions	Concerned Division	<ul style="list-style-type: none"> <li>• Annual/Big Event - At least .... months before the date of event</li> <li>• Small and Medium size Event- At least .... days before the date of event</li> </ul>
21)	Select Vendor (internal/external) and place order for Website Design with initial content	Concerned Division	<ul style="list-style-type: none"> <li>• At least .... months before the date of event</li> </ul>
22)	Design Website and upload	Selected Vendor	<ul style="list-style-type: none"> <li>• Within .... days from date of placing order</li> </ul>
23)	Share initial content for designing of Promotional Material i.e. e -Flyer/e-Brochure etc to Vendor through Publication	Concerned Division	<ul style="list-style-type: none"> <li>• At least .... months before the date of event</li> </ul>
24)	Design and share soft copy of Promotional Material	Selected Vendor/ Publication	<ul style="list-style-type: none"> <li>• Within .... days from date of sharing of content for designing</li> </ul>
25)	Assess quantity and place order for printing of promotional materials i.e. Flyer/Brochure etc on the Facilities Portal	Concerned Division	<ul style="list-style-type: none"> <li>• At least .... months before the date of event</li> </ul>
26)	Provide printed copy of Promotional Material to the division	Vendor/ Publication	<ul style="list-style-type: none"> <li>• At least .... days before the date of event</li> </ul>
27)	Provide request for designing backdrop/banner etc to Publication and share content	Concerned Division	<ul style="list-style-type: none"> <li>• At least .... days before the date of event</li> </ul>
28)	Share design of Backdrop/Banner/Standee for approval from the division	Logistics	<ul style="list-style-type: none"> <li>• Within .... days from date of sharing content</li> </ul>
29)	Prepare and update database	Concerned	<ul style="list-style-type: none"> <li>• At least .... months before the date of</li> </ul>

*This is an Electronically Controlled Document and is not to be reproduced in part or full, without the permission of the QMS Coordinator*

Prepared by:  
Management Representative

Authorized by:  
SG, FICCI



**Quality Management Systems Manual  
Based on ISO 9001:2015**

**Issue No:** 01

**Issue Date:** 15/05/2018

**Revision Date:**

**Section Name:** Standard Operating Procedures (SOP)

	for marketing of the event	Division	event
30)	Share information regarding event with updated database with Conference cell for Broadcasting	Concerned Division	<ul style="list-style-type: none"> <li>At least .... months before the date of event</li> </ul>
31)	Broadcast program info. through Mails/Letters/e-Flyers/e-Brochures and submit report to TL	Conference Cell	<ul style="list-style-type: none"> <li>Within .... days from receipt of request</li> </ul>
32)	Send invite to confirmed speakers/Sponsors/ Partners/Exhibitors	Concerned Division	<ul style="list-style-type: none"> <li>At least .... days before the date of event</li> </ul>
33)	Coordinate with Publications / media cell for preparing media plan	Concerned Division	<ul style="list-style-type: none"> <li>At least..... Days before the event</li> </ul>
34)	Reply queries and confirm registrations	Concerned Division	<ul style="list-style-type: none"> <li>Ongoing till date of event</li> </ul>
35)	Regular follow with Speakers/Potential participants	Concerned Division	<ul style="list-style-type: none"> <li>Ongoing till date of event</li> </ul>
36)	Raise Invoice, Issue Receipts and Update Records	Accounts	<ul style="list-style-type: none"> <li>This includes invoice for sponsorship, exhibitors, partners etc</li> </ul>
37)	Prepare Background Material/Proceedings for participants for registered delegates	Concerned Division	<ul style="list-style-type: none"> <li>At least .... days before the date of event</li> <li>Need based, recommended for annual events/mega events</li> </ul>
38)	Prepare Event delivery Duty Chart for event delivery (for big events) and share with all concerned, if reqd through HR	Concerned Division	<ul style="list-style-type: none"> <li>At least .... days before the date of event</li> </ul>
39)	Receive Presentation/Sponsorship material from Speakers/Sponsor	Concerned Division	<ul style="list-style-type: none"> <li>At least .... days before the date of event</li> </ul>
40)	Provide requisition for Photographers/Video/conference aids/other arrangements to Admin(FICCI)/Hotel	Concerned Division	<ul style="list-style-type: none"> <li>Hotel - .... days before the date of event</li> <li>FICCI Admin- .... days before the event</li> <li>Use QMS Form 6 for submitting details</li> </ul>

*This is an Electronically Controlled Document and is not to be reproduced in part or full, without the permission of the QMS Coordinator*

Prepared by:  
Management Representative

Authorized by:  
SG, FICCI



**Quality Management Systems Manual  
Based on ISO 9001:2015**

**Issue No:** 01  
**Issue Date:** 15/05/2018  
**Revision Date:**

**Section Name:** Standard Operating Procedures (SOP)

41)	Provide details to Hospitality for arrangement of Tea/Coffee, Lunch, Bouquets, Green Certificates etc	Concerned Division	<ul style="list-style-type: none"> <li>At least ..... days before the date of event</li> <li>Use QMS Form 4 for submitting details</li> </ul>
42)	Install printed Backdrop/Banners/Standees for event	Vendor/ Publication	<ul style="list-style-type: none"> <li>One day before event at all location</li> </ul>
43)	Prepare list of confirmed participants/speakers	Concerned Division	<ul style="list-style-type: none"> <li>One day before the date of event</li> </ul>
44)	Prepare talking points for the Ministers and High-level dignitaries	Concerned Division	<ul style="list-style-type: none"> <li>At least ....days before the event</li> </ul>
45)	Arrange a pre-event briefing/ telecon with speakers	Concerned Division	<ul style="list-style-type: none"> <li>At least ....days before the event</li> </ul>
46)	Prepare kits for participants	Concerned Division	<ul style="list-style-type: none"> <li>One day before the date of event</li> </ul>
47)	Print registration list and registration form for event	Concerned Division	<ul style="list-style-type: none"> <li>One day before the date of event</li> </ul>
48)	Print Delegate/Speaker Badge, Name Plates etc.	Conference Cell	<ul style="list-style-type: none"> <li>One day before the date of event</li> </ul>
49)	Send request to web initiative team for activating online registration process including provision for payment	Concerned division	<ul style="list-style-type: none"> <li>Within 7 days of disseminating information on website</li> </ul>
50)	Activate online registration process and payment gateways	Web initiative division	<ul style="list-style-type: none"> <li>Within 10 days of receipt of request</li> </ul>
51)	Send request to finance for deputing staff for on outstation registration	Concerned Division	<ul style="list-style-type: none"> <li>Fifteen days before the event</li> </ul>
52)	Coordinate with sponsors, exhibitors for banners, posters, installation of stalls at the venue	Concerned Division	<ul style="list-style-type: none"> <li>One day before the date of event</li> </ul>
<b>• During Event Activities</b>			
1)	Establish registration desk, depute team for receiving guests and issuing kit/badges, as	Administration	<ul style="list-style-type: none"> <li>Staff shall be available at counter before 45 minutes of the scheduled time</li> </ul>

*This is an Electronically Controlled Document and is not to be reproduced in part or full, without the permission of the QMS Coordinator*

Prepared by:  
Management Representative

Authorized by:  
SG, FICCI



**Quality Management Systems Manual  
Based on ISO 9001:2015**

**Issue No:** 01

**Issue Date:** 15/05/2018

**Revision Date:**

**Section Name:** Standard Operating Procedures (SOP)

	needed		
2)	Receive payments and Issue Receipts against “On Spot Registration”	Accounts	<ul style="list-style-type: none"> <li>• During first half of the day of event</li> <li>• Staff shall be available at counter before 45 minutes of the scheduled time</li> </ul>
3)	Check availability of logistics support (venue/lunch/tea-coffee/outside staff)	Concerned Division	<ul style="list-style-type: none"> <li>• Before start of the event on the day of event</li> </ul>
4)	Manage Dias as per session plan (Name Plates, Copy Presentations, Speakers profile, Time Management)	Concerned Division	<ul style="list-style-type: none"> <li>• For multi session events it would be an ongoing activity and one team members shall be given responsibility for coordination</li> </ul>
5)	Attend Key Dignitaries invited in the event	Concerned Division	<ul style="list-style-type: none"> <li>• Dignitaries shall be received at reception by senior members</li> </ul>
6)	Coordinate with invited speakers to ensure their availability on time	Concerned Division	<ul style="list-style-type: none"> <li>• One team member shall be given responsibility to coordinate</li> </ul>
7)	Arrange Tea/Coffee, Lunch, Drinking water etc as per given plan and schedule	Hospitality/ Vendor	<ul style="list-style-type: none"> <li>• During the day of event</li> </ul>
8)	Receive Mementos/Green Certificates/Bouquets from Hospitality for Speakers/Guests as per plan	Concerned Division	<ul style="list-style-type: none"> <li>• Before start of the event</li> </ul>
9)	Provide Mementos/Certificate/Bouquets to Speakers/Guests as per plan	Designated Authority	<ul style="list-style-type: none"> <li>• To be managed as per plan</li> </ul>
10)	Distribute and collect Feedback Form from all delegates before end of the event	Concerned division	<ul style="list-style-type: none"> <li>• Refer QMS Form 9</li> <li>• This is applicable to following events               <ul style="list-style-type: none"> <li>○ All signature events of FICCI</li> <li>○ Other events with more than 1.5 days duration</li> </ul> </li> </ul>
11)	Share highlights of events on department's Twitter Handle/Facebook account	Concerned division	<ul style="list-style-type: none"> <li>• Need Based</li> </ul>
<b>B) Post Event Activities</b>			
1)	Key in data in excel for	Concerned	<ul style="list-style-type: none"> <li>• Within .... days from the date of</li> </ul>

*This is an Electronically Controlled Document and is not to be reproduced in part or full, without the permission of the QMS Coordinator*

Prepared by:  
Management Representative

Authorized by:  
SG, FICCI



**Quality Management Systems Manual  
Based on ISO 9001:2015**

**Issue No:** 01

**Issue Date:** 15/05/2018

**Revision Date:**

**Section Name:** Standard Operating Procedures (SOP)

	Feedback Analysis	Division	<p>receipt of data</p> <ul style="list-style-type: none"> <li>Team may also take support form support division for this job</li> </ul>
2)	Analyze and discuss Feedback analysis report with team	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days of the date of receipt of date from team</li> </ul>
3)	Discuss and take actions on OFI's/Suggestion mentioned in Feedback Analysis Report	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days from date of receipt of Feedback Report</li> <li>Inform MR on such OFIs which may benefit other divisions</li> </ul>
4)	Update Internal Database with Participants visit card/ Registration Sheet	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days of the date of end of event</li> </ul>
5)	Prepare list of Action Items/ Recommendations based on proceedings of the event	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days from the date of end of event</li> </ul>
6)	Discuss Action items/ Recommendations with TL/ Committee for further action	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days from the date of preparation of list of recommendations/ Action items</li> </ul>
7)	Send request to accounts for Invoicing to Delegates/ Sponsors/others, if any	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days from the date of end of event</li> </ul>
8)	Provide Invoices to team for further action	Accounts	<ul style="list-style-type: none"> <li>Within .... days from the date of receipt of request</li> </ul>
9)	Dispatch Invoices to Delegates/Sponsors/others and follow up till closure	Concerned Division	<ul style="list-style-type: none"> <li>Ongoing till closure</li> </ul>
10)	Prepare write up for BD and submit to Press Team	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days from the date of end of event</li> </ul>
11)	Send Thank you note to speakers/partners/sponsors	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days from the date of end of event</li> </ul>
12)	Submit bills of vendors engaged in event to accounts for payment after authorization for payment by TLs and update internal records	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days from the date of end of event</li> <li>Team shall consolidate bills relating to event and send it together to accounts and maintain records for future reference</li> </ul>
13)	Release payment to Vendors	Accounts	<ul style="list-style-type: none"> <li>Within .... days of receipt of bills through Team</li> </ul>

*This is an Electronically Controlled Document and is not to be reproduced in part or full, without the permission of the QMS Coordinator*

Prepared by:  
Management Representative

Authorized by:  
SG, FICCI

**Section Name:** Standard Operating Procedures (SOP)

			<ul style="list-style-type: none"> <li>As per internal SLA</li> </ul>
14)	Share Event photos/videos with Partner/Sponsors/Speakers as needed and with the Web Initiatives Team for the website upload	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days from the date of end of event</li> </ul>
15)	Update Event Budget Sheet (planned v/s actual) and Share with TL/CH for review	Accounts	<ul style="list-style-type: none"> <li>Within .... days of settlement of all bills and receipt of payment against all invoices</li> </ul>
16)	Prepare Event Closure Report in Prescribed Format	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days from the date of end of event</li> <li>Refer QMS Form 1</li> </ul>
17)	Upload/share report with concerned for Central Repository/Database	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days of finalization of Event Closure Report</li> <li>Or send it to MR/Deputy MR at sqms@ficci.com</li> </ul>
18)	Upload Event Proceedings, List of Participants, Presentations, Photos, Videos, Clippings of Media Coverage at Common Drive	Concerned Division	<ul style="list-style-type: none"> <li>Within .... days from the date of end of event</li> </ul>
19)	Coordinate with Media for Telecast of event	Concerned Division	Within .... days from the date of end of event

**5.0 Process Input & Output**

Process	Input	Output
Exhibitions/Conference/Seminar	<ul style="list-style-type: none"> <li>Event Theme Agenda and Objectives</li> <li>Event Planning Sheet</li> <li>Details of Partners/Sponsors</li> <li>Details of Venue and Schedule</li> <li>List of Task Force/ Committee Members</li> <li>Hospitality/Logistics Requirements</li> <li>Details of Speakers and their profile</li> </ul>	<ul style="list-style-type: none"> <li>Event Closure report</li> <li>Study or report released</li> <li>Feedback report/Learnings</li> </ul>

**6.0 Performance Indicators**

*This is an Electronically Controlled Document and is not to be reproduced in part or full, without the permission of the QMS Coordinator*





**Quality Management Systems Manual  
Based on ISO 9001:2015**

Issue No: 01

Issue Date: 15/05/2018

Revision Date:

**Section Name:** Standard Operating Procedures (SOP)

#	Description	Indicators	Target	Monitoring Method
1)	Increase in participation from member organization	%	10%	After every event
2)	Feedback (Stakeholders satisfaction Index)	#	>=3	After every event

### 7.0 Records

#	Record Name
1)	Event Planning Sheet (including Budget)
2)	Event Closure Report (to be uploaded on central Repository)
3)	Knowledge Papers/Study Reports
4)	Event Details (including brochure, agenda, objectives, speakers profile and Presentations etc.)
5)	Feedback Analysis Report and Learnings

*This is an Electronically Controlled Document and is not to be reproduced in part or full, without the permission of the QMS Coordinator*

Prepared by:  
Management Representative

Authorized by:  
SG, FICCI

Page | 9