Gautam Buddha University

Greater Noida – Utter Pradesh

QUALITY MANUAL
(Based on ISO 9001:2008)

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Dr. J.P. Sharma, IAS (Retd.)
Vice Chancellor

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ABBREVIATION

| Abbreviation	Detail Description
AMC	Annual Maintenance Contract
CAR	Corrective Action Report
EE	Executive Engineer
Engg	Engineering
F&S	Fire & Safety
FM	Abbreviation used for Forms
FO	Finance Officer
GBU	Gautam Buddha University
HOD	Head of Department
MR	Management Representative
MRM	Management Review Meeting
NCP	Non-Conforming Service
CAR-PAR	Corrective & Preventive Action Report
PE	Project Engineer
QM	Quality Manual
QMS	Quality Management System
RCM	Record Control Matrix
Rev.	Revision No.
SOP	System Operating Procedure
Sr.	Serial Number
VC	Vice Chancellor

1.0 GENERAL & GBU's Profile

The purpose of this Quality Manual is to describe the policies and university-wide control structure of the Quality Management System (QMS). The true measure of quality at Gautam Buddha University (GBU) is Student satisfaction. To ensure that QMS will continue to provide a solid foundation for success, it is essential that we continually improve QMS and related processes.

PROFILE OF THE GAUTAM BUDDHA UNIVERSITY, GREATER NOIDA

Gautam Buddha University, established by the Uttar Pradesh Act (9) of 2002, commenced its first academic session 2008-09 at its 485 acres (approx.) lush green campus at Greater Noida 23rd August 2008. The University is fully funded by the New Okhla Industrial Development Authority (NOIDA) and the Greater Noida Industrial development Authority (GNIDA), the undertakings of the Government of Uttar Pradesh. Gautam Buddha University envisions to become a world class centre for excellence in education with a special focus to serve the under privileged and economically challenged sections of the society. The campus is modeled as a fully residential educational campus in line with the best institutions of higher learning across the globe. The uniqueness of its reputation is acknowledged through the format, content and pedagogy of its programmes and their relevance to the society. The University is recognized by the University Grants Commission under UGC Act and is a member of the Association of Indian Universities.

In order to promote value-based education, research and training, the University has established eight Schools of learning, which are:

1. School of Management
2. School of Information & Communication Technology
3. School of Biotechnology
4. School of Humanities & Social Sciences
5. School of Engineering
6. School of Vocational Studies and Applied Sciences
7. School of Law, Justice & Governance
8. School of Buddhist Studies & Civilization

2.0 GBU's SCOPE & APPLICATION

The Scope of this Quality Manual applies to the operations of Gautam Buddha University, Greater Noida; including the:

IMPART EDUCATION AND TRAINING OF UNDER GRADUATE, INTEGRATED, DUAL DEGREE, POST GRADUATE AND DOCTORAL LEVEL PROGARMMES APPROVED BY CONCERNED AUTHORITIES.

EXCLUSIONS, if any: The QMS implemented at (University), upholds the entirely of the ISO 9001:2008 standard with no exclusions.

3.0 TERMS AND DEFINITIONS

The terms and definitions provided below are frequently used to describe aspects of the QMS at University are provided in ISO 9001:2008 also apply throughout this Quality Manual.

4.0 QUALITY MANAGEMENT SYSTEMS OF GBU

4.1 Processes & Planning

University manages these processes in accordance with the requirements of ISO 9001:2008. (University)'s QMS is based upon a "process approach" to quality management, demonstrated by commitment to:

a) Identify the processes needed for the effective operation of QMS and their application throughout the organization;

b) Determine the sequence and interaction of QMS processes;

c) Determine the criteria and methods needed to ensure the effective teaching and control of these processes;

d) Ensure the availability of resources and information necessary to support the operation and monitoring of these processes;

e) Monitor, measure and analyze these processes; and

f) Implement action necessary to achieve planned results and continual improvement.

University maintains controls over all outsourced processes that affect Service conformity with requirements are:

Sr. No.	Process Outsourced	Extent of control
1	Calibration of Instruments	NABL Approved Lab & radiography L/c where required.
2	Internal Audit/ISO Consultant	Lead Assessor course Pass, Graduate, 10 Years of practical experience
3	Canteen Contractors	2 bid tender system, relevant field experience.
4	Security Services	2 bid tender system, relevant field experience and registered.
5	House cleaning services	2 bid tender system, relevant field experience and registered.
6	IT Services	2 bid tender system, relevant field experience and registered.

4.2   DOCUMENTATION

4.2.1   General Approach and Structure

University maintains a documented QMS as a means to ensure that QMS system conform to specified requirements. The following levels of documentation are utilized and maintained to meet the requirements of ISO 9001:2008 and, where it is necessary, to ensure adequate control.

> **Level 1: Quality Manual, Quality Policy, Quality Objectives**
> **Level 2: Standard Operating Procedures**
> **Level 3: Records and "Forms"**

4.2.2   Quality Manual

Quality manual is a controlled document, which is prepared and checked by Management Representative and approved by Vice Chancellor.

a) In quality manual, we describe the scope of the QMS (see Section 2.0) and justification of exclusions.

b) The documented procedures necessary to meet the specified polices and approaches utilized by University is referenced at respective clauses, where required.

c) The interactions of the QMS processes are depicted as under...

Figure 4.2.2 Sequence and Interaction of Processes

Customer

Admission Processes: Application → Counselling /Test → Document Verification → Inter-view → Fee Deposit

Fee Deposit → Hostel Allocation

Teaching + Labs ← Course Material ← Approval ← Documentation ← Hostel Allocation

Documentation ← Sessional

Sessional → Tests

Service Provisions: Award Degree ← Result Declare ← Exams ← Site Store ← Tests

CONTROL OF DOCUMENTS
CONTROL OF RECORDS
INTERNAL AUDIT
CONTROL OF NC PRODUCT
CORRECTIVE ACTION
PREVENTIVE ACTION

ADMINISTRATION
STAFF TRAINING
ACCOUNTS & FINANCE
GAMES & EXTRA CURRICULAR ACTIVITIES

- Core processes   - Support Processes   - System Processes

4.2.3   Control of Documents

a. University identifies and controls documents and data in any media that relate to the requirements of ISO 9001. These documents are established, documented, implemented and maintained according to **Procedure "Control of Documents" (SOP-01)**.

b. Records are a special type of document and are controlled at University according to Section 4.2.4.

4.2.4   Control of Records

a. University's QMS is documented through the use of records.

b. Records at (University) are controlled according to **Procedure "Control of Records" (SOP-02)** to ensure they remain legible, readily identifiable and retrievable. This procedure defines the controls needed for the proper identification, storage, protection, retrieval, retention time and disposition of records.

c. University has the following policies regarding records:

- Records shall be clearly identified and traceable to the Service, or to the QMS activity performed.

- Records shall be filed, indexed, and maintained in a manner that provides for ready access or retrievability, and prevents loss, damage, or deterioration. Retention times shall be defined for all records in **Record Control Matrix, (FM/424)**.

- Records shall be an accurate and truthful representation of actual events, documented in a timely manner.

5.0   RESPONSIBILTY OF TOP MANAGEMENTS

5.1   Commitment Towards QMS

The commitment to the development, implementation and improvement of the QMS by the Vice Chancellor is reflected in continually improving the effectiveness:

a) The commitment to meeting students and other stakeholders' needs is clearly embodied in quality policy and objectives for quality. The quality policy and objectives for quality are displayed openly as a sign of pride and commitment, and as a clear reminder of vision and direction. This information is also presented to new employees in quality awareness / orientation training, and is continuously reinforced by management to ensure understanding and commitment at appropriate levels within university including statutory and regulatory requirements.

b) The top management is dedicated to the deployment of Vision, Mission and quality policy as described in section 5.3. Quality objectives are described in Section 5.4.1.

c) Management Reviews are conducted according to Section 5.6 (Management Review).

d) The top management ensures the necessary resources are available according to, in part, Section 5.4 (Planning), Section 5.6 (Management Review), and Section 6 (Management of Resources).

5.2   FOCUS TOWARDS STUDENTS

University ensures that Student needs and expectations for education and training are determined, converted to requirements, and met with the aim of enhancing Student satisfaction according to the following policies:

1. Determination of Requirements Related to the Service: Section 7.2.1
2. Review of Requirements Related to the Service : Section 7.2.2
3. Student Satisfaction: Section 8.2.1
4. Monitoring and Measurement of Service: Section 8.2.4

5.3   Quality Policy

GBU's quality policy and objectives for quality are displayed openly as a sign of pride and commitment and as a clear reminder of focus and direction with Vision and Mission statement is as follows:

VISION

A globally acclaimed integrated academic and research institution that creates a vibrant community of intellectuals and entrepreneurs endowed with Character, Creativity, Competence and Commitment, who can inspire meaningful transformations to ensure holistic growth and development of the society.

MISSION

The Mission of University is expressed through the following goals;

• To generate a community of scholars who can manage continuity and change.

• To seek and incorporate the best practices in teaching and learning from around the world.

• To inculcate in the learners due appreciation for ethical, ecological & economic issues of knowledge.

• To provide knowledge based scientific solutions to satisfy the need of society and industry.

• To ensure an academic environment that guarantees avenues for all historically excluded sections of the society.

QUALITY POLICY

The Gautam Buddha University is committed by involving every member of the academic community to contribute towards the common goal of achieving the University's objectives and are responsible for performance and outcomes related to students' development and enhance increased student role in building the society.

The Gautam Buddha University maintains and continually improve the quality management system through involvement of all stakeholders.

Dr. JP Sharma, IAS (Retd.)
Vice Chancellor

The top management is committed to ensure that the quality policy:

a) Is appropriate to the purpose of University. Communicates commitment to meeting requirements and to continually improving the effectiveness of QMS.

b) Provides a framework for continual improvement through establishing, tracking, reviewing and maintaining quality objectives.

c) Is communicated and understood within the University by way of displaying it at all prominent points, and presented to new employees in quality awareness orientation training, and is continuously reinforced by management to ensure understanding and commitment throughout University.

d) Is reviewed for continuing suitability during the Management Review Process.

5.4 PLANNING
5.4.1 Quality Objectives

It is the responsibility of top management to ensure that quality objectives are established at the relevant functions and levels within University and that they are consistent with Quality Policy.

QUALITY OBJECTIVES

- Identify and assist students with different categories of need;
- Prepare and regularly update departmental documents for efficient and effective services delivery;
- Improve faculty and staff competence through regular training
- Continue improving the resources and services given to students
- To have greater appreciation for professionalism, values and integrity
- Maintain a high level of discipline and inculcate good habits amongst the students;
- Facilitate students participation in co-curricular activities at national and international level;
- Strengthen students participation in recreational activities on campus;

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Vice Chancellor

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5.4.2   Quality Management System Planning

a.   It is the responsibility of the Management Representative to ensure that QMS planning is executed in University, to meet the requirements provided in Section 4.1. QMS planning assesses the following:

1.   The processes needed for the management system, including their sequence and interaction and criteria and methods to ensure their effective teaching and control.

2.   The resources needed for the QMS.

3.   The quality objectives and other mechanisms for continual improvement.

4.   Changes, which may impact the QMS.

b.   QMS planning also ensures that the integrity of the quality management system is maintained when changes to the QMS are planned and implemented. QMS planning shows commitment to the development teaching methods, validation and continual improvement of quality management system.

Organization structure on next page...

5.5   RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1   University Organization Structure
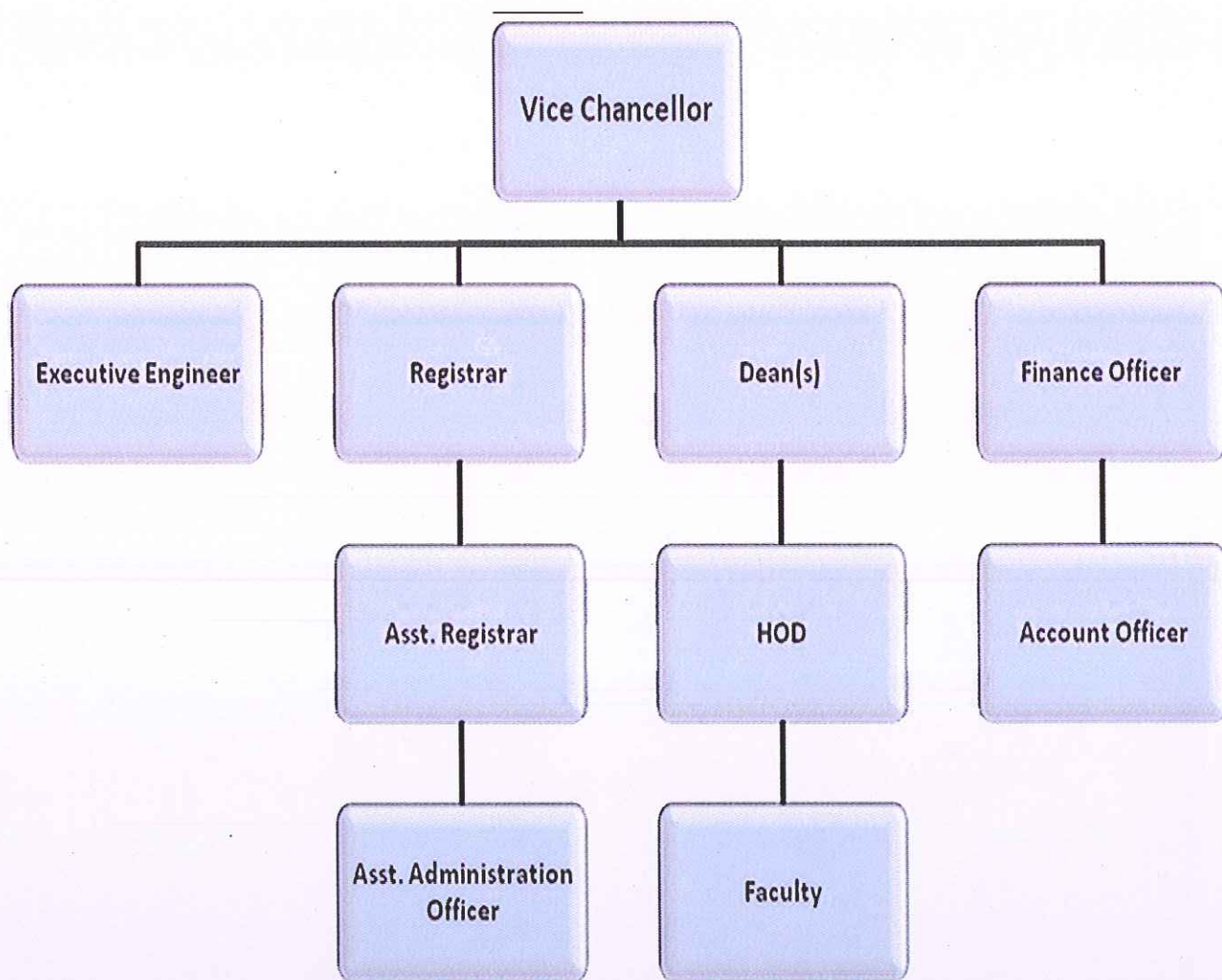
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                        ┌──────────────────┐
                        │  Vice Chancellor │
                        └────────┬─────────┘
        ┌────────────────┬───────┴────────┬────────────────┐
┌───────────────┐ ┌─────────────┐ ┌─────────────┐ ┌────────────────┐
│   Executive   │ │  Registrar  │ │   Dean(s)   │ │ Finance Officer│
│   Engineer    │ │             │ │             │ │                │
└───────────────┘ └──────┬──────┘ └──────┬──────┘ └───────┬────────┘
                  ┌───────────────┐ ┌───────────┐ ┌────────────────┐
                  │ Asst. Registrar│ │    HOD    │ │ Account Officer│
                  └───────┬───────┘ └─────┬─────┘ └────────────────┘
                  ┌───────────────┐ ┌───────────┐
                  │     Asst.     │ │  Faculty  │
                  │ Administration│ │           │
                  │    Officer    │ │           │
                  └───────────────┘ └───────────┘
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5.5.1   Responsibility & Authority

Responsibility and authority of key personnel is defined as under:

1.   **Vice Chancellor (VC)**
   a) The Vice Chancellor shall be the principal executive and academic officer of the University and shall exercise general supervision and control over the affairs of the University and give effect to the decisions of the authorities of the University.
   b) To establish the Quality Policy and objectives
   c) To effectively implementation of quality policy and objectives.
   d) He is to chair all senior Management Committee Meetings assigned by the governing body. He has to ensure that all these Meetings are convened timely and take into account the various developments at University for smooth functioning.
   e) He is to ensure that infrastructure as per Student needs and regulatory authorities are created and maintained by the University.

2.   **Registrar**
   a. To ensure that admission and examination processes are adequately and timely conducted as per the course curriculum.
   b. To ensure that all assigned projects are monitored efficiently and effectively completed as per target assigned from time to time.
   c. To monitor performance / progress of works as per agreed targets and utilization of resources in very efficient manner.
   d. To take corrective and preventive action and record them.
   e. To ensure any other responsibility assigned time to time by competent authority.
   f. Be the custodian of the records, the common seal and such other properties of the University as the Board of Man agement shall commit to his charge.
   g. Conduct the official correspondence of the Board of Management and the Academic Counci.
   h. Supply to the Chancellor copies of the agenda of meetings of the authorities of the University as soon as they are issued and the minutes of the meeting of the authorities ordinarily within a month of the holding of the meetings.
   i. Directions for carrying on the work of the University.
   j. Represent the University in suits or proceedings by or against the University, sign power of attorney and verify pleadings or depute his representative for the purpose; and

k. Perform such other duties as may be specified in these statutes, as laid down in the Ordinance or the Regulations, or as may be required, from time to time by the Board of Management or the Vice-Chancellor.

l. In an emergency, when the Vice-chancellor or the Pro-Vice-chancellor is not able to act, call a meeting of the Board of Management forthwith and take its decision for carrying on the work of the University.

m. The registrar or in relation to Accounts and Audit Staff of the University, the Finance Officer, have power to take disciplinary action against the employees belonging to the ministerial staff and to suspend them pending inquiry to administer warnings to them or to impose on them the penalty of ensure or the withholding of increment:

> Provided that no such penalty shall be imposed unless the person concerned has been given a reasonable opportunity of showing cause against the action proposed to be taken in regard to him.

n. An appeal shall lie to the Vice-chancellor against any order of the Registrar, or as the case may be the Finance Officer, imposing the penalty of the withholding of increment.

o. In case where the inquiry discloses that a punishment beyond the powers of the Registrar or, as the case may be, the Finance Office is called for, the Registrar or, as the case may be, the Finance Officer shall, upon conclusion of the inquiry make report to the Vice-chancellor along with his recommendation, for such action as the Vice-chancellor deems fit:

> Provided that an appeal should lie to the Board of Management against the order of the Vice-chancellor imposing the penalty of dismissal.

3. **Assistant Registrar**

a) To ensure smooth working of his section, for the allotment of work to the Assistant Administrative Officer, Superintendent etc.

b) To responsible for the work of the highly confidential nature that may be undertaken by his section. He shall be responsible for preserving of the documents, deeds etc. concerning his section.

c) To ensure and carry out his duties and responsibilities in a just manner without any discrimination and motivate his staff to take their work seriously and willingly and shall pay personal attention to their welfare.

d) Must personally look into the court cases and all legal matters concerning his section and must take steps to deal with the legal matters of his section adequately.

e) Must keep the Registrar informed about the cases and obtain his orders wherever necessary.

f) To monitor all out-sourcing staff i.e. housekeeping staff and security staff.

g) To ensure any other responsibility assigned time to time by competent authority.

4. **Executive Engineer**

a) To responsible for the entire maintenance of the university buildings, calling quotations, preparing blue prints etc. and overall responsible for the entire staff working under him.

b) To assist the Registrar or any other officer responsible for calling Building Committee meeting and meetings related to the Committee and preparing minutes of the same.

c) To responsible for the work for which payment is made on his recommendation.

d) To responsible for submitting the account of projects undertaken for storing the material.

e) To inspect all the buildings periodically and submit his report to the Registrar/Vice Chancellor regarding buildings repairs, modifications, water proofing/electrical fittings and fixtures and shall supervise construction/repair work as and when undertaken.

f) To ensure any other responsibility assigned time to time by competent authority.

5. **Finance officer**

a) To inform periodically the financial position of the University to the Vice-Chancellor.

b) To ensure that the various payments made from the University funds are within budget provision and with the sanction of competent authorities.

c) To examine and ensure that the Code and Financial norms are followed by the Section/Department/dealers etc. convene the meetings of the Finance and Accounts committees etc.

d) To Prepare and present budget estimates with the help of these committees. Prepare the budget and income expenditure statement, maintain all accounts and get them audited.

e) To responsible for the proper implementation of the financial transactions as per Accounts Code/Statutes/Ordinances/rules and regulations made in that behalf and monitor the finances of the University as per the directions and place before Vice-Chancellor, the financial position of the University such as its receipts, payments and cash balances from time to time and also propose to the Vice-Chancellor that explanation called for unauthorized expenditure or other financial irregularities.

f) To ensure any other responsibility assigned time to time by competent authority.

6. **Account Officer**

a) To attend to correspondence with State/ Central Government/ U.G.C. and other higher authorities with the assistance of Accountant.

b) To ensure accuracy in bank reconciliation statement and budget, final accounts of funds assigned to him and also to ensure that non-revenue accounts appearing in particular account of fund are reconciled.

c) To attend to audit queries and to reply audit report. To submit necessary statement of accounts.

d) To recover grants due to the University from the outside bodies including State Government.

e) To attend to such other works assigned to him with the approval of the Finance Officer.

f) To ensure any other responsibility assigned time to time by competent authority.

7. **Coordinating Deans**

(i) **Dean Academics:**
- Admissions
- Examinations
- Curriculum-Development
- Library Development
- Seminar & Conferences

(ii) **Dean Students Affairs**
- Students Discipline
- Games & Sports
- Cultural Activities
- Hostel Administration
- 'Varshik Patrika'

(ii) **Dean Planning & Research**
- Man Power Planning & Development

- Corporate Relations & Placements
- Sponsored Research & Consultancy
- Management Development Programme
- Continuing Education Programme

8. **Dean**
   a) Overall administrative functioning of the School as governing council.
   b) Planning & monitoring for proper functioning of School.
   c) Proper utilization of the resources and up-gradation of resource.
   d) Responsible for the routine functioning of the School and follow the directions of governing body.
   e) Will constitute committees for efficient and smooth functioning of School and monitoring its progress.
   f) Will plan for the generation of additional resources.
   g) Will review the academic activities of the School with HODs & Faculty.
   h) Will review the faculty performance
   i) Will responsible for the compliance of Academic Calendar.
   j) Will attend faculty needs.
   k) Propose & implement new academic activities in conformance with policy & objectives of University.

9. **HOD**
   a) Overall responsible of the department.
   b) To provide academic leadership in his/her area of expertise.
   c) Assist Dean in the functioning of School and to follow the directions of governing body.
   d) Research activities in the department.
   e) Planning, monitoring and evaluation of promotional activities of departmental.
   f) Curriculum designing, reviewing syllabus and resources materials development.
   g) Proper and justifiable distribution of teaching load & subject to the faculty.
   h) To ensure regular theory and practical classes, and tutorials as per course structure.
   i) Review of Lab requirements and facilities in each semester/ subject.
   j) To organize conference /seminar/ work shop in each semester.
   k) Review of the students results (internal & external examination both).
   l) Training needs identification of faculty/students and updating of training records.

m) To ensure the implementation of defined /documented system as per UGC/ISO 9001:2008 standards.
n) Review of academically weak students and to provide them extra help.
o) Review /analyses student's perception survey/ feedback/ complaints and to report to Dean for appropriate action.
p) Responsible for maintaining the discipline in the department.

10. **Faculty**
   a) Teaching as per syllabus.
   b) Timely completion of syllabus.
   c) Student attendance.
   d) Maintain students test records.
   e) Deliver supporting teaching aid to students.
   f) Report to HOD about progress of syllabus /students.
   g) Assisting in departmental administration.
   h) Co-curricular and extracurricular activities.

5.5.2 Management Representative

Mr. Lalit Gupta, Executive Engineer has been appointed as the Management representative to:

   a) Ensure that required processes of the QMS are established, implemented and maintained throughout the University.
   b) Coordinating management review meetings, and ensuring subsequent follow-up activities.
   c) Recommending areas of improvements for the QMS.
   d) Planning, implementing and ensuring conduct of internal quality audit and all actions related to it.
   e) Reporting to top management on the performance of the QMS.
   f) Promoting awareness of Student requirements throughout University.
   g) Liaison with external agencies on matters related to the QMS.

This responsibility is in addition to his functional responsibilities.

5.5.3 Internal Communication

Employees at University, has sufficient authority and the freedom to identify,

document, and communicate any issues related to the processes of the QMS and their effectiveness. Top management ensures that communication regarding the effectiveness of the QMS is facilitated throughout University through the use of the following:

- Meetings
- Notice Board
- E-mails
- Mobile and Intercom
- One-on-one Engagement
- Employee surveys and suggestions

5.6   MANAGEMENT REVIEW

5.6.1   General

Top management conducts a review of the QMS (Management Review) annually. The review is a documented activity with the purpose to:

a. Assess the suitability, adequacy, and effectiveness of the QMS in achieving the quality policy and quality objectives, in meeting Student needs, and in satisfying the requirements of ISO 9001, and

b. Evaluate opportunities for improvement and the need for changes to the QMS, including the quality policy and quality objectives, to improve effectiveness and to better meet the needs and expectations of Students.

5.6.2   Review Input

Inputs to the Management Review process include, but are not limited to, current performance data and potential improvement opportunities related to:

a) Audit results;
b) Student feedback (including Student satisfaction measurement data and Student complaints);
c) Admission, Teaching & Examination performance and conformity;
d) Status of corrective and preventive actions;
e) Follow-up actions from previous management reviews;
f) Changes that could affect the QMS; and
g) Recommendations for improvement.

5.6.3   Review Output

a. The Management Representative creates written meeting minutes summarizing the Management Review activities, the conclusions reached and action items identified. These minutes are used to guide and improve QMS at University by documenting:

1. Actions taken to continually improve the effectiveness of the QMS and related processes.

2. Actions taken to continually improve Service to maintain a high level of Student satisfaction and consistently meet Student requirements.

3. Additional resources necessary for the effective operation of QMS, including human resource, infrastructure and work environment needs.
4. Changes to GBU's quality objectives (including those defined for Service).

b. The Dean of the University's School in consultation with the Management Representative, initiates corrective actions according to Procedure **"Corrective Action" (SOP-05)** and/or preventive actions according to Procedure **"Preventive Action" (SOP-06)**, as specified during the Management Review Process.

c. The minutes of the Management Review (FM/563) serve as records for (University) QMS and are filed and maintained according to Procedure **"Control of Records" (SOP-02)**.

6.0 MANAGEMENT OF RESOURCES
6.1 Provision of Resources

The resource requirements for the implementation, management, and continual improvement of QMS and activities necessary to enhance Student satisfaction by meeting Student requirements are explicitly defined in procedures, work instructions, and the following sections of quality manual:
1. Planning – Section 5.4
2. Management Review – Section 5.6
3. Human Resources – Section 6.2
4. Infrastructure – Section 6.3
5. Work Environment – Section 6.4
6. Planning of Service Realization – Section 7.1

6.2 HUMAN RESOURCE

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6.2.1 General Arrangement

Teaching staff involved in the management, performance, and/or verification of work affecting quality are competent on the basis of education, training, skills and/or experience.

6.2.2 Competence, Training and Awareness

a.   It is the policy at University, to identify competence and training needs and provide for the training of personnel performing activities affecting quality.

b.   Dean is responsible for ensuring that teaching staff at University, receive, and/or have, the proper competence, awareness, and training as per their respective job requirements on time to time.

c.   After the training imparted to the identified personnel, the outcome of training is assessed to ensure the effectiveness of the training.

6.3   INFRASTRUCTURE

a.   To ensure that the infrastructure is suitable to create conforming Services.

b.   The Registrar is ultimately responsible to ensure the essential infrastructure is determined, provided and maintained, including buildings, workspace, associated utilities, and communication equipments including software and support services.

c.   Infrastructure requirements are also identified and reviewed during the services quality planning process (see Section 7.1) and during the Management Review process (see Section 5.6).

d.   Infrastructure where provided is maintained as per defined frequency of preventive maintenance.

6.4   WORK ENVIRONMENT

a.   It is the responsibility of each Dean to identify and manage both the human and physical factors of the work environment that are necessary to achieve conformity of teaching process.

b.   Reviews of work environment conditions address the following issues:

I.   Assessment of service requirements to identify where human and/or physical factors will affect Service quality (conducted primarily during infrastructure planning, see Section 7.1).

II. Assessment of current working environment conditions to determine if the work environment is suitable to achieve conforming Service.

III. Implementation of work environment improvements needed to achieve conforming Service.

IV. Continual assessment of work environment to ensure that adequate human and physical factors are maintained.

    c. The Vice Chancellor is ultimately responsible to ensuring that the appropriate resources needed for any necessary work environment improvements are available at the University.

    d. Work environment requirements are also identified and reviewed during the Management Review process (see Section 5.6).

7.0 SERVICE REALIZATION
7.1 Planning of Service Realization

Dean of University's School is responsible for ensuring that education planning is performed according to the standard of service and infrastructure planning. Service is consistent with the requirements of the other processes of the QMS (see 4.2.2). This clause addresses the following:

a- Definition, monitoring and updating of quality objectives and requirements for service, projects or contracts.

b- Planning of these processes to meet the requirements of the students/clients is being achieved through Quality procedures, Work Instructions, Laboratory , Practical Instruction Sheet , Contained in various manuals developed in each of the specific functional areas.

c- These work instructions have been formulated keeping in view:-

    i. Quality Objectives.

    ii. The need to establish the processes, documents, resources and facilities specific to the products/services.

    iii. Verification and Validation (If required) monitoring, inspection and evaluation activities, and criteria for their acceptability.

d- Records necessary to provide confidence of conformity of these processes and resulting services.

7.2 CUSTOMER – RELATED PROCESSES
7.2.1 Determination of Requirements Related to the Service

The brochures of the each University's School provide detailed information about the courses and facilities available. The brochures are reviewed for accuracy, connect, and clearly indicate the capabilities to meet the requirements before final printing. The brochures clearly specify the courses offered by the University's School. Based on the information indicated in these documented, the students decide to join the University's School. All statutory and regulatory requirements of affiliated University, Technical Education authorities both at state and central levels are complied with University, is committed to provide the education/industrial training /placement, so as the student's aspirations to join the University are fulfilled. The University also provides and trains the students in personality development, extra- curricular activities for overall development. The University meets the statutory and regulatory requirements as are applicable. University is also committed to provide any additional requirement by way of additional inputs/ resources to the deserving students in line with the Quality Policy & Quality Objectives.

7.2.2 Review of Requirements Related to the Service
Students' admission criteria and admission process takes in to account the review of each student eligibility and the courses conducted by the University. Admission records are maintained.

7.2.3 Student Communication
Well –established channels exist for effective communication with the students:

a- Information through advertisements-the information about the University's School and courses offered is also projected through advertisement in the leading newspapers/broachers/ magazines/seminars/Website.

b- The students also approach the University's School either through phones, fax or personal visit to the University's School, where Administrative office provides necessary admission information as well as the courses being offered. This may also be mailed to the students/parents, as desired.

c- The progress performance (including any disciplinary action being taken) of the student is communicated to the guardian/parents. In case of disciplinary action of the serious nature, parents are advised to the University's School for counseling.

d- CRC is responsible to provide requisite information of the students and organizations providing Industrial training after 4th semester or as

planned and to organization giving placement opportunities to students by way of campus interviews/ employment.

7.3 DESIGN AND DEVELOPMENT

University maintains to control on academics development activities, and to verify that the results meets specified requirements. Development of services is viewed at as a creative activity involving conceptual elements.

7.3.1 Design and development planning

University plans and controls the design and development of its courses/degree. During the design and development, planning the it considers the following:

a) Stage of design and development
b) Review, verification and validation that are appropriate to each design and development stage, and
c) Fix responsibilities and authorities for design and development

7.3.2 Design and development inputs

University ensures the Inputs relating to service requirements are determined and records maintained. These inputs include:

a) Functional and performance requirements of its courses/degree
b) Applicable legal including statutory and regulatory requirements
c) Where applicable, information derived from previous similar its courses/degree, and
d) Other requirements essential for design and development

7.3.3 Design and development outputs

University ensures the outputs of design and development its courses/degree are in the form suitable for verification against the design and development input and are approved prior to release. Design and development outputs shall:

a) Meet the input requirements for design and development
b) Provide appropriate information for its courses/degree
c) Fulfills service acceptance criteria, and
d) Specify the characteristics of the service that are essential for its intended use.

7.3.4 Design and development review

University carries out systematic reviews of design and development at suitable stages in accordance with planned arrangements

    a) To evaluate the results of design and development to meet the requirements its courses/degree, and

    b) To identify any problems and propose necessary actions.

7.3.5 Design and development verification

University ensures verification of the design and development outputs have met the design and development input requirements. Records of the result of the verification are maintained.

7.3.6 Design and development validation

University validates the design and development in accordance with planned arrangements to ensure that the resulting service is capable for meeting the requirements for the specified application or intended use. Where practicable, validation shall be completed prior to the delivery of implementation of the service.

7.3.7 Control of design and development changes

University ensures changes to the design and development in its courses/degree are identified; the changes are reviewed, verified and validated, as appropriate, and approved before implementation. The review of design and development changes shall include evaluation of the effect of the changes on constituent parts and service already delivered. Records of the results of the review of changes and any necessary actions shall be maintained.

7.4 PURCHASING

7.4.1 Evaluation of Suppliers & Sub-Contractors

Purchase Committee is responsible for purchases approvals. The Stores & Purchase Department assists Registrar and Vice Chancellor for procurement of goods and services. The term **'goods'** includes all articles, materials, commodities, livestock, furniture, fixtures, raw materials, spares, instruments, machinery, equipment, industrial plant etc but excludes books, publications, periodicals etc. for a library.

a- Work orders are placed for nominated/selected goods and services on Approved Suppliers or on the basis of quotations/tenders as per the Central/State Government Guidelines.

b- A trial order, if needed, may be placed in new suppliers, and their performance is closely watched before putting them on approved supplier list.

c- An approved supplier list detailing the sources selected for the supply of product and services is maintained by the Stores & Purchase Deptt.

d- Supplier performance is evaluated periodically (Preferably end of each financial year).

7.4.2 Purchasing Information

The materials/items are procured with the required technical specifications and quality requirements. Purchase can be made through work order and as per guidelines laid down by the Central/State Government time to time.

Nature of Item	Indenter	Recommendation	Purchase Approval*
Computers & Peripherals, Software (Hardware & up gradation) and any capital item etc.	HoDs/ Deans/ Central Computer Centre	Purchase Committee	VC/ Registrar
Office M/C, Communication Equipment, Fax, Indigenous printed matter etc.	HoDs/ Deans/ Central Computer Centre	Purchase Committee	VC/ Registrar

* _As per University internal process, the Registrar is empowered to approve procurement upto the value of Rupee One Lakh and beyond that Hon'ble Vice Chancellor is approving authority only._

7.4.3 Verification of the Purchased Service:

Purchase officer follow up with the supplier for timely supply of the materials. On receipt of the materials like Lab equipment/instruments, it is forwarded to concerned lab/HOD, who inspects the material and take the material in stock. Incase material is not meeting acceptable, a non conformance report shall be

made with suitable action. All purchases are inspected for physical quantity, finishing, cuts, damage etc. at the incoming stage.

7.5   EDUCATION & SERVICE PROVISION

7.5.1   Control of Education and Service Provision

The Dean ensures that correct & detailed information of various courses/ programs offered is made available to students in shape of prospectus/ brochure/ leaflets. Guidelines for various processes are available for use. Instruments/ equipments needed for undertaking experiments are ensured to be in proper working conditions, for this, each Lab in-charge prepares list of equipments/ instruments and ensures its maintenance & working conditions. Practical instruction is made available to the students for undertaking laboratory experiments. The availability and use of monitoring and measuring devices is ensured. The University's School organizes industrial training at end of final semester for the students to expose them to industrial experiences. Placement efforts are also made before a student passes from the University's School. During the course of studies at the University's School, semester syllabus, based on the University's pattern is made available to the students, which specifies the detailed structuring of the program, subject-wise. University's School provides a suitable congenial and clean environment.

a-   On the first day at University's School, Dean/HOD/ Faculty welcome and address the students and acquaint them about University's School, Faculty, it various courses, technical and general facilities. Students are also made aware about the challenges and realities of life manager, when he/she is likely to join the Industry.

b-   On the 2nd day onwards, regular classes are held. The students are advised/ directed to attend their classes on various subjects as per time table displayed on the notice boards.

c-   Faculty acquaints the students with the whole syllabus; distribute sheet containing syllabus and reference of books.

d-   Faculty prepares high quality study material/note, discusses various aspects on the subject on the classroom and takes pain in resolving the doubts and difficulties of the students. This exercise an excellent input to the students. The students are encouraged to interact/ participate in the discussions/brain storming sessions among themselves and with the faculty/teaching staffs for clarity and better understanding of the subject.

e-   Tutorial/assignments are given to students well in advance by Faculty and the same are discussed subsequently in the class. Doubt/difficulties, if any,

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are resolved to the satisfaction of the students.

f- All experiments in labs are validated by Laboratory Head/ Assistant/Faculty, and the results are compared with the standard results. Wherever, results are at quite variance, necessary corrective and preventive actions are taken before students are allowed to conduct such experiments.

g- The students are also taught practical/ experiments in the well equipped/synergized laboratories, where theory principles are put to practice and students use experiments to validate fundamentals under controlled conditions. The focus is on design methodology and experimental skill development as key factors formulating experiments. Enquiry of "KNOW HOW" and "KNOW WHY is the motivating factor in practical session.

h- The assignments/project work assigned, give ample opportunities and expose students to analysis the Management problems and find suitable solutions thereby sharing their analytical skills. Documents/research papers/reference books/publications are made available to the students for them to make use the facilities through comprehensive and support guidance.

i- Sufficient physical/financial resources are available for pursuing the curriculum on defined time slots and outside timetable hours, particularly, for project based activities.

j- Technological/academic tools/aids/facilities for teaching and presentation are ensured for its availability and are extensively used for teaching and better comprehension.

k- Self-contained laboratories with trained technician assist students in practical/experiments. Project/Experiment and laboratory equipments are identified and suitably displayed in all the laboratories.

l- Semester-wise performance evaluation of the students is carried out by conducting examinations/test in theory /practical/viva voce. Students, who do not score prescribed % of marks/attendance, are suitably advised /motivated in order to improve their performance.

m- Planning & monitoring of courses contents, curriculum-wise and department-wise.

n- The performance of faculty is monitored by Dean on the basis of overall result of students.

o- Poor performance of the students is reviewed & forwarded to the parents. Parents are called, in case it is essential.

p- Industrial training and placement information for the student is organized/ provided by University.

q- Use of extra-curricular societies, sports complex and seminar halls help students for self-development by the students.

7.5.2 Validation of Process

All practical experiments offered to students are first validated by the concerned faculty/lab Asst, and its result are compared with standard results and records of such observations are available. This ensures correct and tested experiments are offered. All the equipments/instruments are listed and ensured they are always in working condition. In case, these need rectification, the same are undertaken by trained laboratory assistant. The above experiments and equipments are re-validated after each semester and record is maintained for such validations. Industrial training and pre-placement efforts are made by the University as service requirements.

7.5.3 Identification & Traceability

During the stay of students at University's School, their identification is through the Roll number, which remains same throughout duration of course. Students are provided with identity cards with photographs for essay identification. Admission/Examination section maintains all admission records of students and also maintains records of student's performance both in-house & at University level. Records of identification of various types of publications in the form of accession numbers are maintained.

a. The practical experiments, whose results cannot be verified and are classified as special process experiments are thoroughly explained to the students with reasons and logic, as to why and how the easy accessibility.
b. The chemicals and other raw materials n work shop and books in the library are properly identified for easy accessibility.

7.5.4 Student Property

The University exercise care and control with students property (Customer Property), i.e. pre-qualification certificates like high University's School/ intermediate boards certificates and relevant mark sheets, as applicable, while these documents are under University's School's custody/ control or being used by the University's School. The University identifies, verify, protect and safeguard these documents, while these documents are under University's custody. Incase these documents are lost/damaged, University inform students and assist them in obtaining the duplicates, as required.

7.5.5 Preservation of Product

It is ensured that the students at University's School are occupied with both in studies and self-development. This includes cultural and entertainment programmes; Sports, Athletic & Games; personality development etc.

a. The University has training and placement programmes which helps the students career planning, personality development, industry-University interaction, summer training, industrial visits, entrepreneurship development and campus placements.

b. Sports & Games facilities included both in-door and out-door games. The in-door facilities include-badminton courts, table tennis halls, chess, carom, and health club. The out-door facilities include-volley ball, hockey, swimming, foot ball & cricket ground etc. etc.

c. Laboratory in-charge properly preserves and stores the chemicals to ensure proper and timely use of the same in order to avoid its expiry period; as otherwise, this may adversely affect the results of the experiments. The Lab in-charge /assistant /students are advised to properly handle the chemicals/lab equipments/instruments in order to avoid any damage /loss or accident. Hand gloves/apron /eyes glasses are available for safety purpose and students/staff is encouraged to them.

d. Once in a year, Lab in-charge, takes stock of materials/equipments available in laboratory. As required by lab in-charge prepares the list of the material/ equipments/instruments with their status of breakage /damage/lost and take waiver off/replacement from the competent authority.

7.6 Control of Monitoring and Measurement Equipments

All Schools have system of performance evaluation of the students, semester-wise, and annual examination organized by the University. Apart from such examination, sectional evaluation is also undertaken through tutorial, assignments, practical & viva.

The laboratory experiments /instruments/equipments are properly and accurately set-up by the laboratory instructor/ assistance before studies undertake the same. However, such instruments/equipments are not calibrated externally. Wherever required, such instruments/equipments are always kept in ready to use mode by Lab assistants. The Lab experiments are validated before start of each semester. Similarly, at the beginning of each semester, all the lab equipments/instruments equipments are validated for working conditions. In case the same are out of order, are repaired internally and or externally. Preventive schedule are followed to ensure proper functioning of the

experiments. List of experiments and its validation records are maintained by respective HODs.

8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General Arrangement

a. Deans are responsible for ensuring plans and implements monitoring, measurement and analysis activities that are necessary to assure conformity of the Service and the QMS and to achieve improvement.

b. To effectively assess the performance of processes, the following activities are undertaken.

➢ To demonstrate conformity to the Service requirements.

➢ To ensure conformity of QMS.

➢ To show the effectiveness of the QMS.

8.2 MONITORING AND MEASUREMENT

8.2.1 Student Satisfaction

The University through defined system to monitor the performance of the students throughout their stay at the University's School and ensures students perform, as required. In case, additional inputs in the form of tutorial/ assignments/ extra classes are required for the weaker students, the same is organized. Due attention is also paid to the students feedback on the faculty and students complaints are resolved through counseling. In order to understand the requirements of students and feedback and perception surveys are conducted at least once in a semester (Preferred for final year students for better assessment and the performance level of students are good w.r.t result, attendance). This shall give the real feedback and perception for continual improvement. Similarly parents and students complaints are given attention & resolved promptly and to their satisfaction. Student's perception about faculty is also undertaken at the end of each semester in order to find out causes for complaints and improvements.

8.2.2 Internal Audit

a. University plans and conducts internal audits at planned intervals according to **Procedure on "Internal Audits" (SOP-03)** for the following

purposes:

b.   Internal audit identifies when each element or process of the QMS will be audited. A minimum of one internal audit is conducted in a year. The frequency of audit for process is based upon the importance and status of the process and the results of previous audits.

c.   MR is responsible for organizing and coordinating the internal audit to ensure that the audit criteria, scope, frequency and methods are defined. An internal audit schedule (**FM/822**) is prepared for audits.

d.   MR is responsible for ensuring the selection of auditors and the conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

e.   Only qualified personnel may perform internal auditing activities. External auditors may conduct the audits. These qualified personnel are classified as internal auditors and have received the training course on internal auditing techniques. This training may be performed by a certified lead auditor or by previously trained internal auditors. Records of internal audit training are maintained.

f.   In the case of noncompliance or weaknesses, an auditor initiates CAR-PAR REPORT (**FM/852**)

g.   The Department head responsible for the area audited ensures that the corrective and/or preventive actions are resolved in a timely manner to eliminate detected problems and their causes. Follow-up audits are used to verify the implementation and effectiveness of the corrective and preventive actions. The verification results are recorded and reported to the appropriate personnel.

h.   Records of the audit process and results are maintained.

8.2.3   Monitoring and Measurement of Processes

Each School has systems/methods to measure and monitor the processes, which affect the quality of education to students. Feedback of students, performance evaluation of students, review of instructions, ensuring equipment/instrument are always in working and operating condition etc, are some of the measures undertaken.

8.2.4   Monitoring and Measurement of Service

Performance of students during stay at the University's School is measured through examinations conducted by the University and sectional by way of tutorial, practical, viva on continual basis. Project reports are also evaluated and sectional are added to the final results. Records are maintained by Internal Assessment coordinator. In case, additional inputs are required by way additional classes, procurement of additional equipment/ instruments/ computers/ books etc, the same are also provided through special approvals of the Dean.

Theory	One (1) Mid Term Test
	Semester Wise Exam
Practical	Semester wise
	Viva Voce
Attendance	More Than Or Equal to 75% in Aggregate

At the end of final year, the student undergoes practical training in the industry or the Institute and the same is also evaluated based on the training report.

8.3   CONTROL OF NON-CONFORMING SERVICE

The University has documented procedure for identification and resolution of nonconformity as known "Incident". Such Incidents relates to the performance of the students both academically and attendance. This also includes quality system non-conformance and performance of the faculties. Appropriate steps/ actions are taken to review the Incidents by designated persons. If a student does not secure prescribed % of marks, to improve his /her performance, additional inputs in the form of additional classes/tutorials/assignments/practical are organized. As required counselling is also undertaken and at times, parents of the students are called for joint counselling. As required, additional inputs in the form of additional lecture/practical is provided to the

weaker students. The nonconformity is detected as per **Procedure "Incident Control" (SOP-04)**

8.4 ANALYSIS OF DATA

University has system to collect data on the performance of the students (Failed students each year) and the faculty and undertake suitable analysis. The results are discussed in the University's Quality Council for suggestions and improvements. Registrar has all such data and are responsible for its analysis. Similarly, as when required and available, the analysis is also undertaken for placement of students.

8.5 IMPROVEMENT

8.5.1 Continual Improvement

It is the overall responsibility of University to continually improve the effectiveness of the QMS. Dean of Each School is responsible for the continual improvement of the QMS in his / her respective areas. Effectiveness of continual improvement activity is assessed during the Management Review Process.

8.5.2 Corrective Action

a. Corrective action at University is directed at revising it's QMS, policies, procedures, and instructions in order to eliminate the root cause(s) of quality problems and nonconformities and prevent their recurrence as per **Procedure "Corrective Action" (SOP-05).**

b. Corrective actions taken are appropriate to the effects of the nonconformities encountered.

c. The responsibility for undertaking the corrective action lies with the Dean who is responsible for the related QMS element and/or process.

d. Records of corrective actions taken are maintained in CAR-PAR Report FM/852.

8.5.3 Preventive Action

a. Preventive action is directed at improving at University to eliminate the causes of potential non-conformities in order to prevent their occurrence, quality systems, procedures, and policies as per **Procedure "Preventive Action" (SOP-06).**

b. The Deans are responsible for ensuring the preventive action process is managed effectively in the following situations:

c. Preventive actions taken are appropriate to the effects of the potential problems encountered.

d. Records of preventive actions taken are maintained in CAR-PAR Report **FM/852**.

Annexure: List of Document

Record No.	Record Name
QM-01	Quality Manual
SOP-01	Control of Documents
SOP-02	Control of Records
SOP-03	Internal Audit
SOP-04	Incident Control
SOP-05	Corrective Action
SOP-06	Preventive Action
FM/424	Record Control Matrix
FM/563	Minutes of Meeting
FM/822	Internal Audit Schedule
FM/852A	List of Internal Auditors
FM/852	CAR-PAR Report