Quality Management System Manual

Quality management system (QMS) compliance standard

ISO 9001:2015

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Jesus Training College

Mala,Thrissur,Kerala-680 732

WWW.jesustrainingcollege.in

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0.0 About Quality management system

0.0.1 Introduction

0.0.1.1 **M/s Jesus Training College**, hereafter, it is called **JTC** has established a quality management system (QMS) compliance standard ISO 9001:2015,

0.0.1.2 The purpose of this manual is to define, establish, implement, maintain, and improve the quality management system for efficient and effective educational operational activities,

0.0.1.3 This apex manual is especially made for focusing on how the standard requirements are applied in the Institution. Other documented information is established as objective evidence for the implementation and its subsequent actions,

0.0.1.4 The QMS documented information is subdivided into 4 levels and is illustrated in para 0.2**.**

0.0.2 Documentation levels

0.0.2.1 The Quality management system (QMS) documentation is in 3 levels which is depicted below. The documented information (DI) contains international standard (ISO standards) requirements as well as Institution requirements,

0.0.2.2 **The three-layer documented information details are illustrated below:**

a. **Level-01**: Apex manual contains scope of certification, boundary, applicability, QMS policy, interaction of the processes, compliance requirements of each clause etc,

b. **Level-02**: Procedures and Work instructions: It is a guideline to follow compliance of the QMS requirements in line with international standards and Institutional requirements,

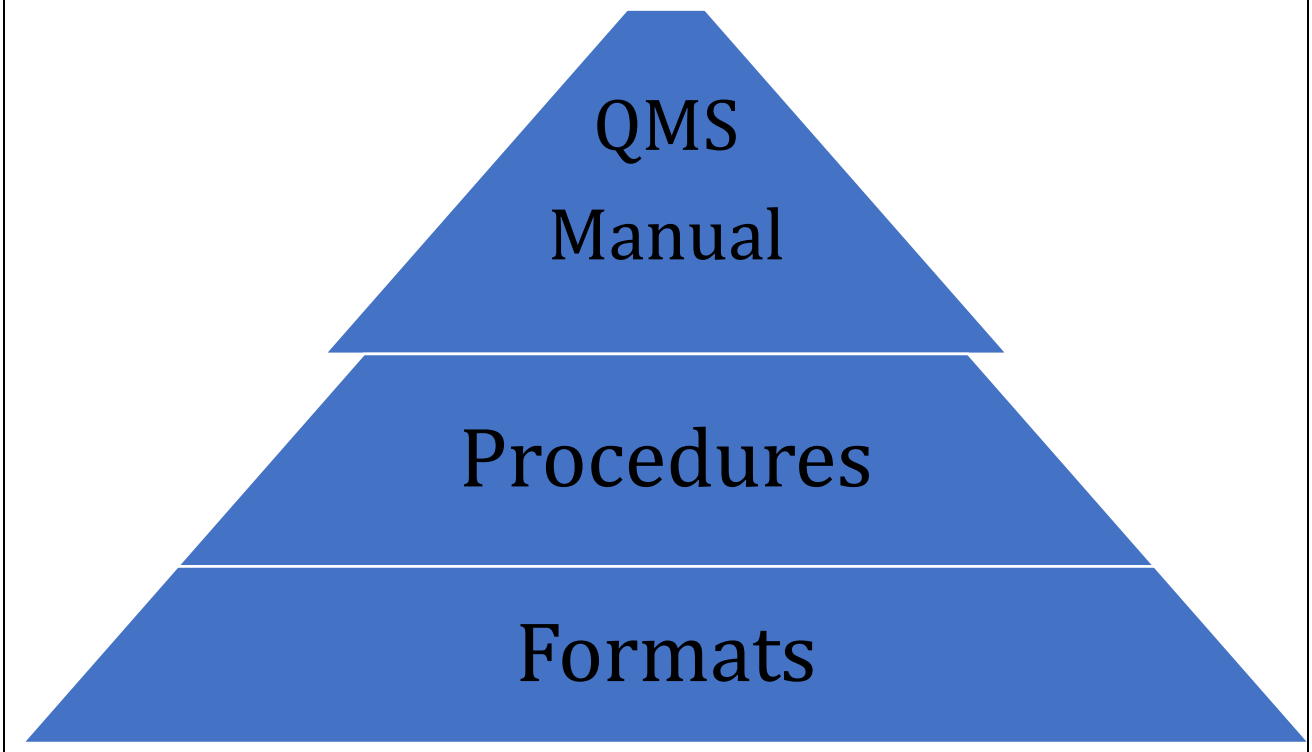
   i. Common procedures are applicable to all departments,

   ii. Standard operating procedures contain specific operational requirements,

c. **Level-03**: Formats contains all the objective evidence to demonstrate the compliance of the international standards and organisational requirements including legal requirements.

0.0.2.3 The 3-layer documentation of QMS is depicted in the figure-1.

Fig-01



0.1 About institution

0.1.1 History of the Institution

Jesus Training College is a dream realization of the long- cherished desire of thousands of people in and around the diocese of Irinjalakuda, Kerala. The Institution is for Teacher Education, affiliated with the University of Calicut, owned, and managed by the Catholic Diocese of Irinjalakuda. Dedicated to the Holy Name of Jesus, our Saviour, and the Eternal Guru, this temple of teaching and learning has already carved a niche for itself in a short span of time in the educational scenario of central Kerala.

Irinjalakuda Diocese has a number of secondary schools, High schools, and higher secondary schools, inter colleges, and colleges to train and educate its boys and girls as ideal citizens of our country and true children of God, but it had no college for Higher studies till 1995. Realizing this urgent need of the time, Mar James Pazhayatil, then the Bishop of the Catholic Diocese of Irinjalakuda has decided to establish Bachelor of Teacher Education in Mala for the Emancipation and Empowerment of men and women in the area.

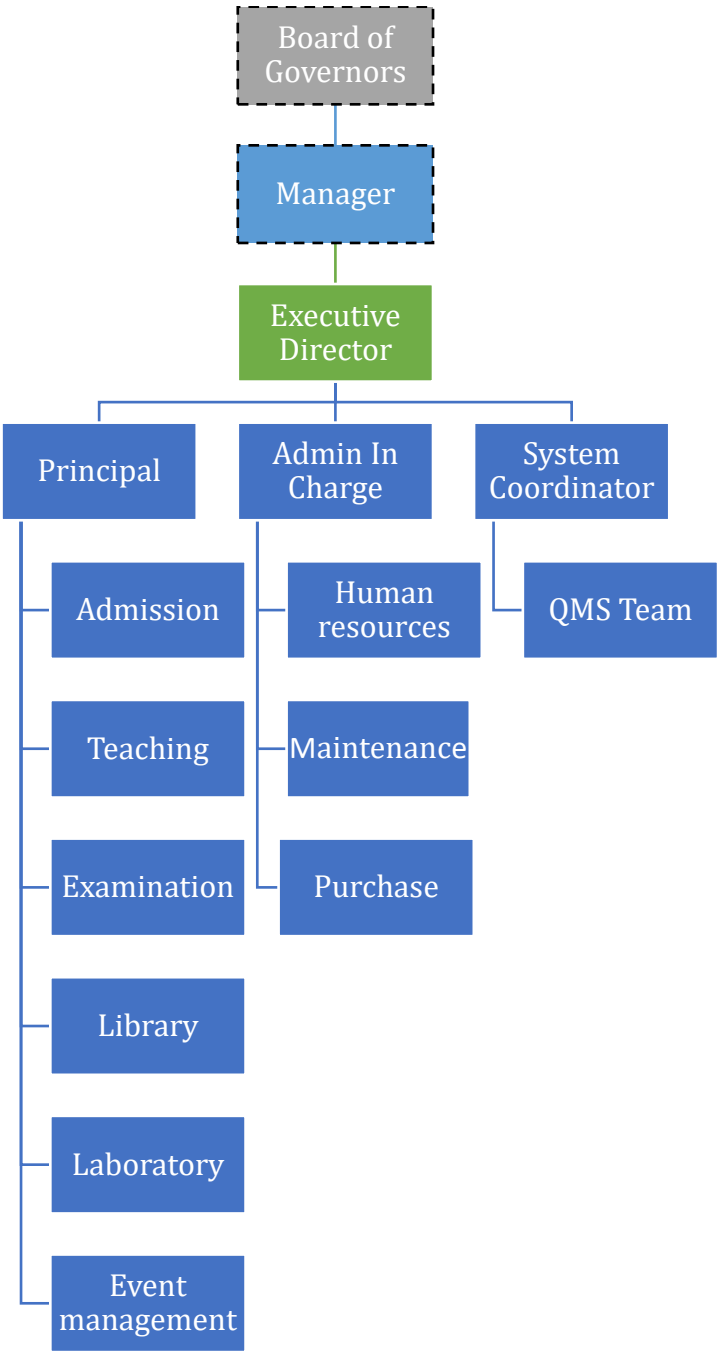
Their Integrated Development is the objective of this Education project. The traditions of the Catholic educational institution such as discipline, hard work, character formation, and value-oriented training are well known and highly appreciated by all. The founding of the College in 1995 by Mar James Pazhayatil, himself a teacher for years, was a memorable event in the history of the Diocese. The Catholic Diocese of Irinjalakuda is known for its excellent services to the Nation in the field of education especially in the southern part of India. Situated in a sylvan ambiance, remote from the hustles of the city, the college relishes a cool and fresh breeze from the rustic rivulets and backwaters glittering in the sunshine, indeed a blessing for serene and sheer intellectual exercise where learning is an exhilarating experience.

Jesus Training College also meticulously upholds and promotes such values. The present chairman and patron of the college is his Excellency Mar Pauly Kannookadan, the second Bishop of the Catholic Diocese of Irinjalakuda. Every student can confidently enter to JTC to be trained and formed as an outstanding person with the hard work and whole-hearted co-operation. Jesus Training. College is under the management of the Catholic Diocese of Irinjalakuda (Reg.No.GA1/D3/7861/94 dt. 29/10/1994) a Christian minority community availing the minority rights guaranteed by the Indian Constitution. The college makes enviable strides under the inspiring and able leadership of His Excellency Mar Pauly Kannookadan. For the governance of the college, it has a managing committee of which the Bishop being the Chairman and Principal, the Secretary of this committee. Besides the managing committee, the college has an Advisory Board, and an academic council to plan and evaluate its activities.

0.1.2 Location

Jesus Training College
Mala P.O, Neithakudy
Thrissur District,
Kerala-680 732

0.1.3 Organisation Chart



0.1.4 Services

0.1.4.1 The following B.Ed. courses (6 Optionals) are affiliated to the University.

a. **English Education,**
b. **Malayalam Education,**
c. **Mathematics Education,**
d. **Natural science Education,**
e. **Physical science Education,**
f. **Social science Education.**

0.2 QMS perception

0.2.1 Boundary

0.2.1.1 The boundary of the Institution is given below in the Table-02:

Table-02

Door No.	SF No.	Village	Panchayat	Post office	District	State
273/16	489/16,15-1,1-2	Vadama	Mala	680 732	Thrissur	Kerala

0.2.2 Applicability

0.2.2.1 The applicability of the requirements of ISO 9001:2015 are determined below. The exclusion justification is illustrated in the Table-03. This exclusion does not affect the Institution's ability or responsibility to ensure the conformity of its service and the enhance of primary and secondary customer satisfaction.

Table-03

Exclusion		Justification for exclusion
Clause No.	Clause Title	
8.3	Design and development	Curriculum and syllabus are designed and developed by the University. This shall be followed by the Institution as per the accreditation norms.

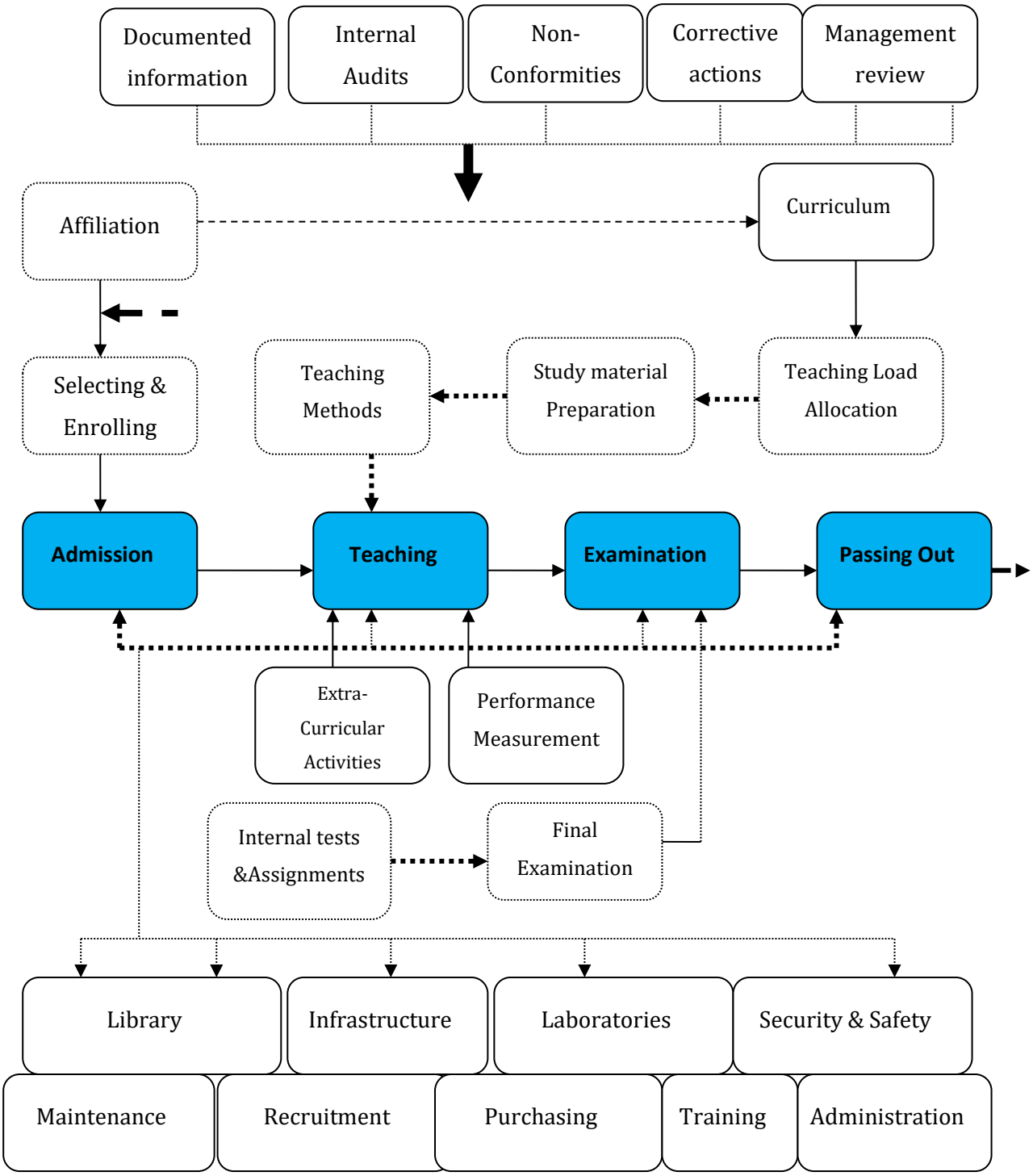
0.2.3 Scope of certification

0.2.3.1 The scope of certification is determined based on the requirements established in para 4.3 (clause No. 4.3 "Determining the scope of the quality management system". The scope is maintained as documented information in the Table-04.

Table-04

Scope of certification	**To provide educational services for bachelor's degree in education (B.Ed.)**

0.2.4 Interaction of the processes



0.2.5 Quality policy

Jesus Training College (JTC) has established Quality Management System (QMS) to meet the compliance of the international standard ISO 9001:2015

Jesus Training College aims to be a premier educational institution to cater to teacher's education in this geographical arena by providing exemplary educational services to the learners.

We are committed to achieve this by:

- Enhancing teaching skills to nurture the talent of learners with an emphasis on conceptual understanding rather than learning for the completion of the course,
- Providing adequate infrastructure to support the learning process,
- Adapting innovative teaching aids and methodology for easy understanding of curriculum,
- Enabling conducive atmosphere to foster effective learning,
- Complying with relevant applicable requirements.
- Establishing quality objectives and its monitoring as a part of management system framework.

Continual improvement shall be achieved through robust management system application, skill enhancement of faculty, interested parties' involvement, planned audits and periodical review mechanism.

Mala, Thrissur
24.07.2023

Rev. Fr. Binoy Kozhippatt
Executive Director

0.2.6 Quality objectives

1. To achieve pass out for the university examination,
2. To achieve distinction for the university examination,
3. To achieve students' satisfaction level,
4. To impart a skill-oriented trainings for the students,
5. To impart skill-oriented training for the faculty,
6. To conduct seminar in the college,
7. To initiate doctorate degree for faculty,
8. To publish papers by teachers,
9. To invest teachers in library to enhance subject knowledge,
10. To conduct outreach programme,
11. To conduct community related trainings for interested parties,
12. To conduct paper presentation by students,

1.0 Scope

1.1 ISO 9001:2015 specifies the requirements for a quality management system (QMS) when an organisation needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements (can be expressed as legal requirements) and aims to enhance customer satisfaction through the effective application of the system.

1.2 These standards are applicable to any organisation regardless of its size, type, and activities. This can be used in whole or in part to systematically improve management systems. However, claims of conformity to this standard are not acceptable unless all its requirements are incorporated into an organisations management system.

2.0 Normative references

2.1 ISO 9000:2015 -Quality management systems-Fundamentals and vocabulary is for QMS.

3.0 Terms and definitions

3.1 Terms and definitions are given in the annexure para 11.2 for the references based on the standards ISO 9001:2015 and ISO 19011:2018

4.0 Context of the Organisations

4.1 Understanding the organisation and its context.

4.1.1 External and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of its quality management system are determined through the SWOT (Strength-weakness-opportunity and threat) analysis,

4.1.2 The external issues such as cultural, social, political, legal, financial, technological, economic, natural, market competition, etc are identified through PESTLE analysis,

4.1.3 The internal issues are governance, policies, capabilities, information flow, culture, working time, overall performance, resource requirements, human competency aspects, operational factors (process and product capabilities) etc. are identified through strength and weakness of SWOT analysis,

4.1.4 The following documented information are established to demonstrate the compliance of this clause,

a. SWOT: JTC/FM/MS-04

4.2 Understanding the needs and expectations of interested parties.

4.2.1 The interested parties (IP) relevant to QMS are determined. The interested parties (Person or organisation that can affect, be affected by, or perceive itself to be affected by a decision or activity) are as follows:

1. Students,
2. Parents,
3. University, Educational departments and other government bodies,
4. Employees,
5. External providers,
6. Board of Governance (BOG),
7. Schools,
8. Bankers and insurance agencies,
9. Visitors,
10. Local community,
11. General public,
12. Certification body,
13. Others.

4.2.2 The needs and expectations of each interested parties are determined through discussion, survey, review, compliance of requirements etc. and actions are taken accordingly. Some needs

and expectations are mandatory, and it is incorporated as legal and regulatory requirements. Needs and expectations are changing according to the unforeseen circumstances, trends, changes in the markets etc. This is monitored and reviewed as and when required by the concerned in charges. Suitable actions are taken and communicated in the management review,

4.2.3 The following documented information are established to demonstrate the compliance of the clause:

a. Needs and expectation of IP: JTC/FM/MS-06.

4.3 Determining the scope of the quality management system

4.3.1 The boundaries are determined in para 0.2.1 and applicability is determined in para 0.2.2 and maintained as documented information as scope of certification in para 0.2.3.

4.3.2 A copy of QMS certificate from the external body is displayed at the main gate security office/Reception for the interested parties or will be issued in consultation with the Executive Director on demand by the interested parties.

4.3.3 The justification of non-applicability of the clause no. 8.3" Design and development "is established in the para 0.2.2 and its justification is included.

4.3.4 The following are considered for the scope of quality management system:

a. Internal and external issues: JTC/FM/MS-04,
b. Needs and expectation of interested parties: JTC/FM/MS-06,
c. The services of the Institution.

4.4 Quality management system and its processes

4.4.1 The quality management system is established, implemented, maintained, and continually improved including the processes needed and their interactions in accordance with the requirements of the international standard ISO 9001:2015,

4.4.2 The processes needed for QMS are determined and their application is ensured through the following:

a. Determination of inputs required and outputs expected from these processes (It is maintained in all processes),
b. Determination of the sequence and its interaction. (It is incorporated in everywhere through charts). The interaction is depicted in annexure para 0.2.4,
c. Determination of criteria and methods needed to ensure the effective operation and control of these processes,
d. Determination of resources (process model itself),
e. Determination of responsibilities and authorities: JTC/FM/HA-02,
f. Determination of Risk and opportunities,
g. Evaluation of the processes to ensure achieving the intended results (Documented information given in each process).

5.0 Leadership

5.1 Leadership and commitment

5.1.1 General

5.1.1.1 Leadership and commitment are demonstrated by the top management through the following:

a. Taking responsibility and accountability for the effectiveness of QMS by maintaining customer requirements,
b. Ensuring the QMS policy and objectives are established and are compatible with the strategic direction and context of the organisation,
c. Ensuring the integration of QMS requirements into Institution's operational processes with risk-based thinking (Risk and opportunity assessment),
d. Ensuring the resources needed to establish, implement, maintain and improve the QMS are available,
e. Communicating the importance of the effectiveness of QMS and of conforming to the requirements (communication plan),
f. Ensuring that the QMS achieve its intended results or outcomes (Performance evaluation).
g. Engaging, directing and supporting persons to contribute to the effectiveness of the QMS (rewarding system established),
h. Ensuring and promoting continual improvement,
i. Supporting other relevant management roles to demonstrate their leadership as it applies to their area of responsibility,

5.1.2 Customer focus

5.1.2.1 Learner is the customer, also called primary customer (who receives the services directly). The secondary customer is family (who directly influence),

5.1.2.2 Leadership and commitment with respect to customer focus are demonstrated by ensuring following:

a. Customer and applicable statutory & regulatory requirements are determined, understood, and consistently met,
b. The risk and opportunities that can affect conformity to products & services and ability to enhance customer satisfaction are determined and addressed,
c. The focus on enhancing students and parent's satisfaction is maintained.

5.1.2.3 The educational Institution top management should identify and document the needs and expectations of learners, defined as curriculum requirements that include learning outcomes and specific performance indicators. Learners' requirements are often implied,

5.1.2.4 Learners' curriculum requirements are designed by the University and the requirements of the university are fulfilled; Customers are focused by attending customer complaints (in time. Corrective actions/ are taken based on the feedback received from the primary as well as secondary customers.

5.2 Policy

5.2.1 Establishing the quality policy

5.2.1.1 QMS Policy has been established, implemented, and maintained by the top management and it is appropriate to the purpose, context of the organisation, supports its strategic direction,

5.2.1.2 The following commitments are included in the QMS policy:

a. To satisfy applicable requirements,
b. To continual improvement of established QMS,

5.2.1.3 The QMS Policy is authorised by the Executive Director, and it is maintained as documented information in para 0.2.5.

5.2.2 Communicating the quality policy.

5.2.2.1 This is communicated as per the communication process within the Institution. It is displayed at the main gate for interested parties and will be provided on demand in consultation with Executive Director for interested parties according to the purpose,

5.2.2.2 The awareness of QMS policy requirements has been created through trainings, briefing, display of QMS policy in local language among students, employees, and external providers,

5.2.2.3 The following documented information are established to demonstrate the evidence of this clause:

a. Communication procedure: JTC/CP/MS-02.

5.3 Organisation roles, responsibilities, and authorities

5.3.1 The roles, responsibility and authority are assigned as per the following requirements by the top management:

a. Ensuring that the QMS conforms to the requirements of the international standard ISO 9001:2015.
b. Ensuring that the processes are delivering their intended outputs,
c. Ensuring the promotion of students' focus throughout the Institution,
d. Reporting the performance of the QMS to the top management and opportunities for improvement,

5.3.2 The responsibility and authority are maintained as documented information in Roles, responsibility, and authority (RRA),

5.3.3 This is communicated as per the communication. In general, Teachers and other staff at each level of the Institution shall have responsibility for those aspects of management system over which they have control,

5.3.4 The following documented information are established to demonstrate the evidence of this clause:

a. Roles, responsibility, and authority (RRA): JTC/FM/HA-02,
b. Communication procedure: JTC/CP/MS-02.

6.0 Planning

6.1 Actions to address risks and opportunities.

6.1.1 Risks (Effect of uncertainty) and Opportunities assessment process is established to determine the risks and opportunities that need to be addressed to the following:

a. Give assurance that the QMS can achieve its intended outcomes,
b. Prevent or reduce undesired effects,
c. Achieve continual improvement,

6.1.2 The following are the inputs for the risk and opportunity assessment:

a. Issues referred in the context of the organisation,
b. Needs and expectations of the interested parties,
c. The scope of the QMS (para 0.5),
d. Applicable requirements and other requirements including its changes,
e. System related.

6.1.3 Risk and opportunities evaluation is maintained as documented information as per risk and opportunities assessment process. Action to address risk and opportunity is carried out by the responsible departments and target date is established for its effectiveness. This is reviewed in the management review,

6.1.4 The following documented information are established to demonstrate the compliance of this clause:

a. SWOT analysis: JTC/FM/MS-04,
b. Needs and expectation of IP: JTC/FM/MS-06,
c. Risk and opportunity register: JTC/FM/MS-07,
d. Communication procedure: JTC/CP/MS-02,
e. Management review procedure: JTC/CP/MS-06.

6.2 Quality objectives and planning to achieve them.

6.2.1 QMS objectives are established in order to maintain and continually improve QMS performance. The objectives are made based on the following:

a. Consistent with QMS policy,
b. Measurable or capable of performance evaluation,
c. Monitored (as per plan),
d. Communicated (as per communication plan),
e. Updated (according to achievement or other changes or during review),
f. Take into account of applicable requirements,
g. Take into account the results of the assessment of risks and opportunities,

6.2.2 Documented information is maintained for objectives as QMS objectives plan. This shall be monitored as per the established frequency and suitable corrective action are taken if any variations in achievement of the set objectives,

6.2.3 The following are determined when planning how to achieve each QMS objectives:

a. What will be done,
b. What resources will be required,
c. Who will be responsible,
d. When it will be completed,
e. How the result will be evaluated including indicators for monitoring.

6.2.4 QMS Objective achievement plan is retained as documented information for each objective. This is to be updated as per the set frequency,

6.2.5 The following documented information are established to demonstrate the compliance of this clause requirements:

a. Objectives plan: JTC/FM/MS-09,

b. Objectives achievement plan: JTC/FM/MS-10,
c. Objectives procedure: JTC/CP/MS-03,
d. Communication procedure: JTC/CP/MS-02.

6.3 Planning of changes.

6.3.1 Any changes in QMS are carried out with the following consideration:

a. The purpose of the changes and their potential consequences,
b. The integrity of the QMS,
c. The availability of resources,
d. The allocation or reallocation of responsibilities and authorities.

6.3.2 All the changes are captured and are to be incorporated in to QMS according to the scope of QMS,

6.3.3 This sis to be reviewed in the QMS team and make necessary changes in the QMS documentation,

6.3.4 The following documented information are established to demonstrate this clause requirements:

a. Documented information change request: JTC/FM/MS-02,
b. Documented information procedure: JTC/CP/MS-01.

7.0 Support

7.1 Resources

7.1.1 **General.**

7.1.1.1 The resources needed for the establishment, implementation, maintenance, and continual improvement of the QMS are determined and provided,

7.1.1.2 The capabilities and constrains of the internal resources are considered while choosing external resources,

7.1.1.3 The following are established to comply the requirements of this clause:

a. Location details: JCT/FM/MT-01,
b. List of computers: JCT/FM/MT-02,
c. List of CCTV: JCT/FM/MT-03,
d. List of fire extinguishers: JCT/FM/MT-04,
e. List of first aid boxes: JCT/FM/MT-05,
f. List of other assets: JCT/FM/MT-07.
g. List of lab items: JTC/FM/TE-11.

7.1.2 **People.**

7.1.2.1 The persons necessary for the effective implementation of QMS and for the operation and control of its processes are determined and provided.

7.1.2.2 The following are established to comply the requirements:

a. Approved organogram (Para 0.1.3) and competency matrix (JTC/FM/HA-05) are the requirement.
b. External provider selection (JTC/FM/PU-03) is established.

7.1.3 **Infrastructure.**

7.1.3.2 The infrastructure necessary for the operation of its processes and to achieve conformity to products and services are determined, provided, and maintained including building, utilities. Equipment, information, and communication technology.

7.1.3.3 Maintenance process is established for the effective operation of infrastructure.

7.1.3.4 The following documented information are established to comply the clause requirements:

a. Location details: JCT/FM/MT-01,
b. List of computers: JCT/FM/MT-02,
c. List of CCTV: JCT/FM/MT-03,
d. List of fire extinguishers: JCT/FM/MT-04,
e. List of first aid boxes: JCT/FM/MT-05,
f. Breakdown register: JCT/FM/MT-06,
g. List of other assets: JCT/FM/MT-07.

7.1.4 **Environment for the operation of processes.**

7.1.4.1 The environment (combination of human and physical factors) necessary for the operation of it processes and to achieve conformity of products and services are determined, provided, and maintained,

7.1.4.2 The requirements are depicted in the corresponding process or work instructions if any,

7.1.5 **Monitoring and measurement resources.**

7.1.5.1 The resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity to requirements are determined and provided,

7.1.5.2 The resources provided are suitable for the specific type of monitoring and measurement activities being undertaken and are maintained to ensure their continuing fitness for their purpose,

7.1.5.3 Currently no calibration requirements applicable as per the established QMS,

7.1.5.4 The following are to be carried out when measurement traceability is a requirement or is considered to be essential part of providing confidence in the validity of measurement results.

a. Calibrated or verified or both at specified intervals or prior to use against measurement standards traceable to national or international standards, when no such standards exist, the basis used for calibration or verification shall be retained as documented information,
b. Identified in order to determine their status,
c. Safeguard from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results,
d. Appropriate action is to be taken if the validity of previous measurements results has been adversely affected when measuring equipment is found to be unfit for its intended purpose.

7.1.6 **Organisational knowledge.**

7.1.6.1 The knowledge necessary for the operation of its processes and achieve intended results are determined by the Institution,

7.1.6.2 The knowledge gained from experience, lesson learned from the failures and success, the results of improvements, conferences, seminars, knowledge learned from textbooks, or other media, consultants or any other external providers, journals are maintained as documented information and be made available to the extend necessary,

7.1.6.3 Consider current knowledge and determine how to acquire or access any necessary additional knowledge and required updates when addressing changing needs and trends,

7.1.6.4 All knowledge gained shall be converted as procedures, lesson notes or work instruction for references.

7.2 Competence.

7.2.1 Competence (Ability to apply knowledge and skills to achieve intended results) of workers that affects or can affect QMS performance are determined on the basis of appropriate education, training or experience,

7.2.2 Training needs are identified, and trainings are imparted as per the established Training process. Provision of training, mentoring, re-assignment of currently employed persons, hiring or contracting of competent persons etc are the applicable actions to reduce the training need gaps,

7.2.3 Competency matrix is established based on each position of the approved organogram. Individual training identification is derived from the existing skills requirements and required skills. The gap between required and existing rating is more than 2 level, the faculty has to undergo training or other modes of skill enhancement,

7.2.4 Training calendar is prepared, and training is imparted as per the schedule for identified personnel,

7.2.5 Training attendance is retained as evidence of Training,

7.2.6 Training effectiveness is measured after 2 months of training,

7.2.7 All relevant documented information is retained as evidence of competence.

7.2.8 The following documented information are established to demonstrate the clause requirements:

a. Competency matrix: JTC/FM/HA-05,
b. Individual skill measurement: JTC/FM/HA-06,
c. Training calendar: JTC/FM/HA-07,
d. Training attendance sheet: JTC/FM/HA-08,
e. Training effectiveness measurement: JTC/FM/HA-09,
f. Training procedure: JTC/SP/HA-01.

7.3 Awareness.

7.3.1 Faculty and other staff are made aware the following through training, briefing, displaying of relevant details.

a. QMS policy and objectives,
b. Their contributions to the effectiveness of the QMS including the benefits of improved QMS performance,
c. The implications and potential consequence if not conforming to the QMS requirements.

7.4 Communication.

7.4.1 The communication is established, implemented, and maintained needed for internal and external communications relevant to QMS including determine the following:
a. On what it will communicate,
b. When to communicate,
c. With whom to communicate,
d. How to communicate,
e. Who communicates.

7.4.2 A communication methodology is established to comply the above requirements,

7.4.3 Applicable requirements, reliable and consistent with QMS are taken into account for establishing this process,

7.4.4 Communication register is established for the relevant communications on QMS received and it is responded within a stipulated time frame,

7.4.5 Internal communication is established through notices, circulars, meetings, briefing, daily assembly, celebrations etc and ensuring the process enables faculty, students, parents, and other staff to contribute to continual improvement,

7.4.6 The information relevant to QMS as required by the applicable requirements are communicated externally and it is established in the communication process,

7.4.7 The following documented information are established to demonstrate the clause requirements:
a. Communication procedure: JTC/CP/MS-02,
b. Communication register: JTC/FM/MS-08.

7.5 Documented information.

7.5.1 **General.**

7.5.1.1 Documented information process is established to create, update, and control all documented information (information required to be controlled and maintained by the Institution and the medium on which it is contained).

7.5.1.2 The below requirements are addressed in the change management process:
a. List of documented information is retained by each department,
b. Document change request is established for any changes required for the existing documented information.

7.5.1.3 The above changes are captured through corresponding formats before initiation. It is reviewed and approved by the concerned as per the process for effective controls of documented information. Master revision list is prepared by the system coordinator, and it is retained,

7.5.1.4 The documented information required for the compliance of ISO 9001:2015 is international standard requirements as well as institutional requirements.

7.5.2 **Creating and updating.**

7.5.2.1 The following are ensured when creating and updating documented information:
a. Identification, title, revision number, effective date,
b. Formats including language, media like paper/soft,
c. Review and approval for suitability and adequacy.

7.5.3 **Control of documented information.**

7.5.3.1 The documented information is controlled to ensure the following:
a. It is available and suitable for use, where and when it is needed,
b. It is adequately protected from loss of confidentiality, improper usage or loss of integrity,
c. Distribution, access, retrieval, and use,

d. Storage, preservation, and legibility,
e. Retention and disposition.

7.5.3.2 Documented information of external origin (university guidelines. Syllabus, curriculum, maintenance manuals etc.) determined by the institution to be necessary to the planning and operation of QMS are identified and it is incorporated into the List of documented information for effective controls,

7.5.3.3 List of documented information is established to cover all the above requirements department wise,

7.5.3.4 Documented information change request is prepared for every change, and it is reviewed and approved by the concerned as per the documented information process,

7.5.3.5 Master amendment history (is retained by the system coordinator for effective controls,

7.5.3.6 The following documented information are established to demonstrate the evidence of this clause:

a. List of Documented information: JTC/FM/MS-01,
b. Documented information change request: JTC/FM/MS-02,
c. Master revision list: JTC/FM/MS-03,
d. Documented information procedure: JTC/CP/MS-01.

8.0 Operations

8.1 Operational planning and control.

8.1.1 Processes needed to meet the requirements of QMS for the provisions of products and services are implemented and the actions determined.

8.1.2 Process interaction chart is established. Overall process interaction is depicted in the para 0.2.4 of this manual.

8.1.3 The following are established to determine the processes need for QMS:

a. The inputs required and outputs expected from the processes,
b. The sequence and interaction of the processes,
c. Criteria and methods,
d. Requirements for the products and services,
e. Establishing criteria for the processes,
f. Implementing control of the processes in accordance with the criteria,
g. Acceptance of products and services,
h. The resources requirements,
i. Outsourcing controls (as per clause no 8.4).

8.1.4 The different stages of educational service are planned by educational Institution including determining teaching methods, reviewing, and updating study plans and curricula, learning assessment and follow-up, support services activities, resource allocation, evaluation criteria, and improvement procedures to achieve the desired results,

8.1.5 The necessary resources including faculty, materials, infrastructure etc. for all processes in educational organizations, processes for realization (transforming curriculum into learner behaviour) of the educational service are included in the process interaction chart,

8.1.6 The learning processes are controlled by needs assessment, instructional design, development and delivery, and outcome measurement,

8.1.7 The major support processes described in ISO 9001 are controlled,

8.1.8 Changes in the control methods of these major processes are documented and the instruction should be evaluated after any change has taken place,

8.1.9 Monitoring is carried out to verify that control methods are effective, and records should be kept,

8.1.10 The major product realisation processes are **Admission, Teaching and Examination**. Supporting process for product realisation are determined and depicted in the paragraph 0.2.4,

8.1.11 Required verification, validation, monitoring, measurement, inspection, and test activities are determined and established.

8.2 Requirements for products and services.

8.2.1 Customer communication.

8.2.1.1 Communication process is established to communicate with customers and others. The customer communication includes the following:

a. Providing information relating to educational services,
b. Handling admission enquiries, contracts or orders including changes,
c. Obtaining customer feedback relating to services including customer complaints,
d. Handling or controlling customer property like certificates and other documents,
e. Establishing specific requirements for contingency actions.

8.2.1.2 The following arrangements are established by the institution for communicating with learners in relation to:

a. Admission requirements through advertisement, notices, university web portal etc.
b. Course information through brochure,
c. Learning plans, including curriculum, through academic calendar,

d. Learner feedback, including learner complaints through feedback checklist, suggestion box and customer complaint register respectively.

8.2.1.3 The following documented information are established to comply the requirements:

a. Application for admission: JTC/FM/AN-01,
b. Complaint register(students): JTC/FM/HA-13,
c. Students feedback survey: JTC/FM/HA-15.

8.2.2 **Determining the requirements for products and services.**

8.2.2.1 The requirements for products and services to be offered to customers are determined and ensure the following:

a. Applicable statutory and regulatory requirements,
b. Those considered necessary by the organisation,
c. The organisation can meet the claims for the products and services it offers,
d. Proposal for the enquiry is retained as documented information for the above requirements. Legal requirements are followed for the supply of products.

8.2.2.2 Educational organizations typically provide a service that is intangible, not storable, and consumed during delivery. The opportunity for learners to study existing knowledge and to practice its application are provided by the Institution,

8.2.2.3 When learning takes place in an educational organization's classroom buildings, expectations may include (but are not restricted to) the following:

a. safe, clean facilities with someone in charge,
b. two-way communication procedures between interested parties and the educational organization are responsive,
c. the organization's personnel treat everyone with respect,
d. appropriate activities are conducted by qualified personnel.

8.2.2.4 The education requirements are typically expressed as behaviour needed to meet academic, professional and society's expectations,

8.2.2.5 The specific requirements of the learner may be contained in his/her study plans and curricula and the educational service provided by high studies educational organizations, among others,

8.2.2.6 The educational service must comply with the legal, regulatory and accreditation requirements related to education,

8.2.2.7 Service-related requirements in an educational organization also include the requirements established by the organization to provide the educational service to the learner. This may include proof of previous studies, personal documents to be provided by the learner, the organization's administrative rules, and codes of conduct for learners, among others,

8.2.2.8 The Administrative and operational rules are established by the Institution.

8.2.3 **Review of the requirements for products and services**

8.2.3.1 The ability to meet the requirements for products and services to be offered to customers are ensured by the organisation and conduct a review before committing to supply products and services to a customer. The review inputs are as follows:

a. Requirements specified by the customer including delivery and post-delivery activities,
b. Requirements not stated by the customer but necessary for the specified or intended use when known,
c. Requirements specified by the organisation,
d. Statutory and regulatory requirements applicable to products and services,
e. Contract or order requirements differing from those previously expressed.

8.2.3.2 The requirements related to learning are reviewed to ensure the following by educational Institution:

a. requirements are defined,

b. requirements differing from those previously expressed are resolved,
c. it has the ability to meet the defined requirements.

8.2.4 **Changes to requirements for products and services.**

8.2.4.1 Relevant persons are made aware of the changed requirements if any when the documented information is amended due to any reasons. This is communicated to the concerned persons through circulars, notice boards including admission teaching, examination as well as other support process if required,

8.2.4.2 When the learning requirements are changed, the organization should ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements,

8.2.4.3 Existing Documents are amended if any changes in the legal, regulatory and accreditation requirements related to education including admission, curriculum, and examination etc. The relevant personnel are made aware about the changes,

8.2.4.4 The following documented information are established to comply the requirements:

a. Application for admission: JTC/FM/AN-01,
b. Circular: JTC/FM/HA-10.

8.3 Design and developments of products and services

8.3.1 **General.**

Design and development is excluded from the scope of certification and its justification is given in para 0.2.2.

8.3.2 **Design and development planning**

8.3.2.1 This clause is excluded from the scope of quality management system and its justification is given in para 0.2.2 as well as 8.3.1.

8.3.3 **Design and development inputs**

8.3.3.1 This clause is excluded from the scope of quality management system and its justification is given in para 0.2.2 as well as 8.3.1.

8.3.4 **Design and development controls**

8.3.4.1 This clause is excluded from the scope of quality management system and its justification is given in para 0.2.2 as well as 8.3.1.

8.3.5 **Design and development outputs**

8.3.5.1 This clause is excluded from the scope of quality management system and its justification is given in para 0.2.2 as well as 8.3.1.

8.3.6 **Design and development changes**

8.3.6.1 This clause is excluded from the scope of quality management system and its justification is given in para 0.2.2 as well as 8.3.1.

8.4 Control of externally provided process, products, and services.

8.4.1 **General**

8.4.1.1 The purchasing process is established, implemented, and maintained to control the procurement in order to ensure the conformity of externally provided processes, products, and services. The controls to be applied when:

a. Intended for incorporation into the organisation's own products and services,
b. Provided directly to the customers by external providers on behalf of the Institution,
c. A process or part of process.

8.4.1.2 External provider selection is established to evaluate and select external providers. Monitoring the performance of the external providers, re-evaluation based on their ability to provide processes, products, or services in accordance with the requirements,

8.4.1.3 External provider registration for suppliers, outsourcing vendor registration, transporter and contractor registration are established to assess their capability in providing processes, products, or services in terms of QMS requirements. This is applicable for the new external

providers since 24.07.2023. Existing external providers are selected without any evaluation process,

8.4.1.4 It is to be ensured that outsourcing arrangements are consistent with legal requirements and other requirements,

8.4.1.5 Purchasing information should describe appropriately the educational services to be purchased for ensuring they meet the needs of the educational organization and to establish an effective communication with suppliers.

8.4.2 **Type and extent of control**

8.4.2.1 Externally provided processes, products and services do not adversely affect the institution ability to consistently deliver intended outcomes and is ensure through the following:

a. Remain within the control of QMS,
b. Define both the controls that intends to apply to an external provider and those it intends to apply to the resulting outputs.
c. Take into account of legal and other requirements,
d. Determination of verification,

8.4.3 **Information for external providers**

8.4.3.1 The following requirements have been communicated to external providers:

a. The processes, products and services to be provided,
b. The approvals of products and services. Methods, processes and equipment and the release of products and services,
c. Competence including any required qualification of persons,
d. The external providers interaction with the organisations,
e. Control of monitoring of the external providers performance to be applied by the organisation,
f. Verification or validation methods intends to perform at the external providers premises,

8.4.3.2 The following documented information are established to comply the clause 8.4 as follows:

a. Purchase procedure: JTC/PU/SP-01,
b. Purchase indent: JTC/FM/PU-01,
c. External provider registration: JTC/FM/PU-02,
d. List of external providers: JTC/FM/PU-03,
e. Comparison statement: JTC/FM/PU-04,
f. Purchase order: JTC/FM/PU-05,
g. External provider performance evaluation: JTC/FM/PU-06.

8.5 Production and service provision

8.5.1 **Control of production and service provision**

8.5.1.1 Production and service provision is implemented under controlled conditions. The following controlled conditions are incorporated in production and service provision:

a. The documented information related to the characteristics of the service to be provided or the activities to be performed and results to be achieved,
b. Teaching process is established. Overall semester plan is established according to the syllabus and curriculum released by the university against each subject. Lesson plan is established against the semester plan. Lessons are imparted as per the plan, and it is recorded on daily basis in lesson plan monitoring. Overall performance is monitor and/or measure through review and suitable actions are taken by the faculty to complete the syllabus and curriculum,
c. Monitoring and measurement activities at appropriate stages are implemented to verify that criteria for control of processes or outputs and acceptance criteria for products and services have been met,

d. The use of suitable infrastructure and environment for the operation of processes. The equipment is deployed, and the list of equipment (materials, lab equipment, infrastructure etc.) and machinery is maintained,
e. Validation and revalidation are carried out for special processes,
f. Plan vs actual is reviewed in the review meeting and suitable actions are taken.

8.5.1.2 The following documented information are established to demonstrate the compliance of this clause:

a. Teaching procedure: JTC/SP/TE-01,
b. Semester plan: JTC/FM/TE-01,
c. Lesson plan: JTC/FM/TE-02,
d. Lesson plan monitoring: JTC/FM/TE-03,
e. Recommended Books: JTC/FM/TE-04,
f. Timetable class: JTC/FM/TE-05,
g. Timetable faculty: JTC/FM/TE-06,
h. Lesson note: JTC/FM/TE-07,
i. List of lab items: JTC/FM/TE-11
j. List of practical: JTC/FM/TE-12
k. Teacher validation sheet: JTC/FM/TE-13

8.5.2 **Identification and traceability.**

8.5.2.1 Identification and traceability for the learners are established through admission number. The traceability is ensured through admission number which is uniquely allotted by the University.

8.5.2.2 The following documented information is established to comply with the clause:

a. Admission register: JTC/FM/AN-03

8.5.3 **Property belonging to customers or external providers.**

8.5.3.1 Property belonging to students or external providers while it is under the Institution's control or being used by the Institution are carefully handled including identify, protect and safe guard,

8.5.3.2 The property belongs to students or external provider is lost, or damaged or otherwise found to be unsuitable for use, it is to be reported and retain the documented information,

8.5.3.3 The following documented information are established for the compliance of this clause requirements:

a. Customer property register: JTC/FM/AN-03.

8.5.4 **Preservation**

8.5.4.1 preserving academic documents such as syllabus, curricula and printed or electronic materials (books, course notes, video tapes, computer programmes), learners' property like certificates, progress cards, assignments, teaching records and all other relevant documented information related to QMS are considered by the Institution,

8.5.4.2 Supplies for education and/or training processes are also included, e.g. chemicals for laboratories, limited shelf-life educational services for teaching purposes or research and development work are preserved,

8.5.4.3 There may be some limited applications of this element in ISO 9001 which include the method of delivery, how materials should be presented to the learner, equipment that needs to be available (e.g. video tapes etc.),

8.5.4.4 All academic documents are preserved and stored with proper care. corrective action is taken if any variations are found.

8.5.5 **Post- delivery activities**

8.5.5.1 Post-delivery requirements associated with the educational services are met through the following:

a. Statutory and regulatory requirements,
b. The potential undesired consequences associated with its products and services,

c. The nature, use and intended lifetime of its products and services,
d. Customer requirements,
e. Customer feedback.

8.5.5.2 All the relevant documents are handed over to the students after completing the course,

8.5.5.3 The learner is contacted through Alumni association and feedback is taken for the educational enhancement.

8.5.6 **Control of changes.**

8.5.6.1 Changes in the curriculum and/or syllabus, applicable requirements, eligibility requirements etc. shall be reviewed and changes shall be applied by changing necessary changes including policy, procedures, guidelines etc.,

8.5.6.2 The relevant documented information is retained for the changes made and effectiveness is verified after a certain period of implementation,

8.5.6.3 Changes are captured in the existing QMS and implemented adequately for its effectiveness,

8.5.6.4 The following documented information are established for the compliance of this clause:

a. Documented information change request: JTC/FM/MS-02,
b. Semester plan: JTC/FM/TE-01.

8.6 Release of products and services.

8.6.1 Planned arrangements at appropriate stages are established by the university and is implemented by the Institution to verify that the service requirements have been met,

8.6.2 The stages are established by the university which includes class test, assignments, semester test and final examination, attendance etc.,

8.6.3 The final examination result is released by the university based on the external assessment and internal assessment marks,

8.6.4 The release of service qualification as Passed in B.Ed. by the university. This is communicated through university portal as well as institution based on the results published by the university,

8.6.5 The certificate for B.Ed. qualification from university, Transfer certificate and Conduct certificate based on the result release are handed over to the learners.

8.6.6 The following documented information are established for this clause requirements:

a. Customer property register: JTC/FM/AN-05,
b. Conduct certificate: JTC/FM/AN-06,
c. Transfer certificate: JTC/FM/AN-07.

8.7 Control of non-conforming outputs

8.7.1 Outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery or detected after delivery of products, during or after the provision of services,

8.7.2 The non-conforming outputs are dealt with one or more of the following ways and it shall be verified for its conformity when the outputs are corrected:

a. Correction,
b. Segregation, containment, return or suspension of provision of products and services,
c. Informing to learners/ external providers,
d. Obtaining authorisation for acceptance under concession,

8.7.3 Non-conformance procedure is established for QMS and control of non-conforming output is identified and handles to ensure conformity of services.

8.7.4 The following documented information are established for the compliance of this clause:

a. Non-conformance procedure: JTC/CP/MS-04,
b. Nonconformity register: JTC/FM/MS-11,
c. Corrective action report: JTC/FM/MS-12.

9.0 Performance Evaluation

9.1 Monitoring, measurement, analysis, and evaluation.

9.1.1 General.

9.1.1.1 Monitoring and measurement process and plan is established to determine the following:

a. What needs to be monitored and measured,
b. The methods for monitoring, measurement, analysis, and evaluation,
c. The criteria against which the organisation will evaluate the performance,
d. When the monitoring and measurement shall be performed,
e. When the results from monitoring and measurement shall be analysed and evaluated.

9.1.1.2 The monitoring and measurement are carried out as per monitoring and measurement plan and appropriate documented information is retained as evidence of results,

9.1.1.3 The following documented information are established for the compliance of this clause:

a. Monitoring and measurement plan: JTC/FM/MS-21.

9.1.2 Customer satisfaction.

9.1.2.1 Customer's perception of the degree to which their needs and expectations have been fulfilled are monitored through customer satisfaction survey, telephonic conversation by the concerned,

9.1.2.2 Student satisfaction survey is carried out on semester basis and the level of customer satisfaction is measured. Suitable actions are taken in case of any variations,

9.1.2.3 Teacher performance survey shall be carried out semester wise and level of performance is measured,

9.1.2.4 Complaints raised by students and teachers are recorded and suitable actions are taken,

9.1.2.5 The following documented information are established to demonstrate the compliance of this clause requirements:

a. IP handling: JTC/SP/HA-02,
b. Complaint register-Students: JTC/FM/HA-13,
c. Complaint register-employees: JTC/FM/HA-14,
d. Student feedback survey: JTC/FM/HA-15,
e. Teacher performance survey: JTC/FM/HA-16.

9.1.3 Analysis and evaluation

9.1.3.1 The following data are analysed and evaluated which are arising from monitoring and measurement:

a. Conformity of products and services,
b. The degree of customer satisfaction,
c. The performance and effectiveness of QMS,
d. The effectiveness of the action taken to address risk and opportunities,
e. Objectives,
f. The performance of external providers,
g. The improvement needs to the QMS,

9.1.3.2 The relevant results are communicated to the concerned and actions are taken.

9.2 Internal audit.

9.2.1 Internal audit process is maintained as documented information and is carried out at all functions at planned intervals / periodically to conform the following:

a. The Institution's own requirements for QMS,
b. The requirements of the international standard ISO 9001:2015,
c. Effectively implemented and maintained,

9.2.2 Internal audit programme is established, implemented, and maintained as per the process internal audit which includes the following:

a. Frequency of audit,
b. Methods,

c. Responsibilities,
d. Schedule,
e. Audit reports,
f. Criteria,
g. Scope of audit,
h. Selection of auditors to ensure objectivity and the impartiality,
i. Results of audit reporting to relevant management.

9.2.3 The internal audit programme is established for 3 years,

9.2.4 The internal audit schedule is prepared and sent to each function prior to the internal audit,

9.2.5 The internal audit observation sheet is maintained for each audit by the auditors to demonstrate that the audit has been carried out,

9.2.6 The non-conformity report is prepared and sent to the concerned department by the system coordinator to close the non-conformities raised by the auditors,

9.2.7 The internal audit report is prepared by the system coordinator and is to be submitted for MRM,

9.2.8 The list of internal auditors is maintained by the system coordinator and the training is to be arranged by the system coordinator in consultation with the HR department,

9.2.9 The following documented information are established to demonstrate the compliance of this clause requirements:

a. List of Internal auditors: JTC/FM/MS-13,
b. Internal audit programme: JTC/FM/MS-14,
c. Internal audit plan: JTC/FM/MS-15,
d. Internal audit observation sheet: JTC/FM/MS-16,
e. NCR-Internal audit: JTC/FM/MS-17,
f. Internal audit report: JTC/FM/MS-18,
g. Internal audit procedure: JTC/CP/MS-05.

9.3 Management review.

9.3.1 **General.**

9.3.1.1 Management review is conducted at planned intervals/periodically. Management review process is maintained as documented information,

9.3.1.2 The MRM agenda is circulated among the members of the concerned before 5 working days,

9.3.1.3 MRM report is prepared and circulated among the members within 5 working days,

9.3.1.4 The relevant outputs of the management reviews are communicated to the relevant faculty, staff, students etc.,

9.3.1.5 The following documented information are established to demonstrate the evidence of this clause:

a. Management review agenda: JTC/FM/MS-19,
b. Management review report: JTC/FM/MS-20,
c. Management review procedure: JTC/CP/MS-06.

9.3.2 **Management review inputs**

9.3.2.1 The following are the review inputs to be discussed in the management review:

a. The status of the actions from previous management reviews,
b. Changes in external and internal issues,
c. Changes in the needs and expectations of interested parties,
    1. Customer satisfaction and feedback from relevant interested parties,
    2. The extent to which objectives have been met,
    3. Process performance and conformity to products and services,
    4. Non-conformities and corrective actions,
    5. Monitoring and measurement results,
    6. Audit results,

7. The performance of external providers,

d. Adequacy of resources,

e. The effectiveness of the action taken to address risk and opportunities.

f. Opportunities for improvement

9.3.3 **Management review outputs**

9.3.3.1 The outputs of the management review are the following:

a. Continual improvement opportunities,

b. Any need for change to the QMS,

c. Resources needed.

10.0 Improvement

10.1 General.

10.1.1 Opportunities for improvement are determined and necessary actions are implemented to achieve the intended outcomes of QMS which includes student's as well as parents' requirements and enhance overall customer satisfaction,

10.1.2 The following are included to enhance customer satisfaction:

a. Improving services to meet requirements as well as address future needs and expectations,
b. Correcting, preventing, or reducing undesired effects,
c. Improving the performance and effectiveness of the quality management system

10.2 Non-conformity and corrective action.

10.2.1 Non-conformance process is established, implemented, and maintained which includes reporting, investigating and take action to determine and manage non-conformity.

10.2.2 The following actions are to be taken when a non-conformity occurs:

a. React in a timely manner,
    i. take action to control and correct it,
    ii. deal with the consequences.
b. Evaluate the need for corrective action to eliminate the root causes in order that it does not recur or occur elsewhere,
c. Determine and implement any actions needed, including corrective actions,
d. Review the effectiveness of the action taken including corrective action,
e. Risk and opportunities are to be reviewed,
f. Make changes of QMS if necessary.

10.2.3 The following documented information are established for the compliance of this clause:

a. Nonconformity register: JTC/FM/MS-11,
b. Corrective action report: JTC/FM/MS-12,
c. Nonconformance procedure: JTC/CP/MS-04.

10.3 Continual improvement.

10.3.1 The suitability, adequacy and effectiveness of the QMS are continually improved by :

a. Enhancing the QMS performance,
b. Communicating relevant results of continual improvement,

10.3.2 Continual improvements have been demonstrated through the following:

a. Achievement of the policy,
b. Achievement of the objectives.
c. Applicable requirements compliances,
d. Complaints, feedback, and its effective handling,
e. Context of the organisation evaluation,
f. Competency enhancement,
g. Risk and opportunity identification,
h. Internal audits and its effective closure of non-conformities,
i. Management review and its actions.

11.0 Annexure

11.1 ISO compliance matrix

Table-05		
Clause No.	**Clause Title**	**Documented Information established by the Institution**
1	Scope	To demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements (can be expressed as legal requirements) and aQMS to enhance customer satisfaction through the effective application of the system.
2	Normative references	ISO 9000:2015 Definitions and vocabulary Para 11.2
3	Terms and definitions	Para 11.2: Terms and Definitions
4.1	Understanding the organisation and its context	SWOT analysis: JTC/FM/MS-04
4.2	Understanding the needs and expectations of Interested parties	Needs and expectation of IP: JTC/FM/MS-06
4.3	Determining the scope of the quality management system	Para 0.2.3
4.4	Quality management and its system process	3-layer documentation
5.1.1	Leadership and commitment-General	Quality policy (para 0.2.5)
5.1.2	Customer focus	Complaint register-Students: JTC/FM/HA-13 Student feedback survey: JTC/FM/HA-15
5.2.1	Establishing the quality policy	Quality policy (para 0.2.5)
5.2.2	Communicating the quality policy	Communication procedure: JTC/CP/MS-02
5.3	Organisational roles, responsibilities and authorities	Institution hierarchy chart: JTC/FM/HA-01 Roles, responsibility, and authority: JTC/FM/HA-02
6.1.1	Actions to address risks and opportunities	Risk and opportunity register: JTC/FM/MS-07
6.2.1	Quality objectives and planning to achieve them	Objectives procedure: JTC/CP/MS-03 Objectives plan: JTC/FM/MS-09 Objectives achievement plan: JTC/FM/MS-10
6.3	Planning of changes	Changes are captured and procedure is to be applied
7.1.1	Resources-General	As below
7.1.2	People	Institution hierarchy chart: JTC/FM/HA-01
7.1.3	Infrastructure	Location details: JTC/FM/MT-01 List of computers: JTC/FM/MT-02 List of CCTV: JTC/FM/MT-03 List of fire extinguishers: JTC/FM/MT-04 List of first-aid box: JTC/FM/MT-05 List of other assets: JTC/FM/MT-07
7.1.4	Environment for the operation of purposes	Good environment for learning is maintained with infrastructure etc.
7.1.5.1	Monitoring and measuring resources-General	Not applicable
7.1.5.2	Measurement and traceability	Not applicable
7.1.6	Organisational knowledge	QMS system
7.2	Competence	Training procedure: JTC/SP/HA-01 Competency matrix: JTC/FM/HA-05 Individual skill measurement: JTC/FM/HA-06 Training calendar: JTC/FM/HA-07 Training attendance sheet: JTC/FM/HA-08 Training effectiveness measurement: JTC/FM/HA-09
7.3	Awareness	Refer communication methodology in communication procedure: JTC/CP/MS-02
7.4	Communication	Communication procedure: JTC/CP/MS-02 Communication register: JTC/FM/MS-08

7.5.1	Documented information-General	Documented information procedure: JTC/CP/MS-01 List of Documented information: JTC/FM/MS-01 Documented information change request: JTC/FM/MS-02 Master revision list: JTC/FM/MS-03
7.5.2	Creating and updating	
7.5.3	Control of documented information	
8.1	Operational planning and control	Process interaction is depicted in 0.2.4
8.2.1	Requirements for products and services- Customer communication	Admission procedure: JTC/SP/AN-01 Application for admission: JTC/FM/AN-01 Application form sales register: JTC/FM/AN-02 Admission register: JTC/FM/AN-03 List of applicable requirements: JTC/FM/HA-03
8.2.2	Determining the requirements for products and services	
8.2.3	Review of requirements for products and services	
8.2.4	Changes to requirements for products and services	
8.3.1	Design and development of products and services-General	Refer para 0.2.2 and 8.3 clause details
8.3.2	Design and development planning	
8.3.3	Design and development inputs	
8.3.4	Design and development controls	
8.3.5	Design and development outputs	
8.3.6	Design and development changes	
8.4.1	Control of externally provided processes, products and services-General	Purchase procedure: JTC/SP/PU-01 Purchase indent: JTC/FM/PU-01 External provider registration: JTC/FM/PU-02 List of external providers: JTC/FM/PU-03 Comparison statement: JTC/FM/PU-04 Purchase Order: JTC/FM/PU-05 External provider performance evaluation: JTC/FM/PU-06
8.4.2	Type and extend of control	
8.4.3	Information for external providers	
8.5.1	Control of production and service provision	Teaching procedure: JTC/SP/TE-01 Semester plan: JTC/FM/TE-01 Lesson plan: JTC/FM/TE-02 Lesson plan monitoring: JTC/FM/TE-03 Recommended books: JTC/FM/TE-04 Timetable: class: JTC/FM/TE-05 Timetable: faculty: JTC/FM/TE-06
8.5.2	Identification and traceability	Admission register: JTC/FM/AN-03
8.5.3	Property belongs to customers and external providers	Customer property register: JTC/FM/AN-05
8.5.4	Preservation	Customer property register: JTC/FM/AN-05
8.5.5	Post-delivery activities	According to the requirements
8.5.6	Control of changes	Captured through review
8.6	Release of products and services	Result release by university based on the requirements
8.7	Control of non-conforming outputs	Non-conformance procedure: JTC/CP/MS-04 Nonconformity register: JTC/FM/MS-11 Corrective action report (CAR): JTC/FM/MS-12
9.1.1	Monitoring, measurement, analysis and evaluation-General	Monitoring and measurement plan: JTC/FM/MS-21
9.1.2	Customer satisfaction	Complaint register-Students: JTC/FM/HA-13 Student feedback survey: JTC/FM/HA-15
9.1.3	Analysis and evaluation	Result analysis: JTC/FM/EX-07 Student feedback survey: JTC/FM/HA-15
9.2	Internal audit	Internal audit procedure: JTC/CP/MS-04 List of internal auditors: JTC/FM/MS-13 Internal audit programme: JTC/FM/MS-14 Internal audit plan: JTC/FM/MS-15 Internal audit observation sheet: JTC/FM/MS-16 NCR-Internal audit: JTC/FM/MS-17 Internal audit report: JTC/FM/MS-18
9.3.1	Management review-General	Management review procedure: JTC/CP/MS-06 Management review agenda: JTC/FM/MS-19 Management review report: JTC/FM/MS-20
9.3.2	Management review inputs	
9.3.3	Management review outputs	
10.1	Improvement-General	
10.2	Nonconformity and corrective action	Non-conformance procedure: JTC/CP/MS-04 Nonconformity register: JTC/FM/MS-11

		Corrective action report (CAR): JTC/FM/MS-12
10.3	Continual improvement	Objective achievement, Internal audit, management review, context analysis etc.

11.2 Terms and Definitions

11.2.1 The terms and definitions are established based on the standard ISO 9000:2015 for references in the Table-06.

Table-06

Sl.No.	Terms	Definition
01	Auditee	Organisation being audited
02	Auditor	Person with the competence to conduct an audit
03	Competence	Ability to apply knowledge and skills to achieve intended results
04	Compliance obligations	Legal requirements that an organisation has to comply with and other requirements that an organisation has to or choose to comply with
05	Conformity	Fulfilment of a requirement
06	Continual improvement	Recurring activity to increase the ability to fulfil requirements(Recurring process of enhancing the QMS in order to achieve improvements in overall quality and environmental performance consistent with the Organisation's QMS Policy)
07	Correction	Action to eliminate a detected non- conformity
08	Corrective action	Action to eliminate the cause of a detected non- conformity
09	Customer	Organisation or person that receives a product
10	Customer satisfaction	Customer's perception of the degree to which the customer's requirements have been fulfilled
11	Document	Information and its supporting medium
12	Documented information	Information required to be controlled and maintained by the organisation and medium on which it is contained
13	Effectiveness	Extent to which planned activities are realised and planned result achieved
14	Efficiency	Relationship between result achieved and resources used
15	QMS objective	Overall goal related to quality consistent with the QMS Policy that an organisation sets itself to achieve
16	QMS policy	Overall intentions and direction of an organisation related to its quality performance as formally expressed by top management
17	Inspection	Conformity evaluation by observation and judgement accompanied as appropriate by measurement, testing or gauging
18	Interested party	Person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity.
19	Internal audit	Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the QMS audit criteria set by the organisation are fulfilled
20	Management system	Set of interacting elements of an organization to establish policies and objectives and processes to achieve those objectives.
21	Measurement	Process to determine a value
22	Monitoring	Determining the status of a system, a process or an activity
23	Nonconformity	Non- fulfilment of a requirement
24	Objective	Result to be achieved.
25	Objective evidence	Data supporting the existence or verify of something

26	Organization	Person or group of people that has its own functions with responsibility, authorities and relationships to achieve its objectives.
27	Outsource	Make an arrangement where an external organisation performs part of an organisation's function or process
28	Performance	Measurable value
29	Procedure	Specified way to carry out an activity or a process
30	Process	Set of interrelated or interacting activities which transforms inputs into outputs
31	Product	Result of process
32	Quality	Degree to which a set of inherent characteristics fulfils the requirement
33	Quality assurance	Part of quality management focused on providing confidence that quality requirements will be fulfilled
34	Quality control	Part of quality management focused on fulfilling quality requirements
35	Quality improvement	Part of quality management focused on increasing the ability to fulfil quality requirements
36	Requirement	Need or expectation that is stated, generally implied or obligatory.
37	Review	Activity undertaken to determine the suitability ,adequacy and effectiveness
38	Risks and opportunities	Potential adverse effects(threats) and potential beneficial effects(opportunities)
39	Specification	Document stating requirements
40	Top management	Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives.
41	Validation	Confirmation, though the provision of objective evidence ,that requirements for a specific intended use or application have been fulfilled
42	Verification	Confirmation, though the provision of objective evidence that specified requirements have been fulfilled

12.0 Amendments

12.1 Amendment history

Table-07

Sl.no.	Existing		New		Revised page no.	Particulars of the changes
	Version no.	Effective date	Version no.	Effective date		
01	1.0	24.07.2023	1.0	24.07.2023	All	Initiation of the entire documented information.