



QUALITY MANUAL

Doc. No.: KASC/QM/A

Rev. No. 00

Rev. Date 25.04.2016

Issue No. 00

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Kongu Arts and Science College (Autonomous) affiliated to Bharathiar University, Coimbatore, is one of the Premier Co-educational Institutions in Erode. This prestigious institution steeped in 27.24 acres of aesthetic sylvan ambience was the seed sown by the magnanimous philanthropists of Kvit Trust in 1994. The Trust owns the following Institutions:

- Kongu Engineering College (Autonomous)
- Kongu Polytechnic College
- Kongu Arts and Science College (Autonomous)
- Kongu National Matriculation Higher Secondary School
- Kongu Private Industrial Training Institute
- Kongu School of Architecture

The Institution is located in the outskirts of Erode City at Nanjanapuram in a vast built-up area of 4,33,242 Sq.ft. The Institution was started with 98 students in the year 1994 with 9 faculty members. The present strength of the College is 4260 and the staff is 167. In these 23 years, the Students' strength of the institution has gradually increased. The College is Re-accredited by NAAC with 'B' grade. The

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College offers 19 UG courses, 8 PG courses, Research Programmes and Value Added courses in various disciplines.

The efficient and smooth functioning of the Institution is ensured by the presence of vibrant and visionary members in the College Governing Body:

Name and Address	Designation
Thiru E.K.Lingamurthy M.A.,	President KVITT Perundurai
Thiru. P.C.Palanisamy B.Sc.,B.L.,	Secretary KVITT Perundurai
Thiru. E.R.Kaarthikeyan M.A.,	Treasurer KVITT Perundurai
Thiru.P.Sachithanandan	Correspondent Kongu Arts and Science College (Autonomous) Erode
Thiru.C.Kumarasamy B.A.,B.L.,	Correspondent Kongu Polytechnic College Erode
Thiru.P.N.Silambannan	Managing Trustee K.M.R.College of Pharmacy Perundurai

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Name and Address	Designation
Dr.T.Devi	University Nominee Professor & Head Department of Computer Applications Bharathiar University Coimbatore-641 046
Dr.Niranjali Devaraj	UGC Nominee
Mr.S.Manoharan	Teacher Representative Head, Department of Computer Science (PG) Kongu Arts and Science College (Autonomous) Erode-638 107
Dr.C.Deepa	Teacher Representative Head, Department of Biotechnology Kongu Arts and Science College (Autonomous) Erode-638 107
Dr.N.Raman	Principal Ex-Officio Secretary Kongu Arts and Science College (Autonomous) Erode-638 107

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Functions of the Governing Body:


- a) To Institute scholarships, fellowships, studentships, medals, prizes and certificates on the recommendations of the Academic council.
- b) To approve new programmes of study leading to degrees/diplomas.
- c) To perform other functions and institute committees, as may be necessary and deemed to fit for the proper development and to fulfill the objectives for which the college has been declared as autonomous.

Functions of the Academic Council:

Without prejudice to the generality of functions mentioned, the academic council shall have powers to:

- a) Scrutinize and approve the proposals with or without modification of the Boards of Study with regard to courses of study, the academic regulations, curricula, syllabi and modifications thereof, instructional and evaluation arrangement, methods, procedure relevant there to etc., If the Academic Council differs on any proposal, it will have right to return the matter for reconsideration to the Board of Studies concerned or reject it, after giving reasons to do so

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- b) Make regulations regarding the admission of students to different programmes of study in the college
- c) Make regulations for sports, Extra curricular activities, Proper maintenance and Functioning of the playgrounds and Hostels
- d) Recommend to the Governing Body proposals for Institutions for new programmes of study
- e) Recommend to the Governing Body of the Institution for Scholarship, Studentship, Fellowship, Prizes and Medals and to frame regulations for the award of the same
- f) Advice the Governing Body on suggestions pertaining to academic activities
- g) Perform such other functions as assigned by the Governing Body

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QM Controlled Copy Holders

Copy No	Copy Holder
1	Principal cum Management Representative
2	Assistant Management Representative
3	Head - Department of Tamil
4	Head - Department of Hindi
5	Head - Department of English
6	Head - Department of Mathematics
7	Head - Department of Commerce
8	Head - Department of Commerce with Computer Applications
9	Head - Department of Management Science
10	Head - Department of Business Administration with Computer Applications
11	Head - Department of Business Administration
12	Head - Department of Corporate Secretaryship & Professional Accounting
13	Head - Department of Master of Computer Applications
14	Head - Department of Computer Technology & Information Technology
15	Head - Department of Computer Applications
16	Head - Department of Computer Science
17	Head - Department of Biochemistry
18	Head - Department of Biotechnology
19	Head - Department of Physics
20	Head - Department of Costume Design & Fashion
21	Head - Department of Catering Science & Hotel Management
22	Head - Department of Master of Social Work
23	Head - Department of Physical Education
24	Office
25	Controller of Examinations
26	Training and Placement Cell
27	Library

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List of Abbreviations

Sl. No	Abbreviation	Expansion
1	KASC	Kongu Arts and Science College
2	AICTE	All India Council for Technical Education
3	BU	Bharathiar University
4	CA	Corrective Action
5	COE	Controller of Examinations
6	CIA	Continuous Internal Assessment
7	HoD	Head of the Department
8	I/C	In-charge
9	IA	Internal Audit
10	ISO	International Organization for Standardization
11	MoU	Memorandum of Understanding
12	MR	Management Representative
13	AMR	Assistant Management Representative
14	MRM	Management Review Meeting
15	QMS	Quality Management System
16	QM	Quality Manual
17	QSP	Quality System Procedure
18	Ref. No.	Reference Number
19	Rev. No	Revision Number
20	Doc. No	Document Number
21	BOS	Board of Studies
22	ESE	End Semester Examination
23	CDC	Curriculum Development Cell

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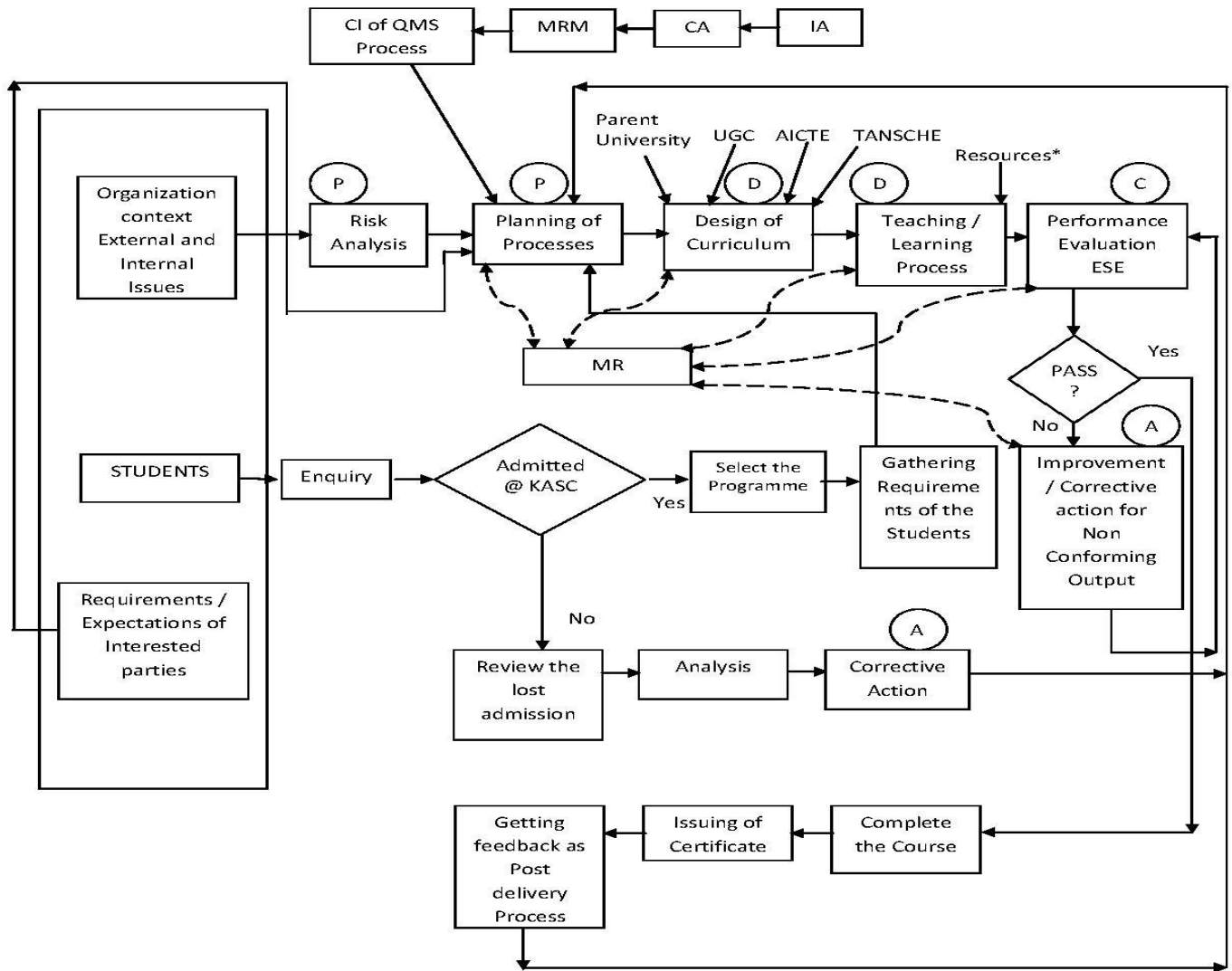
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Process Interaction Chart

Plan-Do-Check-Act Cycle



*Transportation, Learning Resources, Laboratories etc,

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	Institution Vision and Mission		Rev. Date	25.04.2016
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VISION

“To impart knowledge and skills to rural youth in order to meet their intellectual and social aspirations and cultural and technical needs of the society”

MISSION

- *To develop an effective curriculum and optimize institutionalized student activities*
- *To involve learners in practical life situations*
- *To expose students to rural realities*
- *To sensitize learners to national heritage and values*

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	Introduction		Rev. Date	25.04.2016
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Contents of the Quality Manual

This Quality Manual (QM) is prepared to address the requirements of International Standard ISO 9001:2015.

In preparing this manual, the terms and definitions used are given as it is given in the ISO 9001: 2015.


Application

This Quality Manual forms a part of overall Quality Management Systems implemented by **Kongu Arts and Science College (Autonomous), Erode**. This **Quality** Manual addresses all elements of the referred standard and outlines the structure of documentation used in the Quality Management System. It describes or makes reference to the Quality System procedures according to which the concerned functions carry out its activities in a systematic and effective manner in order to achieve the Mission, the Quality Policy and Objectives of the Institution.

System Effective Date

The Principal communicates the system effective date through an office order. The Quality Manual Document Reference Number, Issue Number and Revision Status are identified in each sheet of this manual.

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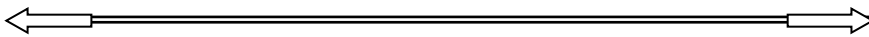
Quality Manual- Document Control system

If any section is revised, the particular section is re-issued under next revision number in ascending order. The Principal authorizes any change made to this document and these authorizations are recorded in the revision record. Revision records are maintained number wise.

Management Representative (MR) is authorized to issue and control this document. Controlled copies of this manual are issued to the personnel identified in the QM controlled copyholders and the details are recorded in the Document Issue Register maintained by the MR. (KASC/MRO/F01)


This Quality Manual is prepared and issued by the MR, in accordance with the requirements of referred standard ISO 9001:2015. Principal of the institution approves the QM.

Prepared, Approved and Issued by



Dr. N.Raman,
Principal, Management Representative

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	QUALITY MANUAL		Doc. No.: KASC/QM/01	
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	Scope		Rev. Date	25.04.2016
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a) Scope

The scope of Kongu Arts and Science College (Autonomous) Erode, is to offer educational service through various Under Graduate, Post Graduate Programmes in Arts, Science, Commerce, Management & Research in accordance with the syllabus and curriculum framed.

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Normative References

Sl. No	List of Procedures	Reference No.	Responsibility		
			To Prepare	To Issue	To Approve
1.	Control of Documented Information	KASC/QSP/01	MR	MR	Principal
2.	Internal Audit	KASC/QSP/02	MR	MR	Principal
3.	Control of N/C Outputs & Corrective Actions	KASC/QSP/03	MR	MR	Principal
4.	Management Review	KASC/QSP/04	MR	MR	Principal
5.	Admission	KASC/QSP/05	MR	MR	Principal
6.	Staff Recruitment	KASC/QSP/06	MR	MR	Principal
7.	Office Administration	KASC/QSP/07	MR	MR	Principal
8.	Conducting Theory Classes	KASC/QSP/08	MR	MR	Principal
9.	Conducting Practical Classes	KASC/QSP/09	MR	MR	Principal
10.	Continuous Internal Assessment Examination	KASC/QSP/10	MR	MR	Principal
11.	Conducting Comprehensive Examination	KASC/QSP/11	MR	MR	Principal

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Normative References

Sl. No	List of Procedures	Reference No.	Responsibility		
			To Prepare	To Issue	To Approve
12.	Maintaining Records related to Examination	KASC/QSP/12	MR	MR	Principal
13.	Resources Maintenance	KASC/QSP/13	MR	MR	Principal
14.	Staff Development & Training	KASC/QSP/14	MR	MR	Principal
15.	Purchase	KASC/QSP/15	MR	MR	Principal
16.	Maintaining Students' Activity Record	KASC/QSP/16	MR	MR	Principal
17.	Maintaining of IW & OW Communication in the Dept.	KASC/QSP/17	MR	MR	Principal
18.	Department Administration	KASC/QSP/18	MR	MR	Principal
19.	Training and Placement Cell	KASC/QSP/19	MR	MR	Principal
20.	Library Administration	KASC/QSP/20	MR	MR	Principal
21.	Physical Education	KASC/QSP/21	MR	MR	Principal
22.	Students Satisfaction	KASC/QSP/22	HoD	MR	Principal

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Definitions:

In the context of applying and adopting ISO 9001:2015 Quality Management System to an Educational Institution, **Kongu Arts and Science College (Autonomous) Erode**, has established the following interpretations for the various important elements / terms used in the referred standard.

Further, KASC has adopted the terms and definitions (as interpreted) in all its Quality Management System Documentation. Reader and the operator of the Quality Manual are instructed to read this before the implementation of the established Quality Management System.

**Institution / College - Kongu Arts and Science College (Autonomous),
Erode**
(A unit of KVIT Trust)

Customer:


- a) Primary Customers (Students)
- b) Secondary Customers

The expectations and perceptions of the customers are identified by KASC for planning and providing suitable education service in order to fulfill the implied needs of the primary customers i.e., students.

The secondary customers include:

- i. Employers (Industries and other educational institutions)
- ii. Parents and
- iii. Society at large

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External Provider:

- a) Higher Secondary Schools (who roll-out students with minimum input for getting into higher education)
- b) Organizations - Supplying machineries, equipments, materials used by the Institution for the purpose of teaching and learning process.
- c) Outsourcing of Training Agencies for imparting knowledge to students.

Products and Services:

Students' knowledge and learning are the primary products.

a. Primary Service (Teaching process)


b. Secondary or Supportive Service

Various Services like Student Counselling, providing Library Assistance, Co-curricular activities contributing to the personality development of a student, Placement Assistance to help students for better employment, Society and parent interaction are offered to build good confidence in the Quality System of KASC.

KASC can exercise control over the knowledge delivery process and it is possible to monitor, measure and correct this process to a great extent. On the other hand, students can exercise control over their attitude and gain basic knowledge of technical applications.

Knowledge gaining is a process wherein both the students and teachers are process owners. For this reason, student is not treated as the true product of the process even though it has become customary to say that

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student is a product.


Interested Parties :

UGC, Parent University, AICTE, TANSCHÉ and all other regulators of the service.

Customer Property

Students Mark Sheets/ Transfer Certificates and other Original Documents.

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4. Context of the Organization

4.1. Understanding the Organization and its Context

Kongu Arts and Science College (Autonomous) is disseminating educational service and is influenced by the external and internal issues such as Economical, Competitive, Environmental, Resources, Teaching / Learning Related, Political, Governmental, Legal, Social and Technological. These internal and external issues are effectively handled and addressed by various cells.

Internal Issues:

Culture and Values: The culture and values of the students assessed and maintained through the Ethics Club and Centre of Mind.

Knowledge and Performance: The Knowledge and performance of the Teachers are assessed periodically through Staff Self Evaluation System and through proper training.


External Issues:

Technological Issues: The existing technology is assessed periodically and necessary steps are taken to upgrade it.

Legal: The Legal Measures are compiled on par with the regulations of relevant organizations.

Competitive: The organization is compared with the other local institutions on various parameters such as Infrastructure and Teaching Learning Resources and suitable measures are taken to improve the Quality Education.

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Strength: Institution is reaccredited by NAAC and enjoying the Autonomous status and offering need based programmes to the students of this region in order to meet their intellectual and social aspiration and cultural and technical needs.

4.2. Understanding the needs and expectations of interested parties

The needs and expectations of the customers (students), the parents and other stake holders are identified through the Feedback forms. The expectations of the interested parties are identified through their Standards, Norms, Information through Circulars, Notifications, Documents of Statuary and Legal Requirements.

4.3. Determining the Scope of the QMS


The scope of Kongu Arts and Science College (Autonomous) Erode, is to offer educational service through various Under Graduate, Post Graduate Programmes in Arts, Science, Commerce, Management & Research in accordance with the syllabus and curriculum framed.

4.4. Quality Management System and its processes

General Requirements


- ❖ Kongu Arts and Science College (Autonomous), Erode has established and implemented a Quality Management System (QMS), at all levels of the Institution as per the requirement of ISO 9001:2015 standard

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- ❖ The Institution process sequence is established and the interaction between various processes is also documented
- ❖ The identified processes are determined with the criteria and methods which are needed to ensure the effectiveness of both the operation and control of the processes.
- ❖ The identified criteria and methods of control of the processes are described in the procedures
- ❖ The Institution ensures that the resources and information necessary to support the operation are identified and provided
- ❖ The identified processes are monitored, measured for its effectiveness and analyzed for its improvement. All the activities are well planned in advance before implementation
- ❖ The outsourcing process are monitored, measured for its effectiveness and analyzed for its improvement
- ❖ The Quality Management System activities are documented at appropriate places in the Institution for effective implementation
- ❖ The implemented QMS is maintained and also focused towards continual improvement by improving the effectiveness of the identified process
- ❖ All these processes are managed by the Institution in accordance with the requirements of the ISO 9001:2015

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5. Leadership

5.1 Leadership and Commitment:


5.1.1 General :

- ❖ The Principal / Management Representative (MR) is committed to the development and implementation of the QMS and ensures to continually improve its effectiveness
- ❖ The Principal / MR ensures commitment by establishing a Quality Policy and Quality Objectives and by deploying them throughout the Institution
- ❖ The Principal / MR communicates throughout the Institution about the importance of meeting Customers (Students) and society as well as statutory and regulatory requirements
- ❖ The Principal / MR identifies the resources needed to achieve the established Quality Policy and provides the same
- ❖ The Principal / MR along with the HoDs reviews the implemented Quality Management System to ensure its suitability and effectiveness

5.1.2 Customer Focus:

- ❖ The Principal ensures that the requirements of the Students are determined and then transforms into activities, which are to be met with the aim of enhancing students satisfaction
- ❖ The processes are carried out by identifying the stated and implied needs of the students and also keep track of their progress to verify whether they are meeting the set target of the customer satisfaction level
- ❖ Actions are taken for any deviation from the set target, to satisfy the students (customers) requirements

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5.2. Policy

5.2.1. Establishing the Quality Policy

We are committed to instil Knowledge and Values to the students by providing quality education to meet the global challenges.

This will be achieved by:

- Well framed Syllabus to satisfy the needs of learners and on par with the global standard and industry requirements
- Committed and Planned teaching
- Continual upgradation of the Facilities and Resources
- Effective implementation of the Quality Management System


Place: Erode

CORRESPONDENT

Date: 25.04.2016

(sd...)


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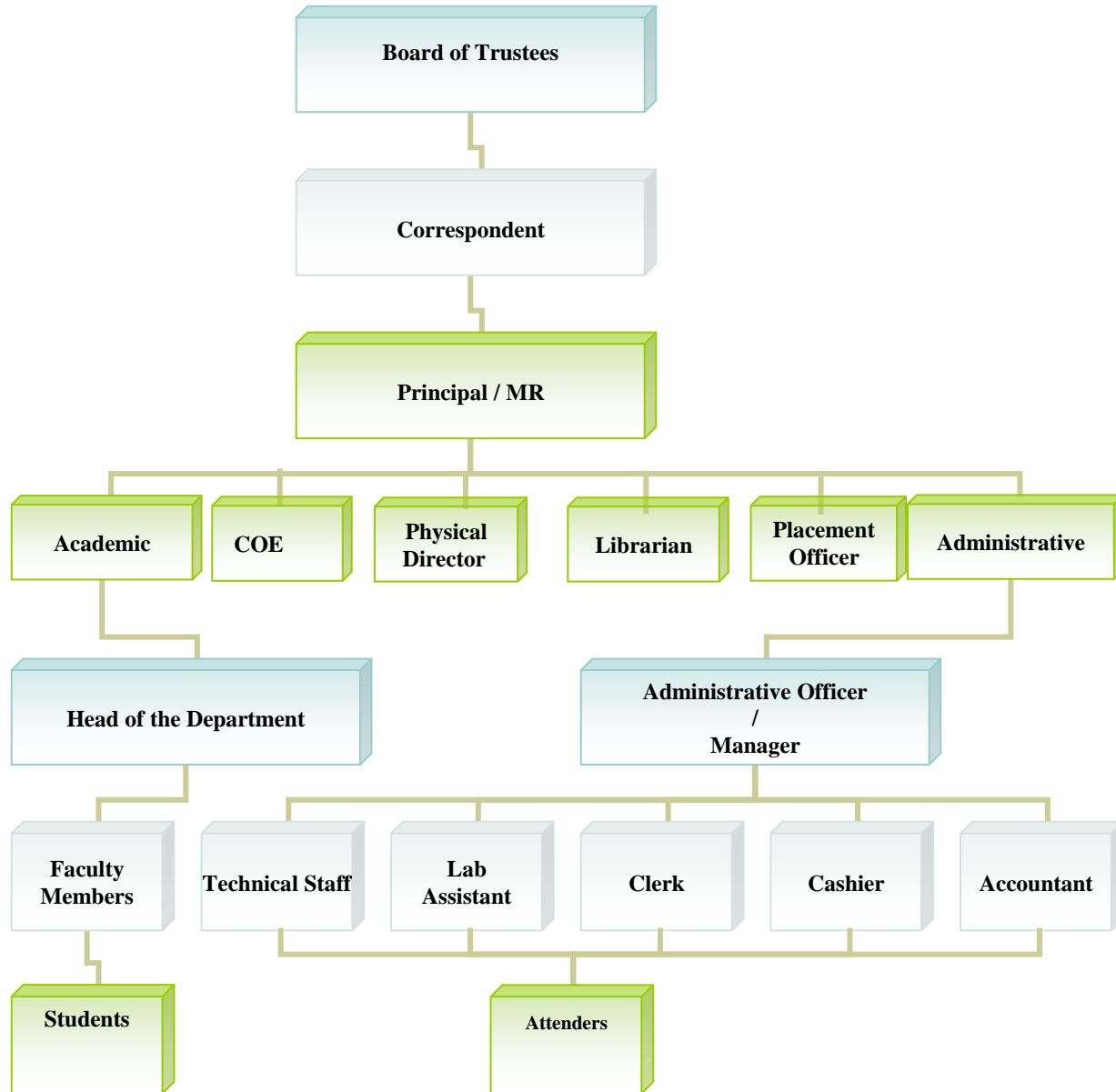
5.2.2. Communicating the Quality Policy

- The Management has established effective channels of communication within the Institution to communicate the information regarding the effectiveness of the Quality Management System.
- For effective communication, the Institution uses:
 - Inter-office notes for correspondence from one department to another department
 - Circulation of circular to all the Departments regarding any issues related to the Quality Management System
 - Display of any major events / achievements related to the Quality Management System, through the display status board
 - Electronic media for easy, timely and effective communication in and around the Institution


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5.3 Organizational Roles:



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5.3 Responsibilities and Authorities:

- ❖ The Principal / MR ensures that all the Staff are aware of their quantum of work and their contribution towards the Quality Management System
- ❖ The Principal defines the responsibility and authority of the personnel throughout the Institution and the same is communicated to all the concerned personnels for effective and efficient implementation of Quality Management System
- ❖ The detailed responsibility and authority of the personnel shown in the Institution Organizational Chart is described in this procedure

Principal:

- ❖ Planning the development of the College in line with the Global Standards, UGC, AICTE, Central and State policies
- ❖ Planning, scheduling and coordinating the implementation of education and training programmes in the College
- ❖ Obtaining, Allocating and Supervising the utilization of Institutional resources
- ❖ Designing and pursuing the proposals of higher authorities for assistance towards Institutional growth
- ❖ Managing student services and maintaining student discipline
- ❖ Establishing relationships and managing interactions with industry employers and partners
- ❖ Planning and Organizing Staff Development programmes
- ❖ Participating in Professional Development Programmes
- ❖ Planning for evaluation of Institutional performance
- ❖ Develop policies for attendance and absentee assessment
- ❖ Contact University for academic verifications and solving problems
- ❖ The Principal is the Head of the College and chairs the Academic Council and

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implements innovations in Curriculum on par with the global standards and ensuring the conduct of examinations on par with the global standards

- ❖ Authority to deal with most matters concerning the faculty members
- ❖ Acts as an overall administrator to supervise the office administration and Department activities
- ❖ Plans and executes enforcing rules for staff and students
- ❖ Acts as a link between the managing authorities and the staff members of the college
- ❖ Helps the management in appointing new staff
- ❖ The Principal ensures the smooth conduct of the CIA and End Semester Examinations
- ❖ Deputes the faculty members for Senate Committee Meeting and other posts in and out of the Institution
- ❖ Sending periodic circulars and University communications to the staff
- ❖ Principal takes In-charge of recruiting teaching staff for refresher courses and training programmes of the University
- ❖ Authorized to scrutinize the academic members of various Departments for presenting papers and publications in National and International level

Authority:

- ❖ Approval of the Quality Manual
- ❖ Approval of the System Procedures
- ❖ Approval of all purchases and forward it to the Management
- ❖ Approval of students admission
- ❖ Approval of Staff Development Programmes
- ❖ Approval of Curricular activities
- ❖ Approval of recommendations by the HoDs, related to development of the College through various activities

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Management Representative (MR):

- ❖ To establish, implement and maintain a documented QMS effectively.
- ❖ To issue Quality System Documents
- ❖ To plan, schedule and organize Internal Quality Audits
- ❖ To liaison with external agencies related to QMS
- ❖ To organize Management Review Meetings
- ❖ To communicate Students' requirements to all the HoDs and Staff
- ❖ To prepare a consolidated termly quality improvement report for MRM
- ❖ To monitor the effectiveness of Quality System thereby initiating corrective and preventive actions
- ❖ To approve Quality Manual
- ❖ To approve Quality System Procedure

Assistant Management Representative (AMR):

- ❖ To communicate customer requirements to all the Section In charge
- ❖ To prepare a consolidated termly quality improvement report for MRM
- ❖ To interact with all department personnel and assist them in the implementation and effectiveness of Quality system
- ❖ To maintain all documentation related to QMS
- ❖ To prepare and Maintain all documents related to MR
- ❖ To interact with the external agencies regarding QMS
- ❖ To perform all activities related to QMS as instructed by MR
- ❖ To act on behalf of MR during his absence
- ❖ To approve recommendations for any revision of documents by the Departments
- ❖ To authorize and issue documents for implementation during the absence of MR and later get them ratified


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Head of the Department (HoD):


- ❖ To be a member of the Selection Committee during staff recruitments
- ❖ To frame the Workload and Time table
- ❖ To prepare Annual Budget for their Department
- ❖ To purchase books and journals
- ❖ To co-ordinate in designing the curriculum and framing the syllabus and function as Chairman of BOS meeting
- ❖ To co-ordinate with the Administration during admission
- ❖ To monitor the Department punctuality, their adherence to the syllabus and the completion of syllabus on time
- ❖ To ensure that all the department records are maintained and monitored by the designated staff
- ❖ To monitor the completion of project work / field work/ of students guided by the respective staff
- ❖ To monitor the arrangements of industrial visit / educational tour for students by the staff members
- ❖ To ensure the discipline of the students in and out of the classroom
- ❖ To monitor the punctuality and work of non-teaching staff and lab assistants
- ❖ To appraise the performance of the students, teachers and the department as a whole
- ❖ To initiate corrective measures in case of any deviation
- ❖ To explore the possibilities for continual improvement in the following areas
 - Suggestion for New courses
 - Addition of Value Added Courses
 - Initiate Tie-up with other Institutions / Industries / Foreign Universities
 - Involve in Research activities
- ❖ To identify the meritorious and economically backward students and recommend them for various scholarships
- ❖ To prepare and send reports to AICTE
- ❖ To organize meeting to communicate with parents

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- ❖ To supervise the sending of marks as well as absentee report to the parents
- ❖ To organize and oversee Class Advisors
- ❖ To convey HoDs meeting to staff and students
- ❖ To maintain the department details up to date through nominated Staff
- ❖ To act as first point of contact with the Principal
- ❖ To submit the book, journal and laboratory requirements to the Principal
- ❖ To procure the lab and library requirements
- ❖ To call for quotations and submit the same to the authorities for the purchase of equipments or instruments
- ❖ To depute Department staff for various College activities
- ❖ To review the lesson plan prepared by the Department Staff
- ❖ To allot responsibilities for Lab Assistants and Lab Attenders
- ❖ To make alternate arrangements to engage classes in the absence of a Staff
- ❖ To communicate to the staff and students about Seminars, Workshops, paper presentations outside the college premises
- ❖ To deal with academic and non-academic problems of the students
- ❖ To organize, allot and execute the work allotted by the Principal
- ❖ To check and send the ESE / CIA time table to staff and students
- ❖ To check and submit the attendance report of the students to the Principal
- ❖ To make arrangements and opportunities for the students to get placed in various organizations
- ❖ Leave signing authority for the staff of their Department
- ❖ To take disciplinary action on the staff or students, if required
- ❖ To check the question papers prepared by the Department staff for internal examinations
- ❖ To verify and approve lesson plan
- ❖ To check the nominal roll and verify the examination application forms prepared by the staff before the examinations
- ❖ To check and verify the internal assessment marks
- ❖ To co-ordinate with the Placement Cell for placement processes
- ❖ To make necessary arrangements with regard to the programmes like

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National and State level Seminars, Conferences, Workshops, Industrial visits, Institutional Trainings, Guest Lectures etc. to impart education outside the class room


Science Course - HoDs

- ❖ To maintain the Indent register for Glassware, Chemicals, Instruments & Equipments
- ❖ To maintain and update the Accession register and Stock register
- ❖ To maintain Consumable / Contingency registers
- ❖ To maintain and update Breakage register
- ❖ To maintain and update the UGC Equipment register
- ❖ To interact with representatives of various suppliers for purchase of Lab requirements

Assistant Professors:

- ❖ To frame the time table
- ❖ To maintain updated syllabus file
- ❖ To maintain semester exam question papers
- ❖ To maintain Internal test and model exam question papers
- ❖ To arrange department meetings and seminars
- ❖ To maintain minutes register for Department meetings
- ❖ To maintain students profile
- ❖ To follow the rules and regulations of the college
- ❖ To prepare Lesson plan and get it authorized from the HoD
- ❖ To set result targets
- ❖ To help in preparing Commission reports
- ❖ To do the work allotted by the HoD
- ❖ To sanction leave to the students
- ❖ To maintain students' attendance and intimate their absence to parents
- ❖ To maintain internal marks
- ❖ To conduct periodical class tests and internal tests

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- ❖ To organize Parent - Teachers Meeting every semester
- ❖ To maintain and verify the laboratory chemicals, equipments, glassware and miscellaneous items
- ❖ To maintain the Department Library
- ❖ To call for quotations to purchase chemicals and glassware every year

Lab Assistants/Lab Attenders:

- ❖ To maintain the laboratory chemicals, glasswares, instruments and lab in good condition
- ❖ To report the faults in the laboratory to the HoD through the In-charge
- ❖ To arrange the chemicals as instructed by the lab/staff in-charge
- ❖ To check the instruments and computers before the practicals and at regular intervals
- ❖ To assign the cleaning up work to the laboratory attender
- ❖ To maintain and report the service of the instruments and computers to the In-charge
- ❖ To provide assistance to the students during the practicals
- ❖ To issue chemicals, glasswares and maintain the breakage of glasswares and submit the report to the HoD
- ❖ To report the availability and requirement of gas cylinders to the office
- ❖ To maintain the Stock Register
- ❖ To maintain the softwares, hardwares and to solve the technical problems in the computer
- ❖ To maintain proper stock record of the chemicals, glassware and other instruments used in the laboratory
- ❖ To rectify the operational problems concerned with the instruments regularly
- ❖ To maintain a breakage record of the used glasswares
- ❖ To prepare stock solutions and reagents for practical classes
- ❖ To distribute the required glasswares to the students as per the needs and maintain a record of the glassware supplied to them
- ❖ To maintain computer systems in the Laboratory

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- ❖ To maintain the system software
- ❖ To load software(s) in the computer systems
- ❖ LCD operation during presentation
- ❖ To verify the power supply and lightings
- ❖ To maintain Laboratory record
- ❖ To collect samples for performing experiments
- ❖ To check and replace the glasswares after the practical session
- ❖ Overall maintenance of the laboratory


Physical Director:

- ❖ To maintain the Discipline of the students
- ❖ To make the students follow Rules and Regulations of the college
- ❖ To train the Sports students through regular practice
- ❖ To encourage students to participate in Tournaments
- ❖ To give individual attention to sports students to develop their skills
- ❖ To upgrade the sports skills of the students
- ❖ To counsel the students to keep them physically fit
- ❖ To conduct Sports Day to encourage all the students to bring out their sports skills
- ❖ To maintain and monitor the records of the Department of Physical Education

Librarian:

- ❖ Responsible in all matters connected with the library activities
- ❖ General administration of the Library
- ❖ Budgeting for the Library resources
- ❖ Book selection and acquisition, classification and cataloguing
- ❖ Planning and developing the library activities
- ❖ Conducting Competitions through the Readers' Club for the users towards the effective utilization of library services
- ❖ Implement the rules and regulations of the library
- ❖ Provide library due/no due certificates

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- ❖ Maintain library holdings in good order and condition
- ❖ Facilitate the new readers
- ❖ Maintain the records of the library
- ❖ Carry out the other duties whenever assigned by the Principal
- ❖ Data entry and updating the library software

Controller of Examinations

- ❖ To finalize the number of working days after consultation with the Principal
- ❖ To draft a tentative schedule for the Academic year
- ❖ To fix the date and time for Internal Tests & Model Examination
- ❖ To fix the last date for submitting Internal & Model question papers
- ❖ To allot the Model Examination duties to Teaching and Non teaching Staff
- ❖ To verify the Attendance Proforma given by various Departments
- ❖ To appoint the Internal as well as External Invigilators for Examination
- ❖ Preparation of subject list for the current semester
- ❖ Call for Question Papers setters and scrutiny Board
- ❖ Generation of Application forms
- ❖ Preparations of Nominal Role
- ❖ Confirmation of Subjects for the ESE
- ❖ Preparation of list of courses for the Theory/ Practical Examination
- ❖ Preparation of Time Table
- ❖ Generation of Hall tickets and Distribution
- ❖ Preparation of Galley
- ❖ Printing of Question papers
- ❖ Conduction of Theory/ Practical Examinations
- ❖ Call for Examiners for Valuation and Allotment of papers
- ❖ Generation of Dummy numbers
- ❖ Conduct of Valuations
- ❖ Result passing Board Process


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Placement Officer

- ❖ Arranging training programmes based on Aptitude tests and Group discussions. Preparing the students for Technical and HR interviews through professional trainers.
- ❖ To create awareness among the II Year students regarding future career options.
- ❖ Collect the student details for profiling – Job / Higher Studies / Entrepreneur (Hardcopy & Softcopy).
- ❖ As per the Company requirements, Students datasheet is filled and sent to the Corporate HR within the cutoff date.
- ❖ Making arrangements for the Training Programmes and Campus Interviews
- ❖ To deliver company Profile & Mode of Recruitment information to the Department Placement Coordinators (DPC)
- ❖ To collect and maintain the offer letter copy provided by the company
- ❖ To distribute the offer letter copy to the department concerned
- ❖ Instruct the DPCs and inform the students to upload their resume in different private job portals
- ❖ Organizing summer training/internship programme
- ❖ Conduct General Knowledge Competition Test for all the students
 - Prepare Question Paper
 - Conduct the test once in a month
 - Prepare OMR based KEY ANSWER for the Test in OHP Sheet
 - Value the Answer Script
 - Collect the Test Score List from the department and Consolidate it
- ❖ Submit the Training & Placement report to the management at the end of the academic year

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Administrative Officer:

Over all administration of the Office activities


- Passing the Instructions from the Principal to the departments concerned
- Look after all the administrative works as directed by the Management and the Principal

Quality Monitoring Committee:

The Quality Monitoring Committee consists of the following members:

- Principal
- Management Representative (MR)
- Assistant Management Representatives (AMR)
- Internal Auditors (IA)

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6. Planning

6.1 Actions to address risks and opportunities

The Institution identifies various quality affecting risks related to Technology, Environment, Infrastructure, Teaching/Learning process and Human Resources. These risks are eliminated through the Small Quality Circle process.

- **Technology:**

The risk related to technology can be minimized through the identification of its importance and need through the MRM.

- **Infrastructure:**

Whenever new programmes are introduced or any major modification is made, the requirement for the establishment of infrastructure will be submitted as a proposal to the Management by the MR.

- **Teaching/Learning process:**

In the Teaching/Learning process, the performance of Teachers are continuously evaluated through the Feedback and the deviations, if any, is identified and opportunity will be given for their improvement.

- **Environment:**

The learning environment for the students are properly assessed and periodical maintenance are done through the maintenance Department and hence the risks are eliminated.


- **Human Resources:**

When the faculty members leave the institution in the middle of the academic year due to personal reasons, to avoid academic disturbances, the management immediately appoints another person to maintain the continuity of providing service to the students.

- **COE**

CCTV camera is installed and proper checking process is also carried out to maintain secrecy of the examination processes.


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6.2 Quality Objectives and Planning to Achieve them


Quality Objectives							
Sl.No.	Details of the Objectives	Target	Process	Required resources	Responsibility	Completion time	Evaluation Process
01	To secure High Pass Percentage in the Semester Examinations	80%	Teaching / Learning Process	Syllabus, Text, Lab, Human Resources	Individual	End of the Semester	CIA & ESE
02	To organise Seminar / Inter collegiate /Intra collegiate Meet	2 per year	Identification of Area	Faculty & Fund allocation	HoD	End of the year	Feedback
03	To organise Conference / Workshop at the National / International level	2 per year	Identification of Area	Faculty & budget allocation	HoD	End of the year	Feedback
04	To organise Educational Tour / Industrial Visit	1 per year	Identification of Place / Industries	Transportation / Company approval	Faculty incharge	End of the year	Feedback
05	To motivate the students to participate in Social Activities	1 per year	Identification of Social activity	Fund and Materials	Faculty incharge	End of the year	Feedback of the beneficiaries
06	To motivate the Staff to participate and present Papers in the National / International level Seminar /Conference / Workshop	At least one person in a Department per year	Identification of the organizing Institutions	TA/DA to the faculty by the management and Research materials	Individual	End of the year	Through knowledge sharing forum

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Sl.No.	Details of the Objectives	Target	Process	Required resources	Responsibility	Completion time	Evaluation Process
07	To arrange Guest Lectures by major departments	2 per year	Identification of topic and resource person	Finance, Supporting tools	Faculty incharge	End of the year	Feedback of the beneficiaries
08	To sign MoU or Collaboration with the Industries and Service Institutions to Provide Training for Staff and Students	1 per year	Identification of industry	Training and supporting tools	MR	End of the year	Feedback of the beneficiaries
09	To publish Research Articles	1 per year	Identification of refereed journals	Internet facility, Materials from Library	Individual	End of the year	Through knowledge sharing forum
10	To take up External Funded Projects	1 per year	Identification of Funding Agencies	Suitable topics and supporting tools	Individual	When it is accepted by the agencies	Approved by the agencies
11	To encourage the Faculty members to register their Ph.D Programme	At least 1 person per year	Individual interest	Guide, research materials	Individual	Research periods	Viva voce examinations
12	To provide placement assistance to those students who opt for placement	40%	Training	Supporting tools	Placement Officer	After the Selection process	Getting placed
13	To obtain admission	85%	Necessary advertisement and circulars are given	Pamphlets, course details	All HoDs and MR	After the publication of +2 results	No.of students admitted after the certificate verification process

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- ❖ With the established Quality Policy, the Management of this Institution ensures that appropriate Quality Objectives are established at relevant functions and levels within the Institution
- ❖ Quality Objectives include those needed to meet the requirements of service. The framed Objectives ensure that they are measurable and consistent with the Quality Policy
- ❖ The Quality Objectives are detailed in this procedure

6.3 Planning of Changes:

- ❖ On identifying the required processes for the implementation of the Quality Management System, the Management of this Institution ensures that the planning of the Quality Management System is carried out to meet the requirements of the identified processes
- ❖ The planning of the Quality Management System is also carried out so as to meet the set Quality Objectives consistent to the Quality Policy
- ❖ The deployment of the objectives is explained in the respective procedures and the subsequent implementation is done through a defined Action Plan
- ❖ During the planning of the Quality Management System, the Management of this Institution ensures that the integrity of the Quality Management System is maintained even when some changes are planned and implemented
- ❖ Need based syllabus revisions are made with the approval of the BOS after consulting the same in CDC

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7. Support

7.1 Resources

7.1.1. General

- ❖ The Principal determines the resources required for the identified processes and arranges to provide the same
- ❖ These resources are identified to implement and maintain the Quality Management System and continually improve its effectiveness, as described in Purchase Procedure KASC/QSP/15
- ❖ The resources are also identified to enhance the satisfaction level by meeting the requirements of the students and the society


7.1.2 People:

- ❖ The Management of this Institution ensures that all the personnel are competent enough to meet the students' requirements
- ❖ The competency of the personnel is identified based on the appropriate education, training, skills and experience
- ❖ The methodology for Staff Recruitment is detailed in procedure KASC /QSP/ 06

7.1.3 Infrastructure:

- ❖ The Principal determines, provides and maintains the infrastructure required for achieving service conformity through the management communication
- ❖ The identified infrastructure includes buildings, workspace and associated utilities, process equipments, which includes both hardware and software and other supporting services

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- ❖ KASC follows the Maintaining of Resources as detailed in procedure KASC/QSP/13
- ❖ The various administrative activities carried out by the Office are explained in Office Administration procedure, KASC/QSP/07

7.1.4 Environment for the operation of processes

The Principal and the HoD determine the required work environment to achieve conformity of service requirements and manages them for effective utilization with the provided infrastructure.

7.1.5 Monitoring and Measuring Resources:

The performance of human resources are monitored and measured through the feedback system.

7.1.6 Organizational Knowledge:

Various training programmes are offered to the faculty members at various levels through Internal Quality Assurance Cell


7.2 Competence

- ❖ The Principal identifies the necessary competence of the personnel
- ❖ For the identified competency gaps, the Management arranges to provide training or take any other appropriate action to satisfy these needs
- ❖ The Principal ensures the effectiveness of the actions taken

7.3 Awareness

- ❖ The Principal ensures that the personnel is aware of the relevance and importance of their activities

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- ❖ The Principal ensures the contribution towards the achievement of the Quality Objectives
- ❖ The Principal / Head Office-Admin / HoD maintain appropriate records of education, training, skills and experience

Procedure for Cross Reference:

- | | |
|--------------------------|-----------------|
| 1. Staff Recruitment | KASC / QSP / 06 |
| 2. Office Administration | KASC / QSP / 07 |
| 3. Resources Maintenance | KASC / QSP / 13 |
| 4. Purchase | KASC / QSP / 15 |


7.4 Communication:

- The Management has established effective channels of communication within the Institution to communicate the information regarding the effectiveness of the Quality Management System.
- For effective communication, the Institution uses:

Internal Communication:

- Inter-office notes for correspondence from one department to another department
- Circulation of circular to all departments regarding any issues related to the Quality Management System
- Display of any major events / achievements related to the Quality Management System, through the display status board
- Electronic media for easy, timely and effective communication in and around the Institution

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External Communication:

The MR communicates to the relevant authorities and other stake holders.

7.5 Documented Information:

7.5.1 General

The Documented Information provides evidence of conformity to requirements and of effective operation of the Quality Management System


The Institution's QMS documentation includes:

1. Quality Manual
2. Quality System Procedures
3. Working Documents / Work Instruction
4. Quality Records

Quality System Manual:

- The Institution has established this Quality System Manual, which details the scope of the Quality Management System
- This Quality Manual either contains the documented procedures established for the Quality Management System or makes reference to them
- This Quality Manual also describes the interaction between the processes of the Quality Management System

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7.5.2 Creating and Updating

The organization ensures appropriate identification and description through proper format and media. The media is print and the language is English.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the QMS

The Institution ensures that all the documents as required by the Quality Management System are controlled.


The control of documents is also extended to the documents of external origin like Standards, Information from the Bharathiar University, AICTE Norms, Documents of Statutory and Legal Requirements etc.

A Documented procedure 'Control of Documented Information' (KASC/QSP/01) has been established, which details the Preparation, Approval and Issue control of the documents and the responsible authorities concerned.

The procedure also details on the revision status identification methods and use of documents at appropriate locations.

All the documents are ensured for its legibility and identity. Appropriate identification methods are adopted for the documents, which have become obsolete to prevent them from any unintended use.

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7.5.3.2 The Activities Addressed by the QMS

- All the Documented information is ensured for their legibility, identity and irretrievability
- A documented procedure 'Control of Documented Information' (KASC/QSP/01) has been established, which details about the controls needed for
 - Identification
 - Storage
 - Protection
 - Retrieval
 - Retention time and
 - Disposition of Documented Information

Procedure for Cross Reference

1. Control of Documented Information KASC / QSP / 01

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8. Operation

8.1 Operational Planning and Control

- ❖ The Management of this Institution, in the process of imparting theory and practical classes, ensures that the planning and developing of the processes needed for operations are carried out prior to the introduction
- ❖ The Management ensures that Operational Planning and Control is consistent with the requirements of the other processes of the Quality Management System
- ❖ During the Operational Planning and Control, the Management determines
 - a. The Quality Objectives and requirements appropriate for the service
 - b. The need to establish any additional or new process, adequacy of applicable documents and provision of any identified resource specific to the service
 - c. The required verification, validation and monitor of a specific service and the criteria for accepting the service
 - d. The availability of records to provide evidence that the realization processes and output of service meet the requirements
- ❖ The Management ensures that this planning is communicated to all the personnel in the Institution by preparing a Lesson plan, based on the syllabus.

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8.2 Requirements for Products and Services:


8.2.1 Customer communication:

- ❖ Services / Programmes offered by KASC is published in News papers / Brochures / Prospectus /Websites etc.,
- ❖ For better relationship with the students, the Management determines and implements effective arrangements for communicating with customers, related to service information, enquiries and also on Students Feedback.
KASC/GEN/F13

8.2.2 Determining the requirements for Products and Services:

- ❖ Since this Institution is an Autonomous College, it offers Programmes that is framed by it and students are permitted to choose one among the Programmes offered
- ❖ To enhance the students satisfaction level, the Management determines the requirements specified by the students including those required by the delivery, knowledge and control over the processes
- ❖ The Management also identifies the requirements not stated by the students but essential for specified or intended use
- ❖ The Management ensures that all the regulatory requirements related to the service are identified and compiled with
- ❖ The Management also determines any additional requirement appropriate to the service and customer specifications as required by the Institution

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8.2.3 Review of requirements for Products and Services:

- ❖ Once the customer requirements are determined as discussed above, the Management reviews the adequacy of the determined requirements before commitment
- ❖ During the time of admission, the terms and conditions are agreed upon between the Institution and the student. The details are explained in Procedure for Admission, KASC/QSP/ 05.

8.3 Design and Development of Products and Services:

8.3.2 Design and Development Planning

Since this Institution is an Autonomous College, the curriculum is designed by us and the syllabus framing activities is covered under the scope of certification.


The Designing of the syllabus is carried out by the faculty members and placed in the BOS. The BOS members include University nominee, Alumni, Industry and Subject Experts.

8.3.3 Design and Development Inputs

The norms of the regulatory bodies like UGC, AICTE, TANSCHÉ and economic and social aspects are taken as inputs for framing the syllabus

Apart from this, some of the higher learning institutions' programmes are referred as guidelines for framing the syllabus.

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8.3.4 Design and Development Controls

The Standing Committee on Academic Affairs review the syllabus forwarded by the BOS and same is approved by the Academic Council.

8.3.5 Design and Development Outputs


After getting the final approval by the Academic Council, the syllabus is issued to the faculty members and students.

8.4 Control of Externally Provided Processes, Products and Services:

8.4.1 General:

- ❖ The Management of the Institution ensures that the entire purchased product conforms to specified purchase requirements
- ❖ The Management will check all Purchased Materials for Quantity / Quality and is updated in the Stock Register, which has been detailed in purchasing process, KASC / QSP /15
- ❖ The type and extent of the control applied is detailed in the Procedure for Purchase, KASC / QSP /15
- ❖ The list of suppliers for Purchasing Equipment and Consumables is maintained by the Head of the Office Administration
- ❖ The Management ensures that the purchasing information describes the product to be purchased, which includes any requirement for approval of product, procedures, processes and equipment
- ❖ The purchasing information also describes any requirement for qualification

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of personnel and Quality Management System

- ❖ The Management ensures the adequacy of the specified purchase requirements prior to their communication with the supplier

8.4.2 Type and Extent of Control:


- ❖ The Management establishes and implements the inspection or any other activity necessary to ensure that the purchased product meets the specified purchase requirements as mentioned in the purchase information
- ❖ This is detailed in the procedure KASC / QSP / 15

8.5 Service Provision:

8.5.1 Control of Service Provision:

- ❖ The Management of this Institution ensures that the planning of operation, production and service provisions are carried out under controlled conditions
- ❖ The controlled conditions include the availability of information describing the characteristics of the service and the availability of required work instructions
- ❖ Work instructions in the form of Lab Manuals are maintained by the respective In-charge for imparting Practical Knowledge
- ❖ The details of conducting Theory classes is given in KASC/QSP/08 and the details of conducting Practical classes is given in KASC/QSP/09
- ❖ The controlled conditions also include the use of suitable equipment, as described in Maintenance of Resources, KASC/QSP/13

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- ❖ Apart from core academic training, Physical Education is provided to the Students as per procedure, KASC/QSP/21

8.5.2 Identification and Traceability:


The Management has established appropriate identification methods to identify the service by suitable means through service realization.

- ❖ The Management has also established a system to identify the service status with respect to monitor and measurement requirements, through students attendance and students result analysis report
- ❖ The Management controls, records and maintains the unique identification of the service, where traceability is required

8.5.3 Property belonging to Customers:

- ❖ The Management ensures that due care is taken for the Students' property while it is under the control of the Institution or being used by the Institution
- ❖ The Management ensures that the Students' property is identified, verified, protected and safeguarded, which are provided for use or incorporation into the service
- ❖ In case of any loss, damage or otherwise found to be unsuitable for use, it is reported to the student by maintaining appropriate records
- ❖ The details are described in Procedure for Admission, KASC/QSP/05 and Procedure for Office Administration, KASC/QSP/07

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8.5.4 Preservation:

The preservation related to library books is controlled as per Library Administration Procedure, KASC/QSP/20.

8.5.5 Post- Delivery Activities

After every End Semester Examination, the Parent-Teachers Meeting is conducted to discuss about the students attendance, Academic performance and requirements, if any.

At the End of every semester, feedback from students are collected for improvement of the system

After the final End Semester Examinations, the results are sent to the affiliating University and the Degree Certificates are issued by the University

8.5.6 Control of Changes


Alternate arrangements are made to handle the classes when the faculty members avail leave. This will help the customers to get service from the institution without any disturbance

8.6 Release of Products and Services

The final list of qualified students for receiving the degree is sent to the University.

The college will issue the course completion certificate to the students after their period of study.


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8.7 Control of Nonconforming Outputs

- ❖ The Management ensures that the outputs which do not conform to the specified service requirements are identified and controlled to prevent its unintended use
- ❖ A documented procedure, KASC/QSP/03 has been established with defined control and related responsibilities and authorities for dealing with the nonconforming situations
- ❖ The Management deals with the Nonconformity situation by the following methods:
 - a. by taking corrective measures to eliminate the detected nonconformity
 - b. The nonconformity situations could be
 - Students Grievance
 - Customer Satisfaction
 - Feedback of Academic Performance
 - Any other deviation in the process measures
- ❖ Relevant Documented Information regarding the nature of the nonconformities and the subsequent actions taken are maintained
- ❖ When nonconformance is corrected it is subjected to re-verification to demonstrate conformity to the requirements


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Procedure for Cross Reference:

1	Admission	KASC/QSP/05
2	Office Administration	KASC/QSP/07
3	Conducting Theory Classes	KASC/QSP/08
4	Conducting Practical Classes	KASC/QSP/09
5	Resources Maintenance	KASC/QSP/13
6	Staff Development & Training	KASC/QSP/14
7	Purchase	KASC/QSP/15
8	Library Administration	KASC/QSP/20
9	Physical Education	KASC/QSP/21

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9. Performance Evaluation

9.1 Monitoring Measurement, Analysis and Evaluation


9.1.1 General

- ❖ To demonstrate the conformity of the service and to ensure the conformity and continually improve the effectiveness of the Quality Management System, the Management of the Institution plans and implements the monitoring, measurement, analysis and improvement process
- ❖ These also include the determination of applicable statistical techniques and the extent of their use

9.1.2 Customer Satisfaction:

- ❖ To understand the customer perception, customer satisfaction is measured.
- ❖ Measuring the Students satisfaction evaluates the effectiveness of the implemented Quality Management System. The details are described in KASC/QSP/22
- ❖ The Management takes this factor as one of the measurements of the process of the Quality Management System
- ❖ The institution monitors the information relating to the perception and requirements of the Students / Parents / Industries

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9.1.3 Analysis and Evaluation :

- ❖ To demonstrate the suitability and effectiveness of the implemented Quality Management System, the Management determines, collects and analyses appropriate data from objectives and various process measurement parameters
- ❖ The analyses are carried out to evaluate where continual improvement of the effectiveness of the Quality Management System can be made
- ❖ The data for analyses is collected from the processes like Internal Audit, Customer Satisfaction, Service Conformity Results, Process Performance Results etc.,
- ❖ The results from the analyses provide the information relating to customer satisfaction, conformity to service requirements, characteristics and trends of processes including opportunities for preventive action


9.2 Internal Audit:

- ❖ To determine the conformity and effectiveness of the implemented Quality Management System with the planned arrangements in line with the requirements of ISO 9001:2015 and the requirements established by the Institution, internal audits at planned intervals are conducted based on the procedure, KASC/QSP/02

Monitoring and measurement of processes:

- ❖ For the identified process within the Quality Management System, the institution applies suitable methods for monitoring those processes and

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measures the same. The process measures are identified in the respective procedures.

- ❖ These methods demonstrate the ability of the processes in achieving the planned results.
- ❖ Appropriate Corrections / Disposition actions and Corrective actions are taken for the results that are not achieved as planned to ensure the conformity of the service as explained in the procedure, KASC/QSP/04

Monitoring and measurement of service:

- ❖ To verify whether the service requirements are met, the Management monitors and measures the characteristics of the services as specified in the Time Table, Lesson Plan and Lab Manual
- ❖ This verification is carried out at defined stages of operation process, like Theory Classes, Practical Classes, Assignments, ESE / CIA Examinations
- ❖ The evidence for the verification along with the acceptance criteria are maintained, which also indicates the person(s) authorizing the release of the service
- ❖ The details are explained in Procedure for the conduction of End Semester Examination, KASC/QSP/11

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9.3 Management Review

9.3.1 General

- The Management reviews the Quality Management System (QMS) of the Institution at defined intervals to ensure the continuing suitability, adequacy and effectiveness of the implemented QMS
- The higher level members of the Management will carry out the Management review


During this review, the Management assesses any opportunity for improvement and need for changes to the QMS. Also the Management reviews the status of the Quality Policy and Quality Objectives.

9.3.2 Management Review Inputs:

The Management Review is carried out based on the inputs gathered from the results of different process.

- The inputs for the Management Review includes:
 - The results of internal and external audits related to QMS
 - Efficiency and effectiveness of the process performance
 - Process performance and Product Conformity to the given specifications
 - Status of the corrective actions taken against the nonconformity
 - Follow-up actions from previous Management reviews
 - Any change which would affect the Quality Management System
 - Any scope for improvement of the processes related to QMS
 - Quality Policy and Objectives

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- Students Feedback
- Resource Needs


9.3.3 Management Review Outputs:

- The results of the Management Review are communicated to all the members who participate in the Management Review
- The results of the review include decisions and actions related to the processes of the Quality Management System like:
 - Identifying any scope for improvement on the effectiveness of the QMS
 - Improvement of services related to student requirements, and identifying the provision of the required resources
 - The detailed activities of the Management review are described in the Management Review, KASC/QSP/04

Procedure for Cross Reference:

1. Management Review KASC/QSP/04

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10. Improvement:

10.2 Nonconformity and Corrective Action

- ❖ For identified nonconformity, the Management takes corrective actions to eliminate the cause of the nonconformity in order to prevent recurrence
- ❖ The taken corrective actions are appropriate to the effects of the nonconformities encountered
- ❖ A documented procedure, KASC/QSP/03 has been established defining the requirements for the review of the identified nonconformities (including customer queries) and determining the causes of the nonconformities
- ❖ The procedure also details on evaluating the need for action to ensure that nonconformities do not recur
- ❖ The required actions are determined and implemented for the identified nonconformities and appropriate Documented information of the results of action taken are maintained
- ❖ Also the procedure defines on the reviewing of the corrective actions taken

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10.3 Continual Improvement:

Based on the current status, the implemented Quality Management System is achieved through the use of

- Quality Policy
- Quality Objectives
- Audit Results
- Analysis of Data
- Corrective Actions and
- Management Review

the Management identifies various areas or processes to continually improve the effectiveness of the QMS.

Procedure for Cross Reference:

- | | |
|--|-------------|
| 1. Internal Audit | KASC/QSP/02 |
| 2. Control of N/C Outputs & Corrective Actions | KASC/QSP/03 |
| 3. Conducting End Semester Examination | KASC/QSP/11 |
| 4. Students Satisfaction | KASC/QSP/22 |

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