

 Doc. No.: KASC/QSP/00

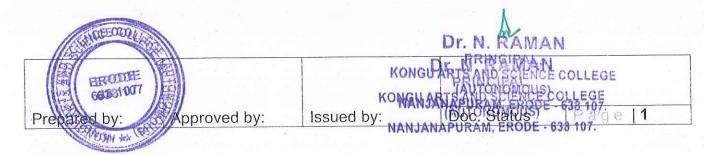
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Procedure for Control of Documented Information

ASC/QSP/01
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25.04.2016
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Purpose: To install a procedure to control all the internal and external

documents in KASC

Scope: Applicable to all the documents within the Institution, and the

documents of external origin

Responsibility: Management Representative, HoD and the Faculty

Concerned

Procedure:

- The MR controls the documents that are being used in the Institution as required by the Quality Management System
- The documentation in this College is maintained at four levels:

➤ Level-I - Quality Manual -QM

Level-II - Quality System Procedure Manual - QSP

Level-III - Working Documents / Lab Manual – WD/LM

Level-IV - Forms, Registers, Files, Tags etc., - "F"

The documents are identified by following unique document numbering system as described in the Annexure-I of this document

Prepared by:

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Procedure for Control of Documented Information

Doc. No.: K	ASC/QSP/01
Rev. No.	00
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Document	Prepared by	Approved by	Issued by
Level I	MR	Principal	MR
Level II	MR	Principal	MR
Level III	Faculty Concerned	MR	MR
Level IV	Faculty Concerned	MR	MR

- All documents are given a suitable provision, which indicates the issue and revision status of the documents
- ❖ The document when issued for the first time, carries the revision No. as 00 and the issue No. as 00
- Any change in the document undergoes a revision. The revision is identified with an increment (for example from 00 to 01)
- The document is revised from 01 to 10 and the issue will be maintained the same. After 10 revisions, the issue number is changed by increment one and revision is made as zero
- The MR ensures that appropriate documents are made available at relevant points of use
- documents and the Master Copy of the The MR maintains the Controlled Copies are being issued by that only ensures Register, (Document concerned Issue personnel the KASC / MRO/ F01)

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Procedure for Control of Documented Information

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- The current revision / issue status of various documents is maintained by MR in the Master list of Documents KASC /MRO/WD/01
- Any change in the documents is brought to the attention of the Management Representative through Document Change Note KASC /MRO/ F07
- MR examines the required change and makes the necessary correction and revises the document and re-issues it after getting approval from the authority concerned
- The old copies of the document are retrieved from the department concerned and destroyed and new copies are issued to them. The Master copy of earlier revision is maintained as "Obsolete Copy"
- The MR ensures that all the documents of external origin are controlled through Master List of External Origin Document KASC / MRO / WD / 02

Document / Record Reference

- Master List of Document
- 2. Master List of External Documents
- 3. Document Issue Register
- 4. Document Change Note

- KASC /MRO/WD/01
- KASC /MRO/WD/02
- KASC /MRO/F01
- KASC /MRO/F07

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Procedure for Control of Documented Information

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Annexure-I

Document Numbering System

All the Documents are identified as discussed below:

a) Level | Document:

Quality Manual

KASC /QM/XX

Where

KASC → Refers to Kongu Arts and Science College.

QM → Refers to the Quality Manual.

XX → Refers to the Running Serial Number.

b) Level II Document:

Quality System Procedure Manual KASC /QSP/XX

Where

KASC → Refers to Kongu Arts and Science College.

QSP → Refers to the Quality System Procedure Manual.

XX → Refers to the Running Serial Number.

c) Level III Document:

Working Document / Work Instruction KASC / XXX/ WD/YY

Where KASC → Refers to Kongu Arts and Science College.

WD/LM → Refers to Working Document / Lab Manual.

YY → Refers to the Running Serial Number.

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Procedure for Control of Documented Information

ASC/QSP/01
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25.04.2016
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For Example

KASC /WD/CCA/01

KASC

→ Refers to Kongu Arts and Science College.

WD

→ Refers to Working Document.

CCA

→ Refers to Commerce with Computer Applications

Department.

01

→ Refers to the Running Serial Number.

Records:

Records of Academic Departments are identified with the following codification - KASC / XXX / FYY

KASC

→ Denotes Kongu Arts and Science College.

XXX

→ Denotes Department Code.

F

→ Denotes the Record.

YY

→ Denotes the Record Number.

For Example

KASC / EXM/ F06

KASC

→ Refers to Kongu Arts and Science College.

EXM

→ Refers to Exam Section.

F

→ Refers to Record.

06

→ Refers to the sixth Record of that Department.

Note: The Quality Record details of Office, Students and Staff (KASC/QR/01) are controlled by MRO

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Procedure for Control of Documented Information

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Annexure-II

- Documented information provides evidence to the activities being carried out as per the Quality Management System.
- ii) Documented information is identified with the following Code No. KASC/XXX/FYY

where

XXX → Denotes Department Code.

F → Denotes the documented information.

→ Denotes the documented information Number.

- iii) Documented information is maintained for its clarity.
- iv) The documented information is arranged accordingly date-wise/year-wise number-wise as decided by the department and the same appears in the List of Quality Records, as a Working Document.
- v) Documented information is maintained free from any damage and it is also ensured that no information is lost.
- vi) Documented information is stored at appropriate places so that the retrieval is made easy.
- vii) Documented information is retained as per the defined retention period and disposed off as stated in the list of quality records after the retention period.

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Procedure for Control of Documented Information

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viii) Documented information and the Working Documents or the Lab Manuals are maintained at the department level. The codification of the departments are as follows:

DEPARTMENT	CODE
Principal	PRI
Management Representative	MRO
Department of Tamil	TAM
Department of Hindi	HIN
Department of English	ENG
Department of Mathematics	MAT
Department of Commerce	COM
Department of Commerce (CA)	CCA
Department of Management Science	MBA
Department of Business Administration With Computer Applications	BAC
Department of Business Administration	BBA
Department of Corporate Secretaryship & Professional Accounting	CSC
Department of MCA	MCA
Department of CT/IT	CIT
Department of Computer Applications	BCA
Department of Computer Science	BCS
Department of Biochemistry	BIO
Department of Biotechnology	BBT
Department of Physics	PHY



Procedure for Control of Documented Information

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Department of Costume Design & Fashion	CDF
Department of Catering Science & Hotel Management	CSH
Department of Master of Social Work	MSW
Department of Physical Education	PED
Library	LIB
Office	OFC
Training and Placement Cell	TPC
Exam Section	EXM
Controller of Examinations	COE

- ix) Each department maintains a list of quality records and a copy of the same is maintained by the Management Representative.
- x) Master List of documented information includes all the records maintained in the Institution by different departments / section as described in this manual.
- xi) The soft copy of the documents information is maintained in a CD at respective department level.

Document / Record Reference:

Department Level Records

KASC/XXX/F/YY

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Issued by:

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Doc. No.: K	ASC/QSP/02
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Procedure for Internal Audit

Purpose: To provide a system for planning, scheduling, conducting Internal Audit and execution of all actions to verify whether quality related activities and results meet the planned arrangements and that they are effectively implemented

Scope: Applicable to the audit of the entire Quality Management System activities

Responsibility: MR and Internal Auditors

Procedure:

- i) Internal audit will be conducted as per the Audit plan KASC/MRO/F02 once in 6 months, to cover the audit plan comprehensively.
- ii) Audit schedule KASC/MRO/F03 will be released based on the status and importance of the activity to be audited.
- iii) Trained and qualified internal auditors as per the KASC/MRO/WD/03 will be assigned auditing works.
- iv) Audit observations will be recorded in the Audit Observation Sheet KASC/MRO/F04 and non-conformances will be recorded in the Non-conformity Report KASC/MRO/F05 and brought to the attention of the auditee.

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Procedure for Internal Audit

- v) Auditee will ensure timely corrective action.
- vi) Follow up audit to verify implementation and effectiveness will be organized by MR on or after the target date as mentioned in the Nonconformity Report.
- vii) The Auditee will give the closed audit reports to MR.
- viii) Reports on the observances and the nonconformities of internal audits will be presented to the Management for review in the MRM through Audit Summary Form by MR in KASC/MRO/F06.

Document / Record Reference:

Audit Plan
 Audit Schedule
 KASC/MRO/F02
 Audit Observation Sheet
 KASC/MRO/F03
 Audit Observation Sheet
 KASC/MRO/F04
 Nonconformity Report
 KASC/MRO/F05
 Audit Summary Form
 KASC/MRO/F06
 List of Trained Internal Auditors Form
 KASC/MRO/WD/03

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Procedure for Nonconformity Outputs & Corrective Actions

 Doc. No.: KASC/QSP/03

 Rev. No.
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Purpose: To construct a procedure to control the Nonconformity outputs in the Institution.

Scope: Applicable to all the Nonconformity Outputs during the product realization.

Responsibility: Principal, HoDs and Faculty concerned.

Procedure:

- I. Various Non-conformity situations during various stages of service realization, source of the nonconformance, responsibility for identification and the authority for review and taking correction / disposition action are defined in the following table.
- II. The details of the nonconformance and the Disposition (Correction) action taken are recorded in the Nonconformity Report, KASC/MRO/F05
- III. The failures in CIA and Model exams [those who secured less than 30% (UG) and 40% (PG) marks] are counselled by the faculty concerned and the same is recorded in the tutorial record. Need based coaching classes are arranged by the faculty members and same is reviewed by the respective HoD

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Procedure for Nonconformity Outputs & Corrective Actions

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- IV. Remedial classes are conducted for the failures in the End semester examination and the same will be reviewed by the respective HoD.
- V. The no. of hours required for such remedial and coaching classes have to be finalized by the faculty concerned with the consent of the HoD.
- VI. The performance of the students after the remedial and coaching classes will be evaluated by the faculty concerned on the basis of an oral examination and the same will be informed to the HoD.

Document / Record Reference:

- 1. Nonconformity Report
- 2. Students Feedback Form
- 3. Result Analysis

- KASC/MRO/F05

- KASC/GEN/F13
- KASC/GEN/F15

Table

SI. No.	Situation leading to Nonconformance	Responsibility	Record Ref./ Source	Authority
1.	Students Feedback Form	HoD Concerned	1,7,000,02,	HoD/ Principal
2.	Tutorial Records	HoD Concerned	KASC/GEN/F09	HoD/ Principal
3.	Any other deviation from objectives / process measures	HoD and Faculty concerned	Status of Objectives and Process Measures	Faculty Concerned / HoD

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Procedure for Nonconformity Outputs & Corrective Actions

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Purpose: To establish a procedure to ensure that Management Review,

Meetings are conducted to look into continuing suitability,

adequacy and effectiveness of the Quality Management System

Scope: Applicable to all the activities related to Quality Management System

Responsibility: HoD, MR and Principal

Procedure:

- The Management Review is conducted to review effectiveness, suitability and adequacy of the established Quality Management System.
- ii) MR arranges for the Management Review meeting once in 6 months.
- Principal chairs the meeting and all the HoDs and the Faculty are the members of the meeting and the functional responsible staff (if required) are the members of the meeting.

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Procedure for Management Review

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- iv) The Management Representative communicates to the persons concerned in advance for preparing and submitting their performance in the review meeting.
- In case if the principal is not available during conduction of this meeting, then Assistant Management Representative chairs the MRM.
- vi) The Management Review Inputs or the Agenda for the meeting are:
 - a) Internal and External Audit results
 - b) Customer Feedback
 - c) Process performance and the Service conformity status
 - d) Status of preventive and corrective actions taken by the respective HoDs
 - e) Follow-up actions of the previous Management Review Meeting
 - f) Any changes that could affect the Quality Management System
 - g) Any recommendations for improvement which is to be presented by all the members during the meeting

a) Internal and External Audit Results:

 The result of the Internal Audit(IA) conducted in various departments are recorded in the prescribed Audit Summary Form – KASC/MRO/F06

Principal.

Konguarts and science college (autonomous)

Nanjanapuram, erode - 638 107.

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Procedure for Management Review

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The points for discussion shall be

- i. The number of nonconformity invited by each department and number of nonconformity for which corrective actions are initiated and completed.
- ii. The number of nonconformity for which the corrective actions are still pending.
- iii. During this period, if any external audit is conducted, the results of that audit shall be discussed.

b. Customer Feedback:

- Under this agenda point, the feedback and comments received from the students and parents are to be discussed
- The students' complaints are also accounted and discussed in detail for corrective actions and root cause analysis

c. Process Performance and the Product Conformity Status:

- The process performance of each department against their Department Quality Objective targets and the service achievement for each process parameters to be discussed in detail
- Each department should come out with the related inputs with all the back papers as part of the evidence for having achieved the identified target with the acceptable criteria

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Procedure for Management Review

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 For the parameters and the targets where there is no achievement, the same shall be discussed for the completion or for any resetting in the set target for further process

d. Status of Corrective Actions by the respective HoDs:

 As per the agenda under sub-division a. and b. the required corrective actions to be taken for the identified non-conformities of each department and their status of completion are also to be analyzed for improvement

e. Follow-up actions of the previous Management Review Meeting:

- During every Management Review Meeting (MRM), whatever points were discussed in the previous MRM and the required action and time for its completion, their status are to be discussed for effectiveness and implementation
- If those actions are still incomplete, the required action has to be initiated for its completion and identify actions to avoid recurrence

f. Any changes that could affect the Quality Management System:

 During the process of QMS implementation in the College, if changes are required due to

Change in the Standard

Any amendment / revision in the Standard

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Procedure for Management Review

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- Any suggestion received from the Students / Parents/
 Staff
- Any changes in the process due to change in the syllabi / teaching methods
- Introduction of new programme by the College
- The documentation shall be amended and re-circulated to all the departments for implementation
- g. Recommendations, if any, for the improvement which is to be presented by all the Members during the Meeting:
 - For every meeting, all the Departments shall present their commitment towards continual improvements in any of their process, service, activities and methods with the practically achievable targets, time and person responsible for the completion of the specified target
 - The chairperson shall discuss the feasibility of the project with all other parameters that may or may not have any interaction with other departments and their commitments in achieving the target

The Management Review Outputs are:

a) Any improvement on the effectiveness of the Quality Management System and its processes

After the end of the MRM, the team and the Chair person
 ENCE CShall discuss for further improvement in the implementation

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Procedure for Management Review

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of the QMS for each department, each process and each activity in particular without affecting other related department process and teaching quality

- b) Any improvement of operation process in line with the requirements of Students and other interested parties:
 - In each MRM, the team shall present any improvement and development in the teaching process at KASC for quality teaching and service excellence
 - Improvement shall be in line with the requirements of both the students and the other interested parties

c) Any need for Resources:

- All the user departments shall present the resource requirements during each MRM
- The requirements may be manpower, equipments, methods for improved teaching, material for better service achievements

d) Any change in Quality Policy and Objectives:

As far as KASC is concerned, during the MRM, the achievements shall be discussed as stated in the Quality Policy and the Quality Objectives

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Procedure for Management Review

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- The Quality Objectives include both the Department and Institutional Objectives
- If there is any non-achievement in the targets, then the MRM shall discuss in re-defining and re-setting the target
- If required, the MRM shall discuss on the changes in the Quality Policy
- The Minutes shall be circulated to all the Department Heads and the participating members
- The minutes shall be recorded in KASC/MRO/F11 and circulated to all the members

Issued by:

Document / Record Reference:

1. Management Review Meeting Minutes

KASC/MRO/F11

Prepared by:

Approved by:

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KONGU ARTS AND SCIENCE COLLEGE

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Doc. No.: KASC/QSP/05 Rev. No. 00 Rev. Date 25.04.2016 Issue No. 00

Procedure for Admission

Purpose: To establish a procedure to confirm that the students are admitted as per admission rules of the University and AICTE Norms

Scope: Applicable to all the Students admitted in KASC

Responsibility: Principal and Head - Office Administration

Procedure:

Admission procedure for the UG and PG Programmes from the month of May to August

The sequences of activities carried out for admission are as follows:

- i) Advertisement in the leading newspaper with Programmes offered and other details between the months of April and June of the academic year.
- ii) Printed Application forms for various Programmes are made ready for issue.
- iii) Issue of the application.
- iv) Receive the filled in application from the students.
- v) Enter the details as found in the filled-in application in the format prescribed by the Government.

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Procedure for Admission

- vi) From the above inputs, a Rank list is prepared.
- vii) In accordance with the Rank list, the selection list is prepared.
- viii) Interview cards are sent to the students as in the selection list.
- ix) Check for the eligibility for Admission (i.e Verification).
- x) Enter the details of the students in the Admission register.
- xi) Collect the Mark Sheet, Transfer Certificates, Photos etc., required for Admission.
- xii) Send the information about the re-opening of the College to all the admitted students (1st Year).
- xiii) Prepare the students' name list (course-wise) and temporary Register Numbers for them are allotted.
- xiv) After the admission, ID Cards are issued to all first year students.

Admission Procedure for M.Phil and Ph.D: (M.Phil-01 session/Ph.D-02 Session per year)

- Receive the filled-in applications by the office from the University.
- ii) After verifying the eligibility conditions, sending interview cards to the candidates.
- iii) Arrangement for interview.
- iv) Sending proforma to the university after interview (Necessary Proforma).

v) Sending admission fee by DD to the University.

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Procedure for Admission

vi) After getting communication of registration from the University, issuing the same to the HoD, guide and students.

Document / Record Reference:

The records are maintained as per the List of Quality Records in the Office - KASC/OFC/WD/12.

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Procedure for Staff Recruitment

Doc. No.: KA	SC/QSP/06
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Purpose: To establish a procedure to ensure that Staff recruitment is done as per Bharathiar University and AICTE guidelines

Scope: Applicable to all Teaching Staff and Non-teaching Staff of Kongu Arts and Science College

Responsibility: Correspondent, Selection Committee and Principal

Procedure:

- i) The Staff Selection in respect to Teaching Staff shall be made through the Staff Selection Committee.
- ii) Advertisement calling for applications shall be published by the Correspondent in leading News papers fixing due date for the submission of completed applications.
- iii) Simultaneously, arrangements to identify the Experts in the Staff Selection Committee Meeting shall be made.
- iv) After having received adequate number of applications on the due date, candidates to be interviewed shall be called for interview.

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Procedure for Staff Recruitment

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- v) On interview date, the following arrangements shall be made for the convenience of the Staff Selection Committee Meeting.
 - a) Verification of original certificates
 - b) Written Test
 - c) Interview
 - d) Recording Minutes of Staff Selection Committee

 Meeting
- vi) The Minutes of the Meeting along with detailed proposal for the selection of staff shall be submitted to the Secretary of the Trust through the Correspondent for approval.
- vii) After having obtained the approval, Appointment Orders shall be issued.
- viii) The candidates selected shall execute a Service Agreement.

Document / Record Reference:

Staff Selection Committee Meetings Minutes.

Prepared by:

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Procedure for Office Administration

Doc. No.: K	ASC/QSP/07		
Rev. No. 00			
Rev. Date	25.04.2016		
Issue No.	00		

Purpose: To establish a procedure to ensure that the Institution's administration and its related documented information are properly maintained

Scope: Applicable to all the Office related activities

Responsibility: Head - Office Administration

Procedure:

Maintenance of Staff Attendance:

Biometric attendance is followed for teaching and non-teaching staff.

The details of holidays and leave availed by the staff are entered in the Attendance Register.

The attendance register is verified by the Principal every day.

Documented information of Establishment:

Staff Applications, Staff Selection Committee Records, Appointment Orders, Staff Service Registers, etc., are maintained in the Office.

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Procedure for Office Administration

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Documented Information of Staff Welfare Schemes:

Documented Information in respect of Group Insurance Scheme and Employees Provident Fund Scheme are maintained in the Office.

* Documented information of Students:

Application Issue Register, Application Fee Register, Students' Original Certificates, Admission Register, Transfer Certificates, Course Completion Certificate and Files in connection with Students' Safety Insurance, etc., are maintained in the Office.

❖ Holidays:

Holidays are declared as per list of Holidays in the College Calendar. Exhibition of notices on the notice boards regarding declaration of holidays for the information of students and through circular regarding holidays declared to the members of staff are done in the Office.

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Approved by:

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Procedure for Office Administration

Doc. No.: K	ASC/QSP/07	
Rev. No. 00		
Rev. Date	25.04.2016	
Issue No.	00	

Entitlement of Leave for Staff:

1. Casual Leave

12 days per year (From June to May)

2. Compensatory Leave

The teaching and non-teaching staff will be given compensatory leave as per the norms of the college if they work on holidays.

3. Permission:

The Faculty members are entitled to avail one hour permission twice in a month.

4. On-duty

The faculty members can avail 15 days remunerative on-duty in a calendar year.

❖ Maintenance of Accounts:

The College office maintains Accounts Books and Records viz., Receipt Book, Daily Fee Collection Register, Vouchers containing Bills, Invoice, Cash Book, Ledger etc.,.

❖ Office Stores:

The office maintains stock account of printing items viz., Stock Register, Accounts Books, Letter Heads, etc. Stock Register for Stationery and printing items are maintained in the Office.

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Procedure for Office Administration

Doc. No.: K	ASC/QSP/07
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❖ Fees Collection:

The students remit the fees through the bank as per instruction from office.

Staff Original Certificates:

At the time of joining duty, the selected candidates for teaching and non-teaching posts shall submit their Original Certificates in the Office and it will be kept in the steel bureau for safe custody. The certificates will be returned on request for the purpose of undergoing higher studies or at the time of relieving from the service.

Document / Record Reference:

The List of Documents and the Records are maintained in the Office with the identified codifications as per the procedure.

NENCE CO ERODE 638 107 Prepared by:

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Procedure for Conducting Theory Classes

Doc. No.: K	ASC/QSP/08	
Rev. No. 00		
Rev. Date	25.04.2016	
Issue No.	00	
135UC 140.	00	

Purpose: To establish a procedure to ensure the smooth conduct of theory classes as per the planned time-table

Scope : Applicable to the teaching staff of all the Departments

Responsibility: HoD and Members of Teaching Staff

Procedure:

- Staff meeting is convened by the HoD to get their preference on the subjects of their interest atleast two-weeks before the commencement of the semester.
- ii) On the basis of the preference given by the staff, papers will be allotted by the HoD. When any subject is not selected by any of the faculty member in the department, the HoD allocates the particular subject on the basis of area of specialization.
- iii) The preparation of time-table shall be done one week before the commencement of the classes for that particular semester and the individual work load will be given to the staff.
- iv) Lesson plans, unit-wise, have to be prepared by the staff in accordance with the prescribed syllabus and it has to be approved by the HoD concerned.

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Procedure for Conducting Theory Classes

Doc. No.: K	ASC/QSP/08
Rev. No. 00	
Rev. Date	25.04.2016
Issue No.	00

- v) The lesson plan is prepared once in 15 days prior to the commencement of the classes and the same has to be approved by the HoD.
- vi) The teaching staff conduct the classes and record the attendance and portions covered in the lesson plan respectively.
- vii) Question papers for Continuous Internal Assessment are prepared by the faculty, who is handling the particular subject and the same are to be handed over to the COE through the HoD at least one week before the commencement of each CIA Examination.
- viii) Question bank for each subject to be prepared by the faculty, as per the format given by the COE, and the same has to be handed over to the COE as per the instructions.
- ix) The answer scripts of CIA Examinations will be kept in the Exam section and the faculty can get the papers for valuation on the same day evening.
- x) Within specified date given by the COE, the papers will be valued and a mark list will be prepared after distributing the papers to the students.
- xi) The final CIA examination marks should be submitted to the COE.
- xii) Attendance Proforma should be prepared and forwarded to COE through the HoD.

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Procedure for Conducting **Theory Classes**

Doc. No.: K.	ASC/QSP/08	
Rev. No. 00		
Rev. Date	25.04.2016	
Issue No.	00	

Document / Record Reference:

1. Subject Willingness	- KASC/GEN/F02
2. Subject Allocation and Individual Work Load	- KASC/GEN/F03
3. Lesson Plan & Execution Report	- KASC/GEN/F04
4. Time Table	- KASC/GEN/F05
5. Class Attendance Register	- KASC/GEN/F06
6. Internal Question Paper	- KASC/GEN/F10
7. Internal Marks	- KASC/GEN/F11
8. Attendance Proforma	- KASC/XXX/F24

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Procedure for Conducting Practical Classes

Doc. No.: K	ASC/QSP/09
Rev. No. 00	
Rev. Date	25.04.2016
Issue No.	00

Purpose: To establish a procedure to ensure that all the practical classes are conducted as per the time table

Scope: Applicable to all the Departments attached with Laboratory of KASC

Responsibility: Staff, who is handling the respective practical subject

Procedure:

- i) The staff concerned prepares the Lab manual KASC/XXX/WD/YY as per the List of Experiments or preprinted Lab Manual. The same is maintained as a working document before the commencement of classes.
- ii) The staff should prepare practical schedule for each cycle of experiments and the same should be approved by HoD.
- iii) The staff concerned must ensure the availability of equipments and tools before the commencement of semester.
- iv) The attendance of students shall be recorded in the Attendance Register.
- v) The Staff should ensure that the students submit their previous Class Record / Observation note.

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Procedure for Conducting Practical Classes

Doc. No.: K	ASC/QSP/09
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- vi) The faculty concerned gives enough instructions to students before starting the Lab experiments.
- vii) After verifying the result in the Observation notebook, the faculty concerned authorizes the same.
- viii) Lab assistant ensures that the students return the apparatus and components without any breakage / damage. If there is any breakage, it is recorded by the Faculty concerned.
- ix) Process Measurement Practical Classes

S.	Process	Target	Responsibility	Frequency
No. 1.	Measurement Observation Submission	100%	Staff Concerned	After the Completion of Experiment
2.	Record Submission	Beginning of Next Class	Staff Concerned	Each lab class

Document / Record Reference:

1. Lab Manual

KASC/XXX/WD/YY

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Procedure for Conducting Continuous Internal Assessment Examination

Doc. No.: K	ASC/QSP/10
Rev. No.	00
Rev. Date	25.04.2016
Issue No.	00

Purpose: To establish a procedure to ensure that the internal examinations are conducted as per the norms fixed by COE and same has to be approved by the Principal, Governing Council, Academic Council and BOS

Scope: Applicable to all Departments in KASC

Responsibility: HoD, Office Administration, COE and Principal

Procedure:

The COE and the Examination Committee are responsible for the conduction of the Examination activities with the Co-ordination of the Department Heads and the Office Administration.

- To procure stationery for the conduct of Examinations through Office Administration.
- ii) To prepare the tentative schedule for CIA at the beginning of the semester.
- iii) The timetable copy is given to the Office Administration for Stationery procurement.

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Procedure for Conducting Continuous Internal Assessment Examination

Doc. No.: I	KASC/QSP/10
Rev. No.	00
Rev. Date	25.04.2016
Issue No.	00

- iv) Question papers are prepared and submitted by the faculty to the Exam section and required numbers of photo copies are taken.
- v) The Exam section Committee will make necessary arrangements with regard to hall allocation for the conduct of examinations.
- vi) The faculty concerned values the answer scripts on the same/ next working day in the examination hall itself.
- vii) The faculty prepares a consolidated mark list and submits the same to the HoD.
- viii) The HoD approves the mark list and gets it signed by the Principal to be submitted in Exam section.
- ix) The marks are sent to the parents for information.

Evaluation of CIA Marks:

Portions for the Continuous Internal Assessment

Exam	Portion	Weightage	Question Paper Setting
CIA I	First 1 ½ Units	30%	From the completed portions
CIA II	Next 1 1/2 Units	30%	From the completed portions
Model	Full portion	100%	From all the units

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Procedure for Conducting Continuous Internal Assessment Examination

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Rev. No.	00
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Internal Marks Distribution:

Particulars	UG	PG
CIA	10	05
Model	10	10
Assignment	05	05
Seminars	-	05
Total	25	25

Attendance:

The college functions for 90 days in a semester. The students are allowed to take leave for 22.5 days in a semester. If any student takes leave more than the prescribed days, they have to pay condonation fee.

Assignment:

- i) Two assignments are given the students and each carries2.5 marks.
- ii) Assignment marks are based on the data and subject details and the additional references made in.

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Procedure for Conducting Continuous Internal **Assessment Examination**

Doc. No.: K	ASC/QSP/10
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If a student does not submit the assignment, he/she will be awarded no marks for assignment.

Seminars:

- i) The subject related seminars are given to each PG student.
- ii) The marks for seminars will be 5.

Documents/Record Reference:

1. Syllabus

KASC/XXX/F02

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Procedure for Conducting End Semester Examination

DOC. NO.: N	ASC/QSP/11
Rev. No.	00
Rev. Date	25.04.2016
Issue No.	00

Purpose:

To establish a procedure to ensure that the practical examinations are conducted as per the norms fixed by the

COE

Scope: Applicable to all departments in KASC

Responsibility: HoD, Office Administration, COE and Principal

Procedure:

Practical Examinations:

- To prepare the list of candidates eligible for the examination.
- ii) To prepare the tentative schedule for Practical Examinations through HoD and send it to the COE KASC for approval.
- iii) As per the norms, the External Examiner and Internal Examiner are appointed by the COE with the consent of the principal.
- iv) To settle the remuneration for the external, internal examiners, skilled assistants, office assistants and other supporting staff.

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Procedure for Conducting End Semester Examination

Doc. No.: K	ASC/QSP/11
Rev. No.	00
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Theory Examinations:

- i) To collect the filled-up exam application forms in all aspects and send it to the COE.
- ii) To receive the time table from the COE and inform the same to the Departments Concerned.
- iii) To display the timetable on the Notice Board and to be read in the class room.
- iv) To receive the Hall tickets from COE and hand over the same to the departments for distribution.
- v) To make hall arrangements to conduct the theory examinations.
- vi) To display the details of seating arrangements in the notice board.
- vii) To appoint External invigilators for the conduct of theory exams as per the COE KASC norms.
- viii) Invigilation schedule is prepared in consultation with the HoDs concerned for the internal invigilators.
- ix) The invigilator concerned should report to the exam cell 30 minutes before the commencement of the examinations to collect the question paper and answer sheets.
- x) If any malpractice is found, the same should be reported to the COE through proper channel for further action.

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Procedure for Conducting End Semester Examination

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- xi) To conduct Exams as per time table and to send the written answer scripts to the COE.
- xii) To settle the remuneration for the external and internal invigilators, office assistants and supporting staff.
- xiii) To send the account statement and stationery statements with necessary vouchers to the office.
- xiv) The results of examinations will be published and the result copies will be distributed to all the departments.
- xv) Details of Seating arrangements are displayed on the notice board and respective halls for student information.
- xvi) Ensure the exams are conducted as per the schedule.
- xvii) The college follows semester pattern of examinations for UG and PG Programmes. The UG Programmes have six semesters with 140 credits and PG Programmes have 4 semesters with 90 credits except MCA which has 135 credits as per the direction of the Bharathiar University and TANSCHE.
- xviii) Examination system is designed to ensure reliability, validity and performance of the students are evaluated during and at the end of the semesters.
- xix) The examination has two components- Continuous Internal Assessment (CIA) and End Semester Examinations (ESE). CIA is conducted to monitor the progress of the students during the

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Procedure for Conducting End Semester Examination

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semester and ESE at the end of the semester after the completion of 90 working days.

- xx) The components of Continuous Internal Assessment are Periodical Tests, Assignments and Seminars for 25% of the total Marks
- xxi) To facilitate the students of this college to seek admission in the universities and institutions in India and other countries, we follow the system of awarding percentage of marks, letter grade, grade point and cumulative grade point average.

	Maxim	ıum Marks	Min	imum N	<i>M</i> arks	Mini	mum l	Marks
Total Marks			ι	JG (40	%)	F	G (50	%)
100	ESE	CIA	ESE	CIA	Total	ESE	CIA	Total
	75	25	30	Nil	40	38	Nil	50

Grade Points & Marks

Range of Marks	Grade Points	Letter Grade
90 - 100	9.0 - 10.0	О
80 - 89	8.0 - 8.9	D+
75 - 79	7.5 - 7.9	D
70 - 74	7.0 - 7.4	A+
60 - 69	6.0 - 6.9	Α
50 - 59	5.0 - 5.9	В
40 – 49 #	4.0 - 4.9	С
00 - 39	0.0 - 3.9	U
Absent	0.0	AAA

PG Only

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Doc. No.: KASC/QSP/11 Rev. No. 00 Rev. Date 25.04.2016 Issue No. 00

Procedure for Conducting End Semester Examination

For a Semester:

GRADE POINT AVERAGE [GPA] = \sum_{i} Ci Gi / \sum_{i} Ci

 $GPA = \frac{Sum of product of grade points and the credits for the courses}{sum of the credits of the courses in a semester}$

For the entire programme

CUMULATIVE GRADE POINT AVERAGE [CGPA] =
$$\sum_{n} \sum_{i} C_{n_i} G_{n_i} / \sum_{n} \sum_{i} C_{n_i}$$

 $CGPA = \frac{Sum \text{ of product of grade points and the credits for the entire programme}}{sum \text{ of the credits of the courses of the entire programme}}$

- The Results of the examinations will be published in the college website soon after the examinations
- Total transparency is followed in the examination system. If any student is interested in seeing his/her answer scripts, he/she may apply for photocopy paying the fee prescribed by the office of the COE
- Both UG and PG students are eligible for revaluation and re-totalling
- The application for re-totalling, revaluation, improvement and request for photocopy of valued answer scripts must reach the controller of examinations within 20 days from the date of publication of results

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Procedure for Conducting End Semester Examination

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 Fee for consolidated statement of marks and provisional certificate should be paid along with final semester examination fee

Document / Record Reference:

The records are maintained as per the List of Quality Records of the Exam Section - KASC/EXM/WD/04.



Procedure for Maintaining Records Relating to Examination

Doc. No.: K	ASC/QSP/12
Rev. No.	00
Rev. Date	25.04.2016
Issue No.	00

Purpose: To establish a procedure to ensure that proper records have been maintained by the department with regard to examinations

Scope: Applicable to the teaching staff of all Departments and COE

Responsibility: HoD and Members of Teaching Staff

Procedure:

- To maintain records relating to the payment of examination fee by the students to the office through the respective class advisors
- ii) To circulate the timetable for the examination to the students and put up the same in the notice board
- iii) To ensure the availability of question paper copies, the copy of the internal as well as the external examination question papers
- iv) To prepare class-wise and subject-wise result analysis

Document / Record Reference:

- 1. Examination fee payment file KASC/EXM/F04
- 2. Examination Time-table File KASC/EXM/F03

3. Result Copy File

- KASC/EXM/F11

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Procedure for Maintaining Resource Maintenance

Doc. No.: K	ASC/QSP/13
Rev. No. 00	
Rev. Date	25.04.2016
Issue No.	00

Purpose: To establish a procedure to ensure that all the Computers,

Networking components, Instruments / Equipments and
associated peripherals are working in good condition

Scope: Applicable to the resources pertaining to all the departments, Civil and Electrical works

Responsibility: System Maintenance Team / Respective Lab advisors/ Electrical Engineer and Civil Engineer

Procedure:

Break Down Maintenance (Biotechnology/Biochemistry):

- i) Breakdown maintenance will be attended on a priority basis.
- ii) The Lab in-charge will attend the breakdown maintenance. In some cases, if the resources are not available, then the external agencies will be called.
- iii) After successful completion of breakdown maintenance, they will be updated in the Instrument / Equipment register.

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Procedure for Maintaining Resource Maintenance

Doc. No.: K	ASC/QSP/13
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Break down Maintenance - Civil Works:

- i) This would be done on a priority basis on the requirement of the needs for the development and up gradation particularly for repairing the sewer line, toilet pipeline / wash basin / water closets rectifications and other rain water penetrations.
- ii) After successful completion of break down maintenance, activities are updated.

House Keeping:

Class rooms, toilets and other rooms are kept neat and tidy and are monitored daily.

Documents / Record Reference:

The records are maintained by the respective departments and the same appear in their working documents.

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Procedure for Staff Development & Training

ASC/QSP/14
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25.04.2016
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Purpose: To establish a procedure to ensure that all Teaching Staff / Non-teaching Staff are trained continually to upgrade their skills

Scope: Applicable to all the Teaching Staff / Non-teaching Staff in KASC

Responsibility: HoDs / Principal

Procedure:

Internal Training Programmes

- i) Staff Competency Matrix is developed based on the information provided by the Staff in the Self appraisal and Appraisal by HoD.
- ii) Based on this, need for training is identified and reviewed once in a year by HoD and the Principal.
- iii) A Training Plan is prepared in consultation with all staff to identify the training programmes to be conducted for the period.
- iv) Training will be conducted as per the Training Plan.
- v) After the Programme is over, a report will be received on the Training undergone by Faculty / Non-teaching staff.
- vi) Individual staff skill form is updated by the respective staff and HoD and the Principal verifies the same.

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Procedure for Staff Development & Training

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vii) After the Training, based on the number of days, the training effectiveness is done as per the following table.

S.No.	Type of Training	Duration of the Training	
1.	Orientation Course	20-30 days	Minimum 30 days from the date of Training and from the next working day of the college.
2.	Refresher Course	20-30 days	Minimum 30 days from the date of training and from the next working day of the college.
3.	Seminars/Conferences/ Workshops etc.,.	1-5 days	Minimum 15 days from the date of training and from the next working day of the college.
4.	Any other Training Programme	2-10 days	Minimum 15 days from the date of training and from the next working day of the college.

^{**} The time specified in effectiveness column is effective from the next working day of the college

Document / Record Reference

Staff Competency Skill Matrix - KASC/XXX/FYY
Department Training Plan - KASC/XXX/FYY

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 Doc. No.: KASC/QSP/15

 Rev. No.
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 Rev. Date
 25.04.2016

 Issue No.
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Procedure for Purchase

Purpose: To establish a procedure to ensure that purchased products are controlled

Scope: Applicable to all materials purchased in KASC

Responsibility: Principal / HoD

Procedure:

For Equipments / Consumables

As per syllabi requirement, the nature of equipments required for various Disciplines in the College are forwarded by the HoD and it is recommended by the Principal to the Correspondent.

Purchase Procedure:

- i) On receipt of ordered equipments in good working condition, payment shall be made as per Terms stipulated in Purchase Order by the Trust Office.
- ii) Department-wise Stock Registers in respect of equipments shall be maintained.
- iii) On receipt of consumables, they are distributed through material requisition slip.

Document / Record Reference:

The relevant records are maintained by the Office Administration in their list of Quality Records - KASC/OFC/WD/12.

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Procedure for Maintaining Students Activity Record

SC/QSP/16
00
25.04.2016
00

Purpose: To establish a procedure to ensure the recording of the activities of the students of the Department concerned

Scope: Applicable to the teaching staff in all the Departments

Responsibility: HoD and Members of Teaching Staff

Procedure:

- i) The office bearers viz, Chairman, Secretary and Vice chairman of the Department association are selected on the basis of their academic merit and their own willingness.
- ii) To obtain the grievances from the students in order to promote the welfare and academic activities of the students
- iii) To suggest an action to be taken against the students under disciplinary grounds
- iv) To make the availability of ready reference of the details relating to the details about the project reports undertaken by the students
- v) To record the details about the institutional training undergone by the students
- vi) To arrange industrial visits to enrich the practical knowledge of the students

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Procedure for Maintaining Students Activity Record

Doc. No.: K	ASC/QSP/16
Rev. No.	00
Rev. Date	25.04.2016
Issue No.	00

- KASC/XXX/F10

Document / Record Reference:

5. Industrial Visit

1. Department Activities	- KASC/XXX/F05
2. Grievance Record	- KASC/GEN/F14
3. Disciplinary Action Record	- KASC/XXX/F26
4. Institutional Training /Project Report	- KASC/XXX/F09

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Procedure for Maintaining Inward & Outward Communication in the Department

Rev. No.	ASC/QSP/17
Rev. Date	25.04.2016
Issue No.	00

Purpose: To establish a procedure to maintain the inward and outward communication in the Department

Scope: Applicable

Applicable to the teaching staff of all the Departments

Responsibility: HoD and Members of Teaching Staff

Procedure:

- i) To send the academic and attendance report of the students to the parents so that they can know the performance of their wards
- ii) To smoothen the conduct of regular activities of the Department, instructions received from the Principal are kept in the Department and are referred whenever the need arises
- iii) To disseminate various information for the betterment of the students and members of staff
- iv) To maintain the record relating to communications received from the University through Principal of the College
- v) To disseminate various instructions and information to the students and staff through circulars

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Procedure for Maintaining Inward & Outward Communication in the Department

Rev. No.	ASC/QSP/17
Rev. Date	25.04.2016
Issue No.	00

To maintain communications relating to permission of Project j) Report, Institutional Training and Industrial Visits

Document / Record Reference:

1. Communication to Parents Record - KASC/GEN/F16

2. Minutes of the Principal Meeting & - KASC/GEN/F19 Communication

- KASC/XXX/F01 3. University Communication

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Procedure for Department Administration

Doc. No.: K	ASC/QSP/18
Rev. No. 00	
Rev. Date	25.04.2016
Issue No.	00

Purpose: To establish a procedure to ensure the smooth functioning of the Department

Scope:

Applicable to the Teaching Staff of all the Departments

Responsibility: HoD and Members of Teaching Staff

Procedure:

- (i) To maintain the minutes of the department meeting for ensuring the proper adoption of the follow-up actions to implement the decisions taken in the meeting.
- (ii) To maintain the faculty profile and to update it. The progress of the faculty to be recorded for ensuring the better utilization of additional knowledge acquired by the faculty.
- (iii) To ensure the availability of the required books in the library, for both staff and students, requisition has to be prepared by the department stating their book requirements and the same has to be submitted to the Principal for procurement of the same.
- (iv) Details regarding the deputation of faculty for various activities such as Orientation course, Refresher courses, Paper presentation, to

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Procedure for Department Administration

ASC/QSP/18
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25.04.2016
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attend Conferences and Seminars etc., have to be kept in the Department.

- (v) To ensure that the classes are not getting cancelled as a result of the leave availed by the faculty, making necessary alternative class arrangements
- (vi) To maintain the minutes of the meeting of the Board of Studies
- (vii) To maintain the list of subject experts to be furnished to the COE for question paper settings, Project viva-voce examinations, Conducting practical examinations and evaluation of answer script
- (viii) To maintain the detailed syllabus to be studied by the batch along with the scheme of examinations
- (ix) To maintain the particulars relating to the members of Board of studies
- (x) To maintain the tutorial record

Document / Record Reference:

Minutes of Department Meeting - KASC/GEN/F18
 Faculty Profile - KASC/GEN/F01
 Alternative Class Arrangement Register - KASC/GEN/F07

4. Syllabus - KASC/XXX/F02

5. Tutorial Record - KASC/GEN/F09

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Procedure for Training and Placement Cell

Doc. No.: K	ASC/QSP/19
Rev. No.	00
Rev. Date	25.04.2016
Issue No.	00

Purpose: To establish a procedure to enter the complete information about the placement secured by the students through On or Off Campus Interview. To interact with Industries and invite them to conduct Campus interviews

Scope: Applicable to all the Final Year students of KASC

Responsibility: Placement Officer

Procedure:

- i) Arranging Training Programmes for the benefit of the students by the Professionals.
- ii) To collect the list of students from each Department who are interested in job.
- iii) Arranging campus interviews from various leading corporates.
- iv) Preparing the details regarding the training programme organized in department, list of students taken part and selected through the campus interviews and the same will be forwarded to the Principal.

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Procedure for Training and Placement Cell

Doc. No.: KASC/QSP/1	
Rev. No.	00
Rev. Date	25.04.2016
Issue No.	00

Process Measurement

S.No.	Process Measurement	Target	Responsible for Monitoring	Frequency of Monitoring
01	Students	40 %	Training and Placement cell /	Once in a
	Placement		Department In charges	year

Document / Record Reference:

The records are maintained as per the List of Quality Records in the Training and Placement Cell - KASC/TPC/WD/04.

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Procedure for Library Administration

Doc. No.: K	ASC/QSP/20
Rev. No. 00	
Rev. Date	25.04.2016
Issue No.	00

Purpose: To establish a procedure to ensure that all Library materials are available

Scope:

Applicable to all Library resources in KASC

Responsibility: Librarian

Procedure:

1. Membership:

- a) The students' roll numbers are received from the Office / Departments concerned and membership is provided to all.
- b) Staff has to get an approval from the Principal to get library membership card.

2. Eligibility:

- a) All UG students are given 2 cards
- b) All PG students and Research Scholars are given 5 cards
- c) All teaching staff are given 10 cards
- d) All non-teaching staff are given 3 cards

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Procedure for Library Administration

Doc. No.: K	ASC/QSP/20
Rev. No.	00
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Issue No.	00

3. Library Purchase Procedure:

- a) All Departments give their recommendations for procuring books, periodicals and Non Book Materials (NBM) to the library whenever required.
- b) The faculty members can also procure books and Non-Book materials during their visit to any Seminar / Conference or Book Fair and the same shall be regularized as per the KASC norms.
- c) Consolidation of recommendations is done by the Librarian and the same is submitted to the Correspondent through Principal.
- d) Books received are entered in Stock register (KASC/LIB/E50) giving number in ascending order.
- e) Stock entry register along with invoice/bills is sent to office for further process.

4. Technical Processing:

- a) All books are classified using DDC (Dewey Decimal Classification).
- b) Books are shelved as per classification numbers in respective racks and shelves.
- c) The user, while entering the Library should scan their bar-coded ID card.

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Procedure for Library Administration

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5. Circulation:

Issues

- a) Open access system is followed
- b) The students can hold a book for 15 days and the staff for one semester
- c) One book will be issued per card
- d) Reference books and journals & magazines will not be lent out
- e) Due date is entered in due date slip of book
- f) User membership card and book card is inserted in the issue tray in ascending order of accession numbers
- g) All the issues are entered in the computer

Return

- a) Membership card is taken out from the tray and given to the user
- b) Book card is inserted in book pocket
- c) The return details are entered in the computer every day

6. Overdues/Fine:

- a) One rupee per day is charged from the students for the books which are returned after due date
- b) Over dues are not collected from staff
- c) Over dues are collected by the Librarian and the monthly collection is paid in the office
- d) In case, a borrowed book is lost, the latest price of the book will be collected from the defaulter along with other charges, if any

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Procedure for Library Administration

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7. Renewal:

 a) One renewal is permitted for UG students and two renewals for PG students and Research Scholars

Document/ Record Reference:

The records are maintained as per the List of Quality Records in the Library - KASC/LIB/WD/04.

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Procedure for Physical Education

Doc. No.: K	ASC/QSP/21	
Rev. No.	00	
Rev. Date	25.04.2016	
Issue No.	00	

Purpose: Conducting the Sports and Games classes, College team selection trials for each sports and games, sending students to participate in the Extramural Tournament and Conducting Intramural Tournament

Scope: Applicable to all the Students of KASC

Responsibility: Physical Director

Procedure:

- a) Purchase of the sports and games materials through office. The materials received will be entered in Stock Register.
- b) Students can borrow the sports materials from the Physical Education Department (Marker) showing their ID card.
- c) Enroll the students name and Roll No. in the issuing register and issue materials to the students.
- d) After completing the practice, the students should hand over the materials to the Physical Education Department and get them signed in the issuing register by the staff.
- e) Suppose, any student fails to hand over the sports materials, the student should be called and enquired.

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Procedure for Physical Education

Doc. No.: KA	SC/QSP/21
Rev. No.	00
Rev. Date	25.04.2016
Issue No.	00

Extramural Tournament:

- a) To prepare the selection trial schedule and time with the approval of Principal
- b) To send the circular to the students within a month from the commencement of academic year regarding the selection trials
- To make necessary arrangements in the play ground and courts and provide necessary Sports and Games materials
- d) Formulate the selection trial procedure within 15 days after sending the circular.
- e) After selection trials, the Physical Director will discuss with the HoD concerned about the academic performance of the selected players and decide about their participation.
- f) To display the selected players' list in each game
- g) To conduct the practice session after the working hours and arrangement of the practice matches in the weekends
- h) Correspondent approves extramural tournament budget. T.A .and D.A. for the students will be paid as per norms and each student should sign in the T.A. and D.A. Register.
- i) Before the tournament schedule, Physical Director files the students' eligibility certificate as per IPAA norms for sports and games and obtain Principal's signature.
- j) To make the students take part in the tournament as per the schedule announced. Record the entry in students' attendance and On-duty form signed by the Principal and send to each department



Procedure for Physical Education

Doc. No.: KASC/QSP/21	
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Intramural Tournament:

- a) To prepare the intramural tournament schedule and time with the approval of the Principal
- b) To display the name of the teams, Sports Intramural Committee, Staff Coordinators and schedule of each sport and game in the notice board
- c) To send the circular to the students and staff
- d) To prepare the play ground and courts. Facilitate the availability of sports and games materials
- e) To conduct tournaments for students as per the schedule
- f) To display the Winners and Runners list of each sport and game in the notice board after getting the approval of the Principal
- g) To celebrate the Sports Day

Document/Record Reference:

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1. Intramural Tournaments	- KASC/PED/F01
2. Extramural Tournaments	- KASC/PED/F02
3. Stock Register	- KASC/PED/F03
4. Annual Budget File	- KASC/PED/F04
5. Sports Material Issue Register	- KASC/PED/F05
6. Students Achievement File	- KASC/PED/F06
7. Student Eligibility Proforma	- KASC/PED/F07
8. Staff Competency Skill Matrix	-KASC/PED/F08
9. Department Training Plan	- KASC/PED/F09
10. University Communication File	- KASC/PED/F10
11. Approval File	- KASC/PED/F11

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Procedure for Students Satisfaction

Doc. No.: K.	ASC/QSP/22
Rev. No.	00
Rev. Date	25.04.2016
Issue No.	00

Purpose: To establish a Procedure to ensure that the customers/students/parents/Industry expectations are met with

Scope: Applicable to all the Courses run by KASC, covering all the customers (students)

Responsibility: HoD / Principal

Procedure:

Student Satisfaction:

- Faculty Evaluation is done by receiving the feedback from the students through the students feedback form.
- II. This form is given to the students at the end of every semester.
 - a. Based on the feedback as revealed through these forms, the satisfaction level is monitored by the HoD and Principal.
 - b. If there is any dissatisfaction, then corrective actions shall be taken in order to avoid repetitiveness of the problem.
- III. The level is reviewed in the Management Review Meeting and target is fixed from the current level.

Document/Record Reference:

1. Student Feedback Form

- KASC/GEN/F13

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