CAUVERY COLLEGE FOR WOMEN (Autonomous)

(Nationally Accredited (3rd Cycle) with 'A' Grade by NAAC)

TIRUCHIRAPPALLI – 620 018.

QUALITY SYSTEM APEX MANUAL

(Issue: 01/Rev.00)

Dt.01.01.2020

In consonance with Requirements of ISO 9001:2015

(And ISO 21000:2018)

QUALITY MANAGEMENT SYSTEM

Quality System Apex MANUAL APPROVAL

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LIST OF ABBREVIATIONS

Sl. No.	Abbreviation	Expansion
1	Admin	Administration
2	C o E	Controller of Examinations
3	V P	Vice Principal
4	Ch.	Chapter
5	D. I.	Documented Information
6	Dept.	Department
7	H o D	Head of the Department
8	H R / H R D	Human Resources / Human Resources Development
9	I A	Internal Audit
10	D.C	Document Controller
11	M.R. M	Management Review Meeting
12	N C / NCR	Non-Conformities / Non-Conformity Report
13	PCL	Process Check List
14	PFC	Process Flow Chart
15	Q M S	Quality Management System
16	CPD	Common PROCEDURE DOCUMENT
17	R M	Resources Management
18	QSAM	Quality System Apex Manual
19	SOP	Standard Operating Procedure
20	W I	Work Instruction
21	W O	Work Order
22	W P	Work Procedures
23	O R	Organization Representative.
24	D I	Documented Information
25	CCW	Cauvery College For Women
26	CCW ASD	Apex System Document
27	CCW CPD	Common Procedure Document

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1. Introduction/Profile of the College

Cauvery College for Women (Autonomous) is the first unaided college started in the year 1984 – 85 which is run by Reddy Educational Trust. Our Institution is completing 35 years in imparting knowledge to empower the women community. The Trust consists of 48 philanthropists who actively entail themselves for women higher education in Tiruchirappalli district. This prestigious institution aims for excellence in education, wherein we have opened our portals to many first generation learners and students from rural areas to varied branches of study. The primary aim of this institution is to lay more emphasis not only to develop the knowledge base of our students, but also to nurture professional competency, self-confidence, managerial abilities and entrepreneurial development.

The College was initiated with 41 students and has proliferated to 5100 at present. We offer 15 UG Programmes, 10 PG Programmes, 6 Research Programmes. Our college has been recognized by **UGC under 2(f) and 12(B),** and has been accredited with "A" Grade by NAAC for three consecutive cycles - NAAC Accreditation I Cycle: A Grade, NAAC Re-Accreditation II Cycle: A Grade with CGPA 3.37, NAAC Reaccreditation III Cycle: A Grade **2017 – 2024** with CGPA 3.41 . Another added feather in the cap is that our institution has been conferred with Autonomous status on 14th March, 2019 by UGC. - Our institution is ranked in the rank band of 151 – 200 by NIRF, MHRD in IR 2018 and IR 2019, Our AISHE Code is C-35783. NAAC has identified our institution as a **Mentor Institution** to motivate the Non – Accredited institutions in our vicinity towards NAAC Accreditation. UGC has recognized our institution as a "**Potential Mentor Institution"** for mentoring the NAAC Accreditation Aspirant Institutions to Promote Quality Assurance in Higher

Education under the scheme of "**Paramarsh"**. The institution has received the "**Best Certified Count Improvement**" award which outride among the top 100 institutions in the Local Chapter by the NPTEL.

We have a dedicated band of 225 members of Teaching encompassing 94 Ph.D., and 95 with NET/ SET/SLET, 173 Non-teaching members. The Library is fully automated to facilitate the students and the faculty with the plethora of resources with 41,438 volumes and 30,141 titles of books, 162 journals and magazines including 20 International Journals. The Library is enriched with a latest technology, **"Nirmal - LAMP Version"** which enables the remote access of the e-resources by the beneficiaries .

We have a state-of-the-art lab facilities for all science courses and our computer labs have 570 computer terminals and 13 servers to meet the needs of our students. Other notable facilities include four Seminar Halls, Language Lab, Aural Oral English Lab, modernized Internet Lab, wi-fi enabled campus with 45 MBps connectivity and a Colossal O.P. Ramasamy Reddiyar auditorium with 3000 seating capacity. We have secured 1589 University Ranks with 138 University First Ranks from 1986 to April 2019. In April 2019 our students have secured 89 University ranks inclusive of 2 University first Ranks with gold medals. Our glory is that our college cultural team bagged Overall Championship in BDUFEST for 6 consecutive years and our Karagam troupe has won several Regional, University, Inter University, Interstate and National Awards. Our focus is to run an institution not only for academic excellence but also as a center which brings out the latent histrionic talents in them.

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2. List of various courses offered

UG Programmes

- B.A Tamil
- B.A English
- BSW
- BBA
- B.Com
- B.Com (CA)
- B.Sc., Mathematics
- B.Sc., Physics
- B.Sc., Chemistry
- B.Sc., Computer Science
- B.Sc., Computer Application
- B.Sc., Information Technology
- B.Sc., Microbiology
- B.Sc., Biotechnology
- B.Sc., N & D

PG Programmes

- M.A Tamil
- M.A English
- MSW
- M.Com

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- M.Sc., Mathematics
- M.Sc., Physics
- M.Sc., Chemistry
- M.Sc., Computer Science
- M.Sc., Microbiology
- M.Sc., FSM & D

Research Programmes

M.Phil

- Social work
- Commerce
- Computer Science

Ph.D

- Tamil
- Social work
- Management
- Commerce
- Mathematics
- Computer Science

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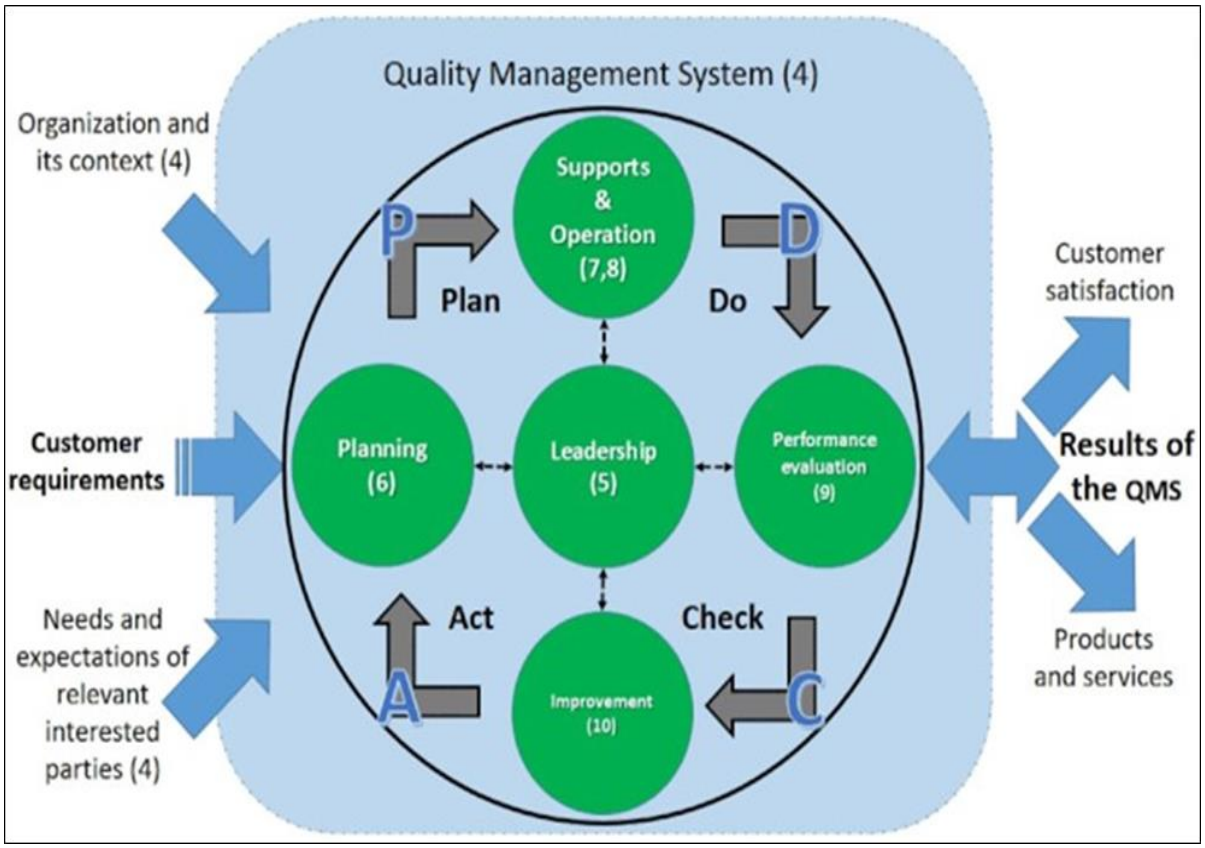

Fig.1 – ISO 9001:2015 QMS & PDCA INTERACTION

The Cauvery College for Women (Autonomous) is an ***Educational Organization*** whose core business is providing ***Educational Products*** – Learning Resource-tangible or Intangible goods used in pedagogical support of an ***Educational Service*** –Process that supports acquisition and development of Learner's Competence through Teaching, Learning or Research.

P-D-C-A Cycle is applied to all the processes and to Quality Management System as a whole.

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2.0 NORMATIVE REFERENCE

The normative reference used is as per Provisions in ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary and also ISO 21000:2018 Education Organization Management System as support document for the Educational Organization requirements.

3.0 TERMS & DEFINITIONS

The terms and definitions as given in ISO 9000/ ISO 21000 apply.

4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the organization and its context

- CCW has determined the external and internal issues that are relevant to its purpose and its strategic direction that affect its ability to achieve the intended result(s) of its quality management system

  a) Internal Issues are conditions related to organizational activities, products, services, strategic direction, values, culture, people, knowledge, system and performance of the organization. SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis provides the organization with the framework for reviewing and evaluating the strategies and the position and direction of the organization and other ideas.

  b) External issues are conditions related to cultural, social, political, legal, regulatory, financial, technological, economic, competition at local, national or international levels. PESTLE (P for Political, E for Economic, S for Social, T for Technological, L for Legal and E for Environmental) analysis provides the organization with the framework

for measuring the market and growth potential according to external political, economic, social, technological, legal and environmental factors.

- CCW monitors and reviews the information about these external and internal issues to ensure that a continual understanding of each groups requirements is derived and maintained

4.2 Understanding the needs and expectations of interested parties

- CCW determines the interested parties that are relevant to its QMS, which may include customers (Learners/Students), Parents, Other Beneficiaries employers, Staff of the Organization, regulatory and statutory bodies like Affiliating University.
- CCW determines the requirements of these interested parties that are relevant to QMS
- Eg. Quality Education, Competent Faculty, Adequate Infrastructure,
- Good Environment, Placement Opportunities,
- CCW also monitors and reviews information about these parties and their relevant requirements

4.3 Scope of the quality management system

CCW has determined its boundaries at Cauvery College for Women (Autonomous), Annamalai Nagar, Trichy-630018, for the applicability of its Quality Management System.

- CCW has established the scope of QMS in order to take forward the Vision and Mission of the organization, implement objectives of the policies that are relevant to the context, products and any interested parties.

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- To improve and strengthen the QMS, all activities and services undertaken by CCW are included within the scope of the QMS
- The document describes QMS, delineates authorities, inter-relationships and responsibilities of process owners and personnel that operate within the system.

While determining the Scope CCW has considered the External and Internal Issues, the requirements of relevant interested parties and the products and services of the college,

- This document also demonstrates the relationship between QMS and the sequence and interaction of key processes. Conformance to ISO 9001:2015 is verified utilizing a formal assessment and review process.
- All the Educational Processes at CCW are governed as per the exclusive guidelines / stipulations issued by the Affiliating Universities. CCW has not excluded any of the clauses of ISO 9001:2015 Requirements.

SCOPE

- The scope of Cauvery College for Women (Autonomous) is set out as
- ***"Provision of Higher Education leading to Under Graduate, Post Graduate and Doctoral Degrees."***
- All the Clauses of ISO 9001:2015 requirements are applicable and no exclusion is claimed.

Scope of the Organizations Quality Management System is maintained as Documented Information.

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4.4 Quality management system and its processes

4.4.1 CCW has adopted the process approach in accordance with ISO 9001:2015. Top management has determined the following processes required for achieving the intended outputs.

1. Admission Process
2. Teaching and learning process
3. Recruitment Process
4. Evaluation process
5. Purchase process
6. Supporting process

The interaction between the above processes are shown in Annexure I.

CCW has determined the above processes needed for the Quality Management System and their application throughout the institution and

a) determines the inputs required and the outputs expected from these processes

b) determines the sequence and interaction of these processes

c) Determines and applies the criteria and methods needed to ensure that both the operation and control of these processes are effective. The criteria and control for administration and control of educational process are mandated and standardized by the Affiliating University and University Grant Commission.

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d) determines the resources needed for these processes and ensure their availability

e) assigns the responsibilities and authorities for these processes

f) addresses the risks and opportunities as determined in accordance with the requirements of ISO 9001:2015

g) evaluates these processes and implement any changes needed to ensure that these process achieve the expected results

h) improves the processes and the QMS whenever required

CCW identifies the requirement of outsourced process and control criteria such as the competence of personnel, inspection regimes, provision of product conformity certificates and adherence to specifications **in accordance with Cl 8.4 of this standard.**

4.4.2 ***CCW maintains the documented information to support the operation of its processes and retains it for predefined period as evidence for the processes being carried out***

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5.0 LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

Top management of CCW demonstrates leadership and commitment to the QMS through

a) Taking accountability for the effectiveness of the quality management system

b) Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;

c) Ensuring the integration of the quality management system requirements into the organization's processes;

d) Promoting the use of the process approach and risk-based thinking; (or)Imparting the skill of the process approach and risk-based thinking.

e) Ensuring that the resources needed for the quality management system are available;

f) Communicating the importance of effective quality management and conforming to the quality management system requirements;

g) Ensuring that the quality management system achieves its intended results;

h) Engage, direct and support persons to contribute to the effectiveness of the quality management system;

i) Promote improvement;

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j) Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

k) Defining the organizational structure, role and responsibility for different functions and levels and communicate the same within the Institution

l) Establishing an appropriate communication processes within the organization for effective implementation of the QMSP/WI

5.1.2 Customer focus

Top management of CCW demonstrates leadership and commitment with respect to customer focus by ensuring that:

a) customer - applicable statutory and regulatory requirements are determined, understood and consistently met;

b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

c) the focus on enhancing customer satisfaction is maintained

5.2 Policy

5.2.1 Establishing the quality policy

CCW has established and maintained a Quality Policy that

a) Is appropriate to the purpose and context of the institution viz. imparting higher education in the fields of Science and Arts Provide a framework for establishing and reviewing quality objectives

b) Include a commitment to comply with requirements and continually improve the effectiveness of the Quality Management System.

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The Quality Policy is maintained as Documented Information.

QUALITY POLICY STATEMENT:

CCW has set the institution quality policy as given below.

QUALITY POLICY

The Quality Policy of Cauvery College for Women (Autonomous) is set out as:

The Institution is dedicated to inculcate a dynamic equilibrium for Women with:

- ***Academic Excellence and Qualities of Competence***
- ***Confidence and Excellence to gratify the needs of Employability and enshrine as Self-reliant Individuals.***
- ***Imparting Knowledge of higher order and Entrepreneurial skills embedded with Cultural and Social Values.***
- ***The Management is committed to satisfy all the applicable statutory requirements.***
- ***The Management is committed to provide a continual improvement of the Quality Management System.***

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5.2.2 Communicating the quality policy

CCW ensures that the Quality Policy

a) be available and be maintained as documented information;

b) be communicated, understood and applied within the organization;

c) be available to relevant interested parties,

5.3 Organizational roles, responsibilities and authorities

Top management of CCW ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization. The structure of the organization is demonstrated in the Organization Chart, given in **Annexure – II.**

Top management of CCW assigns the responsibility and authority to the designated Organizational Representative for

a) ensuring that the quality management system conforms to the requirements of this International Standard;

b) ensuring that all the processes are delivering their intended outputs;

c) reporting on the performance of the quality management system and on opportunities for improvement in particular to top management;

d) ensuring the customer(Learner) focus throughout the organization;

e) sustaining the integrity of the quality management system, when changes to the quality management system are planned and implemented

Top management shall ensure that the responsibilities and authorities for various roles are assigned, communicated and understood within the organization as per the organizational chart.

Ref. The Annexure II

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6.0 PLANNING

6.1 Actions to address risks and opportunities

6.1.1 When planning for the QMS, CCW considered the issues addressed in clause 4.1 of the standard and the requirements addressed in clause 4.2 of the standard. The Quality Management System of CCW analyzes risks associated with planning and activities and looks for opportunities for improvements. Determination of risks and opportunities is required to give assurance that the Quality Management System can achieve its intended results

a) enhance desirable effects

b) prevent, or reduce, undesired effects

c) achieve continual improvement

Ref: **Annexure III**

6.1.2 The planning of risk management has concerned on the following aspects;

a) actions to address these risks and opportunities

b) how to:

1) integrate and implement the actions into its QMS (according to 4.4 of the standard),

2) evaluate the effectiveness of the actions taken.

CCW takes appropriate action to address the risks and opportunities which shall be proportionate to the potential impact on the conformity of products and services and follows Corrective action Procedure wherever applicable.

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- Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.
- Opportunities can lead to the adoption of new practices, using new technology and other desirable and viable possibilities to address the organization's or its customers' needs

In the context of CCW, risk management shall take into account on the following aspects

- Methodology used for core processes like teaching learning
- Supporting processes
- Applicable legal compliance
- Working environment

In conformance with clause 4.4, Quality Management System and determined processes of this Quality Manual which documents the information of risk management is established, implemented and maintained, which includes the following:

1. Use of appropriate sources of information to detect, analyze, and eliminate the potential causes of the nonconformity.
2. Determining the steps needed to deal with any problems requiring preventive action.
3. Initiating preventive action and applying controls to ensure that it is effective.
4. Ensuring that relevant information on actions taken, including changes to procedures, is submitted for management review.

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6.2 Quality objectives and plan to achieve them

6.2.1 CCW establishes quality objectives at relevant functions, levels and processes needed for the QMS.

The quality objectives shall:

a) be consistent with the quality policy;
b) be measurable;
c) take into account applicable requirements;
d) be relevant to conformity of products and services and to enhance customer satisfaction;
e) be monitored, communicated and updated as appropriate

6.2.2 The planning actions to achieve quality objectives, CCW determines:

a) what needs to be done;
b) what resources will be required;
c) who will be responsible;
d) when it will be completed;
e) how the results will be evaluated

Establishing the Quality Objectives and the action plan to achieve them are maintained as Documented Information.

Ref. List of Objectives and Action plans- Ref: Annexure IV.

6.3 Planning of changes

When CCW determines the need for changes to the quality management system, the changes shall be carried out in a planned manner considering the following

a) the purpose of the changes and their potential consequences;
b) the integrity of the quality management system;
c) the availability of resources;
d) the allocation or reallocation of responsibilities and authorities
e) the availability and readiness of external providers needed to implement the change.

7.0 SUPPORT

7.1 Resources

7.1.1 General

CCW determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system in such a way they sustainably enhance,

i) Learner engagement and Satisfaction through activities that improve learning and promote the achievement of learning outcomes
ii) Staff engagement and satisfaction through activities to improve Staff competence to facilitate learning.
iii) Other beneficiary satisfaction, through activities that contribute to the social benefits of learning

and CCW shall determine and monitor which resources shall be provided by in house resources by considering the capabilities of, and constraints on, existing internal resources and decide the Resources that need to be obtained from external providers.

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7.1.2 People

CCW determines and provides the required Human resources necessary for the effective implementation of its quality management system and for the operation and control of its processes.

The Human resources include,

- Staff/Faculty employed by the organization,
- Staff of external providers working with or contributing for the organization and
- volunteers and interns working with or contributing for the organization.

CCW ensures that competent faculty members are available in all areas of work affecting quality. The competency is determined by the constituted selection committee based on their qualification and / or training, skills, experience, conforming to norms prescribed by the affiliating University

7.1.3 Infrastructure

CCW ensures the provision and maintenance of the infrastructure necessary for the operation of its processes, to meet the learner's requirements and to achieve conformity of products and services as per the Affiliation University

Buildings and Associated Utilities;

- equipment, including hardware and software;
- transportation resources;
- Information and communication technology.

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- The organization shall determine, provide and maintain the safety facilities that are suitable for human resources to support learner's development of competence, that enhances the learner's development of competence.
- It is appropriate that there shall be facilities for Teaching, Self-Learning, Implementing knowledge, rest and recreation, and subsistence.

7.1.4 Environment for the operation of processes

CCW determines, provides a conducive hygienic environment and maintain the environment necessary to promote the overall well-being of the relevant interested parties for the operation of its processes and to achieve conformity of products and services as per the affiliating University approval Requirements with respect to physical factors viz. safety, legal regulations, health and hygiene etc.,

Organization also considers the Psychosocial Factors, viz. work demands, possibilities for development, commitment to workplace, role clarity, values in the work place, Social support from superiors, work/family conflict, quality of leadership, stress, burn-out, offensive behavior(bullying) etc.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

CCW determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

CCW also ensures that the resources provided

a) are suitable for the specific type of monitoring and measurement activities being undertaken

b) are maintained to ensure their continuing fitness for their purpose.

CCW retains appropriate documented information as evidence of fitness for the purpose of monitoring and measurement resources.

Methods of educational delivery can include spoken communication in a physical space, online communication, physical or digital distribution of material, communication using broadcast media, or a combination of the above mentioned.

7.1.5.2 Measurement traceability

CCW, being an educational institution, measurement traceability is considered to be an essential part of providing confidence in the validity of measurement results.

The measuring resources are verified/calibrated or at pre-determined intervals to maintain, conformity, reliability and consistency in measurement. The instruments and equipment used in laboratories which is used for testing and certification purpose are

a) calibrated or verified, or both, at specified intervals (minimum of 2 years), or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;

b) They are identified in order to determine their status.

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c) Safeguarded from adjustments, damage, or deterioration,that would invalidate the calibration status and subsequent measurement results.

d) The organization determines if the validity of previous measurements has been adversely affected when the measuring equipment is found to be unfit for its intended purpose and takes appropriate action as necessary.

7.1.6 Organizational knowledge

CCW determines the knowledge necessary for the operation of its teaching learning processes and to achieve conformity of products and services. CCW determines the way by which the knowledge can be updated addressing to the current trends and to acquire any necessary additional knowledge.

- Organizational knowledge is knowledge specific to CCW it is generally gained by experience. It is information that is used and shared to achieve the organization's objectives.
- Organizational knowledge is based on

a) internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);

b) External sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers)

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CCW encourages exchange of knowledge between all educators and staff particularly amongst peers.

CCW provides learning resources as appropriate and makes them available where and when needed.

7.2 Competence

- CCW determines the competence of members of staff performing Teaching process in accordance with the norms prescribed by affiliating University
- CCW, wherever applicable, provides training and encourages members of staff to present papers in seminars, to attend workshops, conferences etc.
- The effectiveness of the training etc. is evaluated by HODs.
- The personnel are made aware of relevance and importance of their activities and how they can contribute to the achievement of the quality objectives through periodical meetings.
- CCW ensures that all the educators and staff having contact with learners and has a special appropriate specialized training viz. meeting the learning needs of learners who have different requirements, different instruction, assessment and instructional scaffolding.
- Records of education, training, skills and experience are retained as Documented Information.

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7.3 Awareness

CCW ensures that persons working under the organization's control are aware of:

a) the quality policy;
b) relevant quality objectives;
c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
d) the implications of not conforming with the quality management system requirements.

7.4 Communication

CCW determines the internal and external communications relevant to the Quality Management System, including:

a) On what to communicate
b) When to communicate
c) With whom to communicate
d) How to communicate
e) Who Communicates?

Purpose of the Internal/External communication is for seeking the consent of relevant interested parties, conveying to relevant interested parties, accurate, and timely information, consistent with organization's mission, vision strategy and policy.

Internal and external communication is established at CCW as per ***Quality Management Procedure xxx*** at all levels and stages of the various processes with respect to established Quality Management System. It is done

by communication tools such as Email, written official letter/notice, Inter office Memo, ICT Tech, Notice board and one-to-one communication through intercom/phone.

Organization monitors the implementation of its communicational efforts where-in analyzes and improves the communicational plan based on monitoring the results of Documented Information that are retained.

7.5 Documented information

7.5.1 General

CCW quality management system includes:

- Statements of Scope of Quality Management System. Quality Policy and Quality Objectives
- Quality Management Apex Manual
- Quality Management System Procedures
- Work Instructions /SOPs
- Documented information (DI) relating to ensuring effective planning, operation and control of the education processes- Academic calendar, access to records, core curriculum, course catalogues, grades, code of conduct and code of ethics etc.

7.5.2 Creating and updating

When creating and updating documented information, CCW ensures appropriate:

a) identification and description (e.g. a title, date, author, or reference number);

b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

c) review and approval for suitability and adequacy.

7.5.3 Control of documented information

7.5.3.1 CCW ensures that documented information required by the quality management system and by this International Standard:

a) it is available and suitable for use, where and when it is needed;

b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information,

A documented Procedure has been established to define the controls needed to:

- Approve documents for adequacy, prior to issue.
- Review and update as necessary and re-approve documents.
- Ensure that changes and the current revision status of documents are identified.
- Ensure that relevant versions of applicable documents are available at points of use.
- Ensure that documents remain legible and readily identifiable.
- Ensure that documents of external origin, determined by the organization necessary for planning and operation of the Quality Management System, are identified and their distribution controlled and prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

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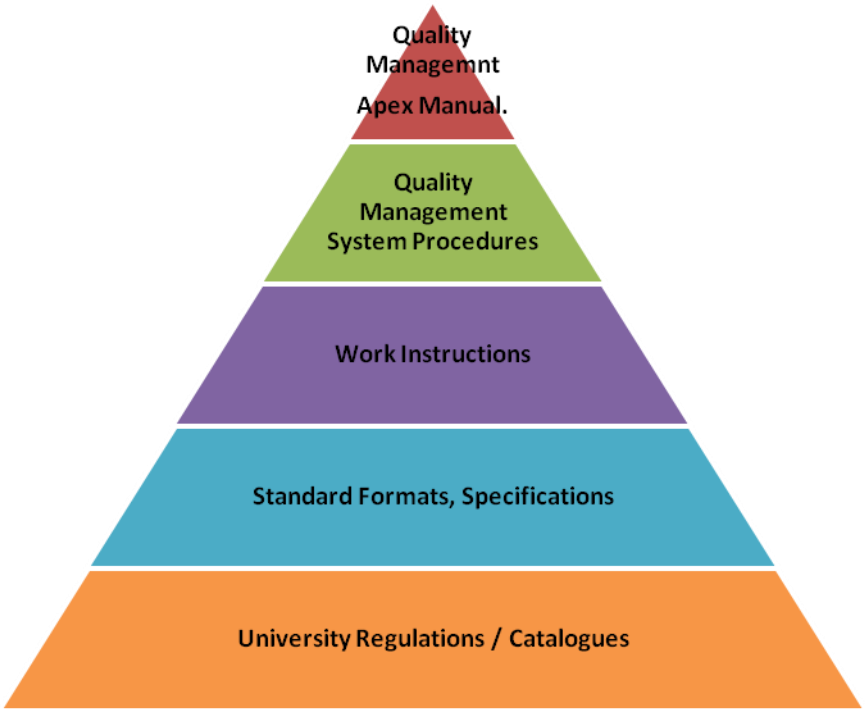
- Define the controls needed for the identification, storage, protection, retrieval, retention time and disposal of records.

Quality related records in Standard Formats, Registers & Master Lists indicating the current status of documents, specifications, latest issues of applicable University Regulations are maintained at appropriate functional areas.

- A documentation triangle indicating the different levels of QMS documentation is given below:



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8.0 OPERATION

8.1 Operational planning and control

CCW implements and controls the processes (see 4.4) needed to meet the requirements for the provision of Educational Products and Services and to implement the actions determined in Clause 6.1

- The processes needed for ensuring UG / PG/PhD courses for students at CCW are standardized as per documented procedure.
- Documented procedure takes into consideration quality management system requirements in addition to affiliated University regulations.
- ***Documented Information are maintained to provide evidence that the Educational processes are implemented and teaching-learning service meets the quality requirements.***
- CCW plans resources specific to student's academic programs and initiates action that cater to the prevalent regulations of University at any point of time.
- CCW plans the Design, Development and expected outcomes of the educational products and Services viz. ~~Learning outcomes,~~ appropriate and accessible teaching methods and learning environments, defining criteria for learning assessments, defining and conducting improvement methods and providing support services.

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CCW controls planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

CCW ensures that outsourced processes are controlled (see 8.4).

8.2 Requirements for products and services

8.2.1 Customer communication

CCW establishes communication with learner prior to the delivery of the educational products and services being provided by

a) providing information relating to teaching learning process;
b) handling enquiries,
c) obtaining customer feedback and complaints;
d) handling or controlling customer property;
e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements for products and services

When determining the requirements for the products and services that are offered to learners and CCW ensures that:

a) the requirements for the educational products and services are defined, including:
   i) those considered necessary by CCW due to its policy and strategic plan
   ii) those resulting from needs analysis that is performed to determine requirements of current and potential future learners and other beneficiaries in particular those with specific needs,

iii) those resulting from national/international demands & developments

iv) those resulting from labor market and research

v) Eligibility criteria stipulated by the affiliated University regarding admission is followed

vi) Syllabus provided by affiliated University is used to perform the teaching learning service.

vii) Assignments and internal tests are used to evaluate the progress of the learner.

viii) The progress of the learner is intimated to the parents;

b) the organization can meet the claims for the products and services it offers

8.2.3 Review of the requirements for products and services

8.2.3.1 CCW ensures that it has the ability to meet the requirements for products and services to be offered to customers.

The organization shall conduct a review before starting the teaching learning process

a) Requirements specified by the customer,

b) Requirements not stated by the customer, but necessary for the specified or intended use,

c) Requirements specified by the organization

d) Statutory and regulatory requirements applicable to the products and services; as specified by Affiliating University.

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8.2.3.2 ***CCW retains documented information,***

a) on the results of the review;

b) on any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

CCW ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and development of products and services

8.3.1 General

CCW, being granted Autonomous status implements and maintains a design and development process that is appropriate to ensure subsequent provision of educational product and services by preparation of design of curricular and syllabi, lecture notes by the faculty and internal evaluation process.

8.3.2 Design and development planning

In determining the stages and controls for design and development, CCW considers

a) the requirement defined in 8.2

b) The nature, duration and complexity of the design and development activities;

c) The required process stages, including applicable design and development reviews;

d) The required design and development verification and validation activities;

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e) The responsibilities and authorities involved in the design and development process;

f) The internal and external resource needs for the design and development of products and services;

g) The need to control interfaces between persons involved in the design and development process;

h) The need for involvement of customers and users in the design and development process;

i) The requirements for subsequent provision of products and services;

j) The level of control expected for the design and development process by customers and other relevant interested parties;

k) the evidence based approach

l) The documented information required to demonstrate that design and development requirements have been met is maintained.

m) the extent to which learners require individual learning pathways based on their skills, interests and aptitudes

n) the need for reusability, accessibility, interchangeability and durability in course authoring, production and delivery tools.

8.3.3 Design and development inputs

CCW determines the requirements essential for the specific types of products and services to be designed and developed. CCW designs the syllabus by considering

a) Functional and performance requirements

b) Information derived from previous similar design and development activities

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c) Standards or codes of practice that CCW has committed to implement
d) Previous year question papers, feedback by the customers and current out gone students
e) requirements as input for designing and development
f) Potential consequences of failure due to the nature of the educational products and services.

CCW retains documented information on design and development inputs

8.3.4 Design and development controls

CCW applies the control to design and develop the process to ensure that:

a) The results to be achieved are defined;
b) Reviews are conducted to evaluate the ability of the results of design and development to meet the requirements;
c) Verification activities are conducted to ensure that the design and development outputs meet the input requirements;
d) Validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;
e) Any necessary actions are taken on problems determined during the reviews, or verification and validation activities;

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The controls applied to the design and development process further ensures that,

a) The purpose and scope of the course / program is defined with a view to the learners' requirements for further study or work

b) The pre-requisites (if any) are specified

c) The characteristics of the learners are defined

d) The requirements of further study /work are known

e) The educational service meets the requirements of the purpose and scope taking into account the characteristics of the learners

f) The characteristics of the Graduate profile are defined.

g) Learning outcomes are consistent
   i) the scope of the course/program
   ii) Described in terms of the competence, the learners should acquire by completing the curriculum
   iii) Include an indication of the level to which the competences will be achieved,

iv) Are specific, measurable, achievable, relevant and time bound.

h) Learning activities are
   i) Suitable to the method of educational delivery
   ii) Appropriate for ensuring achievement of the learning outcomes.
   iii) Specific, measurable, achievable, relevant and time-bound

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j) All resources that are necessary to successfully complete the learning activities are defined.

k) Adequate opportunities are included in the learning design,

1) For learners to take an active role in creating the learning process

2) For formative assessment and feed-back.

The controls applied to design and development process of Summative assessment ensuring that,

1) A clear link demonstrated between the assessment design and the learning outcome is intended to assess and wherever appropriate the learning activities are based on.

2) Activities are conducted taking into account the principles of transparency, accessibility, respect to the learner, and fairness especially with respect to grading.

3) Grading system is defined and validated

CCW retains the documented information of these activities.

8.3.5 Design and development outputs

CCW ensures that design and development outputs:

a) meet the input requirements;

b) are adequate for the subsequent processes for the provision of products and services;

c) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;

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d) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

CCW retains documented information on design and development outputs.

8.3.6 Design and development changes

CCW identifies, reviews and controls changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

CCW retains documented information on:

a) Design and development changes;

b) The results of reviews

c) The authorization of the changes;

d) The actions taken to prevent adverse impacts.

8.4 Control of externally provided processes, products and services

8.4.1 General

CCW ensures that externally provided products and services conform to requirements. CCW determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide products and services in accordance with requirements. ***CCW retain documented information of these activities and any necessary actions arising from the evaluations***

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8.4.2 Type and extent of control

CCW ensures that externally provided products and services, like Materials, Laboratory equipment's & Instruments, Spares & consumables required for Educational Processes and maintaining infrastructure , do not adversely affect the organization's ability to consistently deliver conforming products and services to its learners and other beneficiaries.

CCW ensures that the externally provided processes remain within the control of its QMS.

Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output

CCW takes into consideration that

1) The potential impact of the externally provided products and services on its ability to consistently meet customer and applicable statutory and regulatory requirements;

2) The effectiveness of the controls applied by the external provider;

CCW determines the verification, or other activities, necessary to ensure that the externally provided products and services meet requirements and the process is documented

8.4.3 Information for external providers

CCW ensures the adequacy of requirements prior to their communication to the external provider.

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CCW communicates to external providers its requirements for

a) the products and services to be provided in the form of purchase order with the required details

b) the approval of
   1) Products and services.
   2) Methods, processes and equipment
   3) Release of products and services

c) Competence including any required qualifications of the persons

d) The external provider's interaction with CCW

e) Control and monitoring of the external provider's performance to be applied by CCW.

f) Verification /validation activities that CCW or its learners and other beneficiaries intend to perform at the external provider's premises.

8.5 Production and service provision

8.5.1 Control of production and service provision

CCW implements service provision as per the Affiliating University guidelines and

a) The availability of documented information that defines:
   1) The characteristics of the services to be provided, or the activities to be performed;
   2) The results to be achieved;

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b) The availability and use of suitable monitoring and measuring resources;

c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;

d) The use of suitable infrastructure and environment for the operation of processes;

e) The appointment of competent persons, including any required qualification;

f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;

g) The implementation of actions to prevent human error;

h) The implementation of release, delivery and post-delivery activities

Admission of Learners.

CCW ensures that before learners are admitted they are provided with,

a) adequate information that takes into account the CCW's requirements and professional requirements, as well as CCW's commitment to the social responsibility.

b) Adequate and clear information about,

1) The intended learning outcomes, career perspectives educational approach.

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2) The participation of learners, and other beneficiaries as appropriate, in their educational process.
3) The admission criteria and costs of the educational product or service.

Conditions for Admission

CCW establishes a process for the admission of learners, in addition to the requirements in 4.4.1.

a) Establish admission criteria that conforms to
   1) Organizational requirements
   2) Requirements from the professional field,
   3) Requirements due to the content of the program and/or pedagogical approach.

b) Ensures that admission criteria and processes are applied uniformly for all learners

c) Be publicly available

d) Ensures traceability of each admission decision

CCW ensures that

i) admission criteria and processes are maintained as Documented Information

ii) Evidence of admission decisions are retained as Documented information.

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Delivery of educational products and services,

CCW establish processes for,

a) Teaching,
b) Facilitation of learning
c) Administrative support of learning.

Summative assessment;

CCW ensures that,

a) methods to detect plagiarism and other malpractices are in place and communicated to learners.
b) Traceability of grades, such that an objective connection can be identified between learner work presented and the grade assigned.

Documented information of the assessment as evidence of the grades assigned retained and make the retention period of such documented information publicly available.

Recognition of assessed learning,

CCW ensures that after summative assessment,

a) Learners are informed of the outcomes of the assessment activity and grade
b) Learners are given an opportunity to appeal or ask for rectification of the outcomes of the assessment activity and grade
c) Learners have full access to their work and its detailed assessment as well as opportunities for feedback
d) Evidence of the outcomes and the assessment is issued to the learners as documented information

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e) Reasons for the decision on grading and final assessment are retained as documented information.

Documented information is retained and make the retention period of such documented information publicly available.

8.5.2 Identification and traceability

CCW shall ensure identification and Traceability with respect to,

a) The progress of learners through the organization

b) study and employment paths of those who graduate or complete a course or program of study, where applicable,

c) output from the work of Staff in terms of
   i) what was done
   ii) when
   iii) by whom.

CCW uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

CCW identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

CCW controls the unique identification of the outputs when traceability is a requirement, and retains the documented information necessary to enable traceability

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8.5.3 Property belonging to customers or external providers

CCW exercises care with property belonging to customers or external providers (include materials, components, tools and equipment, premises, intellectual property and personal data) while it is under the organization's control or being used by the organization.

CCW identifies, verifies, protects and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.

8.5.4 Preservation

CCW preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements. A system for receiving and retaining certificates provided by students, Project Models, Project reports and protecting during storage and use, has been established, documented and implemented

8.5.5 Post-delivery activities

CCW meets requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, the organization shall consider:

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a) statutory and regulatory requirements;

b) the potential undesired consequences associated with its products and services;

c) the nature, use, and intended lifetime of its products and services;

d) customer requirements;

e) customer feedback.

- CCW plans and carries out service provision as per guide lines given by the affiliating university
- The requirement to be fulfilled by the learner is indicated in the Prospectus and Application Form.
- It is ensured that adequate facilities for imparting knowledge are available.
- The methods of evaluation and awarding certificates are governed by Affiliating University

8.5.6 Control of changes

CCW reviews and controls the changes for service provision, to the extent necessary to ensure continuing conformity with requirements.

CCW retains the documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review

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8.6 Release of products and services

CCW implements the planned arrangements at appropriate stages, to verify that the service requirements have been met.

CCW ensures that the release of products and the services to learners, beneficiaries shall not proceed until the planned arrangements have been satisfactorily completed ,unless otherwise approved by a relevant authority and as applicable by the learner and other beneficiaries.

CCW retains documented information on the release of products and services. The documented information shall include:

a) evidence of conformity with the acceptance criteria;

b) traceability to the person(s) authorizing the release.

8.7 Control of nonconforming outputs

8.7.1 CCW ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

CCW takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to non-conforming products and services detected after delivery of products, during or after the provision of services.

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8.7.2 CCW deals with nonconforming outputs in one or more of the following ways:

a) correction;

b) segregation, containment, return or suspension of provision of products and services;

c) informing the customer;

d) obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected

CCW retains documented information that:

a) describes the nonconformity;

b) describes the actions taken;

c) describes any concessions obtained;

d) identifies the authority deciding the action in respect of the nonconformity

9.0 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

CCW determines:

a) what needs to be monitored and measured;

b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;

c) the acceptance criteria to be used

d) when the monitoring and measuring shall be performed;

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e) when the results from monitoring and measurement shall be analysed and evaluated.

CCW evaluates the performance and the effectiveness of the quality management system.

CCW determines the method for obtaining, monitoring and reviewing information on performance, targets against which performance will be measured.

Implements measures for, drop out rate, literacy rate, learner satisfaction, attendance/engagement rate of learners

Satisfaction of other beneficiaries' graduation rate, length of time for completion of programme, job placement rate, publication and research output of staff etc.

CCW retains appropriate documented information as evidence of the monitoring, measurement, analysis, evaluation and their results.

9.1.2 Satisfaction of Customer-Learners, Staff and other Beneficiaries.

CCW monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. CCW uses the following methods for obtaining, monitoring and reviewing this information.

- Feedback on subject during the semester
- Feedback on lab during the semester
- Class committee meeting every month
- Grievance redressal meeting once in a semester

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- Feed back after completion of course
- Communicating the method to all relevant interested parties
- Receiving appeals and Complaints
- Tracking complaints and appeals
- Performing initial assessment of complaints and appeals
- Investigating the complaint and appeals
- Responding to the complaint and appeals
- Communicating the decision
- Closing complaints and appeals.

Ensures confidentiality of complainants and appellants and objectivity of investigations.

CCW establishes a method for handling complaints and appeals, maintains as Documented information and makes this known to its interested parties.

9.1.3 Analysis and evaluation

CCW analyses and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

a) conformity of products and services;
b) the degree of customer satisfaction;
c) the performance and effectiveness of the quality management system;
d) if planning has been implemented effectively;

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e) the effectiveness of actions taken to address risks and opportunities;

f) the performance of external providers;

g) the need for improvements to the quality management system.

9.2 Internal audit

9.2.1 CCW conducts internal audits at planned intervals, once in six months, to provide information on whether the quality management system: as per the **QMS Procedure.**

a) conforms to:

1) the organization's own requirements for its Quality Management System;

2) the requirements of ISO 9001:2015 Standards;

b) is effectively implemented and maintained

9.2.2 CCW plans, establishs, implements and maintains an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall be taken into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;

a) Define the audit criteria and scope for each audit;

b) Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;

c) Ensure that the results of the audits are reported to relevant management;

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d) Identify Opportunities for improvement

e) Take appropriate correction and corrective actions without undue delay

Retain documented information as evidence of the implementation of the audit programme and the audit results.

9.3 Management review

9.3.1 General

Top management of CCW reviews the organization's quality management system, once in six months, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management review inputs

The management review shall be planned and carried out taking into consideration:

a) The status of actions from previous management reviews;

b) Changes in external and internal issues that are relevant to the quality management system;

c) Information on the performance and effectiveness of the quality management system, including trends in:

1) Customer satisfaction and feedback from relevant interested parties;

2) The extent to which quality objectives have been met;

3) process performance and conformity of products and services;

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4) non-conformities and corrective actions;
5) monitoring and measurement results;
6) audit results;
7) the performance of external providers;

d) the adequacy of resources;

e) the effectiveness of actions taken to address risks and opportunities (see 6.1);

f) opportunities for improvement.

9.3.3 Management review outputs

The outputs of the management review shall include decisions and actions related to:

a) opportunities for improvement;
b) any need for changes to the quality management system;
c) resource needs.

CCW retains documented information as evidence of the results of management reviews

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10.0 IMPROVEMENT

10.1 Nonconformity and corrective action

When nonconformity occurs, including any arising from complaints, CCW:

a) reacts to the nonconformity and, as applicable:
   1) take action to control and correct it;
   2) deal with the consequences;

b) evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
   1) reviewing and analysing the nonconformity;
   2) determining the causes of the nonconformity;
   3) determining if similar nonconformities exist, or could potentially occur;

c) implementing any action needed;

d) reviewing the effectiveness of any corrective action taken;

e) updating risks and opportunities determined during planning, if necessary;

f) making changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

CCW retains documented information as evidence of:

a) the nature of the nonconformities and any subsequent actions taken;

b) the results of any corrective action.

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10.2 Continual improvement

The organization shall continually improve the suitability, adequacy and effectiveness of the Quality Management System.

CCW consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement

Opportunities for Improvements.

CCW determines and selects opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

Which includes:

a) Improving products and services to meet requirements as well as to address future needs and expectations;
b) Correcting, preventing or reducing undesired effects;
c) Improving the performance and effectiveness of the quality management system, by correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

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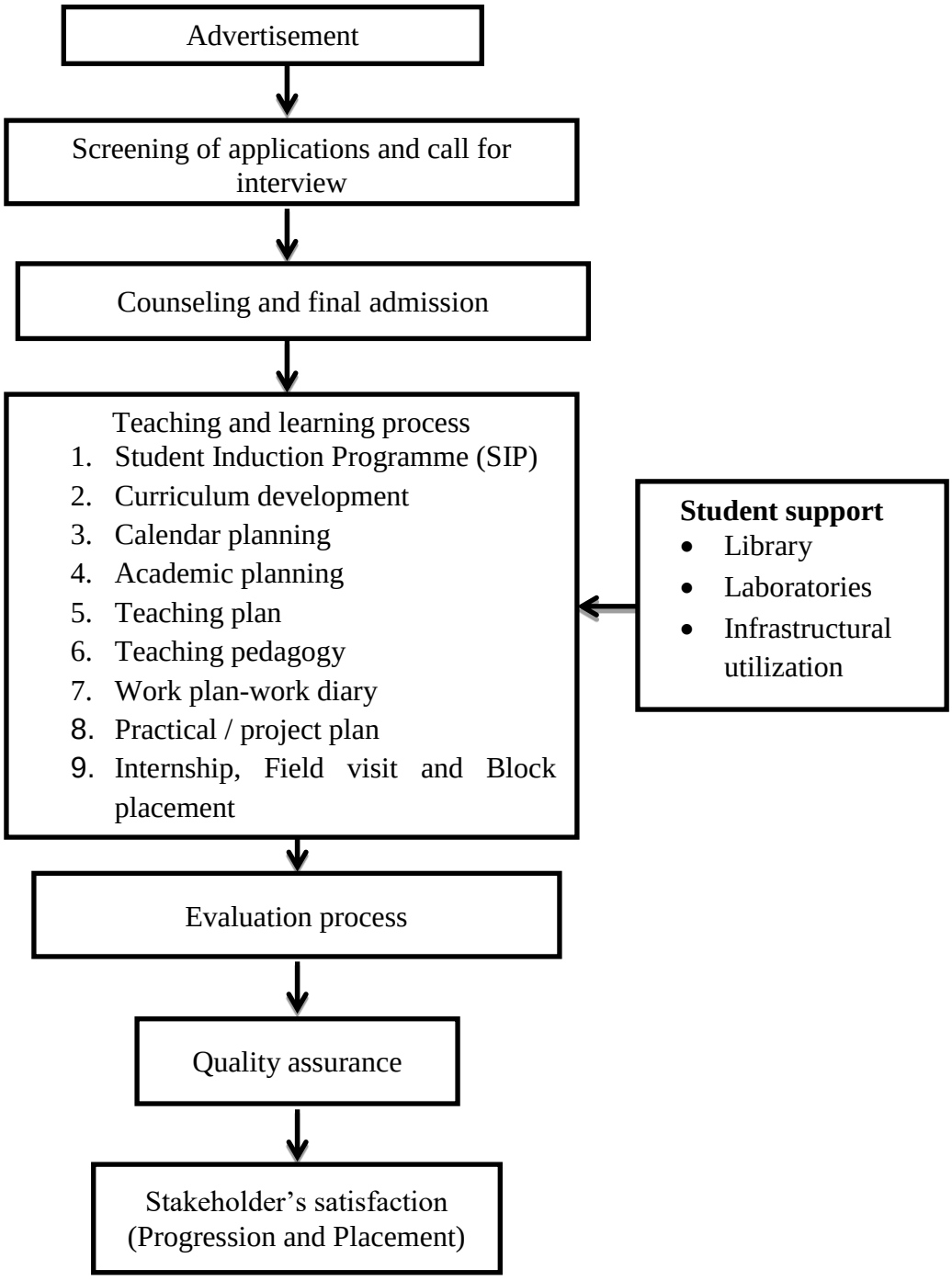
Annexure I – Flow Chart.



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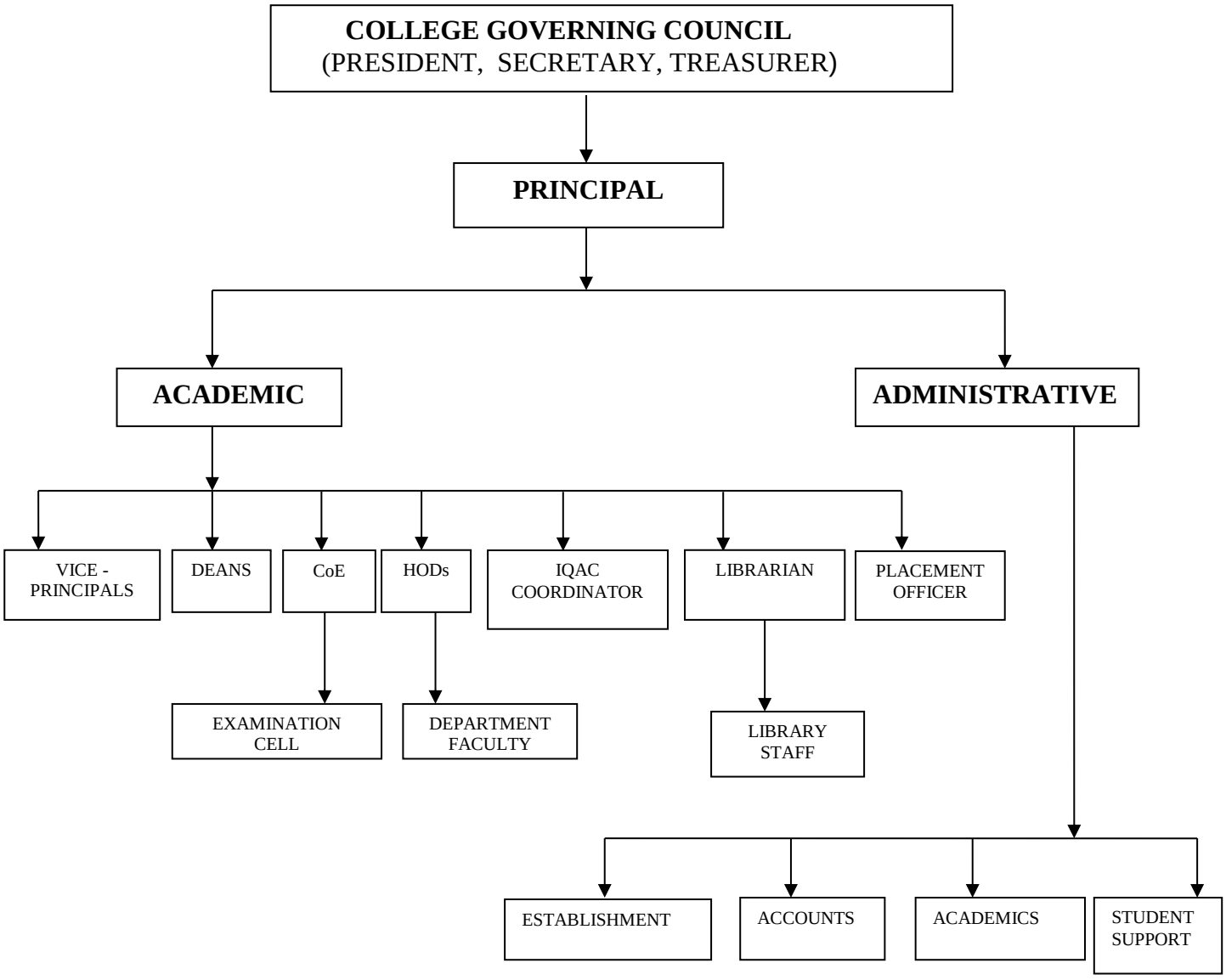
Annexure - II - Organizational Chart



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Annexure III - Risks And Opportunity

Risk 1: *Uncertainty in functioning of College (Because of unexpected holidays)*

Control 1: *Compensatory classes shall be conducted.*

Risk 2: *Adaptation of latest Technologies in facilitating the students*

Control 2: *Faculty Development Programmes (FDP), Online courses*

Risk 3: *Lack of values among the students*

Control 3: *Mentor, Mentee System, A Paper on Value Education*

Risk 4: *Placements (parents' unwillingness to send their children for job especially night shifts)*

Control 4: *Awareness given to the parents*

Risk 5: *Global Pandemics (Dengue, Corona)*

Control 5: *Awareness on Cleanliness & Personal Hygiene*

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Annexure : IV - Action Plan (Corporate Objective Plan)

- Introduction of New Courses
- To enhance Communication skills – AOEL
- E – Cell – Honing the Employability skills
- Campus Placements drives
- Motivating students to enroll online courses (MOOCS and Swayam)
- Incorporation of competitive exam oriented papers in curriculum
- Financial assistance towards Research
- Infrastructure facility to meet the expanding Academic Needs

Objective Action Plan

- Result – Increase in Pass Percentage (By 1% for the Current academic year)
- To setup AOE lab (Achieved the goal)

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