

**Rayat Shikshan Sanstha's
Karmaveer Bhaurao Patil College, Vashi**

ISO 9001:2008

QUALITY MANAGEMENT SYSTEM

QUALITY MANUAL

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ISSUE NO: 01

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Date of Approval:-	01/02/2013	Date of Issue:-	01/02/2013



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ORGANISATION PROFILE

Rayat Shikshan Sanstha's Karmaveer Bhaurao Patil College, Vashi was established in 1979 as Modern College. Serving over 8000 students of Undergraduate and Post graduate courses, Karmaveer Bhaurao Patil College seek to provide students and staff with safe, caring, creative and challenging learning environments.

Our College endeavors to provide students with the skills, knowledge and confidence to develop graduates who are prepared for the future, ready for the changing needs of the workplace, and trained for a life of ongoing learning and professional success.

It is our belief that students are more successful when we work together. Through cooperation and collaboration, all students will develop skills of respect and responsibility as well as work towards meeting their educational goals. It is extremely important that parents and teachers maintain open and ongoing communication. The College works closely with its student community to facilitate the academic development of every student in a safe and harmonious environment. We believe that student success depends on student and teacher motivation, dedication and perseverance.

We have state-of-the-art science laboratories, computer labs and a well equipped library, gymnasium and health centre. Our NSS and NCC Students are part of the community development programs.

Education is all about character development and enabling each student to be equipped to face tomorrow. Hence it's our duty is to educate each and every student to better prepare him or her for the world beyond Karmaveer Bhaurao Patil College, where they can contribute as responsible citizens.

Success in learning is achieved when there is a partnership between the College and the student community and here at Karmaveer Bhaurao Patil College we aim to achieve just that.



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SCOPE OF ISO 9001:2008 & EXCLUSIONS

Scope of ISO-9001: 2008

Scope of ISO 9001:2008 Quality Management System is "Providing education services.

There are no exclusions to QMS of Karmaveer Bhaurao Patil.



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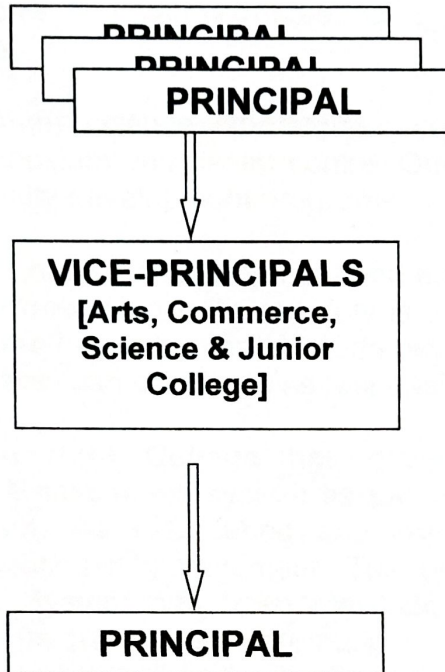
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Organisation Chart





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4.1 General Requirements:

Rayat Shikshan Sanstha's **Karmaveer Bhaurao Patil College**, Vashi was established in 1979 as Modern College. Serving over 8000 students of Undergraduate and Post graduate courses, Karmaveer Bhaurao Patil College seek to provide students and staff with safe, caring, creative and challenging learning environments.

We have state-of-the-art science laboratories, computer labs and a well equipped library, gymnasium and health centre. Our NSS and NCC Students are part of the community development programs.

Education is all about character development and enabling each student to be equipped to face tomorrow. Hence it's our duty is to educate each and every student to better prepare him or her for the world beyond **Karmaveer Bhaurao Patil College**, where they can contribute as responsible citizens.

Karmaveer Bhaurao Patil College has developed, documented and implemented Quality Management system as per ISO-9001: 2008 Standard. The Top Management has established and implemented a documented system, to aim at continual improvement. The processes needed for the Quality Management System has been identified and the sequence and interaction of processes have been determined. Controlling methods and criterion are identified and established to control the processes effectively.

All kind of resources and information needed for supporting the operation and monitoring of these processes are provided & ensured.

Following steps are taken to achieve planned results:

- All processes are monitored to achieve results and strive towards continual improvement.
- Suitable processes are measured to achieve planned results and to meet the documented objectives.
- All processes are continually analyzed to achieve desired results.

4.2 Documentation Requirements

4.2.1 General

The Documentation required by Karmaveer Bhaurao Patil College includes the following:

- ❖ Quality Policy and Objectives.
- ❖ Quality Manual
- ❖ Documented Procedure required by ISO 9001:2008 Standard



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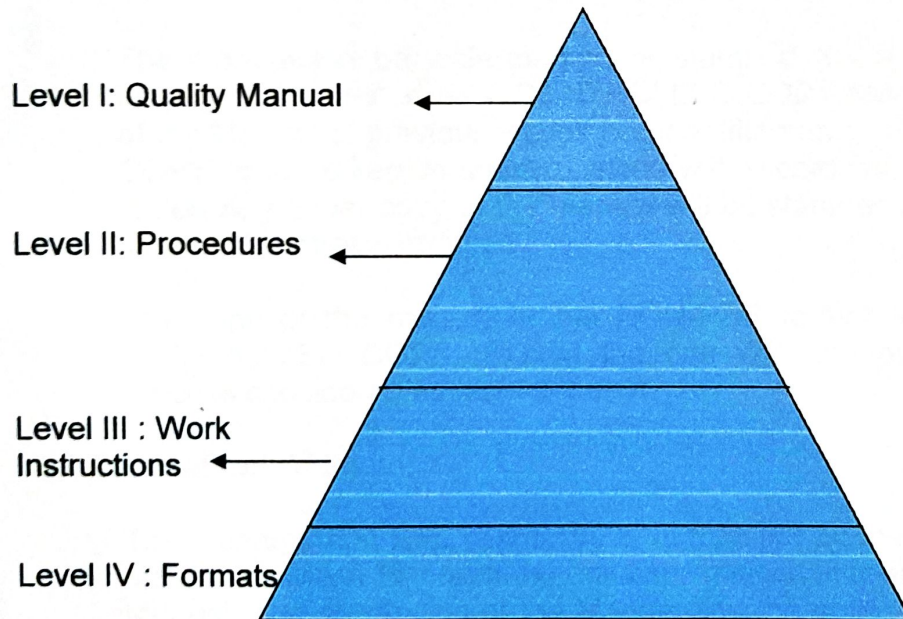
❖ Work Instructions and Formats/Forms

Documented procedure needed by the organization to express conformity to the system. Documents referenced in the Quality Manual System Level Procedures or Work Instructions, Lower level procedures or work instructions and program and project plans are applicable only to the extent specified therein.

Since the organization is in the business of educational / training services, documents are maintained in the electronic format and in physical format combination.

The Management Representative verifies the activities governed by the Quality Management System and ensure that they are implemented.

The organization has established and maintained the following document structure.



4.2.2 Quality Manual:

This Quality Manual describes the Quality Management System adopted by Karmaveer Bhaurao Patil College. The manual lists down Resources, Processes, Procedures, Monitoring and Measurement System for the Quality Management System has been formulated on the basis of ISO-9001: 2008 that is primarily of Plan, Do, Check & Act [PDCA] Cycle.



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The Manual and the information incorporated herein is the property of Karmaveer Bhaurao Patil College. It must not be re-produced in whole or in part or otherwise disclosed without prior consent in writing from Karmaveer Bhaurao Patil College.

This quality manual is effective from August 01, 2008.

4.2.2.1 Structure Of The Manual:

This Quality Manual is structured as shown in the contents page of the Manual and follows the sequence of Quality Management System elements according to ISO 9001:2008.

Each page of Quality Manual contains the Revision number of the Manual. First page of the quality manual contains the issue number. Revision Number 00 is given to all the pages of the quality manual initially. The Issue number "01" has been given to the first issue of the section. Only the front page of the manual bears the signatures of the Head Master (Approving Authority of Manual) and the Management Representative (Issuing Authority of Manual).

The manual will be watermarked or stamped "CONTROLLED COPY" for that manual to be treated as a CONTROLLED COPY MANUAL. The Obsolete Copy of the Manual of previous issues are identified and watermarked as "OBSOLETE COPY" is to be kept in archives along with records of amendments in a separate folder. Any paper copy of the manual will be stamped as "CONTROLLED COPY" if manual control is required.

Any copy of the manual in the NON-PDF format will be considered as UNCONTROLLED COPY (Except the one with the management representative which is considered as Master Copy).

4.2.2.2 Method Of Issue:

The Management Representative is authorized by the Top Management to carry out the activities of preparing, issuing, maintaining and updating of this Quality Manual. The distribution of the Manual and the amendment(s) are controlled and are carried out by the Management Representative.

The electronic controlled copies issued to copy holders are watermarked controlled and the physical copies carry a rubber stamp "Controlled Copy".

Any additional copies of the Manual, required for external agencies, are issued by the Management Representative and such copies of the Manual issued are stamped "UNCONTROLLED" or watermarked "UNCONTROLLED" and are in NON-PDF form. These uncontrolled copies do not come under the purview of document amendment procedure and they are not updated and are not used within the Organization.



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A distribution list of the Quality Manual has been provided in all controlled copies. This list is used as reference for updating of the respective controlled copies.

The Management Representative maintains a Master copy of the manual.

4.2.2.3 Revision, Updating and Amendment Procedure:

The Management Representative in consultation with the related personnel reviews the Quality Manual periodically. No revision is implemented unless the Top Management has approved it and formally issued. The Management Representative introduces each revision formally by issue of revised page for each of the copy as per the Distribution list.

When revisions take place, the revisions will be indicated by the Issue number and recorded in the amendment sheet available in the controlled copies of the Manual and indicated at 4.2.2.4 below. If there are more than 20 amendments in the manual the complete manual is revised.

The insertion of the additional / amended section(s) and the removal of the old section(s) in the individual controlled copies as per the distribution list of the Manual is the responsibility of the person holding the individual copy. All old section(s) so removed are stamped or watermarked as "OBSOLETE" and returned to the Management Representative who ensures that the same are destroyed to avoid inadvertent or misuse of document and/or stored in a Obsolete Document Folder.

Management Representative will retain obsolete master copy of for a minimum period of three years from the date of their super session due to revision.

4.2.2.4 Amendment Sheet:

To ensure that each controlled copy of Quality Manual contains a complete record of revision, this amendment sheet is updated and issued with each set of revised/new chapter(s) of the Quality Management System Manual. An acknowledgement slip will be included along with for the signature and returned by all holders of the controlled copies. Amendment sheet is available at the beginning of this manual in section A.

4.2.2.5 Distribution List:

Distribution List is available on page 5 of 6 in section A of this manual.

4.2.3 Control Of Documents:



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The purpose and scope of Quality Management System Documents is defined. All documents are reviewed and approved prior to issue. Appropriate documents are available at locations where they are intended to be used. Obsolete documents are removed from points of use and retained in accordance with procedure SYS-P-01.

Responsibility:

The Management Representative is responsible for coordination and enforcing the document control related activities in accordance with procedure SYS-P-01.

The following Clauses as per ISO-9001: 2008 has been addressed with corresponding procedures.

<u>Clause No.</u>	<u>Procedure No.</u>
4.2.3	SYS P 01 – Control of documents
4.2.4	SYS P 02 – Control of records
8.2.2	SYS P 03 – Internal audit
8.3	SYS P 04 – Non conformity product / services
8.5.2 & 8.5.3	SYS P 05 – Corrective & preventive actions

Reference: SYS P 01 - Control of Documents
 Annexure 1 - Process Interaction

4.2.4 Control of Records

Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the Quality Management System. All records are legible, readily identifiable and retrievable. Procedures are established to ensure identification, storage, protection, retrieval, retention and disposition of records.

The MR is overall responsible for maintaining record matrix.

References: SYS P 02 Control of Records

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5.0 Management Responsibility:

5.1 Management Commitment

The Top Management of Karmaveer Bhaurao Patil College is committed to the policies set forth in this manual and supporting documentation. This commitment is demonstrated by continual use of the quality policy and Quality objectives as guiding principles in the conduct of the daily business.

Management of Karmaveer Bhaurao Patil College has ensured that the quality policy and objectives are displayed at prominent places in the organization so that it is understood and practiced by all the employees of the organization.

The management is also to ensure while keeping customer satisfied, the regulatory and legal requirements are met.

The means of setting objectives, providing resources, directing, monitoring, and controlling the organization in a continual improvement environment are described in this manual.

A structured way of discharging above intent is shown in organization chart of Karmaveer Bhaurao Patil College.

5.2 Customer Focus:

Top Mgmt shall ensure that the Organization remains customer focused by understanding: -

- The Market Conditions and requirements.
- The Present and future Customer needs.
- The requirements of the customers and fulfilling them with the aim of enhancing Customer Satisfaction.
- The Market / Industry / Social / Economy Conditions and requirements.
- Global technological advancement in the field of education and training.

For further details refer Section 7.2.1. and 8.2.1.



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5.3 QUALITY POLICY :

Karmaveer Bhaurao Patil College was started with a vision to work for a better tomorrow by keeping in mind educational advancement, Social Justice and Social Obligation.

This we shall achieve through:-

- Quality Teaching
- Meeting and exceeding the needs of students
- Ensuring continual improvement in the processes and operations.
- Providing growth oriented and progressive work culture to employees.
- Ensuring compliance to all applicable legal & statutory requirements.
- Meeting and exceeding the needs of stakeholders

Principal

The Principal ensures that the quality Policy is made to understand at all levels of the organization by means of displaying the Quality policy at various locations and setting Quality Objectives in line with the Quality Policy.



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5.4 Planning:

5.4.1 Quality Objectives:

The Principal and the Committee Heads are directly responsible to ensure that Quality Objectives are part of each years strategic planning and that they are measurable and fit with in the framework of the Quality policy The Quality objectives will be measurable and consistent with Quality policy. The objectives are as follows: -

Reference:- List of Quality Objectives

5.4.2 Quality Management System Planning:

Planning for the Quality:

Principal, the Committee Heads and M.R. are overall responsible for effective planning, implementation and maintenance of Quality Management System.

The following criteria will be considered as input to the planning:

- Quality policy and objectives.
- Customer Feedback.
- Need and expectation of the customer.
- Standards and requirements of the industry.
- Strength and weaknesses of the previous work execution.
- Customer suggestion
- Perceived opportunities and threats
- Necessary assessments, measurements, monitoring and analysis
- Any changes affecting QMS.



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Based on the above parameters, a strategy is prepared with goals and objectives that include:

- Further training and expertise needed.
- Budgetary and personnel needs.
- Measurements of progress.
- Any additional resource needs.
- Need for process improvement if any.
- Need for documentation and records.

5.5 Responsibilities, Authority and Communication:

5.5.1 Responsibility and Authority:

The responsibility and authority for processes and services will be clearly defined in the organization documentation (see 4.2).

Management will ensure that responsibility and authority is commensurate with the scope of each job title. The individual who has direct responsibility to execute a process will be given the opportunity to review any documentation that relates to his/her function.

Roles & responsibility of the individuals are given in the document Roles & Responsibility Matrix.

Reference:- Roles & Responsibility

5.5.2 Management Representative

- Monitor the implementation and functioning of the Quality Management System by monitoring the implementation of the QMS on a day-to-day basis and organizing internal Quality audits and management review meetings.
- Report to the Top Mgmt about the status of Quality Management System.
- Identify and Analyze non-conformities and results of internal audits and report to management for review.
- Monitor correct implementation of corrective and preventive actions as per quality procedures and verify effectiveness.
- Spread awareness about importance of customer satisfaction to all the employees.
- Responsible for the distribution and control of all controlled documentation.



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5.5.3 Internal Communication

Effective internal Communication is ensured through telephone, internet and web based chatting etc. between various departments and managerial levels regarding the process of the Quality Management System and operations of the organization.

Since all the functional records of the organization are maintained mainly in the soft copy stored on the network of the organization with proper access rights to employees, management can easily access the work done and progress made on a particular project.

5.6 Management Review:

5.6.1 General:

The management review is done through management review meetings, which are chaired by the Top Mgmt. The M.R. organizes the management review meetings for reviewing the effectiveness of existing quality systems and improvements **once every two months**.

Management review meeting agenda is prepared by the management representative at least two days prior the meeting and is circulated among the concerned individuals so as to make them aware about the proposed meeting. Management review findings and recommendations are recorded in minutes of meeting and circulated to all concerned persons by M.R.

The meetings also reviews customer complaints, trends in achieving quality objectives, review training needs, training imparted, its effectiveness, resources planning, and internal audit report, process performance, customer complaint , supplier performance, corrective and preventive action taken.

The Quality Management System adopted to satisfy the requirements of the International Standard ISO 9001:2008 are reviewed once in three months by the company to ensure its continuing suitability and effectiveness.



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5.6.2 Review Input:

The points for discussion during the Management Review Committee shall as a minimum, include the following:

- Results of Audits.
- Review of Quality Policy and Objectives
- Supplier Performance
- Customer Feedback and customer complaints,
- Process performance and Product Conformity,
- Status of Preventive and Corrective Actions,
- Follow-up actions from previous Management Reviews,
- Changes that could affect the Quality Management System and
- Recommendations for further improvement.

5.6.3 Review Output:

The outcome of Management Review Meeting is in the form of an action plan for achieving the objectives decided in the meeting.

Review output should be in the form that will help Karmaveer Bhaurao Patil College.

- Improve the effectiveness of the Quality Management System and its Processes,
- Improvement of customer satisfaction and
- Resources required.

Reference: Agenda for Management Review Meeting
Minutes of Management Review Meeting
Action plan for Management Review Meeting Outcome



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6.1 PROVISION OF RESOURCES:

RESPONSIBILITY

Principal and Committee heads are directly responsible for implementation of this clause.

DESCRIPTION

The Top Management shall ensure the availability of resources i.e. Man, Material, Machine, Method, Environment, and Infrastructure for:

- Implementing and Maintaining the Quality Management System,
- Improving the effectiveness of Quality Management System continually and
- Enhancing Customer satisfaction by meeting and exceeding their stated needs and implied needs.

6.2 HUMAN RESOURCES:

6.2.1 GENERAL:

RESPONSIBILITY

HR - Head is overall responsible for implementation of this procedure.

DESCRIPTION

HR – Head and Principal are responsible for guiding and advising the organization on human resource matters as well as maintaining personnel records.

The selection and assignment of personnel is done in a manner to ensure required competence level and ideal competence level is at par. Selection of the employees is on the basis of education, training, and experience. There is effective communication of responsibilities, authorities and functions to facilitate the efficient operation of the organization.



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6.2.2 COMPETENCE, AWARENESS AND TRAINING:

DESCRIPTION:

The main focus is to increase the competency level of the employees within the organization. To achieve this, the following shall be carried out:

- Determine the required competency level for the job to be carried out or competence required for a particular job designation.
- Identify the existing competence level of the personnel before allocating the job or at a regular time interval.
- Identify the type of input to be given either On-the-Job Training or Class-Room Training etc.
- Provide the relevant inputs or training.
- Measure the effectiveness of training over a period of time. The effectiveness of the training is measured through either by Feed back questionnaire or by organizing onsite demonstration of the trainee on the subject for which they have trained or by observing performance of the employee in a regular manner over a period of time.
- Ensure that the relevant personnel understand the importance of the activity.
- Ensure that the personnel are aware of the relevant objectives and the method to measure and achieve them.
- Ensuring the availability and maintenance of records that indicate the education, Training and experience of the personnel performing work-affecting quality.

REFERENCE:

- Competence Evaluation Form
- Training Calendar
- Training Effectiveness Evaluation Form



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6.3 INFRASTRUCTURE:

The infrastructure (workspace, hardware, software, communication and other facilities) required to satisfy the organization's products and services are determined. The infrastructure requirements (functional, performance, safety, security, space, equipment and cost) are established. Resources are identified and are provided so as to ensure optimum performance of the organization and ensuring ergonomical work environment for the employees.

Reference:

Infrastructure identification and provision form

6.4 WORK ENVIRONMENT:

Top Mgmt shall ensure that the suitable work environment is provided to the personnel for performing work-affecting quality.

A cohesive, progressive and harmonious work environment is created by the Top Mgmt by acting in a proactive manner and understating the needs and requirements of the employees and ensuring that the goals of the organization are translated to the employee level objectives that results in ownership of work and higher level of employee satisfaction.



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7.0 PRODUCT REALIZATION

7.1 PLANNING OF PRODUCT AND / OR SERVICE REALISATION:

Top management plans processes needed for product/service realization.

The processes required for product/service realization are described in 4.1 of this Manual.

These processes shall be based on the quality objectives and requirements of the services as desired by the client / industry. Wherever required the Results shall be documented.

Planning for product/service realization is carried out by top management depending upon the client / market / industry / society needs and behavior of the economy and innovation of newer technologies and technical advancements.

7.2 CUSTOMER RELATED PROCESSES:

RESPONSIBILITY:

The Principal is overall responsible for the customer related processes.

7.2.1 REQUIREMENTS RELATED TO PRODUCTS / SERVICES

- The product/service requirements are adequately defined and documented and checked whether feasible and required.
- Statutory and regulatory requirements if applicable for the project will be addressed properly and met with and required licenses will be obtained where ever required.



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7.2.2 REVIEW OF REQUIREMENTS RELATED TO PRODUCTS / SERVICES

- All the requirements of the customers(internal / external customers) are reviewed by a team comprising of top management, technical expert and commercial expert to ensure that the organization has understood all the requirements of the customer and there is no ambiguity in the customer specifications/requirements and ability of the organization to meet / deliver the services / solutions as per the customers' need.
- Any differences in the offering of the organization and expectations of the customers are suitably reviewed and are resolved/amended/attended on a case to case basis and it is made sure that detailed discussions with technical and commercial employees are carried out about economical and technical feasibility of the requirements.

7.2.3 CUSTOMER COMMUNICATION:

To ensure effective customer communication to the Customer, the top management and all the employees use latest communication facilities like e-mail/Fax/Phone/video conferencing etc. to communicate with the customers.

Customer Feedback, Customer Complaint etc. are the methodology for reverse customer communication. I.e. from customer to the organization.



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7.3 Design And Development:

The organization provides customized and unique products and services in the field of education and training. Entire design process is documented with design input, output, review, verification, validation and design plan. Any changes in the design process are documented.

7.4 PURCHASING:

Responsibility:

Top Mgmt is overall responsible for taking care of purchasing activities in the organization.

7.4.1 Purchasing Process:

Purchasing is a non frequent process for Karmaveer Bhaurao Patil College.

Purchases are made from the approved supplier with whom long term contract is made in advance.

A List of approved supplier is prepared.

A system is being used to evaluate each supplier every year.

7.4.2 Purchasing Information:

Purchasing information clearly states the precise identification of the requirements, including functional / technical requirements for product / service

The record of approved suppliers is maintained and is continuously updated based on the evaluation of the performance of suppliers.

The orders are reviewed for adequacy of specified requirements prior to release.



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7.4.3 VERIFICATION OF PURCHASED PRODUCTS

Incoming purchased product is inspected whenever necessary in order to ensure that the purchased items are as per the requirements.

Management Representative evaluates performance of the suppliers, to assess their suitability on a continuous basis and monitors regularly work carried out by suppliers.

Evaluation criteria are quality of supply and timely supply of required resources.

References:-

List of approved suppliers



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7.5 PRODUCTIONS AND SERVICE PROVISION:

7.5.1 CONTROL OF PRODUCTION & SERVICE PROVISION:

The Overall responsibility for implementation of this procedure lies with the Project Leader. The organization has planned service provision under controlled conditions.

References:

Store operations process

7.5.2 VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISION:

Processes like student evaluation etc. is validated.

7.5.3 IDENTIFICATION AND TRACEABILITY:

Responsibility:

The overall responsibility for implementation of this clause lies with the concerned project leader / project team member.

Description:

A unique identification number is given to each student to identify and trace him/her.

Traceability is maintained whenever required.



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7.5.4 CUSTOMER PROPERTY:

Customer property whenever received by the organization is properly handled by the organization to ensure that no damage is done to any of the property belonging to the customer.

A record of all the properties belonging to the customer but in the possession of the organization is maintained by the organization.

Incase of damage done to any of the property belonging to the customer, record of the same is maintained.

7.5.5 PRESERVATION OF PRODUCT:

All products whether in stores, in transit or in warehouse are stored to ensure that they are not damaged. Also data back up is kept to ensure their availability in case of unforeseen server crash etc.

7.6 CONTROL OF MONITORING AND MEASURING DEVICES:

Any software / instrument used for testing or monitoring are calibrated to ensure that they provide accurate information.

Reference :- List of software / instruments requiring calibration



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8.0 Measurement, Analysis and Improvement:

8.1 General:

Measurement, analysis and improvement processes are implemented as a means of demonstrating that products/ services conform to the requirements. Each area of management responsibility defines and records, measure accordingly to their importance and the results of data analysis, together with improvements are used as inputs to the management review process.

8.2 Monitoring and Measurement:

8.2.1 Customer Satisfaction:

Karmaveer Bhaurao Patil College defines processes for measurement of customer satisfaction and address Quality of product/service. Customer satisfaction is monitored and measured through regular interaction with customer by the Marketing Director through e-mails, Faxes and Telephonic conversations etc.

The records of the customer feedback are maintained.

8.2.2. Internal Audit:

Responsibility:

Management Representative is responsible for ensuring the implementation of this procedure. He is also responsible for overall coordination of matters related to Internal Audits.

Description:

The company has established a procedure for carrying out "Internal Audit". The Internal Quality Audits are planned and coordinated in such a manner that the entire Quality Management System of the company is audited **once every six months** by trained auditors independent of their activities or external consultants. The Audit Planning carried out by Management Representative, by preparing schedules for audits based on the status and importance of the activity.



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The procedure requires audit reports to be documented. The reports of the audits form the basis for suitable and timely corrective actions by the respective sections.

All corrective actions agreed upon as an outcome of the Internal Quality Audits are verified; Implementation and effectiveness of corrective actions taken are recorded.

Management Representative through Management Review brings the audit findings that need attention of I. T. - Head to his attention.

In case any significant changes are observed in the system i.e. change in process or in case of special assignment, then unscheduled audits may be carried out. The Management Representative maintains the records of the Internal Quality Audits.

Reference: Internal Quality Audit

8.2.3 Monitoring and Measurement of Processes:

Karmaveer Bhaurao Patil College monitors and measures the processes to achieve planned results by:

- Internal Audit
- Number of customer complaints.
- Number of non-conformity arising during product realization.
- Customer feed backs.

The data collected will be used to take relevant corrective and preventive action and to enhance the process and product realization process.

8.2.4 Monitoring and Measurement of Product:

In order to monitor and measure the characteristics of the products/service the requirements are met at appropriate stages of the product/service realization process.

Records at all stages are maintained for software products/services being developed by the organization that are conforming to the laid down measurement standards. Test Reports / Final inspection records are maintained wherever required.



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8.3 Control of Non-Conforming Products:

Responsibility:

The overall responsibility for implementation lies with M.R. and Project Manager. The responsibility for disposition/rectification of non-conformities also lies with the M.R.

Description:

The non-conformity control involves identification, evaluation, segregation of documentation and disposition of the non-conforming products found in purchased items, during execution of the project and other Quality Management System areas. A documented procedure has been developed to deal with the non-conforming products.

Records pertaining to control of non-conforming products are maintained as detailed in the relevant procedures.

Reference: Control of Non-conforming Product

8.4 Analysis of Data:

Relevant and reliable data is collected and is to be reviewed and analyzed for the continual improvement of the Quality Management System. The data is collected from relevant management information systems including internal audits, corrective and preventive action, non-conforming product/service, customer satisfaction reports etc.

Analysis of the data provides information on:

- a) Effectiveness of the Quality Management System
- b) Customer Satisfaction
- c) Customer Complaints
- d) Suppliers evaluation

The analysis of data shall also be relevant to the various objectives set by the organization.



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8.5 Improvement:

8.5.1 Continual Improvement:

Responsibility

Top Management is responsible for implementation and taking decision towards continual management. It is a process that is undertaken throughout the organization.

Description:

The following will be used at the time of Management Review Meeting for continually improving the Quality Management System and the business of the organization.

- a) Quality Policy
- b) Quality Objectives
- c) Internal Audit Results
- d) Analysis of Data relating to
i) Corrective Action
ii) Preventive Action

8.5.2 & 8.5.3 Corrective and Preventive Actions:

Responsibility:

M.R. is over all responsible for implementation of this procedure.

Description:

A procedure has been established for initiating corrective and preventive actions with respect to non- conformity. Through this procedure, it is ensured that :-

- The actual cause of non-conformity relating to product, process and quality system is investigated.
- Potential causes of non-conformity are identified through customer complaints, analysis of work / operations, quality records, audit results etc.
- Determining the need of suitable action.
- Identifying and implementing the action.
- Record the action taken.
- Review the effectiveness of action taken to prevent recurrence and or occurrence of any known nonconformities.



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Karmaveer Bhaurao Patil College attaches utmost importance to the customer complaints. Generally the corrective and preventive actions are discussed on a weekly basis but they are attended urgently depending upon the gravity of customer complaint.

However, the review and analysis of the Corrective and Preventive Action Requests, internal audit reports, customer complaints, product quality related data related information are carried out in Management Review Meetings. The concerned functions are then advised on further course of action required to prevent recurrence of non-conformities and elimination of potential causes of non-conformities.

Reference:

Procedure for Corrective and Preventive Action


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