

Title	ISO Cell Procedure Manual	ISO Clause No 5.5.2	Rev. No Nil
Document No	YASHADA/M03/ISO	NIL	Date 25/07/2010

# Management Oriented Processes

## ISO Procedure Manual

(Issue One)

**ISO 9001: 2008**

YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT ADMINISTRATION  
Raj Bhavan Complex Baner Road Pune 411 007

Prepared by	MR	Approved by	DG
Sign	Sd/- xxx	Sign	Sd/- xxx
Date	23/07/2010	Date	25/07/2010
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### **Procedure One: Conduct Management Review Meetings**

**Purpose:** To review progress of the QMS in the Academy

**Scope:** All QMS processes of the Academy

**Responsibility :** MR

#### Activities for the Procedure

Sr No	Work Activity	Time Limit	Person/s responsible
1	Seek Approval of date for MRM by DG	One week before MRM	MR
2	Send 7 point agenda to Top Management and special invitees	Before 3 working days	MR
3	Collect data relevant for MRM and present in MRM	Before MRM	MR
4	Prepare minutes of MRM	Within week	MR
5	Circulate minutes for necessary action to the concerned persons after approval	Within week after MRM	MR

**Reference Documents:** Apex manual (YASHADA)  
ISO 9001:2008 Standard

**Records:** Audit files  
MRM minutes

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**Procedure Two: Conduct Audits (Internal and Surveillance)**

**Purpose** : To ensure that QMS are in place

**Scope** : All Academy

**Responsibility**: MR

Activities for the Procedure

Sr No	Work Activity	Time Limit	Person/s responsible
1	Prepare schedule for Internal Audit for ISO activities	Once in four months	MR
2	Conduct audit as schedule		
3	Check non conformities		
4	Close NCRs		
5	Discuss audit observations in MRM		

**Reference Documents**: Yearly plan of Internal Audit

**Records** :MRM minutes

Audit Reports

List of Council of Internal Auditors

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### **Procedure Three: Improvement and Monitoring of QMS**

**PURPOSE:** - Monitor Quality System in the Academy.

**SCOPE:** -All training programmes, faculty members and all activities of the Academy

**RESPONSIBILITY:** - MR would coordinate activities, collect information, analyse and present to DG through MRM

#### **Activity No 1 – Analysis of Evaluation Reports**

At the end of each course, an evaluation exercise is carried out on set parameters. This evaluation report is submitted to DG by the concerned Course Director, through intranet library. Analysis of these reports is one and presented to DG

#### **Activity No 2 – Coordination for Quality Circles**

For the constant monitoring and continual improvement the problem based quality circles are formed. The regular meetings are conducted and suggestions and recommendations are reported to DG and necessary actions are initiated at various levels.

#### **Activity No 3 - Customer Feedback**

To get feedback customer satisfaction surveys are conducted and analysis is done. Reports are submitted to the DG through MRM

#### **Activity No 4 – Monitoring of outsourced processes**

The summary report of the outsourced processes is presented to DG after certain frequency.

#### **Activity No 5 – Training of Faculty, officers and staff**

According to the requirements and recommendations of the HoDs training for faculty, officers and staff is organized either in campus or outside the campus.

#### **Activity No – 6 Guest Faculty List**

Every year a list of Guest Faculty is updated with the help of the concern departments, centres and cells.

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**Reference Documents:** Files for different activities

**Records: -** (Files, Formats, registers, etc.)

1. Annual Training Calendar
2. Reports
3. Files
4. MRM minutes

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