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
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

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

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

**Records:** Audit files
MRM minutes
Procedure Two: Conduct Audits (Internal and Surveillance)

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

**Scope:** All Academy

**Responsibility:** MR

**Activities for the Procedure**

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

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

**Records:** MRM minutes
- Audit Reports
- List of Council of Internal Auditors

Prepared by MR
Sign Sd/- xxx
Date 23/07/2010

Approved by DG
Sign Sd/- xxx
Date 25/07/2010
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.

Prepared by  MR  Approved by  DG  
Sign  Sd/- xxx  Sign  Sd/- xxx  
Date  23/07/2010  Date  25/07/2010  
YASHADA
Reference Documents: Files for different activities

Records: - (Files, Formats, registers, etc.)
1. Annual Training Calendar
2. Reports
3. Files
4. MRM minutes