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The ISO 9001 Quality Assurance Management System

**For
ACADEMIC
ORGANIZATION**

ISO stands for

International

Organization for

Standardization

HISTORY OF ISO

Because "International Organization for Standardization" would have different abbreviations in different languages ("IOS" in English, "OIN" in French for Organisation internationale de normalisation), it was decided at the outset to use a word derived from the Greek isos, meaning "equal". Therefore, whatever the country, whatever the language, the short form of the organization's name is always ISO

TYPES OF ISO

- •ISO 9001 Certification — Quality Management Systems
- •ISO 13485 Certification — Medical Quality Management Systems
- •ISO 14001 Certification — Environmental Management Systems
- •ISO 14971 Certification — Risk Management Systems
- •ISO 20000 Certification — IT Service Management Systems
- •ISO 22000 Certification — Food Safety Management Systems
- •ISO 22716 Certification — Cosmetics Good Manufacturing Practices (GMP)
- •ISO 27001 Certification — Information Security Management Systems
- •ISO 50001 Certification — Energy Management Systems
- •ISO/TS 16949 Certification — Automotive Quality Management Systems

Input

Output

Resources



ORGANIZATION
WITH
LOUSY MANAGEMENT



QUALITY EDUCATION: Customer Satisfaction

Whole
Organization
Involvement



Quality
Service



Upgrading :

- Service Quality
- Product Quality
- Personnel Quality

QUALITY MANAGEMENT PRINCIPLES

1. Customer focus
2. Leadership
3. Involvement of people
4. Process approach
5. System approach to management
6. Continual improvement
7. Factual approach to decision making
8. Mutually beneficial supplier relationships

ISO 9001 is about QUALITY

Quality is:

- defined by customer needs
- defined in terms of fitness for purpose
- achieved through continuous improvement
- managed through prevention not detection
- 'getting it right at the first time'
- measurable

Self-manageable **P-D-C-A**

- **Plan** what you do
- **Do** what you planned & **record** what you did
- **Check** the results
- **Act** on the difference

ISO 9001 REQUIRES :

PLAN, DO, CHECK & ACT
with **CONSISTENCY** :

- CUSTOMER SATISFACTION
- MANAGEMENT SUPPORTS
- RESOURCES MANAGEMENT
- PROCESS MANAGEMENT
- RESULTS ANALYSIS
- **CONTINUOUS IMPROVEMENT**



SMPIC CASE STUDY

Co-curricular & Extra Curricular Activities

Admission & customer property management

Examination

Library & Computer Services

Human Resources Management

Relationships with Students & Parents

Seminars, Paper Writing & Presentations

Class-room Teaching

Industrial Tour & Training

Building & Infrastructure Maintenance, Safety

Relationships with Society & Stakeholders

Administration & Accounts

Internal Communication

HUMAN RESOURCE MANAGEMENT

- **Process Objectives:**
- Selection of competent person to provide quality education and to facilitate effective teaching.
- Provide opportunity for the development of the staff.

PROCESS MAP

Resource Planning to be done

Applications are invited through advertisement

Conduct of interview

Annual evaluation of performance

Allocation and execution of duty

Selection & offer Letter Acceptance

PROCESS STEPS

- 1. Department head informs principal about the need of a teaching staff.
- 2. Management will invite applications through advertisement.
- 3. Selection panel, decided by university, will be formed for interview.
- 4. Interview will be conducted and candidates will be selected by interview panel.
- 5. Appointment letter will be provided to selected candidates.
- 6. University approval of the candidate will be taken and maintained in the personal file of teaching staff.
- 7. Candidate will join the institute and performs duties allocated by HOD/ Principal
 - a. Staff will execute the allocated duties.
- 8. Motivation of the staff by providing facilities like HRA, medical allowance, providing facility for higher studies.

LIST OF RECORDS

Sr. No.	Record Name	Form/ Record	Register/ Record No.	Retention Period
1	University rules for the selection of staff	Record	SMPIC/HRM/01/00	Perpetual
2	Appointment letter	Record	SMPIC/HRM/02/00	Perpetual
3	University approval letter	Record	SMPIC/HRM/03/00	Perpetual
4	Maintenance of staff file/ Personal File	Record	SMPIC/HRM/04/00	Perpetual
5	Leave report . Casual Leave . Duty Leave . Medical Leave . Leave Without Pay . Maternity Leave	Form	SMPIC/HRM/05/00 SMPIC/HRM/05/01/ 00 SMPIC/HRM/05/02/ 00 SMPIC/HRM/05/03/ 00 SMPIC/HRM/05/04/ 00 SMPIC/HRM/05/05/ 00	Perpetual
6	Service book maintenance	Register	SMPIC/HRM/06/00	Perpetual
7	Staff Feedback	Form	SMPIC/HRM/07/00	1 Year

RECORDS ARE MAINTAINED BY

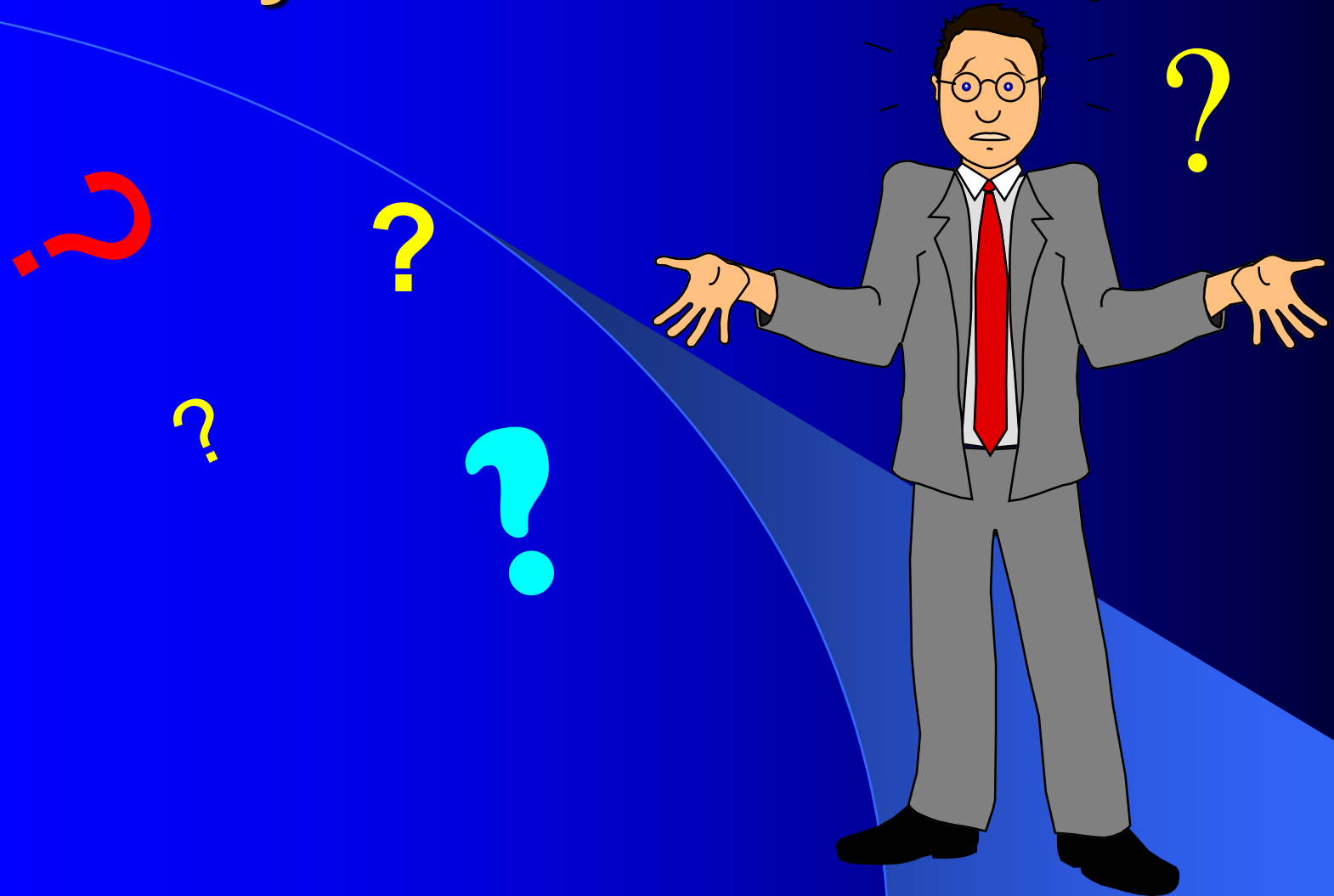
- MANAGEMENT REPRESENTATIVE
- PROCESS OWNER



NOTHING IS POSSIBLE WITHOUT TEAMWORK

- PPT ON TEAMWORK

Any Questions ?



**Thank you
very much for
your patience !!**

