SAMPLE

- Quality Manual

Reviewed By:

……………………………

Management Representative

Approved By:

……………………………..

Principal

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0.1 ABBREVIATIONS

Following abbreviations are used in the foregoing documents.

AL	Advance Level (GCE)
CGCC	Career Guidance and Counseling Centre
....	…………..
P	Principal
VP	Vice Principal
....	…………
EMIS	Education Management Information
GCE	General Certificate of Education
HOD	Head of Division
IQA	Internal Quality Audit
ISO	International Organization for Standardization
QMR	Quality management Representative
MVTT	Ministry of Vocational and Technical Training
AATP	Association of Accredited Training Providers
NVQ	National Vocational Qualifications
O/L	Ordinary Level (GCE)
PBB	Performance Based Budgeting
QAP	Quality Assurance Procedure
QM	Quality Manual
QMS	Quality Management System
QP	Quality Plan
QR	Quality Records

0.2 <u>AMENDMENTS SHEET</u>

Section No:	Page	Date of Issue	Revision No:	Reasons for Change

0.3 DISTRIBUTION LIST

This Quality Manual is issued to specified members in ....

Specific members are responsible for keeping the Quality Manual in good condition and to:

- Incorporate any new amendment upon receipt of such amendment.
- Obsolete pages are destroyed by copy holder.
- Assure that the Manual assigned to them are readily accessible to authorized personnel.

The controlled Quality Manual will be distributed among the following members of the institute and the certifying body.

Management Representative	Original Copy
Principal	Copy No. 01
Vice Principal	Copy No. 02
Registrar	Copy No. 03
Head of Department (Commerce)	Copy No. 04
Head of Department (Trade)	Copy No. 05
Head of Department (Engineering Courses)	Copy No. 06
Carrier Guidance Officer	Copy No. 07
Library	Copy No. 08
.... (R & D)	Copy No. 09
Certifying Body (TVEC)	Copy No. 10
Head of Department (Diploma Courses)	Copy No. 11

Uncontrolled copies of Quality Manual can be given at the discretion of MR and records are not maintained.

0.5 INTRODUCTION

Formal …………… was started in 1893 in metropolitan area of …………. as ……….. with 25 students.

First ……………. was established in….. under the .... and Training. It was brought to the new building complex in ………. which was located at ……… and currently conducts 25 Nos of courses for school leavers & employees.

01. SCOPE & APPLICATION

This manual specifies quality objectives and policies of the .... and describes its quality management system.

The manual covers the quality management system established for core processes such as
- **Selection of Students.**
- **Institutional Education & Training.**
- **Industrial Training.**
- **Assessment of Learning & issuing of Certificates.**

This includes ……
- **Resources Management,**
- **Management responsibility**
- **Measurement analysis & Improvements**

NVQ Training courses are accredited by the TVEC and Non NVQ courses are developed and validated by .... and audited & certified by TVEC.

This manual is written to cover the above scope and confirming to the requirements of ISO 9001:2008 with exclusions as justified below.

EXCLUSIONS

ISO 9001:2008 CLAUSE NO	JUSTIFICATION FOR EXCLUSION
7.3 Design & Development	Competency standards & curriculum design & development is excluded as the institute follows the TVEC endorsed programs. And .... validated courses.
7.5.1 (f) (Partially) – Post-delivery activities	Post-delivery activities are not applicable as the contract with the student is over when the final certificate is issued.
7.5.2 Validation	As all the resulting output of all processes can be verified by subsequent assessment, validation of processes for education & training under 7.5.2 is excluded from the quality system.

NORMATIVE REFERENCE

1. ISO 9001:2008 Quality Management System - Requirements
2. ISO 9001:2005 Quality Management System - Fundamentals and Vocabulary
3. ISO 9001:2000 Quality Management System - Guidelines for Performance Improvements
4. ISO 19011 Guide Lines on Quality / Environmental Management System Auditing
5. SLS IWA 2:2007 Guide lines for application of ISO 9001:2008 in Education

2.0 QUALITY MANAGEMENT SYSTEM

2.1 General Requirements……

Process Description

1. The institute has identified the following processes which are required for the Quality Management System.

   - Selection Process
   - Education &Training Process
     - Institutional process
     - Industrial training Process
     - Assessment of learning Process
     - Certification
   - Internal quality audit process
   - Management review process

2. The sequence and interaction of the processes are appearing in the diagrams of process interaction and process flow (sequence) chart.

3. The institute has identified the following criteria and methods to ensure the operation and the control of these processes are effective.

   i. Tutorials and practical work.
   ii. Evaluating teaching staff, Trainer Guides, Learner Guides, Lesson plans, Year plans, Document related to the training delivery and teaching aids.
   iii. Continues assessments during the industrial training and final assessment.

The management of the institute has provided the necessary resources and information required to support the operation and monitoring of these processes such as teaching staff , teaching aids, tools, equipment's and infrastructure.

The institute measures, monitors and analyze these processes through assessment, evaluation and customer feedback.

The institute implements actions required to achieve the planed results and continual improvement of the processes by monitoring and analyzing the data at the management review.

- Institute obtains customer feedback during each institutional and industrial training programme and initiates corrective and preventive actions.
- Institute evaluates the effectiveness of corrective and preventive actions from the next customer feedback and analyzing the progress for future continual improvement at the management review.

2.1.1 Process Flow

-------------------------------- INPUT- OUTPUT CHARTS ------------------------

Key In puts	Process	Out put
1. Students with specified entry qualifications. 2. Advertisement 3. Applications 4. Selection Test / Interview 5. Interview panel	**Student Selection**	1. List of selected students **(a)**
1. Selected students (a) 2. Teaching Staff 3. Lecture halls & laboratories / work shop (i) 4. Curricula 5. Training guides, Training Plan, Lesson plan, Time table 6. Student record book 7. Tutorials / Hand out/ Lecture notes 8. Teaching aids, Training equipment	**Institutional Education & Training**	1. List of eligible students to appear for assessment and for the industrial training **(b)**
1. List of eligible students **(b)** 2. .... exam section 3. Exam time table 4. Assessments Papers 5. Assessments Hall **(i)** 6. Tools Equipment 7. Workshops and labs 8. Assessors 9. Staff	**Assessments (Con. Assessment& Final Assessment)**	1. List of passed students (**c**) 2. Record book with pass

- Quality Manual

Process Flow Continued……………

Key In puts	Process	Out put
1. Daily Diary **(d)** 2. Training Report **(e)** 3. Project report **(f)** 4. List of eligible students to appear for assessment **(g)** 5. Assessment criteria/resources 6. Assessors	**Industrial Assessment**	1. List of passed students of industrial Assessment **(h)**
1. Building 2. Equipment/ tools/training materials 3. Maintenance Plan 4. Maintenance Staff 5. Materials	**Maintenance**	1. Properly maintained building & equipment (i)
1. List of passed students **(c)** 2. List of passed students of industrial training **(h)**	**Certification**	1. List of successful student
1. Audit plan 2. Auditors 3. Auditee 4. Check Lists 5. Quality/ Procedure manual	**Certification**	1. List of successful student

2.2 Documentation

2.2.1 General Requirements

The Institute has established and documented the following…..

1. **Quality manual including quality policy and quality objectives**
2. **Quality assurance procedure manual**
3. **Forms, Lists and plans**

Quality assurance procedure manual consists of following

Description of procedure	Reference	Related quality manual section
Mandatory procedures are required by the standard for the quality management system.		
1. Procedure for control of documents.	QAP 01	QM 02
2. Procedure for control of records.	QAP 02	QM 02
3. Procedure for internal quality audits	QAP 03	QM 06
4. Procedure for control of non conformances.	QAP 04	QM 06
5. Procedure for corrective action.	QAP 05	QM 06
6. Procedure for preventive action.	QAP 06	QM 06
In addition to the above mandatory procedures following documented procedures are established by the institute.		
1. Procedure check list for Academic staff concern.	CL 5	QM 3
2. Procedure check list for training equipment maintenance.	CL 3	QM 4
3. Procedure check list for Environment Infrastructure maintenance.	CL 4	QM 4
4. Procedure check list for financial management.	CL 6	QM 5
5. Procedure check list for student enrolment.	CL1	QM 5
6. Procedure check list for training delivery process.	CL2	QM 5
7. Procedure check list for updated NCS & curricula.	CL8	QM 6
8. Procedure check list for customer satisfaction.	CL9	QM 6
9. Procedure check list for student final exam and continuous assessment.	CL7	QM 5

2.2.2 Control of Document

CONTROL
OF
DOCUMENT

RESPONSIBILIY
****
Management
Representative

1. All internal documents related to the quality system of the institue are controlled as their approval, issue,reveiw, change, re-issue and obsoescence.

2. All documents of external origin which affect the quality management system are identified and are given in a list, and their distribution is controlled.

3. The pertinent documents are readily available at the relevant locations and they are identifiable and are legible.

4. The management representative keeps one set of obsolete documents for legal, contractual, or knowledge preservation ,under a suitable identification.

5. The management representative maintains a master list of documents, indicating the current revision status and the locations of the controlled copies and head of departments related to their duties and responsibilities.

6. The management representative and the principal will do reviewing and approving all documents respectively.

7. Management respresentative will review any amendment to documents and re approved by the Principal.

8. Records of all changes are reflected in amendment sheet and indicated in the document itself.

2.2.3 Control of Records

CONTROL OF RECORDS

RESPONSIBILIY
****

- **Management Representative**
- **Department Heads**

General Process

1. Records required providing evidence of conformity to the requirements and effective operation of the quality management system have been established and maintained.

2. List of all records are maintained by management representative and list of records related to each department are maintained by the representative departmental heads.

3. These quality records are filed and given a file identification.

4. These records are stored at a designated storage place so that they could be easily retrieved and to prevent any loss or damage.

5. All personnel entering records shall do so in a legible manner.

6. Retention period of all quality records are specified, if the retention period of the record are contractually specified then the retention period will be as per contract.

7. If contarctually specified, the quality records are made available (with in a agreed perid) to the coustomer or coustomer's specified then the retention period will be as per contract.

8. On expiry of retention period quality records are disposed through the facility of the muncipal / Urban council.

3.0 <u>Management Responsibility</u>

3.1

<u>VISION</u>

To be the most trusted leading training organization among the organization of vocational & technical education

3.2

<u>MISSION</u>

Train highly competent & productive manpower, suitable to cater national international industries awarding to modern technological requirements.

3.3 Management Commitment

Management is committed to develop and implement the QMS and continually improve the effectiveness by:

- Communicating to the organization the importance of meeting customer, statutory and regulatory needs through regular meetings.
- Establishing quality policy.
- Establishing quality objectives.
- Conducting periodically management review meeting & other meetings.
- Ensuring required resources are available.

3.4 Customer Focus

- The management ensures that learner's requirements are determined and are met.

- The Institute determines the competency standards and curricula required by TVEC and .... its amendments.

3.5 Quality Policy

QUALITY POLICY

To be the center of excellence in providing ………. education, training and services to cater to the needs of the national and international industries and commerce sector with committed to comply with the requirement of the documented quality management system and continually improve the productivity of the system.

Principal: The above policy is communicated within the institute by displaying it at prominent places. During management review meeting the quality policy is reviewed for continuing suitability.

3.6 Planning

3.6.1 Quality Objectives

At management review meeting measurable objectives are identified and established at functional level in the areas of selection process, education process, industrial training process, performance based budgeting process and other appropriate processes.

Assessment of students' performance, assessment of education and training process performance and input from quality audits are used to set these functional level measurable quality objectives.

→ Increasing the pass rate of the students in examinations, each course.

→ Maintain the dropout rate in minimal level.

The progress of achievement of these quality objectives are monitored and review at the management review meeting as part of the continual improvement process.

→ To foster a culture of quality amongst all staff.

→ Internal self review of all departments.

→ Increase the community involvement.

→ Develop a proper tracking system for teaching – learning process, student support, staff and employees.

One such objectives are achieved new measurable objectives are identified and established.

3.6.2 Quality Management System Planning

Management has identified, planned and established the QMS in order to meet:

- Required processes & sequence of interaction of these processes.
- Criteria and methods needed for operation and control of these processes
- Availability of resources for these processes and for monitoring of processes.
- Measure, monitor and analyses the processes.
- Implement actions to achieve planned results and continual improvement of these processes

- When amendments to the QMS are planned and implemented the integrity of the system is assured.

3.7 Strategic Planning

The institute has identified and trained personnel on preparing strategic planning.

This team as a group has identified: - Principal / Vice Principal/ QMR/ HOD's/ Registrar

Goals

Strategies and activities to achieve goals.

Performance measurements- Same as quality objectives.

Strategic plans are annually reviewed and to ascertain the progress.

3.8 Responsibility, Authority, and Communication

3.8.1 Responsibility and Authority

The responsibility, authority and interrelationship of all personnel who perform and verify work-affecting quality are addresses in the relevant procedures. In addition the following sets out key personnel's responsibility and authority.

Principal

- Responsible for the Management of the quality system.
- Responsible for the smooth functioning of all institutional and non institutional activities of the institute.
- Responsible for all staff training activities and for authorizing perform indicators as per strategic plan.
- Responsible for selection of permanent and visiting staff.
- Conduct Management progress meeting and evaluation of performance of staff.
- Ensure the sufficient provision of supportive services to institutional division.
- Responsible for financial management of the institute as per guidance given by the department.

3.8.1 Responsibility &Authority Continued…..

<u>**Vice Principal**</u>

- Responsible for institutional activities of the institute and industrial training of the students.
- Responsible for preparing master time table & assessment timetable.
- Recruitment of visiting staff
- Supervising the academic process.
- Assisting to the Principal for overall processes.
- Organization & implementation of Student examinations / Evaluations.
- Quality management of Teaching - Learning process.
- Communicate with .... , implement NVQ
- Plan & co-ordinate the following work associated with training of students carried out by the H.O.D.
- Identify & register suitable industrial establishments for industrial training.
- Placement of apprentices for training in appropriate industrial establishments.
- Conducting industrial training evaluations, through evaluation panel.

<u>**Management Representative**</u>

- Responsible for establishing, implementing and maintaining the quality system.
- Control of documents of the quality system.
- Organizing the management review meeting.
- Responsible for promoting the awareness of the customer requirements throughout the organization.
- Responsible for reporting the performance of the quality management system and necessary improvements to the top management.

<u>**Registrar:**</u>

- Responsible for all the administrative matters of the institute and the selection and registration of students.
- Administration matters related to conduct of Assessments.
- Issuing of certificates to students.
- Responsible for disciplinary matters and welfare of staff & student.
- Responsible for the all maintenance work and good housekeeping of the premises.
- Providing infrastructure facilities necessary for training.
- Responsible for administration and maintenance of the library.
- Responsible for assisting Principal in financial management of the institute.

• Responsible for initiating timely actions to purchase materials &equipment's required by the institute for its smooth functioning.

3.8.1 Responsibility and Authority Continued………..

Head of Division

• Proper maintenance of academic process of related courses by supervision of academic staff.
• Assist Vice principal to prepare time table of the section.
• Allocate the academic staff according to the tables, with Vice principal
• Administration and supervision of student discipline / feedback/ complains/ nominations/ extracurricular activities/ dropouts/ weaknesses/ services of the section.
• Student enrolment as the interview panel head.
• Coordinating activities of course accreditation.
• Organizing course committee meeting.
• Administration and supervision of visiting staff.
• Representing management committee.
• Organizing the facilities to supply materials another teaching aids in the section on time.
• Maintaining and supervision relevant academic documents.
• Perform other duties assigned by Director.

Lecturer/ Instructors

1. Assisting HODs in student enrolment and examination.
2. Controlling and maintaining relevant academic document.
3. Teaching according to the curriculum, NCS and time table and coverage of the syllabus on time.
4. Preparing schedule for continuous assessments, hold assessment and handing over marks to HODs.
5. Proper maintenance/ implementation of class register, class record book, student disciplines, field visit, career guidance, extra activities course committees, parent meetings, student counseling programs.
6. Administration and maintenance of workshops and their inventories in proper order.
7. Perform other duties assigned by Principal.

Quality management auditor

1. Responsible for plan and conducting internal quality audit.
2. Responsible for presenting audit findings to the management committee meeting.
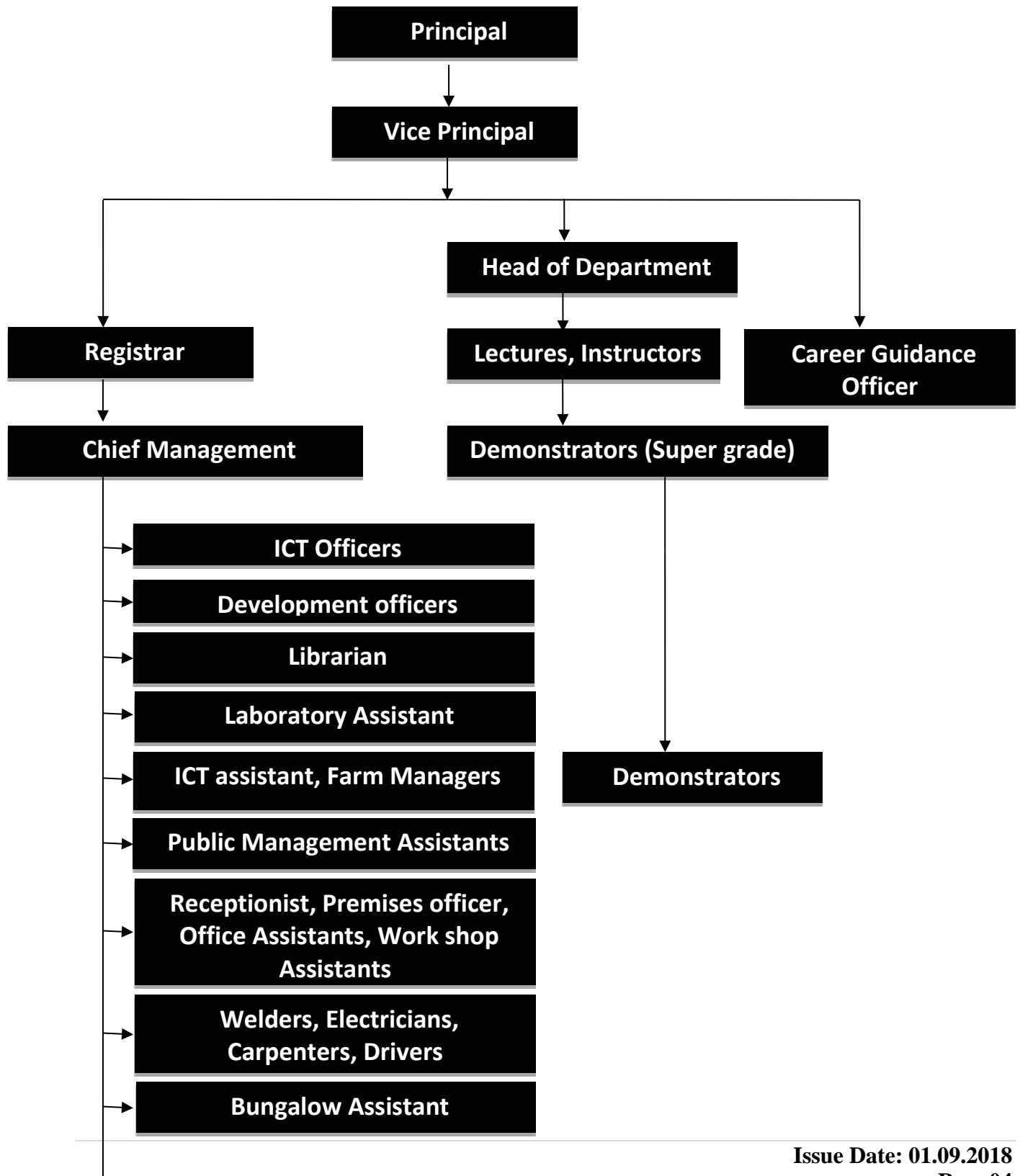
Career Guidance Officer

- Quality Manual

1. Responsible for guidance and conducting awareness programmes.

3.8.1.1 Organizational Structure

```
                            ┌─────────────┐
                            │  Principal  │
                            └─────────────┘
                                   │
                                   ▼
                            ┌───────────────┐
                            │ Vice Principal│
                            └───────────────┘
```

Principal

Vice Principal

Head of Department

Registrar

Lectures, Instructors

Career Guidance Officer

Chief Management

Demonstrators (Super grade)

ICT Officers

Development officers

Librarian

Laboratory Assistant

ICT assistant, Farm Managers

Demonstrators

Public Management Assistants

Receptionist, Premises officer, Office Assistants, Work shop Assistants

Welders, Electricians, Carpenters, Drivers

Bungalow Assistant

```
Lab Assistant, Library assistant,
        Field Assistant
```

3.8.1.2 Responsibility matrix

ISO 9001:2008	1	2	3	4	5	6	7
Quality Management System							
1. Quality Manual	+		+				
2. Control of Documents			+				
3. Control of Records	+	+	+	+	+	+	+
Management Responsibility							
1. Quality Policy	+		+				
2. Quality Objectives	+	+	+	+	+	+	+
3. Responsibility, Authority	+	+					
4. Internal Communication	+	+	+	+	+		
5. Management review meeting	+		+				
Resource Management							
1. Compet. Awaren.& training	+	+					
2. Infrastructure maintenance					+		
3. Work environment, safety					+		
4. Financial management	+				+		
Realisation of the educational services							
1. Planning	+	+	+		+		
2. Learner related process	+	+		+	+	+	
3. Purchasing	+				+		
4. Provision of the educational service		+		+	+	+	
5. Identification & Traceability		+					
6. Customer property							
7. Preservation of educational service							
8. Control of m & m devices							
Measurement analysis & Improvement							
1. Learner satisfaction							
2. Internal Audit							
3. Monitoring measuring educational service							
4. Control of non-conform educational service							
5. Corrective actions							
6. Preventive actions							
	1	2	3	4	5	6	7

1. Principal   **2. Vice Principal**   **3. Management Representative**
4. HOD   **5. Registrar**   **6. Lectures/ Instructor**
7. Internal Auditor

3.8.2 Internal Communication

Responsibility: Principal

The Institute has established internal communication channels through the organization hierarchy.

The following methods of communication channels are identified for the institution

01. Circulars / Notices.
02. Memos/ Letters.
03. Management review meeting.
04. Monthly progress meeting of all divisions.
05. Meeting with student representative of course meeting.

3.8.3 External Communication

The institute has established following external channels.

Correspondents with   TVEC
....
Ministry
Industry
School
Parents

3.9 Management Review Meeting

Responsibility: Management Representative

General process

1. Management review committee comprises of following members: -

   01. Principal
   02. Vice Principal
   03. Head of Division (Vocational)
   04. Head of Division (Engineering)
   05. Head of Division (Commerce)
   06. Head of Division (Diploma)
   07. Register
   08. Management Representative
   09. Audit coordinator
   10. Carrier Guidance officer
   11. Quality management assistant
   12. Two observers (Optional)

2. The Principal will chair the management review meeting.

3. Principal will invite any other members/observers as and when required.

4. The management review committee will review the performance of the quality system during the meeting.

5. The management representative is responsible for maintaining records and minutes of the meeting.

6. Output includes decisions and actions related to:

   ✓ Improvement of the effectiveness of the QMS and its processes.
   ✓ Improvement of process, performance and student conformity.
   ✓ Additional resources required.

7. Principal decision is the final decision in management review meeting.

4.0 Resource Management

4.1 Provision of Resources

Responsibility: Principal

The institute has identified and provided resources needed,

→ To implement and maintain the Quality management system and continually improve its effectiveness.
→ To enhance customer satisfaction in compliance with requirement.

4.2 Human Resources

Responsibility: Principal

General

The institute has identified the personnel who have the required competence to perform their task and deliver the educational services to required standards through their education, training, experience and skill as given in 4.2.2.

4.2.2 Competence, Awareness and Training

POSITION	QUALIFICATION	SKILLS
Principal		Skills in management
Vice Principal		Skills in management
Registrar		Skills in management
H.O.D.		Conversant with TVET training standards and other statutory requirements for relevant field training and experience in teaching and knowledge of instructional techniques.
Lectures		
Instructor		Experience in instructing and supervising students in their practical.

4.2.2 Competence, Awareness and Training continued….

Staff Training

1) The management evaluates the performance of the personnel who perform the duties affecting the quality of educational service and identify their training needs.

2) Annual training plan is formulated to meet the above demand.

3) Evaluate the effectiveness of such training imparted to the identified personnel and ensure that they effectively contribute to the achievement of quality objectives as appropriate.

4) All training records are maintained.

4.3 Infrastructure

Responsibility: Registrar
                 Academic staff members

The institute has identified and provided the infrastructure required for the teaching –learning processes of all divisions. Adequate resources are provided to maintain infrastructure facilities as follows.

Responsibility: Registrar

- Water, Electricity, Telecommunication system is maintained.
- Security for all personnel and students.

Responsibility: Academic staff members

- Lecture room facilities, laboratories workshops computer lab library exam halls drawing room cafeteria and sanitary requirements with associated utilities are maintained.
- Teaching aids, Laboratory equipment workshop equipment training materials e......... are provided.

4.4 Work Environment

Responsibility   : Registrar
                        Academic staff

The institute has identified and provided work environment needed to achieve conformity to educational service requirements.

1) Adequate lighting and ventilation system to all lecture rooms workshops laboratories and library
2) Adequate safety measures such as fire extinguishers and protective equipment for practical work are provided.
3) Facilities for all institute staff and students are provided.

4.5 Finance Management

Responsibility   : Registrar
                        Principal

- The institute complies with all regulatory financial requirements including those of government and follow generally accepted accounting principal and Sri Lanka accounting standards.

- The institute ensures that there are adequate systems throughout the institute which would record transactions accurately and completely.

- Request for release of funds as per government regulations and as per institutes own documented systems.

- The institute ensures that disbursements of funds are done as per institute policies.

5.0 **REALIZATION OF THE EDUCATIONAL SERVICE**

5.1 Planning of Education Service Realization

> Responsibility – Principal
> H.O.Ds

The objectives and requirements for the educational service realization are to impart knowledge skills and competence to the students in compliance with TVEC endorsed national competency standards.

5.1.1 Quality Plan

The institute has identified the following processes and related responsibilities with established procedures for educational service realization to achieve the desired quality objectives.

Process	Responsibility	Ref. Documents	Out Put
Selection Process	P, VP, Registrar, H.O.Ds	Selection Criteria	- List of selected students
Institutional Training process	VP, Academic staff, H.O.Ds	Time tables /List of staff	- List of eligible students to appear for Assessments and follow industrial training - Course work
Assessments Process	VP, H.O.Ds Registrar, Academic staff	List of Student	- Assessments Results
Industrial Training Process	VP, H.O.Ds, Academic staff,	List of eligibility students Daily Diary/ Training report/Project report	- Daily Diary/ Training report/Project report. - Student performance report - Training monitoring report - List of eligible students to appear for evaluation results - List of eligible students to follow next institutional programme or eligible to obtain certification.

Quality management process	QMR,QA,QMA		- Quality audits - Corrective and preventive action
Certification process	Registrar	Result of Assessment &n evaluations	- List of passed out students

Planning Of Education Service Realization

- The institute has planned and established documents and resources specific to the services such as lectures, procedures, lesson plans, teaching aid and equipments are provided.

- The institute has planned the required verification, Verification, validation, monitoring and measuring specific to the educational services and criteria for service acceptance through assessment and evaluation process.

- The institute maintains necessary records to establish evidence that the students have fulfilled the certification criteria in institutional and industrial training processes.

5.2 Learner – Related Process

Responsibility: Principal, VP, Registrar, HODs, Academic staff

5.2.1 Determination of Educational Service – Related Requirement

The objective of the training programme is,
- Successful completion of training and assessment the learner should be competent to carry out duties according to NVQ level in their respective fields.

5.2.2 Review of Requirement Related To Learning

1. The learner requirements are defined.
2. Students are reviewed for their capability by having minimum entry requirements.
3. The ability of the institute to provide necessary resources to students is reviewed.

5.2.3 Learner Communication

Responsibility: Registrar, Management Representative, HODs

The institute shall identify the following communication system with the learner:

1. Course information, Learning plans including curriculum.
2. Learner feedback during institutional and industrial training progrmmes.
3. Analysis of learner complaints during management review meeting.
4. Analysis of Assessments and interview results at end of each programme.
5. Course meeting with student's representatives.

6. College notice board.

5.3 Purchasing

Responsibility: Principal, Vice Principal,
Registrar - (Maintenance staff & Major building repairs)
(Material, equipments & Visiting staff)

5.3.1 Purchasing Process

1. Suppliers are evaluated for their ability to supply the educational services as required by the institute, and they are registered.
2. Educational services are purchased only from the registered suppliers.
3. The extent of control exercised over the suppliers depends upon their performance.

5.3.2 Purchasing Information
4. Purchase order contains quantity, specifications, delivery instructions and other relevant information.
5. In case of visiting lectures, the required qualification plus experience are determined respectively.
6. Purchase order has to be reviewed for adequacy prior to being sent to the suppliers.

5.3.3 Purchasing Verification

7. All purchased goods will be verified for quality and quantity prior to being taken to their respective stocks and storage.
8. All predetermined intervals all suppliers are evaluated as per documented procedure.
9. Lectures and training establishments are verified for their capabilities prior to the appointment.

Service Supplying	Responsibility
Services of maintenance Security of cleaning Additional maintenance staff Major building repairs	Registrar
Materials	Principal
Visiting staff or teaching	VP, HOD

Records - Relevant records are maintained.

5.4 Provision of the Educational Service

5.4.1 Control of the Provision

    Responsibility: HODs
                  Academic staff

    The institute plans and carries out education and training activities under controlled conditions and they are defined as:

1. The characteristics of the educational services in compliance with the endorsed competency standards of TVEC & ....

2. Maintain necessary training plans, course plans, lesson plans, lecture notes/handouts. reference text books and related teaching aids, student record books, time tables as per curricula and other training delivery documents.

3. All teaching staff, course plans, lesson plans, teaching aids e.......... are evaluated during each training programme.

4. Assessments results are evacuated at each institutional programme to ascertain the performance of institutional staff and students.

5.4.2 Identification and Traceability

Student's identification and traceability throughout all processes is maintained by a unique and distinct registration number assigned to each student at the selection stage.

Responsibility: Register
               HODs

PROCESS	RESPONSIBILITY
Details of enrolment	Registrar
Details of Institutional Programmes	VP/HODs/Academic staff
Details of Practical Records	VP/HODs/Academic staff
Details of industrial Training Programmes	VP/HODs/Academic staff/CG
Details of Training Monitoring Programmes	VP/Academic Staff/ CG
Details of Attendance Records	HODs/ Academic staff/ Registrar
Details of Assessments	Academic staff/ Registrar
Details of training evaluations	HOD, Registrar
List of passed students/ Certificates	Registrar

Student Status

➕ The status of student from the enrolment stage up to the passing out stage as skill levels is maintained. (Student progress record book)

5.4.3 Customer Property – Learner Property

Responsibility: Register (For item i.)
HODs / Academic Staff (For item ii.)

➕ The institute has identified following customer properties: -
  i. Original certificate submitted at the time of enrolment
  ii. Course work, Daily Diaries and Training records, Port folios, Project reports, Educational services produce by the students- Customer intellectual property

➕ Registrar will store copies of certificates under safe condition to prevent damages.
➕ HODs will keep all other customer intellectual properties under safe conditions to prevent.

5.4.4 Preservation

Responsibility: Register
Librarian
HODs
Academic Staff
MIS officer

1. Documented procedure for handling and storage of academic documents related to student activities has been established.
2. Such documents are handled and stored to prevent damages deterioration and contamination.
3. All documents are stored in a designated area with an identification to prevent any misidentification or adverse usage.
4. A procedure has been established for handling and storage of books and magazines in the library and other intellectual properties and materials in the laboratories.

5.5 Control of monitoring and measuring system

Responsibility: HODs

The institute maintains effective monitoring and measuring system to ascertain the quality and standard of the learner related processes in compliance with the requirements.

The following measuring and monitoring system are identified.

1. Teaching staff is evaluated during each training programme while on lecture by a team comprising of VP and respective HOD
2. The evaluation includes learner performance profiles, assessment of personnel records written course assessments lesson plans teaching aids and final assessments.
3. When evaluation findings are unsatisfactory institute take necessary corrective action.

6.0 MESURMENT ANALYSIS AND IMPROVEMENT

6.1   General

The institute has planned and implemented monitoring, measuring, analysis and improvement processes needed to:
➢ Demonstrate conformity of the educational service through periodic assessments.
➢ Ensure conformity of the Quality management system through internal audits.
➢ Continually improve the effectiveness of the quality management system through management review meeting and usage of statistical records.

6.2   Monitoring and Measuring

6.2.1 Customer (Learner) satisfaction

The institute measures the customer satisfaction through periodic analysis of customer complaints, customer feedback and surveys.

6.2.2   Internal Audit

Responsibility: Quality Management Auditor

General Process

The internal audits are conducted to determine whether the quality management system is in compliance with the planned arrangements, requirements of ISO: 9001:2008 standards and the effectiveness of the quality management system.

1. The internal quality audit are carried out once in three months cover all the departments in the institute.
2. Audit coordinator prepares the audit schedule.
3. Audit coordinator informs the audit schedule and scope of the audit to all divisional / department heads.
4. Audit coordinator selects the audit team who are trained for ISO 9001:2008 internal auditing.
5. The audit reports are tabled and discussed at the management review committee meetings.
6. Corrective and preventive actions are discussed at the management review meeting.
7. Management representative takes necessary follow up actions.

Records: Quality audits will be maintained.

6.2.3 Monitoring and Measurement of processes

Responsibility: Vice Principal, HOD's & all process related personnel

The institute has applied the following methods to measure and monitor the quality management system processes.

1. Student Activities
2. Evaluation of lectures
3. Teaching aids

HOD's monitor the processes of the management system to ascertain the adequacy of such processes to achieve the desired results in compliance with the quality objectives.

6.2.4 Monitoring and Measurement of the Educational Service

Responsibility: HODs & All process related personnel

General Process
The institute monitors and measures student performance to verify that the requirements are met.

1. The institute has developed processes needed for education and training.
2. Student has to sit for Assessments, test, examinations, perform demonstrations &practical in accordance with the documented procedures.
3. Evaluation of applications, Selection tests and interviews are carried out as per planed arrangements.
4. Written assessments, evaluation of the training at the end of each industrial training programme and evaluation of the training at the end of each industrial training programme and evaluation of attendance of the trainees are conducted as per planned arrangements.
5. Assessments after completion of training programme and final evaluation of training is conducted as per planned arrangements.
6. When planned results are not archived then appropriate corrective and preventive actions are taken to ensure the conformity.

Records
The relevant personnel shall maintain all test records and such records shall identify the person responsible for release of the educational services.

6.3 Control of non confirming educational service – Student

Responsibility: Principal
Vice Principal
Registrar
HOD's

General Process

1. The relevant authorized personnel in accordance with the Assessments procedures do identification of non- conforming educational service.

2. All students who failed any assessments, practical test or evaluation should re-set or re-evaluated as per documented procedure.

Review & Disposition

1. Relevant HOD in consultation with the principal shall review and allow for re- sit the assessments or terminate students who have failed Assessments as per procedure.

Records

1. Records are maintained to identify the students and the nature of non- conformances.
2. Copies of such records will be given to relevant personnel to take appropriate corrective and preventive actions.

6.4 Analysis of Data

Responsibility: Principal
Management Representative
HODs

The institute has identified to collect and analyze following data to demonstrate the suitability and effectiveness of quality management system and to evaluate the continual improvement of quality management system.

1. Learner Complaints
2. Periodic Learner satisfaction & feed back
3. Assessment and evaluation results during the institutional education and training programmes
4. All assessments results

5. Suppliers and their educational services.
6. Evaluation of teaching staff , lesson plan, and teaching aids
7. Evaluation of learner performance profile
8. Internal and external audits

6.5 Improvement

6.5.1 Continuous improvement

**Responsibility: Principal, Vice Principal, Management Representative
                HODs**

1. All audit finding are documented and handled according to audit procedure.
2. Quality policy, quality objectives and management review are used to improve the effectiveness of the quality management system.
3. Corrective and preventive actions, analyzed data, and findings in management review meetings are considered for continual improvement.

6.5.2 Corrective action

Responsibility: Principal,
                Vice Principal,
                Management Representative
                HOD's

1. Investigating causes of all non conformances reported by corrective action reports are handled by the management representative.
2. Management representative in consultation with HOD s and other relevant officials will decide and record the appropriate corrective actions to eliminate the causes of non conformities.
3. After obtaining the principals approval for the decided action plan it is forwarded to the conformities.
4. After obtaining the Principal's approval for the decided plan it is forwarded to the relevant personnel for implementation.
5. The Principal or management representative will review the effectiveness of the corrective actions through periodic analysis of non conforming records.

Records
Records of corrective actions will be maintained**.**

6.5.3 Preventive Action

Responsibility: Principal
                        Management Representative
                        HOD's

1. All information derived from customer complaints, audit reports and preventive action reports are analyzed to determine potential causes of non-conformities.
2. Action plans and steps are initiated to prevent and eliminate such potential causes.
3. Principal or management representative shall periodically determine the effectiveness of such preventive actions.
4. Preventive action reports are tabled at the Management review meeting.

General
1. Any member of the staff when identifies a potential non conformity will inform the management representative by raising a preventive action report.
2. Any preventive action that requires changes to the documented procedure shall be carried out as per document control procedure.
3. Step 2 to 4 as above will be taken.

Records
Records of preventive actions will be maintained**.**