

QUALITY MANAGEMENT SYSTEM MANUAL



ISO 9001:2015

28th May 2019

Internal quality Assurance cell

Vidya Prasarak Mandal's,

B.N.Bandodkar College of Science,

Thane - (w) 400601 India.



TABLE

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V.NO: 01 & DT:20-01-2019

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**QUALITY MANAGEMENT
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INTRODUCTION

Ref Section No: [QMS][1.0]

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1.0 INTRODUCTION

0.1 Background

This Quality Management System Manual describes the Quality Management System adopted by VPM's, B.N. Bandodkar College of Science, Thane (VPM's BNBCS). The Manual lists down the system procedures and measures stipulated for ensuring the quality of customized training and value-added services to both our internal and external customers.

The Quality Management System has been formulated on the basis of ISO 9001:2015. This Section titled "Introduction" explains the Scope, Structure, Issue and Updating procedure of the Quality Management System Manual. This Manual and the information incorporated herein are the property of VPM's BNBCS. The manual must not be reproduced in whole or in part or otherwise disclosed without prior consent in writing from VPM's, B.N. Bandodkar College of Science, Thane.

0.2 SCOPE

The quality Management system manual takes cognizance of the vision and mission statement of VPM's, B.N. Bandodkar College of Science, Thane and provides Quality Education in Science and mold's students into rational thinkers, competent workers and socially aware citizens.

Scope "PROVIDING QUALITY EDUCATION IN SCIENCE"

0.3 STRUCTURE OF THE MANUAL

The Quality Management System Manual has many sections and these sections are sequentially arranged in accordance to clause numbers of ISO 9001: 2015. The Quality Management System Manual pages are serially numbered. Each page of the Master Copy of the manual bears the signature(s) of the **PRINCIPAL** (Approving Authority of manual) and the Quality Management Representative (Issuing Authority of manual) in original. Each page of the copy carries the latest revision number. Revision No. "00" has been given to first issue of the section. This manual is available only in English Language at present.

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0.4 ISSUE PROCEDURE

The Quality Management Representative is authorized by **PRINCIPAL** to carry out the activities of preparing, issuing, maintaining and updating this Quality Management System Manual.

The distribution and the amendment(s) of the Manual are controlled and are carried out by the Quality Management Representative / System Coordinator.

The Master Copy bears the signatures of the approving and issuing authority in original. The Master Copy does not bear the stamp of "Controlled". All controlled copies issued to the concerned individual (as per distribution list) are photocopied from Master Copy and bear RUBBER STAMP "CONTROLLED" on each page of the manual.

The Quality Management Representative issues any additional copies of the Manual, required for external agencies and such copies of Manual issued are stamped "UNCONTROLLED". These uncontrolled copies do not come under the purview of document amendment procedure and are not used within the Company.

The System Coordinator / Quality Management Representative maintain a record of distribution list of the Quality Management System Manual. This list is used as reference for updating of the respective controlled copies.

1.5 REVISION, UPDATION AND AMENDMENT PROCEDURE

The Quality Management System Manual is reviewed periodically by the Quality Management Representative in consultation with the related departments. No revision is implemented unless it has been approved by the Executive **PRINCIPAL** and officially notified.

Each revision is introduced formally by the Quality Management Representative by issue of revised Section(s) for each of the copy as per the Distribution List.

Whenever revisions are made or become necessary in a section or part, that page of section of the manual is released with next revision status. The revisions are indicated by the revision number in each of the revised Sections and recorded in the Amendment Sheet supplied with the controlled copies of the Manual. If there are more than 10 amendments in the manual, the complete manual is revised to next edition number. The initial edition is numbered as "01".

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The Quality Management Representative/ Chief Coordinator in archives for future reference retain one copy of the earlier version of the Section(s).

1.6 AMENDMENT SHEET

To ensure that each controlled copy of Quality Management System Manual contains a complete record of amendments, this amendment sheet should be updated and issued with each set of revised / new section(s) of the Quality Management System Manual. An acknowledgment slip will be signed and returned to Quality Management Representative by all holders of the controlled copies.

S. No	Page No	Clause No	Date of Amendment	Amendment made	Reasons	Signature of Approving Authority

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1.7 DISTRIBUTION LIST

Control Copy Number	Holder Designation	
1	PRINCIPAL	Dr. Madhuri K. Pejaver
2	VICE PRINCIPAL	Mr. S. Venkatraman
3	MANAGEMENT REPRESENTATIVE ISO	Dr. Anita Goswami-Giri
4	COMPUTER SCIENCE AND IT INCHARGE	Mr.Abhjeet Kale

Soft Copy shall be maintained at all computers for easy reference.

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ORGANISATIONAL PROFILE

Ref Section No: [QMS][1.0]
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Vidya Prasarak Mandal (VPM) is a well-known premier educational trust in Thane which was established in August 1935. It was the dream of the founder member Late Dr. V. N. Bedekar to create an "Island of Knowledge" ('*Jnanadweepa*') in Thane and with singular zeal & with unconditional support from his colleagues; a seedling grew into a tree.

VPM's Balkrishna Naik Bandodkar College of Science, (**BNBCS**) Thane was established in the year 1969 under the management of VPM, Thane, on 13.5 acres piece of land which was marshy, muddy area inundated by water of the nearby Thane creek, as a composite college with Arts and Commerce faculty. Initially it was affiliated to University of Poona. In the year 1975, the college was bifurcated into two colleges, Bandodkar College of Science and Bedekar College of Arts and Commerce. B N Bandodkar college of Sciences was affiliated to University of Bombay.

Sr. No.	Institutional Data	
1	<p>Name of the College</p> <p>Address</p> <p>Telephone No</p> <p>Email</p> <p>Website</p>	<p>Vidya Prasarak Mandal's, B.N.Bandodkar College of Science 'Jhandweep' Chendani, Thane 400 601 Tel : 022 -2533 6507, Tele Fax : 022 -25337672 prinbnb@vpmthane.org www.vpmthane.org</p>
2	<p>Year of Establishment</p> <p>University of Mumbai</p> <p>Letter No. and Date</p> <p>Government of</p> <p>Maharashtra Letter No.</p> <p>and Date</p>	<p>10th June 1969</p> <p>saMlagnata / maanyata / 3849 idnaaMk 20.10.1970</p>
3	<p>Affiliating University</p>	<p>10th June 1969 affiliated to University of Pune (SPPU)----- Annexure -1</p> <p>June 1975 under reorganization - University of Mumbai under University act 1956- Annexure -2</p>

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4	DATE OF ACCREDITATION*					
	(applicable for Cycle 2, Cycle 3, Cycle 4 and re- assessment only)					
	Sl. No.	Cycle	Grade	CGPA	Year of Accreditation	Validity Period
	1	1 st Cycle	B++	82.5	2003	15 th Sept 2008
	2	2 nd Cycle	A	3.04	2010	27 th March 2015
	3	3 rd Cycle	A	3.21	2015	14 th November 2020
5	Number of full time Teachers (Including Principal & Librarian)			Aided : 26+1 (Librarian) = 27 Unaided : 58		
6	Number of Non – teaching staff			Aided : 40 Unaided : 54		
7	No. of Permanent faculty with Ph.D.:			15		
8	Number of Ph.D students awarded by the faculty members			03		
9	Number of Visiting Faculty /Guest Faculty engaged with the College.			38		
10	Name of the courses			Aided - B.Sc. - Botany, Chemistry, Physics, Maths, Statistics, Zoology		
				Unaided – BSc- Information Technology, Computer Science, Biotechnology, Microbiology, Biochemistry, Human Science, Interdisciplinary Science		
				OPTIONAL SUBJECTS : N.C.C. / N.S.S. / Foundation course		

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		MSc – Aided – Chemistry Unaided – Physics, Information Technology, Environmental Sciences, Biodiversity ,wildlife conservation and management MSc by research & Ph.D. – Chemistry, Zoology, Botany, Environmental Science, Biodiversity wildlife conversation and management														
	UG & PG Diploma	Advanced Study Center														
11	College level programs Add On courses & career Oriented Programmes	22														
12	Total Number of students on 2017-18	UG	PG	Ph. D.	PG Diploma	Total										
		1715	121	32	60	1928										
13	Results	Overall average above 80%														
14	SC/ST students	As per rules and regulation laeid down by UGC and Govt. of Maharashtra.														
15	Student Support and Progression Activities -	Cultural , NCC, NSS ,WDC, DLLE , MENTOR SYSTEM, Coaching for competitive examinations, guest lectures, workshop, seminar, conferences, Enrichment Courses Remedial lectures, Stalwarts lectures Carrier guidance, counseling, gender sensitization programs, research facility, field facilities, campus placement														
16	Infrastructural facility	<table border="1"> <thead> <tr> <th>Facilities</th> <th>Existing</th> </tr> </thead> <tbody> <tr> <td>Campus area</td> <td>13.5</td> </tr> <tr> <td>Class rooms</td> <td>19</td> </tr> <tr> <td>Laboratories</td> <td>21</td> </tr> <tr> <td>Seminar Halls</td> <td>02</td> </tr> </tbody> </table>					Facilities	Existing	Campus area	13.5	Class rooms	19	Laboratories	21	Seminar Halls	02
Facilities	Existing															
Campus area	13.5															
Class rooms	19															
Laboratories	21															
Seminar Halls	02															



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17	Building layout
Science Building No.- 06	Science Building No. - 7
Ground Floor -	Ground floor (Front) -
Corridor - 3-10 x 10-3 – 39.15 sft – 3.63 sq.m.	Corridor -70-2 x 6-6 – 456.0 sft – 42.38 sq.m.
Corridor - 82-8 x 6-6 – 537.0 sft – 49.90 sq.m.	Common Corridor - 69-0 x10-10 – 746.58 sft – 69.38 sq.m.
Corridor - 8-3 x 5-8 – 46.36 sft – 4.30 sq.m.	Corridor -115-0 x 6-6 – 747.50 sft – 69.47 sq.m.
Corridor - 81-2 x 6-6 – 527.54 sft – 49.0 sq.m.	
Total – 106.83 sq.m.	Total – 181.23 sq.m.
1st Floor -	1st Floor -
Corridor - 2-10 x 7-0 – 19.74 sft – 1.83 sq.m.	Corridor -11-7x3-6 – 40.53 sft – 3.76 sq.m.
Corridor - 24-3 x 4-6 – 109.12 sft – 10.14 sq.m.	16-0x3-9 – 60.0 sft – 5.57 sq.m.
Corridor - 6-6 x 58-2 – 378.0 sft – 35.12 sq.m.	13-4x4-6 – 59.94 sft – 5.57 sq.m.
Corridor - 33-6 x 8-8 – 288.77 sft – 26.83sq.m.	Corridor -70-0x6-6 – 455.0 sft – 42.28 sq.m.
Corridor - 64-0 x 6-6 – 416.0 sft – 38.66 sq.m.	Corridor -11-4x4-0 – 45.28 sft – 4.20 sq.m.
Common Corridor - 40-0 x 14-10 – 592.80 sft – 55.09 sq.m.	Corridor -6-6x57.6 – 373.75 sft – 34.73 sq.m.
Corridor - 3-6 x 21-3 – 74.37 sft – 6.91 sq.m.	
Total – 174.58 sq.m.	Total – 96.11 sq.m.
2nd Floor -	2nd Floor -
Corridor - 9-2 x 8-6 – 77.86 sft – 7.23 sq.m.	Corridor -14-0 x 4-0 – 56.0 sft – 5.20 sq.m.
88-6 x 6-6 – 575.25 sft – 53.46 sq.m.	Corridor -22-10 x 4-2 – 94.93 sft – 8.82 sq.m.
Corridor -86-6 x 7-9 – 670.37 sft – 62.30 sq.m.	Corridor - 1-6 x11-6 – 17.25 sft – 1.60 sq.m.
	13-8 x 3-3 – 44.26 sft – 4.11 sq.m.
	Corridor -6-3 x 5-6 – 34.37 sft – 3.19 sq.m.
	Corridor -89-6 x 6-6 – 581.75 sft – 54.0 sq.m.
	Corridor -11-5 x 4-6 – 51.37 sft – 4.77 sq.m.
	Corridor -80-5 x 6-6 – 522.73 sft – 48.58sq.m.
Total – 122.99 sq.m.	Total – 130.27 sq.m.
Grand Total – 404.4 sq.m.	Grand Total – 407.61 sq.m.

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18	<u>Other certifications</u>	<ul style="list-style-type: none">i. Best College- University of Mumbai -2009- 2010.ii. Jagar Janivancha- Second prize at District level from State Government of Maharashtra 2012-13iii. Jagar Janivancha- First prize at District level from State Government of Maharashtra 2013-14.iv. RBNQA commendation Certificate- 2014v. FIST 'O' level grant from DST- Sept .2013vi. College is awarded CPE by DST -2016vii. Star DBT Scheme awarded to Chemistry , Physics, Botany and Zoology from Department of Biotechnology – 2015-16viii. Millstone merit recognition award in leadership category from IMC RBNQA -2018-19
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GLOSSARY

Ref Section No: [QMS][3.0]

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3.0 GLOSSARY

G.1 **Audit:** Documented activity performed in accordance with written procedures or checklist to verify, examination and evaluation of objective evidence, that applicable elements of the QMS system have been developed, documented and effectively implemented in accordance with specified requirements. An audit should not be confused with inspection activities performed for the sole purpose of process control or product acceptance.

G.2 **Corrective Action:** Action taken to eliminate the causes of an existing nonconformity with a product or process, defect, or other undesirable situation in order to prevent recurrence.

G.3 **Formulation:** documents containing BOM & Routing, methods.

G.4 **In-charge:** Principal, Vice-principal, IQAC coordinators, HODs and In charge, Supervisors, office Superintendent /Sr. clerk , Coordinator of Committees

G.5 **Interested Parties:** Interested parties of the organization include

- Student ,
- People in the organization,
- Owners/ investors,
- Society in terms of the community and the public.

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- G.6 **Non-conformance:** A deficiency in characteristic, documentation, processes or procedure, which renders the QMS of an item unacceptable.
- G.7 **Preventive Action:** Action taken to eliminate the causes of a potential nonconformity, defect, or other undesirable situation in order to prevent occurrence or analysis of trends to prevent reoccurrence of problems.
- G.8 **Procedures:** A document that specifies or describes how an activity is to be performed. It may include methods to be employed, equipment or material to be used and sequence of operations.
- G.9 **Process:** Sets of inter-related resources and activities, which transform inputs into outputs.
- G.10 **Product:** Result of activities or processes, intangible (knowledge or concepts) thereof.
- G.11 **Qualified personnel:** An individual with characteristics or abilities gained through training or experience or both, as measured against established requirements such as standards, test or through training, that enables an individual to perform a required function.
- G.12 **QMS:** The totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs of the STUDENT.
- G.13 **QMS Assurance:** All those planned and systematic actions necessary to provide adequate confidence that an item will meet all specified requirements.
- G.14 **QUALITY Management:** The aspect of the overall management function that determines and implements the QMS policy.

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GLOSSARY

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- G.15 **QMS Policy:** The overall QMS intentions and direction of an organization with regard to QMS as formally expressed by top management.
- G.16 **QMS System:** The organization structure, responsibilities, procedures, processes and resource needed to implement QMS management.
- G.17 **Record:** A document, which is important to provide evidence of the QMS of an item or activity and which, has been identified for record retention in the QMS System.
- G.18 **Reject:** products that do not conform to specifications.
- G.19 **Supplier:** Any individual or organization that furnishes items or services to F-Tec.
- G.20 **Traceability:** The ability to identify services through proper identification markings or any documentation.
- G.21 **Deviation:** Slight variation in services specified in standard.

Process Approach

- ✚ B.N. Bandodkar College of Science, Thane adopts a process approach in implementing and improving the effectiveness of a Quality Management system to enhance customer satisfaction.
- ✚ Understanding and managing interrelated process as a system, contributes to the institution's effectiveness and efficiency in achieving its intended results.

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- ✦ This approach enables the institution to control the interrelationships and interdependencies among the processes of the system, so that the overall performance of the institution can be enhanced.
- ✦ Management of the processes and the system as a whole can be achieved using the PDCA cycle with an overall focus on risk-based thinking aimed at taking advantage of opportunities to prevent undesirable results.

PDCA: The PDCA cycle denotes: —

- ✦ **Plan:** It establish the objectives of the system and its processes, and the resources needed to deliver results in accordance with customers' requirements and the Institution's policies; —
- ✦ **Do:** Implement the plan of action; —
- ✦ **Check:** Monitor and measure processes and the resulting products and services against policies, objectives and requirements and report the results;
- ✦ **Act:** Take actions to improve performance, as necessary

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CONTEXT OF THE ORGANIZATION

Ref Section No: [QMS][4.0]

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4.1 Understanding the Organization and its Context(Identifying the internal and external issues)

College determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system through political, economical, social and technological (PEST) and Strength, weakness, opportunities and Threats (SWOT). The external and internal issues identified through PEST and SWOT are continuously monitored and reviewed by **PRINCIPAL**.

Political Factors	Economic Factors
Political Stability	National economic policies and trends
National & international: current & anticipated future Legislation	Taxation issues
Regulatory bodies	Seasonal / weather issues
Government policy's	Trade & monetary conditions
Funding, grants, initiatives	Specific sector conditions
Market & political lobbying groups	Interest & exchange rates
Wars / conflicts	International trade & monetary issues
Social Factors (S)	Technology Factors (T)
Increased literacy	Advancement in experimental design
Technological awareness	Automation tools growth
Banking on banks	High technology at low cost
Increased per capita income	Digital technology growth

A SWOT analysis is an important component of the planning process. Each department prepares yearly report only after the SWOT analysis. These reports are studied, analyzed by IQAC and suggestions are given for improvement. These suggestions are implemented to strive towards excellence

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CONTEXT OF THE ORGANIZATION

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SWOT Analysis

STRENGTH	
Resourceful Management and Proactive Principal	Transparent and democratic decision making process
Free access to Journals and databases	Free yoga classes for staff and students
Experienced and dedicated teaching staff and support staff	Student feedback analyzed and used for improvement in all processes
Cordial relationship among all the stakeholders	Student centric approach- open door policy.
Active IQAC committee	Student welfare and student support schemes
Socially Active teachers working with various NGOs for the betterment of the society	Inculcation of research aptitude among students through research scholar program, Science square and nearby schools-college students through School college complex
Strategic location with good academic infrastructure and ambience	Students are sensitised about the needs of society and our Goal of achieving the vision and mission is realised
Best college award from UOM	Optimum utilization of resources
DBT Star Scheme continued in Botany, Chemistry, Physics and Zoology departments	Representation of faculty members in Board of Studies and syllabus committee contributing to curriculum design and in examinations
Recipient of 'O' level FIST from DST	Secure and eco-friendly campus
Recipient of CPE from UGC	Wi-Fi campus and free internet service to all
Array of courses available	Canteen and photocopying facility on campus
Recipient of IMC Awards	Teaching aids for ICT enabled teaching
Students are achieving intercollegiate awards in extracurricular activities	
WEAKNESS	
Limited role permitted in syllabus framing Space constraint	First generation learners, limitations in creating awareness for implementing value added courses.
OPPORTUNITIES	
To strengthen Alumni association	To have more activities through WDC
To strengthen linkages with industries	To conduct job oriented certificate and diploma courses
Streamlining collaborations and consultancy	To have more research projects and publications.
To streamline activities of placement cell.	
CHALLENGES	
Students are from vernacular medium.	Generation resources for up gradation of infrastructure
Catering to diverse needs of students within a class space constraint	Motivating students to participate in various extracurricular activities
Keeping pace with the rapid changes in higher education.	Due to Govt. controls, teacher's recruitment is a big challenge.

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CONTEXT OF THE ORGANIZATION

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QUALITY POLICY OF VIDYA PRASARAK MANDAL'S, B.N.BANDODKAR COLLEGE OF SCIENCE, THANE

QUALITY POLICY:

To achieve global standards of excellence in the field of science education in order to develop rational thinker, competent workers and socially aware citizens, through following activities such as –

- Teaching and learning methodology, Research and innovation, Consultancy and extension activities,
 - Student centric activity and Staff development program,
 - Inculcating moral and ethical values among the students and staff
 - Continues review of all mandates and activities to assure quality,
 - Outreach and Continuing Education in compliance with statutes and regulations of the institute.
 - Maintaining state-of-the-art infrastructure and congenial learning environment
- Expectations of all BNBCS stakeholders in relation to mentioned activities through continuous evaluation, innovation and improvement in core and support functions by effective risk management.

STRATEGIC DIRECTION:

Vidya Prasarak Mandal's, B.N. Bandodkar College of Science is well known educational institute in thane. To excel globally in all the areas college taking efforts in following directions -

- Providing homely environment in the Institution.
- Developing students into socially responsible citizens.
- Promoting research culture.

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- Developing a craving for quality and cooperation.
- Continuous personal and professional growth.
- Installing moral values to mould the students into excellent human beings.
- Nurturing aspirations and facilitating unremitting learning.
- Providing them access to a comprehensive array of careers in Science.
- Attaining greater heights of glory and excellence in life.

4.2 Understanding Requirements and Expectations of Interested Parties

Faculty, staff, students, retired staff, alumni, conference delegates, stalwarts, summer interns and project staff of the institute are customers of BNBCS. The relevant requirements of interested parties-

1. Minutes of meetings - IQAC, HODS, Teaching staff, Nonteaching Staff departments meeting Committees meeting etc.
2. SWOT analysis and Reports on customer feedback
3. Competitor analysis and Brain-storming activities
4. Quality manual
7. Planning, analysis and evaluation activities
8. Strategic planning documents , Design and development reviews
9. Audits of activities and Management review minutes
10. Production inspections and service reviews
11. Risk determination or evaluation records.
12. Corrective actions
13. Non-conformance reports

All of the processes that comprise a management system do not represent the same level of risk in terms of BNBC's ability to meet its objectives. To address the risks and opportunities

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and to ensure that the effectiveness of each planned action was effective at addressing the issue, and that the action taken was proportionate to the risk or opportunity.

4.3 Determining the Scope of the Quality Management System

Vidya Prasarak Mandal's, B.N.Bandodkar College of Science has determined the boundaries and applicability of its QMS to establish its scope.

While determining the scope, Vidya Prasarak Mandal's, B.N.Bandodkar College of Science has considered the external and internal issues referred to 4.1 and requirements of its customers 4.2 and all its services. The scope of VPMBNBCS for international standard ISO 9001:2015 are applicable to all activities.

4.4 Quality Management System and its Processes

4.4.1 Vidya Prasarak Mandal's, B.N.Bandodkar College of Science has determined the process needed for its QMS and has determined the inputs required and the outputs expected in process. (Please refer to process flowcharts). The college has determined the criteria and systematic methods to ensure effective operation and control of the operations. The resources needed for these processes are ensured and proper responsibility is assigned. The risk and opportunities have been determined with the requirements of 4.1 and all processes have been evaluated to implement any change needed.

All the processes have their own quality procedures and are listed in the documented Information (APPENDIX II). The staff in charge of each vertical maintains these quality procedures. The purchase process of the computer centre also has a procedure maintained by the Store Keeper. Each process has a process chart describing the measurable parameters and the risks involved.

4.4.2 To the extent necessary, Vidya Prasarak Mandal's, B.N. Bandodkar College of Science has maintained the documented information to support the operation of its processes to have confidence that processes are being carried out as planned.

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5. LEADERSHIP

Leadership in education is all about learning. BNBCS ensures learning and development of the workforce with their inclusion in day-to-day activities, co-curricular, extra-curricular and research activities.

5.1 Leadership and Commitment

VIDYA PRASARAK MANDAL'S, B.N.BANDODKAR COLLEGE OF SCIENCE leadership commits with respect to the QMS by,

1. VPMBNBCS ensures accountability for the effectiveness of the QMS
2. The college follows the approach of Participative leadership which enables smooth deployment of the quality plans. Open door policy, feedback from stakeholders and Focus on Future are incorporated in the design, implementation and execution of the policies
3. The quality policy and objectives established are compatible with context and strategic direction of the College
4. The approach is not to emphasize hierarchical system of high control and top down orientation but to have a horizontal system of management with shared control orientation and delegation of power and responsibility.
5. VPMBNBCS, leadership promotes the use of process approach along with strategic plan and risk based thinking
6. Ensures resources are made available
7. VPMBNBCS leadership communicates the importance of effective QMS to ensure that the college achieves the intended results
8. VPMBNBCS leadership promotes continual improvement in all process to ensure quality.

5.1.2 Customer Focus

All stakeholders of VPMBNBCS are concerned with science stream. Students, parents, teaching and nonteaching staff, alumni, management, community people/Associates are the main customers of the college. Beside it, Sections like Administration, Academic departments, Finance and accounts, Stores and Purchase, Security, Research and Consultancy and Admissions, sports, conference delegates, vendors and society are also the customers of the college. All the support services of the college are towards facilitating and satisfying the customers.

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Customer requirements are addressed in various meetings like HODs' meeting, Staff meetings and various committee meetings. Quality objectives and review on resources are discussed and decided in these meetings. In addition to Quality Policy, the Management has a strong commitment in the activities of the college, its upgrades and infrastructure. Management reviews the activities of the college in the College Development committee's meeting.

VPMBNBBCS prepare plan of action to promote and provide quality education with focus on future and admit students from Thane and nearby towns like Kalwa, Mumbra, Dombivli, Kalyan, Badliapur, Karjat, Mulund, Bhandup, Kangermarg etc.

- ✦ The college continuously attempting to be in touch with the students and stakeholders through suggestion box, complain register, website, e-mail, direct communication etc to improve further and take more quality enhancement measures.
- ✦ The students coming from Mumbra are mostly from Muslim community. Most of the girls are coming from conservative families, yet they take admission because of free and homely atmosphere maintained in BNBCS.
- ✦ College Principal guides the students on the opening day of the college about traditions of the college and tries to stress on moral and value education.
- ✦ Weak students are provided special coaching and intensive coaching is provided to bright students.
- ✦ Parents-Students-Teachers meetings are conducted for motivation and guidance.
- ✦ College NCC units develop among students a sense of discipline, team spirit and dedication to nation building. NCC Units regularly organize training camps and Workshops. Through N.S.S. various activities like tree plantation, blood donation, and social awareness rallies, participation as volunteers in Ganapati immersion programme, water conservation schemes are organized. These programmes make students capable to contribute to the National development. Through DLLE training is given for self-empowerment.
- ✦ A placement cell gives the training about interview skills. To empower the students of BNBCS at their TY level they are encouraged to apply for the various post graduate job-oriented certificate courses

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- ✚ Regular interaction is held with all stakeholders and immediate actions are taken to resolve academic grievances.
- ✚ Financial assistance is provided for needy students and deserving students through earn and learn scheme.
- ✚ College respect opinions of our associates/ collaborators to conduct programmes by abiding the rules set by higher authorities.
- ✚ College conduct Alumni meet every year to strength the bonds with their alma mater.
- ✚ The college has 52 active committees pertaining to various themes. These committees meet the Principal as per the scheduled programmes.
- ✚ The information about the major shifts in education sector are tapped through various sources like University circulars /new courses/websites of various colleges/ newspapers/Varsh Vrutta.
- ✚ From time to time the local police conduct mock drill and the entire college campus is evacuated in 5 to 7 minutes.
- ✚ In case of medical emergency Management of BNBCS has its own hospital to take care.
- ✚ Vidya prasarak mandal is very proactive in providing various advanced facilities and quality education to our students. Along with academic performance, management emphasized on active participation of students in extracurricular activities.

The College is committed to provide the support services for smooth and efficient running, as stated in the Quality Policy. The college continuously monitors and reviews the quality rocedures in order to meet its quality objectives. The commitment to enhance quality of support services is seen from the quality policy of the Institute.

Customer focus Services and listening method exhibited in following tables-

Services: All types of services are provided to the students-

Current students	Administrative facilities	Scholarship Information, enrollment of students, Eligibility forms, Railway concession forms, Bus concession, Transfer certificate, Eligibility certificate, Migration certificate, bonafide certificate., No objection certificate, Character certificate, Duplicate certificate
	Other facilities	Gymkhana, canteen, counseling, Library, Reading Hall, internet facility in library &in departments, photocopying in campus.
Alumni		Transcripts, leaving certificate, bonafide certificate., No objection certificate, Character certificate, Duplicate certificate

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Voice of Customer /Stakeholders and listening method

VOICE OF CUSTOMER/ STAKEHOLDERS	LISTENING METHOD
Students	<ul style="list-style-type: none"> i. Principal communicates with students during Inaugural lectures. ii. Principal and HOD's follow open door policy for all stakeholders iii. Suggestion boxes are kept for students problems iv. Mentor system is developed, in which teacher handles twenty students, students discuss their problems with the mentor teacher. v. Counselor for Students vi. Students feedback collection through IQAC vii. Students' Council viii. Various committees meeting. ix. During field visit students share their views with teachers. x. Principal accompany field visit whenever possible.
Management	<ul style="list-style-type: none"> i. Meetings with Principal ii. Meetings with HODs. iii. Open door policy for staff. iv. CDC meetings v. IQAC meetings. vi. Through communication via e-mails.
Faculty/ Staff	<ul style="list-style-type: none"> i. Staff meetings ii. Principal and HOD's follow open door policy. iii. CDC meetings iv. Complaint Register. v. Through communication via e-mails.
Parents	<ul style="list-style-type: none"> i. Regular parent teachers meeting by department ii. Principal communicates with parents of all UG, Junior college students iii. Special talk with parents of defaulter students. iv. Principal and teaching staff follow open door policy.
Alumni	<ul style="list-style-type: none"> i. Communication through Past students group Anubandha. ii. Our Alumni representative are members of IQAC so interaction during meetings. iii. Interaction sessions with the concerned departmental teachers & the current students. iv. Suggestions through mail or with direct communication with Principal. v. Through e-mail via yahoo group "Anubhand"
Community people/ Associates	<ul style="list-style-type: none"> i. Community representative are members of IQAC so interaction during meetings. ii. Visiting Academicians and people from industry gives their suggestion. iii. Regular dialog with Suppliers, Book Dealers, banking people. iv. NGOs like Hariyali, Ambika Yoga Kutir. v. Associates work with NSS- TMC, ANIS vi. Communication with neighboring institutes. vii. Through communication via e-mails.

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5.2 Policy

Quality as innate excellence, as simply the best, Quality based on measurable attributes, student centric approach, and value-based approach has taken place within the administration and is determined by the learner's actions. In order to produce real benefit for the development of the field of science following factors are considered such as quality commitment, quality responsibility, quality staff and resources, quality data and information, quality practices, and quality improvement etc.

QUALITY POLICY:

To achieve global standards of excellence in higher education, activities namely Teaching, Research, Consultancy, Outreach and Continuing Education are in compliance with statutes and regulations of the institute.

To comply expectations of all our stakeholders in the above activities through continuous evaluation, innovation and improvement in our core and support functions by effective risk management.

STRATEGIC DIRECTION:

To observed paramount educational and research institute in the country, excel globally in all the areas in science and rise above excellence as an educational institute, Quality assurance in genuine quality work is focused on the core process of activity. Some of pathways are-

- ✦ The objectives of Science education, competency level and curricula by introducing certificates courses (industry oriented online and offline courses)
- ✦ Learning environment, competency of the teaching staff and efficient working practices within the community
- ✦ Independent evaluation of the effectiveness of science education and learning results
- ✦ A functioning steering system of education and sufficient financial resources.
- ✦ To make significant contributions to the technology needs of the nation

5.2.1 Establishing the Quality Policy

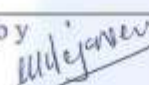
Essential for the quality of education are up-to-date objectives and contents of the curriculum, and their scientific, cultural and social relevance. For attaining the objectives, teaching shall be

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meaningful, it shall prepare the students for internationality and rapid changes in the society and build a positive future. Hence, the quality policy of the VPM BNBC is in alignment with the college Vision and Mission. The Quality Policy of the college is-

1. To provide high quality education services to all our Customers/stakeholders.
2. Continuous improvement in the quality of working of all the vertically and horizontally
3. Support the institute to accomplish its goals and objectives.

Strategic direction of the College:

A well-functioning learning environment is viewed from the level of the science education system and in the VPMBNBCS. The role of the principal in creating the working culture and atmosphere of the college is central. In the qualifications of teachers in VPMBNBCS both scientific competency and teaching skills are emphasized. self-evaluation, where the IQAC of VPMBNBCS conducts evaluation on its own activity - internal evaluation within the field of activity, where VPMBNBCS constituted members evaluate the activities of subordinate authorities and external evaluation conducted by a party independent of administration, and - international cooperation in evaluation, where the quality of evaluation systems is developed. Therefore, VPMBNBCS strive to motivate faculty members to take quality enhancement initiatives so as to provide excellent teaching to the students to satisfy their needs and deliver excellent services to various stakeholders

5.2.2 Communicating the Policy

The Quality Policy of the Institute has been displayed at prominent locations in college. It is communicated and applied within the Vidya Prasarak Mandal's, B.N.Bandodkar College of Science and will be made available to interested parties as appropriate.

Following are the communication process;

- Vidya Prasarak Mandal/ management has regular meetings with the Heads of all institutions in which the strategic planning, decisions are taken and roadmap for the same is outlined.
- In every meeting a review of past work is taken and future activities are discussed and planned.
- The Principal then explains and discusses the decisions with the Departmental Heads, IQAC Coordinator is the part of the meeting along with Vice Principal.

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- The IQAC members are the primary Strategic Planning group, Principal and IQAC coordinator discuss the decisionS of the management. Accordingly, college policies are decided and planned.
- Any new decision to be implemented is first discussed with Heads of departments / concerned coordinators; programmes are modified and implemented taking into consideration all pros / cons. Two way communication is always encouraged.
- Vice Principal is appointed by the management in consultation with the Principal and he/she performs supporting role and acts as I/C Principal in absentia of the Principal

The chart of communication is as follows -

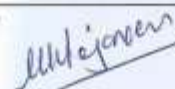
Method -Two way	From 	To	Content of communication	Frequency
Management meeting	Chairman of VPM	Principal	To update work done , open agenda	Monthly
CDC	Chairman of VPM	CDC members	Planning and updating,	Half yearly
HOD meeting	Principal	HOD's/ In charge	Decisions about routine work	Monthly
SL report	Principal	Vice principal/ Office superintendent	To update Activities, open agenda	Daily
Strategy building	Principal	IQAC	Analyzing results Planning and its impact	Half yearly and As and when required
Strategic Planning Departmental level	Principal, Vice Principal and IQAC coordinator	HOD's/ In charge	Planning and its impact/ updating routine work	Half yearly and As and when required
Strategic Planning Extra-curricular	Principal, Vice Principal and IQAC coordinator Principal	Coordinators of the committees Student council members.	Planning and its impact/ updating routine work Planning	Half yearly and As and when required As and when required
Strategic Planning office staff	Principal, Vice Principal and IQAC coordinator	Office staff	Execution procedure And updating routine work	Half yearly and As and when required
Departmental meetings	HOD's/ In charge	Other staff	Planning departmental activities implementation & actions	Monthly and As and when required
Staff Meetings	Principal	Other staff	Information, operational progress, recognition to achievers	Twice in a semester

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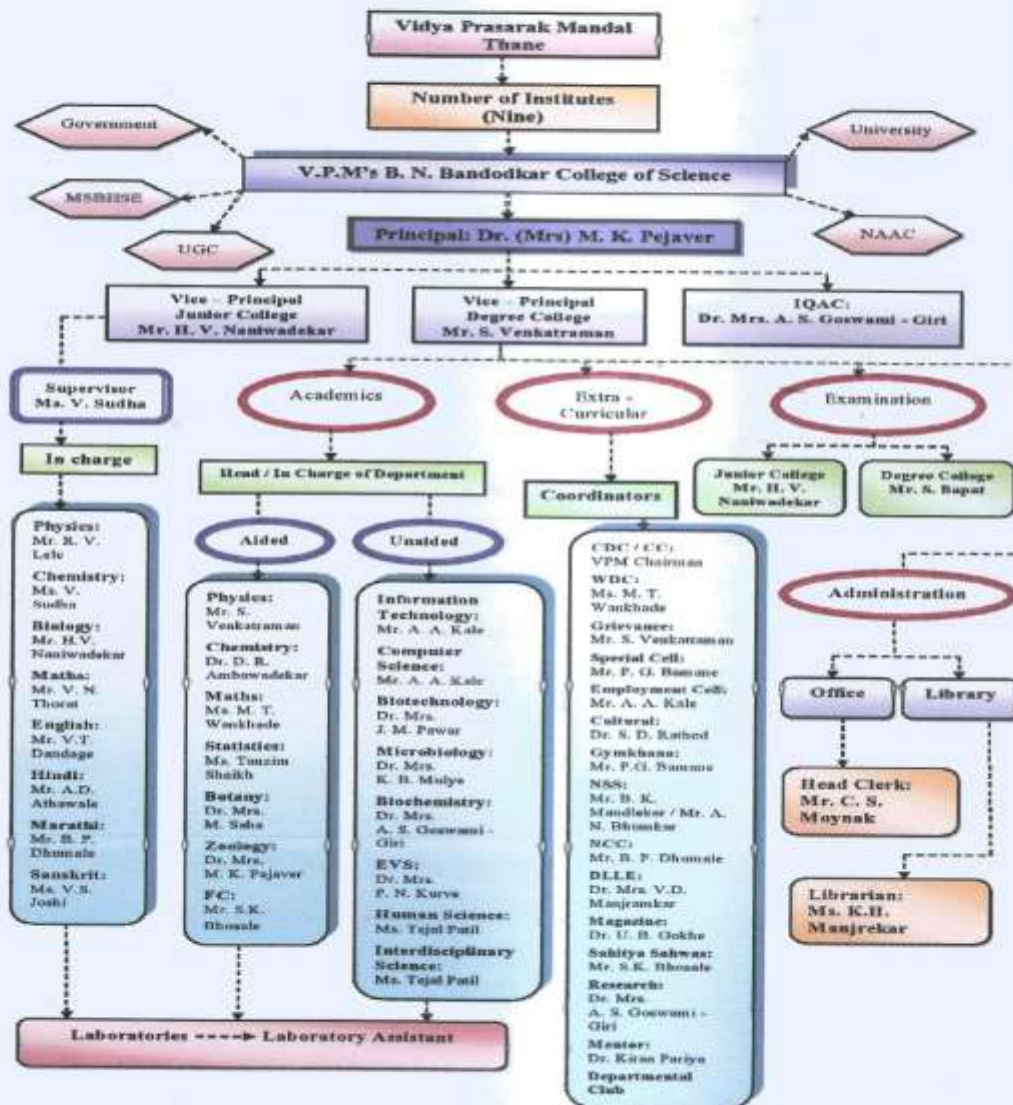
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5.3 Organizational Roles, Responsibilities and Authorities

The Organizational Chart of the college is as follows -



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Vidya Prasarak Mandal's, B.N.Bandodkar College of Science,Thane has ensured that the responsibility and authority for relevant roles are assigned, communicated and understood within the College

The Organization Chart has been established to provide the interrelation and reporting structure of personnels within the organization. The principal of the college is appointed by management as per rules and regulations of UGC, State Government and University of Mumbai. The principal to oversee and manage the overall effectiveness and compliance of the QSM. According to 7th pay, the role and responsibility of principal is explained as follows -

College Principal should:

- Provide inspirational and motivational value-based academic and executive leadership to the college through policy formation, operational management, organization of human resources and concern for environment and sustainability;
- Conduct himself/herself with transparency, fairness, honesty, highest degree of ethics and decision making that is in the best interest of the college;
- Act as steward of the college's assets in managing the resources responsibility, optimally, effectively and efficiently for providing a conducive working and learning environment;
- Promote the collaborative, shared and consultative work culture in the college, paving way for innovative thinking and ideas;
- Endeavour to promote a work culture and ethics that brings about quality, professionalism, satisfaction and service to the nation and society;
- Adhere to a responsible pattern of conduct and demeanor expected of them by the community;
- Manage whose private affairs in a manner consistent with the dignity of the Profession;
- Discourage and not indulge in plagiarism and other non-ethical behavior in teaching and research;
- Participate in extension, co-curricular and extra-curricular activities, including the community service;
- Refrain from allowing consideration of caste, creed, religion, race, gender or sex in their professional Endeavour.

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Duties of the Vice-Principal

The Vice-Principal shall, in the absence of the Principal, assume the duties and responsibilities of the Principal. Other duties of the Vice-Principal shall be those worked out by mutual agreement with the Principal.

The role of the (IQAC) Coordinator

The role of the coordinator of the IQAC is crucial in ensuring the effective functioning of all the activities in college. The coordinator should ensure and suggest to respective authority for making and maintaining quality happen. Role is explained through the IQAC functions as follows-

IQAC (INTERNAL QUALITY ASSURANCE CELL)

IQAC in any institution is a significant administrative body that is responsible for all quality matters. IQAC constituted and function as per the guidelines of the University Grants Commission, State Government and NAAC issued, from time to time. IQAC is planning, guiding and monitoring quality assurance and quality enhancement in all the academic activities of the college. Main functions of IQAC is as follows -

- To conduct the perspective plan academic, extracurricular and co-curricular for the next year
- To coordinate the dissemination of information on various quality parameters.
- To coordinate the documentation of the various programme / activities leading to quality improvement
- To coordinate the quality-related activities and arrange feedback response of stakeholders on quality related institutional process.
- To organize inter and intra institutional workshop/ seminar/conference/symposium on quality related themes and promotion of quality circles.
- To ensure that whatever is done in the institution for "education" is done efficiently and effectively with high standards
- To collect feedback from Teachers, Students, Parents and Alumni in relation to syllabus, teaching learning, infrastructural facilities, analysis and to take necessary action on the major and minor issues
- To plan and implement internal quality audits and external audits
- To link with the external agencies/bodies on matters related to quality system.

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- To get API from all teachers, verify and give suggestions for improvements.
- IQAC coordinator is also the member of college development committee and can suggest quality measures to be implemented.
- To coordinate in preparation of the Annual Quality Assurance Report (AQAR) to be submitted to NAAC based on the quality parameters.
- To coordinate the timely and efficient execution of the decisions of IQAC committee.

HEAD OF DEPARTMENT

He/She should have strong academic leadership, should lead, manage and develop the department to achieve its goals. He/She should demonstrate vision so as to empower departmental colleagues to deliver departmental strategies. The role and responsibility of the head of department is as follows-

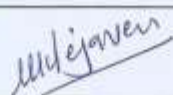
- To work together with college educational leadership to ensure high standard of teaching and learning practice and process
- Co-ordinate the teaching and learning strategy of the subjects
- Ensuring timely and adequate provision of reference and textbooks, chemicals, equipment, software & instructional material as per requirement
- Preparation of teaching load and assigning courses to various faculty members and laboratory instructional work to technical staff
- Ensuring that the Instructional delivery process is carried out as per schedule
- Initiating the instructional design, development/modification process as per rules and regulations
- To supervise performance of teachers their duties in the form of teaching, tutorials, practical's, seminars and research work, conscientiously and with dedication
- To conducts parent meeting for betterment of quality performance
- To improve curriculum through remedial lectures/ bridges course/value added course/certificates courses, internship, fieldwork etc
- To manage purchase of chemicals, equipment, software & instructional material as per required
- To confirm upkeep and maintenance of machinery and equipment in Department
- To promote the research culture among students by organizing various activity

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- To ensure that guidelines framed by the university of Mumbai in relation to teaching, research, training and instruction are implemented
- To ensure dynamic research environment
- To plan and organize inter-departmental and inter-faculty programmes in consultation with the principal
- To prepare and submit the annual report to the IQAC and annual magazine
- To raise the funds through consultancy
- Ensure timely utilization of various grants/funds
- **TO MAINTAIN RECORDS LIKE-**
 - 1) Alumni details
 - 2) Attendance Record and analysis (also previous year attendance)
 - 3) Bridge/remedial/special program files
 - 4) College notice instructions- may be soft or hard format
 - 5) Conference/certificates course (notice attendance, program, guest list, report etc)
 - 6) **Correspondence files:** parents/university/principal/office etc
 - 7) DBT star college scheme
 - 8) Dead stock register
 - 9) Departmental activities report
 - 10) Departmental budget
 - 11) Departmental club (notice attendance, program, guest list, report etc)
 - 12) Departmental Library and issuing
 - 13) IQAC file -
 - Departmental planning/calendar ,
 - Time table,
 - Workload of department
 - Departmental reports
 - Infrastructure (instrument list etc)
 - Departmental SWOC, its analysis and ATR

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- 14) Examination /evaluation details
- 15) Faculty profile /API with documentation
- 16) Field visit/ internship details
- 17) Guest lecture
- 18) Leave record
- 19) Minutes of the meetings
- 20) Notice file
- 21) Outcome files (e.g result analysis ,remedy taken and its outcome)
- 22) Parents –Teacher meetings
- 23) Previous years papers and question bank (upload on web)
- 24) **Research:** projects/schemes/ conference attended/ ongoing consultancy work in the department /paper presented /publication
- 25) **Staff personal file/API**
- 26) **Student :** students profile ,students list , students awards and accolades, Slow and advanced learners and methods by which they are Identified.
- 27) Students' complaints and their redressal files
- 28) Syllabus
- 29) **Teaching:** - Teaching methodology files /notes , manuals
 - Teaching feedback and feedback analysis and action taken Report on the analysis,
 - Peer assessment of teaching and its analysis from external peers.
 - Innovative teaching methods used

30) Previous years teachers diary

IT INCHARGE, COMPUTER AND INFORMATION MANAGEMENT SYSTEM

- Leading and managing the department including, modelling best practice in IT / CS teaching, implementation of curriculum, monitoring achievement of students and effectiveness of teachers, dealing with all operational, budgeting and record keeping Requirements and ensuring fair and effective assessment procedures.

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- Ensuring continued innovation in the teaching methodology. Providing opportunities for enrichment for gifted students and oversee all out of hours IT/CS related learning.
- Encouraging the use of ICT in all appropriate areas of learning.
- Actively working with members of the department in planning a pathway for the professional learning needs of the faculty.
- Attending and contributing to Curriculum Team meetings on behalf of the faculty.
Holding regular faculty meetings with published agendas with subject teachers. Minutes of the meetings should be recorded.
- Other duties as required by the Principal

ROLE AND RESPONSIBILITIES OF LIBRARIAN

- To Develop and manage print and electronic collection of Books & Journals
- To acquire and Catalogue information using Library Software
- Co-ordinate and deliver Informative literacy lectures to all Stakeholders
- To assist the researchers in Literature search using print and online resources
- To establish and maintain effective working relationship with Library Staff and Student
- To monitor day to day function of the Library and overall administration
- Optimum Utilization of Library Budget
- To organize activities with the help of Library Committee
- Classification of Library Books
- To Organize activities for overall student's development

ROLE AND RESPONSIBILITIES OF SUPERINTENDENT /HEAD CLERK

- To help General Administration
- Extension and Continuation of Affiliation
- Selection, Advertisements and Interview Procedures
- Teaching Staff Approvals
- Non- Teaching Staff Appointments and Promotions
- Statistical Information University of Mumbai MIS(DHE, Pune) AISHE(UGC)
- Service Books and Leave Records (Teaching and Non – Teaching Staff)

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- Admissions Procedures
- Enrolment, E- Suvidha, Eligibility and Migration
- Examinations (F.Y., S.Y. & T.Y.)
- Transcripts, Recommendations and Bonafide certificates
- Railway Concessions
- Government Scholarships and Free Ships
- Inward and Outward Registers
- Dead Stock Registers
- Records of Computers, Printers, Lap Tops, Scanners, Projectors and Licensed Software's
- Accounts and Finance Section: Cashbook, Ledger, Salary Registers, Salary Bills, Vouchers, Receipt Books, Fee Registers, etc.
- College Budgets and Audited Balance Sheet
- Teachers Workload and Class Time Tables
- Annual Maintenance Contract: Pest Control Air Conditions, Water Coolers, CC TV, Fire Extinguishers, Computers and Printers
- Non- Teaching Staff Welfare
- Workshops attended by non-teaching staff
- Records of Minutes –
 - College Development Committee,
 - Quality Assurance Cells,
 - Governing Body,
 - School Committee and TA

ROLE AND RESPONSIBILITIES OF COMMITTEES AND COUNCILS

- 1) **Internal Quality Assurance Committee-** explained in role of IQAC coordinator
- 2) **College Development Committee:** Constituted as per UGC and Government of Maharashtra act 2016. The functions of College Development Committee shall-

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- To prepare an overall comprehensive development plan of the college regarding academic, administrative and infrastructural growth, and enable college to foster excellence in curricular, co-curricular and extra-curricular activities
- To decide about the overall teaching programmes or annual calendar of the college
- To recommend to the management about introducing new academic courses and the creation of additional teaching and administrative posts
- To take review of the self-financing courses in the college, if any, and make recommendations for their improvement
- To make specific recommendations to the management to encourage and strengthen research culture, consultancy and extension activities in the college
- To make specific recommendations to the management to foster academic collaborations to strengthen teaching and research
- To make specific recommendations to the management to encourage the use of information and communication technology in teaching and learning process
- To make specific recommendations regarding the improvement in teaching and suitable training programmes for the employees of the college
- To prepare the annual financial estimates (budget) and financial statements of the college or institution and recommend the same to the management for approval
- To formulate proposals of new expenditure not provided for in the annual financial estimates (budget)
- To make recommendations regarding the students' and employees' welfare activities in the college or institution
- To discuss the reports of the Internal Quality Assurance Committee and make suitable recommendations
- To frame suitable admissions procedure for different programmes by following the statutory norms
- To plan major annual events in the college, such as annual day, sports events, cultural events, etc.

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- To recommend the administration about appropriate steps to be taken regarding the discipline, safety and security issues of the college or institution
- To consider and make appropriate recommendations on inspection reports, local inquiry reports, audit report, report of National Assessment and Accreditation Council, etc.
- To recommend the distribution of different prizes, medals and awards to the students
- To prepare the annual report on the work done by committee for the year ending on the 30th June and submit the same to the management of such college and the university
- To perform such other duties and exercise such other powers as may be entrusted by the principal, management and the university.

3) COORDINATOR, PLACEMENT CELL

- Keeping correspondence with leading companies for campus selections.
- Getting and sharing information from Career Guidance Cell.
- Notifying the students about job opportunities and campus selections.
- Preparing a formal list of students of different disciplines.
- Conducting Training programmes.
- Promoting Industry-University-Society -Interaction
- Organising Guest lectures for students to improve communication skills
- To take general follow up, formalities and other administrative activities
- To take feedback from employers

4) COORDINATOR, RESEARCH COMMITTEE

Any institute with an educational purpose prospers on research and our college encourages original research. Committee shoulders the responsibility of promoting research culture in the organization through various activities such as –

- Works on long term policy and strategy for promotion of research culture in the college
- The committee supervises/monitors the funding through college budget, for the student research projects and other requirements.
- To promote inter-disciplinary research programmes by coordinating amongst teachers and also to make and articulate policies for sharing of research and development infrastructure;

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- To display circulars calling for research proposals on the notice boards and sample proposals are made available for reference, so as to encourage and guide the young staff and the students
- Forwarding circulars / invitations regarding seminars / conferences / workshops to heads and concerned teachers
- Efforts are made to develop research culture among the students through Science Square, School-Complex committee and Research Scholar Program
- Conducts Ph.D interviews
- Publishes scientific e-journal(JBNS) , monographs for different disciplines

5) Admissions, Examinations, Evaluation and Other Matters Relating to Students

- As per Government of Maharashtra acts 2016

Examination Committee The Examination committee is an apex body of the college headed by Examinations Coordinator and assisted by five to six senior members of teaching staff, among these are two teachers from Information Technology department and three nonteaching staff members .


The main function of Examination committee is-

- To prepare time table for examination
- To make the necessary arrangements for conducting examination
- To conduct examinations
- To publish results and award Grade sheets
- To keep the record of each and every issue related to the examination
- To orient all staff members for the improvement of the examination system.

Roles and Responsibilities of the Examination Coordinator

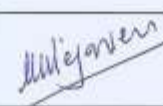
- Responsible for the smooth conduct of examination.
- To maintain the examination records.
- To make sure that the results are declared in time without any flaw.
- To make sure that all examination related activities are as per the rules and regulation of University of Mumbai

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- To ensure that final year mark sheets are issued only to such students who produce a clearance certificate from the concerned authorities.
- Any other duty/responsibility assigned by the Principal

6)Purchase Committee-

Purchase Committee is a group of designated staff established for independent review and evaluation of purchasing documentation whose main role is to recommend the most appropriate supplier or service provider based on price, quality, stock availability, references etc



The roles and responsibilities of the purchase committee should include;

- To analyse quotations provided by the logistics department, and to provide recommendation for approval by the person who signed the principal or someone delegated by them.
- To ensure all documentation is accurately completed.
- To ensure that the supplies/services quoted for comply with what was requested on the principal.
- To seek clarification from suppliers/service providers whenever necessary.
- To request technical input from relevant staff as required.
- To address the query in relation to Quote Evaluation
- To ensure proportionality, transparency, accountability and fairness in the procurement process
- To ensure all relevant documentation is prepared prior to purchase committee meeting
- To ensure that the Quote Evaluation Form is completed accurately
- To ensure all necessary procurement procedures are properly followed including any relevant donor procedures
- To ensure samples are available for review if relevant and are returned to all unsuccessful bidders

7)Students' Council - Students Council constituted temporary provision made in Maharashtra acts, section 99, for the academic year 2017-18, with regard to the constitution of Students Council

8)Alumni Association/Anubandh:

College has a registered Alumni Association name as "Anubandh" and having structured committee with Treasurer, Chairman, Secretary and 12 members.

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- To conduct regular meetings of Alumni Association and address the quality related issues.
- To plan program, communicate to the principal and implement it
- To suggest/advice College Development Committee and Internal Quality Assurance Cell as one of the Member of Alumni Association are involved in these committees.
- To offer wealth of experience and skills to share with current students via talks and meets.

9) Anti ragging Committee –

The committee is constituted and functions as per Maharashtra acts -2016.

The code of conduct is printed in our prospectus every year. If the issues arise they are handled by the committee with great confidentiality, taking care of youth behavior and the circumstances and fair justice is given.

10) Women Development cell –

- The committee is constituted and functions in response to Vishaka Judgement passed by Supreme Court -1997(prevention, prohibition and redressal act- 2013)
- To create awareness and address the issues related to harassment of women at work place/ institution.
- Programmes are conducted every academic year for strengthening the status of women, for which lectures/ programs related to awareness on laws for women, women rights, Gender equality, self-defence, self-hygiene, health and diet are conducted.

11) Internal Complaint Committee cell/Sexual harassment cell –

The Committee works as per prevention, prohibition and redressal act- 2013 and UGC regulations -2015.

- To develop a policy against sexual harassment of women at the Institute.
- To evolve a permanent mechanism for the prevention and redressal of sexual harassment cases and other acts of gender based violence at the Institute.
- To ensure the implementation of the policy in letter and spirit through proper reporting of the complaints and their follow-up procedures.
- To uphold the commitment of the Institute to provide an environment free of gender based discrimination.

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- To create a secure physical and social environment to deter any act of sexual harassment.
- To promote a social and psychological environment
- To raise awareness on sexual harassment in its various forms.

12) Unfair Means Committee:

It is the responsibility of invigilators in class (University Exam/Class Test) to report in writing any malpractice or anomaly found during the examination to the Principal on prescribed format for same. The Principal hands over such issues to the Unfair Means Committee of the college.

Role and Responsibilities of Co-ordinator -

- To convey a meeting of the members and to discuss the complaint received from the Principal
- To call the candidate and seek an explanation from him/her. Explanation shall be taken in writing.
- To make necessary enquires from examination supervisors and other related witnesses.
- As per the guidelines of university of Mumbai the student is penalized if found guilty.
- Any other duties the Director / Principal may assign.

13) Special cell –

Scheduled Castes and Scheduled Tribes have been identified as the two most backward groups of Indian Society. They include all such castes, races or tribes, which have been declared as Scheduled Castes and Scheduled Tribes by the Constitution of India under the provisions of Article 338, 341 and 342 of the Constitution of India. The cell is established as per the rules and regulations Governed by UGC/ Do.No.F.2-1/88 (SCT) dated 26 March, 1988. The Function of special cell is as follows -

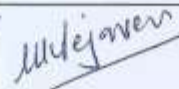
- To implement the reservation policy for SCs/STs in the Colleges.
- To collect data regarding the implementation of the policies in respect of admissions, appointments to teaching and non-teaching positions in the affiliated colleges and analyses the data showing the trends and changes towards fulfilling the required quota by following roster existing .
- To take such follow up measures for achieving the objectives and targets laid down for the purpose by the Government of India and the UGC.

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- To implement, monitor and evaluate continuously the reservation policy in colleges and plan measures for ensuring effective implementation of the policy and programme of the Government of India.
- To circulate decisions of Government of India and Commission's and to collect regularly, on an annual basis, information regarding course-wise admissions to candidates belonging to the Scheduled Castes and Scheduled Tribes in the Colleges for different courses, in forms prescribed, by a stipulated date, and to take follow up action, where required.
- To circulate Government of India orders and Commission's decisions and to collect information in respect of appointment, training of these communities in teaching and non-teaching posts in the Universities and Colleges, in suitable forms by a stipulated date and take follow up action where required.
- To collect reports and information regarding the Government of India orders on the various aspects of education, training and employment of Scheduled Castes and Scheduled Tribes candidates, for evolving new policies or modifying existing policy by the Commission.
- To analyze the information collected above and prepare reports and digests for onward transmission to the Ministry of Human Resource Development/University / UGC and such other authorities as may be required.
- To deal with representations received from Scheduled Castes and Scheduled Tribes candidates regarding their admission, recruitment, promotion and other similar matters in Colleges.
- To function as a Grievances Redressal Cell for the Grievances of SC/ST students and employees of the university and render them necessary help in solving their academic as well as administrative problems.
- To maintain a register for employment of SCs/STs in the University and Colleges for the candidates belonging to SC/ST communities for various posts in the university/colleges.
- Any other work assigned from time to time to promote higher education among these two communities suffering economic, social and education deprivations.

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- The SC/ST Cell exclusively looks after the work related to SC/STs matters and no other work is assigned to the Cell.
- If the required data is not submitted by the given date, UGC reserves the right to withhold either plan or non-plan grant until the required information/data is received. Hence, the universities/colleges are advised to supply the necessary information as required.

14) Role and responsibilities of coordinators of Extension Committees

(a) NSS- DUTIES OF THE PROGRAM OFFICER

- He/She will plan NSS regular activities and special camping programme.
- The programme officer will ensure that NSS volunteers complete the prescribed hours in regular activities and participate in special camping programme as per requirements.
- He/She will divide the NSS unit into different groups and assign the definite task and targets and projects to each group.
- He/She will supervise the working of NSS volunteers.
- He/She will maintain the necessary records and registers prescribed by programme coordinator of the university.
- He/She will ensure that the basic aims of NSS programme such as personality development of NSS volunteers, interaction of the different classes of the society take place harmoniously and the NSS volunteers and community are benefitted from the activities of NSS unit.
- He/She will be responsible for the equipment and stores purchased out of NSS funds. He/She will hand over the charge of NSS equipment and stores to his/her successor at the end of his/her tenure.
- He/She will spend the NSS grants as per administrative and financial directives of NSS programme coordinator.
- He/She will submit the reports to the NSS regional centre periodically, programme coordinator, NSS state liason officer and TORC/TOC.
- He/She will ensure the submission of accounts in time.
- He/She will liase with the officials of the department of NSS projects and activities.
- He/She will convene the meeting of the college advisory committee as laid down in the NSS manual in consultation with the Principal of the institution.

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(b) NCC- undertake appropriate induction and regularly update and refresh their skills, knowledge and familiarity with the college;

- To seek appropriate clarification or amplification of information and, where necessary, take and follow appropriate professional advice and opinion of outside experts at the expense of the Company
- To strive to attend all meetings of the Board of Directors and of the Board NCC Committees of which they are a member
- To participate constructively and actively in the NCC Board Committees in which they are chairpersons or members;
- To strive to attend the general meetings of the college
- To ensure, where they have concerns about the running of the NGO/Industries/college etc. or a proposed action, that these are addressed by the Board of Directors
- To keep themselves well informed about the Company/college and the external environment in which it operates
- Not to unfairly obstruct the functioning of an otherwise proper Board or Board Committee;
- To pay sufficient attention and to ensure that adequate deliberations are held before approving related party transactions
- To ascertain and to ensure that the college has an adequate and functional vigil mechanism and ensure that the interests of a person who uses such mechanism are not prejudicially affected on account of such use;
- To report concerns about unethical behaviour, actual or suspected fraud or violation of the Code of Conduct;
- To act within their authority and assist in protecting the legitimate interests of the Company, shareholders and its employees.
- To conduct Regular physical exercise of NCC cadet

(C) THE CULTURAL COMMITTEE-

Cultural committee is responsible for all intra and inter collegiate and inter university cultural events for the enrolled student's participants. The committee abides by rules and regulation laid down by university of Mumbai. It has following role and functions:-

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- To plan and schedule cultural events for the academic year.
- The Convener of the committee shall conduct a meeting of the committee to discuss and delegate the tasks.
- The committee shall display on the Notice Board/Website information about festivals/competitions held in various colleges/universities.

Procedure to organize cultural events:


- To prepare the Annual Budget for various cultural events.
- To obtain formal permission from the College authorities to arrange programs.
- To decide the date, time and agenda of the programs.
- To inform members of staff and students about the events.
- To arrange the venue and logistics (audio/video system, dais, podium etc).
- To conduct cultural programs as scheduled in the college.
- To depute students to participate in the university/national annual festivals, inter collegiate programs etc.
- To inculcate the Indian cultural diversity in the students of college through various activities as depicted above.
- To decide and invite the Chief Guest and other dignitaries.
- To arrange mementos for guests and gifts/certificates for the participants

(d) DEPT OF LIFE LONG LEARNING AND EXTENSION (DLLE)

As a coordinator guiding the students to learn and understand need of lifelong learning education to develop skills for self upliftment and understand the society.

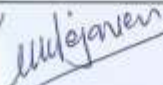
- To enhance skill students in entrepreneur development through executing sale of food items, stationary item.
- To educate students to know social status of woman in society by survey using questionnaire(SWS)
- To understand, choose career after completion of UG course, through career Project CP by taking interviews of different people established in their field.
- To present the social problems by performing street play in intercollegiate fest

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(E) GYMKHANA COMMITTEE

In coordination with the Student Gymkhana Secretary following functions should be done by coordinators-

- To keep stock of previous and current years' sports goods.
- To order sports goods in consultation with the gymkhana coordinator.
- To arrange the venues for sports events in consultation with the principal and other committee members.
- Drawing lots for various sports

Coordination with the Gymkhana-

- To obtain permission to hold sports events in the college campus
- To recommend students for permission to participate in the intra-or intercollege events.
- To recommend sanction for Entry/Registration Fees to participate in various sports events.
- To recommend extra lectures and practical's to be conducted by the department for students who have taken part in sports events.
- To sort out any issues taking place during matches
- To maintain discipline in all events happening in and outside the college.
- To hold sports events for staff members.
- To maintain records of sports events attended by students outside the college, within the college and outside the college.
- To arrange of Annual sports Day point of view, as the information is required for the Principal's Report and Prize Distribution Ceremony.
- To encourage students participation in sports events outside the College
- To finalise schedule of events for the whole academic year, well in advance in consultation with the Students' gymkhana Committee

(F) LITERARY COMMITTEE:

- To develop and encourage literary skills.
- To conduct competitions for literary events like debates, elocutions and so on within the college.

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- To display notices regarding inter and intra literary events.
- To publish magazine
- To encourage students to attend literary events outside college.
- Any other duties the Director / Principal may assign.

(G) ROLE OF ATTENDANCE COMMITTEE:

- The attendance periods for a semester should prepared in advance.
- The subject teachers are intimated as to when and to whom the attendance sheets are to be submitted.
- The attendance list should be displayed within two days of receiving the attendance sheets.
- To prepare the defaulters' list and to hand over one copy to the Examination Cell so as to send them to respective parents / guardians.
- One copy of the same is handed over to the respective head of the department.
- To prepare a subject wise list of the final attendance, practical and lectures together and make it available on share-on for subject teachers' ready reference.
- Any other duties the Director / Principal may assign

Miscellaneous

- Events arranged on Independence Day, Republic Day, Maharashtra day, Teacher's day, Women's Day, NSS day, Consumer day, HIV-AIDS Day, Gandhi Jayanti, National Science day, Festival Celebrations, Marathi Bhasha Divas, Voter's Day, International Youth Day, Birth and Death Anniversary of reformers, Shahid Diwas, Peace day, Environment Day, Wetland day, Foundation day, farewell and welcome for students in coordination with 'Students Cultural Committee.

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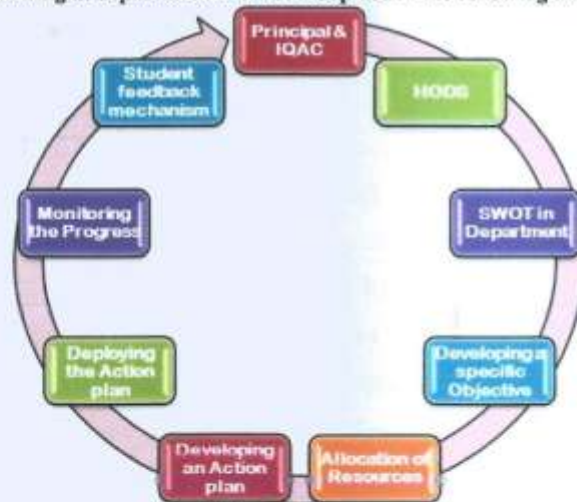
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6. Planning

The regular model that prevails in all VPM institutes is adhered at BNBCS which takes place at various levels explained in following schematic diagram.



The Strategic planning at departmental level takes place in the following manner -



A Special mention of the **Calendar committee** that gathers data from all the departments before the summer break and the year's calendar with detailed specification is uploaded on the website at the beginning of the academic year. It projects the finer details with respect to the dates of examination, vacations, holidays, conferences/workshop and various extra-curricular activities.

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The time horizons for the strategic planning are yet again defined at senior management level and eventually passed on to the college level (both academic and administrative). The time horizons for short term and long term planning process are set as per the priority of that particular situation. By and large the short term horizons are set to be achieved in 1-3 years while the long term horizon bracket varies from 5 to 10 years according to the changing trends and needs of the education sector.

A Progressive institute is the one which abides by the time and hence at BNB the Principal, IQAC and HOD's make sure that the short and long term time horizons are well addressed.

The Strategic objectives address various core competencies like visionary leadership; student centered excellence, focus on future, managing for innovation, agility, societal responsibility, organizational and personal learning. There by the need for new competencies are also reviewed there by in the audits.

The model above depicts the plan development and deployment at BNB. The Principal and the IQAC decide on a particular activity or a change that they intend to initiate in the Institute. Thus after discussing and reviewing both short term & long term plans; the action plan is developed and deployed. The teaching, non-teaching staff and other stakeholders are then introduced to this plan/ goals to be achieved and work is distributed in different groups. This is there after implemented and the progress is monitored by IQAC.

6.1 Actions to address risks and opportunities

6.1.1 Vidya Prasarak Mandal's, B.N. Bandodkar College of Science addresses the issues, requirements the risks and opportunities

- a) Gives assurance that the quality management system can achieve its intended result(s)
- b) Enhances desirable effects
- c) Prevents, or reduces, undesired effects
- d) achieve improvement

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6.1.2 Vidya Prasarak Mandal's, B.N.Bandodkar College of Science plans:

- a) Actions to address risks and opportunities
- b) Planning includes how to -
 - 1) integrate and implement the actions into its quality management system processes
 - 2) Evaluate the effectiveness of these actions

Interested Parties	Requirements	Risks and Opportunities	Effectiveness of actions
External providers	Communication, Payment Terms , On Time Supply, , Technology Support,	Communication Gap, Payment & Delivery terms not in written, Output Failure	Communication like Emails, Phone, Payment & delivery terms mention in PO, Documented information is provided for Technical support
Customer	Product Quality, Delivery & service of on time, Response to complaint, Proper Communication Channel	Business Loss, Reputation Down for Organization	Defined in documented information of Marketing & Sales process & Review in Management review meetings
Statutory & Regulatory Body	Organization & product related Statutory & regulatory requirements is kept	Customer is not accepted material or loss of business	Defined in documented information & Review in Management review meetings
Bankers / Financiers	All product & organization related documents is kept	Organization is facing the problems (funds related)	All product & organization related documents is kept
Employees	On time Payments	Work is not properly operated	On time payments issue to employees
Marketing	Competitive rates, More amenities, Prime Location,	Organization facing problems in sales, Reputation in market	Market analysis, Competent marketing team.
Purchase	Competitive rates , Good Quality material, Timely Delivery,	Organization facing Finance problems, Customer dissatisfied, Delay in project completion & Reputation in market	Market analysis, Competent Purchase team

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6.2 Quality objectives and planning to achieve them

6.2.1 Vidya Prasarak Mandal's, B.N. Bandodkar College of Science establishes quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall be

- a) Consistent with the quality policy
- b) Measurable
- c) Taken into account applicable requirements
- d) Relevant to conformity of products and services and to enhancement of customer satisfaction
- e) Monitored
- f) Communicated
- g) Updated as appropriate

6.2.2 Vidya Prasarak Mandal's, B.N. Bandodkar College of Science achieves its quality objectives, with queries like -

- a) What will be done?
- b) What resources will be required?
- c) Who will be responsible?
- d) When it will be completed
- e) How the results will be evaluated Our Quality

Objectives are as below:

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QUALITY OBJECTIVE

- To consistently deliver quality products by adhering to set specifications, statutory & regulatory requirements.
- To predict & eliminate areas of complaints.
- To achieve cost reduction through continual improvements & waste elimination.
- Train & motivate employees to inculcate the spirit of teamwork to archive company & individual objectives.
- To upgrade suppliers & associates.
- To provide safe and healthy environment.

6.3 Planning of changes

Vidya Prasarak Mandal's, B.N. Bandodkar College of Science determines the need for changes to the quality management system. These changes are carried out in a planned manner which includes -

- a) the purpose of the changes and their potential consequences
- b) the integrity of the quality management system
- c) the availability of resources
- d) the allocation or reallocation of responsibilities and authorities

VPMBNBCS determines the processes needed for the quality management system and their application throughout the organization in **Process map & Interactions of processes QM-M.**

STEPS OF PLANNING PROCESS (PDSA):

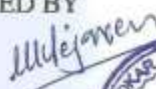
The VPMBNBCS is a prestigious and well known educational organization established in 1935. Thus, a set of certain organizational values, competencies, and culture are handed over to the group of institutes by the senior management. BNBCS carries forward the torch of knowledge lit up by the VPM through designing goals and objectives accordingly. The Core competencies

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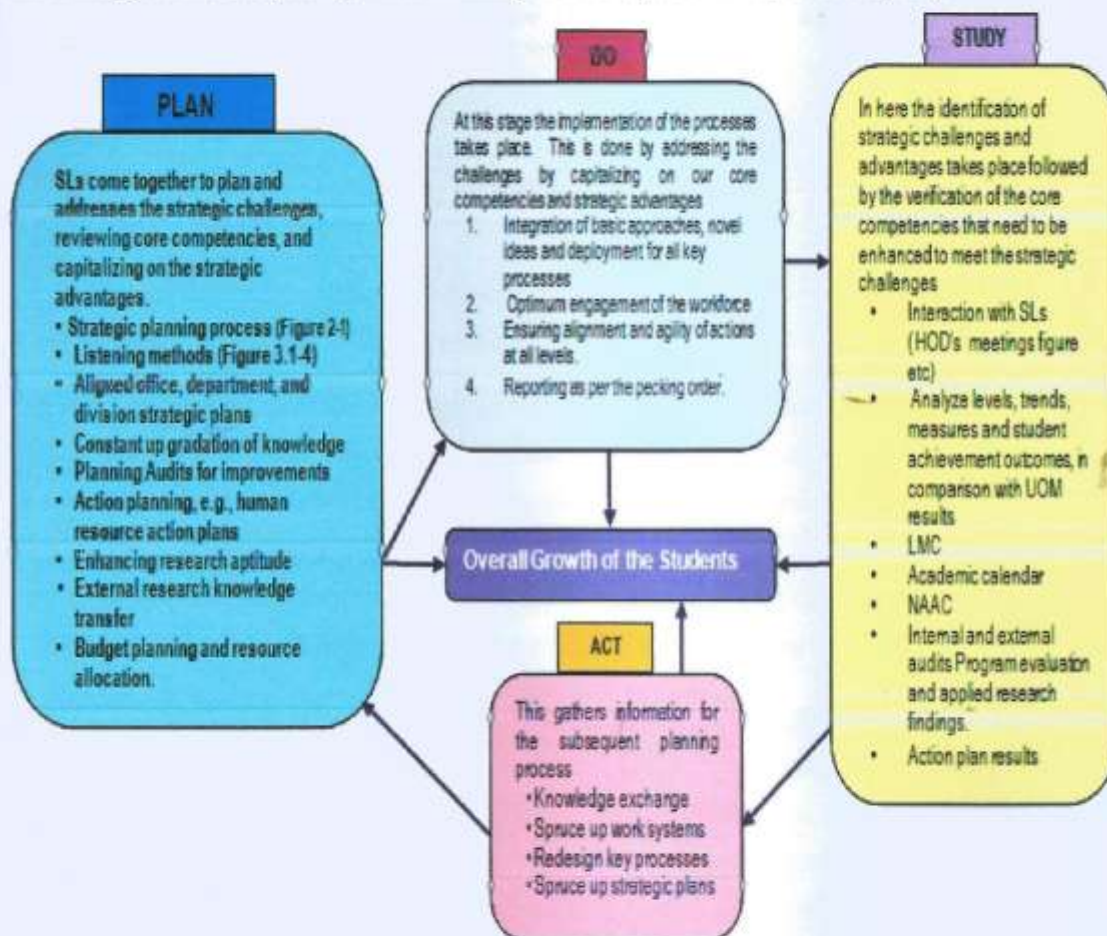
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are reviewed through internal and external audits, feedback forms and PTA meetings that are taken across the year. The GBs define the time horizons for various academic programmes and hence are given the due priority when initiating the Strategic Planning Process (SPP).



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7 Support

7.1.1 General

College determines and provides for the resources needed to establish, implement, maintain QMS. College considers the capabilities and concerns in existing internal resources and takes into account what needs to be obtained from external providers.

Infrastructure

Facilities	Existing
Campus area	13.5 acres
Class rooms	19
Laboratories	21
Seminar Halls	02

Environment for the Operation of Processes

College determines, provides and maintains the environment necessary for the operation of its processes to achieve conformity of all its services. It takes into account all relevant social psychological needs of its staff and the physical conditions needed.

Monitoring and Measuring Resources

College determines and provides the resources needed to verify the conformity of services. It ensures that resources provided are suitable for specific monitoring purposes.

Organizational Knowledge

The Staff in the College are well versed and trained in their respective fields of activities. They are selected based on their qualification and experience to ensure competency. Knowledge gained from experience, lessons learned from failures and successful projects are shared among the staff. Any further needs and the required training are identified and provided.

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Competence

All Staff members are competent enough for doing their duties. System Staff and Project Staff are recruited based on their competence and capability. College conducts various workshops, conferences, hands on training, brain storming sessions etc. for staff members. It also augments its resources for computer science and IT section in the form of new Hardware or Software necessary personnel are sent for specific Training.

Awareness

College ensures that persons working under its control are aware of the quality policy, quality objectives, their contribution to the QSM and the implications of not conforming to the QSM requirements.

Communication

College determines internal and external communication relevant to QSM, including the subject of the communication, when communication occurs and ways of effective communication.

Documented Information

General

College maintains a documented QSM as a means to ensure that products and services conform to specified requirements. The QSM consists of the following three levels of documented information:

Level I Quality System Manual (QSM): The current document is the same

Level II: Quality Policy: will be done while after suggestion in academic audits.

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Creating and Updating

While creating and updating documented information College ensures appropriate identification and description, format and reviews for suitability and adequacy.

Control of Documented Information

1. Documented information required by QSM is controlled to ensure it is available and suitable for use wherever and whenever needed.

The information is adequately protected and College addresses the following activities as applicable

2. Distribution, access, retrieval and use
3. Storage and preservation
4. Control of changes
5. Retention and disposition.

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8.1 Operational Planning and Control

VPMSBNBCS plans, implements and controls the processes needed to meet the requirements of the Quality Management Systems by:

- a) Determining the requirements for the services;
- b) Establishing operating criteria for processes, acceptance of services.
- c) Determining the resources needed to achieve them.
- d) Implementing control of the processes in accordance with the criteria;
- e) Establishing controls and determining its quality requirements for the procurement of products and services, consistent with life cycle perspective.
- f) Determining and keeping documented information to the extent necessary.
- g) Any other applicable statutory and regulatory requirements.

8.2 Requirements for products (results) and services

A) Customer communication with customers includes:

- a) Providing information relating to products and services;
- b) Handling enquiries, contracts or orders, including changes;
- c) Obtaining customer feedback relating to products and services, including customer complaints;
- d) Handling or controlling customer property;
- e) Establishing specific requirements for contingency actions, when relevant.
- f) Communicating its relevant Environmental requirements to External providers

Note : customer are in education institutes nothing but stakeholders.

B) Determine and review the requirements related to products and services

When determining the requirements for the products and services to be offered to customers, the Institution shall ensure that:

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a) The requirements for the products and services are defined, including:

- I. Any applicable statutory and regulatory requirements;
- II. Those considered necessary by the Institution;

The COLLEGE must establish the processes for communicating with customers to provide information relating to products and services; inquiries, contracts, or order handling, including changes; obtaining customer feedback relating to product and services including customer complaints; handling or controlling customer property, and establishing specific requirements for contingency actions, when relevant.

Customers are communicated through e mail and telephone. College provides a facility in Email service called prinbnb@vpmthane.org and iqacbnb@vpmthane.org important circulars and notices are to customers sent to the Email .Customer Communications are through Email and telephone. Information dissemination is also effected through the computer centre website, www.vpmthane.org/BNB/

C) The Institution retains documented information,

- a) Results of the review;
- b) Any new requirements for the products and services

8.3 Design and development of products and services

8.3.1 General:

VPMSBNBCS is premier institute in the field of education hence, the requirements specified under this clause are fully applicable. The planning, scheduling and delivery of the courses are carried out in line with the specifications defined in the curriculum developed by the institution following the guidelines and regulations provided by University Grants Commission (UGC),

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state government of Maharashtra and university of Mumbai. The procedure followed by VPMSBNBCS for curriculum development is given below.

8.3.2 Design and Development Planning:

The program course syllabus is laid down as per the affiliating university of Mumbai while VPMSBNBCS also plans and controls the design and development of the Syllabus of certificates courses, workshop program conferences and also runs various activities through the various committees to be held throughout the years.


The Design and Development Planning of certificates course during the following stages-

- Framing of entirely a new Syllabus
- Making needed amendments in the existing Syllabus as to meet the new emerging trends in both education and Technology
- The review, verification and validation at each stage is done during the design review, design verification and design validation
- The person(s) responsible for each part is the concerned subject faculty or the department HOD or departmental coordinator/members and Subject Experts
- The designing of any new syllabus for certificate course is planned one year before implementing in the forthcoming year.
- The course syllabi are put into the college development committee (CDC) committee for sanction and after passed through the CDC the course is implemented.
- Action to be implemented according to Feedback about activity.
- An Action Plan is drawn before the start of this process along with the concerned responsible persons for each activity

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8.3.3 Design and Development Inputs:

- The inputs for the design and development of the syllabus includes various aspects
- Previous year's final result
- Students performance at the Continuous Assessment Test
- Time taken to complete the Syllabus within the semester
- University Syllabus
- Certificate courses Syllabus from other similar College(s)
- BNB Faculty's experience
- Alumina suggestions
- Corporate/ industry needs where ever applicable.

Based on the above and also from the inputs by the Principal of process designing the syllabus is initiated.

8.3.4 Design and Development Controls (Review, Verification and Validation):

Review:

- ✦ On implementing the certificate courses syllabus, the concerned faculty is requested by the HOD to discuss the problems and difficulties faced during teaching and the need for any further necessary corrective actions required. This feedback is obtained from the faculty concerned after a minimum of one month of teaching the new certificate course syllabus
- ✦ The program syllabus as per calendar of university of Mumbai and VPMSBNBCS
- ✦ The performance of the student in the continuous assessment test, faculty teaching time in completing the syllabus within the scheduled lesson plan and the students' ability of perception in grasping the course are determined.

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- ✦ This grasping ability is identified through the student's feedback form, which is received by the end of the semester
- ✦ Based on the above, the same is discussed in the subsequent Management Review Meeting and the decision for further modification and incorporation of any changes, are recorded with time and person responsible for further ratification.

Verification:

- ✦ Before implementing the newly designed syllabus, all the design inputs and the arrived outputs are verified for compliance
- ✦ This is done to ensure whether all the input points are taken care during the formation of the syllabus
- ✦ During verification, if any deviations are observed, the same are recorded.

Validation:

- ✦ Since the finalized Syllabus cannot be verified nor can be validated on its cent percent assurance, the same cannot be taught as a trial teaching because it involves time and the students could not be involved in trial sample.
- ✦ Hence the delivery of the syllabus is done taking into account all above points.

The program syllabus delivery is as per following points -

- ✦ The students attention towards the subjects
- ✦ Student's performance in the Continuous Assessment Tests
- ✦ Number of failures in the subjects
- ✦ Number of extra hours taken by the concerned faculty due to lack of understanding subjects
- ✦ Overall percentage of marks scored in the final examination by the students
- ✦ Faculty's ability in completing the syllabus within the prescribed time as laid down in the Lesson Plan

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8.3.5 Design and Development Outputs:

The output of the program syllabus is analyzed on different points based on the Design and Development Inputs that follows-

- First the outcome in internal test results and external examination results announced by examination committee, presented to the HODs and followed by principal from various input points
- The principal along with the concerned subject or department faculty or the HOD discusses from various angles with the student as the center.
- The outcome of this discussion is recorded in meeting. Suggestion are given to assure quality of improvement by the IQAC committee to the concerned subject HOD and other related department HODs, and teachers.
- To bridge the gap certificates course is designed after discussion with the same members
- The feedback related to program syllabus is analyzed and draft is communicated to the University Representative/syllabus committee

8.3.6 Design and Development changes:

After finalization of the certificate course syllabus and the implementation of the same, if any deviation is observed due to the following situations -

- During verification
- During validation
- During implementation
- Any external circumstances
- Changes requested by the approving authority-University
- Changes requested by the customers
- Changes demanded due to the technological improvements and
- Changes demanded by the Industries

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8.4 Control of externally provided processes, products and services

- a) The institution ensures that externally provided processes, products and services conform to requirements.
- b) The institution determines the controls to be applied to externally provided processes, products and services
- c) Monitors the effectiveness of the controls applied by the external provider

1. A system exists in order to ensure that all purchased and sub-contracted products or services meet the specified requirements. The Institution is responsible for quality of all products purchased or outsources from external providers, including customer-designated sources, if any.

2. This includes external provider (supplier / sub-contractor) evaluation, re-evaluation, selection and approval. The requirements relating to quality system and quality assurance are taken into consideration for evaluation of the supplier following one or more Criteria for the selection, evaluation and re-evaluation of external providers.

3. Customer approved sources shall be utilized if it contractually agrees with the customer. However the responsibility of assessing a product or service quality lies with **VPMSBNBCS**

4. The established system followed ensures the type and extent of control exercised over external providers.

5. The quality Records of selected external providers are maintained.

- The Institution maintains a list of approved external providers with address, contact no., E-Mail, contact person and scope of approval
- External Providers performance is reviewed periodically and records are maintained. The results of performance evaluation are used to decide the extent of controls to be exercised on the external providers.

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- If the external providers do not meet the acceptance criteria, they are advised for improvement. If improvement is not evident, the external providers are rejected and removed from approved external providers list.
- It is ensured that Institution and the external providers use customer approved special process sources

6. External providers Quality Management system development is performed with the goal of external provider conformity with Quality Management Systems, which is the first step in achieving the goal. Prioritization of external providers for development depends upon the external providers' quality performance and importance of the product shipped.

7. External providers Performance is monitored through following indicators

- Quality performance
- Delivery performance
- Scheduling flexibility
- Customer complaints are traceable to external provider's part.

8. Effective purchasing involves clear communication of the requirements to the external provider. To ensure this, purchase / outsourcing documents contain details of established specifications, grade and details like syllabus copy / pedagogy etc. where appropriate. Adequacy of the specified purchase requirements are ensured before communication to the external provider.

9. When required, the Institution ensures to communicate to the external provider the following details

- Material specifications, grade, type, compliance to national/international standards.
- Requirements for approval of product, procedures, process and equipment.
- Requirements for qualification of personnel

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- Management system requirements
- The description with part no. or other positive identification of product or service and applicable issues of specifications, drawings, process requirements, inspection instructions and any other technical data
- Requirements for design, test, examination, inspection and related instructions for acceptance by the Institution.
- Requirements for test specimens and other data for design approval, inspection, investigation or auditing
- Requirements related to external provider notification to Institution of non conforming product and arrangements for approval of non conforming products
- Requirements for the external provider to notify the Institution of the changes in product and/or process definition and, when required, obtain Institution approval
- Right of access by the Institution, their customer and the regulatory authorities to all facilities involved in the order and to all applicable records
- Requirements for the external provider to flow down to sub-tier external providers, the applicable requirements in the purchasing documents including key characteristics where required
- Records retention requirements

10. The Institution ensures the adequacy of the specified purchase requirements prior to their communication to the external provider. Principal is responsible for ensuring the adequacy of requirements.

11. The necessary verification activities of the purchased product is identified and implemented through inspection procedures. When customer requires performing verification

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activities at the external provider's premises, the same shall be communicated to the external provider.

12. Incoming products received from external provider will be accepted using one or more of the following methods:

- Receipt and Evaluation of statistical data
- Receiving inspection and / or testing such as sampling based on performance.
- Second / third party assessments or audits of external provider
- Part evaluation by accredited lab
- Any other method as agreed with External provider.

13. Verification activities include

- Obtaining objective evidence of quality of the materials from external providers in the form of test reports, certificate of conformity etc.
- Inspection and audit at external provider's premises as applicable
- Review of the required documentation
- Inspection and testing of materials on receipt
- Delegation to external providers or external provider certification will not be practiced at the moment

14. The test report received with the materials are verified for the composition and other details as per the specification and further tested in-house for verifying conformance to requirements, if necessary.

15. Where specified in the contract, the customer or customer's representative shall be afforded the right to verify at the external provider's premises and the Institution's premises that the sub contracted product or service conforms to specified requirements

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16. Verification by the customer is not used by the Institution as evidence of effective control of quality by the external provider and does not absolve the Institution of the responsibility to provide acceptable product, nor does preclude subsequent rejection by the customer.

8.5 Production and service provision

8.5.1 Control of production and service provision

- a) The Institution implements production and service provision under controlled conditions which includes the availability of documented information that defines the characteristics of the products to be produced, services to be provided, the activities to be performed or the results to be achieved;
- b) Availability and use of suitable monitoring and measuring resources;
- c) Implementation of monitoring and measurement activities.
- d) Use of suitable infrastructure and environment for the operation of processes and appointment of competent resource personnel.

8.5.2 Identification and traceability

VPMSBNBCS controls the unique identification of the outputs for traceability requirement, and retains the documented information necessary for traceability

8.5.3 Property belonging to customers or external providers

VPMSBNBCS exercises care with property belonging to customers or external providers while it is under the Institution's control or being used by the Institution.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the Institution will report this to the customer or external provider and retain documented information.

8.5.4 Preservation

VPMSBNBCS preserves the outputs during course delivery, to the extent necessary to ensure conformity to requirements.

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8.5.5 Post-delivery activities

VPMSBNBCS meets the requirements for post-delivery activities associated with the products and services considering:

- a) Statutory and regulatory requirements,
- b) Potential undesired consequences associated with its products and services,
- c) Nature, use and intended lifetime of its products and services,
- d) Customer requirements,
- e) Customer feedback.

8.5.6 Control of changes

VPMSBNBCS reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements. The institution retains documented information describing the results of the review of changes, the persons authorizing the change, and any necessary actions arising from the review.

8.6 Release of products and services

The release of products and services to the customer will not proceed until the planned arrangements have been satisfactorily completed and unless otherwise approved by a relevant authority of the customer. The Institution shall retain documented information on the release of products and services.

8.7 Control of nonconforming outputs

VPMSBNBCS ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The institution takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services.

This is also applicable to nonconforming products and services detected after delivery of products, during or after the provision of services. The Institution deals with nonconforming outputs in one or more of the following ways:

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- a) Correction,
- b) Segregation, containment, return or suspension of provision of products and services,
- c) Informing the customer
- d) Obtaining authorization for acceptance under concession

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

VPMSBNBCS retains documented information on the nonconformity, actions taken, any concessions obtained and identifies the authority deciding the action in respect of the nonconformity. The various nonconforming situations during the various Stages of service realization, source of the nonconformance, Responsibility for identification and the authority for review and taking correction/ disposition action are defined in the following Table:

The details of the nonconformance and the Disposition (Correction) action taken are recorded in the following table -

Sr. No.	Situation leading to Non-Conformance Responsibility	Responsibility	Record Ref./ source	Authority For Review And Disposition action
1	Student Feedback From	Concerned HOD	Feedback summery	IQAC Coordinator /Hod/ Principal for student feedback
2	Academic Performance (Model And Board exam)	Concerned HOD	Result Analysis	HOD/ Principal
3	Any other deviation from objectives/Process measure	HOD OR Concerned faculty	Status of Objectives and Process measures	Concerned faculty /HOD in consultation with Principle

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PERFORMANCE EVALUATION

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9.0: PERFORMANCE EVALUATION

This clause provides guidance on evaluating the performance of the Quality management system. IQAC plays pivotal role in performance evaluation and improvement process. IQAC has been constituted to analyze and monitor the growth and inspire the faculty members for quality sustenance and enhancement. Every year, IQAC conducts internal audit for all the departments and committees. IQAC collects feedback from the all stakeholders and comprehensive analysis is done to take corrective measures. Along with internal audit, IQAC conducts the external audit by inviting experts and then suggests the measures to be undertaken by the departments and committees for improvement.

1. Students' Performance improvement System:
2. Teachers' / non teaching staff Performance improvement System
3. Overall Performance improvement System

And the same this clause encompasses which is mention as follows:-

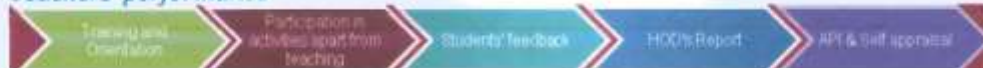
- Monitoring, measurement, analysis and performance evaluation;
- Internal audit;
- External audit
- Management review.

9.1 Monitoring, measurement, analysis and evaluation

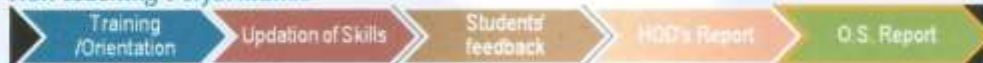
Students' performance



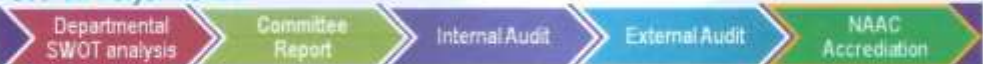
Teachers' performance



Non teaching Performance



Overall Performance



Feedback from all Stakeholders

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PERFORMANCE EVALUATION

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9.1.1 General

College determines what needs to be monitored and measured and appropriate methods are used for analysis to ensure valid results

Customer Satisfaction

Customer satisfaction will be monitored and measured in the following manner:

1. College Staff Meeting held compulsorily per semester and also whenever required held
2. Online feedback received from Customers from all classes.
3. Monthly HOD's meetings conducted by the Principal.

Analysis and evaluation

Determination of Customers' requirement is done in the Staff/Committee meetings.

Monthly Staff meetings, using of social media e.g whatapp and E-mails, online feedback are the methodologies used by college.

Generally, customer needs are High Processing Speed, access to commercial and open source software, Fast Internet bandwidth, video conferencing and virus alert. Determination of processing speed, internet bandwidth and antivirus software go by the latest technology available in the computer field. In our monthly meetings, the risks and opportunities are being addressed as and when they arise.

9.2 Internal Audit:

Internal audits are conducted at specified intervals organized by IQAC Co-ordinator, College takes appropriate correction and corrective actions without undue delay and retains the documented information.

9.3 External Audit: external audit conducted by IQAC coordinator through the IQAC committee and principal takes cognizance on issues raised in the audits.

9.3 Management Review

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PERFORMANCE EVALUATION

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General

Top management reviews the QMS at planned intervals to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of college. Management representative is one of the members in IQAC for the cause of college quality policy. Chairman of VPM and other members are also members of CDC along with the principal and teachers representative. In IQAC, societal representative, scientist, students representative are the members which give suitable input for the improvement of performance. The management reviews that input for the consideration are as follows-

Management review inputs

The management review is carried out taking into consideration

1. Status of actions from previous management reviews
2. Changes in external and internal issues relevant to QMS
3. Performance and effectiveness of QMS
4. Customer satisfaction and feedback
5. The extent to which quality objectives are met
6. Non conformity and corrective actions
7. Audit results
8. Performance of external providers
9. Adequacy of resources
10. Effectiveness of actions to address risk and opportunities (6.1).
11. Opportunities for improvements.

Management review outputs

The conclusions from the Management Review shall be focused on:

- Opportunities for improvement;
- Need for changes to the quality management system;

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- Resource needs.
- Minutes of meeting are prepared by MR and circulated to all the members
- MR tracks the status of the actions taken during the meeting.
- The Institution retains documented information as evidence of the results of management reviews

Document /Record Reference

1. Minutes of Management Review Meeting
2. Input summary by MR
3. Performance of Objectives and Process Measures

Reference: i) CL 9 - ISO 9001:2015 Operation

ii) Regulations of UGC and any other relevant legal authorities

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IMPROVEMENT

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10.0 : IMPROVEMENT

This clause provides guidance on making improvements to the QUALITY management system.



10.1 General

College determines and selects opportunities for improvement and plans necessary actions to improve its services to enhance customer satisfaction. The planning is targeted to correct, prevent or reduce undesired effects.

Non-conformity and corrective action

If any non-conformity occurs, the College reacts promptly to the non-conformity to take action to control and correct it. The action plan is targeted to eliminate the cause of non-conformity, implemented and reviewed for the effectiveness. Risks and opportunities determined are updated.

For repeated non-conformances including the customer complaints, the root cause of the problem is identified and action to be taken is determined. Action is then initiated and the

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IMPROVEMENT

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performance is monitored after initiating the corrective action. The records of corrective action taken are maintained and reviewed for effectiveness.

College retains the documented information as evidence for nature of non-conformity, actions taken and results.

Continual Improvement

The Institution plans to improve the suitability, adequacy and effectiveness of the Quality management system and to enhance quality performance continually.

The Institution shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

Reference: i) CL 10 - ISO 9001:2015 Operation

ii) Regulations of UGC and any other relevant legal authorities

Continuous improvement is done in the areas of up-gradation of the hardware, software and service to ensure that latest technology is available to our customers of all verticals. Improvements are also done to continuously strive towards achievement of quality objectives.

Examples of continual improvement opportunities include, but are not limited to:

- New technology;
- Good practices that arise internally in the organization and externally to the organization;
- Suggestions and recommendations from interested parties;
- New knowledge and understanding of occupational health and safety-related issues;

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- New or improved materials;
- Changes in worker capabilities or competence;
- Achieving improved performance with fewer resources.

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Amendment Record

Issue No	Revision	Nature of change	Prepared By	Approved By	Date of Issue / Revision

Approved By: PRINCIPAL

M. J. J. J.

Issued By: MR

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List of Abbreviations

Sr. no.	Abbreviations	Expansion
1	HOD	HEAD OF DEPARTMENT
2	IP	INTERESTED PARTIES
3	QMS	QUALITY MANAGEMENT SYSTEM
4	ISO	INTERNATIONAL STANDERED OF ORGANISATION
5	MR	MANAGEMENT REPRESENTATIVE

1.0 Purpose:

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To determine the risk and opportunities related to QMS, issues identified in context of the organization and needs and expectations of interested parties and plan actions to address these risks and opportunities to achieve intended outcomes.

Scope:

This procedure includes determination of risk and opportunities related to QMS and planning actions to address the risk and opportunities.

2.0 Reference Clause & Elements:

ISO 9001:2015 Standard Clauses	6.1.1, 6.1.2
Other reference	

3.0 Responsibility

Responsibility of Principal is explained in 5.3.1.

4.0 Procedure

5.1 Risk & Opportunities Assessment

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The Principal in consultation with HODs, Staff's carries out risk and opportunities assessment based on the following inputs:

- a) Identified Internal and External Issues related to QMS (Refer Clause 4.1 of ISO 9001:2015)
- b) Needs and expectations of Interested parties (Refer Clause 4.2 of ISO 9001:2015)

The needs and expectations of interested parties include the requirements of customers.

The risk and opportunities identified are addressed to give assurance that QMS achieve its intended results, enhance desirable effects, prevent or reduce undesired effects and achieve improvement.

The detail of the risk and opportunity assessment is recorded in Risk and Opportunity assessment record, and is maintained by MR.

The record is updated whenever there are changes in the products, services, processes and requirements.

5.2 Actions to address risk and Opportunities

Based on the risk and opportunities identified, HODs plan to take actions to address the identified risks to mitigate the risk or enhance the opportunities.

For each risk and opportunities, existing controls are reviewed and risk rating is classified as explained below:

- a) No control: High Risk
- b) Control not effective: Medium Risk
- c) Effective Control: Low Risk

For all high and medium risks, actions are planned by either or all of the following:

- a) Establishing objectives targets and programs (OAP- Objectives & Action Plan);
- b) Establishing operating criteria for the processes;
- c) Develop and implement process controls (monitoring and measurement) in accordance with operating criteria

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d) Providing resources such as people (including training), infrastructure and work environment.

The actions as above are implemented and verified for effectiveness of the actions taken.

The actions are integrated into the QMS or other business processes where applicable.

The details of the actions planned as above for each risk and opportunity is updated in Risk and Opportunities action register.

The process of addressing risk and opportunity is shown as flow chart in Annexure 1

6.0 Reference Documents & Tools

1. Annexure-1 -Flow Chart to Address Risk & opportunities

7.0 Records / forms

S. No	Name of the record	Document Number	Responsibility	Location	Retention Period
1	Risk and Opportunities Action Register		HOD	Department	3 years

Risk and Opportunities Action Register

Date:

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Source of risk (Context / IP/Customer / Regulatory Requirement s)	Issue	Risk/ Opportunities	Existing Control (full/Partial/Non Control)	Risk Rating(High/ medium/low)	Action (objective & action plan)	Impleme ntation	Monitoring & Measureme nt

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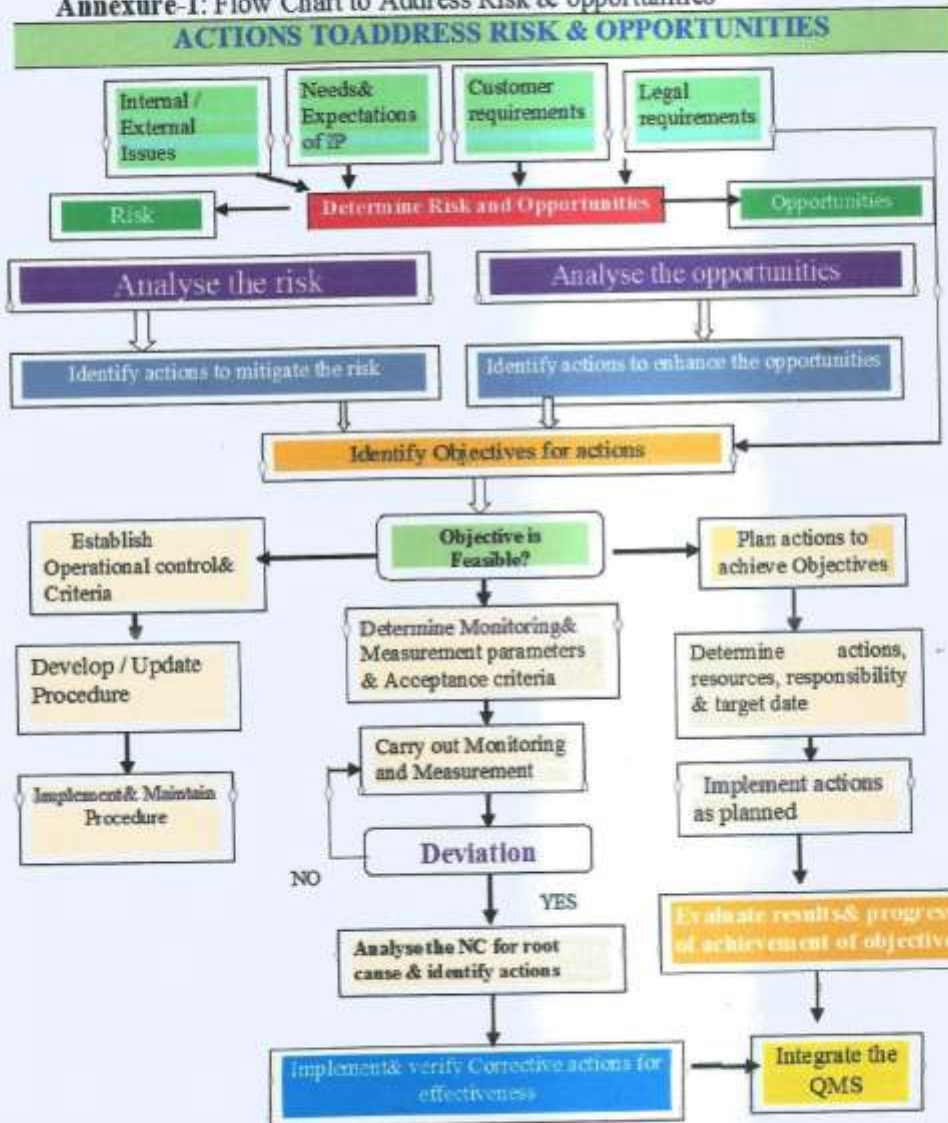


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Annexure-1: Flow Chart to Address Risk & opportunities



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