SHRI RAMDEOBABA COLLEGE OF ENGINEERING AND MANAGEMENT

QMS MANUAL

QMS/A	INDEX OF WORK PROCEDURE	Page: 01 / 01
REF. Clause: 4.4, 7.5.2		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

ALL SECTIONS IN THE MANUAL QMS/ A TO QMS / PR / 05 ARE	
Adane 01/01/18	
PREPARED AND ISSUED BY MR Padma D. Adane	REVIEWED AND APPROVED BY PRINCIPAL

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QMS/B	REVISION SHEET	Page: 01 / 01
REF. Clause: 7.5.2		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

Process No.	Iss. No./ Rev. No.	Date of Revision	Nature of Change	Approved By
All	00/00	10/04/2009	Original Issue	Principal
All	00/02	01/07/2016	Change in entire Manual	Principal
All	01/00	01/01/2018	Revised Standard issue	Principal

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QMS/C	LIST OF DOCUMENTS AND EVIDENCES	Page: 01 / 01
REF. Clause: 7.5.1		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

Doc. No.	Title	Clause No.	Rev. No.	Date	Master Copy	Controlled Copy
External Documents						
QMS-01	ISO-9001-2015 STANDARD	--	--	--	MR	--
Internal Documents						
--	Quality Manual	--	00	01/01/2018	MR	All Departments
--	QMS Manual	--	00	01/01/2018	MR	
--	Process Manuals	--				
	1. Teaching Manual		00	01/01/2018	MR	Concerned Heads
	2. Library		00	01/01/2018	MR	Librarian
	3. Dean Academics		00	01/01/2018	MR	Dean Academics
	4. Dean Admissions		00	01/01/2018	MR	Dean Admissions
	5. Dean R and D		00	01/01/2018	MR	Dean R and D
	6. Dean T and P		00	01/01/2018	MR	Dean T and P
	7. Dean SRC		00	01/01/2018	MR	Dean SRC
	8. Registrar		00	01/01/2018	MR	Registrar
	9. Hostel		00	01/01/2018	MR	Wardens
	10. Physical Education		00	01/01/2018	MR	Head
	11. Construction and Maintenance		00	01/01/2018	MR	In-charge Construction and Maintenance
QMS-02	List of Internal Auditors	9.2.2	00	01/01/2018	MR	--
QMS-03	Annual Audit Plan	9.1.1, 9.2.1	00	01/01/2018	MR	--
QMS-04	Internal Audit Schedule	9.2.2	00	01/01/2018	MR	All Heads, Deans, In-charges
QMS-05	a)Internal Audit Observation Report b) Observation Findings c) Non-Conformance Report	9.2.2, 10.2	00	01/01/2018	MR	All Heads, Deans, In-charges
QMS-06	Internal Audit Summary	9.2.2	00	01/01/2018	MR	--
QMS-07	Agenda for MRM	9.3.2	00	01/01/2018	MR	All Heads, Deans, In-charges
QMS-08	Minutes of MRM	9.3.3	00	01/01/2018	MR	All Heads, Deans, In-charges
QMS-09	External Audit Schedule	9.2.2	00	01/01/2018	MR	--
QMS-10	External Audit Observation Sheet	9.2.2, 10.2	00	01/01/2018	MR	--
QMS-11	Quality Objectives status	9.1.3	00	01/01/2018	MR	--
QMS-12	Distribution of controlled copy	7.5.3.2	00	01/01/2018	MR	--
QMS-13	Training Record	7.2	00	01/01/2018	MR	--

Record Disposal: Dispose of the documents by burning after the retention period (1 Year) is over.

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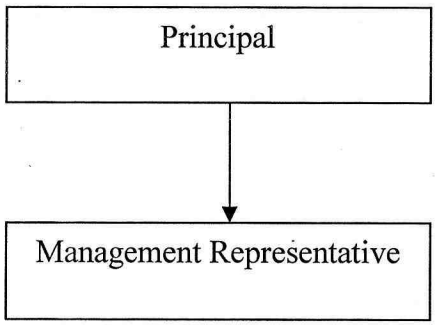
QMS / D	ORGANISATION STRUCTURE	Page: 01 / 01
REF. Clause: 5.3		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018



QMS / E	RESPONSIBILITY AND AUTHORITY	Page: 01 / 01
REF. Clause: 5.3		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

Responsibilities of Management Representative	
01.	Establish and Implement Quality Management System as per the ISO 9001: 2015 standard.
02.	To report to top management on the performance of quality management system and need for improvement.
03.	Liaison with external parties regarding Quality Management System.
04.	Take corrective & preventive action in case of a non-conformity, which is systems related.
05.	To identify the training needs & arrange for training programs and evaluate the effectiveness of training.
06.	To control internal and external documents.
07.	Follow- up for the implementation of corrective & preventive action & evaluate the effectiveness.
08.	To plan and organize internal audit and MRM.
Authorities of Management Representative	
01.	To decide the methodology for documentation and implementation of QMS.
02.	To decide the method of document control.
03.	To suggest the changes for the improvements in the QMS.
04.	To suggest the training needs.
05.	To select the auditors for the internal audit.

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QMS / F	TRACKING OF QUALITY OBJECTIVES	Page: 01 / 01
REF. Clause: 9.3.2		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

No.	Process Stage	Process Owner	Output
01	In the first Management Review Meeting (MRM) of the financial year present the Quality Objective Status of the last financial year.	MR	Quality Objectives status QMS-11
02	Present the internal Audit summary in the Management Review Meeting (MRM). Discuss the observations/NCs of the internal audit and suggest improvements.	MR	Minutes of MRM QMS-08

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QMS / PR / 01	CONTROL OF DOCUMENTS	Page: 01 / 02
REF. Clause: 7.5.3		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

No.	Process Stage	Process Owner	Output
01	Following are the different types of Internal / External Documents in the Organization		
	a) Quality Manual	MR	--
	b) Process Manuals	MR	--
	c) International standard ISO 9001: 2015	MR	QMS-01
	d) Formats followed by each audited department	Concerned Heads, Deans, In-charges	--
A	**Preparation of Internal Documents**		
01	Prepare a legible draft of Documents identifying it with Document No., Revision Status and Date of Revision.	MR	Draft
02	Get the draft approved from authorized person.	MR	--
03	The authority for review and approval for various documents is as follows.		

No.	Document	Prepared By	Approved By	Issued By
1	Quality Manual	MR	Principal	MR
2	Process Manuals	Faculty members deputed for the work	Principal	MR
3	Process Manual (QMS)	MR	Principal	MR

04	On approval from the authorized person, stamp the copy as **"MASTER COPY"** in red and Prepare List of Documents.	Principal	MR
05	Take a photocopy of master copy, put **"CONTROLLED COPY"** stamp in red and issue the document to concerned authority.	Principal	MR
06	Ensure that the relevant versions of applicable documents are available at the points of use. Current revision status is identified though revision number and date of revision specified on each document and revision sheet from where nature if change is known.	MR	MR
07	Store the Documents in well identified files / folders so as to prevent them from damage and are readily available.	MR	--
08	Maintain a softcopy of all the documents. Only MR is authorized to make changes in any documents.	MR	--
B	**Revision in Internal Documents**		
01	To change the document, prepare a new draft incorporating the required changes.	MR	Draft
02	Identify the next revision no., date of revision and get the draft approved from original approving authority.	MR	--
03	If approving authority approves the change, stamp the copy as **"MASTER COPY"** in red. Identify the nature of change in Revision Sheet.	MR	Revision Sheet
04	Take a photocopy of revised master copy, put **"CONTROLLED COPY"** stamp in red and update List of Documents.	MR	--
05	Collect the controlled copies of old version document from concerned and dispose them suitably and then issue the controlled copies of revised version.	MR	--
06	Retain the MASTER COPY of old version by putting **"OBSOLETE COPY"** stamp in separate identified file for future reference.	MR	Obsolete File

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Controlled Copy Stamp **Master Copy Stamp**

QMS / PR / 01	CONTROL OF DOCUMENTS	Page: 02 / 02
REF. Clause: 7.5.3		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

No.	Process Stage	Process Owner	Output
C	**Re-approval of Internal Document**		
01	Once in three years review all internal documents for suitability. Revise and Re-approve them and release the documents with next Revision no. & Date.	MR	--
D	**Control of ISO 9001: 2015 Standard.**		
01	Receive copy of ISO 9001: 2015 standard. Review the same for the clarity of information.	MR	--
02	Stamp the original copy as a "MASTER COPY" on the first & last page of the standard & prepare list of External documents.	MR	List of Standards QMS-01
03	Take photocopy of original, stamp it as "CONTROLED COPY" & issue it to concerned person whenever required.	MR	--
04	Review the edition / version / revisions in the manual by collecting the information from concerned sources like Bureau of Standards, publications, relevant websites, etc.	MR	--
05	As soon as there is revision in the document, send a letter / e-mail to the relevant source for the procurement of revised National / International Standard. Follow-up for the same till receipt of the updated / revised document. Maintain the record of such activities in the form of E-mail / Letter.	MR	Letters
06	Receive copy of revised standard.	MR	--
07	Stamp the revised original copy as a "MASTER COPY" on the first & last page of the document & update list of External documents.	MR	List of Standards QMS-01
08	The previous version is stamped as obsolete copy & if necessary will be kept separately for future reference.	MR	--
E	**Control of Formats**		
01	Get the new / existing format from each section/department.	MR	--
02	Identify each format with unique identification number as XYZ - SR.NO. Where XYZ is short form of department (Quality Management System -QMS, Academics -ACAD, Administration – ADMN)		
03	Prepare one separate file with all the formats duly signed by concerned HOD and MR and stamp as "SPECIMEN COPY". Hand over Xerox copy of format to concerned HOD.	MR	---
04	The formats in use should be replica of the specimen formats however it is not necessary that it should be a photocopy with specimen copy stamp.	MR	--
F	**Control of Changed Format**		
01	Submit the draft of changed format along with the original format to MR for approval.	All HOD	--
02	Check the formats for Unique identification; Format No, Format description & Revision no. Resolve the discrepancy, if any.	MR	--
03	Update the specimen copy file by replacing "Changed Format" duly signed by concerned HOD & stamped as "SPECIMEN COPY".	MR	--
04	MR keeps old copy by putting " **OBSOLETE COPY** " stamp for future reference.	MR	--

QMS / PR / 02	MANAGEMENT REVIEW	Page: 01 / 01
REF. Clause: 9.3		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

No.	Process Stage	Process Owner	Output
01	In consultation with Principal, MR arranges MRM informing agenda to all concerned participants. Present Frequency of the MRM is once in three months after the Internal Quality Audit. MRM is arranged and conducted to ensure continuing suitability and effectiveness of all the elements of quality system as per agenda for the MRM.	MR	Agenda for MRM QMS-07
02	Prepare the agenda for the MRM.	MR	Agenda for MRM QMS-07
03	Circulate the copy of Agenda to all concerned at least 2 days before the date of MRM.	MR	----
04	Conduct the MRM as per the agenda.	MR	--
05	Prepare the minutes of MRM consisting of decisions and actions decided to improve 1. The effectiveness of QMS and its process. 2. Improvement of Service as per requirements. 3. Resources required.	MR	Minutes of MRM QMS-08
06	After preparation of minutes of MRM get the minutes approved from Principal and circulate it to all concerned.	MR	Minutes of MRM QMS-08

QMS / PR / 03	INERNAL AUDIT, NONCONFORMITY, CORRECTIVE ACTIONS	Page: 01 / 02
REF. Clause: 9.2, 10.2		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

No.	Process Stage	Process Owner	Output
A	**Selection of Internal Auditors:**		
	Scope: 1) Internal audits are conducted to review effective implementation of and conformance to QMS 2) All the processes /function clauses are covered during each internal audit at a frequency of once in 3 months		
02	Select members from the organization as auditors & give them the training of Internal auditor.	Principal / MR	
03	Maintain the records of training imparted.	MR	Training Record QMS-13
04	Prepare List of Internal Auditors.	MR	List of internal Auditors. QMS-02
B	**Audit Planning:**		
01	Prepare annual audit plan taking into consideration the status & importance of the areas & processes to be audited.	MR	Annual Audit Plan QMS-03
02	At present the frequency of internal quality audit is once in three months.	MR	--
03	Audit schedules are prepared ensuring that all the departments / processes are planned for audit covering all the shifts. All the applicable clauses of each department are ensured for audits.	MR	Internal Audit schedule QMS-04
04	Clearly specify date of audit, auditor, auditee, applicable clauses in the audit schedule	MR	Internal Audit schedule QMS-04
05	Release the audit schedule at least a week before the actual date of audit.	MR	--
C	**Audit Execution:**		
01	Conduct audit as per SO 9001-2015 standards and documented work procedure. The trained auditors, independent of the department being audited, carry out internal audit.	MR	--
02	Record the observations during the internal audit on the Audit Observation sheet.	Auditor	Internal Audit Observation sheet QMS-05 a)
03	Record Observation findings.	Auditor	Internal Audit Observation sheet QMS-05 b)
04	Record non-conformities observed in quality system.	Auditor	Internal Audit Observation sheet QMS-05 c)

QMS / PR / 03	INERNAL AUDIT, NONCONFORMITY, CORRECTIVE ACTIONS	Page: 02 / 02
REF. Clause: 9.2, 10.2		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

No.	Process Stage	Process Owner	Output
D	**Post Audit Activities:**		
01	Auditors to ensure that appropriate corrective actions are identified by the auditee & are recorded on the format.	Auditor, Auditee	Internal Audit Observation sheet QMS-05 b)
02	Prepare Audit Summary giving the clause wise and department wise status and submit it to Management for review.	MR	Internal Audit Summary QMS-06
03	Identify the actual nonconformities in the teaching-learning process and carry out the analysis to find out the root cause for the nonconformity.	Resp. HOD	Internal Audit Observation sheet QMS-05 c)
04	In MRM, review and discuss the corrective actions for completion status and effectiveness.	MR	Minutes of MRM QMS-08

QMS / PR / 04	ANALYSIS OF DATA	Page: 01 / 01
REF. Clause: 9.1.3		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

No.	Process Stage	Process Owner	Output
01	Collect the Quality Objective Status at the end of the session and analyze the data.	MR	--
02	Present the data in the MRM. Review the same against the set benchmarks (competitors data / set targets) during MRM and decide suitable actions along with responsibility and target date so as to improve the performance and achieve the set targets.	Principal/ MR / All HODs	Minutes of MRM QMS-08

QMS / PR / 05	CONTINUAL IMPROVEMENT	Page: 01 / 01
REF. Clause: 10.3		Iss. No. 01, Rev. No.: 00 Dt.: 01/01/2018

No.	Process Stage	Process Owner	Output
01	Continuous improvement in the QMS is achieved through: 1. Achievement of Quality Objectives. 2. Effectively implementing corrective action and avoiding recurrence of non-conformity.	MR	--