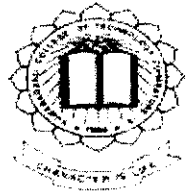


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**IMPLEMENTATION OF ISO 9001:2000 IN AN
EDUCATIONAL INSTITUTE**



BY

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COIMBATORE-641 006**

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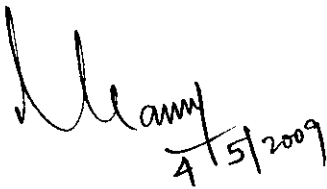
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Who carried out the project work under my supervision.

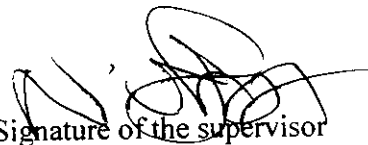


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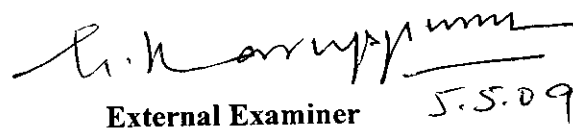
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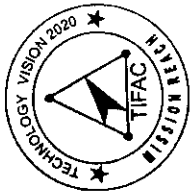
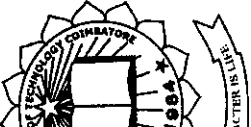
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an educational institution.

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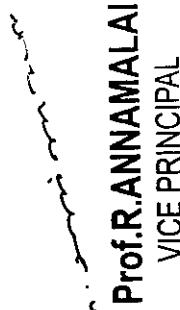
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ABSTRACT

A conventional view would describe education as the mere transmission of knowledge. But that concept is changing rapidly, as it must. A more appropriate 21st century credo would be: “Education is the construction of sustainable integration processes based on individual needs and capacities”.

Failing to meet this need for a new mindset regarding education could make our communities unlivable within a generation, as vast sectors of the population find themselves excluded from full participation in civil society. The alternative could be a future gravely undermined by failure to invest in the best valuable education.

ISO 9000 is widely accepted across the globe as it is based on the generic clauses that define quality management systems requirements applicable to all organizations regardless of the type, size and products/services provided. Therefore the purpose of this study is to shed some light on the associated implementation issues related to the certification in the educational sector and more specifically in the schools.

The aim of our work is not to specifically provide information about the understanding and implementation of ISO 9001:2000, but to analyze the impact of this new standard, focusing especially on the motivation, challenges, involved costs and the expected benefits. In order to independently investigate this problem, we have carried out an empirical study which is explained in this paper.

Hence forth, the ISO Implementation ISO 9001:2000 has been implemented at an Intuition Ideal Higher Secondary School, Gobichettipalayam, Erode from the period December 2009.

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Chapter 1

Introduction

1. INTRODUCTION

1.1 ISO

The ISO 9000 series of documents was created by the International Organization for Standardization to set international requirements for quality management systems. Now adopted by over 80 countries, use of the series of standards has become commonplace in the business world. The series itself is generic, and is designed to be applicable to any manufacturing or service process. The series is revised and controlled by Technical Committee (TC) 176, made up of international members from many industries and backgrounds. The series is modified periodically. The original standards were published in 1987, first revised in 1994 and the current versions were issued in 2000. The previous ISO 9000 family of standards contained some 20 standards and documents.

ISO has developed over 17500 International Standards on a variety of subjects and some 1100 new ISO standards are published every year. The full range of technical fields can be seen from the listing International Standards. The ISO Standards listing integrates both the ISO Catalogue of published standards and the ISO Technical programmed of standards under development.

ISO standards are developed according to the following principles.

- **Consensus:** The views of all interests are taken into account: manufacturers, vendors and users, consumer groups, testing laboratories, governments, engineering professions and research organizations.
- **Industry wide:** Global solutions to satisfy industries and customers worldwide.
- **Voluntary:** International standardization is market driven and therefore based on voluntary involvement of all interests in the market-place.

The year 2000 ISO 9000 family of standards consists of four primary standards supported by a number of technical reports. The four primary standards are:

- ISO 9000: Quality Management Systems - Concepts and Vocabulary
- ISO 9001: Quality Management Systems - Requirements
- ISO 9004: Quality Management Systems - Guidelines
- ISO 10011: Guidelines for Auditing Quality Systems

Customers are increasingly becoming quality-conscious shoppers. They want to know up front that our business will meet their needs. A certified Quality Management System demonstrates our commitment to quality and customer satisfaction.

1.2 ISO Standards

There are three main phases in the ISO standards development process as follows.

- The need for a standard is usually expressed by an industry sector, which communicates this need to a national member body. The latter proposes the new work item to ISO as a whole. Once the need for an International Standard has been recognized and formally agreed, the first phase involves definition of the technical scope of the future standard. This phase is usually carried out in working groups which comprise technical experts from countries interested in the subject matter.
- Once agreement has been reached on which technical aspects are to be covered in the standard, a second phase is entered during which countries negotiate the detailed specifications within the standard. This is the consensus-building phase.
- The final phase comprises the formal approval of the resulting draft International Standard (the acceptance criteria stipulate approval by two-thirds of the ISO members that have participated actively in the standards development process, and approval by 75% of all members that vote), following which the agreed text is published as an ISO International Standard.

1.3 ISO in an Educational Institute:

Ideal Matriculation higher secondary school is oldest and popular school in erode district. It is celebrating 15th year. The school is opened at 1993 with 60 members. Now, near 1300 students are studying and 51 staffs are working under good management.

Educations are being the service industry and its products are students. Quality improvement through ISO is possible. Hence this study tried to implement ISO in an educational institute and analyze ISO impact the on the educational institute in the areas like teaching, learning, administrative office, hostel, etc

A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider of our business. He is Part of it. We are doing him a favour by serving him. He is doing us a favour by giving us the opportunity To do so.

- MAHATMA GANDTHI

Chapter 2

Literature Review

2. LITERATURE SURVEY

2.1 ISO 9001: 2000

The main objective of ISO 9001: 2000 is to enhance introducing the process approach and continual improvement in order to achieve customer satisfaction. The new standard is based on eight quality management principles, these principles establish the cornerstone for total quality management culture all over the organization, the eight quality management principles are: customer focus, leadership, involvement of people, process approach, system approach to management, continual improvement, factual approach to decision making and mutually beneficial supplier relationship.

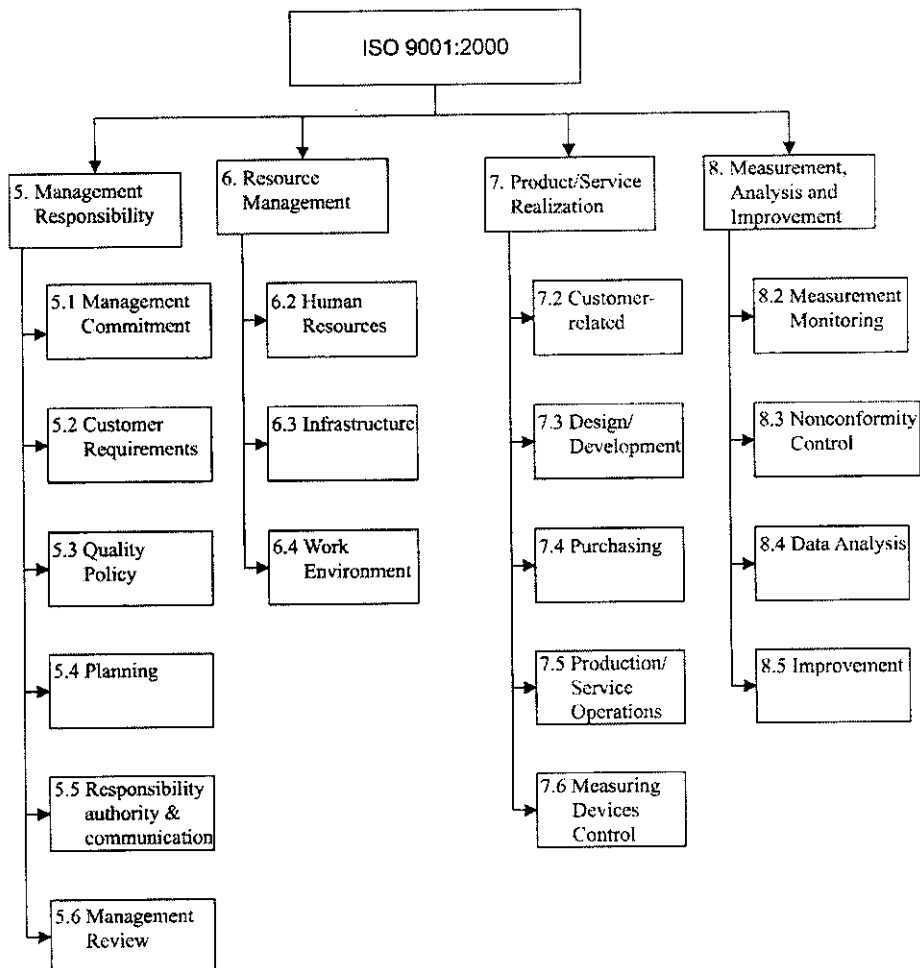


Fig: 2. 1 Requirements of ISO 9001:2000

Fig 2.1 shows the main requirements of ISO 9001:2000 from management responsibility to measurement analysis and improvement. The brief explanation is given below. ISO 9001:2000 standard was also structured according to the PDCA System (Pan, 2003). The clauses consist of five main requirements starting from clause number four which is quality management system general and documentation requirements and ending up with clause number eight that is measurement, analysis and improvement. The five main requirements are illustrated as follow:

Clause 4 - Quality Management System: Focusing on establishing, documenting, implementing and maintaining a quality management system and process approach enhancement. Main sub-clauses include:

4.1 quality management system general requirements

4.2 quality management system documentation requirements

Clause 5 - Management responsibility: Defining the top management role and commitment for establishing and improving the quality management system. Main sub-clauses include:

5.1 Management Commitment,

5.2 Customer Focus,

5.3 Quality Policy,

5.4 Planning,

5.5 Responsibility Authority and Communication,

5.6 Management Review.

Clause 6 - Resource management: Ensures that relevant resources requirements are being identified, maintained, and improved in order to effectively implement, maintain and improve the quality management system to ensure fulfilling customer as well as regulatory requirements. Main sub-clauses include:

6.1 Provision of Resources,

6.2 Human Resources,

6.3 Infrastructure and Work Environment.

Clause 7 - Product realization: This clause summarizes the controls required for product life cycle management starting from planning and development till delivery while

considering addressing customers' requirements and other controls to ensure effectiveness of the realization processes. Main sub-clauses include:

7.1 Planning of Product Realization,

7.2 Customer-related Processes,

7.3 Design and Development,

7.4 Purchasing,

7.5 Product and service provision control of monitoring and Measuring devices.

Clause 8 - Measurement analysis and improvement: Demonstrates the requirements for monitoring, measuring, analyzing and improving of the processes needed to ensure product as well as quality management system conformity requirements. Main sub-clauses include:

8.1 General,

8.2 Monitoring and Measurement,

8.3 Control of non-conforming product,

8.4 Analysis of data,

8.5 Improvement.

2.2 ISO: A Process Approach

ISO 9001:2000 new series promote the adaptation of process approach as the base for better understanding requirements and to assist organizations in establishing their quality management system. The model of a process-based quality management system is shown in Figure 2.2.

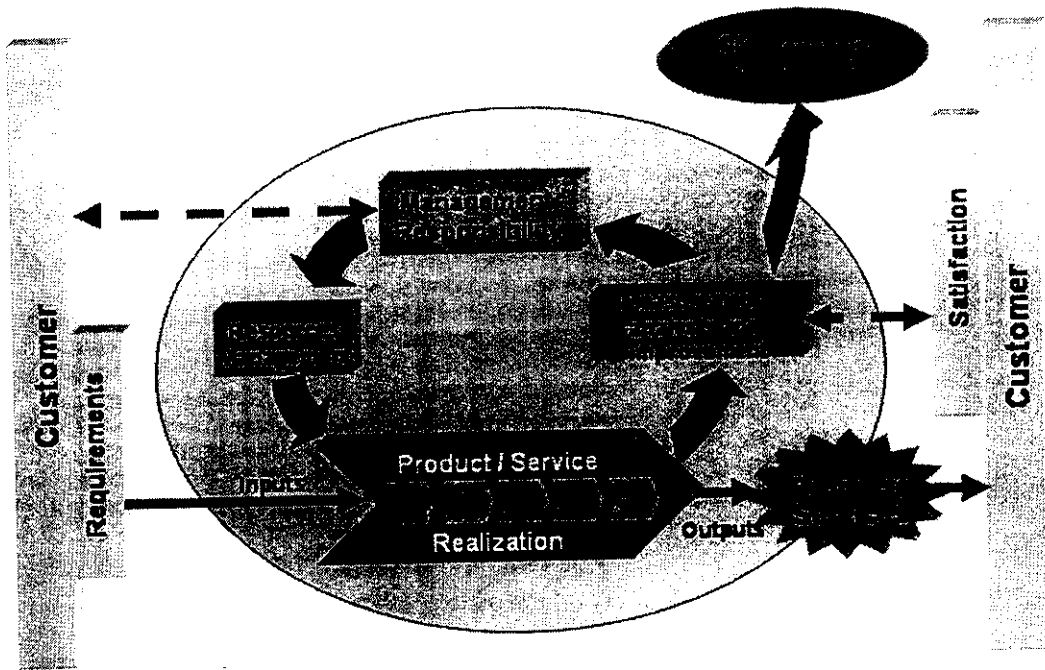


Figure: 2. 2 The process approach followed by ISO 9000:2000 series of standards

Figure 2.2 illustrates the way organizations should manage numerous linked activities in order to function effectively to produce the required output. Figure 2 reveals that the process starts with identification of customer requirements which is continuously assessed by top management (Clause Five in ISO 9001:2000 standard) and ends with customer satisfaction that is continuously measured analyzed and improved (clause eight in the standard). Any organization is using product realization processes to convert inputs into outputs (Clause Seven), this conversion is managed through human as well as other resources (Clause six).

If this cycle is continually monitored we can sustain continual improvement of the quality management system through managing related activities embedded within these clauses. This approach is emphasizing the Deming Cycle (Plan Do, Check and Act) that can be applied to identified processes of value adding and this will emphasize the importance of: understanding and meeting requirements, the need to consider processes

in terms of added value, obtaining results of process performance and effectiveness, and continual improvement of processes based on objectives measurement (ISO 9001, 2000).

2.3 Past study in ISO 9001:2000

The wide acceptance of the ISO 9001:2000 standard by more than 775 thousands organizations in more than 160 countries and business economies (ISO Survey, 2005) came from the generic requirements of the standard and its applicability to all organizations, regardless of type, size and product / service provided (ISO 9001, 2000). As been highlighted by Pan (2003), ISO 9000 standard was initially adopted by firms in Europe and in countries with close relationship with UK such as Australia and New Zealand. Nowadays is becoming the most popular standard implemented by manufacturing as well as service organizations. The drivers for ISO 9001 certification vary from one company to another and from one country to another: Johannsen (1996) summarized these drivers as pressures from existing customers, promotional value and the desire of improving management processes and enhancing customer service. Buttle (1997) ranked the benefits after conducting a survey on UK businesses and concluded that the most important benefit sought from certification is profit improvement. McAdam and Canning (2001) argued the importance of registration in enhancing firm's chances of gaining work. Furthermore, Magd and Curry (2003) analyzed twelve motivations for ISO 9001 certification. A summary of the main reasons of why companies adopt ISO 9001 can be framed as follows: 1- Pressure from existing customers (Johannes, 1996; Buttle, 1997). 2- Pressure from parent organization (Johannes, 1996). 3- Promotional benefit (Johannes, 1996). 4- Competitors Registration (McAdam and Canning, 2001).5- To improve internal efficiency (McAdam and Canning, 2001). 6- To maintain/increase market share (Magd and Curry, 2003). 7- To help improve customer service (Douglas *et al.*, 2003).

Many researches studied the ability of ISO 9001 in achieving its main objectives of adding value to organization's implementing it in different economies in general or by different sectors in particular. For example, Pan (2003) discussed ISO 9001 & ISO 14001 implementation in Far East Countries, namely in Taiwan, Japan, Hong Kong, and Korea.

The study involved investigating firms' motivation for certification, their implementation experiences, and the benefits received. The main conclusion for implementing ISO 9001 in these countries was positive in general with some differences in motivation for and benefits gained after implementing ISO 9001. He concluded that there are common factors between these countries to go for ISO 9001 certification, namely, external pressure, gaining competitive edge, internal and external portions and improvement of public relations. The common benefits of ISO 9000 certification among these countries are: improved competitive edge, and improved public relations. Moreover, Yahya and Goh (2001) did a study for a sample of certified organization from Singapore, Japan, Korea, Taiwan, Europe, and USA. They concluded that implementing ISO 9000 led to the following internal benefits among certified companies: better documentation, greater quality awareness, and improved measurement system. Meanwhile, the certified Malaysian organization gained also the following external benefits: improved customer satisfaction, higher perceived quality, and competitive edge. Moreover, they noticed that companies exporting to Europe are having more pressure to get ISO 9000 certificates than others. Further more, Naser *et al.* (2004) studied the effect of ISO 9001 certification on the performance of 162 public listed companies in Malaysia and they found an association between ISO 9000 registration and performance of companies in Malaysia. Their study revealed that accredited Malaysian companies outperformed the non-accredited ones during the period of their study. Also Casadesus *et al.* (2001) performed a study to evaluate benefits of implementing ISO 9000 by Spanish industries and they concluded that although ISO 9000 has many positive points, but these points must be used in right context to maximize the benefits gained from the standard. The overall conclusion for the study was: More than 90 percent of Spanish certified industries believed that ISO 9000 had benefited them and it is a good system for quality assurance. While in Canada, Bhuiyan and Alam (2004) studied implementing ISO 9001:2000 and they concluded that there were some difficulties faced by Canadian companies in implementing the new standard and these difficulties are varying based on different companies characteristics like size, and years of operation. In a study for evaluating implementation of ISO 9000 for 104 UK certified companies performed by Douglas *et al.* (2003). They concluded after considering the views of quality professionals

participating in the survey that ISO 9001:2000 is very positive and it is less disputing the criticisms of the old revision. They concluded also that the main reason within UK organizations to seek ISO 9001 certification was to allow them to tender for work that otherwise be unattainable. While, Magd and Curry (2003) studied ISO 9001 in Egypt and they concluded that the most common reasons for seeking certification in Egypt were to improve the efficiency of the quality system and pressures from competitors/foreign partners. Similarly, Magd (2006) investigated ISO 9001 perception in Saudi Arabia and the main finding was that the overall views and experiences of quality managers / representatives who responded to the survey on ISO 9000 were very positive and encouraging. Moreover, he concluded that the three most important benefits achieved from implementing ISO 9000 in Saudi Arabia are: improving the efficiency of the quality system, better documentation procedures, and increased quality awareness within the certified firms. Also identifying the impact of the certification, Tzelepis *et al.* (2006) conclude that the overall ISO's effects on managerial inefficiency are negative indicating that the adoption of ISO reduces managerial inefficiency, and Quazi and Jacobs (2004) studied the impact of ISO 9000 certification on training and development activities in a sample size from Singapore and they reach to the conclusion of gaining significant improvements in training needs analysis, training design, training delivery, training evaluation, and human resource development activities were reported after implementing ISO 9000 by these organizations. The above points are all highlighting that: irrespective of some cons after implementing ISO 9000 by certified companies, ISO 9000 is considered as a good tool for driving improvements by focusing more on system approach to management and defining value added activities leading to better fulfilling customers' requirements.

The extensive number of researches conducted studies to address related implementation issues to ISO 9000 in different countries, but lack a focus on the Arab World in general and the UAE in particular. The need of exploratory research in evaluating ISO 9001 effectiveness of implementation within UAE seems to be a very important subject but needs appropriate scope to define Factors that should be included in the research as well as considering previous researches that have been conducted

elsewhere and in similar economies. The focus of this study is on UAE and this is due to the fact that UAE comes in the second place in terms of number of certified companies with 963 certificates, while Egypt comes in the first place with 1326, Saudi Arabia in the third place with 642, the fourth place for Morocco with 403 and the fifth place for Tunisia with 380 certificates. In supporting this further, UAE organizations seem to occupy 45% of the total number of ISO 9000 certifications in the Arab Countries and ISO 9000 need to be understood from the Gulf region perspectives.

2.4 Research Methodology

In achieving the objectives of the current study, Survey method will be utilized through the development of questionnaire based on: previous researches performed in other countries, the ISO 9000 series of standards, and publications provided by the international organization for standardization. Deciding to choose the questionnaire has been made due to the fact that questionnaires are associated with positivistic and phenomenological methodologies (Collis and Hussey, 2003). It involves selecting a list of carefully structured questions, chosen after considerable testing, with a view to eliciting reliable response from a chosen sample. The advantage of this method in such a research lies in its ability of having different feedbacks from wide range of sampled certified organizations which will enable latter on performing a comparative analysis. This method will minimize traveling and communication costs as the questionnaires can be distributed through fax or e-mail. There is a disadvantage of not understanding some of questions in the questionnaire due to lack of interfacing relationship but this can be avoided by trying to make the questionnaire as user friendly as possible by simplifying the language or even translating the questionnaire to user's languages.



The most critical factor for deciding to use the questionnaire for data collection in this research was reviewing several methods used by different researchers in similar studies. Most researchers used questionnaires such as (Tsim *et al.*, 2002; Casadesus *et al.*, 2001; and Magd, 2006) and this will add a valuable input to perform comparison analysis of implementing ISO 9000 in UAE and other countries. Having chosen questionnaire as

the method of data collection and designing the questionnaire based on the points discussed in the literature review, a pilot study was performed within which representatives from consulting firms, certification bodies and quality managers were requested to provide their feedbacks and accordingly adjustments were introduced to make the questionnaire simpler and user friendly. The questionnaire was translated to Arabic to ensure maximum number of participants' understanding and positive feedback. To ensure understanding the purpose of the questionnaire an introductory letter was attached highlighting that this questionnaire is for research only and there will be no mentioning of the name of any organization participating nor any usage of the information for any commercial purposes. The questionnaire was publicized to a sample size of 100 certified companies within all through fax and e-mail, a usable response rate of 51 percent was achieved taking into consideration that 6 percent were incomplete ones. To ensure achieving this percentage many follow-ups by phone and through e-mail were made to urge the companies filling the required data after seeking assistance from certification bodies and consultants who had worked with these companies. Responses from 51 organizations were received and since there are 963 certified organizations in the all upto 2005 end (ISO Survey, 2005), this sample size represents more than 5 percent of the total population. As been highlighted by Watson (2004) getting more than 50 responses is adequate for basic descriptive analysis and this will give an indication of more than 90 percent confidence in the results

2.5.New Auditor Training Agenda

I. Introduction

ISO 9001:2000 Standard

An Overview of the Standard

Eight Management Principles

New process model structure

Exercises

II. Auditing to ISO 9001:2000

III. Steps for performing the audit

Plan the audit exercises

Internal Audit Checklist

Internal Audit Plan

Audit exercises

The opening meeting

Check the audit exercises

Writing non conformances

Report the audit exercises

Closing meeting

The Final Report

IV. Process Auditing

2.6 Experienced Auditor Training Agenda

I. Introduction

ISO 9001:2000 Standard

An Overview of the Standard

Eight Management Principles

New process model structure

Discussion of new items and how to audit

Discussion of old items, where they moved to and added requirements

Exercise

II. Auditing to ISO 9001:2000

Planning the audit

Involving management & supervisor in the planning

Determining applicable objectives

The Audit

Auditing by objectives

Following trails

Checking the Audit

Confirming elements audited

Determining findings

The Final Report

Report findings, non conformances and summary

Exercises

Chapter 3

ISO Implementation

3. ISO IMPLEMENTATION

The popularity of the standard initiated so many points of views for researchers and organizations implementing the standard. Police and fences will not be enough to protect us if our societies lack shared ethics built upon universal education. Effective implementation of ISO 9001 quality standards by educational institutions can play a key role in addressing this challenge.

3.1 The Past as Guide

As long ago as the late 19th century, integration of immigrants into the educational system was the cornerstone of broader social assimilation. Today's needs are not substantially changed. We must now undertake to employ education as a central tool in the integration of a new kind of immigrants : educationally disadvantaged Expressed in somewhat crass terms, the message to actors in the educational marketplace might be : if social responsibility or quality principles are not reason enough to improve our processes, then do it out of fear.

3.2 Quality Management System

Most educational organizations take their responsibilities seriously as they pursue competent educators, appropriate planning and curricula, the best available methodologies and processes, and outstanding materials and infrastructure. Nonetheless, educational organizations often fail to provide an adequate educational experience, or ultimately do not satisfy "learner expectations". This apparent paradox is possible because improving individual elements does not guarantee a program me's success if corresponding synergies are absent. Implementation of a quality management system (QMS) for the educational organization can create the required synergies.

3.3 ISO 9001:2000

The ISO 9000 family is an international reference for quality management requirements in business-to-business dealings and has earned a worldwide reputation as a “generic management system standard”.

Generic means that the same standards can be applied to any organization and any product. In this context, the term “product” may include services in any sector, business enterprises, public administration, or governmental entity. No matter what the organization is or does, the ISO 9000 family spells out essential features of a quality management system.

Management system refers to a systematic approach to managing processes and/or activities, people, resources and infrastructure.

Quality management refers to activities aimed at meeting customer demands and applicable regulatory requirements, as well as efforts to continually improve the organization’s performance. Included here are steps taken to minimize the effects of product deficiencies and to continually improve product performance. ISO 9001:2000 defines minimum requirements for a QMS. The standard specifies activities that need to be considered during implementation of the system.

The requirements are applicable to all organizations. Continual improvement of the organization’s quality management system is a further requirement of the standard. ISO 9001:2000 the best option for any organization – including educational institutions – seeking to establish a QMS that provides confidence in the conformity of a product or service to specified requirements. But as a generic standard, the Product Realization Section of ISO 9001 must be tailored to meet specific operational needs. Some educational organizations have run into difficulties adapting ISO 9001 requirements to their Needs.

3.4 Stages Of The Development Of International Standards

An International Standard is the result of an agreement between the member bodies of ISO. It may be used as such, or may be implemented through incorporation in national standards of different countries. Fig 3.1 shows the various steps involved in implementing of ISO 9001:2000,

International Standards are developed by ISO technical committees (TC) and subcommittees (SC) by a six-step process:

- Stage 1: Proposal stage
- Stage 2: Preparatory stage
- Stage 3: Committee stage
- Stage 4: Audit stage
- Stage 5: Approval stage
- Stage 6: Publication stage

Common meeting is conducted to all to explain about ISO. In school certain degree of maturity is available at the start of a standardization project, using that followed "Fast-track procedure", a document is submitted directly for approval as a draft International Standard (DIS) to the ISO member bodies (stage 4) without passing through the previous stages.

Stage 1: Proposal stage

The first step in the development of an International Standard is to confirm that a particular International Standard is needed. The new work item proposal (NP) was submitted to principal of the school and for vote by the members of the relevant TC or SC to determine the inclusion of the work item in the programmed of work. ISO and advantages of ISO through conducting Staff meeting. In that meeting staffs are interested to ask questions about ISO like

- What is ISO 9001:2000?

- Why our customers asking me if I am certified to ISO 9001:2000?
- Is certification to this quality standard required?
- Will this effect my school if I don't set up an ISO quality system?
- Will my school benefit from an ISO 9000 quality system?
- Do other school in my education sector have certification?
- Will ISO 9001 2000 increase our satisfaction level?
- What are my options for setting up an ISO 9001:2000 quality system?
- Who would have to work on this project and how long will it take?
- What is the cost?
- What does an ISO consultant do?
- What is a registrar?
- Does this standard apply to a service sector?
- What is the fastest way to get this done?

The meeting is like awareness program to the management and staffs about ISO 9001:2000.

The proposal is accepted by Principal MR. Nallagounder .N and greater than five P-members declare their commitment to participate actively in the project. At this stage a project leader responsible for the work item is appointed. Mr. Manikandan, team leader who is fully responsible and he coordinated for this work.

Stage 2: Preparatory stage

In this stage cooperation level between staffs is very less. All are working in same management but, they worked in a different direction. A working group of experts, the chairman (Mr. Manikandan) of which is the project leader, is set up by the TC/SC for the preparation of a working draft. Successive working drafts may be considered until the working group is satisfied that it has developed the best technical solution to the problem being addressed. In this stage, the draft is forwarded to the working group's parent committee for the consensus-building phase.

Stage 3: Committee stage

In this stage, steering team and point teams are composed. A *Steering Team*, composed of key members of the point teams, will meet to coordinate efforts of the point teams. *Point Teams* work on designated points of the ISO 9000 standard. We approach ISO through the consultancy named as ZEE – TECH MANAGEMENT CONSULTANCY SERVICES, HOSUR. As soon as a first committee draft is available; it is registered by the ISO Central Secretariat. It is distributed for comment and, if required, voting, by the P-members of the TC/SC. Successive committee drafts may be considered until consensus is reached on the technical content. Once consensus has been attained, the text is finalized for submission as a draft International Standard (DIS).

Stage 4: Audit stage

The teams document the new process, and develop required Quality Manual, Procedures, Guidelines, formats etc.,. (Some forms are attached in appendix). The teams train staff members on how the new process works. When the new processes are complete, Internal Audits and Management Review meetings begin. In this stage we fully concentrate in preparing of forms and to keep the school environment as clean. The system is used for 2 or 3 months before registration. The staffs and management are felt heavy work load on their shoulders. Staffs aren't able to concentrate on students. So, this month students overall percentage became less. Staffs are afraid to work in this environment. Then, the draft International Standard (DIS) is circulated to all ISO member bodies by the ISO Central Secretariat for voting and comments within a period of three months. It is approved for submission as a final draft International Standard (FDIS) if a two-thirds majority of the P-members of the TC/SC are in favour and not more than one-quarter of the total number of votes cast are negative. If the approval criteria are not met, the text is returned to the originating TC/SC for further study and a revised document will again be circulated for voting and comment as a draft International Standard.

Stage 5: Approval stage

Now, waiting for approval stage. The final draft International Standard (FDIS) is circulated to all ISO member bodies by the ISO Central Secretariat for a final Yes/No

vote within a period of two months. If technical comments are received during this period, they are no longer considered at this stage, but registered for consideration during a future revision of the International Standard. The text is approved as an International Standard if a two-thirds majority of the members of the TC/SC is in favour and not more than one-quarter of the total number of votes cast are negative.

Stage 6: Publication stage

Once a final draft International Standard has been approved, only minor editorial changes, if and where necessary, are introduced into the final text. The final text is sent to the ISO Central Secretariat which publishes the International Standard.

Review of International Standards (Confirmation, Revision, Withdrawal)

All International Standards are reviewed at the least three years after publication and every five years after the first review by all the ISO member bodies. A majority of the P-members of the TC/SC decides whether an International Standard should be confirmed, revised or withdrawn

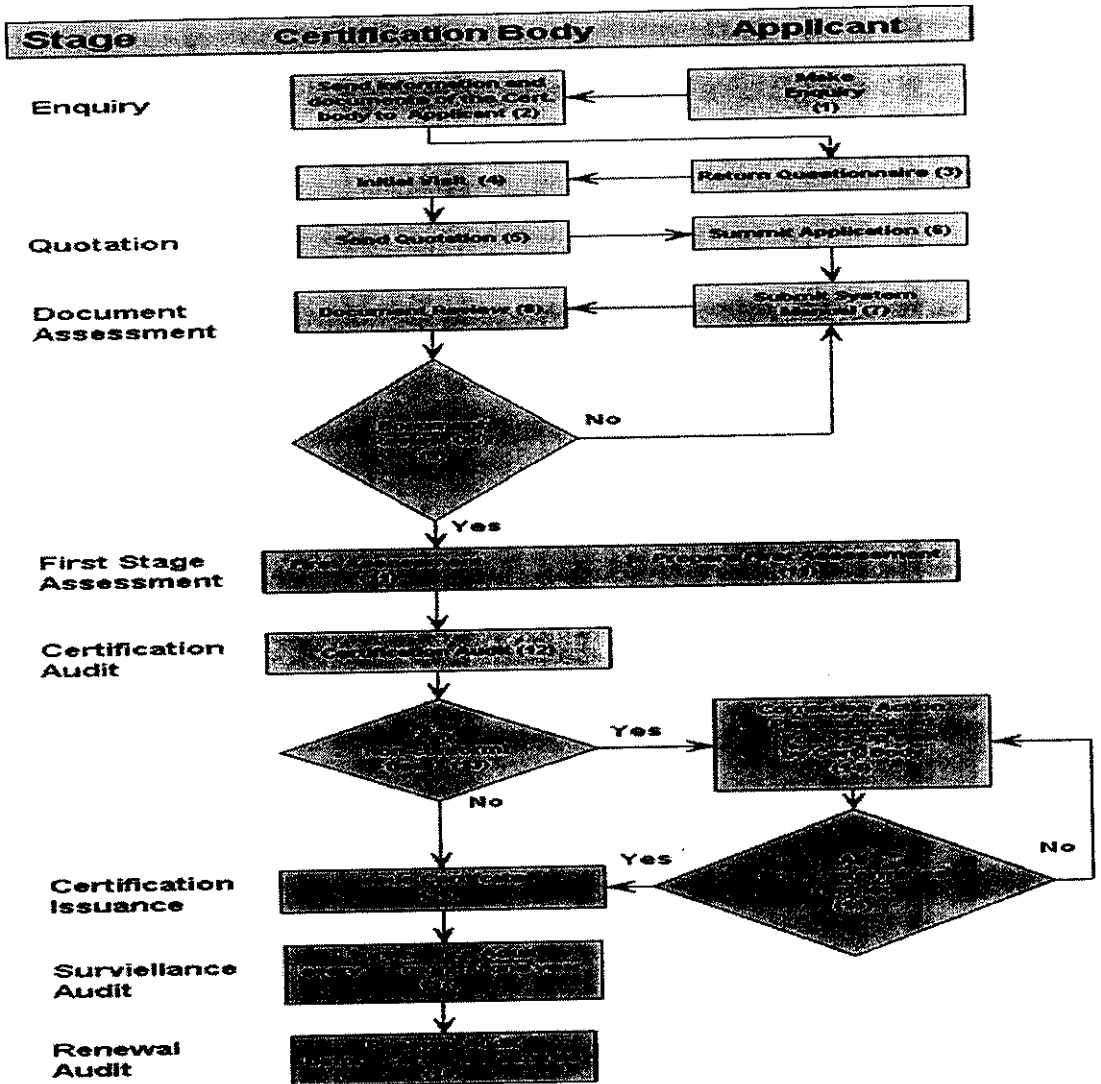


Fig: 3.1 The various steps involved in implementing of ISO 9001:2000

Initial activities performed as follows,

1. Awareness training is conducted on the systems requirements for all the levels of management. (Staffs, students, management, etc.,)
2. Apprise the Top management of their responsibility as per clause 5 of the Standard.

3. Initial status study to ascertain the present and practices and quantum of work to be done.
4. Identified of the management Representation. (MR) this is a management person who has defined responsibility to ensure that all the requirements of the standard are implements and maintained through out the organization. He has the full responsibility for the internal Quality Audit systems and its effective implementation. This responsibility is in addition to His normal responsibility. Normally, this work invoices documentation preparation; review, resolving differences, and documentation circulation, ensuring records are maintained at all levels as per the demands of the systems and the like.
5. Arriving at the objectives of the organization.
6. Identified the organization objectives into various functional objects.
7. Deployed the organization objectives into various functional objectives.
8. Across the table training on the preparation of the documentation (Quality Manual, Procedures, Guidelines, formats etc.,)
9. Assistant in the preparation of the documentation in line with the standard requirements and the organizational and functional objectives.
10. Adequacy audits an system.
11. Training for implementation simultaneously after preparation of the procedures.
12. Training of internal auditors and preparation of the internal Audit System.
13. Compliance audits.
14. Assistance in the development of any facilities required for fulfilling the requirements of the System.
15. Management reporting and review with the senior management periodically and assist in corrective action needed to developed and implement the system.
16. Assist in the identification of suitable external auditors for obtaining certification.

Chapter 4

ISO Impact Analysis

4. ISO IMPACT ANALYSIS

4.1 Aim

The aim of our work is not to specifically provide information about the understanding and implementation of ISO 9001:2000, but to analyze the impact of this new standard, focusing especially on the motivation, challenges, involved costs and the expected benefits. In order to independently investigate this problem, we have carried out an empirical study which is explained in this paper.

We created near 80 forms to implement ISO 9001:2000 in school. I attached the forms in the appendix.

Tab 4.1. Master list of internal documents

| Sl. No. | Docu- ment / Referen- ce number | Effecti- ve / Revisi- on Date | Tota- l page s | Docu- ment Name | Respos- ible person holding Master Copy | Revision Status | | | | | | | | | | | |
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Prepared by

Approved By

STAFF SELECTION – PANEL MEMBERS (FOR ALL SUBJECTS)

DATE:

TIME:

VENUE:

CATEGORY OF POST: FACULTY / TECHNICAL / ADMINISTRATIVE

DESIGNATION OF POST:

MODE OF ADVERTISEMENT:

MEMBERS OF THE SELETION COMMITTEE:

For finding the problem after initiating the ISO 9001:2000, we used questionnaire method as follows,

4.2 Questionnaire Method

The questionnaire used Five-Points- scale (5: strongly agree, 4: Agree, 3: Neutral, 2: Disagree and 1: Strongly Disagree) to ask respondents to specify their level of agreement for obtaining numerical values for qualitative data to be able to discuss research questions. The advantages of this method can be summarized in the following points:

1. It can put a number of different statements in a list which does not take up much space (Collis and Hussey, 2003).
2. It is simple for the respondents to complete and simple for researchers to code and analyze (Collis and Hussey, 2003).
3. It enables establishing of numeric results for reliable and valid statistical analysis (Magd, 2006).
4. It enables dealing with complex issues in a consistent manner (Singh *et al.*, 2006).
5. Furthermore, selection of this method is also depending in similar researches conducted in the gulf region such as the work of (Magd, 2006) which will facilitate comparison

4.3 Questionnaire

1. Are you satisfied by the Master list of internal documents after implementing ISO 9001:2000?
 Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)
2. Are you satisfied by the Master list of quality records after implementing ISO 9001:2000?
 Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)

3. Are you satisfied by the Objective monitoring sheet after implementing ISO 9001:2000?
- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)
4. Are you satisfied by the Faculty time table after implementing ISO 9001:2000?
- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)
5. Are you satisfied by the Course teaching load distribution after implementing ISO 9001:2000?
- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)
6. Are you satisfied by the Absence report after implementing ISO 9001:2000?
- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)
7. Are you satisfied by the Class in charge report after implementing ISO 9001:2000?
- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)
8. Are you satisfied by the Supplier evaluation form after implementing ISO 9001:2000?
- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)
9. Are you satisfied by the Master list of equipments and instruments form after implementing ISO 9001:2000?
- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)
10. Are you satisfied by the Breakage register form after implementing ISO 9001:2000?
- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)

11. Are you satisfied by the Master list of quality records- administration examination document after implementing ISO 9001:2000?

- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)

12. Are you satisfied by the Staff selection recommendations document after implementing ISO 9001:2000?

- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)

13. Are you satisfied by the office document after implementing ISO 9001:2000?

- Strongly Disagree (5) Agree (4) Neutral (3)
 Disagree (2) Strongly Disagree (1)

4.4 Improvement Of The Students Results Are Shown

Tab 4.2: Improvement of the Students Result.

| IDEAL MATRICULATION HIGHER SECONDARY SCHOOL, GOBICHETTIPALAYAM, ERODE | | | | | | | |
|--|---------|-------------------------------|-----------------------------------|-----------------|------------|------------------|-------------|
| Class | Roll No | Students Name | 9 th Standard "C" Std. | | | | Annual exam |
| | | | Quarterly | II monthly test | Model Exam | III monthly exam | |
| XI " C " | 1 | Arun Lakshminarayan .M. | 56 | 60 | 50 | 61 | 65 |
| XI " C " | 2 | Ashokkumar. M, | 22 | 36 | 36 | 40 | 55 |
| XI " C " | 3 | Bhoopathi. V | 66 | 55 | 54 | 52 | 50 |
| XI " C " | 4 | Bhoopathy. A; | 45 | 43 | 40 | 45 | 48 |
| XI " C " | 5 | Dharmalingam .R. | 89 | 90 | 80 | 82 | 80 |

| | | | | | | | |
|----------|----|----------------------|--------|----|----|----|----|
| XI " C " | 6 | Duraisamy. C | 78 | 80 | 75 | 74 | 70 |
| XI " C " | 7 | Farook Batcha. M | 79 | 83 | 80 | 82 | 76 |
| XI " C " | 8 | Jawahar R Nambiar | 60 | 70 | 72 | 78 | 60 |
| XI " C " | 9 | Jayaraman. B | Absent | 90 | 85 | 93 | 89 |
| XI " C " | 10 | Kanagaraj. C | 45 | 40 | 40 | 46 | 48 |
| XI " C " | 11 | Karthikeyan .R | 90 | 93 | 95 | 90 | 89 |
| XI " C " | 12 | Krisnaraj. N | 90 | 86 | 88 | 90 | 94 |
| XI " C " | 13 | Kumaraswami. S | 56 | 60 | 62 | 65 | 66 |
| XI " C " | 14 | Muthusamy .V. | 67 | 70 | 71 | 72 | 75 |
| XI " C " | 15 | Nallasivam. S | 45 | 45 | 39 | 40 | 44 |
| XI " C " | 16 | Nandagopalan . | 94 | 90 | 85 | 95 | 96 |
| XI " C " | 17 | Neelakandan .K. | 33 | 40 | 33 | 52 | 55 |
| XI " C " | 18 | Padmanabhan .R | 91 | 72 | 65 | 79 | 80 |
| XI " C " | 19 | Ponnuswami .P. | 36 | 40 | 39 | 39 | 50 |
| XI " C " | 20 | Rajasekaran. K | 53 | 50 | 53 | 55 | 54 |
| XI " C " | 21 | Rammohan. G | 94 | 90 | 80 | 85 | 88 |
| XI " C " | 22 | Santharam. R | 22 | 25 | 20 | 28 | 30 |
| XI " C " | 23 | Sathish .J. | 77 | 80 | 75 | 78 | 80 |
| XI " C " | 24 | Sivakumar | 90 | 91 | 90 | 95 | 96 |
| XI " C " | 25 | Soundararaj .R. | 22 | 25 | 29 | 30 | 35 |
| XI " C " | 26 | Thambi .B.R.K. | 61 | 65 | 50 | 59 | 60 |
| XI " C " | 27 | Thiagarajan. C | 90 | 89 | 90 | 92 | 90 |
| XI " C " | 28 | Varadharajan. R | 45 | 50 | 45 | 40 | 45 |
| XI " C " | 29 | Velumani. R | 40 | 45 | 43 | 43 | 45 |
| XI " C " | 30 | Archana.j | 67 | 55 | 58 | 60 | 62 |
| XI " C " | 31 | Arul jothi.y | 34 | 36 | 36 | 36 | 40 |

| | | | | | | | |
|----------|----|-----------------------|--------|--------|--------|--------|--------|
| XI " C " | 32 | Aruna.S | 60 | 62 | 60 | 65 | 60 |
| XI " C " | 33 | Asma.M | 77 | 74 | 60 | 80 | 75 |
| XI " C " | 34 | Ezhil. G | 89 | 90 | 85 | 70 | 65 |
| XI " C " | 35 | Janaki.K | 21 | 36 | 40 | 46 | 40 |
| XI " C " | 36 | Jenny.A | 95 | 96 | 92 | 96 | 90 |
| XI " C " | 37 | Kalaimani. R | 78 | 80 | 80 | 82 | 80 |
| XI " C " | 38 | Kamalam. K | 55 | 57 | 45 | 50 | 45 |
| XI " C " | 39 | Karuna Manoharam . | 78 | 60 | 60 | 65 | 54 |
| XI " C " | 40 | Karuppayal.G | 45 | 50 | 45 | 40 | 46 |
| XI " C " | 41 | Kirithika.H | 25 | Absent | Absent | Absent | Absent |
| XI " C " | 42 | Lakshmi.L | 81 | 89 | 69 | 70 | 65 |
| XI " C " | 43 | Mahalakshmi.S | 95 | 83 | 67 | 80 | 75 |
| XI " C " | 44 | Mahalakshmi.S | 22 | 30 | 78 | 36 | 36 |
| XI " C " | 45 | Maimoonisha.M | 90 | 92 | 90 | 93 | 80 |
| XI " C " | 46 | Meena.U | 45 | 40 | 50 | 52 | 55 |
| XI " C " | 47 | Nirmala. R | 39 | 40 | 65 | 42 | 45 |
| XI " C " | 48 | Parimala.J | 67 | 70 | 68 | 76 | 80 |
| XI " C " | 49 | Radha.U | 90 | 85 | 79 | 89 | 90 |
| XI " C " | 50 | Rani .R. | 48 | 55 | 78 | 58 | 60 |
| XI " C " | 51 | Rekha.O | Absent | 79 | 67 | 80 | 82 |
| XI " C " | 52 | Rekha Jayaprakash | 64 | 70 | 59 | 49 | 50 |
| XI " C " | 53 | sangeetha.M.K | 77 | 50 | 65 | 55 | 60 |
| XI " C " | 54 | Shanthini.G | 27 | 20 | 18 | 36 | 40 |
| XI " C " | 55 | Vasanthi.S | 45 | 50 | 55 | 58 | 60 |
| XI " C " | 56 | Vijaya.K | 86 | 93 | 89 | 90 | 93 |
| XI " C " | | Average | 2841 | 3495 | 3422 | 3534 | 3601 |
| XI " C " | | Percentage | 51.65 | 63.54 | 50.21 | 64.25 | 65.47 |

4.5 Problems Initiated After Implementing ISO 9001:2000

At the same time problems also occurred during implementation of ISO 9001:2000 in Educational institutions. Then again questionnaire addressed three main problems that School may face after implementing ISO 9001:2000. The three problems address the following factors:

1- Implementing ISO 9001 complicated the work through requesting unnecessary documentation of processes and activities which add more load to the staffs.

2- ISO 9001 is requesting some non-value added activities that do not integrate with adding value to the overall outcome of the school

3-ISO 9001 is enhancing competencies of some of the staffs like the management representative and internal auditors which give them tools to seek for better jobs.

4.6. Methodology

The following ISO implementation methodology is followed

4.6.1 Collection Of School Details:

The school details are collected in order to maintain the secrecy for the top level management and provide immediate recovery for management.

4.6.1.1 Personal Details:

The following personal details like school name, address, phone number, Email id, etc are collected

4.6.1.2 Students Details:

The following student details like register number, date of admission, no. of students, no of staffs (working and non working), outgoing students per year, percentage of results, etc

4.6.2 Collection Of Management:

To implement the ISO 9001:2000 the following management are collected for developing the procedure.

4.6.2.1 Employee details

4.6.2.2 Percentage of results

Chapter 5

Results and Discussion

5. RESULTS AND DISCUSSION

Chart 5.1. XI STD "C" sec over all exams Mark List

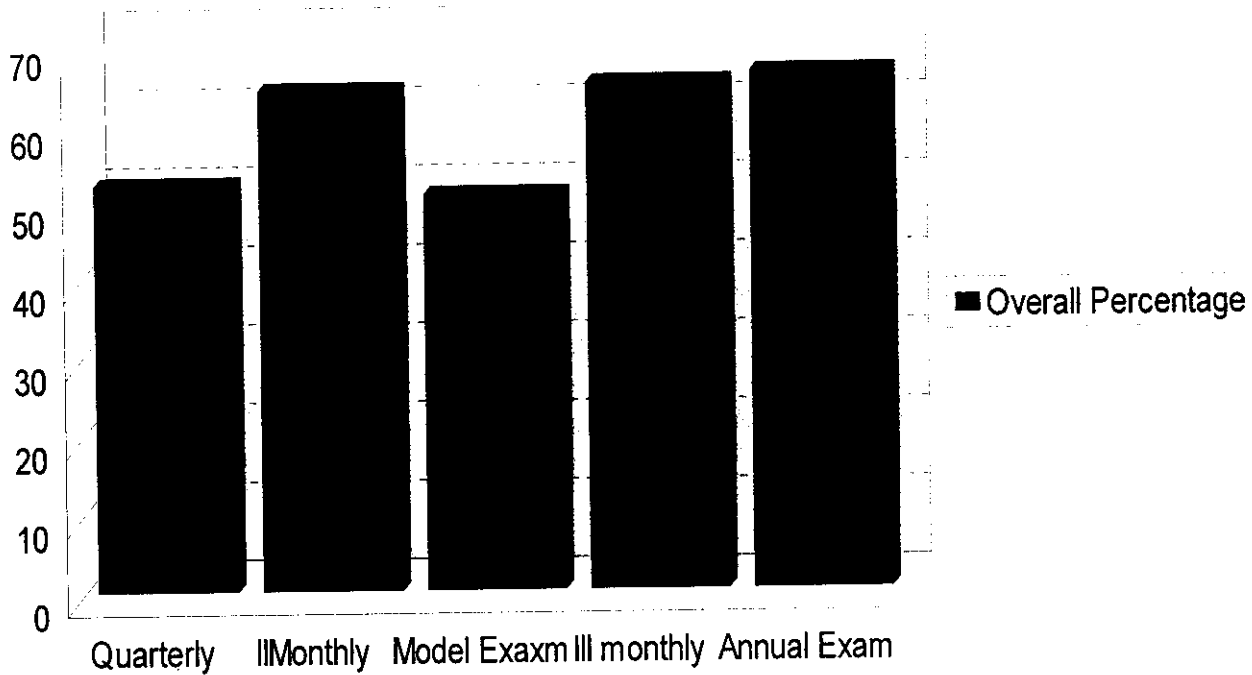


Chart 5.1 shows the students percentage of XI standard C section in the academic year 2008-2009 in quarterly overall percentage of class is 51.65%. In II monthly there overall percentage is 63.54%. When we started to Implement ISO 9001:2000 in the period of model exam all staffs and management are concentrated in only ISO. At that time the percentage level of students is became less near 50.21% they got. But, after that, III monthly overall percentage increases high. In annual Exam, they got Highest Percentage in the academic year of 2008-2009 65.47%. This shows that continual.improvement was started.

Chart 5. 2. Random Students Percentage

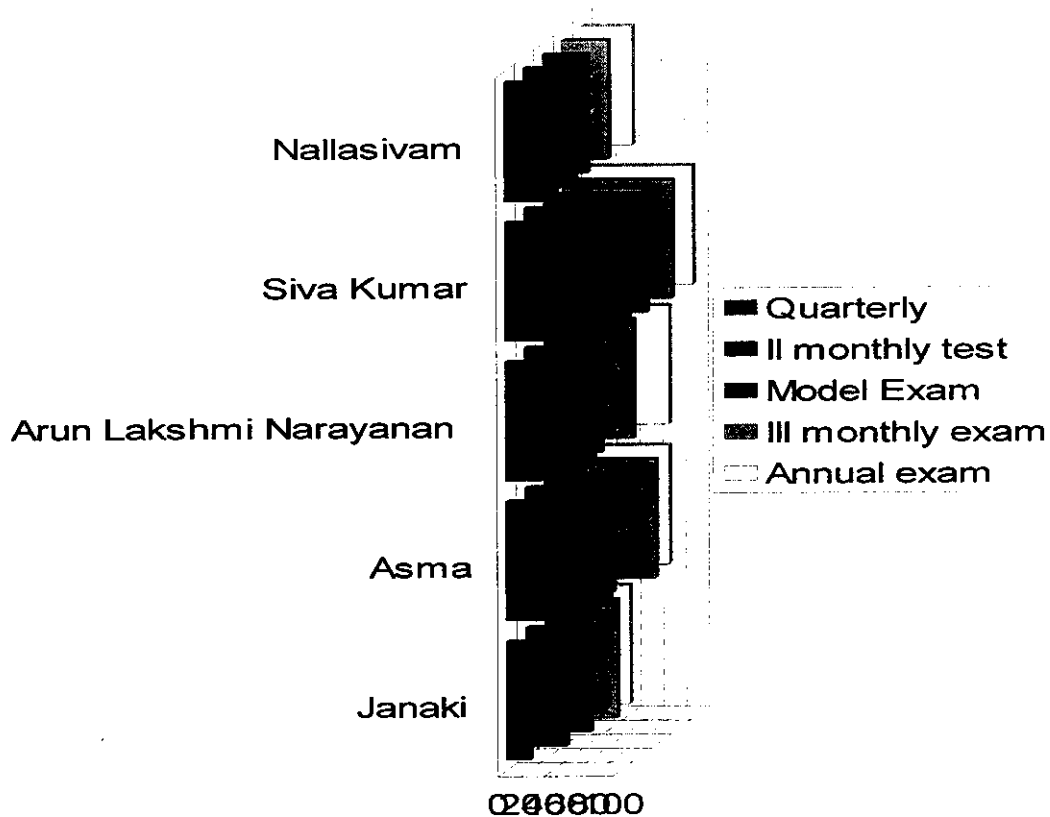


Chart 5.2 shows the randomly selected students percentage of XI standard C section in the academic year 2008-2009 in quarterly overall percentage of the students is calculated. In II monthly there percentage is increased in the ratio of 10%. When we started to Implement ISO 9001:2000 in the period of model exam all staffs and management are concentrated in only ISO. At that time the percentage level of students is became less near 15 %. But, after that, III monthly overall percentage increases high. In annual Exam, they got Highest Percentage in the academic year of 2008-2009. It increases more than 20%. This shows that continual improvement was started.

TAB 5.3. Analysis of the work load due to implementation of ISO 9001:2000

| | | Frequency | Percent |
|----------------|--------------------------|-----------|---------|
| Valid | Strongly Disagree | 13 | 25.5 |
| | Disagree | 26 | 51.0 |
| | Neutral | 3 | 5.9 |
| | Agree | 3 | 5.9 |
| | Strongly agree | 3 | 5.9 |
| | Total | 48 | 94.1 |
| Missing | N/I | 3 | 5.9 |
| Total | | 51 | 100.0 |

TAB 5.4. Survey of Non Value Added Activities

| | | Frequency | Percent |
|----------------|--------------------------|-----------|---------|
| Valid | Strongly Disagree | 12 | 23.5 |
| | Disagree | 27 | 52.9 |
| | Neutral | 4 | 7.8 |
| | Agree | 5 | 9.8 |
| | Strongly agree | 2 | 3.9 |
| | Total | 50 | 98.0 |
| Missing | N/I | 1 | 2.0 |
| Total | | 51 | 100.0 |

TAB 5.5. Surveillance among the faculties of the ISO 9001:2000 Implemented Institutes

| | | Frequency | Percent |
|----------------|--------------------------|------------------|----------------|
| Valid | Strongly Disagree | 3 | 5.9 |
| | Disagree | 16 | 31.4 |
| | Neutral | 16 | 31.4 |
| | Agree | 7 | 13.7 |
| | Strongly agree | 5 | 9.8 |
| | Total | 50 | 92.2 |
| Missing | N/I | 1 | 7.8 |
| Total | | 51 | 100.0 |

Chapter 6

Conclusions

6. CONCLUSIONS

ISO 9001:2000 certification procedure implemented in Ideal matriculation higher secondary school has provides ISO 9001:2000 path towards improving the quality of the intuition and better customer satisfaction.

The intuition provides international standards of education that could meet the requirements in industries to compete in global market. In the Institution ISO Implementation process completed on April 10; internal audit completed on April 24 and external audit

Apart from these, the following advantage has lifted that intuitions standard in their respective locality.

- Conducting of test where regular.
- Adequate information where provided to the parents regarding to the students academic activities.
- Evaluation of the students performance where analyzed and helped to the intuition to provide better results in the future.
- Tracking of each and every students and staffs activities could be analyzed and recorded.

Hence, an efficient information management tool is required to help with rapid changes to ensure survival and growth. ISO is the solution by enhancing efficiently at a low cost and increasing overall performance.

- Implementing ISO 9001:2000 added more load to the staffs and its improved quality level.
- Implementing ISO 9001:2000 is increasing the result and it helps to improve the efficiency of the school
- In general most of Educational institutions are not facing problems of complicating work or implementing non-value added activities when implementing ISO 9001:2000.
- ISO 9001:2000 is requesting some non-value added activities that do not integrate with adding value to the overall outcome of the school

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WEBSITES

- www.swiso.com
- www.blackle.com
- www.ted.com
- www.edge.com

Appendix

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By

OBJECTIVES MONITORING SHEET

Date:

| Quality Objectives / Process Measures | Last exam / year | | Current exam / year | |
|---------------------------------------|------------------|---|---------------------|---|
| | T | A | T | A |
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T – Target Fixed

A – Actual Achievement

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Prepared By _____

Approved By _____

CLASS TEACHING LOAD DISTRIBUTION DETAILS

Class : _____ Std: _____ Academic Year _____

Total Available classes:

| Sl. No. | Name of Faculty | Designation | Subject Code and Name | Teaching Load / week | | | Total Work Load / Week | TCH C+F |
|---------|-----------------|-------------|-----------------------|----------------------|---|---|------------------------|---------|
| | | | | C | P | O | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

C – Class

P – Practical

O – Others, if any (Please specify)

TCH – Total Contact Hours

Date: _____

Principal _____

CLASS TIME TABLE

Class Room No.:

ss / std:

Class:

Academic Year:

ss In-charge Name:

Student Strength:

| Period ▶ y Time ▶ | I | II | III | IV | L U N C H B R E A K | V | VI | VII |
|-------------------------|---------------|---------------|---------------|---------------|--|---------------|---------------|---------------|
| | 09.30 - 10.30 | 10.30 - 11.30 | 11.30 - 12.30 | 12.30 - 01.30 | | 02.00 - 03.00 | 03.00 - 04.00 | 04.00 - 05.00 |
| Monday | | | | | | | | |
| Tuesday | | | | | | | | |
| Wednesday | | | | | | | | |
| Thursday | | | | | | | | |
| Friday | | | | | | | | |
| Saturday | | | | | | | | |

Subject Allocations

Theory:

| Subject Code | Title | Faculty Name |
|--------------|-------|--------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Practicals:

| Subject Code | Title | Faculty Name |
|--------------|-------|--------------|
| | | |
| | | |
| | | |
| | | |

Effective Date:

Class In-Charge

Principal

FACULTY TIME TABLE

Department:

Faculty Name:

Std:

Academic Year:

| Period → Day Time → | I | II | III | IV | V | VI | VII |
|---------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | 09.30 - 10.30 | 10.30 - 11.30 | 11.30 - 12.30 | 12.30 - 01.30 | 02.00 - 03.00 | 03.00 - 04.00 | 04.00 - 05.00 |
| Monday | | | | | | | |
| Tuesday | | | | | | | |
| Wednesday | | | | | | | |
| Thursday | | | | | | | |
| Friday | | | | | | | |
| Saturday | | | | | | | |

Effective Date:

Faculty In-Charge

Principal

LABORATORY ALLOCATION SCHEDULE

Class : _____

Std:

Lab. Room No.:

Lab In-charge Name: _____

Academic Year: _____

| Period ▶ Day ▼ Time ▶ | I | II | III | IV | V | VI | VII |
|-----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | 09.30 – 10.30 | 10.30 – 11.30 | 11.30 – 12.30 | 12.30 – 01.30 | 02.00 – 03.00 | 03.00 – 04.00 | 04.00 – 05.00 |
| Monday | | | | | | | |
| Tuesday | | | | | | | |
| Wednesday | | | | | | | |
| Thursday | | | | | | | |
| Friday | | | | | | | |
| Saturday | | | | | | | |

| Subject code | Subject Name | Class/ std |
|--------------|--------------|------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Effective Date: _____

Lab In-charge

Principal

LABORATORY PROGRAMME SCHEDULE

Class/ std:

Class:

Lab. Room No.

Subject code:

Subject Name:

Lab In-charge Name:

Academic Year:

| Period ▶ Day ▼ Time ▶ | I | II | III | IV | V | VI | VII |
|-----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | 09.30 – 10.30 | 10.30 – 11.30 | 11.30 – 12.30 | 12.30 – 01.30 | 02.00 – 03.00 | 03.00 – 04.00 | 04.00 – 05.00 |
| Monday | | | | | | | |
| Tuesday | | | | | | | |
| Wednesday | | | | | | | |
| Thursday | | | | | | | |
| Friday | | | | | | | |
| Saturday | | | | | | | |

BATCH FORMATION

| I (Roll Nos.) | II (Roll Nos.) | III (Roll Nos.) | IV (Roll Nos.) |
|------------------|-------------------|--------------------|-------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Note:

If any class other than the **Parent class** uses the Lab, the format shall filled in duplicate for both the class.

Effective Date:

Lab In-charge

ABSENCE REPORT

Class of _____

Student Name:

Year:

Roll No.

Dear Parent,

Your ward was absented from classes' for _____ days on date from _____ to _____ without prior intimation or sanctioned leave. This is tantamount to unauthorized absence attracting disciplinary action. In the event of continued absence beyond _____, name of your ward will be removed from the rolls of the School.

You are requested to kindly call on the Class in charge of _____ at _____.

Class incharge

Principal

Std: TOTAL STRENGTH:

Class: Class Room No.:

| Subject Name | 1 st Monthly Test, Date: | | | 2 nd Monthly Test, Date: | | | 3 rd Monthly Test, Date: | | | 1 st Model, Date: | | | |
|--------------|-------------------------------------|--------|--------|-------------------------------------|--------|--------|-------------------------------------|--------|--------|------------------------------|--------|--------|--------|
| | attended | passed | failed | attended | passed | failed | attended | passed | failed | attended | passed | failed | Pass % |
| | | | | | | | | | | | | | |
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| | | | | | | | | | | | | | |
|---|----|----|-----------|----|----|-----------|----|----|-----------|----|----|-----------|-----------|
| Students failed in all subjects | | | | | | | | | | | | | |
| Students failed in more than Two subjects | | | | | | | | | | | | | |
| Students failed in one subjects | | | | | | | | | | | | | |
| on date | CI | SI | Principal | CI | SI | Principal | CI | SI | Principal | CI | SI | Principal | Principal |

VISIT FORM

| | | |
|----------------|------------------|----------|
| Visit Ref. No. | Date(s) of Visit | Duration |
| | | |

Purpose / Subject base:

1. Name, Address, telephone no. & contact person of the Visiting PLACE: (Attach separate sheet if necessary)

| | | |
|----|----|----|
| a) | b) | c) |
|----|----|----|

2. Organizing CLASS:

3. Name and Designation of Staff-in-charge:

4. Total No. of Participants:

| Course ▶ | | | | | | | | | | Total |
|--------------|--------|-------------|-------|--------|-------------|-------|--------|-------------|-------|-------|
| Participants | Hostel | Day-scholar | Total | Hostel | Day-scholar | Total | Hostel | Day-scholar | Total | |
| Girls | | | | | | | | | | |
| Staff | | | | | | | | | | |
| Total | | | | | | | | | | |

5. Travel arrangements:

a) Travel Agency Name & Address:

Tel. Ph.:

| | | | | | |
|---|--|--------------------------------|--|--|--|
| Scheduled departure (date, time & place) | | Pick up points (with time) | | | |
| Proposed arrival (date, time & place) | | Drop off points (with time) | | | |

Caution:

Parents are informed so that pick up and drop off points and time intimated with notice to be available at the time of arrival to pick up the girl students.

Travel arrangements include picking up hostel girls and dropping them back at the hostels.

Staff-in-charge essentially informs the school as soon as they arrive there at the Industry or the destined station.

Faculty In-charge

Principal

CC to: Class incharge / Principal / Hostel Deputy Warden

OVERNIGHT VISITS AND TOURS

Consent Form

Name:

Roll. No.:

Tour / Visit:

Destination:

Date from: _____ To _____

Departure Point:

Time:

Stay:

Return to station _____ Time:

Amount Collected:

Signature of Staff In-charge:

Principal

Student's Declaration

I, _____ Class _____ student of this school fully know that I am accompanying the Educational / Industrial Tour / Visit along with other students and staff on my own accord and if outward incident (s) happens to me either of my own action or by others the staff, the Principal and Management will not be held responsible for the same.

Signature of the student

I agree to send my Son / Daughter Mr./ Ms. _____ who is staying in Hostel / Outside / with me for the entire tour programme.

Parent / Guardian / Wardens

NEW SUPPLIER REGISTRATION & APPROVAL FORM

Supplier Code:

Date: _____

| | | |
|-----|--|--|
| 1. | Supplier Name | |
| 2. | Address (Registered and Communication) | |
| 3. | Contact person & designation | |
| 4. | Phone & Fax No | |
| 5. | Mobile No | |
| 6. | E-mail id | |
| 7. | Type of firm | |
| 8. | Year of establishment | |
| 9. | Authorized suppliers for | |
| 10. | Proprietor / Director Name | |
| 11. | List of Items supplied | |
| 12. | After sales - service Details | |
| 13. | Lead time for supply | |
| 14. | Existing Clients | |
| 15. | Other Details | |

Approved

Rejected

Payment terms (if accepted): _____

SUPPLIER EVALUATION / RE-EVALUATION FORM

| Use order th date | Bill No. with date | Inspection Report no. | Items ordered / purchased | Quantity | | Total Marks Scored | Accepted / Rejected |
|----------------------|-----------------------|--------------------------|---------------------------|----------|----------|-----------------------|---------------------|
| | | | | Ordered | Received | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

| Criteria | Total Marks | Minimum Mark Expected | ACTUAL MARKS | | | | |
|--|-------------|--------------------------|--------------|----------|----------|----------|----------|
| | | | SUPPLY 1 | SUPPLY 2 | SUPPLY 3 | SUPPLY 4 | SUPPLY 5 |
| Quality of the item purchased (check the item against specification) | 25 | 20 | | | | | |
| Delivery (Check received date against the P.O. requested date) | 25 | 20 | | | | | |
| Trust Worthiness (If the supplier is more than 5 years in the field) | 25 | 20 | | | | | |
| Response to call | 25 | 20 | | | | | |
| MINIMUM EXPECTED MARK for APPROVAL | | 80 | | | | | |

Minimum Marks Required for Approval: 80

Actual Score: _____

Result: _____

Phase Incharge sign: _____

APPROVED SUPPLIER LIST

| Supplier's Name | Supplier code | Items approved for | Criteria / Frequency of Evaluation | Date of approval | Re-evaluation date |
|------------------------------|---------------|--------------------|------------------------------------|------------------|--------------------|
| mark tek , Coimbatore | | | | | |
| arathi enterprises , Chennai | | | | | |
| ntline electronics , em | | | | | |
| s sheltie & co , | | | | | |

I By

Approved By

PURCHASE INDENT

ed to the Principal:

llowing Materials / Equipments are required to conduct _____ lab for the academic year

_____. I kindly request you to grant permission for the purchase of the items.

| o | Description | Quantity to be purchased | Approximate cost |
|---|-------------|--------------------------|------------------|
| | | | |
| | | | |
| | | | |
| | | | |

charge

Principal

MATERIAL INSPECTION REPORT (MIR)

| |
|---------|
| MIR No. |
|---------|

P.O. No.:

P.O. Date:

Date of receipt:

Date of inspection:

| P.O. No. | Material Name | Quantity requested | Quantity Received | Specification quoted | Specification received |
|----------|---------------|--------------------|-------------------|----------------------|------------------------|
| | | | | | |
| | | | | | |

Remarks and Results:

Name of the inspected person:

Signature

Entered in Stock Register No;

Page No.:

Lab incharge sign

Incharge sign

Equipment / Instrument Name: _____

Equipment / Instrument No:
Maintenance / Verification Plan

Location: _____

| Parameters to be maintained / verified | 2009 | | | | | | | | | | | | 2010 | | | | | | | | | | | |
|--|------|---|---|---|---|---|---|---|---|---|---|---|------|---|---|---|---|---|---|---|---|---|---|---|
| | J | F | M | A | M | J | J | A | S | O | N | D | J | F | M | A | M | J | J | A | S | O | N | D |
| | | | | | | | | | | | | | | | | | | | | | | | | |
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MASTER LIST OF EQUIPMENTS / INSTRUMENTS

| Equipment / Instrument Number | Equipment / Instrument Name | Model / Make | Location | Maintenance / Verification Plan | Responsible person |
|-------------------------------|-----------------------------|--------------|----------|---------------------------------|--------------------|
| | | | | | |
| | | | | | |
| | | | | | |

Entered by _____

Approved By _____

BREAKAGE REGISTER

MENT:

| STUDENT NAME | ROLL NO. | CLASS | ITEM BROKEN | STUDENT SIGN | LAB ATTENDER SIGN | LAB INCHARGE SIGN |
|--------------|----------|-------|-------------|--------------|-------------------|-------------------|
| | | | | | | |
| | | | | | | |

MASTER LIST OF TEACHING & NON-TEACHING STAFF

| Employee Number | Employee Name | Joining Date | Present Designation | PF number | LIC Policy No. | PAN No. | Mobile No. | Resident Telephone | T / NT |
|-----------------|---------------|--------------|---------------------|-----------|----------------|---------|------------|--------------------|--------|
| | | | | | | | | | |
| | | | | | | | | | |
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Approved By

Prepared By

STAFF QUALIFICATION RECORD

| S. No | Designation | Minimum Educational Qualification | Minimum Experience |
|-------|-------------|-----------------------------------|--------------------|
| | | | |
| | | | |
| | | | |
| | | | |

Prepared by

Approved by

Training Need Identification Form

(Skill / Value addition through train

class:

year:

Date:

Please write the training need (justify need) for your staff & tick in the appropriate table)

| S. No | Staff Name | Training Required | | | | | | | | | | | |
|-------|------------|-------------------|---|---|---|---|---|---|---|---|----|--|--|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 1 | | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | |

√ – Training Required, **X** – Training Not Required

Training Details

1. ISO 9001:2000 Quality Management System – Awareness Training
2. ISO 9001:2000 QMS Internal Quality Auditor Training

STAFF HISTORY CARD

Staff Name :

Date of Birth :

Age:

Contact Ph No :

Address :

Educational Qualification :

Teaching / Non-Teaching

Date of Joining :

Present Designation :

Experience :

| S.No | Organization Name | Designation | Year of Working |
|------|-------------------|-------------|-----------------|
| | | | |
| | | | |
| | | | |
| | | | |

Details of Training under gone before joining the company

Training Undergone after joining :

| S.No | Training Details | Date of Training |
|------|------------------|------------------|
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Note: Attach separate sheet for Increment, promotion, disciplinary action etc.,

ANNUAL TRAINING PLAN

Year:

Date:

| TRAINING PROGRAM | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| ISO 9001:2000 QMS Awareness training | | | | | | | | | | | | |
| ISO 9001:2000 QMS Internal Auditor Training | | | | | | | | | | | | |
| | | | | | | | | | | | | |

Prepared By _____

Approved By _____

PRESENT STAFF QUALIFICATION RECORD

| Name | T/ NT | Designation | Educational Qualification | Experience |
|------|----------|-------------|---------------------------|------------|
| | | | | |
| | | | | |

Prepared by _____

NT – Non-Teaching

Approved by _____

TRAINING FEED BACK & EFFECTIVENESS EVALUATION FORM

1. NAME OF THE PARTICIPANT :

2. CLASS :

3. NAME OF THE TRAINING :

4. PERIOD & DURATION :

5. LOCATION :

6. What you have learned from this training program :

7. In what way this program helps you :

8. In what way this program helps to your organization :

9. Your commitment to the organization :

Signature of the participant

Training effectiveness evaluation: (To be filled by respective HOD after one months of training, Please tick & write comments)

GOOD

NEED FURTHER TRAINING IN THE SAME AREA:

NEED TRAINING IN SOME OTHER AREA (Specify):

Staff Development Manager :

COMPETANCY MATRIX

| | | |
|-------------------------------|---------------------------|----------------------------|
| A→Excellent (90 – 100) | B – Good (75 – 90) | C – Poor (Below 75) |
|-------------------------------|---------------------------|----------------------------|



| Staff Name | Subject Name / | Skill | | | | | | | | | | | | | | | | | |
|------------|----------------|-------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | | | |
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STAFF SELECTION – PANEL MEMBERS (FOR ALL SUBJECTS)

DATE: _____ TIME: _____
 VENUE: _____
 CATEGORY OF POST: FACULTY / TECHNICAL / ADMINISTRATIVE
 DESIGNATION OF POST: _____
 MODE OF ADVERTISEMENT: _____
 MEMBERS OF THE SELECTION COMMITTEE: _____

Master list of Quality Records

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Disposition Authority* |
|--|---------------|-------------------|-------------------------|--------------------------|------------------------|
| Office – Administration – Examination | | | | | |
| Monthly test / Model examination timetable file | - | OFF / EXAM / R 1 | Examination coordinator | 3 Years | Office Superintendent |
| Monthly test / Model examination invigilation duty file | - | OFF / EXAM / R 2 | Examination coordinator | 3 Years | Office Superintendent |
| Monthly test / Model examination circular file | - | OFF / EXAM / R 3 | Examination coordinator | 3 Years | Office Superintendent |
| Monthly test / Model examination students absents list file | - | OFF / EXAM / R 4 | Examination coordinator | 3 Years | Office Superintendent |
| Monthly test / Model examination answer script dispatch file | - | OFF / EXAM / R 5 | Examination coordinator | 3 Years | Office Superintendent |
| School list file | - | OFF / EXAM / R 6 | Examination coordinator | 3 Years | Office Superintendent |
| Equivalent subject file | - | OFF / EXAM / R 7 | Examination coordinator | 3 Years | Office Superintendent |
| Board exam guide lines file | - | OFF / EXAM / R 8 | Examination coordinator | Till obsolete | Office Superintendent |
| Board exam proceedings file | - | OFF / EXAM / R 9 | Examination coordinator | 3 Years | Office Superintendent |
| Staff Address, Phone numbers file | - | OFF / EXAM / R 10 | Examination coordinator | 3 Years | Office Superintendent |

Prepared by

Approved by

** After the retention period all the records will be destroyed by burning by the disposition authority. Obsolete documents are destroyed after 3 years of retention period by burning. This process should be done only after getting necessary approval from the Principal.

Master list of Quality Records

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Disposition Authority* |
|--|---------------|-----------------|------------------|--------------------------|------------------------|
| Office – Administration – General | | | | | |
| Letter distribution register | - | OFF / GEN / R 1 | Office Assistant | 10 years | Office Superintende |
| Maintenance register | - | OFF / GEN / R 2 | Office Assistant | 10 years | Office Superintende |
| Letter outgoing register | - | OFF / GEN / R 3 | Office Assistant | 10 years | Office Superintende |
| Circular file | - | OFF / GEN / R 4 | Office Assistant | Permanent | Office Superintende |
| D.D Distribution register | - | OFF / GEN / R 5 | Office Assistant | Permanent | Office Superintende |

Prepared by

Approved by

** After the retention period all the records will be destroyed by burning by the disposition authority, Obsolete documents are destroyed after 3 years of retention period by burning. This process should be done only after getting necessary approval from the Principal.

Master list of Quality Records

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Disposition Authority |
|---|---------------|--------------------------|--------------------|--------------------------|-----------------------|
| Office – Administration – Junior Assistant 1 | | | | | |
| Exam file year wise | - | OFF / JRA 1 / Year / R 1 | Junior Assistant 1 | 5 Years | Office Superintendent |
| Re – Admission file | - | OFF / JRA 1 / R 2 | Junior Assistant 1 | Permanent | Office Superintendent |
| Mal – practice file | - | OFF / JRA 1 / R 3 | Junior Assistant 1 | Permanent | Office Superintendent |
| Less than 80% regular students file | - | OFF / JRA 1 / R 4 | Junior Assistant 1 | 5 Years | Office Superintendent |
| Examination remuneration for staff | - | OFF / JRA 1 / R 5 | Junior Assistant 1 | Permanent | Office Superintendent |
| Result file for students | - | OFF / JRA 1 / R 6 | Junior Assistant 1 | Permanent | Office Superintendent |
| Nominal roll year wise | - | OFF / JRA 1 / Year / R 7 | Junior Assistant 1 | Permanent | Office Superintendent |
| Transfer file | - | OFF / JRA 1 / Year / R 8 | Junior Assistant 1 | Permanent | Office Superintendent |
| Estate student | | OFF / JRA 1 / Year / R 9 | Junior Assistant 1 | 5 years | Office Superintendent |

Prepared by

Approved by

**** After the retention period all the records will be destroyed by burning by the disposition authority, Obsolete documents are destroyed after 3 years of retention period by burning. This process should be done only after getting necessary approval from the Principal.**

Master list of Quality Records

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Dispositio Authority |
|---|---------------|---------------------------|------------------|--------------------------|----------------------|
| Office – Administration – Junior Assistant 2 (Files) | | | | | |
| Salary file | - | OFF / JRA 2 / R 1 | Junior Assistant | Permanent | Office Superintend |
| Acquaintance files | - | OFF / JRA 2 / R 2 | Junior Assistant | Permanent | Office Superintend |
| Contract staff acquaintance file | - | OFF / JRA 2 / R 3 | Junior Assistant | Permanent | Office Superintend |
| Pay & DA file | - | OFF / JRA 2 / R 4 | Junior Assistant | Permanent | Office Superintend |
| Pay commission arrear file | - | OFF / JRA 2 / R 5 | Junior Assistant | Permanent | Office Superintend |
| Pay fixation | - | OFF / JRA 2 / R 6 | Junior Assistant | Permanent | Office Superintend |
| Staff original certificates | - | OFF / JRA 2 / R 7 | Junior Assistant | Till staff relieve | Office Superintend |
| Staff requisition | - | OFF / JRA 2 / R 8 | Junior Assistant | 5 Years | Office Superintend |
| Pending bills file | - | OFF / JRA 2 / R 9 | Junior Assistant | Permanent | Office Superintend |
| Estate student scholarship file | - | OFF / JRA 2 / R 10 | Junior Assistant | 5 Years | Office Superintend |
| Cheque details file | - | OFF / JRA 2 / R 11 | Junior Assistant | Permanent | Office Superintend |
| Cheques letter file | - | OFF / JRA 2 / R 12 | Junior Assistant | Permanent | Office Superintend |
| Quotation – maintenance | - | OFF / JRA 2 / R 13 | Junior Assistant | Permanent | Office Superintend |
| Quotation – development fund | - | OFF / JRA 2 / R 14 | Junior Assistant | Permanent | Office Superintend |
| Quotation – special fees account | - | OFF / JRA 2 / R 15 | Junior Assistant | Permanent | Office Superintend |
| S.F. quotation | - | OFF / JRA 2 / R 16 | Junior Assistant | Permanent | Office Superintend |
| Trust vouchers | - | OFF / JRA 2 / R 17 | Junior Assistant | Permanent | Office Superintend |
| Income tax rules | - | OFF / JRA 2 / R 18 | Junior Assistant | Till obsolete | Office Superintend |
| Income tax file (year wise) | - | OFF / JRA 2 / year / R 19 | Junior Assistant | Permanent | Office Superintend |
| Admission approval file | - | OFF / JRA 2 / R 20 | Junior Assistant | Permanent | Office Superintend |

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Dispositio Authority |
|-------------|---------------|---------------|----------------|--------------------------|----------------------|
|-------------|---------------|---------------|----------------|--------------------------|----------------------|

Master list of Quality Records

Office – Administration – Junior Assistant 2 (Files)

| | | | | | |
|---|---|--------------------|------------------|---------------|-----------------------|
| | | | | | |
| Admission instructions | - | OFF / JRA 2 / R 22 | Junior Assistant | Till obsolete | Office Superintendent |
| Staff leave letters file | - | OFF / JRA 2 / R 24 | Junior Assistant | 5 Years | Office Superintendent |
| Staff permission file | - | OFF / JRA 2 / R 25 | Junior Assistant | 5 Years | Office Superintendent |
| Staff on duty file | - | OFF / JRA 2 / R 26 | Junior Assistant | 5 Years | Office Superintendent |
| Part time & other staff leave file | - | OFF / JRA 2 / R 27 | Junior Assistant | 5 Years | Office Superintendent |
| Part time & other staff permission file | - | OFF / JRA 2 / R 28 | Junior Assistant | 5 Years | Office Superintendent |
| Principal leave letter file | - | OFF / JRA 2 / R 29 | Junior Assistant | 5 Years | Office Superintendent |
| Staff R.H. | - | OFF / JRA 2 / R 30 | Junior Assistant | 5 Years | Office Superintendent |
| Earned leave letter file | - | OFF / JRA 2 / R 31 | Junior Assistant | 5 Years | Office Superintendent |
| E.L. Surrender file | - | OFF / JRA 2 / R 32 | Junior Assistant | 5 Years | Office Superintendent |
| Medical leave letter file | - | OFF / JRA 2 / R 33 | Junior Assistant | 5 Years | Office Superintendent |
| State bank file | - | OFF / JRA 2 / R 34 | Junior Assistant | Permanent | Office Superintendent |
| Staff salary file | - | OFF / JRA 2 / R 35 | Junior Assistant | Permanent | Office Superintendent |

Office – Administration – Junior Assistant 2 (Registers)

| | | | | | |
|--------------------------|---|--------------------|------------------|-----------|-----------------------|
| Caution deposit register | - | OFF / JRA 2 / R 36 | Junior Assistant | Permanent | Office Superintendent |
| Staff leave register | - | OFF / JRA 2 / R 37 | Junior Assistant | 5 Years | Office Superintendent |
| Refund of fees register | - | OFF / JRA 2 / R 38 | Junior Assistant | Permanent | Office Superintendent |
| Trust stock register | - | OFF / JRA 2 / R 39 | Junior Assistant | Permanent | Office Superintendent |

Record Name

Format Number

Record Number

Responsibility

Minimum Retention Period

Dispositional Authority

Office – Administration – Junior Assistant 2 (Files)

| | | | | | |
|----------------------------------|---|--------------------|------------------|-----------|-----------------------|
| Text Books & Note books Register | - | OFF / JRA 2 / R 40 | Junior Assistant | Permanent | Office Superintendent |
| Staff salary note | - | OFF / JRA 2 / R 41 | Junior Assistant | Permanent | Office Superintendent |

Master list of Quality Records

| | | | | | |
|-----------------------------|---|-----------------------|------------------|-----------|-----------------------|
| Stock register | - | OFF / JRA 2 / R 42 | Junior Assistant | Permanent | Office Superintend |
| Application register | - | OFF / JRA 2 / R 43 | Junior Assistant | 5 Years | Office Superintend |
| P.R. Register | - | OFF / JRA 2 / R 44 | Junior Assistant | Permanent | Office Superintend |
| Staff Acquaintance register | - | OFF / JRA 2 / R 45 | Junior Assistant | Permanent | Office Superintend |

Prepared by

Approved by

**** After the retention period all the records will be destroyed by burning by the disposition authority, Obsolete documents are destroyed after 3 years of retention period by burning. This process should be done only after getting necessary approval from the Principal.**

Master list of Quality Records

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Dispositional Authority |
|---|---------------|-----------------------------|------------------|--------------------------|-------------------------|
| Office – Administration – Junior Assistant 3 | | | | | |
| Admission Register 1991 to 2006 – 3 | - | OFF / JRA 3 / Volume / R 1 | Junior Assistant | Permanent | Office Superintendent |
| Teachers provident fund file (subscription & other details) | - | OFF / JRA 3 / Volume / R 2 | Junior Assistant | Permanent | Office Superintendent |
| Special provident fund file (subscription & other details) | - | OFF / JRA 3 / Volume / R 3 | Junior Assistant | Permanent | Office Superintendent |
| Group insurance file (subscription & other details) | - | OFF / JRA 3 / Volume / R 4 | Junior Assistant | Permanent | Office Superintendent |
| Health fund file (subscription & other details) | - | OFF / JRA 3 / Volume / R 5 | Junior Assistant | Permanent | Office Superintendent |
| L.I.C. file (Premium & other details) * | - | OFF / JRA 3 / Volume / R 6 | Junior Assistant | Permanent | Office Superintendent |
| SPF, GI, Pension rules | - | OFF / JRA 3 / Volume / R 7 | Junior Assistant | Permanent | Office Superintendent |
| Co-optex, khadi details file | - | OFF / JRA 3 / Volume / R 8 | Junior Assistant | Permanent | Office Superintendent |
| Reconciliation file | - | OFF / JRA 3 / Volume / R 9 | Junior Assistant | Permanent | Office Superintendent |
| Compassionate ground file | - | OFF / JRA 3 / Volume / R 10 | Junior Assistant | Permanent | Office Superintendent |
| S. Ramasamy resign file | - | OFF / JRA 3 / Volume / R 11 | Junior Assistant | Permanent | Office Superintendent |
| TC's from 1991 batch (issued TC's & TC's of remaining students) | - | OFF / JRA 3 / Volume / R 12 | Junior Assistant | Till issue | Office Superintendent |
| Students original certificates | - | OFF / JRA 3 / Volume / R 13 | Junior Assistant | Till issue | Office Superintendent |
| TPF loan details | - | OFF / JRA 3 / Volume / R 14 | Junior Assistant | Permanent | Office Superintendent |
| TPF account slip file | - | OFF / JRA 3 / Volume / R 15 | Junior Assistant | Permanent | Office Superintendent |
| Small savings (PRD) – subscription details | - | OFF / JRA 3 / Volume / R 16 | Junior Assistant | Permanent | Office Superintendent |
| Post life insurance file (Premium details) | - | OFF / JRA 3 / Volume / R 17 | Junior Assistant | Permanent | Office Superintendent |
| Contributory pension scheme file | - | OFF / JRA 3 / Volume / R 18 | Junior Assistant | Permanent | Office Superintendent |
| Income tax deduction file | - | OFF / JRA 3 / Volume / R 19 | Junior Assistant | Permanent | Office Superintendent |

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Dispositional Authority |
|-------------|---------------|---------------|----------------|--------------------------|-------------------------|
|-------------|---------------|---------------|----------------|--------------------------|-------------------------|

Master list of Quality Records

Office – Administration – Junior Assistant 3

| | | | | | |
|--------------------------------|---|--------------------------------|------------------|-----------|-----------------------|
| Students transfer file | - | OFF / JRA 3 / Volume / R 20 | Junior Assistant | Permanent | Office Superintend |
| Reconciliation note book | - | OFF / JRA 3 / Volume / R 21 | Junior Assistant | Permanent | Office Superintend |
| Mr. P. Ramar death file | - | OFF / JRA 3 / Volume / R 22 | Junior Assistant | Permanent | Office Superintend |
| Mr. K. Sourirajan pension file | - | OFF / JRA 3 / Volume / R 23 | Junior Assistant | Permanent | Office Superintend |
| | | | | | |

Prepared by

Approved by

**** After the retention period all the records will be destroyed by burning by the disposition authority, Obsolete documents are destroyed after 3 years of retention period by burning. This process should be done only after getting necessary approval from the Principal.**

Master list of Quality Records

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Dispositio Authority |
|--|---------------|--------------------|----------------|--------------------------|----------------------|
| Office – Administration – Librarian | | | | | |
| Establishment G.O. | - | OFF / Lib / R 1 | Librarian | Permanent | Office Superintend |
| Establishment Correspondence | - | OFF / Lib / R 2 | Librarian | 5 Years | Office Superintend |
| Professional employment exchange | - | OFF / Lib / R 3 | Librarian | 5 Years | Office Superintend |
| Local employment exchange | - | OFF / Lib / R 4 | Librarian | 5 Years | Office Superintend |
| Qualification manual | - | OFF / Lib / R 5 | Librarian | Permanent | Office Superintend |
| Employment consolidates list | - | OFF / Lib / R 6 | Librarian | 5 Years | Office Superintend |
| Mode of selections | - | OFF / Lib / R 7 | Librarian | 5 Years | Office Superintend |
| Communal rotation | - | OFF / Lib / R 8 | Librarian | 5 Years | Office Superintend |

Prepared by

Approved by

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Master list of Quality Records

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Dispositio Authority |
|---|---------------|--------------------|------------------|--------------------------|-------------------------|
| Office – Administration – Office Assistant | | | | | |
| SC / ST file | - | OFF / OA 3/ R 1 | Office Assistant | Permanent | Office Superintend |
| BC / MBC file | - | OFF / OA 3/ R 2 | Office Assistant | Permanent | Office Superintend |
| Chief Minister Security farmer | - | OFF / OA 3/ R 3 | Office Assistant | Permanent | Office Superintend |
| Scheme file | - | OFF / OA 3/ R 4 | Office Assistant | Permanent | Office Superintend |
| Scholarship issuing register SC/ST | - | OFF / OA 3/ R 5 | Office Assistant | Permanent | Office Superintend |
| Scholarship issuing register BC / MBC | - | OFF / OA 3/ R 6 | Office Assistant | Permanent | Office Superintend |
| Bank Work | - | OFF / OA 3/ R 7 | Office Assistant | 2 Years | Office Superintend |
| All S.B. account challan | - | OFF / OA 3/ R 8 | Office Assistant | Till use | Office Superintend |

Prepared by

Approved by

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Master list of Quality Records

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Dispositi Authorit |
|---|-------------------------------|---------------|-----------------------|--------------------------|-----------------------|
| Office – Administration (Files) | | | | | |
| Internal Documents | COM 1, 3 MR 1, FM 14,17 | OFF / R 1 | Office Superintendent | Till Obsolete | Office Superinten |
| External Documents | COM 2 | OFF / R 2 | Office Superintendent | Till Obsolete | Office Superinten |
| Document Control Records | COM 4, 6 | OFF / R 3 | Office Superintendent | 3 Years | Office Superinten |
| Internal Audit Records | MR 5 | OFF / R 4 | Office Superintendent | 3 Years | Office Superinten |
| Obsolete Documents | - | OFF / R 5 | Office Superintendent | 3 Years | Office Superinten |
| Appointment order – Directorate of Technical Education | - | OFF / R 6 | Office Superintendent | Permanent | Office Superinten |
| Appointment of – self finance staff | - | OFF / R 7 | Office Superintendent | Permanent | Office Superinten |
| Audit general | - | OFF / R 8 | Office Superintendent | Permanent | Office Superinten |
| Audit – year wise | - | OFF / R 9 | Office Superintendent | Permanent | Office Superinten |
| Budget | - | OFF / R 10 | Office Superintendent | Permanent | Office Superinten |
| Budget approval | - | OFF / R 11 | Office Superintendent | Permanent | Office Superinten |
| Governing council | - | OFF / R 12 | Office Superintendent | Permanent | Office Superinten |
| Directorate circular | - | OFF / R 13 | Office Superintendent | Permanent | Office Superinten |
| Office circular | - | OFF / R 14 | Office Superintendent | 5 Years | Office Superinten |
| School G.O.'s | - | OFF / R 15 | Office Superintendent | Permanent | Office Superinten |
| AICTE approval | - | OFF / R 16 | Office Superintendent | Permanent | Office Superinten |
| Miscellaneous circular | - | OFF / R 17 | Office Superintendent | 3 Years | Office Superinten |
| Pension rules | - | OFF / R 18 | Office Superintendent | Till obsolete | Office Superinten |
| Trust | - | OFF / R 19 | Office Superintendent | Permanent | Office Superinten |
| Trust stamp receipts | - | OFF / R 20 | Office Superintendent | Permanent | Office Superinten |
| Trust meeting file | - | OFF / R 21 | Office Superintendent | Permanent | Office Superinten |

Master list of Quality Records

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Dispositi Authority |
|---|---------------|---------------|-----------------------|--------------------------|-----------------------|
| Office – Administration (Files) | | | | | |
| Right to information's | - | OFF / R 22 | Office Superintendent | Till obsolete | Office Superintendent |
| Student refund file | - | OFF / R 23 | Office Superintendent | Permanent | Office Superintendent |
| Tuition fees, special fees & other fees | - | OFF / R 24 | Office Superintendent | Permanent | Office Superintendent |
| SC / ST tuition concession file | - | OFF / R 25 | Office Superintendent | Permanent | Office Superintendent |
| Curriculum development | - | OFF / R 26 | Office Superintendent | 3 Years | Office Superintendent |
| Office orders | - | OFF / R 27 | Office Superintendent | Permanent | Office Superintendent |
| Statistics | - | OFF / R 28 | Office Superintendent | 5 Years | Office Superintendent |
| Numerical & Financial statistics | - | OFF / R 29 | Office Superintendent | 5 Years | Office Superintendent |
| Annual report | - | OFF / R 30 | Office Superintendent | Permanent | Office Superintendent |
| Institution particulars | - | OFF / R 31 | Office Superintendent | 3 Years | Office Superintendent |
| Staff Address file | - | OFF / R 32 | Office Superintendent | 3 Years | Office Superintendent |
| Fees structure | - | OFF / R 33 | Office Superintendent | 3 Years | Office Superintendent |
| Thasildar report | - | OFF / R 34 | Office Superintendent | Permanent | Office Superintendent |
| Postal receipts | - | OFF / R 35 | Office Superintendent | Permanent | Office Superintendent |
| Grant stamp receipt | - | OFF / R 36 | Office Superintendent | Permanent | Office Superintendent |
| Grant proceedings | - | OFF / R 37 | Office Superintendent | Permanent | Office Superintendent |
| Grant final assessment | - | OFF / R 38 | Office Superintendent | Permanent | Office Superintendent |
| Contract staff details | - | OFF / R 39 | Office Superintendent | Permanent | Office Superintendent |
| Telephone numbers & change of address | - | OFF / R 40 | Office Superintendent | 3 Years | Office Superintendent |
| Foreign Service | - | OFF / R 41 | Office Superintendent | Permanent | Office Superintendent |
| Circular file | - | OFF / R 42 | Office Superintendent | 5 Years | Office Superintendent |

Master list of Quality Records

Office – Administration (Files)

| | | | | | |
|---------------------------------|---|-------------------------|-----------------------|---------------|-----------------------|
| Staff individual files | - | OFF / Staff code / R 43 | Office Superintendent | Permanent | Office Superintendent |
| T.A. rules | - | OFF / R 44 | Office Superintendent | Till obsolete | Office Superintendent |
| Leave circulars | - | OFF / R 45 | Office Superintendent | 3 Years | Office Superintendent |
| Fixed deposit certificate Xerox | - | OFF / R 46 | Office Superintendent | Permanent | Office Superintendent |
| Orders & approval | - | OFF / R 47 | Office Superintendent | Permanent | Office Superintendent |
| Stock verifications | - | OFF / R 48 | Office Superintendent | 5 Years | Office Superintendent |
| Account file year wise | - | OFF / R 49 | Office Superintendent | Permanent | Office Superintendent |
| 8861 – Salary | - | OFF / R 50 | Office Superintendent | Permanent | Office Superintendent |
| 8862 – Maintenance | - | OFF / R 51 | Office Superintendent | Permanent | Office Superintendent |
| 8863 – Special fees | - | OFF / R 52 | Office Superintendent | Permanent | Office Superintendent |
| 8864 – Miscellaneous | - | OFF / R 53 | Office Superintendent | Permanent | Office Superintendent |
| 8890 – Community School | - | OFF / R 54 | Office Superintendent | Permanent | Office Superintendent |
| 8812 – Scholarship | - | OFF / R 55 | Office Superintendent | Permanent | Office Superintendent |
| 10831 – Development fund | - | OFF / R 56 | Office Superintendent | Permanent | Office Superintendent |
| 426 – Trust | - | OFF / R 57 | Office Superintendent | Permanent | Office Superintendent |
| 11859 – S.F.Tuition fees | - | OFF / R 58 | Office Superintendent | Permanent | Office Superintendent |
| 11148 – Hostel | - | OFF / R 59 | Office Superintendent | Permanent | Office Superintendent |
| 12480 – Canteen | - | OFF / R 60 | Office Superintendent | Permanent | Office Superintendent |
| 13431 – Exam fees | - | OFF / R 61 | Office Superintendent | Permanent | Office Superintendent |

Office – Administration (Registers)

| | | | | | |
|--------------------------------|---|-------------------------|-----------------------|-----------|-----------------------|
| Service registers of all staff | - | OFF / Staff Code / R 62 | Office Superintendent | Permanent | Office Superintendent |
| Daily collections register | - | OFF / R 63 | Office Superintendent | Permanent | Office Superintendent |

| Record Name | Format | Record | Responsibility | Minimum | Disposition |
|-------------|--------|--------|----------------|---------|-------------|
|-------------|--------|--------|----------------|---------|-------------|

Master list of Quality Records

| | Number | Number | | Retention Period | Authority |
|--------------------------------------|--------|-----------------------|-----------------------|----------------------|-----------------------|
| Office – Administration | | | | | |
| Daily collections register – Trust | - | OFF / R 64 | Office Superintendent | Permanent | Office Superintendent |
| Daily collections register – Hostel | - | OFF / R 65 | Office Superintendent | Permanent | Office Superintendent |
| Fees collections register | - | OFF / R 66 | Office Superintendent | Permanent | Office Superintendent |
| Telephone & E.B. register | - | OFF / R 67 | Office Superintendent | 3 Years | Office Superintendent |
| Personal register | - | OFF / R 68 | Office Superintendent | 5 Years | Office Superintendent |
| Demand draft register | - | OFF / R 69 | Office Superintendent | Permanent | Office Superintendent |
| Cheque details | - | OFF / R 70 | Office Superintendent | Permanent | Office Superintendent |
| Ledger for all accounts year wise | - | OFF / year / R 71 | Office Superintendent | Permanent | Office Superintendent |
| receipt books (news & used) | - | OFF / R 72 | Office Superintendent | Permanent | Office Superintendent |
| Communal rotation register | - | OFF / R 73 | Office Superintendent | Permanent | Office Superintendent |
| Governing council minutes note book | - | OFF / R 74 | Office Superintendent | Permanent | Office Superintendent |
| Personal register | - | OFF / R 75 | Office Superintendent | 5 Years | Office Superintendent |
| Establishment register | - | OFF / R 76 | Office Superintendent | Permanent | Office Superintendent |
| Money value register | - | OFF / R 77 | Office Superintendent | Permanent | Office Superintendent |
| Fixed deposit certificates | - | OFF / R 78 | Office Superintendent | Till withdrawl | Office Superintendent |
| Cheque books | - | OFF / bank / R 79 | Office Superintendent | Till issue | Office Superintendent |
| Bank pass books | - | OFF / bank / R 80 | Office Superintendent | Till book completion | Office Superintendent |
| Cash book for all accounts year wise | - | OFF / A/c name / R 81 | Office Superintendent | Permanent | Office Superintendent |
| Trust receipt books (new & used) | - | OFF / R 82 | Office Superintendent | Permanent | Office Superintendent |
| | | | | | |

Master list of Quality Records

| Record Name | Format Number | Record Number | Responsibility | Minimum Retention Period | Disposition Authority* |
|--|---------------------------|---------------|---------------------------|--------------------------|---------------------------|
| Staff Development (Human Resource Training) | | | | | |
| Internal Documents | COM 1, 3 MR 1, HR 1, 2 | HR / R 1 | Staff Development Manager | Till Obsolete | Staff Development Manager |
| External Documents | COM 2 | HR / R 2 | Staff Development Manager | Till Obsolete | Staff Development Manager |
| Document Control Records | COM 4, 6 | HR / R 3 | Staff Development Manager | 3 Years | Staff Development Manager |
| Internal Audit Records | MR 5 | HR / R 4 | Staff Development Manager | 3 Years | Staff Development Manager |
| Obsolete Documents | - | HR / R 5 | Staff Development Manager | 3 Years | Staff Development Manager |
| Staff history card | HR 3, 7 | HR / R 6 | Staff Development Manager | Till staff resigns | Staff Development Manager |
| Staff training file | HR 4, 5, 8 | HR / R 6 | Staff Development Manager | 3 Years | Staff Development Manager |
| Staff training effectiveness evaluation | HR 6 | HR / R 6 | Staff Development Manager | 3 Years | Staff Development Manager |

Prepared by
(AMR)

Approved by
(MR)

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STAFF SELECTION – GRADING SHEET

NAME OF THE PANEL MEMBER:

| Sl. No. | Candidate Name | Highest Qualification | Marks | General Observation |
|---------|----------------|-----------------------|-------|---------------------|
| | | | | |
| | | | | |

Remarks if any

Note: A1, A2...are the attributes decided depending upon the position offered.

Members Signature

STAFF SELECTION – RECOMMENDATIONS (SF COURSES)

Total Members in the Panel:

| Sl. No. | Candidate Name | Highest Qualification | TOTAL MARKS | | | | | | Consolidated Marks | RANK |
|---------|----------------|-----------------------|-------------|-----|-----|-----|-----|-----|--------------------|------|
| | | | M 1 | M 2 | M 3 | M 4 | M 5 | M 6 | | |
| | | | | | | | | | | |

Note: M1, M2.... are the members present.

Extra Meritorial Considerations if any:

Recommendations:

Member's Signature:

- 1.
- 2.
- 3.

Authorized person signature