Estd. 1962
NAAC "A" Grade

SHIVAJI UNIVERSITY,
VIDYANAGAR,
KOLHAPUR- 416 004.
Maharashtra, INDIA.

ISO 9001:2015

Quality Manual

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Approval

The signatures below certify that this management system manual has been reviewed and accepted, anddemonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	NAME	SIGNATURE	POSITION	DATE
PREAPARED BY				16.05.2019
REVIEWED BY				23.05.2019
APPROVED BY				23.05.2019

Amendment Record

This quality manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
	New Manual	First time	23.5.19

Company Proprietary Information

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below:

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1 Introduction

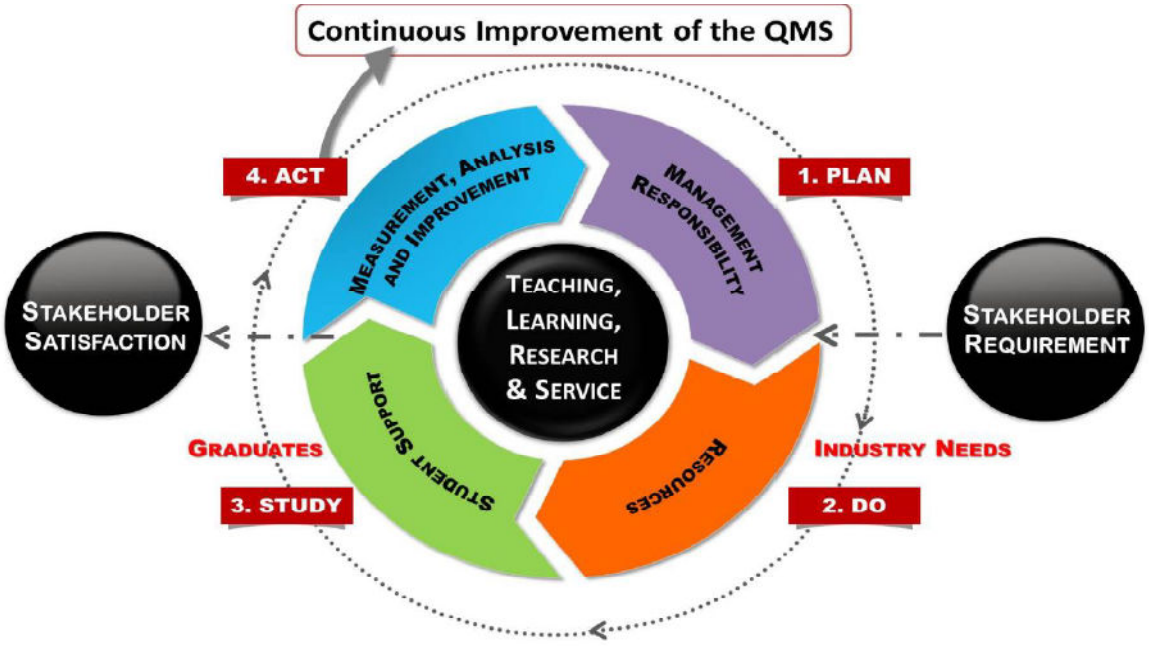
Shivaji University Kolhapur, Maharashtra Statehas developed and implemented a quality management system (QMS), which uses ISO9001:2015 as a framework that allows our organization to document and improve our practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

This manual describes the quality management system, delineates authorities, inter relationships and responsibilities of personnel operating within the management system. The manual also provides references to procedures and activities that also comprise our quality management system.

The manual is used to familiarise customers and other external organizations or individuals with the controls that have been implemented and to assure them that the integrity of our quality management system is maintained and is focused on customer satisfaction and continual improvement.

Our quality management system meets the requirements of ISO 9001:2015 and uses the Plan, Do, Check and Act approach to process planning. Our QMS addresses and supports our strategies for the "Design of Curriculum, Syllabus, regulations & eligibility norms for under graduate, post graduate and research programs, offer education through admissions, teaching, conduct of examinations, evaluation, publication of results and awards of degree."

Shivaji University, Vidyanagar, Kolhapur- 416 004, Maharashtra, India.



The following table identifies any ISO 9001:2015 requirements, that are not applicable to our organization as well as providing a brief narrative to justify their omission from the scope of our QMS:

Clause	Justification for Exclusion

2 References

In addition to ISO 9001:2015 we also make reference to other relevant British and/or international standards as well as customer specifications appropriate to our products and market.

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9004:2000	Quality management systems	Guidelines for performance improvements
BS EN ISO 19011:2011	Auditing management systems	Guidelines for auditing

3 Definitions

This document does not introduce any new definitions but rather relies on the following:

1. Definitions typically used by our customers, stakeholders or marketplace;
2. Terms typically used in standards and regulations as they relate to our QMS or products;
3. Standard business terminology;
4. Terms and vocabulary commonly used in quality and education practices.

4.0 About Organization

4.1. Organization context

Shivaji University, established in 1962, is named after the Great Maratha Warrior and founder of the Maratha empire Chhatrapati Shivaji. It was inaugurated on 18th November, 1962 by Dr. Radhakrishnan, the then President of India. One of the major objectives behind foundation of this University was to cater to the regional needs of South Maharashtra. The jurisdiction of the University is spread over three districts viz. Kolhapur, Sangli and Satara with strength of about 3,00,000 students studying in 280 affiliated colleges and recognized institutes. This region of Maharashtra boasts of rich and varied socio-cultural heritage. Under the innovative and socially reformist leadership of Chhatrapati Shahu Maharaj, the princely ruler of Kolhapur, the city had become at the beginning of this century, a focal point of educational opportunities for all classes and communities of South-Western Maharashtra, and northern parts of neighboring Karnataka. This is also land of KarmaveerBhaurao Patil, who struggled for taking education to the masses by his innovative 'Earn and Learn' scheme. When the University was founded by the Shivaji University Act of 1962, the objectives set before the University included making opportunities of higher education accessible to rural youth, conducting fundamental and applied research in the field of science and humanities to ensure regional growth and development.

In 1962 the University started functioning with 34 affiliated colleges and about 14000 students with 5 Post-graduate Departments on the campus. Today the number of affiliated colleges has gone upto 280 and student's strength upto 3,00,000 with 34 Postgraduate Departments on campus. The University imparts education in 10 major faculties of Arts, Social Science, Science, Commerce, Education, Fine Arts, Law, Medicine, Ayurvedic Medicine, Engineering and Technology.

During initial two decades the efforts were concentrated on expansion of higher education and foundation of new colleges in different parts in the three districts under its jurisdiction. The University consolidated its base in this phase by 'taking education to the people'. The decade of 1980s saw a major expansion, especially the growth of professional faculties like Engineering, Education, Management and Medicine. The recent phase of the University can be termed as "a pursuit of academic excellence". Since last 4-5 years, several attempts are being made to overcome the image of University as a regional University. Several steps have been taken to raise the standards of teaching and research so as to measure upto global standards. This is being achieved by exploring new areas of higher learning and research in rapidly emerging fields like Industrial Chemistry, Space Science, Environmental Science, Bio-Chemistry, Sericulture, Polymer Chemistry and Computer Science, in addition to basic science disciplines.

The University Department of Physics has been recently identified by UGC for its Special Assistance Programme and recognized as Department of Research Support. New research areas in these departments are Super conductors Energy, Bio-diversity and Bio-technology. The University has also established the University-Industry Interaction Cells in three districts. The faculties of Arts and Social Sciences are also gearing up to meet the demands of changing time. Establishment of Centre for Women's Studies and extension activities through Adult and Continuing Education and Shramik Vidyapeeth are indicators of this change. Department of Economics has been selected by UGC for its Special Assistance Programme. Departments of Sociology, Education, Geography, Physics and Economics are offering special courses in emerging areas like Environmental Science is also functioning activity.

The University is encouraging merit by introducing an unique scheme called 'Shivaji University Merit Scholarship' offering 500 scholarships to meritorious students in affiliated colleges. It has also instituted research fellowships for Ph. D. students in the Post-Graduate Departments of the University. The University has made a budget provision of about Rs. 45 Lakhs for these scholarships out of its own funds. This University can proudly claim to be the first University in India to initiate such a scheme.

The University's efforts towards excellence are being recognised by the substantial grants received from funding agencies like UGC, DST, DBT etc. Theanother indicator of recognition of University is collaborations with premier institutes in the country. Shivaji University has recently signed MOU with Bhabha Atomic Research Centre, Mumbai for research in Material Science. It has also joined hands with Indian Institute of Geo-Magnetism, Mumbai and industries like Phyto-Pharma. Prestigious institutes like Maharashtra Police Academy, Nashik and Centre for Social Studies, Surat have sought affiliation with the Shivaji University. Shivaji University has been re-accredited by National Assessment and Accreditation Council (NAAC) Bangalore, with "A" Grade (CGPA-3.16) (2014).

Quest of academic enrichment and pursuit of excellence of the University are facilitated by efficient administration. The smooth conduct of about 200 examinations per year of about 2,00,000 students, has been time and again appreciated by the Hon. Chancellor also. The University has maintained the high standards of general administration, prudent financial management and a cordial rapport with funding agencies.
The future plans of the University include establishment of School of Rural Management, Research Institute of Bio-Technology and Advanced Centre of Information Technology.

Shivaji University has bagged the 28th position in the rankings announced by the National Institutional Ranking Framework (NIRF) of Union Ministry of Human Resource Development (MHRD). As per the INFLIBNET report, Shivaji University stands second in use of Nature publications Group's (NPG) e-journal usage in the country. Shivaji University has also signed MoU with Centre for Development of Advanced Computing (C-DAC), Pune. Under the agreement, the two institutions will exchange information and communication technology.
The university 54 Undergraduate, Post- graduate and Research programs. The details of the educational programs offered by University are described in the Prospectus of the University.

To sum up, the University which was founded primarily to cater to the regional aspirations has now geared up to transcend this regional image and emerging as one of the premier institutes of higher education and research in India.

Vision

Shivaji University is committed to meet the Educational, Social, Cultural & Economic needs of the region and the nation to create a just and Humane Society.

Mission

We are dedicated to promote and foster a culture of high-quality teaching and learning and to serve societal needs by encouraging, generating and promotion excellence in research and extension activities.

Quality Policy

Uncompromising adherence to values and implementation of high-quality educational programs and healthy practices with a view to creating and developing a large and rich pool of selfless young men and women, capable of ensuing for themselves a decent livelihood and meeting the growing needs of a developing society.

The Fulfillment of issues to be addressed and are documented in SOP as stated in document.

a. To be known as the best teaching and research University in the country and excel
   globally in all the areas within the quality objectives.
b. To continuously offer several new courses every year including industry, business, employment, entrepreneurship and human development-oriented courses.
c. To establish research centres of excellence built around focus themes for which Shivaji University Kolhapur should be known globally for the National and Societal impact as well as the new knowledge that they create.
d. To commercialize research innovations.
e. To make significant contributions to the technology needs of the nation.
f. To develop campus into a model University campus in terms of sustainability, usage of energy and water and recycling of materials.
g. To provide a framework for the employment of students and career development of staff and faculty members.
h. The plan and target set in the development plan of the University.

4.2 Relevant Interested Parties

Shivaji University Kolhapur, Maharashtra, Indiarecognizes that we have a unique set of interested parties whose needs and expectationschange and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operations or to our quality management system. Such needs and expectations are documented in SOP, document.

To ensure that our product and processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and parties; we convert needs and expectations into requirements which become inputs to our QMS and to our product and service designs.

4.3 Quality Management System

4.3.1 Management System Scope

Based on the analysis of the issues and requirements identified in Sections 4.1 and 4.2, Shivaji University Kolhapur has established the scope of our quality management system in order the implement our objectives and our policies that are relevant to our context, products and any interested parties.

The scope of the Quality Management System is,

"Governance as per regulations, Design of Curriculum,offer Education to Under Graduate, Post Graduate and Research Programs through Admissions, Teaching, Evaluation, Examinations, Publication of Results and Award of Degrees. "

This document describes our quality management system, delineates authorities, inter-relationships and responsibilities of process owners and personnel that operate within the system. Although we recognize that ISO 9001:2015 does not require a quality manual, we have decided to retain and update our quality manual, as our employees, customers, regulatory & statutory and other stakeholders perceive it to add value to our operations.
This document also demonstrates the relationship between our quality management system and the sequence and interaction of our key processes. Conformance to ISO 9001:2015 has been verified utilizing a formal assessment and review process Third party Certification agency and AICTE, NACC Approvals and other legal requirements.

4.4 Quality Management System and Processes

4.4.1 Quality Management System

Shivaji University Kolhapurhas implemented a quality management system that exists as part of a larger strategy thathas established, documented and implemented our processes, quality policies and objectives, whilst satisfying the requirements of ISO 9001:2015.

To achieve this, Shivaji University Kolhapur has adopted the process approach advocated by ISO 9001:2015. Top management has determined the processes required for achieving the intended outputs. By defining four key process-groups and by managing their inputs, activities, controls, outputs and interfaces; we ensure that system effectiveness is established maintained.
Refer to Business Mapping Process of RMC, AIMST University (Appendix E).
These key process groups are shown in the **Figure No. 1.0.**

The University management in accordance with the requirements of ISO 9001:2015International standard is managing the processes. The University has not outsourced any process that affects conformity to requirements. The University conforms to all regulatory requirements of UGC, AICTE, Ministry of HRD and NBA.

The University has established the following documents of the quality management system:

a) Statement of Quality Policy

b) Statement of Quality Objectives

c) Quality manual (this document)

d) Documented procedures and records, as required by ISO 9001:2015 standard documents like forms, formats, work instructions, checklists and others which are required to ensure effective planning, operation and control of the processes.

e) Records of performance of various activities of the quality management system. The documents are in the form of hard copy, as well as soft copy.

Sequence and Interaction of QMS Process of Shivaji University Kolhapur (M.S.)

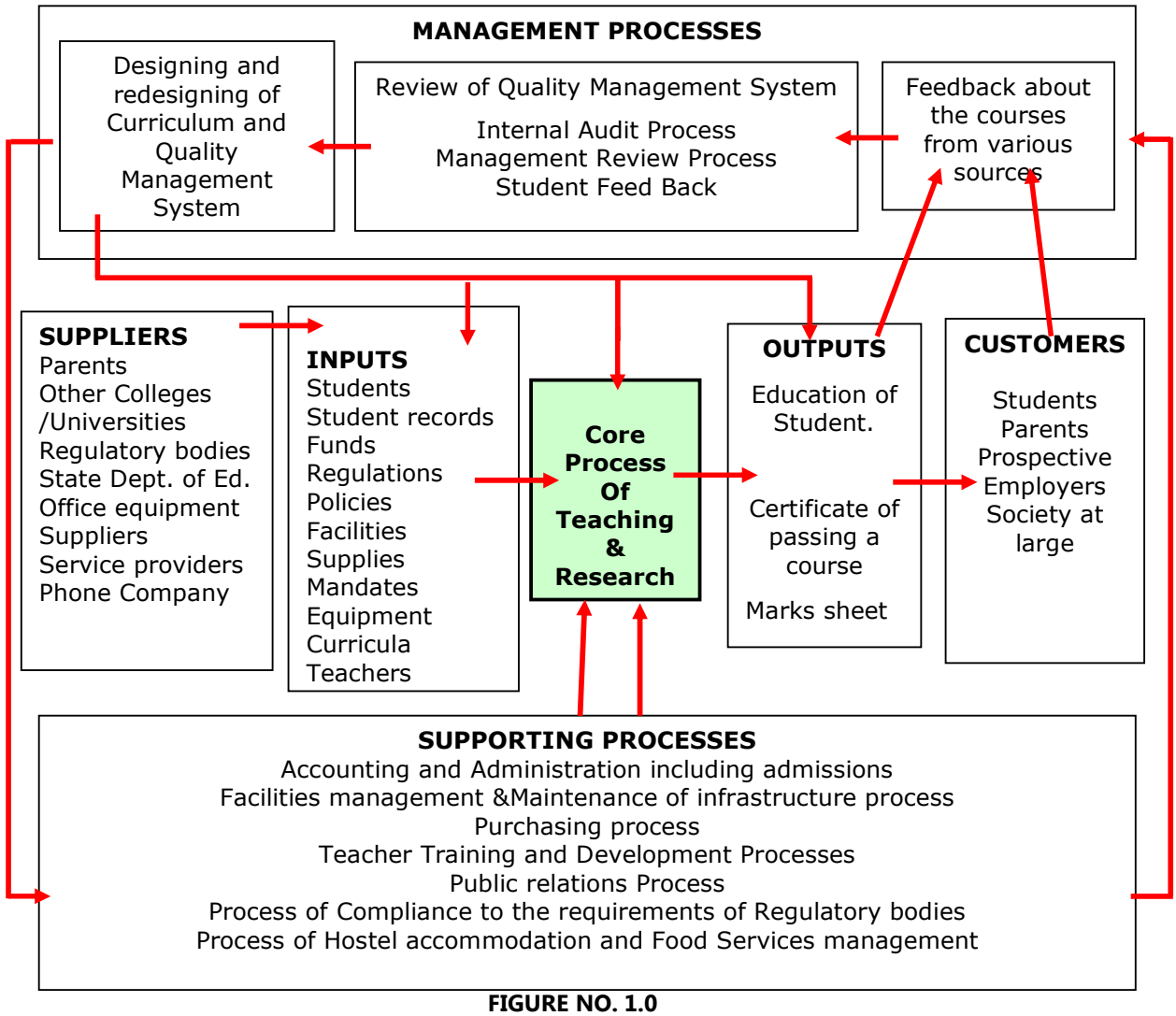


FIGURE NO. 1.0

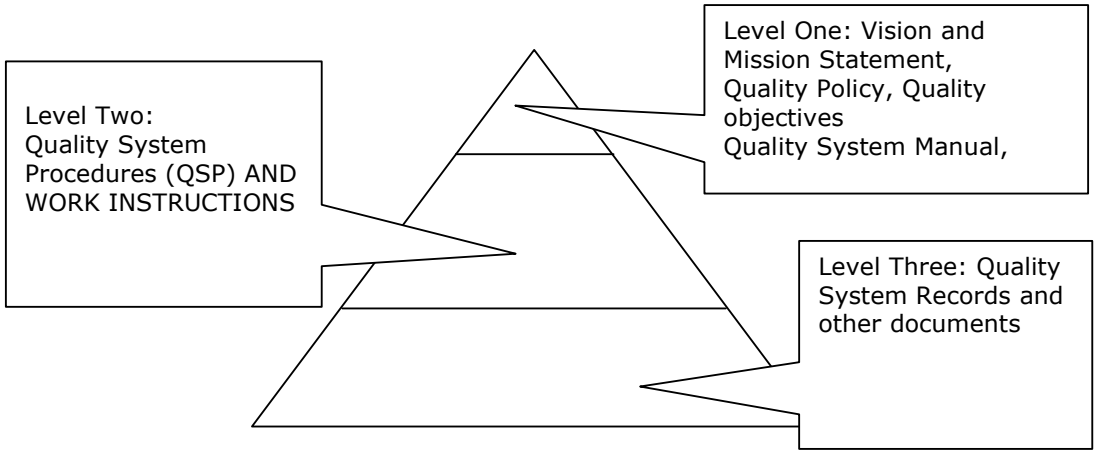
The assignment of responsibilities and authorities for the processes are as per. -

b. Citizen Charter of Shivaji University Kolhapur and
c. The Organization charts.

The risk and opportunities are determined in accordance with the requirements and stated under 6.1.

4.4.2 Documented Information

The quality management system documentation of the Shivaji University Kolhapur is built in the three-level model as detailed below:



Level One: The Quality Manual

The Quality Manual consists of scope of quality management system, details of exclusions along with justification for exclusion as well as references to the documented procedures of quality management system, chart showing the description and interaction between various quality management processes and methodology adopted by the Shivaji University Kolhapur for ensuring compliance of all applicable elements of ISO 9001: 2015.

Level Two: Documented Procedures

The Procedures documented as a part of Quality System provide the directions for carrying out various quality management activities to all concerned personnel.

Level Three: Documents used within the Quality Management System.

Statutory & Regulatory requirements related to the courses offered by University are complied with. The details of the requirements and reference to evidence of compliance is maintained in format No F/MR/07 Statement of Compliance Regulatory Requirements.

Documents consist of various specifications, lists, charts etc used within the Quality Management system. Formats are used for recording information on various activities of the

Quality Management System of the organization. Refer to Master list of documents LS/MR/01. Records are maintained to provide the evidence of conformity to the requirements of ISO 9001: 2015. Refer the Master list of quality records LS/MR/02.

Refer to the Masterlist of Documents & Records (Appendix F).

5.0 Leadership
5.1 Leadership and Commitment
5.1.1 General

Top management- The Pro Vice-Chancellor of Shivaji University Kolhapur shall demonstrate leadership and commitment with respect to the QMS system by:

a) Taking accountability for the effectiveness of the quality management system;
b) Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
c) Ensuring the integration of the QMS requirements in to the organization's business process;
d) Promoting the use of the process approach and risk-based thinking;
e) Ensuring the resources needed for the QMS are available;
f) Communicating the importance of effective quality management and confirming to the QMS requirements;
g) Ensuring that QMS achieves its intended results;
h) Engaging, directing and supporting persons to contribute to the effectiveness of the QMS;
i) Promoting improvement;
j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

In addition, our policies, objectives and targets are communicated and deployed throughout the business via individual performance objectives which are established and discussed during employee performance reviews.

5.1.2 Customer Focus

Shivaji University Kolhapurstrives to identify current and future customer needs, to meet their requirements and toexceed their expectations. Top management ensures that the focus on improving customer satisfaction is maintained by setting and reviewing objectives related to customer satisfaction at management review meetings.

University management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:

a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
c) the focus on enhancing customer satisfaction is maintained.

Refer to customer evaluation/ student feed-back form.

Top management also ensures that customer requirements are understood and met. Customer requirements are understood, converted into internal requirements and communicated to appropriate personnel within the organization. Customer complaints and other customer feedback are continually monitored and measured to identify opportunities for improvement. We continually look for ways to interact directly with our customers to ensure that we focus on their unique needs and expectations.

Faculty, Students and Staff of all Departments and Sections like Administration, Academic, Finance and Accounts, Stores and Purchase, Security, Industrial Consultancy and Sponsored Research (IC & SR) and Admissions Office are the Customers of the Shivaji University Kolhapur. All the support services of the University and University departments/sections are towards facilitating and satisfying the customers. The Shivaji University Kolhapur is committed to provide the support services for smooth and efficient running, as stated in the Quality Policy. The University continuously monitors and reviews the quality procedures in order to meet its quality objectives. The commitment to enhance quality of support services is seen from the quality policy of the Institute.

Customer requirements are addressed in various meetings like Statutory committees, IQAC, HODs' meeting, Staff meetings and other Committee meetings. Quality objectives and review on resources in the University are discussed and decided in these meetings. In addition to Quality Policy, the Management has a strong commitment in the activities of the University, its upgrades and infrastructure. Management reviews the activities of University departments / sections in the respective meeting.

5.2 Quality Policy

5.2.1 Establishing the quality policy

The quality policy acts as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets.

Quality Policy Statement

"Uncompromising adherence to values and implementation of high-quality educational programs and healthy practices with a view to creating and developing a large and rich pool of selfless young men and women, capable of ensuing for themselves a decent livelihood and meeting the growing needs of a developing society."

Shivaji University Kolhapur is committed to an operating philosophy based on openness in communication, integrityin serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a value based educational culture that is based on the following principles:

- **STRATEGIC DIRECTION**
- **OUR PEOPLE**
- **COMMUNITY**
- **OBJECTIVES**
- **COMMITMENT TO CONTINUAL IMPROVEMENT**

The Pro Vice-Chancellor has overall responsibility for defining, documenting, implementing and reviewing our quality policy in consultation with the management teams and other personnel, or their representatives. The policy is reviewed at least annually, as part of the management review programme or at a frequency determined by:

1. The changing needs and expectations of relevant interested parties, Section 4.2.
2. The risks and opportunities that are presented through the risk management process, Section 6.1.

5.2.2 Communicating the quality policy

The quality policy is maintained in the documented information and also displayed on the web site of the university. The quality policy is communicated to all employees at all levels throughout our organization via training, regular internal communications and reinforcement during annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate. The quality policy is available to relevant interested parties, as appropriate.

The quality policy shall be displayed at

a) Administrative Building (Main Building)/ Office of Shivaji University Kolhapur,

b) Faculties,

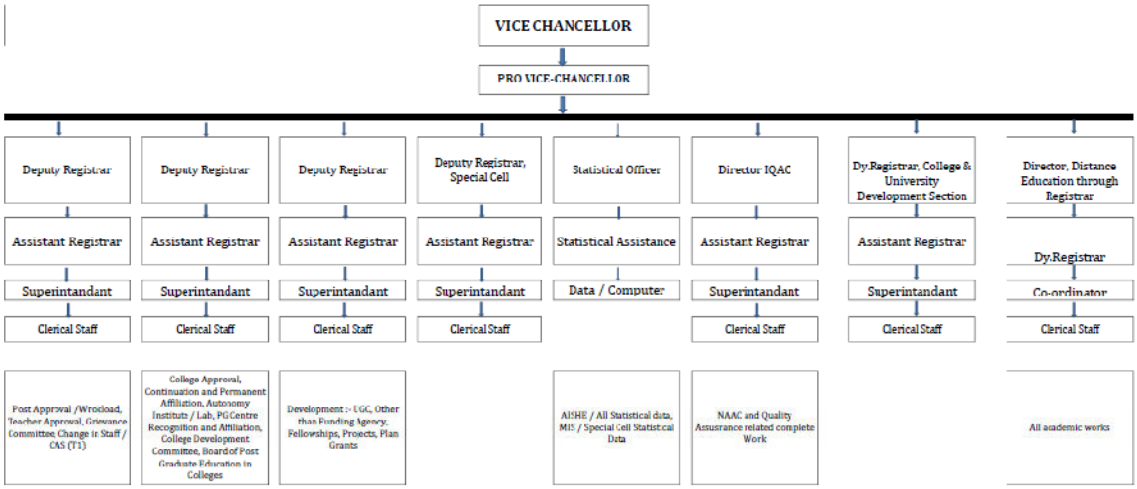
c) Web Portal of Shivaji University Kolhapur.

The quality policy shall be communicated by info blast through email to all staff and is available to relevant interested parties.

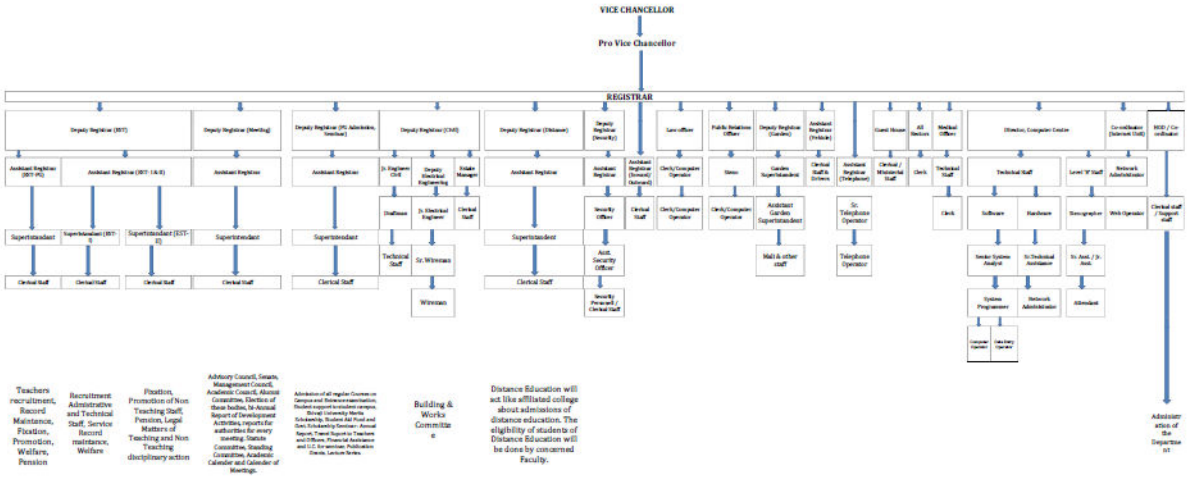
5.3 Organizational roles, responsibilities and authorities

Top management of the Shivaji University has ensured that the responsibility and authority for relevant roles are assigned, communicated and understood within the University.
The Organization Chart has been established to provide the interrelation and reporting structure of personnel within the organization. The Chairman has been appointed by the Hon. Vice Chancellor for various committees as per the statutory requirements and functional/operational requirements to oversee and manage the overall effectiveness and compliance of the QSM. The organization structure of the office of PVC, Registrar, Finance and Accounts and Director Evaluation and Examination are shown in the succeeding page.
The roles and responsibilities are as per the Maharashtra Public University Act, 2016 and the citizen charted displayed on the web site of the university at - http://www.unishivaji.ac.in/uploads/rti/2019/Revise%20GeneralAdministration.pdf

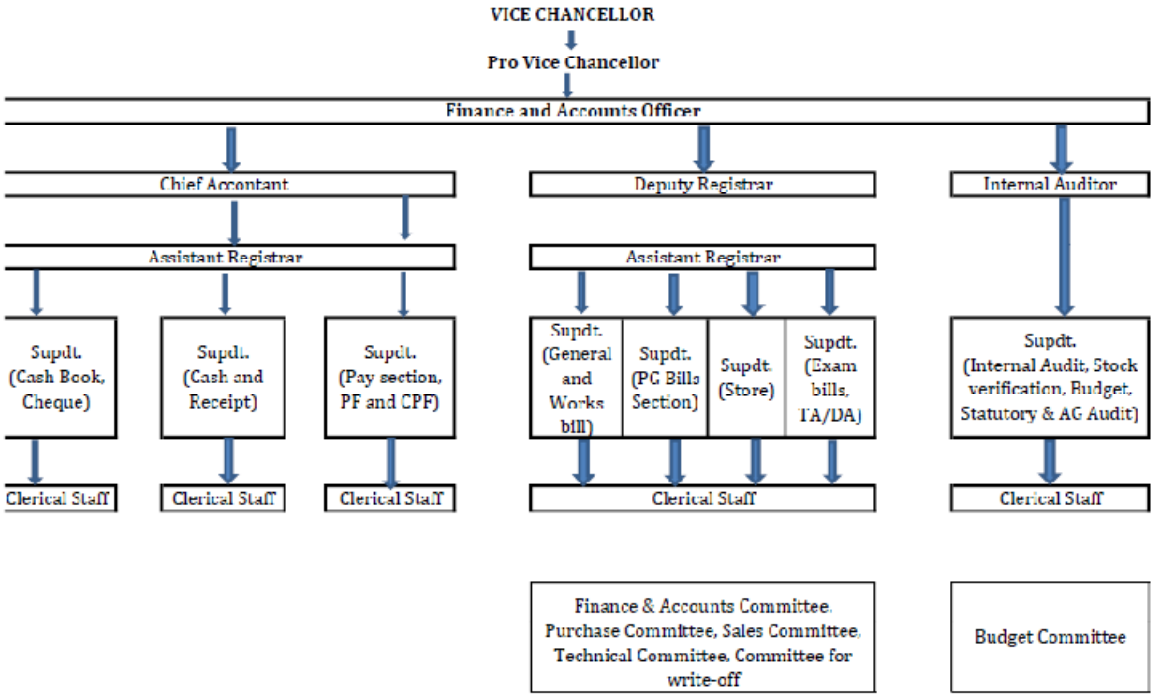
The Organization structure of the Shivaji University at different level is shown in the below organization charts.



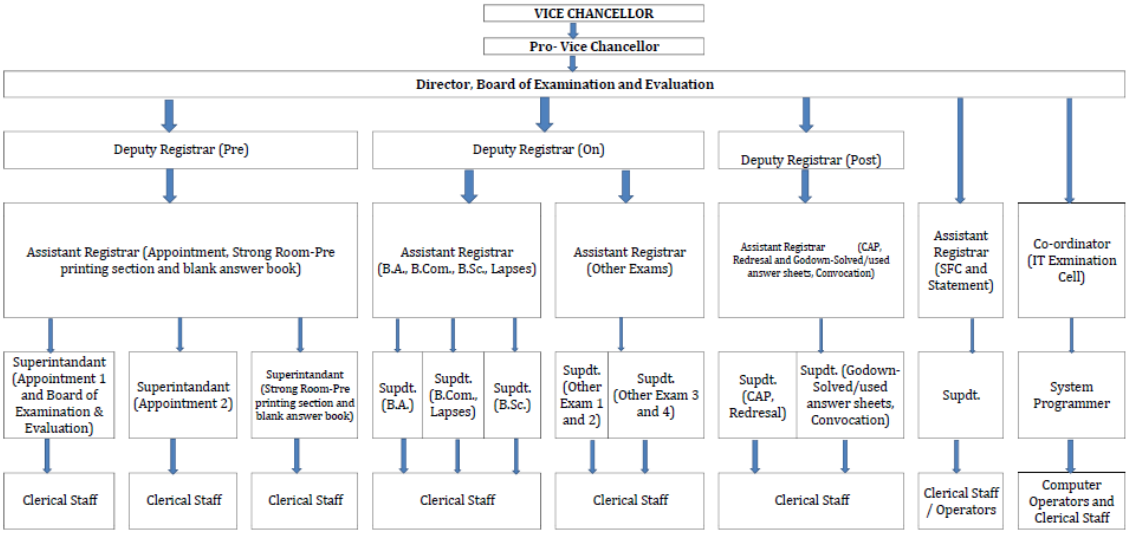
OFFICE OF VICE-CHANCELLOR



OFFICE OF REGISTRAR



OFFICE OF FINANCE AND ACCOUNTS OFFICER



The exam work related to Distance Education shall be dealed with by the concerned Examination Section.

OFFICE OF DIRECTOR EVALUATION AND EXAMINATION

6.0 Planning

6.1 Actions to address risk and opportunities:

6.1.1 When planning our QMS, top management has taken into consideration potential issues
referred to 4.1 and has determined the risks and opportunities that need to be addressed.
This standard is addressed and documented in the SOP.

6.1.2 University top management has planned to address the risk and opportunities identified in 4.1 and implement the action into our QMS processes.
Actions taken to address risks and opportunities are proportional to the potential impact on the conformity of products and services and these are available in the minutes of the relevant/appropriate meetings.

Opportunities can lead to the adoption of best practices, launching new program/service, opening new department, addressing new customers, building partnership/MOU/collaborations, using new technology and other desirable and viable possibilities to address the organization's or its customer needs.

Shivaji University Kolhapuruses registers to help record, assess, respond, review, report, monitor and plan for the risksand opportunities that we perceive to be relevant. The registers allow our organization to methodically assess each risk and to study each opportunity associated with our organizational context, and the needs and expectations of our interested parties. The register records the controls and treatments of risks and opportunities and preserves this knowledge as documented information.

Supporting documentation:

Ref.	Title & Description
02	Risk & Opportunities Management Procedure

6.2 Quality Objectives-

This standard is fulfilled as per the SOP in the document.
Shivaji University Kolhapursets out its objectives and targets on a regular basis within the management reviewminutes where details of program dates and responsibilities are defined. Improvements in quality and performance are incremental and are in keeping with the size and complexity of our organization.
The quality objectives of the University are documented in the SOP document.

When setting objectives and targets, our organization ensures that they are consistent with the needs and expectations of our interested parties, as defined in Section 4.2, and to our quality policies. In addition, technological options, financial, operational, educational and professional requirements are considered.

6.2.2 How to achieve the quality objectives

In order to determine whether or not our objectives and targets are being met, they are measured and reported as a set of key performance indicators (KPI). This allows progress to be monitored as metrics are gathered and data is analyzed. KPIs and objectives for our organization include the following aspects:

1. Research projects, research grants and number of patents;
2. Placement targets:
3. Results and CO and PO attainment;
4. Staff development, innovation and best practice;
5. New programmes
6. Seminar/workshop/conference
7. Value added courses
8. Community services and extension activities
9. MOU/Collaborations/Partnerships
10. Accreditations

On the basis of the set quality policies and in connection with the application of the ISO 9001 quality management principles, Shivaji University Kolhapur sets quality objectives that are specified in the register of objectives. All employees are responsible for fulfillment of the quality policies and subsequent objectives. Managers of all departments are obliged to develop general objectives into objectives applicable to their departments and employees.

Quality Objective	Target	Measure
Implement ISO 9001:2015	Achieve certification by Q3 2019	ISO 9001 certificate
Implement training programme	All employees trained by Q4 2019	Feedback, improved performance
Reduce customer complaints	Reduce returns by 15%	Increased % of 1st time acceptance

6.3 Planning for Change

In so far as the need for the changes to QMS, top management evaluates the purpose of the changes and its consequences keeping the integrity of the QMS. The availability of the resources, the allocation or reallocation of responsibilities are all taken into account in arriving at a final decision as to whether the change should be effected or not. The quality management system is planned and implemented in order to meet our stated/mandate objectives and the requirements of ISO 9001:2015. The planning process involves establishing and communicating our policies, objectives and associated operational procedures.

7 Support

7.1 Resources

7.1.1 General

Resources at Shivaji University Kolhapur include human resources and specialized skills, infrastructure, technology, work environment and financial resources. CC has determined and provided the resources needed the establishing, implementing, maintaining the QMS. CC has considered the capabilities and concerns in so far as existing internal resources and takes into account what needs to be obtained from external providers. The resource requirements for the implementation, management, control and continual improvement of the quality management system, and activities necessary to enhance customer satisfaction, are defined in our operational procedures, work instructions and the following sections of this QMS manual:

1. Planning; Section 6.0
2. Management review; Section 9.3
3. Human resources; Section 7.1.2
4. Infrastructure; Section 7.1.3
5. Work environment; Section 7.1.4
6. Planning of product realization; Section 8.1
7. Determination of customer requirements; Section 8.2

7.1.2 People

To ensure competence of our personnel, job descriptions have been prepared as per UGC/AICTE/NCTE like council and responsibilities that are required as per norms for each position that affects product and system conformity.

All employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of our policies and objectives. The University operates a formal system to ensure that all employees within the organization are adequately trained to enable them to perform their assigned duties.

The appointment process is followed as stated in the Maharashtra Public University Act 2016 and on the basis of the number of post sanctioned by the authorities.

7.1.2.1 Competence

Top management identifies emerging competency needs during management reviews. Emergent competency needs are converted into job descriptions for the type and number of positions that need to be filled through internal or external recruitment. The competency requirements are as stated in the norms of the relevant council like AICTE, UGD, NCTE, ETC.

7.1.3 Infrastructure

The university administration and departments/sections determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services. The list of requirements are maintained by the relevant department/sections with respect to building and utilities, equipment, hardware and software, information and communication technology, etc. The list of the equipment and other infrastructure is maintained in the dead stock register and attendance register.

The list of resources needed for processes are documented for the following categories of resources under the document of list.

The University determines the requirements for infrastructure, provides it and is maintaining and upgrading it from time to time. Focus is on meeting the requirements of instructional process so that quality of instructional design and delivery and in turn professional development of the students is achieved. The registrar, chief project officer, estate officer, executive engineer, and supporting staff is responsible for planning, developing, and maintaining the infrastructure of the university.

The infrastructure provided in the University includes:

i. Buildings include administrative building, departments, centres, classrooms, laboratories, library, computer centre, offices, hostels, workshops, guesthouse, auditorium, play grounds, indoor and outdoor sports facilities and others.

ii. Equipment and software in the laboratory, books and other referral material in the library, furniture and fixtures in offices, classrooms, hostels etc.

iii. Support services such as communication or information systems like telephone, fax, internet (e-mail); health centre, Spots.

7.1.4 Environment for the operation of processes

The university top management has determined, provided and maintains the environment necessary for the operation of its processes to achieve conformity of all its services. It has taken into account all relevant social psychological needs of its staff, students and the physical conditions needed.

7.1.5 Monitoring and measuring resources

The organization determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

The top management use ACADEMIC & ADMINISTRATIVE audit, financial audit for monitoring and measurement activities being undertaken. The organization ensures that resources are maintained for fitness for their purposes.

The organization retain appropriate documented information as evidence of fitness for purpose of monitoring and measurement resources.

7.1.6 Organizational knowledge

The Staff in the Shivaji University are well versed and trained in their respective fields of activities like pedagogy, subject specialization and allied subject domains. The staff of are selected based on their qualification and experience to ensure basic level of competency. Knowledge gained from experience, research, conferences, accreditation, lessons learned from failures and successful projects are shared among the staff. Project staff and technicians are employed periodically to assist the staff of the University. Any further needs and the required training are identified and provided.

7.2 Competence

The competence of the staff in the departments and sections is selected based on the competence required to perform the jobs and responsibilities as per the University Grants Commission's norms and standards. The competence is ensured through education, training, experience, projects and conferences. The additional training is provided based on the need of the organization and feedback so as to have effectiveness and efficiency in the QMS.

7.3 Awareness

The top management of the University has ensured the persons working under its control are aware of the quality policy, quality objectives, their contribution to the QMS and the implications of not conforming with the QMS requirements.

7.4 Communication

The top management has determined internal and external communication relevant to QSM, including the subject of the communication, when communication occurs and ways of effective communication.

7.5 Documented Information

7.5.1 General

The University maintains a documented QMS (Appendix-) as a means to ensure that products and services conform to specified requirements. The QMS consists of the following three levels of documented information:

Level 1 Quality System Manual (QSM):
Level II: Quality Procedures:
Level III: Quality System Forms (QSF):

7.5.2 Creating and Updating

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

7.5.3 Control of Documented Information

7.5.3.1. Documented information required by our QSM (APPENDIX ---) is controlled to ensure it is available and suitable for use wherever and whenever it is needed.

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

a. Distribution, access, retrieval and use
b. Storage and preservation
c. Control of changes
d. Retention and disposition.

8.0 Operation
8.1 Operational planning and control

The top management/organization has, plan to implement and control the processes (see 4.4) needed to meet the requirements of provision of product and services and to implement the actions determined by Clause 6, by determining the requirements for the products and services; establishing criteria for the processes and acceptance of products and services; determining the resources needed to achieve conformity to the products and service requirements; implementing the control of the processes in accordance with the criteria; determining, maintaining and retaining documented information to the extent necessary to assure that the processes are carried out as per plan and conformity of products and services to their requirements. The organization control planned changes and review the consequences of unintended changes, taking action to mitigate the adverse effects. The organization ensures that the outsourced processes are controlled (see 8.4).

8.2 Requirement of products and services: -It is @ Marketing, Website, Admission.
8.2.1 Customer Communication

Customer communication includes, providing information related to products and services; handling enquiries, orders including changes; obtaining customer feedback relating to products and services , including customer complaints; controlling customer property and establishing specific requirements for contingency actions, when relevant.

Communication with customers shall include:

a) providing information relating to services; (via email)

b) handling enquiries, contracts or orders, including changes;

c) obtaining customer feedback relating to services, including customer complaints; (feedback)

d) handling or controlling customer property; (via proposal)

e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements for products and services

The requirements for products and services are defined as per the statutory and regulatory requirements stated by Maharashtra Public University Act, 2016, NAAC Criteria, UGC, NRF, NCTE, NBA and other such bodies. The university mission, vision, quality policy and core values are also considered in defining the requirements. The organization ensure the meeting the claims for the products and services it offers.

8.2.3 Review of Requirements for products and services

8.2.3.1 The organization ensure that it has the ability to meet the requirements of products and service to be offered to the customers. The organization collect the feedback from students, staff, parents, employers and the other requirements as perceived by the organization in line with mission, vision, quality policy, core values, statutory & regulatory norms and other such requirements as stated by the stakeholders. The customers requirements are confirmed before acceptance and documented to ensure the delivery as per the requirements of products and services.

a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;

b) requirements not stated by the customer, but necessary for the specified or intended use, when known;

c) statutory and regulatory requirements applicable to the products and services;

8.2.3.2 The organization retains the documented information on the result of review (such as feed-back report and input from the statutory & regulatory bodies) and any new requirements for the products and services.

8.2.4 Changes to requirements of products and services

The organization ensures that relevant documented information is amended and the relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and development of products and services- Syllabus Design.

8.3.1 General

The University has established, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of product and services.

8.3.2 Design and development planning

In determining the stages and controls for design and development, the organization has considered:

a) The nature, duration and complexity of the design and development activities;
b) The required process, including applicable design and development reviews;
c) The required design and development verification and validation activities;
d) The responsibilities and authorities involved in the design and development process;
e) The internal and external resource needs for the design and development of products and services;

f) The need to control interfaces between committee (Board of Studies) involved design and development process;
g) The need for involvement of customers and users in the design and development process;
h) The requirements for subsequent provision of product and services as per the authority council and regulatory bodies.
i) The level of control expected for the design and development process by customers and other relevant interested parties.
j) The documented information needed to demonstrate that design and development requirements have been met.

8.3.3 Design and development inputs

The University top management has determined the requirements essential for the specific types of products and services to be designed and developed.

The organization has considered:

a) Functional and performance requirements (as per UGC, NAAC, NBA, NCTE, etc);
b) Information derived from previous similar design and development activities like feed-back and relevant published reports;
c) Statutory and regulatory requirements;
d) Standards or codes of practice that the organization has committed to implement;
e) Potential consequences of failure due to the nature of the products and services.

The organization retains documented information on design and development inputs.

8.3.4 Design and development control

The organization apply controls to the design and development process to ensure that:

a) The result to be achieved are defined.
b) Reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
c) Verification activities are conducted to ensure that the design and development outputs meet the input requirements
d) Validation activities are conducted to ensure that the resulting product and services meet the requirements for the specified application or intended use;
e) Any necessary actions are taken on problems determined during the reviews, or verification and validation activities;
f) Documented information of these activities is retained.

8.3.5 Design and development outputs

The organization shall ensure that design and development outputs:

a) Meet the input requirement;
b) Are adequate for the subsequent process for the provision of product and services;
c) Include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;
d) Specify the characteristics of the product and services that are essential for their intended purpose and their safe and proper provision.

The organization shall retain documented information on design and development outputs.

8.3.6 Design and development changes

The organization identify, review and control changes made during, or subsequent to, the design and development of product and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

The organization retain documented information on :

a) Design and development changes;
b) The result of reviews;
c) The authorization of changes;
d) The actions taken to prevent adverse impact.

8.4 Control of externally provided process, product and services

8.4.1 General

The organization ensures that externally provided processes, products and services conform to requirements.

The organization determine the control to be applied to externally provided processes, products and service when:

a) Products and services from external providers are intended for incorporation into the organization's own products and services;
b) Products and services are provided directly to the customers by external providers on behalf of the organization.
c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization.
d) The organization has determined and applied criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization retain documented information of these activities and any necessary actions arising form the evaluation.

8.4.2 Type and extent of control

The organization ensures that externally provided process, products and services do not adversely affect the organization's ability to consistently deliver conforming product and services to its customers.

The organization:

a) Ensure that externally provided processes remain within the control of its quality management system;
b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting outputs;
c) Take into the consideration:
    1) The potential impact of the externally provided process, product and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirement;

    2) The effectiveness of the controls applied by the external provider;
d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for external providers

The organization ensure the adequacy of requirements prior to their communication to the external providers.

The organization communicate to external providers its requirement for :

a) The processes, products and services to be provided,
b) The approval of :
    1) Product and services;
    2) Methods, processes and equipment;
    3) The release of products and services;
c) Competence, including any required qualification of persons;
d) The external providers interactions with the organization;
e) Control and monitoring of the external providers performance to be applied by the organization;
f) Verification or validation activities that the organization, or its customer, intends to perform at the external providers premises.

8.5 Production and service provision

8.5.1 Control of production and services provision

The organization implement production and service provision under controlled conditions.

Controlled conditions include:

a) The teaching-learning process are implemented as per the SOP.
b) The availability of documented information that defines:
    1) The characteristics of the products to be produced, the services to be provided, or the activities to be performed (product and service requirements).
    2) The results to be achieved (Quality Objectives and criteria);
c) The availability and use of suitable monitoring and measuring resource (Academic and administrative audit);
d) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met (Academic and administrative audit);
e) The use of suitable infrastructure and environment for the operation of processes;
f) The appointment of competent persons, including any required qualification;
g) The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
h) The implementation of actions to prevent human error;

8.5.2 Identification and traceability

The organization use suitable means to identify outputs as stated below.

a. Performance in evaluation and examination.
b. CO-PO attainment.
c. Placements
d. Plan and targets as per strategic plan.

The organization identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

The organization controls the unique identification of the outputs when traceability is a requirement, and retain the documented information necessary to enable traceability.

8.5.3 **Property belonging to customers or external providers:-**

i. original mark memo,
ii. TC after exam they got same
iii. Caste certificate
iv. Caste validity certificate
v. Other such appropriate documents.
vi. Security deposit
vii. Bank guarantee.

8.5.4 This is applicable to Library and dead stock items.

i. The books are registered as per the classification and procedures in the accession registers
ii. The library verifications are done as per the schedule.
iii. The equipment and furniture are recorded I the dead stock register of respective department and sections.
iv. The stock verification as done as per the schedule.

8.5.5 Post-delivery activities-

University shall meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, University shall consider:

a) statutory and regulatory requirements;
b) the potential undesired consequences associated with its products and services;
c) customer requirements;
d) customer feedback.

8.5.6 Control of Changes

The organization reviews and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirement.
The organization retain documented information describing the results of the review of changes, the persons authorizing the change, and any necessary actions arising from the review.

8.6 Release of products and services: -

University shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

University shall retain documented information on the release of products and services. The documented information shall include:

a) evidence of conformity with the acceptance criteria;

b) traceability to the person(s) authorizing the release.

8.7 Control of nonconforming outputs: -

University shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

University shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

University shall deal with nonconforming outputs in one or more of the following ways:

a) correction;

b) segregation, containment, return or suspension of provision of products and services;

c) informing the customer;

d) obtaining authorization for acceptance under concession.

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

9. Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

The organization determines:

a) What needs to be monitored and measured;
b) The method for monitoring, measurement, analysis and evaluation needed to ensure valid results;
c) When the monitoring and measuring shall be performed;
d) When the results from monitoring and measurement shall be analysed and evaluated.

The organization evaluates the performance and the effectiveness of the quality management system. The organization retains appropriate documented information as evidence of the results.

9.1.2 Customer Satisfaction

The organization monitor customer's perceptions of the degree to which their needs and expectations have been fulfilled. The organization determine the method for obtaining, monitoring and reviewing this information.The requisite data and information are gathered from stakeholder's feedback and academic and administrative audit. The documents of academic and administrative audit and feedback report are retained by departments.

9.1.3 Analysis and evaluation

The organization analysis and evaluate appropriate data and information arising from monitoring and measurement.
The results of analysis used to evaluate :

a) Conformity of products and services;
b) The degree of customer satisfaction;
c) The performance and effectiveness of the quality management system;
d) If planning has been implemented effectively;
e) The effectiveness of action taken to address risks and opportunities;
f) The performance of external providers;
g) The need for improvements to the quality management system.

9.2 Internal audit

9.2.1 The organization conduct internal audits at planned intervals to provide information on whether the quality management system:

a) conforms to:

1) The organization's own requirements for its quality management system;
2) The requirements of this International Standard;

B) Is effectively implemented and maintained.

9.2.2 The organization:

a) plan, establish, implement and maintain an audit programmes including the frequency, method, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the process concerned, changes affecting the organization, and the result of previous audits;
b) define the audit criteria and scope for each audit;
c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
d) ensure that the results of the audits are reported to relevant management;
e) take appropriate correction and corrective action without undue delay;
f) retain documented information as evidence of the implementation of the audit programme and the audit results.

9.3 Management review

9.3.1 General

Top management review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management review inputs

The management review has been planned and carried out taking into consideration:

a) The status of actions from previous management reviews;
b) Changes in external and internal issues that are relevant to the quality management system;
c) Information on the performance and effectiveness of the quality management system, including trends in :
    1) Customer satisfaction and feedback from relevant interested parties;
    2) The extent to which quality objectives have been met;
    3) Process performance and conformity of product and service;
    4) Nonconformities and corrective actions;
    5) Monitoring and measurement results
    6) Audit results
    7) The performance of external providers;

d) The adequacy of resource;
e) The effectiveness of actions taken to address risks and opportunities (see 6.1)
f) Opportunities for improvement.

9.3.3 Management review outputs

The outputs of the management review include decisions and actions related to:

a) Opportunities for improvement;
b) Any need for changes to the quality management system;
c) Resource needs.

The organization retain documented information as evidence of the results of management reviews.

10 Improvement

10.1 General

The organization determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.
These include:

a) Improving product and services to meet requirements as well as to address future needs and expectations;
b) Correcting, preventing or reducing undesired effects;
c) Improving the performance and effectiveness of the quality management system (feed-back/ CO-PO attainment)'

10.2 Nonconformity and corrective action

10.2.1 When a nonconformity occurs, including any arising from complaints, the organization:

a) react to the nonconformity:
1) take action to control and correct it;
2)deal with the consequences;

b) evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere, by:
1) reviewing and analysing the nonconformity;
2)determining the cause of the nonconformity;
c) determining if similar nonconformities exist, or could potentially occur;

c) implement any action needed;
d) review the effectiveness of any corrective action taken;
e) update risks and opportunities determined during planning, if necessary;
f) make changes to the quality management system, if necessary.

10.2 The organizationretain documented information as evidence of:
a) the nature of the nonconformities and any subsequent actions taken;
b) the results of any corrective action.

10.3 Continual improvement

The organization continually improve the suitability, adequacy and effectiveness of the quality management system.
The organization consider the result of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that addressed as part of continual improvement.