

Andhra University

AUF - 11

ISO 9001 : 2015 QMS

MINUTES OF MANAGEMENT REVIEW

MANAGEMENT REVIEW No. : 01/2022

DATE & TIME OF REVIEW : 08-08-2022 @ 3:00PM at Senate hall, CAO, AU

CHAired BY : Vice-Chancellor, Andhra University

Member's Present : Rector, Registrar, Principals of constituent colleges, Deans, Directors, HOD's, IQAC Coordinator

Sl. No.	Agenda Point	Summary of Discussion	Action Required / Decision Taken	Target Date / Responsibility
1.	The status of actions from previous Management	Previous MR was discussed with VC in detail and all the points were resolved. The internal audits were conducted by Internal ISO auditors of AU for all the departments, offices and Top Management.	All points were briefed by MR to top management. It was informed that the external ISO audit by TUV SUD is scheduled on 29 th August 2022.	--
2.	Charges in External & Internal Issues that are relevant to the QMS	Since it has been three years since we have adopted ISO 9001:2015 the relevant issues with Quality Management system are taken care. All the changes in internal and external issues are taken care of.	To review once in 6 months by VC along with Principals & HODs prior to Management Review	December 2022 VC, Principals, HODs
3.	Customer Satisfaction and feedback from relevant interested parties	Online Student feedbacks system was implemented and are collected. But last semester due to the prevailing conditions student feedback was not collected. It is decided to collect online feedbacks from all the stake holders too. As AU is preparing for NAAC visit during 2023, stake holders feedbacks are mandatory.	Semester wise online feedback from the students of every department are collected and compiled by office of IQAC and inform the same to the respective departments if any action is needed against a particular	End of each semester/ HOD

			teacher. The stakeholders feedback will be taken as and when required.	
4.	The Extent to which the quality objective have been met	Maximum number of departments are able to meet their quality objectives, few department HOD's are expressing their views that lack of proper non teaching staff is hindering their work.	To carryout trend analysis on yearly basis for detailed analysis. Technical training is given to Non teaching staff regarding e-office.	Yearly/ Top Management, Principals, HODs
5.	Process performance and conformity of products & services	Process Performance was reviewed based on Quality Objectives discussed above. All the 16 process /procedures were elaborated by MR.	--	--
6.	Non-conformities and corrective actions	No major NCR during the external audit conducted online by TUV SUD.	To maintain Nonconformity and corrective action record in all depts.	HODs
7.	Monitoring and measurement results.	Through continuous evaluation system, Adopting ICT techniques for effective teaching learning, Examinations and Evaluation of students within stipulated time.	As discussed under Sl.# 4 & 5.	As discussed under Sl.# 4 & 5.
8.	Audit results	The Internal Auditors are auditing all the department and offices.	Corrective actions as per NCRs.	HODs As given in NCRs, Top Management
9.	The performance of external providers	All the vendors who are providing service to AU (through CPC) and now through GEM. (The external providers like vendors, parties who provide service to AU should be a evaluated as per norms)		CPC , AU
10.	The Adequacy of Resources	As when required or need raises the VC has instructed the HoD's to give their requirements in writing for further course of action.	Submission of requirements by HODs.	HODs , Registrar, VC

11.	The effectiveness of actions taken to address Risks and Opportunities	<p>Due to pandemic major risks identified are 1) Gearing up with Online classes, Exams. But AU has been successful in overcoming that Risk.</p> <p>VC has expressed that arrangements are made to conduct exams and online classes smoothly as per the guidelines by UGC and state governments and the authorities are continuously striving to reduce the risk.</p> <p>He also expressed that one major internal risk identified is faculty recruitment which has slowed down and hence planning to recruit PDF's from various National and International organisations through out the year to meet the teaching demand.</p>	AU has been successful in overcoming that Risk.	Next Management Review MR/Registrar
12.	Opportunities for improvement	A few opportunities to further improve may be discussed as per the External Audit report of 2020. Under Opportunities for improvement and positive aspects (In PG syllabus include unit wise lecture hours if possible.)	All functional Heads and BoS to make the necessary modifications.	HODs, BoS
13.	Any need for changes to QMS	The registrar on behalf of VC has instructed all the department Heads and Deans to be prepared for the internal audits followed by external audit which is scheduled during third week of August 2022 with all the necessary files and records.	To review QMS documents. Decision taken To review once in 6 months	MR HODs

14.	Any other item	Hon'ble VC has discussed about the various ranks secured by AU in NIRF 2022 and other ranking agencies. VC has reiterated the participation of all the teaching staff in preparing the data for NAAC visit scheduled in 2023 and the target should be above 3.60 score and we have to carry forward the legacy of AU. The meeting ended with a note of thanks by the Registrar		
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Signature of MR

Date: 10/1/22

Prof. D. LALITHA BHASKARI
Coordinator IQAC & ISO
Andhra University
Visakhapatnam-530 003

Signature of Vice Chancellor

Date:

VICE CHANCELLOR
ANDHRA UNIVERSITY
VISAKHAPATNAM