

## Andhra University

AUF – 11

### ISO 9001 : 2015 QMS MINUTES OF MANAGEMENT REVIEW

MANAGEMENT REVIEW No.: 01/2023

DATE & TIME OF REVIEW : 09-08-2023 @ 3:30PM at Senate hall, CAO, AU

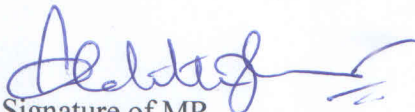
CHAired BY : Vice-Chancellor, Andhra University

**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.	<b>The status of actions from previous Management</b>	Previous MR was discussed with the Top Management 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 10 <sup>th</sup> -11 <sup>th</sup> August 2023.	MR meeting - 10 <sup>th</sup> & 11 <sup>th</sup> August 2023
2.	<b>Charges in External &amp; Internal Issues that are relevant to the QMS</b>	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 2023 VC, Principals, HODs
3.	<b>Customer Satisfaction and feedback from relevant interested parties</b>	Online Student feedbacks on staff are collected, analyzed and reported to the concerned authorities. Feedbacks from all the stake holders are collected, analyzed & necessary action initiated by the Top management	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	End of each semester/ HOD

			particular teacher. The stakeholders feedback will be taken as and when required.	
4.	<b>The Extent to which the quality objective have been met</b>	Maximum number of departments are able to meet their quality objectives.	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.	<b>Process performance and conformity of products &amp; services</b>	Process Performance was reviewed based on Quality Objectives discussed above. All the 16 process /procedures were elaborated by MR.	--	--
6.	<b>Non-conformities and corrective actions</b>	No NCR during the external audit conducted by TUV SUD on 29/08/2022. Reseach, infrastructure were Positive aspects expressed by the external auditors.	To maintain Nonconformity and corrective action record in all depts.	HODs
7.	<b>Monitoring and measurement results.</b>	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.	<b>Audit results</b>	The Internal Auditors are auditing all the department and offices.	Corrective actions as per NCRs.	HODs As given in NCRs, Top Management
9.	<b>The performance of external providers</b>	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.	<b>The Adequacy of Resources</b>	As when required or need raises the VC has instructed the HoD'sto give their requirements in writing for further course of action.	Submission of requirements by HODs.	HODs , Registrar, VC
11.	<b>The effectiveness</b>	The Top Management has expressed	AU has been	Next

	<b>of actions taken to address Risks and Opportunities</b>	that one major internal risk identified is faculty recruitment which has slowed down and hence appointment of Adjunct professors, Honorary Professors, deputation of aided faculty from Government colleges was taken up by the authorities to address the risk.	successful in overcoming that Risk.	Management Review MR/Registrar
12.	<b>Opportunities for improvement</b>	Research, Consultancy of the staff and infrastructure of the University are the two positive aspects.	Top Management	HODs, BoS
13.	<b>Any need for changes to QMS</b>	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 10 <sup>th</sup> to 11 <sup>th</sup> August 2023 with all the necessary files and records.	To review QMS documents. <b>Decision taken</b> To review once in 6 months	MR HODs
14.	<b>Any other item</b>	On behalf of the Top magement, the MR has discussed about the various ranks secured by AU in NIRF 2023 and other ranking agencies, 4 star IIC rating, 11-15 <sup>th</sup> band in innovation category in NIRV 2023 and all the Green audit reports. 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		

  
Signature of MR

Date: 9/8/2023

Prof. D. LALITHA BHASKARI  
Coordinator IQAC & ISO  
Andhra University  
Visakhapatnam-530 033

  
Signature of Vice Chancellor

Date: 9/8/2023

VICE CHANCELLOR  
ANDHRA UNIVERSITY  
VISAKHAPATNAM