



ANDHRA UNIVERSITY VISAKHAPATNAM

QUALITY MANUAL

Based on
ISO 9001: 2015 REQUIREMENTS

Version No: 4.0

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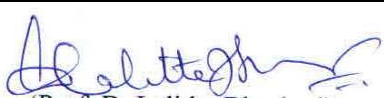


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REVISION RECORD SHEET

Section / Page No.	Previous Rev. No. & Effective Date	Current Rev. No. & Effective Date	Brief Description of Changes
Entire Manual	Version : 03 Revision :00	Version : 04 Revision : 00	Previous manual was based on ISO 9001:2008 requirements. Same is revised based on ISO 9001:2015 requirements.

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DOCUMENT CONTROL LOG

Version	Author	Description
4.0	MR	Quality Manual & QMS Procedures
3.0	Dean, CDC	Affiliation to the Affiliated Colleges
3.0	Director, DOA	Admissions
3.0	Dean, UG/PG	Examination and Evaluation
3.0	Librarian	University Central Library


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MANUAL DISTRIBUTION

Controlled Copy - Soft Copy of Manual in PDF-Read Only is distributed through emails for reference to VC, Rector, Principals, Registrar, Deans, Head of the Departments, Librarian & MR/Coordinator-ISO/IQAC.

2 Nos of Controlled copies – Hard copy are kept with MR for reference by External / Internal auditors.

Above Controlled Copies are generated based on Master Copy kept with MR.

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INTRODUCTION


Andhra University, premier institute of higher learning was established in 1926 to fulfill the aspirations of Telugu speaking people in Andhra region. It is located in Visakhapatnam, which Dr. C.R. Reddy prophetically called the City of Destiny. The University has a unique setting and its calm serenity inspires the knowledge seekers. The University making humble beginning in an area of 53 acres with four departments and six teachers has now grown in leaps and bounds into one of the biggest Universities in India spreading over a campus area of 500 acres and with over 9800 students and around 1000 research scholars. There are six University colleges Viz., College of Arts and Commerce, College of Science and Technology, AU College of Engineering (Autonomous), Dr.B.R.Ambedkar College of Law, AU College of Pharmaceutical Sciences, AU College of Engineering for Women and one University campus at Vizianagaram. AU has School of Distance Education which caters the needs of nearly 45,000 students who want to pursue their education. There are 357 affiliated colleges under the University jurisdiction in the districts of Srikakulam, Vizianagaram and Visakhapatnam. The University campus is a self contained township and it has a central Library having more than four lakh books and periodicals. The University has also been recognized by the Department of Science and Technology, Government of India, as one of the top fourteen Universities in India in terms of contribution to research publications based on the H-index developed by Scopus. It is also adjudged as one of the premier institutions for research by Council for Scientific and Industrial Research, Indian Space Research Organisation, Defence Research and Development Organization and University Grants Commission.

VISION

- To Create New Frontiers of Knowledge in Quest for Development of the Humane and Just Society

MISSION

- To stimulate the academic for promotion of quality of teaching, learning and research
- To undertake quality related research studies, consultancy and training programmes
- To foster global competencies among students and to inculcate value system in them and
- To promote the use of State of the Art Technology and Quest for Excellence

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QUALITY MANAGEMENT SYSTEM

1. OBJECTIVE


To establish, document implement, maintain and continually improve quality management system, in accordance with the ISO 9001:2015 international standard and UGC/AICTE & Government of A.P. guidelines, in order to achieve planned results and continual improvements.

2. SCOPE

The scope of Quality Management System (QMS) is to design curriculum, syllabus, regulations and eligibility norms for under graduate, post graduate and research programs, offer quality education through admission, teaching, conduct of examinations, evaluation, publication of results, award of degree and to create infrastructure through sponsored research and consultancy, granting of affiliation to the programmes offered by colleges and monitors the same.

3. RESPONSIBILITY

The overall responsibility for implementation and continual improvement of QMS lies with the Vice-chancellor, who is assisted by the Principals, Registrar, Deans, Heads of the Departments, Chairmen of PG Boards of Studies, Coordinators and MR.

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4. CONTEXT OF THE ORGANIZATION

4.1 UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT

AU has determined the external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of QMS. While determining these issues, AU has considered positive and negative factors or conditions.

The external issues include those related to statutory and regulatory requirements, technological, accreditations, international and national certifications, suppliers, service providers, etc. The internal issues include performance of AU, infrastructure, competence, culture, knowledge, work environment, etc.

The information about the above determined external and internal issues is maintained with MR and monitored and reviewed in management reviews.

Reference:

List of external issues and internal issues

4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

Considering the effect or potential effect of its interested parties to consistently meet customer and statutory and regulatory requirements, AU has determined:

- a) the interested parties that are relevant to the QMS;
- b) the requirements of interested parties that are relevant to QMS.

The information related to interested parties and their and expectations is maintained with MR and is reviewed in management reviews.


Reference:

List of interested parties and their needs and expectations

4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

AU has determined the scope of the quality management system (as given in the next page) considering the following:

- a) the external and internal issues as determined under 4.1;

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- b) the requirements of relevant interested as determined under 4.2;
- c) Products and service of AU.

The scope of QMS is given as under:

Design of Curriculum, Syllabus, regulations and eligibility norms for under graduate, post graduate and research programmes, offer quality education through admissions, teaching, conduct of examinations, evaluation, publication of results and awards of degree
Create infrastructure through sponsored research and consultancy.
Grant of affiliation to the programmes offered by colleges and monitors the same.


The above scope is applicable to AU located at the following address

Andhra University
Visakhapatnam, Andhra Pradesh, India

4.4 QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES

AU has established and implemented a quality management system meeting the requirements of ISO 9001: 2015 and intends not only to maintain the same but also continually improve the same including processes and their interactions. In this direction, AU

- a) has determined the processes (refer Process Maps given at the end of each Procedure), inputs required and the outputs expected from these processes. List of procedures is given at Annexure-4);
- b) has determined the sequence and interaction in these processes (refer Annexure 5);
- c) has determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) need to ensure the effective operation and control of these processes;
- d) has determined the resources needed for these processes and ensure their availability;
- e) has assigned the responsibilities and authorities for these processes (as given in the respective processes);
- f) has addressed the risks and opportunities as defined under 6.1;
- g) evaluates these processes and implement any changes needed to ensure that these processes achieve their intended results;
- h) improves the processes and the quality management system.

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The main goal of Andhra University is to provide high quality Teaching, Research and Consultancy. The supporting department for QMS in Andhra University are listed as under.

1. College of Arts, Commerce & Management Studies

1. Department of Anthropology
2. Department of Commerce & Management Studies
3. Department of Education
4. Department of English
5. Department of Fine Arts
6. Department of Foreign Languages
7. Department of Economics
8. Department of Hindi
9. Department of History and Archaeology
10. Department of HRM
11. Department of Journalism and Mass Communication
12. Department of Library information Science
13. Department of Music
14. Department of Philosophy
15. Department of Political Science and Public Administration
16. Department of Sanskrit
17. Department of Social Work
18. Department of Sociology
19. Department of Telugu
20. Department of Physical Education

2. College of Science and Technology

1. Department of Applied Mathematics
2. Department of Biochemistry
3. Department of Bio Technology
4. Department of Botany
5. Department of Environmental Science
6. Department of Geography
7. Department of Physics
8. Department of Nuclear Physics
9. Department of Geo-Physics
10. Department of Meteorology & Oceanography
11. Department of Statistics
12. Department of Inorganic & Analytical Chemistry
13. Department of Physical & Nuclear Chemistry & Chemical Oceanography
14. Department of Organic Chemistry
15. Department of Microbiology
16. Department of Mathematics



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17. Department of Geology
18. Department of Human Genetics
19. Department of Marine Living Resources
20. Department of Zoology
21. Department of Systems Design
22. Department of Psychology and Parapsychology
23. Department of Food, Nutrition & Dietetics

3. A.U. College of Engineering (A)

1. Department of Civil Engineering
2. Department of Mechanical Engineering
3. Department of Marine Engineering
4. Department of Electrical Engineering
5. Department of Electronics & Communication Engineering
6. Department of Computer Science & Systems Engineering
7. Department of Chemical Engineering Technology
8. Department of Engineering Mathematics
9. Department of engineering Physics
10. Department of Engineering Chemistry
11. Department of Humanities & Social Sciences
12. Department of Instrument Technology
13. Department of Geo-Engineering
14. Department of Metallurgical Engineering
15. Department of Architecture

4. College of Engineering for Women

1. Department of Mechanical Engineering
2. Department of Electrical Engineering
3. Department of Electronics & Communication Engineering
4. Department of Computer Science & Systems Engineering
5. Department of Civil Engineering
6. Department of Basic Sciences & Humanities

5. Dr. B.R. Ambedkar College of Law

6. College of Pharmaceutical Sciences

7. Directorate of Admissions

8. Examination Sections

9. College Development Council


10. Dr. V.S. Krishna Memorial Library

References:

List of QMS Procedures– Annexure-4

Interaction of Processes – Annexure-5

QMS Procedures

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5. LEADERSHIP

5.1 LEADERSHIP AND COMMITMENT

5.1.1 Leadership and commitment for the quality management system


Top Management commitment and leader to the quality management system is ensured through:

- a) taking accountability for the effectiveness of the quality management system;
- b) establishing quality policy and quality objectives for the quality management system that are compatible with the context and strategic direction of the AU;
- c) integration of the quality management system requirements into the AU's business processes;
- d) promoting the use of the processes approach and risk-based thinking;
- e) providing resources needed for the quality management system;
- f) communicating the importance of effective quality management and of conforming to the quality management system requirements;
- g) achieving intended results of the quality management system;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

The customers of Andhra University are the following:

- a) Students
- b) Industry
- c) Alumni
- d) Other organizations (having joint projects with AU)

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- e) Funding agencies
- f) Government
- g) Society

Top management commitment and leadership with respect to customer focus is ensured through:

- a) determining customer and applicable statutory and regulatory requirements and understood and consistently met;
- b) determining and addressing risks and opportunities that can effect conformity of product requirements and the ability to enhance customer satisfaction;
- c) maintaining focus on enhancing customer satisfaction.

AU ensures that customer needs and expectations are determined and converted into requirements and are fulfilled with the aim of enhancing customer satisfaction.


5.2 QUALITY POLICY

Top Management has established a quality policy, which is appropriate to the purpose and context of AU and it supports strategic direction. It includes a commitment to satisfy the applicable requirements and continual improvement of the quality management system. It provides a framework for setting quality objectives.

The quality policy is maintained as documented information and is made available to interested parties through AU website. To ensure its understanding within AU, it is communicated to all concerned personnel through training programmes, displays and distribution.

Quality Policy is applied within AU through establishing objectives and reviewing the same through management reviews.

Quality Policy of AU is presented in the next page:

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QUALITY POLICY

ANDHRA UNIVERSITY IS COMMITTED TO ACHIEVING EXCELLENCE IN TEACHING, RESEARCH AND CONSULTANCY

- **BY IMPARTING GLOBALLY FOCUSED EDUCATION,**
- **BY CREATING WORLD CLASS PROFESSIONALS,**
- **BY ESTABLISHING SYNERGIC RELATIONSHIPS WITH INDUSTRY AND SOCIETY,**
- **BY DEVELOPING STATE OF ART INFRASTRUCTURE AND WELL ENDOWED FACULTY,**
- **BY IMPARTING KNOWLEDGE THROUGH TEAM WORK AND INCESSANT EFFORTS**


Sd/
VICE CHANCELLOR

5.3 ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES

Organization chart of AU is given at Annexure-1. Responsibility and authority for the roles mentioned in organization chart are assigned, defined and maintained with the respective departments/Principal/Registrar/Admin offices and are communicated internally to all concerned personnel as required.

Vice Chancellor is overall accountable for quality management system of AU and is having following responsibility and authority.

- a) ensuring that the quality management system conforms to the requirements of ISO 9001:2015 standard;
- b) ensuring that the processes are delivering their intended outputs;

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- c) reporting on the performance of the quality management system and on opportunities for improvement in particular to top management;
- d) ensuring the promotion of customer focus throughout the AU;
- e) ensuring that the integrity of QMS is maintained (through review and incorporating changes to processes and / or documented information and implementing QMS accordingly), when changes to the QMS are planned and implemented.

Coordinator (IQAC) is appointed as Management Representative (MR) to provide support to Top Management for execution of above responsibility and authority.

6. PLANNING

6.1 ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES


When planning for the quality management system, AU has considered the issues referred to in 4.1 and the requirements referred to in 4.2 and determined the risks and opportunities that need to be addressed to:

- a) give assurance that the quality management system can achieve its intended results;
- b) enhance desirable effects;
- c) prevent, or reduce, undesired effects;
- d) achieve improvement.

To address these risks and opportunities, AU takes actions by establishing control measures (procedures / records) and identifying improvement areas. These are integrated with process activities and implemented accordingly. The effectiveness of above actions is evaluated in management reviews.

References:

Procedure: Risks and Opportunities

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6.2 QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM

In line with the top management's commitment expressed in the AU's Quality Policy, measurable objectives are established at relevant functions, levels and processes needed for QMS.

While establishing quality objectives, the applicable QMS requirements relevant to the function are taken into account. These are communicated to all concerned personnel and monitored by Coordinator(IQAC) and updated accordingly. The quality objectives of Andhra University are given at Annexure-2.

The objectives are achieved through a plan given at Annexure-3.

6.3 PLANNING OF CHANGES

When AU determines the need for changes to the quality management system, the changes are carried out in a planned manner considering the following:

- a) the purpose of the changes and their potential consequences;
- b) the integrity of the quality management system;
- c) the availability of resources;
- d) the allocation or reallocation of responsibilities and authorities


7. SUPPORT

7.1 RESOURCES

7.1.1 General

AU determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system considering the following:

- a) the capabilities of, and constraints on, existing internal resources;
- b) what needs to be obtained from external providers

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Accordingly, AU provides the following resources through annual budget / reviews to meet the requirements of the Quality Management system:-

- Qualified Staff and trained Technical and Supporting Manpower,
- Basic Infrastructure facilities in terms of space, electricity, power, water & other utilities like canteen, bank, transport, medical aid etc necessary for academic, Research and consultancy activities,
- Well-equipped Laboratories and audio-visual facilities necessary for efficient imparting of Education and HRD activities,
- Well equipped central facilities as Laboratories, computer Centre, and Library with access to wider national and international database etc., and
- Any other resources as and when required.

7.1.2 People

AU has determined and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.


7.1.3 Infrastructure

Andhra University has determined, provided and maintains the infrastructure needed to achieve conformity of the service and meet applicable requirements of University and AICTE. The infrastructure includes,

- Work space and associated utilities
- Alternate power supply
- Equipment, hardware and software
- Supporting services like canteen and transportation facilities etc.,
- Accommodation of students

7.1.4 Environment for the operation of processes

The environment necessary for the operation of its processes and to achieve conformity to service requirements are determined by the concerned Head / Principal and provided accordingly to achieve quality objectives.

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The environment includes:

- Health and safety conditions
- Work methods
- Work ethics
- Ambient working, conditions

7.1.5 Monitoring and measuring resources

7.1.5.1 General

The resources required for monitoring and measuring performance of AU are determined during establishing institute itself and additional requirements are planned through Annual Budget / Management Reviews.

7.1.5.1 Measurement traceability

Andhra University ensures that all monitoring and measuring equipment are well under control. These are kept appropriate identification and maintained to provide evidence of service / laboratory activity to the determined requirements. Where required, some of the laboratory equipment is calibrated to give confidence of on the output of laboratory activities.

7.1.6 Organizational knowledge


The knowledge necessary for the operation of its processes and to achieve conformity to AU is captured through qualification, experience, skill the existing persons, procedures and systems of operations.

In case of changing needs and trends to provide service, the current knowledge is considered and as required additional knowledge is acquired or accessed.

7.2 COMPETENCE

Competence of personnel performing work affecting conformity to conducting courses is ensured based on:

- a) appropriate education,
- b) training,
- c) skills,
- d) experience of personnel,
- e) UGC/AICTE requirements.

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Training needs are identified as and when required and accordingly training / appropriate actions are planned and provided either in-house or at external location by internal / external faculty. Subsequently, evaluation is carried out for evaluating the effectiveness of training provided / any other actions.

The documented information related to competence is retained with the concerned Dept.

7.3 AWARENESS

It is ensured through internal training / communication that the persons working under AU are aware of:

- a) the Quality Policy;
- b) relevant Quality Objectives;
- c) their contribution to the effectiveness of QMS, including the benefits of improved performance;
- d) the implications of not conforming with the requirements of QMS.

7.4 COMMUNICATION

AU has determined the internal and external communications relevant to QMS, including:

- a. on what AU will communicate;
- b. when to communicate;
- c. with whom to communicate;
- d. how to communicate;
- e. who communicates.

The above information is maintained with the concerned depts.


References:

Procedure: Communication

7.5 DOCUMENTED INFORMATION

7.5.1 General

AU has determined the documented information required by ISO 9001:2015 and information determined for the effectiveness of QMS.

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The documented information maintained for the purpose of establishing ISO 9001:2015 is given below:

- a) Scope of QMS
- b) Quality Policy
- c) Quality Objectives
- d) External issues and internal issues
- e) Interested parties requirements
- f) Risks and opportunities
- g) Quality Manual
- h) Procedures
- i) UGC requirements
- j) AICTE requirements

In addition to above, documented information is maintained by the Depts. as required for effective operation of QMS.

Documented information retained by for the purpose of providing evidence of result achieved (records) is available in soft copy / hard copy in any or combination of the following:


- a) Files
- b) Registers
- c) Log books
- d) Meeting minutes / notes
- e) E mails

7.5.2 Creating and updating

When creating the documented information mentioned under 7.5.1, it is ensured that these are:

- a) provided with appropriate identification and description which include title, date, prepared & approved and reference number / code.
- b) Reviewed and approved, whereas necessary, for suitability and adequacy.

The documented information is maintained and retained in English language in hard copy (paper) / soft copy (computer), as suitable.

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7.5.3 Control of documented information

Documented information is controlled to ensure;

- a) it is available and suitable for use, when and where it is needed;
- b) it is adequately protected.

While control of documented information maintained and retained by AU, the following are considered, as applicable;

- a) Distribution, access, retrieval and use;
- b) Storage and preservation, including preservation of legibility;
- c) Control of changes (revision/issue);
- d) Retention and disposition.

Documented information of external origin for the planning and operation of the quality management system is determined and controlled by the concerned Head of the Dept. / Principal.

It is ensured by the concerned person(s) that the documented information retained (records) as evidence of conformity are protected from unintended alterations.

References:


Procedure: Control of documented information

8. OPERATION

8.1 OPERATIONAL PLANNING AND CONTROL

Andhra University controls service operation through:

- a. Availability of information that specifies the characteristics of the service.
- b. Where necessary, the availability of work instructions
- c. The use and maintenance of suitable equipment of the service operations
- d. The availability and use of measuring and monitoring the performance.
- e. The implementation of monitoring activities through review meetings.

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All details defining sequences of teaching-learning processes in terms of classroom teaching, laboratory courses, projects, industrial and practical training etc and requirements in terms of fulfillments for various programmes are documented in a book form and is available to all the students.

The course content, syllabi and composition are as approved by University norms and the Dean (Academic) recommends methods of internal performance evaluation of the student. These are communicated to all the concerned individuals.

Individual Departments shall be responsible for providing enough opportunities for the students towards the fulfillment of these norms. Accordingly, each Departments draw a timetable for scheduling events during the academic calendar. The departments shall be responsible for providing proper class rooms and laboratories with appropriate equipment and facilitates that the necessary effective teaching and learning.

The Examination section of the University shall be responsible for announcing the dates for conducting the examinations as per the announced schedule. The teachers concerned shall be responsible for announcing course syllabi and reference, materials to be used for the course, In conformity with the curriculum approved by the University.


Students performance shall be evaluated on a regular and continuous basis on a schedule, which is announced in advance. Such an evaluation shall be carried out by the teacher and intimated to the Head of the department. The performance records shall be available with the Examination section and Department office.

All the process for the lecture-based courses shall be with the formal knowledge of the Head of the Department. Similarly, in laboratory courses, the Head of the department shall ensure various steps necessary to make this exercise rewarding.

The students of a particular course shall evaluate teacher's performance in the process of effective education. The feedback from such an evaluation shall be communicated to the concerned teacher, the Principal and Vice-Chancellor which enables the teacher to take corrective action, if needed, to improve the quality of teaching. All the relevant records are kept with appropriate departments/units of the Institute.

Equipment necessary towards the educational services such as PCs, Xerox machines, laboratory equipments, overhead projects, audio visual aids etc shall be maintained in the fitness condition by taking appropriate corrective action. The department shall maintain the records of the same.

Central facilities such as Library (text/reference books and journals), Central computer Center (Computation) will provide all the assistance to the students for various academically related activities in a degree programme. Process control exercised by these service units is described in the detail in corresponding manuals.

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References:

Procedure: Teaching

Procedure: Grant of affiliation to affiliated colleges

8.2 REQUIREMENTS FOR PRODUCTS AND SERVICES

8.2.1 Customer communication

Andhra University has implemented effective liaison with its customers with an aim to meet customer requirements.

Andhra University has defined communication requirement relating to:

- Service information
- Enquires for admissions;
- Students complaints and actions relating to nonconforming service
- Student's responses relating to performance service.

8.2.2 Determination of requirements related to products and services

Andhra University has established and maintains a process to identify student's requirements.

The process considers:


- The completeness of Students Service requirements;
- Requirements not specified but necessary for the Students;
- Obligations related to service, including regulatory and legal requirements.

The requirements are identified through industrial interactions, student feedback forms, Departmental committee meetings, Board of studies meetings, Complaints and suggestions.

8.2.3 Review of requirements related to products and services

Students requirements including any requested changes, are reviewed before a commitment to provide a service to the Students under the framework of the rules of Andhra University.

- Identified Students' requirements are clearly defined for service.
- Students' requirements differing from those previously expressed are resolved as per the frame work of rules of the Government, UGC/AICTE
- Andhra University has reviews and subsequent follow-up actions are recorded.

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The contract with regard to the research, development and consultancy work between the faculty staff of Andhra University and the industry and other governmental agencies shall be in the form of written document to carry out mutually agreed work over a specific period. Such a contract spells out the expected tangible results, time frame and financial requirements to carry out such a work.

Qualifications and requirements for students of all degree programmes shall be clearly stated in the prospectus brought out by the Institute. For all academic Degree programme of the Institute, at the time of admission, the student shall be given a course booklet detailing the general requirements in terms of the number and type of course that must be successfully completed within a time frame for the award of the degree. The faculty with the help of suitable assessment mechanism shall decide successful completion of course. The academic section shall verify fulfillment of Degree requirements. Various committees at the departmental or institute level shall carry out review of the progress at regular intervals.

For the sponsored research and consultancy, assignments shall be reviewed at appropriate levels. New project proposals shall be examined and scrutinized and as per the contractual obligations, the ongoing projects are periodically reviewed. Such reviews shall be at the level of the College or University or as requisitioned by the funding agency at a place and time decided by the funding agency.

These reviews shall ensure that based on the proposal, customer requirements shall be clearly defined and documented.

8.2.4 Changes to requirements for products and services

In case of amendments to information related to service operations, same are reviewed and are communicated to the relevant personnel within AU including to the customers with an intent to make them aware of the same.


References:

Procedure: Admissions

8.3 DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES

8.3.1 General

Andhra University has established and implemented Design and development process for curriculum and new courses and same is maintained to ensure the service provision as per customer requirements.

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8.3.2 Design and development planning:

Andhra University is having structured planning and control over design and development of curriculum and new courses. During the design and development it determines;

The design and development stages,

The review, verification and validation that is appropriate to each design and development stage, and

The responsibilities and authorities for design and development.

Andhra University manages the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility. The planning is such that its output should be updated and appropriate to the present requirements of design.


Andhra University is having procedure for designing curriculum and syllabus based on UGC/AICTE guidelines. The Boards of Studies constituted with internal faculty, external expert faculty, and eminent personalities from industry and student representative to discuss and formulate the regulations, curriculum and syllabus for the new/restructured under graduate, post graduate and research programmes. The academic senate approves it. The work instructions, the responsibility of Board of Studies, Board of Research studies, Academic Senate, Standing Council and Executive Council are given in the following manuals.

- a) The Andhra University code
- b) Standing orders of the Executive council

8.3.3 Design and development inputs:

Andhra University determines the requirements of the courses through discussions in the Board of Studies, Department Research Committees, Central Research Committees, Board of Research Studies, guest faculty visits, and industry interactions and students feedbacks and maintain records in the form of minutes. The inputs also include functional and performance requirements of the programmes/courses.

Applicable statutory and regulatory requirements like UGC/AICTE guidelines collecting information for other Universities or organizations where such courses are being offered. Care is taken to see that these inputs are reviewed for adequacy, completeness of requirements and not in conflict with other courses and curriculum through discussions and interactions.

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8.3.4 Design and development controls:

Andhra University conducts systematic reviews in the design and development of curriculum to evaluate the ability of the developed product to meet customer requirements. During the development of curriculum, the University identifies if any problems that may affect the implementation or teaching of the course. In such cases, it takes all necessary measures to avoid such problems. All reviews are done in meetings of Board of Studies, departmental Committees, Board of Research Studies and recorded in minutes book.

Andhra University verification regarding the development of the curriculum in accordance with the input requirements. This is done through scrutiny of the Chairman, Board of Studies and signing on syllabus of each paper. Andhra University validates the course structure in accordance with planned arrangements to ensure that the course is capable of meeting the requirements of present day needs. The semester end examinations, and student/teacher feedback on curriculum is a validation of course designs.

8.3.5 Design and development outputs:

Andhra University has a system to verify the effectiveness of the designed and developed curriculum and courses to meet the requirements of the services prior to approval.

The output of the design and development meet the needs of the customers. It provides information regarding the regulations, course content, eligibility norms, syllabus examination pattern, evaluation procedures and teaching norms. It also specifies the needs and opportunities associated with such programmes.


8.3.6 Control of design and development changes:

Andhra University maintains records for all changes or modifications made to the existing design of the curriculum. The changes are based on teachers' experiences in the classrooms, student feedbacks, UGC/AICTE guidelines or advancement of knowledge and noted in minutes' book of Board of studies. Chairperson, Board of studies is responsible for conduct of the meeting and the minutes.

8.4 CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES

8.4.1 General

Andhra University controls its purchasing processes to ensure purchased product and / or service(s) conform Andhra University requirements. The type and extent of methods to control these processes is dependent on the effect of the purchased product and/or service(s) upon final service/product.

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8.4.2 Type and extent of control

Andhra University has a Central Purchasing committee (nominated by Vice-chancellor) which evaluates and selects suppliers based upon their ability to supply product and/or services in accordance with requirements. Evaluation, re-evaluation and selection criteria for suppliers are established. The results of evaluations and subsequent follow-up actions are recorded.

AU ensures that the purchased products and services do not adversely affect the ability to consistently deliver services to the customers.


With this intent, AU has defined Purchasing processes within its QMS. These define the controls that it intends to apply to supplier and those it intends to apply to the resulting output. While selecting the supplier and identifying purchase requirements (purchase requisition), the following are taken into consideration:

- a) the potential impact of the externally provided products and services on the AU's ability to consistently meet customer and applicable statutory and regulatory requirements;
- b) the effectiveness of the controls applied by the external providers;
- c) determining the verification, or other activities (such inspection and testing, test reports, etc.) necessary to ensure that the externally provided products and services meet requirements.

8.4.3 Information for external providers

Purchase Orders / agreements contain clear description of the material / service to be purchased. The information on purchase order includes the following, as applicable:

- a) Specifications (quality & quantity)
- b) Required delivery date
- c) Price and other commercial conditions (taxes, payment schedule, etc.)
- d) Product approval certificates (IS/ any other type)
- e) Inspection criteria
- f) Requirements for qualification of personnel, in case of services and
- g) quality management system requirements.

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AU has a system of verification of purchased products by Stores on receipt to ensure that they meet specified purchase requirements. Verification of purchased products is conducted at the AU premises or at the suppliers' premises as mentioned in purchase order.

References:

Procedure: Purchasing

8.5 PRODUCTION AND SERVICE PROVISION

8.5.1 Control of production and service provision

All details defining sequences of teaching-learning processes in terms of classroom teaching, laboratory courses, projects, industrial and practical training etc and requirements in terms of fulfillments for various programmes are documented in a book form and is available to all the students.

The course content, syllabi and composition are as approved by University norms and the Dean (Academic) recommends methods of internal performance evaluation of the student. These are communicated to all the concerned individuals.


Individual Departments shall be responsible for providing enough opportunities for the students towards the fulfillment of these norms. Accordingly, each departments prepare a timetable for scheduling events during the academic calendar. The departments shall be responsible for providing proper class rooms and laboratories with appropriate equipment and facilitates that the necessary effective teaching and learning.

The Examination section of the University shall be responsible for announcing the dates for conducting the examinations as per the announced schedule. The teachers concerned shall be responsible for announcing course syllabi and reference ,materials to be used for the course, In conformity with the curriculum approved by the University.

Students performance shall be evaluated on a regular and continuous basis on a schedule, which is announced in advance. Such an evaluation shall be carried out by the teacher and intimated to the Head of the department. The performance records shall be available with the Examination section and Department office.

All the process for the lecture-based courses shall be with the formal knowledge of the Head of the Department. Similarly, in laboratory courses, the Head of the department shall ensure various steps necessary to make this exercise rewarding.

The students of a particular course shall evaluate teacher's performance in the process of effective education. The feedback from such an evaluation shall be communicated to the concerned teacher, the Principal and Vice-Chancellor. Which enables the teacher to take

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corrective action, if needed, to improve the quality of teaching. All the relevant records are kept with appropriate units of the Institute.

Equipment necessary towards the educational services such as PCs. Typewriters, Xerox machines, laboratory equipments, overhead projects, audio visual aids etc shall be maintained in the fitness condition by taking appropriate corrective action. The department shall maintain the records of the same.

Central facilities such as Library (text/reference books and journals), Central computer Center (Computation) will provide all the assistance to the students for various academically related activities in a degree programme. Process control exercised by these service units is described in the detail in corresponding manuals.

The output of processes related to providing service by Andhra University can be verified for its conformance to customer / AU requirements. Hence, there are no processes, which require validation.

References:

Procedure: Teaching

Procedure: Grant of affiliation to affiliated colleges


Procedure: Research

8.5.2 Identification and traceability

A unique ID or Roll Number that is given to him/her at the time of entry into the system identifies the student. The number shall be used for identification at both academic levels.

Books, equipment, material and similar capital items, which shall be procured for the purpose of fulfilling academic requirements, shall be accessioned and coded, given independent number for valued equipment or a group identification number for bulk items such as furniture etc. Details shall be maintained in a separate ledger, which lists out the procurement details, location of equipment condition or status etc, and is verified annually under the supervision by a faculty member of the Department or Centre. Faculty and obsolete equipment is removed under the advice of Departmental committee constituted. Central Library, Central Workshop, Central Computer Centre devise their own system or product identification and traceability for their internal purpose which is explained their respective manuals.

Product, equipment, materials which has been received from the customer such as industry or government agency for the purpose of research and consultancy shall be identified for the purpose of safekeeping, accounting and returning to the funding agency, if necessary, towards the end of the project. The record is maintained with the Principle investigator of the project.

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References:

Procedure: Admissions

8.5.3 Property belonging to customers or external providers

Andhra University exercises care with customer’s property while it is under the University’s control or being used by it. The institute identifies, verifies, projects and maintains customer property provided for use or incorporation into the product/service. Occurrence of any customer property that is lost, damaged or otherwise found to be unsuitable for use is recorded and reported to the customer.

Student’s documents like Mark statements, Transfer Certificates, Date of Birth Certificates, Degree Certificates etc., are treated as customer property and Andhra University shall take proper care to ensure that there is no loss or damage to this property.

In case of research and consultancy, the customer-supplied product could be in the form of equipment to be tested or specialized chemicals or materials that are supplied by the customer (industry) for the purpose of work to be carried out at Andhra University. University is committed to ensure proper care such that no unintentional loss or damage occurs to the customer-supplied product.

The property belonging to suppliers/service providers, when under custody of AU, is protected and safe guarded. In case of any loss or damage to it, same is informed to supplier and relevant record is retained.


References:

Procedure: Admissions

8.5.4 Preservation:

Andhra University preserves conformed of product/service documents with customer requirements during internal processing and delivery which includes identification, handling, storage and protection. All the research and consultancy assignments shall be given a unique number which identifies the funding agency, type of assignment, the year of sanction, during of the project, Project coordinator etc. Subsequent records are maintained under the ID number. Similarly, the material and equipment procured for the purpose of research and consultancy under the project shall be recorded under this project number.

Andhra University shall provide necessary infrastructure in terms of adequate space for the storage or equipment and material meant for academic programmes, research and consultancy as per the specific requirements. This could be in the form of climate control rooms, storage bins or

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racks etc. Material and equipment procured for the purpose of research and consultancy shall be inspected to detect any deterioration. Records will be kept of such an inspection and corrective action shall be taken to prevent further damage.

The Academic and non-academic records are preserved carefully depending on their nature and their importance of such records. The old and past records are kept safely and separately where standard precautions from the point of fire safety, damage due to termite' etc are ensured. Equipment and facilities created from internal resources as well as from externally funded research and consultancy assignments are maintained and preserved to extract maximum utility during the life span of the same.

References:

Procedure: Admissions

8.5.5 Post-delivery activities

After completion of the course / service, AU issues all relevant degree certificates / completion certificates / report to the students / other customers. In case of any requirement of additional information, subsequently, customer may approach with a request to AU. Depending on the viability, information is provided by AU at its discretion.

8.5.6 Control of changes

In case of any changes to providing services, same are reviewed by the concerned Dept. These are communicated to all concerned to ensure service provision as per customer's / AU requirements. The information related to above is retained by concerned Dept.


8.6 RELEASE OF PRODUCTS AND SERVICES

Andhra University specifies methodology for monitoring and measurement of its services (Award of degrees). A procedure for examination and evaluation documented for each course. Every student has to successfully complete the specified requirement before award of the Degree. AU also conducts periodic evaluations and monitoring methodology through Dept. Committee meetings, Head of the Dept. Meeting and Board of Studies meetings at specified period of time and record the conformation of the services provided.

References:

Procedure: Teaching

Procedure: Examination and evaluation

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8.7 CONTROL OF NONCONFORMING OUTPUTS

Andhra University ensures that the product/service, which does not confirm to requirements, is identified and controlled to improve overall system performance. The controls and related responsibilities and authorities for dealing with non conforming products are defined in documented procedure for handling Non conforming product/services.

Andhra University deals with non conforming service by one or more of the following ways:

- a. By taking action to eliminate the detected non conformity.
- b. By authorizing its use, release or acceptance under discretion by relevant authority.
- c. By taking action to preclude its original intended use or application.

Records of the nature of non-conformities and any subsequent actions taken, including decisions taken are maintained. When nonconforming product/service is detected after use has started, Andhra University takes action appropriate to the effects or potential effects, of the non conformity.


Non-conformity of academic type could be, for expel, shortfall in required attendance, lower academic performance, is dealt by the Department Section on case-by-case basis.

Procedure for the lost or damaged books in the department is noted in the departmental library register.

Non-conformity in service provided by the laboratory and Central Computer Centre is discussed in the meeting of the respective Committees. Non-conformity for the Research and consultancy activity is generally in the form of slippage in project completion time, in terms of re-appropriation of funds due to the unforeseen circumstances or faulty procedures adopted at the proposal stage.

Respective functional heads, Quality circles or specially appointed review committee shall investigate the non-performing matter and place its recommendation before the Head/Dean/Principal/Vice-Chancellor. The concerned authorities of the University shall communicate the decision taken on case-by-case basis.

Reasons for the non-conformance for Teaching, Research and Consultancy assignment is analyzed. If the reasons are outside the control of the University, such as release of funds on time, these are suitably taken up the concerned faculty with the funding agency. Alternately, the Principal office can provide assistant and advise to the project Coordinator through various guidelines brought out from time to time.

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Andhra University ensures that the non-conformity is traced at the earliest to ensure that corrective actions can be taken at the earliest to eliminate the cause of nonconformity. The control of non-conformity identified during in process or final stage of service is identified. The non-conformity records are reviewed at the management Review Meetings, with an intention of preventing it from re-concurrence.

References:

Procedure: Teaching

Procedure: Examination and evaluation

9. PERFORMANCE EVALUATION

9.1 MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION

9.1.1 General

The processes are monitored by the respective Process Owners based on the records maintained related to various activities of the process. Processes are measured based on Process Measures and the information related to these is captured and analyzed periodically by the Head of the Depts./ Principals. The results of analysis are used to evaluate achievement of quality objectives.


The documented information related to the above is retained by the concerned Dept.

9.1.2 Customer Satisfaction

Andhra University monitors information on customer satisfaction and / or dissatisfaction as one of the measurements of performance of the quality Management system. It also monitors information relating to customer perception as to whether it has met the customer requirements.

Infrastructure support services towards academic programme, and routine management of academic programme predominantly rests with individual Departments. The customer complaints are addressed this at the Department level.

Complaints pertaining to the processes and procedures related to academic, administrative as well as research & consultancy activities, the concerned Principals of the college maintains the records. The complaints shall be received, both in a formal as well as informal ways in oral and written form as feedback. These shall be redressed by the Principal as well as the head of the department concerned or with the intervention/advice of a committee, if required.

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References:

Procedure: Customer feedback and complaints

9.1.3 Analysis and evaluation

AU analyses and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- a) conformity of conducting courses / providing Services
- b) the degree of customer satisfaction (through feedback);
- c) the performance and effectiveness of the quality management system;
- d) Research output
- e) Grants or funds available
- f) if planning has been implemented effectively; (through objectives)
- g) the effectiveness of actions taken to address risks and opportunities;
- h) the performance of external providers;
- i) the need for improvements to the quality management system.


References:

Procedure: Analysis and evaluation

9.2 INTERNAL AUDIT

Internal audits are conducted once in 6 months to provide information on whether the quality management system:

- a) Conforms to:
 - 1) The AU's own requirements for its quality management system;
 - 2) The requirements of this Internal Standards;

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b) Is effectively implemented and maintained.

An audit programme (plan & schedule) is planned based on the importance of the processes concerned, changes affecting the AU, and the results of previous audits. The audit criteria, scope, frequency and methods and other details of conducting Internal Audit are defined in the process or in the documented information retained (internal audit plan, schedule, check list, NCRs).

MR selects auditors to conduct audit ensuring objectivity and impartiality of the audit process. MR also ensures that auditors do not audit their own work.

The Dept. Head / Principal responsible for the area being audited ensures that any necessary correction and corrective actions are taken without undue delay.

MR retains documented information as evidence of implementation of audit programme and the audit results.

References:

Procedure: Internal audit

9.3 MANAGEMENT REVIEW


9.3.1 General

To ensure the continuing suitability, adequacy and effectiveness of quality management system and its alignment with the strategic direction of AU, management review is conducted by Vice Chancellor once in six months.

9.3.2 Management review inputs

The management review is conducted based on the following inputs / agenda:

- a) The status of actions from previous management review;
- b) Changes in external and internal issues that are relevant to the quality management system;

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- 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 services;
 - 4) Nonconformities and corrective actions;
 - 5) Monitoring and measurement results;
 - 6) Audit results;
 - 7) The performance of external providers;
- d) The adequacy of resources;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) Opportunities for improvement.

9.3.3 Management review outputs

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

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

AU retains documented information as evidence of the results of management reviews.

References:


Procedure: Management review

Procedure: Examination and evaluation

10. IMPROVEMENT

10.1 GENERAL

AU determines and selects opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

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These include:

- a) Improving performance (through quality objectives) 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.

10.2 NONCONFORMITY AND CORRECTIVE ACTION

In case of occurrence of nonconformity, including any arising from complaints, AU takes action to control and correct it and/or deals with the consequences.

Subsequently, AU evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:

- 1) reviewing and analyzing the nonconformity;
- 2) determining the causes of the nonconformity;
- 3) determining the similar nonconformities exists, or could potentially occur;


Based on the above, actions are implemented as needed and the effectiveness of corrections taken is reviewed.

Based on the above actions, AU updates risks and opportunities, if necessary and makes changes to its QMS, if necessary. AU retains documented information as evidence of 'the nature of the nonconformities' and 'any subsequent actions taken'.

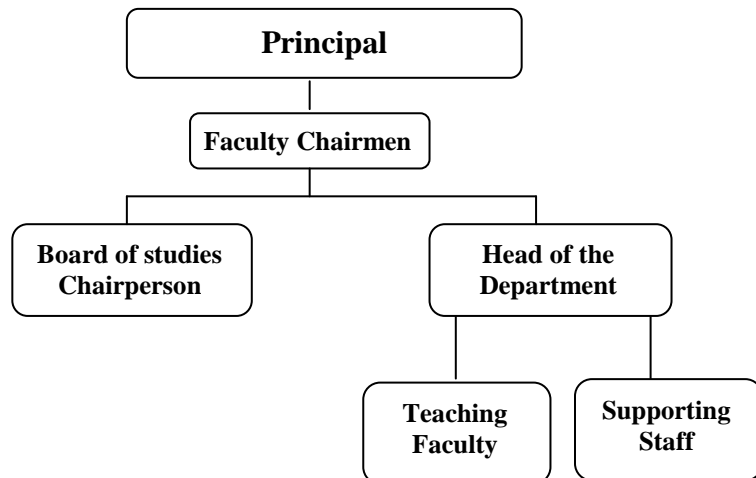
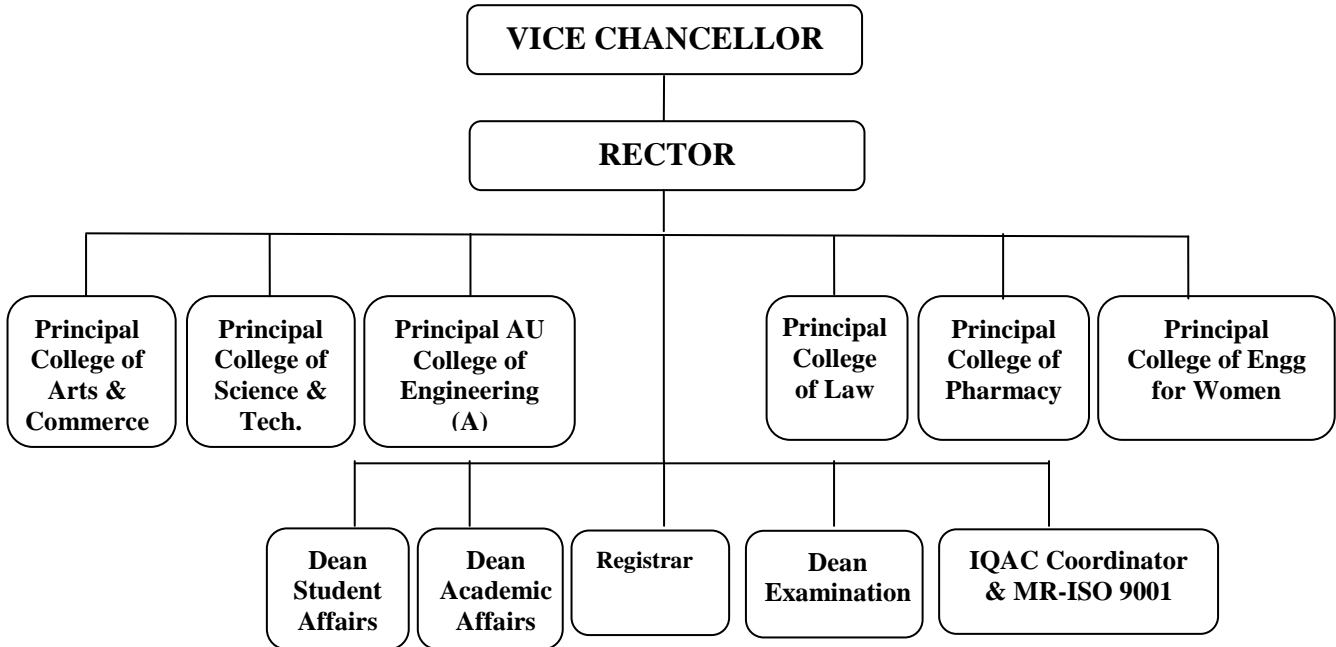
10.3 CONTINUAL IMPROVEMENT


AU is committed to continually improve the suitability, adequacy and effectiveness of the quality management system.

Based on the results of analysis and evaluation, and the outputs from management review, AU determines needs or opportunities, if any, and are considered as inputs for continual improvement.

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ANNEXURE -1: ORGANISATION CHART ASSOCIATED WITH QMS




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ANNEXURE -2

QUALITY OBJECTIVES

S. No.	Quality Objective	Performance Indicator	Responsibility for measurement
1	To provide quality education	Reduction in failure rate Reducing the number of teaching hours lost Number of student seminars conducted in a semester Increase in students attendance Number of student events conducted	HOD / Concerned teacher
2	To imparting globally focused education and creating world class professional	Design of new curriculum based on the needs of industry Frequency of revision of curriculum and syllabus Number of expert faculty visits Number of students get placements Number of industries / organizations conducted campus interviews.	BOS Chairperson /Dean of Academic Affairs / Placement Officers
3	To promote Research & Consultancy	Number of research papers published Number of students got research degrees Number of conferences / seminars conducted Number of faculty members attended and presented research papers in the conferences / seminars	Faculty members / Research scholars
4	To establish synergetic relationship with Industry and society	Number of research projects applied Number of projects completed Number of joint projects / MOU's signed Number of University – Industry interaction programmes conducted	Registrar / Principal / Director, CISC/ HOD / Faculty Member
5	To develop state of art infrastructure and well endowed faculty	Number of books acquired Amount of money spent towards developmental activities Number of faculty members sponsored for conferences / seminars / workshops. New equipment / software purchased or developed	Registrar / HOD / University Engineer

Note: Based on the above, quality objectives are established at Dept./College level and same are maintained with the respective Dept. Head / Principal.

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ANNEXURE - 3

QUALITY OBJECTIVES ACHIEVEMENT PLAN


Quality Objective : University level Objectives (as given in Quality Manual)
Dept. Quality Objectives maintained with Depts.

For the period : Academic year

Resources Requirement : As per Review Committees/Management Review/Annual Budget.

Objectives evaluation : Once in 6 months by the concerned Dept. Heads / Principals

Sl. No.	Action Plan	Responsibility
1.	Compiling information related to Quality Objectives / Performance Indicators once in 6 months.	Dept. Head / Principal / Coordinator, IQAC
2.	Analysis of above compiled information based on monthly trends / graphs.	Dept. Head / Principal / Coordinator, IQAC
3.	Evaluation of need for correction and corrective action.	Dept. Head / Principal / Coordinator, IQAC
4.	Taking necessary action as required.	Dept. Head / Principal / Coordinator, IQAC
5.	Changes to QMS based on above, if required.	Dept. Head / Principal / Coordinator, IQAC
6.	Submitting Quality Objectives achievement status to MR for discussion in Management Review and taking actions, as required.	Dept. Head / Principal / Coordinator, IQAC

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ANNEXURE - 4

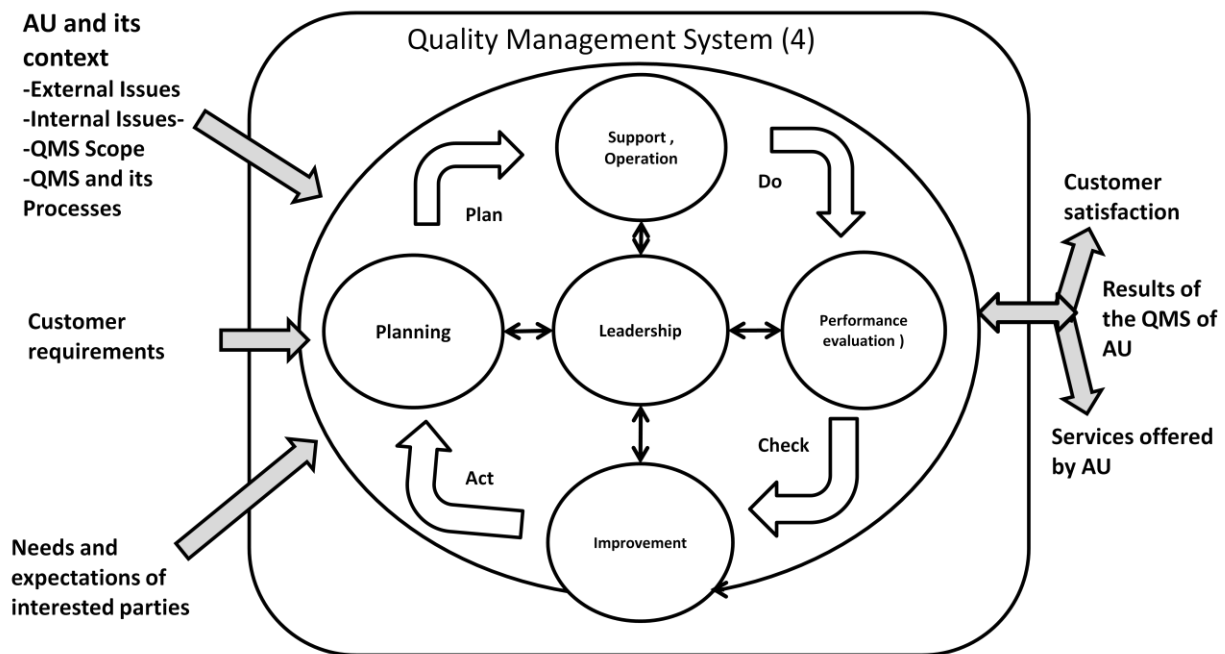
LIST OF PROCEDURES

Sl. No	Procedure Code	Procedure Title	ISO 9001:2015 Clause(s)
1	AU 01	Procedure for documented information	7.5
2	AU 02	Procedure for Risk & Opportunities	6.1
3	AU 03	Procedure for Internal Audit	9.2
4	AU 04	Procedure for Control of Non conforming output	8.7
5	AU 05	Procedure for Non conformity and corrective action	10.2
6	AU 06	Procedure for Customer Feedback and Complaints	9.1.2
7	AU 07	Procedure for Management Review	9.3
8	AU 08	Procedure for Purchasing	8.4
9	AU 09	Procedure for Teaching	8.1, 8.5, 8.6,8.7
10	AU 10	Procedure for grant of Affiliation to the Affiliated Colleges	8.1,8.5
11	AU 11	Procedure for Admissions	8.2,8.5.1,8.5.2, 8.5.3,8.5.4
12	AU 12	Procedure for Examination and Evaluation	8.6, 8.7
13	AU 13	Procedure for Research Admission	8.2,8.5
14	AU 14	Procedure for University Central Library	8.5
15	AU 15	Procedure for Communication	7.4
16	AU 16	Procedure for analysis and evaluation	9.1.3



ANNEXURE - 5

Interaction of Processes



Customers of AU : Students, Industry, Alumni, Other organisations (having joint projects with AU), Funding agencies, Government, Society.