

E.G.S. PILLAY ENGINEERING COLLEGE(AUTONOMOUS)
NAGAPATTINAM-611002

QUALITY MANUAL



ISSUE NO	1	Rev.:1	Rev. :2	Rev. :3	Rev.:4	Rev.:5	Rev.:6
DATE	19-02-2018	04-06-2018	22-07-2019	07-05-2020	21-07-2021	01-06-2022	09-06-2023

ISSUE NO : 1

IDENTIFICATION CODE : B2

ADDRESS

E.G.S.PILLAY ENGINEERING COLLEGE(AUTONOMOUS)
NAGAPATTINAM – 611 002
NAGAPATTINAM DISTRICT
TAMILNADU.
Phone: 04365 – 251112, 251114
principal@egspec.org
Website : www.egspec.org

E.G.S. PILLAY ENGINEERING COLLEGE(AUTONOMOUS)
NAGAPATTINAM-611002

QUALITY MANUAL



ISSUE NO	1	Rev.:1	Rev. :2	Rev. :3	Rev.:4	Rev.:5	Rev.:6
DATE	19-02-2018	04-06-2018	22-07-2019	07-05-2020	21-07-2021	01-06-2022	09-06-2023

ISSUE NO	: 1
IDENTIFICATION CODE	: B2

ADDRESS

E.G.S.PILLAY ENGINEERING COLLEGE(AUTONOMOUS)
NAGAPATTINAM – 611 002
NAGAPATTINAM DISTRICT
TAMILNADU.
Phone: 04365 – 251112, 251114
principal@egspec.org
Website : www.egspec.org

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No A	TITLE : CONTENTS	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE	Page 1 of 2

Section No	Title	ISO 9001:2015 CLAUSE	Page no	No. of pages	Revision	
					No	Date
A	Contents		2	2	2	22-07-2019
B	Basics of the manual		4	2	6	09-06-2023
C	Amendment of manual		6	3	6	09-06-2023
D	About the Institution		9	1	5	01-06-2022
E	Abbreviations and Definitions		10	2	0	19-02-2018
QM01	Understanding the organization and its context	4.1	12	4	6	09-06-2023
QM02	Understanding the needs and expectations of interested parties	4.2	16	2	6	09-06-2023
QM03	Determining the scope of the QMS	4.3	18	1	0	19-02-2018
QM04	Quality management system and its processes	4.4	19	4	6	09-06-2023
QM05	Leadership and commitment	5.1	23	2	1	04-06-2018
QM06	Policy	5.2	25	1	1	04-06-2018
QM07	Organizational roles, responsibilities and authorities	5.3	26	6	6	09-06-2023
QM08	Actions to address risks and opportunities	6.1	32	1	6	09-06-2023
QM09	Quality objectives and planning to achieve them	6.2	33	2	6	09-06-2023
QM10	Planning of changes	6.3	35	1	0	19-02-2018
QM11	Resources	7.1	36	3	6	09-06-2023
QM12	Competence	7.2	39	1	6	09-06-2023
QM13	Awareness	7.3	40	1	0	19-02-2018



Note: Minimum Retention period=3years & Disposal Authority- HOD of concerned department

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No A	TITLE : CONTENTS	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE	Page 2 of 2

Section No	Title	ISO 9001:2015 CLAUSE	Page no	No of pages	Revision	
					No.	Date
QM14	Communication	7.4	41	1	2	22-07-2019
QM15	Documented Information	7.5	42	4	1	04-06-2018
QM16	Operational planning and control	8.1	46	2	6	09-06-2023
QM17	Customer communication	8.2.1	48	1	6	09-06-2023
QM18	Determining the requirements for products and services	8.2.2	49	2	4	21-07-2021
QM19	Design and development of products and services	8.3	51	1	6	09-06-2023
QM20	Control of externally provided processes, products and services	8.4	52	1	2	22-07-2019
QM21	Production and services provision	8.5	53	3	1	04-06-2018
QM22	Release of products and services	8.6	56	1	1	04-06-2018
QM23	Control of non conforming output	8.7	57	1	1	04-06-2018
QM24	Monitoring, measurement, analysis and evaluation	9.1	58	2	3	07-05-2020
QM25	Customer Satisfaction	9.1.2	60	1	2	22-07-2019
QM26	Internal audit	9.2	61	1	0	19-02-2018
QM27	Management review	9.3	62	2	1	04-06-2018
QM28	Improvement	10	64	1	0	19-02-2018
QM29	Nonconformity and corrective action	10.2	65	1	1	04-06-2018
QM30	Continual improvement	10.3	66	1	0	19-02-2018

Note: Minimum Retention period=3years & Disposal Authority- HOD of concerned department

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No B	TITLE : BASICS OF THE MANUAL	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE	Page 1 of 2

1. Name of the Address : E.G.S.PILLAY ENGINEERING COLLEGE (Autonomous),
NAGAPATTINAM,
PIN-611002,


TAMILNADU.

2. Title : *QUALITY MANUAL*

3. Ref to Standards : ISO 9001: 2015
Quality Management Systems
Requirements

4. Issue No. and Date : 1 dated 19-02-2018 & Rev. No.1 dated 04-06-2018
Rev. No.2 dated 22-07-2019, Rev. No.3 dated 07-5-2020,
Rev. No.4 dated 21-7-2021, Rev. No.5 dated 01-06-2022,
Rev. No.6 dated 09-06-2023

5. Scope : Design of curriculum, syllabus and providing education in Engineering
and Management (Graduate and Postgraduate Courses)

Approved By Principal	Signature
Dr.S.Ramabalan M.E., Ph.D.,	

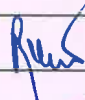

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No B	TITLE : BASICS OF THE MANUAL	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE	Page 2 of 2

6. Distribution List:

QUALITY MANUAL DISTRIBUTION LIST

Sl.No	Issued To	Id. Code	Sl.No	Issued To	Id. Code
01	Chairman	A1	12	HOD – Information Tech.	B10
02	Correspondent	A2	13	HOD – Humanities and Science	B11
03	Principal	B1	14	HOD – Civil eng.	B12
04	Top Management	B2	15	HOD-Bio Medical Engineering	B13
05	Dean – Student Affairs	B3	16	Training and Placement	B14
06	HOD – Management Studies	B4	17	Librarian	B15
07	HOD - MCA	B5	18	Office Manager	B16
08	HOD – Mechanical Engg	B6	19	Certification Agency	C
09	HOD – Computer Science Engg.	B7	20	HOD-Computer Science and Business Systems	B17
10	HOD – Electrical & Electronics Engg	B8	21	HOD-Artificial Intelligence and data Science	B18
11	HOD – Electronics & Comm Engg.	B9			

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	Top Management	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No C	TITLE : AMENDMENT OF MANUAL	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE	Page 1 of 3

ISSUE.NO.:1

DATE:

CURRENTLY IN ADOPTION

Common Reasons for the changes are:


(a) Achieving better clarity (b) Adding missing points(c) Editorial Changes (d) Adding new points

Brief history of changes in Issue No."1"

Section No.	Current Rev.		Reason for change over the Previous version	
	No.	Date	Para ref.	Reason
QM01	1	04-06-2018	PageNo 12 Para 4	To include the identify, Monitor and review of Internal and External issues.
QM02	1	04-06-2018	PageNo 17 Para 1	To add AICTE, Anna University in Interested Parties
QM04	1	04-06-2018	Page No 20 Para 1	To add Performance Indicator, Responsibility and Authority for process are included
QM09	1	04-06-2018	Page No 33 Para 1	Planning to achieve quality objectives are included
QM25	1	04-06-2018	Page No 60 Para 1	Customer Satisfaction is discussed in detail
QM 01	2	22-07-2019	Page No 13 Para 4	To include club activities
QM04	2	22-07-2019	Page No 19 FigQM01-1	To replace 3 cycle test with 2 cycle tests
QM07	2	22-07-2019	Page No 26 Para 3,4	To include the responsibilities of Trust member and CEO
QM08	2	22-07-2019	Page No 32 Para 2	To include the risk identification and mitigation of administrative process
QM11	2	22-07-2019	Page No 38 Para 2	To include faculty's online course registration in external issues
QM17	2	22-07-2019	Page No 48 Para 9	To include customer communication through whatsapp
QM19	2	22-07-2019	Page No 51 Para 2	To include AICTE model curriculum in designing the curriculum
QM01	3	07-05-2020	Page No 14	To include in External Issues
QM02	3	07-05-2020	Page No 17	To include Result Passing Board Meeting
QM04	3	07-05-2020	Page No 20	To improve the Admission Process

Note: When a large number of revision takes place in an issue number, that entire document with all the revisions is issued with next issue number, setting revision number of all the sections to zero.

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No C	TITLE : AMENDMENT OF MANUAL	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE	Page 2 of 3

ISSUE.NO.:1

DATE:

CURRENTLY IN ADOPTION

Common Reasons for the changes are:


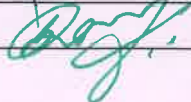
(a) Achieving better clarity (b) Adding missing points(c) Editorial Changes(d) Adding new points

Brief history of changes in Issue No."1&2"

Section No.	Current Rev.		Reason for change over the Previous version	
	No.	Date	Para ref.	Reason
QM08	3	07-05-2020	Page No 32	Due to Covid 19, Online Exam conducted
QM09	3	07-05-2020	Page No 33	Update Quality objective 2020-2021
QM17	3	07-05-2020	Page No 48	Due to Covid-19,Communication to students thru whatsapp
QM24	3	07-05-2020	Page No 58	AICTE has insisted to change the MCA course duration
QM09	4	21-07-2021	Page No 34 Para 7	Revised the quality objectives
QM11	4	21-07-2021	Page No 37 Para 1	Included the new resource
QM18	4	21-07-2021	Page No 50 Para 3	Requirements for community radio is included
B	5	01-06-2022	Page No 4 Para 4	Update the fifth revision date
D	5	01-06-2022	Page No 9 Para 3	Include BTech AI&DS
QM01	5	01-06-2022	Page No 12 Para 4 Page No 13 Para 3 to 7 Page No 14 Para 2 to 6	Include patent, copyright, consultancy and research publication Include the implementation of ERP Change the name of Governing council to governing body
QM02	5	01-06-2022	Page No 16 Para 4	Change the name of Governing council to governing body
QM04	5	01-06-2022	Page No 22 Para 2	Replace the process CMS to ERP
QM07	5	01-06-2022	Page No 29 Para 2	Include placement related activity
QM09	5	01-06-2022	Page No 33 Para 2	Change the quality objective
QM19	5	01-06-2022	Page No 51 Para 2	Include the regulation 2021

Note: When a large number of revision takes place in an issue number, that entire document with all the revisions is issued with next issue number, setting revision number of all the sections to zero.

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No C	TITLE : AMENDMENT OF MANUAL	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE	Page 2 of 3

ISSUE.NO.:1

DATE:

CURRENTLY IN ADOPTION

Common Reasons for the changes are:


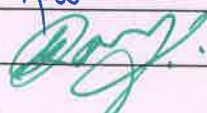
(a) Achieving better clarity (b) Adding missing points(c) Editorial Changes(d) Adding new points

Brief history of changes in Issue No."1&2"

Section No.	Current Rev.		Reason for change over the Previous version	
	No.	Date	Para ref.	Reason
B	6	09-06-2023	Page No 5 Table row 10	Quality manual distributed to the HoD
C	6	09-06-2023	Page No 6	Amendments included
QM01	6	09-06-2023	Page No 12 Table row 1	Monitoring component included
QM02	6	09-06-2023	Page No 17 Table row 4	Included interested party, need and expectation and Monitor and review
QM04	6	09-06-2023	Page No 19,20	Changes in academic process flowchart Update plan to address the risk and opportunities
QM07	6	09-06-2023	Page No 26 Para 1,4 Page No 29,30	Update governing council to governing body Update the overall responsibility of placement Role changed Update Top Management
QM08	6	09-06-2023	Page No 32 Table row 4	Update Risk Mitigation for Learning Process
QM09	6	09-06-2023	Page No 33,34	Update the Quality objectives
QM11	6	09-06-2023	Page No 37	Include project Lab and T& P lab in resources
QM12	6	09-06-2023	Page No 39 Para 2	Update Competency for research
QM16	6	09-06-2023	Page No 46	Update Quality objectives
QM17	6	09-06-2023	Page No 48	Update customer communication
QM19	6	09-06-2023	Page No 51	Update Flowchart

Note: When a large number of revision takes place in an issue number, that entire document with all the revisions is issued with next issue number, setting revision number of all the sections to zero.

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.: 5
Section No D	TITLE : ABOUT THE INSTITUTION	Date :01-06-2022
Prepared by	REF TO ISO 9001:2015 CLAUSE	Page 1 of 1
Top Management		

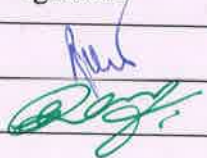
E.G.S.Pillay Engineering College (Autonomous) is one of the pioneering non-grant engineering colleges in the state. It was established by E.G.S.Pillay & Sons Educational & Charitable Trust, Nagapattinam in the year 1995 with the approval of the Government of Tamilnadu and the All India Council for Technical Education, New Delhi. The courses have been affiliated to Anna University, Chennai. The college has earned the reputation of being one of the most preferred colleges by the students and parents all these years. Known for its excellent infrastructure and facilities for learning, the outstanding non-grant engineering college has registered impressive performance consistently. A gateway to success, the college has now set on long-range planning to enlarge and enrich its programs and activities to empower the youth who aspire to become successful Engineers, Scientists and Managers.

The college is situated in picturesque surroundings, abutting Nagapattinam- Nagore Highway, 5 kms from Nagapattinam and 2 kms from Nagore. The college, having been located in the rural belt backward area, is carrying on yeoman service providing high quality education to the students of this rural area. The following courses are being offered.

- I. Under Graduate Programme
 - 1.Mechanical Engineering
 - 2.Computer Science and Engineering
 - 3.Information Technology
 - 4.Electronics and Communication Engineering
 - 5.Electrical and Electronics Engineering
 - 6.Civil Engineering
 - 7.Bio Medical Engineering
 - 8.Computer Science Business Systems
 - 9.Artificial Intelligence and Data Science

- II. Post Graduate Programme
 10. M.B.A
 11. M.C.A
 12. M.E (Manufacturing Engineering)
 13. M.E (Computer Science Engineering)
 14. M.E (Power Electronics and Drives)
 15. M.E (Communication systems)
 16. M.E(Environmental Engineering)

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	


EGSPEC	QUALITY MANUAL	Rev No. :0
Section No E	TITLE : ABBREVIATIONS AND DEFINITION	Date : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE	Page 1 of 2

Sl.No	Abbreviations	Definition
1.	Admn	Administration
2.	AICTE	All India Council for Technical Education
3.	AOD	Analysis of Data
4.	AU	Anna University
5.	AVL	Approval of Vendors
6.	CAL	Calibration
7.	CAPA/CAP	Corrective And Preventive Action
8.	CCM	Core Committee Member
9.	CET	Common Entrance Test
10.	COD	Control of Document
11.	COR	Control of Records
12.	CRE	Contract Review
13.	CRP	Customer related Process
14.	DDC	Document and Data Control
15.	DOTTE	Director of Technical Education
16.	DRS	Documentation Requirements
17.	EGSPEC	Edayathangudy G S Pillay Engineering College.
18.	Engg.	Engineering
19.	HOD	Head of the Department
20.	HRD	Human Resource Development
21.	HSP	Handling Storage Preservation, Packaging and Delivery
22.	I/c	In-charge
23.	Id	Identity
24.	IMTE	Inspection Measuring and Testing Equipment
25.	INS	Inspection and Testing
26.	IQA	Internal Quality Audit
27.	ITS	Inspection and Test Status
28.	MAM	Monitoring and Measurements
29.	MMD	Monitoring and Measuring Devices
30.	MRM	Management Review Meeting

EGSPEC	QUALITY MANUAL	Rev No. :0
Section No E	TITLE : ABBREVIATIONS AND DEFINITION	Date : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE	Page 2 of 2

Sl.No	Abbreviations	Definition
31.	NCP	Non Conforming Product
32.	NC	Non Conformance
33.	NCR	Non Conformance Report
34.	No.	Number
35.	PC	Purchase Committee
36.	PG	Post Graduate
37.	PIT	Product Identification and Trace ability
38.	PRO	Public Relation Officer
39.	PSP	Production and Service Provision
40.	PUR	Purchase / Purchasing
41.	QM	Quality Manual
42.	QMS	Quality Management Systems
43.	QR	Quality Records
44.	Ref.	Reference
45.	Reg	Registration
46.	REM	Resource Management
47.	Rev.	Revision
48.	Sl.No	Serial Number
49.	STQ	Statistical Technique
50.	STU	Student
51.	TM	Top Management
52.	TRG	Training
53.	UG	Under Graduate
54.	WI	Work Instruction

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM01	TITLE: UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT	Date : 09-06-2023
Prepared by TOP MANAGEMENT	REF TO ISO 9001:2015 CLAUSE:4.1	Page 1 of 4

Our institution is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, economic, social, competitive, market and technological issues influence our strategic direction and our Organizational context.

Our institution identifies, analyses, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of our process, or our management system's integrity.

To ensure that our QMS is aligned with our strategy, whilst taking account of relevant internal and external factors; we initially collect and analyze pertinent information in order to determine potential impact on our context and subsequent strategy.

The following are the internal and external issues to be considered for monitoring and reviewing the information.

Internal issues

Identify	Monitor	Review
Availability of competent teaching and non-teaching faculty members	Involvement in preparation of lesson plan and effective delivery. Participation in workshop, conference, seminar & FDP Paper Publications, Patent, copy right, Consultancy, Research Publications, Books publications, Book chapter, Research proposal etc. Proper maintenance of laboratory	Based on the students exam results, students feedback, Peer evaluation and HOD evaluation Through the report of internal audits Lab maintenance record

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM01	TITLE: UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT	Date : 09-06-2023
Prepared by TOP MANAGEMENT	REF TO ISO 9001:2015 CLAUSE:4.1	Page 2 of 4

Identify	Monitor	Review
Designing curriculum and syllabus according to the Regulations.	Curriculum and Syllabus verified by BOS members, Academic Council members and Approved by Anna University.	Every year BOS review the curriculum and syllabus.
Providing sufficient number of classrooms	Based on student strength classrooms are allocated and monitored by Class coordinators and HOD	Every year based on student admissions class room allotments are reviewed.
Teaching and Learning Process	Ensured teaching learning process are carried out according to the course plan	Every month course logbooks are verified by the HoDs. Class committee meetings are conducted three times in a semester
Club Activities	All the working Saturdays, club activities are conducted by Club incharges and monitored by HoD	Every month end consolidated report of the activities submitted to the principal / Academic Director for verification & Suggesting.
Availability of Technology support like, LCD projector, computers, software and latest laboratory equipments	Stock registers and compliant registers are maintained ERP is used to maintain stock and up to date details.	Availability of equipments are verified during stock verification.
Facilities for sports and games	Department sports incharge and physical education director ensure the sports activities of the students and the available facility.	It is reviewed in the monthly class committee meeting.
Value added courses, Self study courses and one credit courses	Value added courses, Self study courses and one credit courses inclusion in curriculum are verified by BOS members	Every semester, This will be reviewed by principal/Academic Director

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM01	TITLE: UNDERSTANDING THE ORGANIZATION AND IT CONTEXT	Date : 09-06-2023
Prepared by TOP MANAGEMENT	REF TO ISO 9001:2015 CLAUSE:4.1	Page 3 of 4

Identify	Monitor	Review
Conducting End semester examinations	Conduct of Examinations are monitored by Chief Superintendent and Anna University Representatives.	All process of Conducting Examinations are reviewed by Controller of Examinations.

External issues

Identify	Monitor	Review
Students admissions	Admission process is monitored by Admission Cell to ensure admissions are done according to AICTE and Anna University norms.	Admission Process are verified by Admission Director and approved by DOTE.
Feedback from Parents	Parents teachers meeting schedule is included in academic Schedule and monitored by the Class coordinators and HoDs	Parent teachers meeting reports are reviewed by the principal.
Fulfilling the norms of Government of India	Fulfilment of Government of India norms are monitored by the Governing body members.	Fulfilment of Government of India norms are reviewed during the Governing body meetings.
Approval from DOTE, AICTE, UGC and Anna University, Chennai	Principal ensures the approvals of DOTE, AICTE, UGC and Anna University, Chennai are obtained on time	Principal and COE review the approvals.
Emergence of Institution rivalry	Governing body members monitors the institution development and progress twice in a year	It is reviewed through Anna university ranking, MHRD institution ranking and by Accreditation agencies.
Changing trend of engineering preferences	Addition of new Engineering courses , updatation of curriculum are followed and monitored by Management. New Courses such as AIDS introduced from 2022-2023	It is reviewed by Academic council and Governing body.

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM01	TITLE: UNDERSTANDING THE ORGANIZATION AND IT CONTEXT	Date : 09-06-2023
Prepared by TOP MANAGEMENT	REF TO ISO 9001:2015 CLAUSE:4.1	Page 4 of 4

Changes in duration of the course	AICTE has insisted the institution to reduce the duration of MCA from 3 years to 2 years	It is reviewed by BoS Meeting
-----------------------------------	--	-------------------------------

Our institution monitors and reviews this information to ensure that a continual understanding of each group's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings and are conveyed via minutes and other planning documents.



The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them. Refer to clause 6.1 for more information about our risk and opportunity management framework.

Although we acknowledge that ISO 9001:2015 does not require our organizational context to be maintained as documented information, we maintain and retain.

The following documented information to describe our organizational context:

- a. Quality Manual
- b. Procedure Manual
- c. HR Policy

AUTHENTICATION

Particulars	Designation	Signature
Issue and Control by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM02	TITLE: UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSES:4.2	Page 1 of 2

Our institution recognizes that we have a unique set of interested parties whose needs and expectations change 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.

To ensure that our products and processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from the interested parties.

Where appropriate, to ensure that our processes are aligned to deliver the requirements of our interested parties; we convert relevant needs and expectations into requirements which become inputs to our QMS and to our product and service designs.

a) Interested parties relevant to the QMS

Suggestions from AICTE, Anna University, Governing body Members, Members of Board of Studies, Academic council members, Industry, Alumni, Suppliers, Parents, Faculty members and Students will be recorded properly and to implement the actions for the development of the organization.



EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM02	TITLE: UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSES:4.2	Page 2 of 2

b) Requirements of the interested parties

The requirements of the interested parties are to be assessed and maintained properly as per the quality management system of the organization. The organization should fulfill the requirements such as

Interested parties	Needs and Expectations	Monitor and Review
AICTE	AICTE norms for curriculum, students teachers ratio, Faculty competent and Infrastructure.	Once in a year
Anna University	Anna University norms and regulations for curriculum, students teachers ratio, Faculty competent and Infrastructure.	Once in a year
Governing body	Admissions, Budget, University Results, Additional facilities to be improved, Market Competition, Financial transactions, Academic practices	Once in a year
Corporate Industry Faculty members	Quality students to place in their companies	Once in a year
Board of Studies	Suggesting the improvements and changes in Curriculum and syllabus as per the need of the market	Once in a year
Academic Council	Verify and Approve the Curriculum and syllabus	Once in three years
Result Passing Board	Before the results are published, a RPB ensures the quality of evaluation and results and suggestion for moderation are followed as per the norms of Anna University	Once in Six Months
Alumni	Suggestions to improve the Curriculum and syllabus as per the need of the market	Once in a year
Parents	Quality Education, Degree and Placement	Once in three months or whenever required
Students	Quality Education, Degree and Placement	Regular interactions, Class committee meeting
Suppliers	Beneficial Relationship	Requirements of the University and the need of the students

AUTHENTICATION



Particulars	Designation	Signature
Issue and Control by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :0
Section No QM03	TITLE: DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM	Date : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:4.3	Page 1 of 1

Based on the analysis of the internal and external issues and requirements of interested parties in Sections 4.1 and 4.2, our institution has established the scope of our quality management system in order to implement our objectives and our policies that are relevant to our context, products and other interested parties.

Scope of the Organization is as follows: Design of curriculum, syllabus and providing education in Engineering and Management (Graduate and Postgraduate Courses)

AUTHENTICATION

Particulars	Designation	Signature
Issue and Control by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM04	TITLE: QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES	Date : 09-06-2023
Prepared by TOP MANAGEMENT	REF TO ISO 9001:2015 CLAUSE:4.4	Page 2 of 4

These key process groups include;

- a. Admission Process
- b. Teaching and Learning Process
- c. Internal Examination Process
- d. End Semester Examination Process
- e. Training and Placement Process
- f. Attendance Monitoring process

Process	Performance Indicator	Responsibility and Authority for Processes	Risk & Opportunities for Processes	Plan to address the Risk and Opportunities
Admission Process	1.Students admitted through Anna university counselling and Management Quota 2.Admission Applications received by the institution	Admission Cell Director/Zonal Coordinator	a) Fill the sanctioned strength b) Creamy student's admission c) Safeguard student's original certificate d) Poor course Preference e) Less UG Admission	a. Awareness program conducted in school and college b. Management scholarship and Scholarship test c. Record maintain when receiving certificates. After getting approval from DOTE, original certificate to be handed over to the students. d. Conduct a meeting with the students to share about the value of each courses e. Encourage the faculty member to refer the student to the college. Give Advertisement
Teaching and Learning Process	Assessment and End semester Results	Course Incharges	a. Course completion within allotted hour b. Identify slow learners c. Identify teaching and learning issues	a. Course plan preparation b. Student performance analyze after completing their cycle test. Remedial class will be conducted for slow learners. Mentoring system, Grievance & redressal system help the students to come out from issues c. Feedback received from the student
Internal Examination Process	Assessment Test results	Course Incharges, COE	a. Assessment method	a. Question paper framing as per course outcomes and Blooms taxonomy levels.

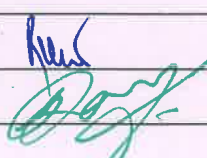
EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM04	TITLE: QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES	Date : 09-06-2023
Prepared by TOP MANAGEMENT	REF TO ISO 9001:2015 CLAUSE:4.4	Page 3 of 4

Process	Performance Indicator	Responsibility and Authority for Processes	Risk & Opportunities for Processes	Plan to address the Risk and Opportunities
End Semester Examinations	Examination schedules and results are announced on time.	COE	<ul style="list-style-type: none"> a. Safeguard the question paper in COE b. Paper valuation c. Entry restriction to COE office d. Convey revised exam schedule to the students 	<ul style="list-style-type: none"> a. COE received question paper from external question setter. Password will be used to protect the question paper. Necessary copies will be taken after scrutinize the question paper. It is sealed and opened in front of AUR. b. Paper valuated based on answer key from the answer key setters. c. Manual register and a security to be maintained, Camera to be fixed in entrance, Bio metric entry restriction to be used. d. Revised Exam schedule available in the notice board and website
End Semester Examination through Online	Exam Schedule and links are published in the coe.egspec.org website on the day of the exam.	COE	<p>Risk: Login issue or submit browser, Question may not be visible, Network / Internet Connectivity issues.</p> <p>Opportunities: Fast Evaluation, Early Publication of Result</p>	<p>Login issue can be resolved through help line numbers.</p> <p>After the exam, Conduct the retest for the students who failed network issues.</p>

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM04	TITLE: QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES	Date : 09-06-2023
Prepared by TOP MANAGEMENT	REF TO ISO 9001:2015 CLAUSE:4.4	Page 4 of 4

Process	Performance Indicator	Responsibility and Authority for Processes	Risk & Opportunities for Processes	Plan to address the Risk and Opportunities
Training and Placement Process	No. of students placed through on campus and off campus	Placement Coordinator and Placement Director	<ul style="list-style-type: none"> a. Identify timing for placement related training given to the students b. Students wish to become an entrepreneur c. Students wish to apply government exams 	<ul style="list-style-type: none"> a. Placement Training hours included in the timetable b. Entrepreneurs hip Development Cell is processed c. Career guidance programs are conducted
Attendance Monitoring process	<ul style="list-style-type: none"> 1. Daily Attendance entered in the ERP webportal for Autonomous Students. 2. Attendance details uploaded in webportal for Anna University students as per Anna University Schedule 	Course Incharge	Time limitation in online entry	Attendance entry schedule are included in Academic schedule

REFERENCE DOCUMENT
CRP 11,CRP 11 WI(1,2,3,4,5,6,7)
AUTHENTICATION

Particulars	Designation	Signature
Issue and Control by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM05	TITLE: LEADERSHIP AND COMMITMENT	Date : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSES 5.1	Page 1 of 2

5.1.1 General

Top management provides the leadership and governance to all activities related to the processes including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.

Top management is committed to implementing and developing the quality management system and this commitment is defined by our corporate policies and objectives. Our institution ensures that our policies are understood, implemented and maintained throughout at all levels of the Organization through printed distribution of our policy statements and through periodic management review of the policy statements and objectives.

- The Top Management has clearly understand the customer and their needs as well as the statutory needs of Anna University, AICTE, DOTE and other Governing bodies for establishing the quality policy. To bring home to minds of every one to incorporate the elements of quality policy in every activity.
- The Top Management has determined the functional quality objectives. This includes admission, education, assess the teaching quality, evaluation of results, improvement, training & Placement, Office, hostel and Library. Quality Objectives are clearly measurable and parameters for the same are also established.
- The management conducts the management review meetings to monitor the effectiveness of the quality system. Management review is described in section QM 26.
- To ensure customer satisfaction, the college has established methods and standards for measurement of performance of quality management system through the following.

5.1.2 Customer Focus

- a) Knowledge is imparted to students through systematically implemented lesson plan for Theory and Practical course work. Class tests are periodically conducted and model examination is conducted at the end of the semester. Results are analyzed and feed back along with suggestions for improvement are given to students. Results are communicated to parents.
- b) Direct feedback is obtained from the students on their satisfaction about class room / laboratory teaching by the Heads of Departments and corrective measures are taken, if required.
- c) Individual grievances are addressed through the counseling scheme.
- d) Students are facilitated to undergo industrial training and to undertake summer / main project work as per the requirement.

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM05	TITLE: LEADERSHIP AND COMMITMENT	Date : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSES 5.1	Page 2 of 2

The Top Management is communicating the Vision, Mission and Quality Policy to the stakeholders through various modes.

Vision

Envisioned to transform our institution into a "GLOBAL CENTER OF ACADEMIC EXCELLENCE"

Mission



1. To provide world class education to the students and to bring out their inherent talents.
2. To establish state-of-the-art facilities and resources required to achieve excellence in teaching - learning, and supplementary processes.
3. To recruit competent faculty and staff and to provide opportunity to upgrade their knowledge and skills.
4. To have regular interaction with the Industries in the area of R&D, and offer consultancy, training and testing services.
5. To establish centers of excellence in the emerging areas of research.
6. To offer continuing education, and non-formal vocational education programmes that are beneficial to the society.

Risk	Risk Mitigation (focus on enhancing customer satisfaction)
Identify and rectify the gap between Anna University Syllabus and current industry need.	Value added course will be conducted Content beyond syllabus should be included after gap analysis
Identify competent staff members	Every academic year Self Appraisal Report, feedback from students, HOD evaluation will be collected to measure the competency of staff members.

REFERENCE DOCUMENT

Nil

AUTHENTICATION

Particulars	Designation	Signature
Issue and Control by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM06	TITLE: POLICY	Date : 04-06-2018
Prepared by	REF TO ISO 9001:2015 CLAUSES 5.2	Page 1 of 1
Top Management		

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. Top management ensures that our quality policy is established and documented, and that the policy is available to all interested parties through displays in notice board, entrance of all the buildings, departments and our college website.

The quality policy is communicated to all employees at all levels throughout our organization via training, regular internal communications and reinforcement during annual faculty performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

The quality policy is monitored and reviewed then and there in management review meeting according to the context of the organization.

QUALITY POLICY



We commit ourselves to satisfy our student community through quality teaching and by concentrating on Teaching-Learning process.

We strive to give continuous improvement, skill development to the students through teamwork and complying all applicable requirements.

REFERENCE DOCUMENT

Nil

AUTHENTICATION

Particulars	Designation	Signature
Issue and Control by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM07	TITLE: ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 5.3	Page 1 of 6

- ❖ Organization chart is given in. QM 07 - Fig (1)
- ❖ For each position shown in the chart, responsibilities related to quality is given below
- ❖ Linkage of each clause of ISO 9001: 2015 with responsibility of each functionary in the organization is given

AUTHORITIES AND RESPONSIBILITIES

Governing body

- Governing body reviews the functioning of the institution
- It suggests strategies for the development of the institution
- The council studies the market and communicates the opportunity for the development of the organization.
- The risk factors to be predicted earlier and safeguard the institution by giving proper guidance.
- It helps the Principal in formulating policies and strategies

Trust member

- Admission related activities
- Discipline related activities
- Purchase, Service and Maintenance of items
- Grievance and Redressal System
- Transport Related Works

CEO

- Staff recruitment promotion and relieving
- Fixing of duties and responsibilities for staff, policy and service rules and governing system framing and implementation
- Awards prizes incentives for staff
- Taking action on staff and students related to discipline and other activities

Principal

- Responsible for overall administration, academic activities in the institution in keeping with policies of the management as well as mandatory regulations and stipulations of the regulating statutory authorities.
- Evolve quality policy; formulate quality system; enforce implementation and adherence; monitor effectiveness; evaluate loss on account of lack of quality in an educational institution, promote quality improvement in teaching and handling of student community and in the services of supporting system.
- Responsible for all the academic activities of the institution including maintaining existing affiliation and recognition and promoting new affiliations and recognition for which the institution is deemed eligible.
- Maintenance of student records; arrangement for examination; arranging evaluation of teaching faculty; coordinating with University; statutory authorities and related institutions; campus selection and placement.
- Academic Director, Administrative Director Admission Coordinator, Placement Convenor and principal are the responsible persons for the placement and training.

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM07	TITLE: ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 5.3	Page 2 of 6

- Responsible for overall administration of the institution which includes establishment, accounts, security and maintenance services.
- Responsible for evaluation of vendors and suppliers continuously and their quality rating; maintenance of stores which includes proper storage, orderly utilization and minimum loss.
- Maintenance of all equipments, devices, instruments and accessories; maintenance and promotion of playgrounds.

Controller of Examinations

- The Controller of Examinations shall be the Principal Officer in-charge to conduct examination, tests and the declaration result.
- The COE will be the supervisor of Examination Committee constituted by the Academic Council
- The Controller of the Examinations may inform the proceeding of Examination Committee to the Academic Council as and when required.
- The Controller of Examinations shall be responsible for making all the arrangements necessary for holding examinations, tests and timely declaration of results.
- Prepare academic calendar including examination schedule and implement the same.
- To appoint examiners and moderators as prescribed in the rules & regulations.
- To arrange for printing of question papers and answer books and their safe custody.
- To arrange to evaluation and to process the results.
- To arrange for timely declaration and publication of result.
- To issue the hall ticket for eligible candidates.
- To issue the Mark Statement for passed students

Head of the Department

- Evolve in consultation with the faculty, the development perspectives of the department and assist the management of the institution in the formulation of the institutional and departmental operational plans consistent with the institutional missions, departmental priorities, available competencies and resource constraints.
- Formulate schemes for departmental development and participate in the institutional effort to secure grants and other resources for implementing the same from various funding agencies.
- Organize and administer the various activities of the department and co-operate with the sister departments in undertaking inter-departmental activities, consistent with the institutional policies and priorities.
- Actively participate in the planning, organizing and implementing of the institutional initiatives in undertaking cooperative projects in collaboration with industry.
- Provide active leadership in ensuring quality and organizing effective instruction, curriculum development and expanding the research and consultancy activities of the department.
- Assist the management of the institution in the identification of the development needs of the departmental staff as well as the corrective assistance required by them.
- In addition, the Heads of the Departments are required to perform such other academic roles to be assigned to other faculty members belonging to their cadre.

Professors

- Assisting in the quality implementing programme.

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM07	TITLE: ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 5.3	Page 3 of 6

- Class room and laboratory instruction, student's assessment and evaluation and guiding under-graduate students' projects together with providing leadership in the conduct of the course work of the relevant field of specialization.
- Curriculum development including learner resource development and modernization of laboratories.
- Interaction with industry and society.
- Contribution to planning, organizing and conduct of continuing education programme.
- Research and research guidance.
- Leading consultancy projects and extension activities.
- Student counseling and career guidance.
- Administration and planning both at departmental and institutional levels.
- Contribution to resource mobilization effort of the institution.
- Participation in policy planning, monitoring and evaluation as well as promotional activities both at departmental and institutional levels.

Associate Professors.

- Class room and laboratory instruction and guiding under-graduate projects together with students assessment and evaluation.
- Participation in curriculum development.
- Innovation in both classroom and laboratory instructions.
- Development of instructional aides and learning resource materials.
- Laboratory development
- Research and research guidance.
- Contribution to consultancy projects and extension services.
- Participation in continuation education activities.
- Participation in academic and administrative planning and development work at the departmental level assisting at the institutional level.
- Students counseling and interaction.
- Involvement in student's co-curricular activities.

Assistant Professors

- Classroom instruction.
- Laboratory instruction
- Students assessment
- Guiding under-graduate student's project
- Supervising industrial training of students.
- Assisting in laboratory development
- Participation in learning resource material development
- Assisting in research and consultancy projects.
- Assisting in departmental administration.
- Students counseling and interaction
- Involvement in students' co-curricular activities.

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM07	TITLE: ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 5.3	Page 4 of 6

Placement Officer

- Conduct training Programs according to industry needs
- Initiate and implement steps for facilitating students to get suitable placement

R&D Convener

- Guide, help and liaise with all departments for R&D projects , Technical Symposiums , Seminar / Workshops / Conferences with the help of R&D Committee members
- Guide the departments to get R&D projects funded by the various agencies like AICTE, UGC,CSIR ,DST,MNRE ,DRDO,SERB, TNSCSTetc.,

Administrative Director

- Responsible for general administration (Non-academic), maintenance of library, Security and other capital items, furniture etc.,
- Responsible for the collection of fees from the students and payment to staff and contractors, suppliers etc.,
- Take care of purchase of all items
- Responsible for the activities like finance, banking, auditing, payment of various taxes and payment to statutory bodies etc.,

Admission Chairman

- Responsible person for UG and PG Admission related process
- Responsible to maintain the following files
 1. DOTE Approval Communication
 2. Student Acknowledgement
 3. Fees Details for the Course
 4. Consortium File
 5. Government Orders File
 6. Admission Procedure
 7. Scholarship Details
 8. Anna University Approval File
 9. AICTE Approval File
 10. Authority of Disposal: Admission Cell Convener

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM07	TITLE: ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 5.3	Page 5 of 6

Librarian

- Responsible for the entire smooth function of the library.
 - Responsible for the order of books / Journals , Audio /Video materials etc.,
 - Maintain relevant records with help of library assistants.
- Physical Education Director (PED)
- Counsel, guide and help the students in carrying out activities related to physical education as per the guidelines of Anna University.
 - Maintain relevant records
- Laboratory In-charge
- Keep the machinery / equipment in working condition suitable for carrying out Experiments
 - Provide laboratory timetable to technical staff and regulate their working.
 - Provide necessary facilities to faculty, who handles specific laboratory course work.
 - Provide the necessary assistance to students who carry out project work in the laboratory

TOP MANAGEMENT

The faculty members such as the Principal, the Academic Director and the Administrative Director are the top management to maintain Quality Management System in this institution in addition to their existing other responsibilities.

TOP MANAGEMENT has the requisite authority and responsibility for the following:-

- Ensuring that the quality system is established implemented and maintained as per this manual.
- Organizing Internal Quality Audits (IQA) taking necessary follow –up action to effectively correct the Non Conformances found.
- Organizing Management Review Meetings
- Periodically monitoring effectiveness of Quality Management System (QMS)
- Coordinating all matters related to quality activities within the Institution, Regulatory bodies, Certification agency and Students.

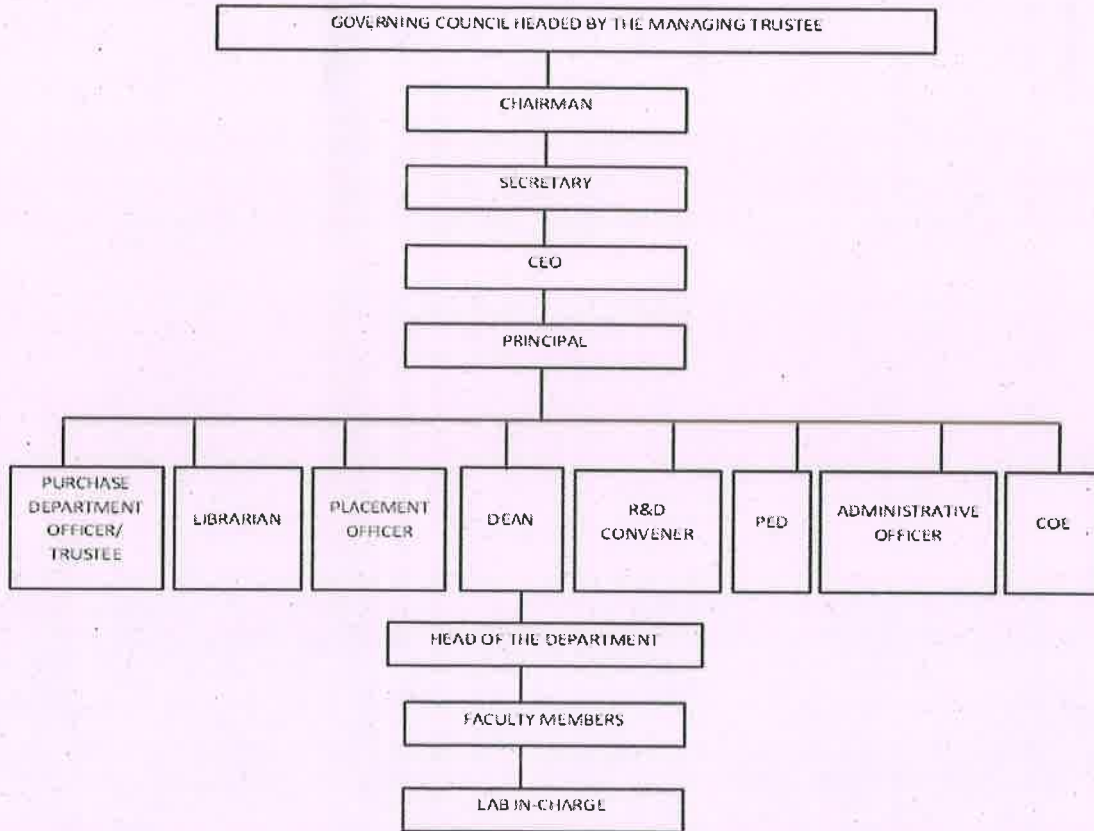
TOP MANAGEMENT is assisted by the office of the Principal in all matters of quality activities viz. document and data control, purchase, maintenance of quality records, IQA etc.

Internal Communication

- There is very efficient internal communication system within the organization both to ensure the effectiveness of the service realization and to ensure communication regarding the effectiveness of the quality management system
- Sufficient number of notice boards for provided to various departments and at the selective locations, so that all internal circulars, orders and other information matters are efficiently communicated to all concerned
- Linkage of the clauses of ISO 9001: 2015 with responsibility of each functionary in the organization is given in table below.

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM07	TITLE: ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 5.3	Page 6 of 6

QM 07 - FIG(1) ORGANISATION CHART



DEPARTMENTS

- (i) Science & Humanities
- (ii) Computer Science and Engineering
- (iii) Information Technology
- (iv) Electronics & Comm. Engg.
- (v) Electrical & Electronics Engg.
- (vi) Mechanical Engineering
- (vii) Civil Engineering
- (viii) BioMedical Engineering
- (ix) Computer Science and Business System
- (x) Artificial Intelligence and Data Science
- (xi) M.C.A
- (xii) M.B.A
- (xiii) M.E

REFERENCE DOCUMENT

Nil

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM08	TITLE: ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 6.1	Page 1 of 1

The overall aim of our institution is to minimize the risk and maximize the opportunity for the development of the students. Our institution is to ensure that institutional capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks. Top management is responsible for incorporating risk based thinking in to our institution's culture.

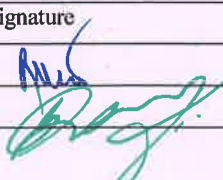
Process	Risk Identification	Risk Mitigation	Responsibility
Admission	Low number of seats filled	Awareness program is conducted. Proper Advertisement through media	Admission Cell Convener
Administrative Process	Unable to meet the quality objectives	Every wednesday, an HoD's meeting is conducted with CEO to understand the activities planned in the department and to measure the college going on properly. CEO makes the decision to solve various issues related to department and college level in consultation with the management.	CEO
Teaching Process	Non completion of the syllabus within the prescribed periods.	Periodical monthly meeting is to be conducted by the HOD and ensure the problem is resolved.	HOD
Learning process	Slow learners, Difficulty in learning	Feedback and Mentoring System Conducting remedial classes, daily test and retest	HOD
Examination Process	Aware of exam schedule and safeguard of QP and Answer script, Online-Login Problems	Question paper opened in front of AUR Helpline number can be used	Exam Cell Convener / COE
Training and Placement	Students placed in good company	Training conducted. Campus drive, Pooled campus , off campus intimation to the students	Training & Placement Cell Convener

- The risk such as admissions, results and placements are the major aspects in academic institutions.
- Proper planning regarding admissions and the steps taken to improve the process by creating an admission cell
- Results can be improved by effective teaching, coaching and mentoring to the students regularly.
- Placements can be improved by giving training in aptitude, soft skills and technical knowledge to the students. Also regular contacts with the corporate will increase the placements in the institution.

REFERENCE DOCUMENT

TRG 09, CRP11 WI(1) & CRP(11), WI(7)

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM09	TITLE: QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 6.2	Page 1 of 2

QUALITY OBJECTIVES FOR THE ACADEMIC YEAR 2023-24 & PLANNING TO ACHIEVE THEM

QUALITY OBJECTIVES FOR THE ACADEMIC YEAR 2023-24	PLANNING TO ACHIEVE THEM
To support the slow learners and to encourage all the bright students to equip themselves with necessary skills through mentoring system.	<ul style="list-style-type: none"> ➤ Coaching classes are given before the internal and end semester examinations. ➤ Optional Tests are conducted for failures. ➤ Bright Students are awarded during symposium
To receive feedback from students about faculty members, infrastructure and college facility through feedback system once in a semester and redress if any.	Feedback collected from the students in the mid of the semester as per academic schedule and action taken report for the same is filed
To encourage all the course instructors to use minimum one of the innovative methodology for their subjects.	Innovative methodology for the lecture topics are included in course plan
To encourage the passed-out students to choose their career like placement in industry through on campus and off campus, placement in Government jobs, entrepreneur or higher studies through training programs.	<ul style="list-style-type: none"> ➤ Weekly two Training and placement hours are included in the timetable ➤ Staff from Training and Placement Cell handles the coaching activities.
To motivate the students to take part in the sports, fine arts and all other extra-curricular activities such as NSS, YRC, RRC and Yoga.	<ul style="list-style-type: none"> ➤ Weekly two hours for sports and yoga are included in the timetable ➤ PED, Yoga Master and NSS In-charge handles the activities
To conduct Governing Body Meeting minimum once in a year.	Invitations are sent to Governing Body members and reports are prepared as per schedule.
To take steps to ensure upswing graph in the percentage of End Semester examination results.	Coaching classes are given before the internal and end semester examinations.
To purchase additional bus for the convenience of the students based on requirement	Transport Convener follows the process of purchasing buses

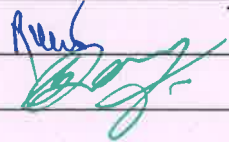
EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM09	TITLE: QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 6.2	Page 2 of 2

QUALITY OBJECTIVES FOR THE ACADEMIC YEAR 2023-24	PLANNING TO ACHIEVE THEM
To provide quality water through RO plant for drinking purpose.	General Manager follows up the maintenance schedule of RO plant.
To provide hygienic, high quality food and home atmosphere in the hostel facilities for hostel students.	Hostel Warden ensures the food menu and room facilities through frequent meetings.
To maintain a strict code of discipline by close watching of students by faculty members in the college campus regularly.	Every day discipline committee members monitor the students for proper wearing of Id Cards, Dress codes and other activities. Surprise checking for use of mobile phones is conducted.
To purchase books and journals minimum Rs 1, 00,000 /- every year.	At the start of the academic year, Book requirements are obtained from every department and sanctions are accorded.
To ensure the usage of innovate technology like Solar energy	The installed Solar Energy equipments are serviced as per schedule.

REFERENCE DOCUMENT

Nil

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	


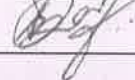
EGSPEC	QUALITY MANUAL	Rev No. :0
Section No QM10	TITLE: PLANNING OF CHANGES	Date : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 6.3	Page 1 of 1

- (a) Change is an inevitable part of the world. When there is a necessity to change processes, procedures, policies, objectives and the equipment that will be considered only with the integrity of the QMS could be compromised or improved as a result of making the change.
- (b) All changes of the institution are planned and executed by the Head of the institution with the knowledge gathered from Governing Council Members.
- (c) Apart from the above, If any discrepancies or changes in the day to day activities, those information will be discussed in the Management Review Meeting for potential consequences and reallocation of responsibilities and authorities.

REFERENCE DOCUMENT

Nil

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM11	TITLE: RESOURCES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 7.1	Page 1 of 3

7.1.1 GENERAL

For effective implementation of Quality Management System, the Management has to identify the resources needed to enhance the students' satisfaction. Adequacy of resources is reviewed regularly in Management Review Meetings and suitable actions taken.

7.1.2 PEOPLE

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications, experience and responsibilities that are required for each position that affects product and system conformity. Qualifications include desired requirements for education, skills and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position.

Designation	Qualification
CEO/Principal/Dean/Director	ME/M.Tech/MBA/MCA with Ph.D + 10 years of Experience
Professor	ME/M.Tech/MBA/MCA with Ph.D + 10 years of Experience
Associate Professor	ME/M.Tech/MBA/MCA with Registering Ph.D + 7 years of Experience
Assistant Professor	ME/M.Tech/MBA/MCA
Non teaching Staff	Diploma/ B.E

7.1.3 INFRASTRUCTURE

- i. The facilities as prescribed in 7.1 are provided satisfactorily; they are as prescribed by the statutory authorities. Principal and Top Management are responsible for arranging and providing the facilities.
- ii. Teaching faculty and supporting faculty possessing requisite qualification and experience
- iii. Equipment, accessories and materials required for conducting laboratory and practical work; text books, reference books and journals.
- iv. Physical facilities are:
 - a) Class rooms and Drawing Halls.
 - b) Laboratories and Workshops

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM11	TITLE: RESOURCES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 7.1	Page 2 of 3

- c) Seminar hall, Conference Hall
- d) Computer Centre
- e) Audio Visual Centre
- f) Canteen, Hostel, Staff Quarters
- g) Rest rooms
- h) Toilets
- i) Library (Central & Departmental)
- j) Bank Extension Counter
- k) Play Grounds
- l) Medical Facility
- m) Transport facility
- n) Reprographic & DTP facilities
- o) Postal & Communication facility.
- p) Digital Library
- q) Community Radio Room
- r) Project Lab
- s) Training and Placement Lab

All the above facilities are maintained as per the requirements.

7.1.4 ENVIRONMENT OF THE OPERATIONS OF PROCESSES

- i. Congenial eco-friendly work environment has been provided to faculty and students for the purposes of academic work.
- ii. Adequate classrooms with ventilation, lighting, furniture and equipment are provided.
- iii. Adequate safety measures are established in laboratories and workshops.

7.1.5. MONITORING AND MEASURING RESOURCES

Calibration as applicable to EGSPEC is interpreted as under:

The institution is periodically monitoring and measuring the resources within our environment. The buildings, furniture, transport, machineries and equipments are periodically monitored and repaired to maintain the status.

In Laboratory, Calibration of various instruments, gauges falling under inspection, measuring and equipment used in workshops and laboratories are necessary only when,

- a) The values provided by such instruments affect the basic understanding of the subject, or lead to defective administration of syllabus.

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM11	TITLE: RESOURCES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE 7.1	Page 3 of 3

- b) The values shown by the instruments are used by student to derive answers and result in penalizing the student.

7.1.6 ORGANIZATIONAL KNOWLEDGE

Internal Sources:

Organizing Faculty Development Programme using internal faculty members
 Guest lecture using faculty members
 Sharing of knowledge from the successful projects
 Gaining of knowledge from the failure projects
 Using Internal faculty members arrange training to Non teaching faculty members
 Arranging Workshops
 Participation and Presentation of Papers in International and national conference
 Applying Patents and Copyrights
 Conducting Symposium for students
 Organizing Exhibition in using engineering technology


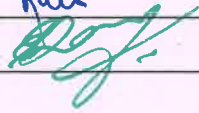
External Sources:

Resource person from other Universities and Industries to train internal faculty members
 Encourage faculty members to attend AICTE sponsored FDP at reputed institutions like IIT, IIM, NIT and So on.
 Faculty members are encouraged to study online courses from Swayam, MOOC, Coursera and skillrack etc.,
 Knowledge can be gained from suppliers while purchasing new software, equipments and other devices
 Through industrial visit new production process can be learned and shared

REFERNCE DOCUMENT

TRG 09, REM 09, REM 09WI(4,5,6,7),CMD 15WI(1)F(1),

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

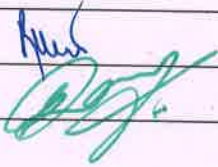
EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM12	TITLE : 7.2-COMPETENCE	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:7.2	Page 1 of 1

COMPETENCE

- ❖ As regards academic teaching, requirements of qualification, experience and training as applicable at the point of entry and subsequent stages are specified by statutory authority and these are complied with by the institution.
- ❖ As an on-going quality improvement measure, teaching fraternity and supporting staff are deputed to Faculty Development programs, seminars, conferences and workshops which update and improve their knowledge and skills. Such programs are also held within the institution for the benefit of in-house members. Training in the form of technical skill upgradation is also provided through sponsorship to Post Graduate and Doctoral programs. Staff members are encouraged to publish papers in SCI, SCIE, WoS, UGC Care journals and Scopus journals.
- ❖ Faculty members are encouraged to study online course from Swayam, Mooc, Coursera and skillrack etc.,
- ❖ Each department is encouraged by R&D Committee to interact with Government Departments, Public sectors Institutions and reputed Industrial Houses and undertake consultancy works. The consultancy works are intended to enhance ambience of work culture apart from fund generation for the institution, to help the staff and students to get practical exposure, to get to know the current trends in industry and to prepare the students to face the future with confidence.
- ❖ Necessary training records are maintained.

REFERENCE DOCUMENT TRG 09

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :0
Section No QM13	TITLE : 7.3-AWARENESS	Date : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE: 7.3	Page 1 of 1

- Sufficient number of notice boards for provided to various departments and at the selective locations, so that all internal circulars, orders and other information matters are efficiently communicated to all concerned.
- College websites and group mail will be used to communicate the messages to all the faculty members to aware of new information.
- Letters will be sent to the parents about the progress and fees details of the concerned students regularly.

REFERNCE DOCUMENT

TRG 09

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	<i>Res</i>
Approved by	Principal	<i>[Signature]</i>

EGSPEC	QUALITY MANUAL	Rev No.:2
Section No QM14	TITLE : 7.4-COMMUNICATION	Date : 22-07-2019
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE: 7.4	Page 1 of 1

There is an efficient internal communication system within the organization both to ensure the effectiveness of the service realization and to ensure communication regarding the effectiveness of the quality management system.


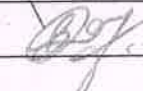
The organization communicates

On what	When	With Whom	How	Who
Academic Schedule	Before the commencement of semester	To faculty and students	Academic schedule circular	Principal
Day to day information	Atleast three days earlier	To faculty and students	Circular	Principal
Time table	Before the commencement of semester	To faculty and students	Timetable	HOD
Conference/ Workshop/ Seminar/Research Proposal	Atleast two months earlier	To faculty and students	Circular & Brochure	Principal/ Programme Coordinator
Sports	Atleast two Weeks earlier	To students	Circular & Brochure	Principal/ PED/Programme Coordinator
Extra curricular activities	Atleast two Weeks earlier	To students	Circular & Brochure	Principal/ Programme Coordinator
Examinations (Mid and End Semester Examinations)	One week after commencement of semester	To faculty and students	Circular	Principal/ COE
Placement Training and Campus Drive	Atleast two weeks earlier	To faculty and students	Circular	Principal/ T & P Convener
Calibration of Equipments	Yearly once	To lab in-charge	Circular	Principal

REFERNCE DOCUMENT

TRG 09,REM 09WI(1,2,3)

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM15	TITLE : 7.5 Documented Information	Date : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE: 7.5	Page 1 of 4

DOCUMENTED INFORMATION

LEVEL I – QUALITY MANUAL

This entire document furnishes how the institution has made operational each of the clauses 4.1 to 10.3 of ISO 9001:2015 in the functioning of every Department.

LEVEL II –PROCEDURE MANUAL

This indicates broadly the manner of doing jobs and mode of transacting, networking and coordinating with other departments to accomplish the tasks of the department and institution properly, systematically and efficiently. References to Level II documents are made in Level I documents suitably.

LEVEL III – WORK INSTRUCTIONS

Work instructions are standard operating steps to be followed in carrying out specific jobs in departments, laboratories and offices. References to Level III documents are made in Level II documents at appropriate places.

LEVEL IV – FORMATS / CHECK LISTS.

Job description, data, results, responses, follow-up etc., are recorded when a job is done as required by the procedures in the Quality System. Such parameters for which details are to be measured, observed and recorded while performing a job are identified in advance through a format or checklist for that job. When the job is done, the details are filled up and recorded in the specified format. Conformance to procedures and specifications can be verified through such records. Thus a level IV documents is a record of evidence of conformance to the set procedure. References to these documents are made in level II and level III documents.

EGSPEC has established a quality management system described through the Quality Manual and other procedures, which accompany Quality Policy Objectives and process flow charts followed in various activities for implementation of educational system.

LIST OF DOCUMENTS TO BE FOLLOWED

- a. Quality Manual
- b. Procedure Manual
- c. HR Policy

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM15	TITLE : 7.5 Documented Information	Date : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE: 7.5	Page 2 of 4

LIST OF RECORDS TO BE RETAINED

ADMISSION OFFICE

1. DOTE Approval Communication
2. Student Acknowledgement
3. Fees Details for the Course
4. Consortium File
5. Government Orders File
6. Admission Procedure
7. Scholarship Details
8. Anna University Approval File
9. AICTE Approval File

Authority of Disposal: Admission Cell Convener

TRANSPORT OFFICE

1. Driver Profile File
2. Bus Details File
3. Fees Details File
4. Student List File
5. Bus maintenance File
6. Bus pass preparation file
7. College ID card preparation and maintenance
8. Record maintenance and update-insurance, RC Book, FC, Permit, and Road tax, Speed governor installation, Fire extinguisher.
9. Transport account maintenance -cheque issue, collection observation, expenses summary preparation, monthly report preparation
10. Transport salary and diesel incentive preparation.
11. Semester wise transport budget preparation
12. Bus fare preparation
13. Bus operation route wise preparation and maintenance.
14. Diesel and service expenses preparation and maintenance.
15. Student name list preparation route wise and dept. wise.

Authority of Disposal: Transport Convener

TRAINING AND PLACEMENT

1. On Campus Drive File
2. Off Campus Drive File
3. Placement Records with Xerox copy of appointment orders File

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM15	TITLE : 7.5 Documented Information	Date : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE: 7.5	Page 3 of 4

4. MOU File
 5. IIPC activities
 6. Year wise training program report(No of events, No of participants, Name of the resource person ,Name of the company)
- Authority of Disposal:** Training and Placement Convener

PURCHASE DEPARTMENT

1. Purchase Order File
2. Infrastructure Expenses File
3. Academic Expenses File
4. Cheque distribution File

Authority of Disposal: General Manager

LIBRARY

1. Access Register File
2. Journal Invoice File
3. Report File
4. Books Invoice File
5. Stationary Bills File
6. Budget File
7. Requirements File
8. Book Issue and Return File
9. Outgoing Register
10. Book quotation, Order , Purchase bills and comparative statement
11. Circular File
12. Telnet , NPTEL ,Magazine File

Authority of Disposal: Librarian

EXAM CELL

1. Proforma 1 to 11 File
2. Internal Allocation File
3. External Allocation File
4. Anna University Correspondence
5. Stationary and Stock maintenance
6. Exam cell Circulars
7. Minutes of Meeting

Authority of Disposal: Exam Cell Convener/ COE

PROGRAMME SPECIFIC FILE

1. NBA accreditation reports of the past visits, if any
2. Department budget and allocations
3. Admission – seats filled and ranks

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM15	TITLE : 7.5 Documented Information	Date : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE: 7.5	Page 4 of 4

4. List/Number of students who cleared the program within minimum years
5. Average Grade point (CGPA)
6. Placement and higher studies data
7. Professional society activities, events, conferences organized etc.
8. List of students' papers along with hard-copies of the publications; professional society publications/magazines, etc.
9. Sample best and average project reports/thesis
10. Details of faculty student ratio
11. Faculty details with their service books, salary details, sample appointment letters, promotion and award letters/certificates
12. Faculty list with designation, qualification, joining date, publication, R&D, interaction details
13. List of faculty publications along with DOIs and publication/citation details
14. List of R&D and consultancy projects along with approvals and project completion reports
15. List and proofs of faculty interaction with outside world
16. List of classrooms, faculty rooms
17. List of program specific labs and computing facility within department
18. List of non-teaching staff with their appointment letters etc
19. List of short-term courses, workshop arranged and course-modules developed
20. Records of new program specific facility created, if any
21. Records of overall program specific improvements, if any
22. Curriculum, POs, PEOs, Mission and Vision statements
23. Mapping of Outcomes with PEOs
24. Mapping of course outcome with Program Outcomes
25. Course files, plan of course delivery, question papers, answer scripts, assignments, reports of assignments, project reports, report of design projects, list of laboratory experiments, reports of laboratory experiments etc.
26. Rubrics developed to validate the Pos
27. Continuous improvement in PEOs
28. Improvement in curriculum for mapping POs and PEOs
29. Direct and indirect assessment to show attainment of Pos
30. Stake-holders involvement in the process of improvement of PEOs and POs
31. Five Years the records to be maintained in the concern department.

Authority of Disposal: HOD



RESPONSIBILITY

TOP MANAGEMENT is responsible for document structuring.

REFERENCE DOCUMENT

DRS 02, COD 03, COR 04

AUTHENTICATION

Particulars	Designation	Signature
Issue and Control by	TOP MANAGEMENT	
Approved by	Principal	

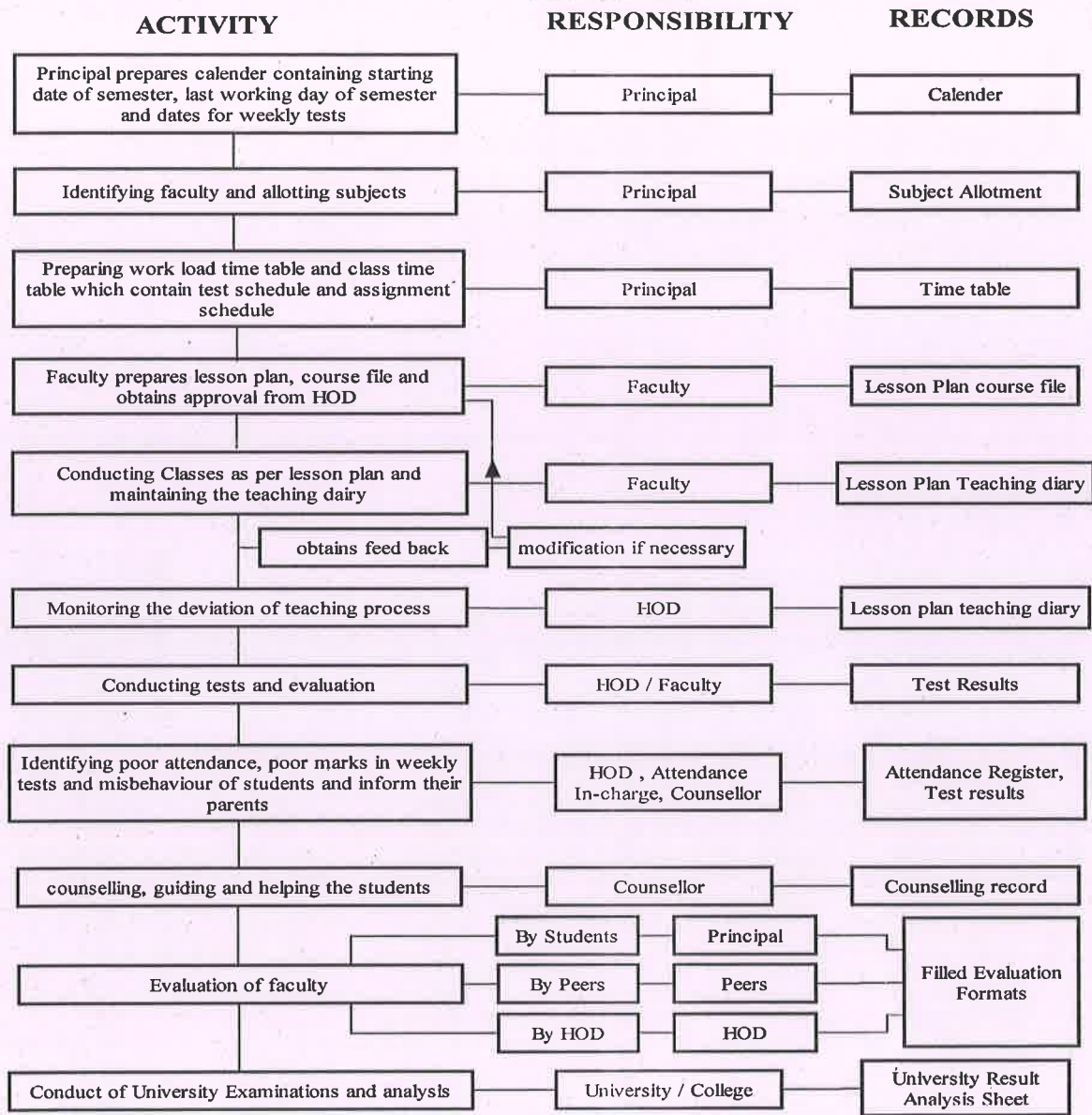
EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM 16	TITLE : OPERATIONAL PLANNING AND CONTROL	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.8.1	Page 1 of 2

- All activities of the institution are planned by the Head of the institution
- Quality Objectives of the institution are defined in measurable terms related to the organizational context by considering internal issues and external issues and as the core activity.
- Planning of product realization process is clearly explained in fig(1)QM 16
- The teaching and learning process ensures proper planning execution, monitoring, evaluation and control. These are explained in sections QM16 and QM24.
- The records are established and maintained for evidence of product realization process.

	Quality Objectives	Risk Analysis	Risk Mitigation
1.	To support the slow learners and to encourage all the bright students to equip themselves with necessary skills through mentoring system.	Supporting all the Slow learners All the bright students to equip themselves with necessary skills Mentoring system helps to come out from stress	Coaching for Slow learners Conduct career Guidance Training Program Appoint Psychiatrist
2.	To receive feedback from students about faculty members, infrastructure and college facility through feedback system once in a semester required and redress if any.	Feedback received from stakeholder after completing the course	Feedback received from Alumni, Parent, Employer
3.	To ensure passed out students to choose their career like placement in industry through on campus and off campus, placement in government jobs, entrepreneur or higher studies through training programs.	Lack of communication and technical skill	Weekly Two hours skill development classes included in the timetable
4.	To motivate the students to take part in the sports, fine arts and all other extra-curricular activities such as NSS, YRC, RRC and Yoga.	Lack of student's interest	Award given through association function
5.	To conduct Governing Council Meeting minimum once in a year.	Awareness of rules and Regulations of the college	Communicate the HR policy to all the stakeholder
6.	To take steps to ensure upswing graph in the percentage of End semester examination results in every semester.	Need more coaching	Conduct test periodically

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM 16	TITLE : OPERATIONAL PLANNING AND CONTROL	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.8.1	Page 2 of 2


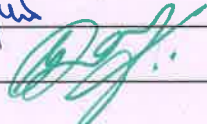
Fig 1 QM-16



REFERENCE DOCUMENT

Nil



AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM17	TITLE : CUSTOMER COMMUNICATION	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.8.2.1	Page 1 of 1

- 1.1 Admission information about issue date of applications, procedure to join through Government quota and Management quota, date of TANCET examinations, consortium examinations, necessary documents for admitting the candidate and after admission communication about opening of classes should be conveyed to the students properly.
- 1.2 Academic relevant information such as academic schedule, calendar, timetable, exam schedule and hall arrangements and any contingency action is required will be notified then and there by the Head of the Institution through circulars and other records.
- 1.3 Hostel relevant information such as room allocation, maintenance, hostel bills and voucher, food menu, handling the college and student's property will be informed through deputy warden.
- 1.4 Transport information about bus routes, transport fees, time of arrival and departure, discipline to be maintained inside the buses and emergency numbers should be communicated to the students through Transport cell.
- 1.5 Details about library registration and procedures to borrow books from the library to be communicated to the students.
- 1.6 The institution should send circulars to the students whenever an information to be communicated
- 1.7 Guidance should be given to the faculty members when there is a discrepancy in teaching learning process
- 1.8 Feedback should be collected from the students about syllabus completion, general complaints and take necessary actions for the development of the students.
- 1.9 For each batch students group is created using Whatsapp and all the messages are forwarded time to time
- 1.10 Communication to the parents, if any Medical emergency of students.

REFERENCE DOCUMENT
CRP 11
AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.: 4
Section No. QM 18	TITLE : DETERMINING THE REQUIREMENTS FOR PRODUCTS AND SERVICES	Date : 21-07-2021
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE: 8.2.2	Page 1 of 2

- 1.1 In academic institution students are the customers. The management has determined and provided all the requirements related to students.
- 1.2 Institution offers courses, which are affiliated to Anna University, Chennai. Students are admitted as per the eligibility criteria and other rules and regulations of the AICTE/DOTE/Government of Tamilnadu and affiliating University.
- 1.2.1 Institution receives application forms duly filled in from the students, processes with necessary particulars and certification about the student and forwards the same to the concerned agencies.
- 1.2.2 As and when scholarships are sanctioned and funds received, disbursement is made to the respective students and necessary accounts are submitted to the concerned agencies.
- 1.2.3 In addition the management has instituted scholarship and awards to meritorious candidates without any reference to the community of the student
- 1.3 A congenial environment is provided in the institution to enable the students' community to focus themselves on the academic pursuits and desist from falling prey to unnecessary distraction and influences. Each student is under the direct control of a counselor who takes care of all his / her requirements, counsels him/her on all matters to motivate him/her to perform better and to remove any aberrations.
- 1.4 Co-curricular and Extra curricular activities are planned and organized by the institution to enable each student to utilize the leisure hours positively and productively and to bring out inherent talents and skills. In this regard, organizational freedom and opportunity, with resources, are provided to the employees of the institution to organize and undertake various extra curricular and co-curricular activities.
- 1.5 Every Student has freedom to seek guidance and advise from the counselor or from any faculty member of his/her choice.
- 1.6 Each student is insured for one lakh by the management for compensating under "Accident Relief"
- 1.7 After learning and receiving training, every student has to pass in all the prescribed subjects in both internal tests and University Examinations at different stipulated stages. After completing successfully all the above tests and examinations, the student marches out of the portals of the institution as a qualified engineer certified by the affiliating university and recognized at national and international levels. The university issues necessary certificates.
- 1.8 Institution notifies all information available from time to time on all types of scholarships. Necessary materials regarding this are displayed prominently on notice boards. Whenever additional information is required by the students, the same will be supplied to them.
- 1.9 A committee constituted by the Principal with Physical Education Director as the convener is Responsible for organizing all sports, games and athletic activities.

EGSPEC	QUALITY MANUAL	Rev No.: 4
Section No. QM 18	TITLE : DETERMINING THE REQUIREMENTS FOR PRODUCTS AND SERVICES	Date : 21-07-2021
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE: 8.2.2	Page 2 of 2

1.10 An R&D Committee has been constituted under the guidance of Principal. The overall objectives of this committee are to provide R&D activities and enable the students to do project works, paper presentation in Seminars and Conferences.

1.11 The placement cell is well oriented to gather all possible information for placement opportunities and help the students in placements.

1.12 Committee formed by CEO, as an incharge for initiating and conducting EGS Pillay Community Radio to service all the stakeholders. Placement Committee with N.S.S. Programme Officer as the convener develops the spirit of community service and involvement in eradication of social evils

1.13 Committees constituted by Principal are responsible for identifying and organizing all other co-curricular and extra curricular activities.

1.14 The institution has sorted out a system to satisfy all the statutory and regulatory requirements of Government, AICTE, University and DOTE.

1.15 The review system is effectively practiced so as to ensure full satisfaction of the customers.

1.16 Teaching and learning process is continuously monitored and reviewed by, the details of which are provided in section No QM14.

1.17 The communication to students and their parents has been well planned and effectively implemented.

1.18 Advertisements, College Prospectus, College Magazine, College calendar, college Newsletter and EGS Pillay Community Radio are effective media for communicating to the customers the details of the courses offered, specialties and opportunities.

1.19 Marks obtained by the students in examinations poor attendance and misconduct of students are regularly communicated to the parents.


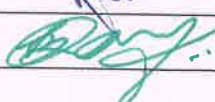
1.20 Customer communication also includes the suggestions received from students and their parents as well as students evaluation of faculty.

REFERENCE DOCUMENT

CRP 11

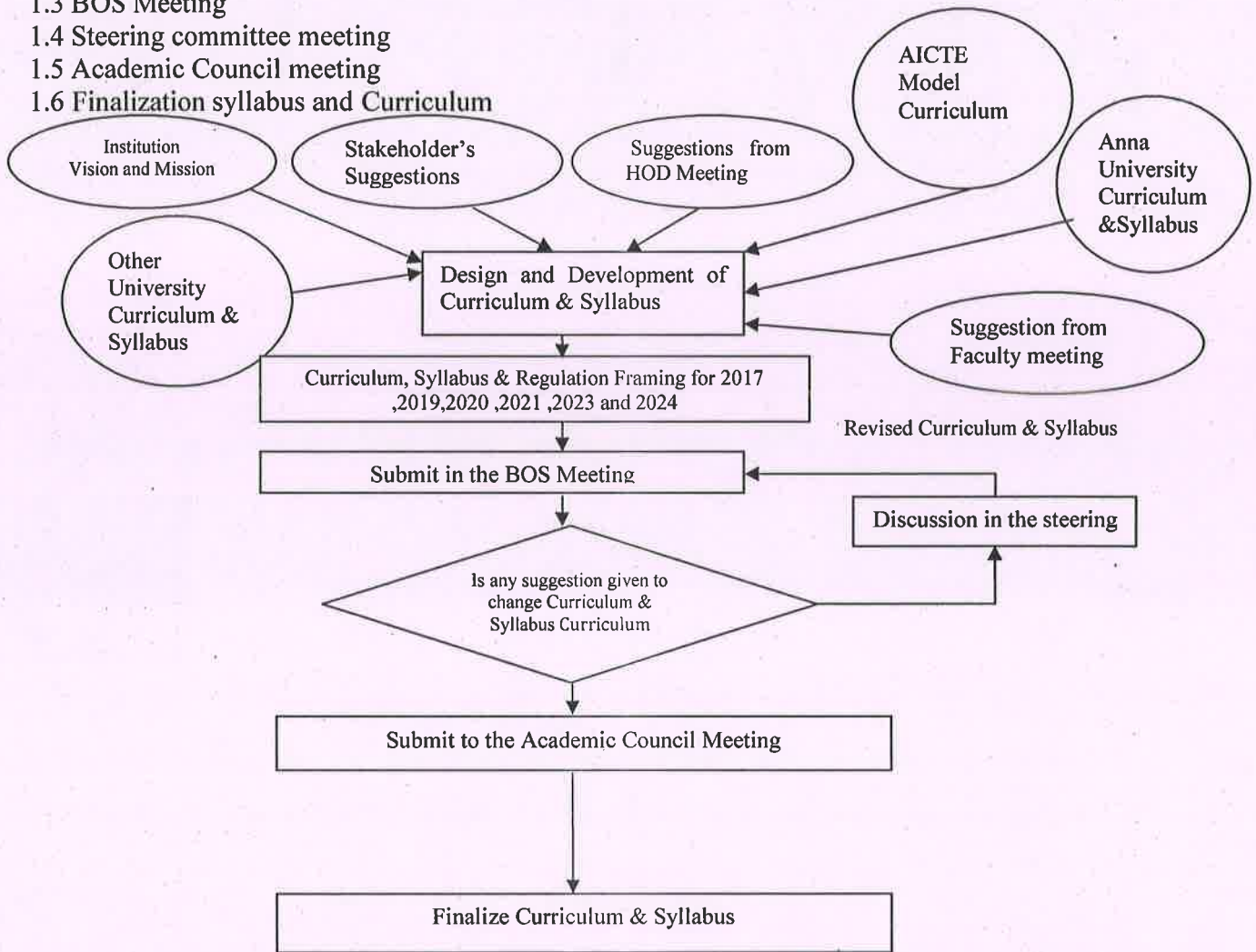
PSP 14 WI(2) F(1), PSP 14 WI(2) F(2) PSP 14 WI(2) F(3)

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:6
Section No QM19	TITLE : DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES	Date : 09-06-2023
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:8.3	Page 1 of 1

- 1.1 Design and Development Input
- 1.2 Syllabus, Curriculum and regulations framing
- 1.3 BOS Meeting
- 1.4 Steering committee meeting
- 1.5 Academic Council meeting
- 1.6 Finalization syllabus and Curriculum



1.7 Our institution has got an Autonomous status from UGC. The institution is designing and developing curriculum and syllabus for all the courses from 2017-18 onwards after getting approval with Board of Studies, Academic Council Meeting and Anna University, Chennai. All the activities of the institution are planned in accordance with the quality policy and objectives.

REFERENCE DOCUMENT

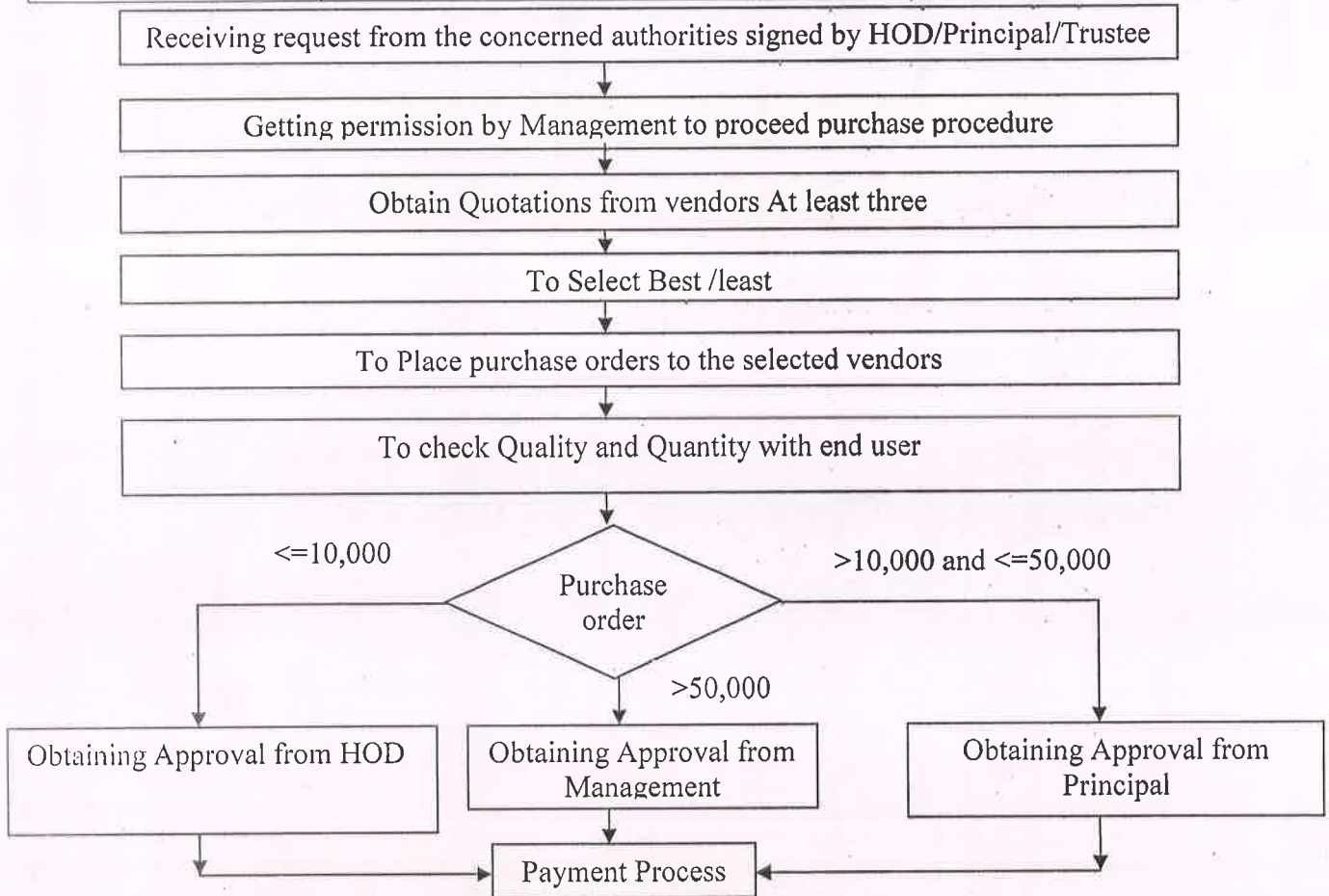
CRP 11

PSP 14 WI(1)

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No.:2
Section No QM 20	TITLE : CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES	Date : 22-07-2019
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:8.4	Page 1 of 1



- 1.1 The purchase committee duly constituted by Board of Management is at the core of control of externally provided processes, products and services.
- 1.2 Master list of manufacturers and vendors are available.
- 1.3 Purchase documents are released only after scrutiny for its completeness and correctness.
- 1.4 Indent from the users form the basis of purchase activity.
- 1.5 Where applicable purchase data contains provisions for verification of purchased products.
- 1.6 Detailed procedure for each of the above is provided in purchase procedure PUR 7.4 which also fixes the responsibility.

REFERENCE DOCUMENT

PUR 13

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	<i>[Signature]</i>
Approved by	Principal	<i>[Signature]</i>

EGSPEC	QUALITY MANUAL	Rev.No.:1
Section No QM 21	TITLE : PRODUCTION AND SERVICE PROVISION	DATE : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.8.5	Page 1 of 3

- 1.1 All the activities of the institution are planned in accordance with the quality policy and objectives.
- 1.2 Academic and other activities of the institution are planned and implemented by the Principal.
- 1.3 HODs of all the departments adhere to the following control measures.
- 1.3.1 Coordinating the teaching process in theory and practical subjects as per prescribed syllabus, covering assignments, project works, tours and in-plant training within the specified time frame.
 - 1.3.2 Prepare lesson plan for each subject or segment of a subject and implement it as per time table applicable.
 - 1.3.3 Conduct tests and give assignments and evaluate them for internal assessment as per prescribed schedule.
 - 1.3.4 Monitor attendance of students; assess process yield in terms of percentage of classes held to classes planned and student yield in terms of percentage pass in tests.
 - 1.3.5 Assess performance yield reflecting quality status in terms of number of ranks, number of medals, percentage of distinction, first class and second class.
 - 1.3.6 Evaluate teaching performance of staff as per the set procedure.
- 1.4 HOD of every department takes the following actions as and when necessary to reinforce the control measures.
- 1.4.1 Maintenance of equipment, instrument, devices, accessories and other facilities.
 - 1.4.2 Updating laboratory equipment and accessories, library books and journals, mode of instruction, recommending for updating curriculum.
 - 1.4.3 Building strong bonds among students to help them consolidate gains of professional learning, help develop wider vision and deeper insight help bring out their latent talents in sports, games, music, dance, drama, debate, elocution, communication, leadership, conflict resolution and decision making.
 - 1.4.4 Students counseling and frequent interaction with parents.
- 1.5 A well defined system is practiced for providing suitable equipments and measuring devices for the practical programs.
- 1.6 Departments use various materials like chemicals and reagents, wood, steel, cement, brass, aluminium, copper, resistor, IC chips, bulbs, models and various equipments, instruments and devices.
- Methods of storage and preservation are specified for these materials and equipments wherever applicable.
 - Operating instructions are specified wherever applicable.
 - Procedure and instructions to be followed by the users in the laboratories are specified wherever applicable.

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM 21	TITLE : PRODUCTION AND SERVICE PROVISION	DATE : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.8.5	Page 2 of 3

- 1.7 The education process is validated through evaluation of students and evaluation of faculty.
- 1.8 Product of the institution is the service rendered in the form of teaching. The student is through and through the beneficiary up to the end of teaching and training process. As such the raw student who is deemed as customer of the institution in the beginning, is an integral part of the institution. And hence, the student is required to be identified unequivocally.

8.5.2 IDENTIFICATION AND TRACEABILITY

- 1.9 There is an unequivocal system whereby every student admitted to the institution is subjected to identification control as under:-

- Identification by Registration No. issued by the University containing the particulars of institution, year of admission and course enrolled for.
- Identification by identity card issued by the institution- containing name, year, blood group, local address, signature and photograph of student attested by the Principal at the time of admission and it is valid for 4 years.
- All the records related to the student – academic as well as non academic will bear Register No given by the University.
- Records of performance of a student – attendance, marks of practical work, marks of tests and examinations, results and mark cards, certificates etc, – are identified by student's name and University Registration Number.

- 1.10 At any point of time, the particulars of a student can be traced.

8.5.3 PROPERTY BELONGING TO CUSTOMERS OR EXTERNAL PROVIDERS

- 1.11 Property belonging to customers or external providers are to be identified, verified, protected and safeguard properly.

- 1.12 Responsibility is as under :

Sl.No	Particulars	Responsibility
1.	Allotting Reg No.	University
2.	Arranging to get Reg No for every student	Admission Sec I/c
3.	Issuing Identity Card containing student's Reg No. (For I Sem – Roll No in lieu of Reg. No)	Concerned HOD
4.	Incorporating Reg Nos on all records of students	Concerned HOD
5.	Preserving primary records of each student	Concerned HOD / Counselor
6.	Furnishing relevant information on any student when needed	Concerned HOD / Counselor

- 1.13 HODs are responsible for identification of proper and pertinent materials, machines, accessories, equipments, instruments and devices used in departments

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM 21	TITLE : PRODUCTION AND SERVICE PROVISION	DATE : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.8.5	Page 3 of 3

1.14 Student is the through and through beneficiary up to the end of teaching and training process. As such, the raw student, who is deemed as the customer of the institution in the beginning, is an integral part of the product of the institution. Hence the student requires to be assigned a status to determine where he stands after inspection and tests are conducted to assess the extent of assimilation of knowledge and skills.

1.14.1 Status of a student right from the stage of admission to the stage of leaving the institution is determined based on students' performance in attendance, practical work, tests, records and assignments and examinations as specified and prescribed. This ensures that only the eligible students move from stage to stage up to final stage.

1.15 Materials and items are the product for use in the institution:

1.15.1 Inspection system is adopted to ensure that only conforming products are used in the process of teaching and learning

8.5.4 PRESERVATION

1.16 The institution preserves all the necessary original certificates and testimonials submitted by the students. These are maintained in the office and returned to the students at the time of leaving the institution with due acknowledgement.

1.17 Students are properly guided with respect to their code of conduct in the campus and they are also guided to good placements.

1.18 Necessary steps are taken to maintain discipline among the students with in the campus. Any misbehaviour will lead to disciplinary action and necessary corrective / preventive steps being taken.

1.19 Student counselors are appointed to interact with a designated group of students on one to one basis and guide them regarding education, learning, attendance and any other personal problems. Steps are taken to improve the personality, behaviour and communication abilities of the students.


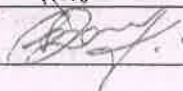
REFERENCE DOCUMENT

PSP 14

PIT 14

ITS 14

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM 22	TITLE : RELEASE OF PRODUCTS AND SERVICES	DATE : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.8.6	Page 1 of 1

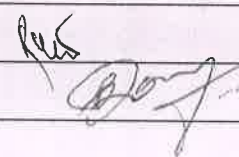
1.1 Release of products and services:

A predetermined verification at appropriate points in the delivery process to verify that the services meet agreed acceptance criteria.

Sl.No	Areas to Monitor and Measure	Analysis and Evaluation should be done by
1.	Inspection of incoming materials, Equipment, computers and other accessories.	Purchase officer/HOD
2.	Verification of DOTE approval before issuing the register number to the students.	Principal and COE
2.	Knowledge of the latest regulations in force regarding attendance, internal assessments, university examinations, eligibility criteria and communication of this information to all concerned	Principal/HOD
3.	Conducting internal assessment tests, valuation and declaration of marks as per regulations during each semester.	HOD with the help of Examination coordinator.
4.	Assisting and conducting University examinations at the end of the each semester.	Principal/Chief Superintendent
5.	Announcement of results, issue of marks cards and follow up action on the results	University, Principal
6.	Listing the names of eligible students for higher Semesters	Principal, HOD
7.	Issuing certificates and relevant records to students who complete the course satisfactorily and pass all the subjects prescribed and as per regulations.	Principal

REFERENCE DOCUMENT

IQA 17
MAM 17
AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM 23	TITLE : CONTROL OF NON CONFORMING OUTPUTS	DATE : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:8.7	Page 1 of 1

The Top management is insisting all faculty members, purchase officers, T&P and Librarian are to maintain conformity to the intended requirements.

Sources of non – conformance are to be identified. Mechanism for spotting and stopping such non – conformances is stipulated. It is required to take action to correct the fault.

The institution has declared the quality objectives every year based on the organizational context, progress and the achievements of the previous year. The faculty members and the students have to achieve the target fixed by the top management. If any of the department is not fulfilling the objectives, it will become a non conformity.

Non-conformity, if any, found during the audit is recorded by the auditor.

NCR is brought to the notice of persons concerned for taking corrective action.


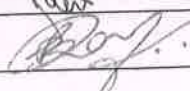
Dealing with Non conformity outputs

- By correcting the fault
- By segregation of the output
- By securing the return of product
- By informing the stakeholders

The recurring NCs in a potential state are identified and action taken thereof by the HOD following the earlier procedure until the closure of NCs.

REFERENCE DOCUMENT NCP 18

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :3
Section No QM 24	TITLE : MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION	DATE : 07-05-2020
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:9.1	Page 1 of 2

PROCEDURE AND RESPONSIBILITY

- 1.1 Customer satisfaction is the foundation for successful implementation of the quality management system.
- 1.2 Monitoring and measuring procedure is applicable to
- a. Students of the institution from the stage of admission to the stage of successful completion of the course. (Four years for B.E/B.Tech., 2 years for M.C.A and 2 years for M.B.A and M.E students)
 - b. Incoming materials, equipment and accessories.
- 1.3 All incoming materials are inspected and if found satisfying the specifications are taken into stock by concerned departments for issue and use.
- 1.4 The performance of the students should be monitored, measured, analyzed and evaluated whenever is required
- 1.5 Every student is subjected to control scheme governing.
- a) attendance to the classes – theory and practical
 - b) internal assessments in the form of periodic tests as per schedule.
 - c) Examination in each subject, as per schedule at the end of each semester.
 - d) Evaluation of records, assignments submitted as per schedule.
- 1.6 Control scheme is specified by the University and includes the criteria for declaring a student eligible for continuing the higher semester. There is a component of internal assessment in the University Examinations, for each paper.
- 1.7 A student is declared eligible for the award of a degree by the University only when he passes in all the subjects of all the semesters as prescribed by the University.
- 1.8 A student not satisfying the prescribed requirements is detained at the same year and assured to redo that year and appear for the next examination as per regulations. Only after satisfying the prescribed requirements, such a student is eligible to pursue to the next semester.
- 1.9 Verification of teaching process is dealt with through a mechanism of 3-tier evaluation system representing HODs, Peers and students.

EGSPEC	QUALITY MANUAL	Rev No. :3
Section No QM24	TITLE : MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION	DATE : 07-05-2020
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.9.1	Page 2 of 2



- 1.10 Responsibility for different activities related to monitoring and measurement are as under:
- 1.10.1 There exists data in its raw form. Methods of data summarization, presentation and portrayal of status through trend charts constitute an important area for the use of statistical techniques.
- 1.10.2 In order to assess the feelings and views of students as well as academic community on various aspects of operating the system, the management may like to collect feedback about the performance of teachers from students, Interview will be conducted for the teachers annually and an opinion may be received from the Head of the Department and the Principal. In planning and conducting opinion surveys, analysis, interpretation of survey data and reporting the findings of the survey, statistical methods are used.
- 1.10.3 Orientation programs in use and application of statistical approaches and methods for administration and control of the institution are conducted for suitable persons.
- 1.11 Principal is responsible for facilitating the use of statistical techniques.

Risk	Risk Mitigation
<u>Issue of Cumulative Mark Statement</u> Possibility to Issue consolidated with Anna university fulfilling the regulations and requirements and Non completion of value added course, one credit course and self study courses etc.,	Before issuing consolidated mark statement , an approval from the HOD for the completion of courses with other optional courses
<u>Internal Assessment Test</u> Possibilities to Absentees and Failures in the internal Assessment Test	Special Coaching classes and remedial class
<u>Purchase</u> Possibility to receive poor quality goods and damaged goods during purchase	After verification of goods, the amount will paid to vendor
<u>University Exam</u> 1. Out of syllabus come in the Question Paper 2. Result is not published for withheld student	1. Comments pass to the COE through subject incharge for recommendation in Board Chairmen meeting 2. Inform to COE after analyzing withheld

REFERENCE DOCUMENT

MAM 17,AOD 19, PSP 14 WI(2)F(IV), PSP 14 WI(2)DS(1), PSP 14 WI(2)F(1,2,3)

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM25	TITLE : CUSTOMER SATISFACTION	DATE : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:. 9.1.2	Page 1 of 1

EGSPEC has a system of measurement at relevant stages to analyze the customer satisfaction and the effectiveness of the educational and other related processes. It is described in section QM17.

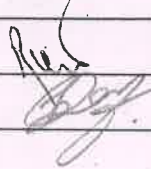
Customer satisfaction survey will be conducted to measure the satisfaction level of the students. The data are collected from all the students and analyzed with a view to identify areas of improvement. It is described in sections QM17 and QM27.

<u>Customer Satisfaction Feedback</u>	<u>Actions to be taken for the customer satisfaction</u>	<u>Mode of collecting students satisfaction survey</u>
1. Syllabus completion within allotted periods 2. Need additional points and in depth teaching in the syllabus 3. Requirement of additional resources infrastructure, furniture, transport, library, internet, hostel, canteen etc	1. Syllabus should be completed in the extra hours 2. Insisted the staff to attend FDP, Workshop, etc., to gain additional knowledge. 3. Resources related requirements to be forwarded to the concerned authority immediately.	Class Committee Meeting Alumni Survey Students feedback on subjects Suggestions box Compliant Register

REFERENCE DOCUMENT

MAM 17, AOD 19, PSP 14 WI(2)F(IV), PSP 14 WI(2)DS(1), PSP 14 WI(2)F(1,2,3)

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	



EGSPEC	QUALITY MANUAL	Rev No. :0
Section No QM 26	TITLE : INTERNAL AUDIT	DATE : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.9.2	Page 1 of 1

- 1.1 Top Management prepares the annual schedule of Internal Audit, circulates to all concerned well in advance every time when an Internal Audit is to be conducted. It is ensured that a person conducting the audit in a department is not directly responsible for the activity being audited in that department.
- 1.2 Personnel meant for conducting the audit are trained in Internal Audit and Top Management is responsible for making available trained auditors. Internal Audit is also conducted by qualified external auditors in exigency.
- 1.3 Audit is carried out on the basis of procedures and methods stipulated in quality system documents specified for a functional area. HOD of the area under audit provides all the documents, records and co-operates in conducting the audit.
- 1.4 Non-conformity, if any, found during the audit is recorded by the auditor. Auditee signs the NCR.
- 1.5 NCR is brought to the notice of persons concerned for taking corrective action.
- 1.6 The recurring NCs in a potential state are identified and action taken thereof by the HOD following the earlier procedure.
- 1.7 Top Management can order follow-up audit on specific issues or special audit of the entire department if warranted, on the basis of audit results.
- 1.8 In every IQA, verification of effectiveness of closure of NCs of earlier two IQA is carried out.

REFERENCE DOCUMENT

IQA 17

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM 27	TITLE : MANAGEMENT REVIEW	DATE : 04-6-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.9.3	Page 1 of 2

The purpose of Management review is to assess the suitability, effectiveness and adequacy of the Quality Management System.

Management Review Meeting is conducted as per table (QM 26-1)

Table (QM26 – 1) – Management Review Meeting.

Sl.No	Activity	Particulars
02	Secretary	Secretary. In his absence the Principal chairs the meeting
03	Participants	Principal, all HODs and Senior Faculty members
04	Frequency	<p><u>Once in every month</u></p> <ul style="list-style-type: none"> • Review of academic progress for students and faculty. • Review and monitor the quality improvement system. • Review of customer complaints • Review of disciplinary standards for students and staffs • Review of administrative requirements. <p><u>For once in 6 months</u></p> <ul style="list-style-type: none"> • Review & confirmation of minutes of previous meeting. • Review of Audit findings & NC status review. • Review of Corrective Action taken • Review of customer complaints with emphasis on pending complaints if any • Review of continued suitability and effectiveness of Quality policy & QMS • Review of training activities
05	Circulation of notices and minutes of meetings	Any other item related to quality Notice of the meeting highlighting agenda items along with background papers, if any, are circulated 2 to 3 days in advance by Top Management to all participants. Similarly Minutes of the meeting is circulated within 2 to 3 days after the meeting
06	Follow up action	Top Management Representative, initiates the follow up action on the decisions arrived at the meeting with all concerned and reports progress in the next MRM

EGSPEC	QUALITY MANUAL	Rev No. :0
Section No QM 27	TITLE : MANAGEMENT REVIEW	DATE : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:.9.3	Page 2 of 2

Welcome the members

- Discussion about previous minutes of management review
- Changes in external and internal issues
 - Performance and effectiveness of QMS
 - Customer satisfaction and feedback of interested parties
 - Quality objectives met
 - Process performance and conformity
 - Non conformity and corrective actions
 - Monitoring and measurement results
 - Discussion of audit results
 - Performance of suppliers and vendor rating
 - Adequacy of resources
 - Action takes to address risk and opportunities
 - Opportunities for improvement

Minutes of the meeting are recorded, signed and maintained

Circulation of minutes of meetings -Follow up action

(Flow chart of Agenda of the Meeting)

Risk	Risk Mitigation
Previous Meeting Discussion	Complete the work within the next meeting.
Non Completion Work	Provide extra hours to complete their work
Continuous problem	Communicate in management review meeting

REFERENCE DOCUMENT
MRM 08
AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	<i>[Signature]</i>
Approved by	Principal	<i>[Signature]</i>

EGSPEC	QUALITY MANUAL	Rev No. :0
Section No QM 28	TITLE : IMPROVEMENT	Date : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:10	Page 1 of 1

- 1.1 The institution focuses its attention on improving the quality systems on continuous basis with the input received from analysis of Audit results, Corrective Action and Management review.
- 1.2 Focus of corrective measures is to minimize non – conformance wastage and shortfall from the set standards.
- 1.3 The Governing body, top management, teaching and Non teaching faculty members have to take steps in every aspect to improve our institution in next level.

REFERENCE DOCUMENT

CAP 20

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	<i>[Signature]</i>
Approved by	Principal	<i>[Signature]</i>

EGSPEC	QUALITY MANUAL	Rev No. :1
Section No QM 29	TITLE : NONCONFORMITY AND CORRECTIVE ACTION	Date : 04-06-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:10.2	Page 1 of 1

Our institution is required to take whatever action is necessary to control and correct the nonconformity, and to deal with any resultant consequences. Once completed, the Top Management and the Head of the department can then move on to prevent similar non conformity occurring at some point in the future. Root cause analysis should be done for identifying the causes of non-conformity while doing an internal audit and the necessary action should be taken to solve the non-conformity.

The institution is providing necessary services to the students for the betterment of their academic and non-academic related areas

- The Top management and the HOD should identify the root cause for non- conformances, wastage, shortfall or complaints from students, parents and other interested persons.
- Take proper measures to eliminate the non-conformity and also to ensure that there is no potential for a similar problem remains.

1.1 Institutionalize such actions and measures found effective by suitably incorporating them into existing procedures and practices.

1.2 Attendance of students, cancellation of scheduled classes, performance in tests, assessment of teaching staff, success rate in examination and quality of success in terms of ranks, distinctions and first classes are the yardsticks to quantify and monitor the effectiveness of CA measures.



1.3 Customer complaints are handled through a system in which customers record their complaints by oral representation or by written representation to the Chairman / Principal. Complaints are analyzed, acted upon and proper CA taken by the Principal.

1.4 Status of CA and unresolved customer complaints are reported to Management Review Meeting by Principal for final decisions.

Risk	Risk Mitigation
Non conformity observed while auditing.	Insist the auditors to Identify the root cause of the Non conformity and provide suggestions to take action against the non-conformity.

REFERENCE DOCUMENT CAP 20

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	

EGSPEC	QUALITY MANUAL	Rev No. :0
Section No QM 30	TITLE: CONTINUAL IMPROVEMENT	Date : 19-02-2018
Prepared by Top Management	REF TO ISO 9001:2015 CLAUSE:10.3	Page 1 of 1


1.1 The institution focuses its attention on improving the quality systems on continuous basis in relevant to the context of the organization, internal and external issues and the input received from analysis of audit results and Management review and finally the Top management will take corrective actions to maximize the quality whenever it is required.

1.2 The Top management and the Head of the department should identify the areas of underperformance periodically and the steps to be taken to utilize the opportunities for improving the organization performance.

REFERENCE DOCUMENT

AOD 19

AUTHENTICATION

Particulars	Designation	Signature
Prepared by	TOP MANAGEMENT	
Approved by	Principal	