



**ADIKAVI NANNAYA UNIVERSITY
RAJAMAHENDRAVARAM**

QUALITY MANUAL

Based on ISO 9001: 2015 REQUIREMENTS

Doc. No. : AKNU/QM

Issue No.: 02

Prepared by :


ISO Coordinator

Reviewed by :

Management Representative(s)


Approved by :

Vice-Chancellor

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DESIGNATION	ISO Coordinator	Management Representative(s)	Vice-Chancellor
DATE	07.05.2022	07.05.2022	07.05.2022
SIGNATURE			






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REVISION RECORD SHEET

Section / Page No.	Previous Rev. No. & Effective Date	Current Rev. No. & Effective Date	Brief Description of Changes
All sections	Issue No. 01 Rev. No. 01 04-12-2020	Issue No. 02 Rev. No. 00 07-05-2022	Entire manual

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MANUAL DISTRIBUTION

Master Copy of the Manual (duly signed) is kept with MR /ISO Coordinator.

Controlled Copy - Soft Copy of Manual in PDF-Read Only is kept in Adikavi Nannaya University intranet for reference to VC, Registrar, Deans, Principals, Heads of the Departments, Librarian & MR/ISO Coordinator.

Controlled Copy – Hard Copy 2 Nos. are kept with MR / ISO Coordinator for reference to external / internal auditors.

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


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INTRODUCTION

Adikavi Nannaya University was established on 22nd April 2006, by an Act of the Andhra Pradesh State Legislative Assembly to meet the higher education needs of East & West Godavari districts. It is an affiliating residential university with territorial jurisdiction over East & West Godavari districts of Andhra Pradesh. named after the first poet of Telugu culture, Nannaya (the eleventh century translator of Mahabharata from Sanskrit to Telugu), the court poet of Rajah Rajah Narendra, (the Eastern Chalukya King). The University was established to fulfill the cherished dream of the people of this region, on the sacred banks of River Godavari


VISION & MISSION

This University aims to combine the pristine cultural ethos and the contemporary demands of educational excellence in its vision. To uphold the simple but profound motto, *Sarvatra Vidyaya Vardhate Praja* - Expansive education leads to enrichment of the people, Adikavi Nannaya University will nurture its students as the citizens of the globe on the rich fundamentals of Indian culture while respecting all its diverse ideas. Combining class room and field/lab learning process, nurtured through academia industry relationship, the student shall embark on a journey of intellectual transformation. The University is committed to achieve its mission through outstanding research and scholarship, education and practice by free exchange of ideas with the support of its ethical, interdependent, diverse community of faculty, staff, students and alumni.

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Courses:

<p>COLLEGE OF ARTS & COMMERCE</p> <ul style="list-style-type: none"> M.A. Economics M.A. English M.A. Political Science M.A. Psychology M.A. Social Work M.A. Telugu M.Com. MBA (Financial Management, Marketing Management & Human Resource Management) MBA (Tourism & Hospitality Management) Ph.D. 	<p>COLLEGE OF SCIENCE & TECHNOLOGY</p> <ul style="list-style-type: none"> M.Sc. Applied Mathematics M.Sc. Analytical Chemistry M.Sc. Aquaculture M.Sc. Bio-Chemistry M.Sc. Bio-Technology M.Sc. Botany M.Sc. Geology M.Sc. Geophysics M.Sc. Mathematics M.Sc. Organic Chemistry M.Sc. Physics M.Sc. Zoology Ph.D.
<p>COLLEGE OF ENGINEERING</p> <ul style="list-style-type: none"> B. Tech. (CSE) B. Tech. (EIE) B. Tech. (ECE) B. Tech. (Mech) B. Tech. (Civil) MCA Ph.D. 	<p>COLLEGE OF EDUCATION</p> <ul style="list-style-type: none"> B.Ed. M. P. Ed.
<p>AKNU MSN CAMPUS, KAKINADA</p> <ul style="list-style-type: none"> M.A. Economics M.A. English M.A. Political Science M.A. Public Administration M.Com. M.Sc. Mathematics MBA MCA Ph.D. 	<p>AKNU CAMPUS, TADEPALLI GDEM</p> <ul style="list-style-type: none"> M.Sc. Analytical Chemistry M.Sc. Organic Chemistry M.Sc. Physics MBA B. Pharm.

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QUALITY MANAGEMENT SYSTEM

1. OBJECTIVE

To establish, document, implement, maintain and continually improve quality management system, in accordance with the ISO 9001:2015 requirements and UGC/AICTE/APSCH/NCTE in order to achieve planned results and continual improvements.


2. SCOPE

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

3. RESPONSIBILITY

The overall responsibility for implementation and continual improvement of QMS lies with the Vice-Chancellor, who is assisted by the Registrar, Principals, Deans, and Heads of the Departments, Chairmen of PG Boards of Studies, Officers, ISO MRs and ISO Coordinator, Core Committee and ISO Committee Members, Core Committee.

To effectively implement and maintain QMS, a committee was formed by VC as given in the next page:

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Sl. No.	Name/Designation	Designation
1	Vice-Chancellor	Honorary Chairman
2	Prof. K. S. Ramesh, Coordinator, IQAC	Management Representatives
3	Dr. K. V. Swamy, Executive Coordinator, IQAC	
4	Dr. V. Persis, Principal, UCE	Coordinator, Core Committee
5	Dr. K. Deepthi, Asst. Professor, Dept. of Chemistry	Members Core Committee
6	Mrs. Ch. N. K. Bhavani, Asst. Professor (Adhoc) Dept. of Psychology	
7	Mr. M. Bala Krishna, Asst. Professor (Adhoc) Dept. of CSE	
8	Mr. J. Gowtam Naidu, Jr. Assistant Central Library	
9	Registrar	Secretary

4. CONTEXT OF THE ORGANIZATION

4.1 UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT


AKNU shall determine the external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of QMS. While determining these issues, AKNU considers positive and negative factors or conditions.

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

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

Reference:

List of external issues and internal issues (AKNU/QMS/EIS)

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4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

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

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

The information related to interested parties and their and expectations shall be maintained with MR. The same shall be monitored and reviewed in management reviews.

Reference:

List of interested parties and their needs and expectations (AKNU/QMS/IPNE)


4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

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

- a) the external and internal issues as determined under 4.1;
- b) the requirements of relevant interested as determined under 4.2;
- c) Products and services of AKNU.

The scope of QMS is given as under:

Campus	Scope
Adikavi Nannaya University Rajamahendravaram, East Godavari, Andhra Pradesh-533296	<p>'Design of curriculum, syllabus, regulations and eligibility norms' &</p> <p>Offer education through admissions, teaching, conduct of examinations, evaluation, publication of results and awards of degree for undergraduate and postgraduate courses under 'Arts & Commerce', 'Science & Technology', 'Engineering' and 'Education'</p> <p>Create infrastructure through sponsored research.</p> <p>Grant of affiliation to the programmes offered by colleges and monitor the same.</p>

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Adikavi Nannaya University MSN Campus Kakinada, East Godavari, Andhra Pradesh-533005	Offer education through teaching and conduct of examinations for postgraduate courses under 'Arts & Commerce' and 'Science & Technology' & Create infrastructure through sponsored research.
Adikavi Nannaya University Campus Tadepalli Gudem, West Godavari, Andhra Pradesh- 534101	Offer quality education through teaching and conduct of examinations for postgraduate courses under 'Arts & Commerce' and 'Science & Technology' & Undergraduate course in Pharmacy.


*(All the QMS processes defined are applicable to Rajamahendravaram only)

4.4 QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES

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

- a) determine the processes, inputs required and the outputs expected from these processes. List of processes is given at Annexure-4);
- b) determine the sequence and interaction in these processes (refer Annexure-5);
- c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) need to ensure the effective operation and control of the processes;
- d) determine the resources needed for these processes and ensure their availability;
- e) assign the responsibilities and authorities for these processes (as given in the respective processes);
- f) address the risks and opportunities as defined under 6.1;
- g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;
- h) improve the processes and the quality management system.

The main goal of Adikavi Nannaya University is to provide high quality Teaching, Research and Consultancy.

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References:

List of QMS Processes– Annexure-4
Interaction of Processes – Aneexure-5
QMS Processes

5. LEADERSHIP**5.1 LEADERSHIP AND COMMITMENT****5.1.1 Leadership and commitment for the quality management system**

Top Management commitment to the quality management system shall be ensured through:

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

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5.1.2 Customer focus

The customers of AKNU are the following:

- a) Students
- b) Industry
- c) Alumni
- d) Other organizations (having joint projects with AKNU)
- e) Funding agencies
- f) Government
- g) Society

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

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

AKNU shall ensure that customer needs and expectations are determined and converted into requirements and are fulfilled with the aim of enhancing customer satisfaction.


5.2 QUALITY POLICY

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

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

Quality Policy shall be applied within AKNU through establishing objectives and reviewing the same through management reviews.

Quality Policy of AKNU is given at Annexure-1.

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5.3 ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES

Roles, responsibilities and authorities are defined through AKNU Code Volume. These are maintained with the Registrar and are communicated internally (through AKNU Code Volume) to all concerned personnel with an aim that they are understood.

Vice-Chancellor shall be overall accountable for quality management system of AKNU and is having following responsibility and authority

- a) ensuring that the quality management system conforms to the requirements of ISO 9001:2015 standard;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the quality management system and on opportunities for improvement in particular to top management;
- d) ensuring the promotion of customer focus throughout the AKNU;
- e) ensuring that the integrity of QMS is maintained (through review and incorporating changes to processes and / or documented information and implementing QMS accordingly), when changes to the QMS are planned and implemented.

For effective implementation and maintenance of QMS in AKNU, a committee was formed as given under page no. 9 of this quality manual:


The above details are communicated to all concerned within AKNU through 'Proceedings of the Vice-Chancellor'.

6. PLANNING

6.1 ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES

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

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

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To address these risks and opportunities, AKNU shall take actions by establishing control measures (processes / records) and identifying improvement areas. The effectiveness of above actions is evaluated in management reviews.

References:

Process: Risks and Opportunities (AKNU/PCS/11)

6.2 QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM

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

While establishing quality objectives, the applicable QMS requirements relevant to the function shall be taken into account. These shall be communicated to all concerned personnel and monitored by MRs / Core Team and updated accordingly. The quality objectives of AKNU are given at Annexure-2.


The objectives are achieved through a plan given at Annexure-3 which includes the following:

- a) What will be done;
- b) What resources will be required;
- c) Who will be responsible;
- d) When it will be completed;
- e) How the results will be evaluated.

6.3 PLANNING OF CHANGES

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

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

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7. SUPPORT

7.1 RESOURCES

7.1.1 General

AKNU shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system considering the following:

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

Accordingly, AKNU provides the following resources through annual budget / reviews to meet the requirements of the quality management system:

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

7.1.2 People

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

7.1.3 Infrastructure

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

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



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7.1.4 Environment for the operation of processes

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

The environment includes:

- Health and safety conditions;
- Work methods;
- Work ethics;
- Ambient working conditions.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

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

7.1.5.2 Measurement traceability

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

7.1.6 Organizational knowledge


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

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

7.2 COMPETENCE

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

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

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

The documented information related to competence is retained with the concerned Head / Principal.

7.3 AWARENESS

It shall be ensured through internal training / communication that the persons working under AKNU are aware of:

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

7.4 COMMUNICATION

AKNU shall determine the internal and external communications relevant to QMS, including:

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

The above information is maintained with the concerned depts.


References:

Process: Communication (AKNU/PCS/13)

7.5 DOCUMENTED INFORMATION

7.5.1 General

AKNU shall determine the documented information required by ISO 9001:2015 and information determined for the effectiveness of QMS.

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The following documented information shall be maintained for the purpose of ISO 9001:2015QMS:

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

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

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


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

7.5.2 Creating and updating

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

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

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

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7.5.3 Control of documented information

Documented information shall be controlled to ensure;

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

While control of documented information maintained and retained by AKNU, the following shall be considered, as applicable;

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

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

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

References:


Process: Control of documented information (AKNU/PCS/12)

8. OPERATION

8.1 OPERATIONAL PLANNING AND CONTROL

AKNU controls service operations as given under.

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

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

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

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


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

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

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

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

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

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References:

Process: Teaching (AKNU/PCS/02)

Process: Grant of affiliation to affiliated colleges (AKNU/PCS/06)

Process: Research and Consultancy (AKNU/PCS/07)

8.2 REQUIREMENTS FOR PRODUCTS AND SERVICES**8.2.1 Customer communication**

AKNU has implemented effective liaison with it's customers with an aim to meet customer requirements.

AKNU has defined communication requirement relating to:

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

8.2.2 Determination of requirements related to products and services

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

The process considers:


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

The requirements are identified through Industrial Interactions, Student Feedback Forms, Departmental Committee Meetings, Board of Studies Meetings, Complaints and Suggestions.

8.2.3 Review of requirements related to products and services

Requirements of students including any requested changes are reviewed before a commitment to offer admission under the framework of the rules of AKNU. These include:

- Identified Students' requirements are clearly defined for service;
- Students' requirements differing from those previously expressed are resolved as per the framework of rules of the Government, UGC/AICTE/APSCH/NCTE;

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- AKNU has reviews and subsequent follow-up actions are recorded.

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

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

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

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

8.2.4 Changes to requirements for products and services

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


References:

Process: Admissions (AKNU/PCS/01)

8.3 DESIGN AND DEVELOPMENT OF PRODUCTS AND SERVICES

8.3.1 General

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

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8.3.2 Design and development planning:

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

- a) the design and development stages;
- b) the review, verification and validation that is appropriate to each design and development stage;
- c) the responsibilities and authorities for design and development.

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

AKNU has defined a process for designing curriculum and syllabus based on UGC/AICTE/APSCH/NCTE guidelines. The Boards of Studies are constituted with internal faculty, external expert faculty, and eminent personalities from industry and student representative to discuss and formulate the regulations, curriculum and syllabus for the new/restructured under graduate, post graduate and research programmes. The academic senate approves it. The work instructions, the responsibility of Board of


Studies, Board of Research Studies, Academic Senate, Standing Council and Executive Council are given in the following manuals.

- a) **The Adikavi Nannaya University Code**
- b) **Standing Orders of the Executive Council**

8.3.3 Design and development inputs:

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

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

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8.3.4 Design and development controls:

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

AKNU verification regarding the development of the curriculum is in accordance with the input requirements. This is done through scrutiny of the Chairman, Board of Studies and signing on syllabus of each paper.

AKNU validates the course structure in accordance with planned arrangements to ensure that the course is capable of meeting the requirements of present-day needs. The semester end examinations and student/teacher feedback on curriculum is a validation of course designs.

8.3.5 Design and development outputs:

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


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

8.3.6 Control of design and development changes:

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

References:

Process: Design of Syllabus and Curriculum (AKNU/PCS/04)

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8.4 CONTROL OF EXTERNALLY PROVIDED PROCESSES, PRODUCTS AND SERVICES

8.4.1 General

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

8.4.2 Type and extent of control

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


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

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

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

8.4.3 Information for external providers

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

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

AKNU has a system of verification of purchased products by Stores on receipt to ensure that they meet specified purchase requirements. Verification of purchased products is conducted at the AKNU premises or at the suppliers' premises as mentioned in purchase order. Where AKNU or its customer intends to perform verification at the supplier premises details of verification arrangements and product release are mentioned in purchase order.

References:

Process: Purchasing (AKNU/PCS/10)

8.5 PRODUCTION AND SERVICE PROVISION**8.5.1 Control of service provision**

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

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

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

The Examination section of the University shall be responsible for announcing the dates for conducting the examinations as per the announced schedule. The teachers concerned shall be responsible for announcing course syllabi and reference,



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materials to be used for the course, in conformity with the curriculum approved by the University.

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

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

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


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

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

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

References:

- Process: Admission (AKNU/PCS/01)
- Process: Teaching (AKNU/PCS/02)
- Process: University Library (AKNU/PCS/05)
- Process: Grant of affiliation to affiliated colleges (AKNU/PCS/06)
- Process: Research and Consultancy (AKNU/PCS/07)

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8.5.2 Identification and traceability

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

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

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

References:


Process: Admissions (AKNU/PCS/01)

8.5.3 Property belonging to customers or external providers

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

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

In case of research and consultancy, the customer-supplied product could be in the form of equipment to be tested or specialized chemicals or materials that are supplied by the customer (industry) for the purpose of work to be carried out at AKNU.

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University is committed to ensure proper care such that no unintentional loss or damage occurs to the customer-supplied product.

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

References:

Process: Admissions (AKNU/PCS/01)

8.5.4 Preservation:


AKNU preserves documents related service provision properly during internal processing and delivery and it includes identification, handling, storage and protection. All the research and consultancy assignments shall be given a unique number which identifies the funding agency, type of assignment, the year of sanction, duration of the project, Project coordinator etc. Subsequent records are maintained under the ID number. Similarly, the material and equipment procured for the purpose of research and consultancy under the project shall be recorded under this project number.

AKNU shall provide necessary infrastructure in terms of adequate space for the storage of equipment and material meant for academic programmes, research and consultancy as per the specific requirements. This could be in the form of climate control rooms, storage bins or racks etc. Material and equipment procured for the purpose of research and consultancy shall be inspected to detect any deterioration. Records of such inspections shall be kept and corrective action shall be taken as required.

The academic and non-academic records are preserved carefully depending on the nature and importance of such records. The old and past records are kept safely and separately ensuring protection from damage due to fire and pest. Equipment and facilities created from internal resources as well as from externally funded research and consultancy assignments are maintained and preserved to extract maximum utility during the life span of the same.

References:

Process: Admissions (AKNU/PCS/01)

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8.5.5 Post-delivery activities

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

8.5.6 Control of changes

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

8.6 RELEASE OF PRODUCTS AND SERVICES

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

References:


- Process: Teaching (AKNU/PCS/02)
- Process: Examination and evaluation (AKNU/PCS/03)
- Process: Research and Consultancy (AKNU/PCS/07)

8.7 CONTROL OF NONCONFORMING OUTPUTS

AKNU ensures that the product/service, which does not confirm to requirements, is identified and controlled to improve overall system performance. The controls and related responsibilities and authorities for dealing with non-conforming products are defined in a process: Handling Non-conforming product/services.

AKNU deals with non-conforming service by one or more of the following ways:

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

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

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

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

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

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

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

AKNU ensures that the non-conformity is traced at the earliest to ensure that corrective actions can be taken at the earliest to eliminate the cause of nonconformity. The control of non-conformity identified during in process or final stage of service is identified. The non-conformity records are reviewed at the management review meetings, with an intention to prevent from recurrence.


References:

Process: Teaching (AKNU/PCS/02)

Process: Examination and evaluation (AKNU/PCS/03)

Process: Research and Consultancy (AKNU/PCS/07)

Process: Control of nonconforming output (AKNU/PCS/09)

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9. PERFORMANCE EVALUATION

9.1 MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION

9.1.1 General

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

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

9.1.2 Customer Satisfaction

AKNU shall obtain customer feedback to monitor the customers' perceptions of the degree to which their requirements are met. This information is reviewed in management reviews.

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

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

References:


Process: Customer feedback and complaints (AKNU/PCS/08)

9.1.3 Analysis and evaluation

AKNU shall analyze and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- a) conformity of conducting courses / providing services
- b) the degree of customer satisfaction (through feedback);

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- c) the performance and effectiveness of the quality management system;
- d) Research output
- e) Grants or funds available
- f) if planning has been implemented effectively; (through objectives)
- g) the effectiveness of actions taken to address risks and opportunities;
- h) the performance of external providers;
- i) the need for improvements to the quality management system.

References:

Process: Analysis and evaluation (AKNU/PCS/14)

9.2 INTERNAL AUDIT


Internal audits for ISO 9001 QMS shall be conducted at least once in a year to provide information on whether the quality management system:

- a) Conforms to:
 - 1) The AKNU's own requirements for its quality management system;
 - 2) The requirements of this Internal Standards;
- b) Is effectively implemented and maintained.

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

MR(s) shall select auditors to conduct audit ensuring objectivity and impartiality of the audit process. MR also ensures that auditors do not audit their own work.

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

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MR(s) shall retain the documented information as evidence of implementation of audit programme and the audit results.

References:

Process: Internal audit (AKNU/PCS/16)

9.3 MANAGEMENT REVIEW


9.3.1 General

To ensure the continuing suitability, adequacy and effectiveness of quality management system and its alignment with the strategic direction of AKNU, management review shall be conducted by Vice Chancellor at least once in a year.

9.3.2 Management review inputs

The management review shall be conducted based on the following inputs / agenda;

- a) The status of actions from previous management review;
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 - 1) Customer satisfaction and feedback from relevant interested parties;
 - 2) The extent to which quality objectives have been met;
 - 3) Process performance and conformity of services;
 - 4) Nonconformities and corrective actions;
 - 5) Monitoring and measurement results;
 - 6) Audit results;
 - 7) The performance of external providers;
- d) The adequacy of resources;
- e) The effectiveness of actions taken to address risks and opportunities
- f) Opportunities for improvement.

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9.3.3 Management review outputs

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

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

AKNU shall retain documented information as evidence of the results of management reviews.

References:

Process: Management review (AKNU/PCS/17)

10. IMPROVEMENT

10.1 GENERAL

AKNU shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.


These include:

- a) Improving performance (through quality objectives) to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects;
- c) Improving the performance and effectiveness of the quality management system.

10.2 NONCONFORMITY AND CORRECTIVE ACTION

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

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

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

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

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

References:

Process: Non conformity and corrective action (AKNU/PCS/15)

10.3 CONTINUAL IMPROVEMENT

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

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

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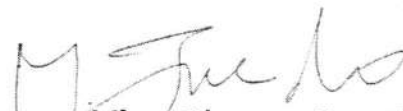
ANNEXURE -1

**ADIKAVI NANNAYA UNIVERSITY
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In line with the Vision and Mission of Adikavi Nannaya University, we as a team, strive to achieve excellence in Teaching, Research and Consultancy through:

- Offering quality and globally oriented education to prepare and inspire students to become better citizens of the globe, with emphasis on strong fundamentals of Indian culture and its diverse ideas.
- Establishing strong collaboration with the industry and dynamic interaction with society.
- Developing state of art infrastructure and well endowed faculty.
- Complying with requirements and continually improving the effectiveness of Quality Management Systems.

Date: 26.11.2020


Vice Chancellor

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ANNEXURE -2

QUALITY OBJECTIVES

S. No.	Quality Objective	Key Performance Indicators (KPI)	Responsibility for analysis and evaluation
1	To provide quality education	<ul style="list-style-type: none"> Adherence to academic schedules Students' activities (Seminars/Field visits/Industry visits etc.) Student undertaking Internships/ Summer research fellowships/ MOOCs etc. Students promoted to higher education/Research/Qualifying examinations at state/ national/ international level Students' performance – Results analysis and review Periodical revision of Curriculum % Admissions Student feedback 	Concerned HOD/ Principal
2	To promote Research & Consultancy	<ul style="list-style-type: none"> No. of research papers published No. of faculty presented papers in seminars/conferences No. of research projects applied/ ongoing/completed No. of Ph. Ds perusing/awarded 	Faculty members/ Research guides
3	To establish strong collaborations with Industry and Society	<ul style="list-style-type: none"> No. of MOUs signed/ joint projects No. of Orientation programs/ Workshops conducted in collaboration with Industry/Society 	Faculty members/ Concerned HOD/ Registrar
4	To develop state of art infrastructure and well-endowed faculty	<ul style="list-style-type: none"> No. of books/e-consortium acquired No. of faculty attended encouraged to attend Orientation courses/ Refresher courses No. of conferences and seminars conducted e-classrooms/well-equipped laboratories e-governance 	Registrar / Library Coordinator/ Concerned HOD

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ANNEXURE - 3

QUALITY OBJECTIVES ACHIEVEMENT PLAN

Quality Objective: As given in Annexure-2 of this Quality Manual


For the period: Academic Year

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

Objectives evaluation: Once in 3 months by the concerned Dept. Heads / Principals

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

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ANNEXURE - 4

LIST OF QMS PROCESSES

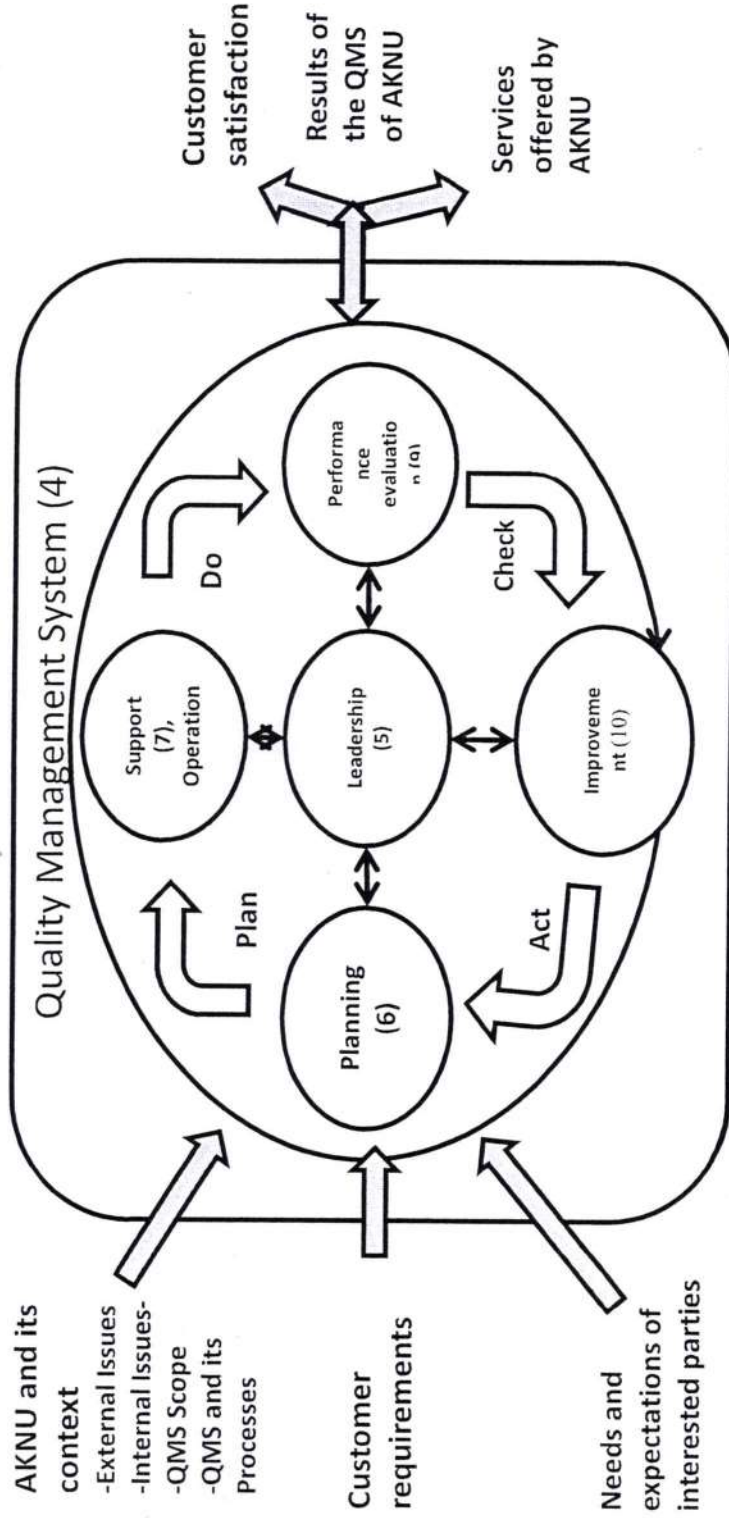
Sl. No	Process Title	Process Code	ISO 9001:2015 Clause(s)
1	Admissions	AKNU/PCS/01	8.2,8.5.1,8.5.2,8.5.3,8.5.4
2	Teaching	AKNU/PCS/02	8.1, 8.5, 8.6,8.7
3	Examination and Evaluation	AKNU/PCS/03	8.6, 8.7
4	Design of Syllabus and Curriculum	AKNU/PCS/04	8.3
5	University Library	AKNU/PCS/05	8.5
6	Grant of Affiliation to the Affiliated Colleges	AKNU/PCS/06	8.1,8.5
7	Research and Consultancy	AKNU/PCS/07	8.1, 8.5, 8.6,8.7
8	Customer Feedback and Complaints	AKNU/PCS/08	9.1.2
9	Control of Nonconforming output	AKNU/PCS/09	8.7
10	Purchasing	AKNU/PCS/10	8.4
11	Risk & Opportunities	AKNU/PCS/11	6.1
12	Documented information	AKNU/PCS/12	7.5
13	Communication	AKNU/PCS/13	7.4
14	Analysis and evaluation	AKNU/PCS/14	9.1.3
15	Non conformity and corrective action	AKNU/PCS/15	10.2
16	Internal Audit	AKNU/PCS/16	9.2
17	Management Review	AKNU/PCS/17	9.3

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ANNEXURE - 5

INTERACTION OF PROCESSES




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

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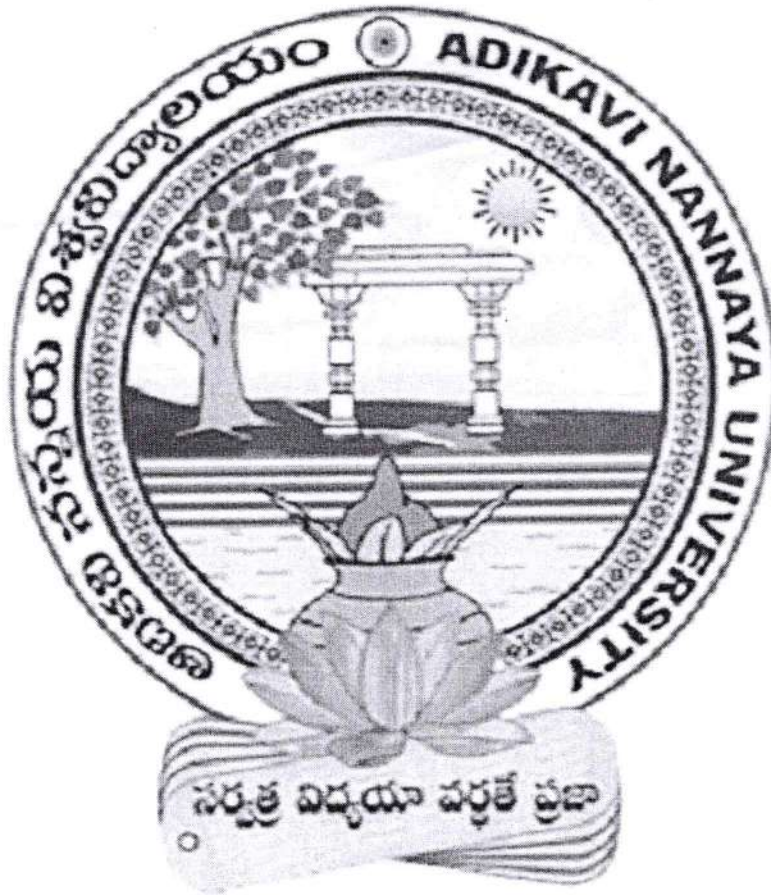
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