

<b>Organization</b>	<b>SADAKATHULLAH APPA COLLEGE[AUTONOMOUS]</b> RAHMATH NAGAR, TIRUNELVELI - 627 011 TAMILNADU, INDIA
<b>Audited Sites:</b>	Single
<b>Auditee Representative:</b>	Dr. M. Mohamed Sathik
<b>Order Number:</b>	179269

# AUDIT/ASSESSMENT REPORT

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**Year: 2020**

## AUDIT

Audit/Assessment date:	13.07.20 to 14.07.20	Reporting date:	14.07.20
Standard(s)/Regulation(s):	ISO 9001:2015	Type of audit/assessment:	Remote Surveillance Audit
Documentation of evidence of conformity:	CL_27_01_101e_ISO 9001_2015		

## AUDIT TEAM

Audit team leader:	M. Krishnamoorthy	Observer:	
Auditor:		Auditor:	

## APPLICATION

Application for issuing of certificate for the following standards:	Application for continuing certification for the following standards:
NA	ISO 9001:2015

## NONCONFORMITIES

Number of major nonconformities:	Nil	Number of minor nonconformities:	Nil
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## NEXT PLANNED AUDIT

<input type="checkbox"/> CA <input type="checkbox"/> SA <input checked="" type="checkbox"/> RA <input type="checkbox"/> FA <input type="checkbox"/> others	Planned audit date:	April '2021
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CA = Certification audit, SA = Surveillance audit, RA = Recertification audit, FA = Follow-up audit

Auditing is based on a sampling process of the available information. The disclaimer of liabilities in point VI of the **quality** Austria Terms and Conditions applies.

## Table of contents:

<b>1. Generals</b>	<b>4</b>
1.1 Scope of the management system .....	4
1.2 Current situation – developments since the latest audit.....	4
1.3 Audit objectives as seen by the organization .....	4
<b>2. Overall impression</b>	<b>5</b>
2.1 Strategic direction .....	5
2.2 Assessed Strengths.....	5
2.3 Opportunities .....	5
2.4 Statements regarding specific audit objectives (chapter 1.3).....	5
<b>3. Specific statements on capability and effectiveness of the management system</b>	<b>6</b>
3.1 Statements on the management system’s performance.....	6
3.2 Statements regarding internal audits and management review.....	11
3.3 Evaluation of the effectiveness of corrective actions taken with respect to major and minor nonconformities from the previous audit .....	11
3.4 Action taken based on hints and recommendations resulting from previous audits .....	11
<b>4. Audit results / major and minor nonconformities / further procedure</b>	<b>11</b>
<b>5. Hints and recommendations ISO 9001:2015</b>	<b>12</b>

## 1. Generals

### 1.1 Scope of the management system

This Audit is single location done by quality Austria for Sadakathullach Appa College for the scope of **“Designing & Providing Under Graduate, Post Graduate Degree and Research Programme, Certificate, Diploma, Advanced Diploma, Post Graduate Diploma in the fields of Arts, Humanities, Science and Technology studies”** with **Non-Applicability 7.1.5.2 – Measurement Traceability**. The entire activity are under a single location and controlled by the Institution management (Dr.M.Mohamed Sathik- Principal).

### 1.2 Current situation – developments since the latest audit

Sadakathullah Appa College [Autonomous] a government aided Muslim minority institution, affiliated to Manonmaniam Sundaranar University, is located on a 40 acre sprawling campus. It is run by Sadakathullah Appa Educational Society. To cater to the academic needs of the potential undergraduates of the region, the collage has appropriately introduce new courses such as M.Sc., MMDD, B.Sc Nutrition and dietetics and also offers UG courses in History, English, Literature, Commerce, Business Administration, Mathematics, Zoology, Chemistry, Physics, Computer Science, Microbiology, Commerce with Computer Applications, Information Technology, BCA, BBM and Islamic Studies. The Post graduate courses offered are M.A (History), M.Com, M.Sc (Mathematics). M.Sc (Computer Science), M.A. English, M.Sc (Microbiology), M.Sc (Physics), M.Sc.(Chemistry). Further M.Phil. & Ph.D. programmes are offered by the Departments of Commerce, History & Computer Science. Sadakathullah celebrated its silver jubilee in the year 1999. The college volunteered for assessment by the National Assessment & Accreditation Council (NAAC), subsequently the college was re accredited with A Grade.

### 1.3 Audit objectives as seen by the organization

The objective of this audit is the determination of conformity with audit criteria and the evaluation of the ability and effectiveness of the management system.

Additionally, the following specific audit objectives were agreed with the organization:

- Student Satisfaction
- Improvement in current process

## **2. Overall impression**

The institution has implemented & maintained Quality Management System found in line with ISO 9001:2015 standards. The college, with a visionary leadership of the managing committee and a team dedicated, experienced and learned teachers, aim at producing responsible and competent citizens to fulfill their professional, social and national obligations. To realize the college's vision and mission the campus is vibrant with seminars, conference, workshops, research, co- curricular and extra- curricular activities. The commitment & involvement of senior management in the QMS implementation is clearly visible. There exists a real need for improving the various activities / processes within the organisation with the ultimate objective of providing quality & timely services to the students. The involvement shown by the entire team during the audit was satisfactory.

### **2.1 Strategic direction**

In the course of the audit, the following strategic objectives, programs or projects were displayed:

- Course delivery
- Researches
- Students feedback

### **2.2 Assessed Strengths**

- Top Management Commitment & Involvement
- Teaching Process
- Research Wing
- IQAC Cell Activities

### **2.3 Opportunities**

- Library Process
- Vendor Evaluation
- Training Process

### **2.4 Statements regarding specific audit objectives (chapter 1.3)**

#### Students Satisfaction

Student's feedbacks were collected through online on semester basis and the same is consolidated by IQAC and forwarded to Principal for further review and action. Top Management directly involves in reviewing feedback from students. Students feedback were collected online through google forms.

### Improvement in current process

The QMS processes applicable to the institution were suitably identified, including performance related criteria for evaluating the various process effectiveness. Student's feedback system is implemented well. Random monitoring of faculty delivery performance is been done. HOD also carryout similar performance monitoring of their staff. Departmental meeting carried out at monthly interval and output of meeting reviewed by the Principal.

## **3. Specific statements on capability and effectiveness of the management system**

### **3.1 Statements on the management system's performance**

Organisation has established QMS, System documented in line with the requirement of the standard. The System implementation was based on the basic principle of the QMS i.e. Process Approach for Management, Core & Support processes within the organization. Documented processes have been well defined to demonstrate the flow of activities; sub activities; inputs necessary to perform an activity or sub-activity; outputs generated by activity or sub-activity; process / performance measurements; and reference to supporting documents including policy, procedures, forms and templates under QMS document control.

#### **Top Management Process:**

During interaction, Management has demonstrated leadership and was found to have institution development and growth plan. Management has laid down strategies to meet the targets and institutional goals. Management was committed in development of the entire system & communicating down the line the importance of Quality Management system including students focus, external & internal contexts, interested parties requirements and risk analysis that affects meeting the objectives and goals of organisation. Documented information for same was found in line with applicable standard requirements. Communication system was found to be excellent including monitoring of external, internal issues and actions to address risk and opportunity. Quality Manual: QSM / Issue A Rev 03 dated 04.01.2018, Level 1 – Quality Manual → Level 2 – Quality System Procedure → Level 3 – SOP / WI → Level 4 – Formats / Records.

## Statutory & Regulatory Requirements

- University Grants Commission under section 2(f) of the UGC act, 1956 issued by section officer, UGC on 16.05.2000 verified
- Additional seats for UG courses from Manomaniam Sundaranar University dated 15.06.2018 verified. Ref. MSU/R/CD/SAC/FUR./Coomn./2018-19
- Bachelor of Library Information Science – 48 Sanctioned Strength
- Additional seats for PG courses from Manomaniam Sundaranar University dated 14.06.2018 verified. Ref. MSU/R/CD/SAC/Cont./Coomn./2018-19
- Bachelor of Library Information Science – 48 Sanctioned Strength
- List of courses accredited by Manonmaniam Sundaranar University verified. Ref. R/CD/SAC/Cert/2015 dated 20.03.15

UG Courses Aided – 8

PG Courses Aided – 2

UG Course Unaided – 14

PG Course Unaided - 14

Research Department – 9

UGC Innovative Programme – 1

- National Assessment & Accreditation Council Accreditation dated 21.02.2019 verified. NAAC Re-Accreditation "A" Grade valid upto 14.11.2020
- Conferment of autonomous status for Sadakathullah Appa College affiliated to Manomaniam Sundaranar issued by Joint Secretary, University Grant Commission on 10.08.2018 valid upto 2022-2023
- ICT academy of Tamilnadu (An Initiative Government of India, Government of Tamilnadu & Industry) membership verified. Ref. Membership No. 11110 valid upto 22.09.2020
- Research centre approval from Manomaniam Sundaranar University issued by Registrar verified.

Department of Commerce

Department of History

Department of Mathematics

Department of Physics

Department of Chemistry

Department Zoology

Department of English

Department of Microbiology

Department of Computer Science

Department Computer Science - Dr. Sajunnisha - HOD

- Total 24 students in M.Sc (CS) 1st Yr – 12 Nos,. 2nd yr – 12 Nos
- Total No. of staffs 5 + 1
- CBCS Syllabus for M.Sc (Computer Science) verified.
- Staff lesson plan of Mr. K.. Mohamed Riyazudeen for 2<sup>nd</sup> M.Sc (CS) – Mobile Computing verified. Lesson plan 3<sup>rd</sup> Semester dated 31.10.19 verified. Eg. Wireless Application Protocol (WAP)
- Total No of students appeared 12 and No. of Passed - 12
- Training record of Mr. K. Mphammed Riyazudeen, Asst. Professor on Automation using Phyton conducted by Department of Computer Science, Sadakathullah Appa College on 07.03.19 verified.
- Training record of Mr. K. Mohammed Riyazudeen, Asst. Professor on Virtual Reality & Augumented Reality App Development conducted by Dr. Mahalingam College of Engineering & Technology, Pollachi on 24.01.20 – 25.01.20 verified.

Department of Chemistry (Dr. A. Syed Mohammed - HOD)

- Overall strength 142 students (1<sup>st</sup> Yr – 48, 2<sup>nd</sup> Yr – 47, 3<sup>rd</sup> Yr – 47 Students)
- Total 6 staffs (Aided Staff – 5 Staffs / Management – 1 Staff)
- Syllabus for Organic Chemistry – II handled by Dr.I. Antony Danish verified.
- Training record of Dr.I. Antony Danish - Asst. Professor on Faculty Development Programme (Teaching, Learning Eco System enlarged curriculum & truncated teaching, armamentariums) conducted on 01.11.19 by IQAC Department
- Online refresher course in chemistry for higher education conducted by Swyam for Dr. I. Anthony Danish - Date of Enrollment 12.08.19 - Online Exam conducted on 16.02.20 and 78.36 % (B Grade) verified
- Semester results of B.Sc. (3<sup>rd</sup> Year) Chemistry (Semester –V) verified.  
Total No. of Students Appeared – 47  
Total No. of Students Passed – 36  
Total No. of Failures - 11  
Total Pass – 77.0 %
- Results analysis of B.Sc. Chemistry (V Semester) verified

Code	Subject	A	P	RA	AA	Pass %
15UCHEC51	Physical Chemistry II	47	39	8	0	83.00 %
15UCHEC51	Organic Chemistry II	47	36	11	0	77.0 %
15UCHEC53	Coordination Chemistry	47	47	0	0	100.00 %



15UCHCE5A Spectroscopy 47 42 5 0 89.00 %  
Department of Microbiology - Dr. Janet Rani - HOD

- Total 1<sup>st</sup> Yr 25 Students
  - Total No. of staffs 7 Nos + 1
  - Syallabus for M.Sc. Microbiology (1<sup>st</sup> Year) verified
  - Staff lesson plan of Dr. K. Chitra Subject Code : 18AMB31 – Bio Instrumentation (B.Sc. 2<sup>nd</sup> Year – III Semester)
  - Results analysis of III Semester B.Sc., Microbiology verified
- | Subject                   | Appeared | Passed | Pass %  |
|---------------------------|----------|--------|---------|
| Bio Instrumentation       | 47       | 42     | 89.3    |
| Technics in Bio Chemistry | 47       | 47     | 100.0 % |
- Training record of Dr. K. Chitra – Assistant Professor on Faculty Development Programme conducted by IQAC Cell on 01.11.19 verified
  - Training record of Dr. K. Chitra – Assistant Professor on National Workshop Cum Training in Food Processing & Preservation conducted by Dept. of Nutrition & Dietetics, Sadkathullah Appa College on 19.09.19.

IQAC Cell - Dr. A. Syed Mohamed

- Students feedback collected twice in a year. Odd semester feedback collected during October and even semester feedback collected during April of every year.
- Online students' feedback through google forms initiated on 20.06.20. Student feedback collection is under progress
- Training programme for all the HOD's on "How to fill profile and extended profile in NAAC Self Study Report on 11.01.20 verified
- Training programme on Plight of Research in Colleges and Motivation of Research for Teachers conducted by M.A. Hanifa on 14.06.19
- HOD's meeting in connection with the preparation of SSIR for the NAAC IV Cycle conducted on 08.01.20

Library Process - Dr. R.R. Saravanakumar

- Library stock report date 01.04.20 verified
- | Department       | No. of Books |
|------------------|--------------|
| Arabic           | 4566         |
| Chemistry        | 2382         |
| Commerce         | 6209         |
| Computer Science | 3575         |
| English          | 6947         |
| History          | 5462         |
| Library Science  | 177          |

Maths	4303
Physical Education	42
Tamil	8703
Zoology	3654

Centre for Research - Dr. Chinna Thambi, Research Coordinator

- Total 9 research department were included in centre for research
- Review of research activities for the academic 2019-20 verified
- Research policy & guidelines verified. Policy and guidelines drafted based on Manomaniam Sundarnar University Guidelines
- Research scholar meeting conducted thrice per semester. Last scholar meeting conducted on 22.03.19.
- PhD programme commencement order of Ms. Sai Gowri / Discipline: Physics / Guide Allotted : Dr. M. Mohamed Roshan/ DC Member : Dr. R. Mary Jenila / Proposed Title : verified
- PhD programme commencement order of Mr. Shajahan A / Discipline: Zoology / Guide Allotted: Dr. M. I. Zahir Hussain / DC Member: Dr. M. Sithi Jameela / Dr. M. Muralidharan / Proposed Title : Studies on the growth and economical characters of various probiotic enriched mulberry leaves fed silkworm Bombyx mori L verified
- One day seminar on "Constituting Elements of Research Paper" an intraview was organized by center for research on 12.03.2019

Administration - Mr. Mohamed Shafik

- AMC contract with Air Freeze for Air Conditioners dated 01.01.20 and valid upto 01.01.21. Last Air Conditioner service done on 10.03.20
- Service call report of Reliable Power Systems & Solutions dated 03.02.20 verified.
- AMC contract with Reliable Power Systems & solutions, Tirunelveli for UPS & Battery dated 01.04.20 – 31.03.21
- Vendor evaluation of SEED note booked supplier verified. Vendor rating 90.0 %
- Fire extinguishers service report done by India Fire Safety, Tenkasi dated 04.02.20 verified.

Admission Process – Mr. Akbar

Application No. 1076 Ms. Vijayalakshi / Course : B.Com verified  
Application No. 246 / Ms. Mohamed Abdhul Rahim S / B.Com. verified

### **3.2 Statements regarding internal audits and management review**

#### **Internal Audit**

IQAC academic audit conducted twice in a year. First internal audit conducted on 29.10.19 – 30.10.19 and latest internal audit conducted on 18.03.20 – 20.03.20. No non conformities were identified during both the internal audit. Total two approved internal auditors for conducting internal audits. More internal auditors could be trained for conducting internal audit.

#### **Management Review**

Two rounds of MRM were conducted. First Management review meeting was conducted on 31.10.19 and latest Management review meeting conducted on 24.06.20 and all agenda points were found discussed during the MRM. Director of college chaired the MRM and presentations were made by various personnel.

### **3.3 Evaluation of the effectiveness of corrective actions taken with respect to major and minor nonconformities from the previous audit**

During last surveillance audit total 7 Minor Non-Conformities were raised. Effectiveness of the action taken reviewed and found adequate.

### **3.4 Action taken based on hints and recommendations resulting from previous audits**

Effectiveness of the action taken against observation / opportunities for improvement raised reviewed and found adequate.

## **4. Audit results / major and minor nonconformities / further procedure**

During this surveillance audit total 2 Minor Non-Conformities were raised. The Corrective Action Plan along with closure evidence submitted by the organization has been reviewed by the team leader and found to be acceptable. The effectiveness of the implementation will be verified during the next recertification audit.

Also, the Observations / Opportunities for Improvement identified under Section 5 (below) needs to be reviewed by the organization, and necessary actions may be implemented after thoroughly reviewing the same internally.

### **Minor Non conformity**

1. System for monitoring loaned book to staff found not effective. Eg. Loaned book No. 13617 – A Study of Islamic History loaned by Dr. Abdul Azeez on 17.07.17 found not returned. Total 379 book found not returned by staffs....8.5.1 (ISO 9001:2015)
2. System for ensuring vendor re-evaluation found not adequate. Eg. Vendor re-evaluation found not evidenced for M/s. Vijaya Scientific Company, Tirunelveli (Supplier of Laboratory Chemicals) .....8.4.1 (ISO 9001:2015)

Based on the audit results, the auditors come to following conclusion:

**The Team of Quality Austria Central Asia is pleased to recommend the organisation for continuation of certification for ISO 9001:2015 certification.**

The team of Quality Austria shall contact SADAKUTHULLAH APPA COLLEGE in the year 2021 for scheduling the recertification audit and subsequent procedures shall be undertaken.

## **5. Hints and recommendations ISO 9001:2015**

### Clause 4: Context of the organization

- Nil

### Clause 5: Leadership / Leadership and worker participation

- Nil

### Clause 6: Planning

- Detailed risk assessment for COVID 19 could be ensured for effective monitoring
- Department objective monitoring needs improvement

### Clause 7: Support

- ISO 9001:2015 awareness training could be ensured as per planned interval
- Lab attender could be trained related to nature of activity.Eg. Training record of Mr. Kanthia – Lab Attender found not evidenced
- Bushes to be cleared near ladies' hostel
- Street dog movement could be controlled within the campus
- Potability of drinking water could be tested at periodic interval

- Approved vendor list could be ensured with office and stores for effective monitoring
- Retrievability of documented information needs improvement
- Waste management needs improvement throughout campus
- Centralized data monitoring could be made ensured under IT wing
- Record room could be extended for effective storage of students records
- Skill matrix could be updated for all the staffs for effective training needs identification

Clause 8: Operation

- Action plan for weaker students could be detailed for effective monitoring.
- ISO activity and NACC activity could be integrated for effective monitoring
- Food handler vaccination and medical test could be ensured for boys canteen and hostel mess food handlers
- Placement initiative could be updated in detailed for effective monitoring

Clause 9: Performance evaluation

- More internal auditors could be trained for conducting internal audit.

Clause 10: Improvement

- Improvement projects could be identified department wise for effective monitoring

Distribution list	Enclosures
<ul style="list-style-type: none"> <li>■ Sadakuthullah Appa College</li> <li>■ <b>qualityaustria</b> Customer Service Center</li> <li>■ M. Krishnamoorthy</li> </ul>	<ul style="list-style-type: none"> <li>■ Audit plan</li> <li>■ Action plans (2 Minor NC)</li> <li>■ Checklist</li> </ul>

Sincerely

**Quality Austria**

Trainings, Zertifizierungs  
und Begutachtungs GmbH

M. Krishnamoorthy  
Lead Auditor