CRITERION VI

Governance, Leadership and Management

6.5.2. The institution reviews its teaching learning process, structures & methodologies of operations and learning outcomes at periodic intervals through IQAC set up as per norms

Teaching Learning Reforms facilitated by the IQAC

Internal and External ISO Audits (2016-2021)

Submitted to

THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL (NAAC)

August 2022

ISO AUDITS (2016-2021)

Year	ISO Audit Dates
2016-2017	22nd to 31st August 2016 and 1st September 2016
	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017
2018-2019	23.04.2019 to 24.04.2019
2019-2020	13.07.2020 to 14.07.2020
2020-2021	04.05.2021 to 05.05.2021
	25.04.2022 to 26.04.2022

PRINCIPAL

PRINCIPAL
SADAKATHULLAH APPA COLLEGE
Rahmath Nagar, TIRUNELVEL. ......:1.

Sadakathullah Appa College

*An Autonomous Institution, Re-Accredited by NAAC at an 'A' Grade, * ISO 9001: 2015 Certified *

CRITERION VI

Governance, Leadership and Management

Teaching Learning Reforms facilitated by the IQAC

ISO Audit (2020-2021)

Submitted to

THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL (NAAC)

August 2022

Organization	SADAKATHULLAH APPA COLLEGE (AUTONOMOUS)
	RAHMATH NAGAR, TIRUNELVELI - 627 011
	TAMILNADU, INDIA
Audited Sites:	Single
Auditee Representative:	Dr. M. Mohamed Sathik
Order Number:	195944

AUDIT/ASSESSMENT REPORT

Year: 2021

No.: FO 27_01_032e   Edition: 2019/09   Page 1 of 14   Customer Service Center: A-4020 Linz, Am Winterhafen 1

Created: Koubek   Reviewed: Dick, Bauer   Released: Kreiter   Phone: +43 732 34 23 22, Fax: +43 732 34 23 23, www.qualityaustria.com E-Mail: office@qualityaustria.com

AUDIT

Audit/Assessment date:	04.05.2021 to 05.05.2021	Reporting date:	01.06.2021
Standard(s)/Regulation(s):	ISO 9001:2015	Type of audit/assessment:	Recertification Audit
Documentation of evidence of conformity:	CL_27_01_101e_ISO 9001_2015		

AUDIT TEAM

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

APPLICATION

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

NONCONFORMITIES

Number of major nonconformities:	Nil	Number of minor nonconformities:	3 Minor NC

NEXT PLANNED AUDIT

☐ CA ☐ SA ☒ RA ☐ FA ☐ others	Planned audit date:	April '2022

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:

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, Sadakathullah Appa College 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 college has appropriately introduce new courses such as B.A. (Economics). M.Sc. (Nutrition and Dietetics) and B.Sc (Psychology) also offers UG courses in History, English, Literature, Commerce, Mathematics, Advanced Zoology and Biotechnology, Chemistry, Physics, Computer Science, Microbiology, Commerce with Computer Applications, Information Technology, BCA, BBA and Arabic. 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).   Further M.Phil & Ph.D programmes are offered by the Departments of Commerce, History & Computer Science. Sadakathullah Appa College is going to celebrate its golden jubilee in the year 2021. 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
- NIRF Ranking
- Students feedback

2.2 Assessed Strengths

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

2.3 Opportunities

- Data Analysis
- Purchasing Process
- Weaker Students Monitoring

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 suitable 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 carriedout at monthly interval and output of meeting reviewed by principal.

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

3.1 Statements on the management system's performance

Organization 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 has 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 Arts (Economics) – 64 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 – 15

  PG Course Unaided - 9

  Research Department – 9

  UGC Innovative Programme – 1

- National Assessment & Accreditation Council Accreditation dated 21.02.2019 verified. NAAC Re-Accreditation "A" Grade
- 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 22.10.2021
- Research centre approval from Manomaniam Sundaranar University issued by Registrar verified.

  Department of Commerce

  Department of History

  Depart of Physics

  Department of Chemistry

  Department Zoology

  Department of English

  Department of Microbiology

  Department of Computer Science

Department of Microbiology - Dr. Janet Rani - HOD

- Total 1st Year 51 Students
- Total No. of staffs 7 + 1
- Syallabus for B.Sc. Microbiology (3rd Year) verified
- Staff lesson plan of Mr. Hameedullah Sheriff, Subject Code : 18UCMB62 – Industrial Microbiology (B.Sc 3rd Year – VI Semester)
- Results analysis of II Semester B.Sc., Microbiology verified

Subject	Appeared	Passed	Pass %
Basic Biotechnology	44	43	97.7
Technics in Bio Technology	44	40	90.9 %
Microbial Physiology & Metabolism	44	42	95.45 %
Environmental Microbiology	44	43	97.7 %
Techniques in Microbial Physiology	44	40	90.9 %
Value Education	15	15	100.0 %

- Value added course medical lab technology – 12 months duration
- Training record of Dr. Manohar– Assistant Professor on Faculty Development Programme capacity building in IPR, Innovation, Drug Discovery and Traditional Medicine conducted by St. Andrew's College on 28.07.20 – 30.07.20 verified
- Training record of Dr. Feroz Khan – Assistant Professor on Role of Nano Technology in overcoming Multi drug Resistance for Cancer therapy conducted by Sathyabama Institute of Science & technology on 18.07.2020
- Training record of Dr.K. Chithra – Asst. Professor on Overview of Infectious Disease and its control measured conducted by Arumugan Pillai Seethaiammal College, Tirupattur
- MOU between Sadakathullah Appa College and ICAR – Bio-Conversion Technology Center, Sri Parasakthi College for Women, Courtallam

- Nutrition & Dietetics Department

- Nutrition & Dietetics (Ms. R. Swarnlakshmi – HOD, Total No of staff 5 and 1 lab assistant
- Student Strength
- 1st year - 46
- 2nd Year – 43
- 3rd year – 41
- B.Sc., Nutrition & Dietetics syllabus verified (CBCS Syllaus 2018 -21), Board of studies meeting conducted on 15.03.2021, Lesson plan of Ms.C. Aruna Sundari for Food Chemistry verified, Lesson plan of Dr. P. Mageshwari for Extension

Educatio in Home Science verified, Lesson Plan of Dr. Swarnalakshmi for Family Resource Management verified

- Staff profile of Ms. C. Aruna Sundari. M.Sc., (Human Nutrition & Nutraceuticals) joined on 02.01.2020.

- Training record of Ms. C. Aruna Sundari on Faculty Development Programme conducted by IQAC Department, Sadakathullah Appa College from 19.07.2020 – 25.07.2020

- Students project of H. Asan Kuthoos, Harun Naseer, Mohammed Yosuf, Shaul Hameed, Nagaraj – Formulations of Dry Fruits & Nuts incorporated energy bar for athletes record dated 03.05.2021 verified.

- Guest Lecture on Mentoring Session with Successful Start-up Entrpreneur conducted by Mariya Arockia Kabila – AK Snow Foods Products, Tuticorin

- Results analysis of II Semester B.Sc., Nutrition & Dietics verified

Subject	Appeared	Passed	Pass %
Human Physiology II	48	48	100.0 %
Principal of Nutrition	48	48	100.0 %
Food Chemistry	48	48	100.0%

- Results analysis of IV Semester B.Sc., Nutrition & Dietics verified

Advacned Baking	43	43	100.0 %
Family Resource Management	43	42	97.67 %
Food Safety & Quality Control	43	42	97.67%

- Results analysis of VI Semester B.Sc., Nutrition & Dietics verified

Food Microbiology	40	40	100.0 %
Food Preservation	40	40	100.0 %
Project	40	40	100.0 %

-

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 Apil of every year.
- Online student's feedback collected 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

- New library construction completed with 12350 sq ft.
- Rules & Regulations for library verified
- Library policy verified.
- Auto Library software MSSQL6.0 procured
- AV Room, Digital Library, eLearning, circulation section, reading section, internet browsing section
- Total 4 staffs in library
- Library stock report date 01.04.20 verified

Department	No. of Books
Arabic	4654
Chemistry	2405
Commerce	6237
Computer Science	3616
Economcis	1
English	6885
General	3655
History	5360
Library Science	176
Library and Information Science	128
Maths	4381
Physical Education	42
Tamil	8790
Zoology	3619
CD & Videos	505

Teaching aided staff loaned book pending as on 25.02.2021 - 205
Teaching unaided staff loaned book pending as on 25.02.2021 – 148
Non-teaching aided loaned book pending as 25.01.2021 - 65
Non teaching unaided loaned book pending as 25.01.2021 – 16
Total 434 books pending from teaching and non-teaching staffs. Due to pandemic outbreak of COVID 19 college is continuously closed, hence loaned books were not collected.

<u>Adminstration - Mr. Mohamed Shafik</u>
- 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.

<u>Admission Process – Mr. Akbar</u>
Application No. 1076 Ms. Vijayalakshmi / Course : B.Com verified
Application No. 246 / Mr. Mohamed Abdhul Rahim S / B.Com verified

<u>Controller of Examination</u>

- Appointment letter of faculty for semester examination verified.
- Semester examination planned from 10.05.2021 – 05.06.2021
- Question paper will be shared through college portal
- Last question papper setting committee meeting conducted on 04.04.2021
- Arrear result for April & November 2020 published on 30.04.2021
- Total 9 staffs in controller of examination
- One accountant, One system programmer, Five clerical staff member cum data entry operators, One office assistant, One clerical staff from aided stream
- Procedure for downloading questioner paper and uploading answer paper

3.2 Statements regarding internal audits and management review

Internal Audit
IQAC academic audit conducted twice in a year. First internal audit conducted on 16.06.2020 – 17.06.2020 and latest internal audit conducted on 23.04.2021 – 24.04.2021. No non conformities were identified during both the internal audit. Total 12 trained internal auditors for conducting internal audit. More internal auditors could be trained for conducting internal audit.

Procedure for internal audit verified. Ref. QMS /Annex 6.0

Management Review

Two rounds of MRM were conducted. First Management review meeting conducted on 30.06.20 and latest Management review meeting conducted on 28.04.21 and all agenda points were found discussed during the MRM. MRM chaired by Alhaj T.E.S. Fathu Rabbani – Secretary & Correspondent of college chaired the MRM and presentations were made by all the HOD's. Output of MRM detailed with point discussed, action taken, person responsible and target date for effective monitoring.

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 recertification audit total 3 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. Record of Action taken not evidenced on the Data Analysis for the Month of Feb 2021 & March 2021 regarding the CIA Marks achieved 01 & 17 , for one of the Student -20 AHS 18   Syllabus of Applied Grammar &

Translation - II Code :- 18ULAR21 - Subject Arabic - Second Semester...
9.1.1 ISO 9001:2015

2. System Not found adequate in purchase Process. Eg. As per the Purchase procedure for every requirement Purchase order to be provided for vendor before Procurement. One of the procurement has been done without Purchase Order. Name : Pass Publication / Procurement Details : Auditing Text Book - 64 No's / Invoice : 7421/ 05.03.2021......8.4.3 ISO 9001:2015

3. System for monitoring weaker students identification found not adequate. Eg. Action plan for weaker students Mohamed & Ibhramin found not evidenced in microbiology department......8.5.1 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 recertification towards ISO 9001:2015 certification.

The team of Quality Austria shall contact SADAKUTHULLAH APPA COLLEGE in the year 2022 for scheduling the surveillance 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

- Refresher training on ISO 9001:2015 could be ensured as per planned interval
- Lab attender could be trained related to nature of activity.
- Bushes to be cleared near ladies hostel
- 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 admin related 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
▪ Sadakuthullah Appa College ▪ **quality**austria Customer Service Center ▪ M. Krishnamoorthy / R. Sriram	▪ Audit plan ▪ Action plans (3 Minor NC) ▪ Checklist

Sincerely

Quality Austria
Trainings, Zertifizierungs
und Begutachtungs GmbH

M. Krishnamoorthy
Lead Auditor

Organization	**SADAKATHULLAH APPA COLLEGE (AUTONOMOUS)** RAHMATH NAGAR, TIRUNELVELI - 627 011 TAMILNADU, INDIA
Audited Sites:	Single
Auditee Representative:	Dr. M. Mohamed Sathik
Order Number:	212447

AUDIT/ASSESSMENT REPORT

Year: 2022

AUDIT

Audit/Assessment date:	25.04.2022 to 26.04.2022	Reporting date:	05.05.2022
Standard(s)/Regulation(s):	ISO 9001:2015	Type of audit/assessment:	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:
ISO 9001;2015	NA

NONCONFORMITIES

Number of major nonconformities:	Nil	Number of minor nonconformities:	3 Minor NC

NEXT PLANNED AUDIT

☐ CA ☒ SA ☐ RA ☐ FA ☐ others	Planned audit date:	March 2023

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:

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, Sadakathullah Appa College 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 college has appropriately introduced new courses such as B.A. (Economics). M.Sc. (Nutrition and Dietetics) and B.Sc. (Psychology) also offers UG courses in History, English, Literature, Commerce, Mathematics, Advanced Zoology and Biotechnology, Chemistry, Physics, Computer Science, Microbiology, Commerce with Computer Applications, Information Technology, BCA, BBA and Arabic. 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). Further M.Phil. & Ph.D. programmes are offered by the Departments of Commerce, History & Computer Science. Sadakathullah Appa College is going to celebrate its golden jubilee in the year 2021. 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 organization 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
- NIRF Ranking
- Student's feedback

2.2 Assessed Strengths

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

2.3 Opportunities

- N+1 concept to be implemented throughout the institution
- Asset identification found not evidenced in ladies hostel-1 & 2
- Drinking water potability test could be done as per IS 10500:2012
- Food sample testing could be ensured at planned interval

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 suitable 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 intervals and output of meeting reviewed by principal.

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

3.1 Statements on the management system's performance

Organization 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 organization. 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 →

Stop.

Department of English

Department of Microbiology

Department of Computer Science

Department Commerce - Dr. A. Hamil - HOD

- Total 256 students in B.Com – 1st – 64, 2nd – 73, 3rd – 62 / M.Com 1st – 28, 2nd – 35
- Total No. of staffs - 9
- Syllabus for B.Com verified
- Result analysis for November 2021 verified.

Class	Total Appeared	Total Pass	Pass Percentage
1st B.Com	71	70	98.59
2nd B.Com	63	63	100 %
3rd B.Com	73	73	100 %
1st M.Com	35	35	100 %
2nd M.Com	24	24	100 %

- Induction training record of Dr.M. Abdul Rahuman on Faculty Development Programme conducted by Ramanujan College, New Delhi on 04.06.2020 – 01.07.2020
- Training record of Mr. A.I. Shakul hameed on Refresher training on commerce management conducted by Ramanujam College on 25.06.2021 to 08.07.2021
- One webinar on Impact of Financial Sector Reforms in India conducted by Dr/ S. Vanitha on 23.06.2021
- Inaugural function of commerce association conducted on 13.04.2022'
- Weaker students identification and mentoring of J. Mohammed Hismudeen Rahumathullah. B.Com (Roll No. 21AC037) verified

- **Nutrition & Dietetics department**

- Nutrition & Dietetics (Ms. R. Swarnalakshmi – HOD, Total No of staff 5 and 1 lab assistant
- Student Strength
- 1st year - 33
- 2nd Year – 48
- 3rd year – 43
  PG
  1st year - 18
- B.Sc., Nutrition & Dietetics syllabus verified (CBCS Syllabus 2018 -21), Board of studies meeting conducted on 15.03.2021, Lesson plan of Ms.C. Aruna Sundari for Food Chemistry verified, Lesson plan of Dr. P. Mageshwari for Extension

Education in Home Science verified, Lesson Plan of Dr. Swarnalakshmi for Family Resource Management verified

- Staff profile of Ms. C. Aruna Sundari. M.Sc., (Human Nutrition & Nutraceuticals) joined on 02.01.2020.
- Training record of Ms. Angel Mary on Faculty Development Programme conducted by Standard Fire Works Rajaratnam College for Women from 24.09.2021
- Students project of 19SND23, 19SND18, 19SND24, 19SNE21, 19SNS09– Formulation & Standardization of Dia Tea dated 01.02.2022 verified.
- Guest Lecture on Food Adulteration conducted by Dept of Nutrition & Dietetics on 21.10.2021
- Results analysis of V Semester B.Sc., Nutrition & Dietetics verified

Subject	Appeared	Passed	Pass %
Food Preservation	45	45	100.0 %
Sports Nutrition	45	45	100.0 %

- Results analysis of IV Semester B.Sc., Nutrition & Dietetics verified

	Appeared	Passed	Pass %
Advanced Baking	43	43	100.0 %
Family Resource Management	43	42	97.67 %
Food Safety & Quality Control	43	42	97.67%

- Results analysis of M.Sc., Nutrition & Dietetics verified

	Appeared	Passed	Pass %
Applied Human Physiology	18	18	100.0 %
Advanced Food Science & Nutrition	18	40	100.0 %
Project	18	40	100.0 %

- Life Span Nutrition
- Community Nutrition 18

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 collected on 08.11.2021. Students feedback on staffs is above 5.0 / 7.0
- Training programme for all the HOD's on "Research and innovation challenges and opportunities on 30.06.2021 verified
- Training programme on Goal Setting conducted by Dr. Hussian Basha on 25.06.2021

- Governing board meeting planned once in 6 months. Last meeting conducted on 11.11.2021

Admission Process –
- Aided Application and admitted list 2021-2022 verified
- Total 453 students admitted against the sanction strength of 492
- Application No. 358 Ms. Mohideen Abdul Rahuman / Course : B.L.I.S verified
- Application No. 1738 / Mr. Abdhul Hameed / B.Sc (CS) verified

Controller of Examination

- Appointment letter of faculty for semester examination verified.
- Question paper settler list approved BOS verified. Ref. SAC/COE/F-3
- Semester examination planned from 01.02.2022 – 22.02.2022
- Question paper will be shared through college portal
- Evaluator submission completed by 28.02.2022.
- Awards committee meeting conducted on 23.03.2022 verified
- Results published on 23.03.2022
- Arrear result published to students on 04.04.2022
- Total 9 staffs in controller of examination
- One accountant, One system programmer, Five clerical staff member cum data entry operators, One office assistant, One clerical staff from aided stream
- Re-Evaluation – UG – 14 / PG – 8 / Scripts UG – 15 / PG - 8

3.2 Statements regarding internal audits and management review

Internal Audit
IQAC academic audit conducted twice in a year. First internal audit conducted on 23.04.2021 – 24.04.2021 and latest internal audit conducted on 09.11.2021 & 13.11.2021. No non-conformities were identified during both the internal audit. Total 26 trained internal auditors for conducting internal audit.
Procedure for internal audit verified. Ref. QMS /Annex 6.0

Management Review

Two rounds of MRM were conducted. First Management review meeting conducted on 28.04.2021 and latest Management review meeting conducted on 27.11.2021 and all agenda points were found discussed during the MRM.

Alhaj Wavoo W.S. Syed Abdur Rahman – President & Alhaj T.E.S. Fathu Rabbani – Secretary & Correspondent of college chaired the MRM and presentations were made by all the HOD's. Output of MRM detailed with point discussed, action taken, person responsible and target date for effective monitoring.

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 3 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 3 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.

<u>**Minor Non conformity**</u>

1. Application form found incomplete without staff verification. Eg. Application No. 1738 Abdul Hameed – B.SC. (CS) and Application No. 1722 Ms. Jamal Mariyam – B.Sc. (Nutrition & Dietetics) application found without staff verification......8.2.3 (ISO 9001:2015)

2. System for ensuring lesson planning updation found not adequate. Eg. Lesson plan of Ms. Priyadarshini on Logistics Management planned and actual updated upto 17.06.2022....8.5.1 (ISO 9001:2015)

3. System for monitoring expiry of chemical found not effective. Eg. Expired media observed in microbiology lab – a) Rose Bengal Agar Base Lot No. 0000257054 – Expiry Feb 2020. B) Mac Conkey Agar Lot No. 0000225292 – Expiry Feb 2019........8.5.1 (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 ISO 9001:2015 certification.

The team of Quality Austria shall contact SADAKUTHULLAH APPA COLLEGE in the year 2023 for scheduling the surveillance audit and subsequent procedures shall be undertaken.

5. Hints and recommendations ISO 9001:2015

Ladies Hostel
- Motor found not in working condition for a long time in ladies hostel-1
- Paint flaking observed backside of refrigerator in ladies canteen
- Cleaning station to be ensured in ladies' canteen
- Daily hostel cleaning record found not maintained in ladies hostel-1
- Total 90 students in ladies' hostel 1 with dining seating capacity of 25
- Only one landline phone is available which is not working properly in ladies hostel-1
- Fire extinguisher could be fixed at nominal height in ladies' hostel-1 & chemistry lab
- Canteen waste found disposed near canteen
- Students' hospital visits note book found not verified by hostel warden in ladies' hostel-2
- Big crack observed on the wall shelf in ladies hostel-2

Purchase
- Purchase process to be streamlined. Approved vendors list, vendor evaluation, PO Release

Chemistry Laboratory
- Drain slab found in open condition
- Disposal of chemical waste needs to be focused
- Leak test could be ensured for gas line in chemistry lab
- Chemistry lab work table to be polished
- Eye wash station could be ensured in chemistry lab
- General housekeeping needs improvement in gas cylinder room

Boys Hostel
- Pest control practice needs improvement in boys' hostel
- Refrigerator found with heavy dust and cleaning frequency to be increased
- Termite infestation observed in book depot

Book Stores

- Number of racks in book depot for storage should be increased and pest control should be done periodically.

Computer Lab

- System maintenance log not evidenced inn CS lab-1 & IT lab
- UPS battery room maintenance needs improvement
- **5S** practices needs improvement in physical lab

Library

- Library should be opened 30 mts before and after college hours.
- A ramp should be provided for the physically challenged
- Fire extinguishers should be fixed in appropriate height in the new library building
- Emergency Exit points should be marked and boards should be fixed
- RO water equipment may be installed in the library

Physical Education

- Physical education time schedule and student monitoring needs improvement

Office

- Working sharing to be equal among office staffs

Other recommendations

- Innovation and incubation cell monitoring needs to be reviewed
- Students / staffs ratio could be updated in department dash board
- Lesson planning efficiency to be reviewed. Planning and actual delivery found not matching in few department
- NACC requirement awareness to imparted to all non-teaching staffs.
- Controlled copy of the latest academic year syllabus be provided to all the academic departments
- Bio-metric access to be ensured for COE office for effective control
- Confidentiality and non-disclosure agreement to be obtained from all the staffs of COE
- Data back-up record could be ensured for effective tracking in COE office
- Internal audit should cover for all the process. Eg. COE process found not covered during Nov 2021 internal audit
- Disposal of COE documents could be securely disposed under supervision of COE staffs
- Inward / outward register to be updated in COE office
- Adequate storage infrastructure to be provided to COE office

- Roles and responsibility to be established in detailed Eg. Ammenal (Admission/ IQAC / Accounts/EC Software)
- Adequate storage facility to be ensured in office for secure storage of student records
- Fire extinguisher free access to be ensured in record room
- Action to be taken for disposal of old records from 1975 onwards
  Periodic pest control could be ensured in record room

Distribution list	Enclosures
▪ Sadakuthullah Appa College	▪ Audit plan
▪ qualityaustria Customer Service Center	▪ Action plans (3 Minor NC)
▪ M. Krishnamoorthy	▪ Checklist

Sincerely

Quality Austria

Trainings, Zertifizierungs
und Begutachtungs GmbH

M. Krishnamoorthy
Lead Auditor

PRINCIPAL
SADAKATHULLAH APPA COLLEGE
Rahmath Nagar, TIRUNELVELI - 627 011.

Sadakathullah Appa College

*An Autonomous Institution, Re-Accredited by NAAC at an 'A' Grade, * ISO 9001: 2015 Certified *

CRITERION VI

Governance, Leadership and Management

Teaching Learning Reforms facilitated by the IQAC

ISO Audit (2019-2020)

Submitted to

THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL (NAAC)

August 2022

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

AUDIT/ASSESSMENT REPORT

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

NEXT PLANNED AUDIT

☐ CA ☐ SA ☒ RA ☐ FA ☐ others	Planned audit date:	April '2021

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:

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

  Depart 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 2nd M.Sc (CS) – Mobile Computing verified. Lesson plan 3rd 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. Profressor 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 (1st Yr – 48, 2nd Yr – 47, 3rd 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. (3rd 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 %

<u>Department of Microbiology - Dr. Janet Rani - HOD</u>

- Total 1st Yr 25 Students
- Total No. of staffs 7 Nos + 1
- Syallabus for M.Sc. Microbiology (1st Year) verified
- Staff lesson plan of Dr. K. Chitra Subject Code : 18AMB31 – Bio Instrumentation (B.Sc. 2nd 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.

<u>IQAC Cell - Dr. A. Syed Mohamed</u>
- 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

<u>Library Process - Dr. R.R. Saravanakumar</u>

- 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 auditors. 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 was 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
▪ Sadakuthullah Appa College	▪ Audit plan
▪ **quality**austria Customer Service Center	▪ Action plans (2 Minor NC)
▪ M. Krishnamoorthy	▪ Checklist

Sincerely

Quality Austria

Trainings, Zertifizierungs
und Begutachtungs GmbH

M. Krishnamoorthy
Lead Auditor

PRINCIPAL
SADAKATHULLAH APPA COLLEGE
Rahmath Nagar, TIRUNELVELI - 627 011.

Sadakathullah Appa College

*An Autonomous Institution, Re-Accredited by NAAC at an 'A' Grade, * ISO 9001: 2015 Certified *

CRITERION VI

Governance, Leadership and Management

Teaching Learning Reforms facilitated by the IQAC

ISO Audit (2018-2019)

Submitted to

THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL (NAAC)

August 2022

1. Hints and recommendations ISO 9001:2015

- Most of students of were absent for the 3rd Internal CIA. No action taken for the same. Eg. 1st B.Sc. (IT) Web Designing Tools only 10 student s were present out of 48 students
- Syllabus Unit No. could be updated in Lesson Plan for effective monitoring in physics department
- Output of research scholar meeting could be updated with point discussed, action taken & target date for effective monitoring.
- Process Flow Diagram / Standard Operating Procedure could be established for Center for Research for effective monitoring
- Roles & Responsibility could be established in detailed for admin / office staffs
- Fire extinguisher could be made accessible in nutrition department lab
- Gas cylinder could be securely stored and leak test could be done at periodic interval in nutrition lab
- Emergency exit could be identified in all the floors to manage any exigencies
- New paper found used to absorb oil from samosa in boys canteen
- First aid medicine content list and issue register could be made available ladies hostel-I
- Hostel students complaint tracking could be ensured for effective monitoring
- Student out-time found not updated in leave form Eg. Sabur Nisha II BA Islamic Studies
- Weekly doctor visit could be ensured in boys hostel-I. Last Doctor visit on 04.04.19
- Waste water pond could be fenced to avoid any exigencies
- Food containers and kitchen utensils found chipped and corroded in Hostel mess kitchen
- Food handler vaccination and medical test could be boys canteen and hostel mess food handlers
- Unbranded ghee without traceability details observed in boys canteen
- FSSAI licence could be obtained for boys hostel mess
- More than 12 LPG cylinders were stored in gas bunk in boys hostel mess
- Boys hostel mess stores window could be covered with netlon screen for effective control of flies
- Dash board could be ensured in library for effective monitoring
- Rack & level identification needs improvement for effective traceability
- Data analysis could be ensured w.r.t library usage by staffs and students. Eg. < 5% of students and staffs were utilizing the library facility
- Record room could be extended for effective storage of students records

PRINCIPAL
SADAKATHULLAH APPA COLLEGE
Rahmath Nagar, TIRUNELVELI - 627 011.

CRITERION VI

Governance, Leadership and Management

Teaching Learning Reforms facilitated by the IQAC

ISO Audit (2016-2017)

Submitted to

THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL (NAAC)

August 2022

Internal Audit Report (Academic) – August 2016

Audit No.	2 / 2016	Audit Date (s)	22nd to 31st August 2016 and 1st September 2016		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	Microbiology (Unaided)				
1	Absence of syllabus sharing information's for the subject 15NNDC11, (same practical experiment is planned by two staff for delivery in two different dates)	Ms. Janet Rani	Ms. Christilda		
2	Absence of student counseling record for Mr. S. Mohamed (15SMB33), for the malpractice in the practical examination. (Father Mr. P.M. Shajahan met HOD, but counseling details not found)	Ms. Janet Rani	Mrs. Christilda		
3	Absence of quotation and purchase order for the purchases from "Standard Scientific Suppliers" on 02-08-2016, Bill no. 0001	Ms. Janet Rani	Mrs. Christilda		
	PG Computer Science (Unaided)				
4	Lesson plan found only for 74 hours instead of 90 hours for the subject 15PCSC12 – 6 hours / week – Advanced Database Management System	Ms. S. Shajun Nisha	Ms. Syed Ali Nisha		
5	1st CIA not conducted for the academic year 2016-17, which is against the academic calendar.	Ms. S. Shajun Nisha	Ms. Syed Ali Nisha		
6	Absence of UPS for 12 computer's in the PG laboratory	Ms. S. Shajun Nisha	Ms. Syed Ali Nisha		
	Tamil (Unaided)				
7	Record not evident for the actions taken to close the non-conformances identified during the last internal audit (Ref. Sl. No. 21, 22 of report dated 30th – 6th March / April 2016)	Ms. Anushya	Mr. M.H. Ibrahim		
8	Copy of BOS members list and minutes of BOS meeting, found not evident	Ms. Anushya	Mr. M.H. Ibrahim		

ISO Coordinator

Principal & Management Representative

Audit No.		2 / 2016	Audit Date (s)		22nd to 31st August 2016 and 1st September 2016		
Sl. No.	Nonconformance & ISO Clause Number		Auditee	Auditor	Action planned by HOD		Target date to close NC
9	Copy of the qualification certificate found not evident for the new staff Mr. Jeethendran		Ms. Anushya	Mr. M.H. Ibrahim			
10	Absence of syllabus sharing information's for the subject 15UEVS11 – Environmental Studies. (Topic "புவி வெப்பமடைதல் பற்றிய படியாக்கம்" delivered on 17-08-2016 to BA (Tamil) 1st year student, but this topic is related to 6th semester paper. (15UTAE6A – சுற்றுச் சுழலியல்). Also the lesson plan is found in "Tamil" instead of "English" which against syllabus		Ms. Anushya	Mr. M.H. Ibrahim			
11	15UTAE6A - சுற்றுச் சுழலியல், syllabus found in "Tamil"		Ms. Anushya	Mr. M.H. Ibrahim			
Arabic (Unaided)							
12	Lesson plan found only for 50% of the syllabus requirement for the subject 15UEVS11 – Environmental Studies, which is to be delivered 6 hours / unit, whereas each unit is planned for 3 hours		Mr. Mohameed Hussain	Ms. Syed Ali Nisaya			
13	2nd semester results not updated in the student profile card for the current 2nd year BA (Islamic Studies)		Mr. Mohameed Hussain	Ms. Syed Ali Nisaya			
Arabic (aided)							
14	Book published without ISBN number. Example: "Handbook for Arabic Type writing"		Mr. Ubaidullah	Mr. A. Syed Mohamed			
Mathematics (aided)							
15	Computer shortage observed for the delivery of practical subjects. At present 2 students are engaged in one computer during practical's		Ms. Rasheetha Begum	Mr. Zahir Hussain			

ISO Coordinator

Principal & Management Representative

Audit No.		2 / 2016	Audit Date (s)		22nd to 31st August 2016 and 1st September 2016	
Sl. No.		Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
16		Book published without ISBN number. Example: "Classic Algebra", Calculus 1	Ms. Rasheetha Begum	Mr. Zahir Hussain		
English (Unaided)						
17		Record found not evident for the selection of Core Elective subject in the 5th semester UG	Ms. Anitha	Mr. Ibrahim		
18		Shortfall observed in the lesson plan for the subject 15UENS31. Only 5 hours is planned for the unit 2, instead of 9 hours.	Ms. Anitha	Mr. Ibrahim		
19		Incomplete student profile card	Ms. Anitha	Mr. Ibrahim		
20		Computer shortage observed for the delivery of practical subjects. At present 2 students are engaged in one computer during practical's	Ms. Anitha	Mr. Ibrahim		
Computer Science (Unaided)						
21		Absence of "attendance register" practical subject wise, for the award of 5 marks for "Regularity" Example: RDBMS with Oracle	Ms. Jannathul Firdous	Mr. Ganesh Kumar		
English (Aided)						
22		Staff profile found not evident for the new staff. Example: Mr. Iqbal and Ms. Rani Priyadarshini	Mr. Haneefa	Mr. Saravana Kumar		
23		Incomplete student profile card for the M.Phil. student	Mr. Haneefa	Mr. Saravana Kumar		
24		Lesson plan found not evident for the Unit 5 – 15UENC11 – Short stories	Mr. Haneefa	Mr. Saravana Kumar		
History (Aided)						

ISO Coordinator

Principal & Management Representative

SI. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	Audit No. 2 / 2016	**Audit Date (s)**	22nd to 31st August 2016 and 1st September 2016		
25	Record found not evident for the selection of Core Elective subject "Indian Architecture – 15UHSE5B	Mr. Nazeer Ahamed	Ms. Firdous Fathima		
26	Staff profile found not evident for the new staff. Example: Mr. Jeyasingh and Ms. Reghu Jagadeeswari	Mr. Nazeer Ahamed	Ms. Firdous Fathima		
	Zoology (Aided)				
27	Absence of "attendance register" practical subject wise, for the award of 5 marks for "Regularity"	Ms. Sithi Jameela	Mr. Roshan		
	B.Com (CA) / B.Com (Finance) (Unaided)				
28	Feedback found not evident for the "Guest Lecture" – Awareness of Insurance in India conducted on 22-08-2016	Mr. SM Khaja	Mr. Spurgen Rathesh		
29	4 hours / week allotted instead of 5 hours / week for the subject "Business Law" 11UCC052 (Lesson plan found only for 60 hours / semester)	Mr. SM Khaja	Mr. Spurgen Rathesh		
	UG Computer Science (Aided)				
30	Old mark statements kept in the department for more than 3 years Example: 12ACS04 – Aysathul Suhaima Beevi, 13ACS31 – Mohamed Faizal	Mr. Shahul Hameed	Ms. Sultana Parveen		
31	Absence of "attendance register" practical subject wise, for the award of 5 marks for "Regularity"	Mr. Shahul Hameed	Ms. Sultana Parveen		
32	Only 2 CIA conducted instead of 3 CIA for practical subjects	Mr. Shahul Hameed	Ms. Sultana Parveen		
	BBA (Unaided)				
33	Student profile card found not evident for 14SBB41 – Meenakshi	Mr. Sheik	Mr. Mansoor		

ISO Coordinator   Principal & Management Representative

Internal Audit Report (Academic) – August 2016

Audit No.		2 / 2016	Audit Date (s)	22nd to 31st August 2016 and 1st September 2016		
Sl. No.	Nonconformance & ISO Clause Number		Auditee	Auditor	Action planned by HOD	Target date to close NC
34	Feedback found not evident for the "Guest Lecture" – Recent Trends in Marketing conducted on 25-02-2016		Mr. Sheik	Mr. Mansoor		
35	Copy of qualification certificate found not evident for the new staff Mr. M.S. Abubacker Fasi		Mr. Sheik	Mr. Mansoor		
Physics (Aided)						
36	Copy of appointment order found not evident for the new staff Jothimani		Mr. Rabi Ahamed	Mr. Ubaidullah		
BCA (Unaided)						
37	10 marks awarded instead of 5 marks for "Record work" – Allied Information Technology Practical I – 15 UITA2P		Ms. Fathima Farzana	Mr. SM Khaja		
38	Absence of "attendance register" practical subject wise, for the award of 5 marks for "Regularity"		Ms. Fathima Farzana	Mr. SM Khaja		
39	Record found not evident for the selection of Core Elective subject in the 5th semester		Ms. Fathima Farzana	Mr. SM Khaja		
Chemistry (Aided)						
40	Service report found not evident for the Gas Pipe line servicing		Mr. Kamaludeen	Ms. Himaya Jaleela Begum		
41	License for the use of spirit expired on 31-03-2016		Mr. Kamaludeen	Ms. Himaya Jaleela Begum		

ISO Coordinator

Principal & Management Representative

Audit No.	2 / 2016	Audit Date (s)	22nd to 31st August 2016 and 1st September 2016		
SI. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC

Note:

1) Nutrition department not audited due to pending previous audit NC's

Recommendations

1. PG computer science laboratory should be supported by appropriate power backup
2. The regular classes of 1st shift closes at 1.10 pm and the certificate course starts at 1.30 pm, 20 minutes not sufficient for the hostlers to take lunch
3. Feedback score, strength & weakness shall be disclosed to the respective staff for taking corrective actions
4. Copy of staff relieving orders could be maintained in the respective staff profile in the department
5. Appropriate training could be given to unaided staff for delivering EVS Subject
6. At the time of timetable preparation, Maths subject should be given 1st priority in beginning of the shift, instead of last periods.
7. Separate table or cupboard could be provided to Unaided UG Computer Science staff, to keep their belongings
8. Criteria for the selection of rank holders could be defined
9. Mark statement should be returned back to COE office at the end of each semester
10. Equipment, student ratio could be defined in the syllabus for practical subjects
11. Copy of updated nominal name list could be given to all academic departments at time of beginning of each semester
12. Copy of semester results after re-evaluation / retotaling / supplementary could be given to all academic departments
13. Appropriate actions could be taken if student failed to attend 3rd CIA
14. Changes in the student's major courses could be informed to language departments before 1st CIA

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	Deans (Academic) Office – Arts & Science				
1	Absence of record for the verification of equivalency of Syllabus / subjects for attending arrear examinations and issuing "Equivalency Certificate" for the student M.Sindu (Reg.No. 07CS25) studied during the year 2007-2010 (7.5.1)				
2	Copy of letter related to approval of additional strength found not evident (7.5.1)				
3	Copy of letter and reply letter, for the application of new courses found not evident Example: M.Phil (Marths), Msc (Zoology) – year 2017 (7.5.1)				
4	Page no. 54 of College Calendar says "Academic Council" is authorized for the approval of syllabus equivalence, which is against Deans responsibility (7.5.1)				

Recommendations

1. Change or modification of syllabus with in the stipulated period could be avoided

2. Xerox machine could be provided to the Dean (Academic) office

ISO Coordinator

Principal & Management Representative

SI. No.	Audit No.	3 / 2017	Audit Date (s)		30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017	
	Nonconformance & ISO Clause Number		Auditee	Auditor	Action planned by HOD	Target date to close NC

	Campus Development Manager				
1	List of rooms and toilets, block wise and floor wise found not evident (7.1)				
2	Absence of record for the allotment of sweepers and scavengers block wise, floor wise and room wise (7.1)				
3	Absence of housekeeping schedule – block wise and floor wise (7.1)				
4	Absence of record for the complaints received from various department related to maintenance requirement in the college (7.5.1)				
5	Absence of minutes of meeting for the "Campus amenities committee", (Ref.. College Calendar, page no. 36) (7.5.1)				

Recommendations

1. Housekeeping workers should be reported to the Campus Development Manager for better performance

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC

	Attendance				
1	Attendance and Condonation eligibility requirement for attending semester examination is found not evident in the College Calendar (7.2.1)				
2	Rules and regulations related to attendance found not evident in the college calendar (7.2.1) Example: One period absent is considered as half day leave either before the break or after the break				
3	Rework record found not evident for the award of attendance after making entry as "Absentees" in the Class Attendance Register (7.5.1)				
4	Credit of attendance not awarded to the student participated in workshops (7.5.1) Example: Zoology department went for 2 days workshop on 9.1.17 and 10.1.17 14 AZO 12, 14 AZO 04, 14 AZO 09, 14 AZO 18, 14 AZO 32 credit of attendance submitted on 11.1.2017				

Recommendations

1. Department "attendance incharge" could be assigned

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC

Boys Hostel					
1	Warden "Approved Supplier List" found not evident (7.4.1)				
2	"Inspection Record" found not evident for the verification of incoming materials before making entry in the hostel store stock register (7.4.3)				
3	Shelf life period found not defined, documented and displayed for the groceries in use at hostel (7.5.5) – including expiry of food stuffs				
4	Absence of record for the verification of monthly stock (7.5.5)				
5	Absence of record for the stock and sale of gunny bags, empty tins, coconut scraps etc., (7.5.1)				
6	Separate room with appropriate facility not provided to the visiting Doctor (6.1)				
7	Corrective actions found not evident for the students feedback taken during last year (8.5.2)				

Recommendations

1. Security booth could be provided with 24x7 security screening of man and material movements

2. All the incoming materials could be verified for quality, quantity, weight and recorded in the inspection report at the hostel store and payment should be made only when "inspection report" is enclosed with the bill

3. Hostel rules and regulations could be displayed in the hostel

4. More pesto-flash / fly catchers could be provided in the dining hall and food production areas

5. MOU could be made evident with nearest hospital for attending any emergencies

6. Vehicle with driver facility could be provided for hostel students and it can be 24x7 service

7. Sub warden room could be provided in the 1st and 2nd floor

ISO Coordinator

Principal & Management Representative

SL No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		

8. Signage could be provided for the Doctor visiting time

9. Complaint box could be provided in the hostel

10. Mess bill payment could be simplified by providing "card swipe machine"

11. Facility for cloth ironing could be provided

12. Unused old fridge could be moved to scrap yard

13. Minutes of meeting for the parents meet and student meet could be maintained

14. Equipment movement register could be maintained

15. Tuck shop / stationary store could be provided in boys hostel

16. Fssai certificate could be obtained for the production food stuffs

17. Emergency drugs could be maintained

18. Pest control audit could be done periodically, atleast once in a year

ISO Coordinator

Principal & Management Representative

Internal Audit Report (Administration) – February 2017

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	Girls Hostel 1 & 2 – (Unaided & Aided)				
1	Separate room with appropriate facility not provided to the visiting Doctor in both the girls hostel (6.1)				
2	Absence of nominal list of students registered under "Earn While Learn Scheme", "Certificate Courses" (7.5.1)				
3	Absence of hostel profile card in Girls Hostel 2 (7.5.1)				

Recommendations

1. Deputy warden room could be provided with attached toilet, for facilitating hostel guests
2. Hostel rules and regulations could be displayed in the hostel
3. Minutes of meeting for the parents meet and student meet could be maintained
4. Two more landline connection could be provided to Girls hostel 2 (aided)
5. Public address system could be provided in Girls hostel 2 (aided)
6. Mesh could be provided to control flies in Girls hostel 2 (aided)
7. Equipment movement register could be maintained
8. Tuck shop / stationary store could be provided in Girls hostels
9. Complaint box could be provided in the hostel
10. Visitors relationship (Father / Mother) could be recorded in the visitor register

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd - 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC

	Book Store					
1	Absence of balance sheet for the year 2014-15 and 2015-16 (7.5.1)					
2	Absence of "office order" for the allotment / appointment of student under EWLS – Ms. Susila Bsc (Maths) (7.5.1)					
3	Absence of record for the issue of 3 nos. of 272 notebooks to office (7.5.1)					
4	Actual stock of 140 page record note found 14 nos., but computer shows stock of 3 nos. (7.5.5)					
5	Locations are not earmarked for storing stationaries and books (7.5.5)					

Recommendations

1. Rules and regulations for the book store could be displayed

2. Book store services could be included in the college calendar in detail

3. Eligibility criteria and stipend details for EWLS could be documented in the College Calendar

4. Unwanted scrap at store could be removed

SI. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
Audit No.	**3 / 2017**	**Audit Date (s)**	30th & 31st Jan 2017, 1st, 2nd, 3rd·7th, 21st, 24th and 28th Feb 2017		
	Canteen (boys & girls)				
1	Absence of pesto-flash / flies catching machine in girls canteen (6.1)				
2	Boys canteen surroundings found unclean (6.4)				

Recommendations

1. Temperature indicator could be provided for the fridge and deep freezer

2. Sufficient power backup could be provided to the canteen

3. Appropriate firefighting equipment could be provided in the boy's canteen. Example: Sand Bucket near to gas cylinders

4. Records could be maintained for monitoring expiry of packed foods

5. Appropriate training could be conducted to improve canteen staff hygiene practices

6. Space constraint observed during the break and lunch time and hence canteen need suitable expansion (or) two more counter is recommended to serve present crowd

7. Fssai certificate could be obtained for the production food stuff

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017

Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	Part V				
1	Minutes of meeting found not evident for the meeting conducted on 30-06-2016 at Principal Chamber (7.5.1)				
2	Absence of roles and responsibilities for the Part V coordinator (5.5.2)				

Recommendations

1. MOU / Guideline for the operation of all 7 – Part V programmes could be maintained (Physical Education, Youth Welfare, RRC, NCC, SOP, YRC and NSS)

2. List of coordinators for all 7 – Part V progammes could be maintained

3. Nominal list of Part V students (programme / unit wise) could be maintained (authorized by programme coordinator & Principal)

4. Programme wise year plan could be maintained, authorized by programme coordinator

5. Consolidated feedback report for all the 7 Part V programmes could be maintained

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	NSS				
1	Absence of work diary for all the NSS units (7.5.1) Example: Special Camp – Pottal Nagar from 2.3.14 to 8.3.14				

Recommendations

1. Speaker could be provided in Attendance / NSS room

2. Separate NSS office with notice board could be provided

3. Unit wise approved programme plan could be maintained

4. Attendance for the conduct of NSS programmes could be maintained, unit wise

5. Work diary for regular and special camp could be maintained

6. Students feedback for the special camp could be maintained

7. NSS programme officers report could be maintained for all the regular and special programmes

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC

Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	YRC				
1	Absence of guideline for the operation of YRC (7.1)				
2	Absence of minutes of meeting for the YRC (7.5.1)				
3	Absence of YRC plan and work diary for the year 2016-17 (7.1)				
4	Absence of programme officers report for the YRC programmes conducted (7.5.1)				
5	Absence of attendance record for the YRC programme participations (7.5.1)				

Recommendations

1. Students feedback could be obtained for YRC programmes

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	Youth Welfare				
1	Absence of year plan for 2016-17 (7.5.1)				
2	Absence of student DD & consent record for the external participation (7.2.1) Example: R. Kamal Raj attended media quiz on 19.8.16 at JP college of arts & science				
3	Absence of record for monitoring performance and evaluation / award of marks for Part V (7.5.1)				
4	Absence of attendance record for the participation in Republic day celebrations (7.5.1)				

Recommendations

1. Students feedback could be obtained for Youth Welfare activities

2. List of "Youth Welfare" regular programmes and optional programmes could be maintained

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017		Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd · 7th, 21st , 24th and 28th Feb 2017	
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC

Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	SOP				
1	Absence of record of attendance for staff & student, coordinator visit report, evaluation of marks, award of certificates for the delivery of "Office Automation" certificate course to 30 students in Bharkitmanagaram (7.5.1)				
2	Transport facility is not provided for the operation of SOP, as 4 villages are selected for Village adoption programme (Bharkitmanagaram, Omanathur, Meyaanpalli, Chandapettai) (6.1)				
3	Absence of minutes of meeting for the selection of "Adopted Villages" (7.5.1)				
4	Absence of bills for the expenditure and accounts ledger (7.5.1)				

Recommendations

1. Criteria for the selection of village adoption could be documented

2. Survey Form / Check list could be introduced for the evaluation of "Adopted Villages" (to identify public needs & facilities)

3. List of "Social Help Groups" could be maintained (Like Rotary Club) and MOU could be established to fulfill the social needs

4. Visit reports and feedback could be maintained for the activities

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	Placement Cell				
1	Absence of minutes of meeting for the placement services (7.5.1)				
2	Absence of year plan for the placement services (7.5.1)				
3	Absence of feedback for the placement services (8.2.1)				
4	Absence of report by placement officer after each recruitment (7.5.1)				

Recommendations

1. Outgone student database could be maintained, after identification of placement requirements and higher studies

2. Eligibility criteria for attending the interviews through placement cell could be documented and communicated to the students

3. Recruiting companies database could be maintained,

4. Employer feedback on SA college student, could be obtained after joining the duty

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC

Office – B Section – Mr. S. Kamaludeen

1	Absence of procedure or reference document / template for the preparation of Pay bill proposal, tax statement proposal, bank deduction proposal, arrear bill proposal (7.5.1) At present it is prepared in UGC Computer Laboratory. Only 2 staff is trained in the preparation of above proposals				

Office – C Section – Mr. Sheik Mohamed Ali

2	Absence of procedure or reference document for the preparation of various proposal (7.5.1)				

Office – D Section – Mr. A. Sheik Mohammed

3	Absence of "sign board" for scholarship section (7.1)				

Office – E Section – Mr. Ismail

4	Absence of letter reference number for some of the college letters sent outside (7.5.1)				

Office – I Section – Mr. S. Mohammed Shafik

5	Absence of approved "accounts head" list (7.5.1)				

Office – J Section – Mr. Mustafa / O.S. (2nd Shift)

6	Absence of leave rules and regulations for the unaided and management staff (7.5.1)				

Office – L Section – Mr. Hassan Mydeen

7	Absence of roles and responsibilities for the L section clerk (5.5.3)				

Office – Hostel Section – Mr. Basheer Ahamed

8	Accounts not maintained for the sale of gunny bags, empty tins, coconut scrap and other hostel scrap (7.5.1) Quotation and comparative statement found not evident from the contractor Mr. Syed Ali, but scrap sold for Rs.6790 on 22.12.16 and also absence of bursar approval				

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
9	Absence of mess bill for the month Dec 2016 for the following student (7.5.1) Ayisha Sithika (Admn. No. 251384) attended only 5 days out of 16 days during the month Dec 2016				
	Office – Unaided Section – Mr. Kader Hussain				
10	Quotation and comparative statement found not evident for the sale of scrap (7.5.1)				

Recommendations

1. Record room should have sufficient space to store all the old records. Present record room is found to be very poor

2. All the office staff could be trained in the preparation of proposals for pay bill, tax deduction, bank statement, arrear bill etc., and maintain reference document and templates.

3. Eligibility criteria and required documents for the application of various scholarships could be documented and circulated to student

4. Eligibility criteria and required documents for the application of "student aid fund" (for non-scholarships student) could be documented and circulated to student

5. Absence of documented procedure for the application of various online scholarships

6. Too many heads (total head is 123) in maintaining various accounts could be reduced suitably

7. "Card Swipe Machine" could be provided for easy cash transaction at Office / Hostel / Controller of Examinations

8. Hostel attendance could be computerized

9. SMS could be sent to long absentees (hostlers)

10. Requisition slip / indent could be introduced for the stationary transaction

11. Stationary stock and transaction could be accounted with the help of software

12. Certificate serial number and admission number could be introduced in the "Course and Conduct certificate"

13. All the office correspondence could be counter signed by respective section in-charge and OS

14. Separate toilet for "transgender" could be provided as a part of legal requirement

15. Office staff could submit "Visit Report" to Principal after the JD office visit

16. Office staff could submit "Weekly Report" on pending files with JD office

ISO Coordinator

Principal & Management Representative

Sl. No.	Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd - 7th, 21st, 24th and 28th Feb 2017		
	Nonconformance & ISO Clause Number		Auditee	Auditor	Action planned by HOD	Target date to close NC

17. Lead time for the preparation and processing various proposals could be documented and displayed

18. Preparation of fixations, increments, pay bills etc., could be computerized

19. JD office return files and corrections identified by JD office could be recorded

20. Guideline for the verification of eligibility for attending refresher course could be maintained

21. All the incoming materials could be verified for quality, quantity, weight and recorded in the inspection report at the hostel store and payment should be made only when "inspection report" is enclosed with the bill

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC

Library					
1	Present software doesn't have option for "book reservation" by student (7.1)				
2	Absence of monthly report on library visitors (teaching staff, non-teaching staff & UG & PG student) (7.5.1)				
3	Absence of record for the communication of library rules and regulations to the teaching and non-teaching staff (7.5.1)				
4	"Animal Form" author "George orwell" book issued on 21-02-2008, but not renewed or returned for last 9 years (7.5.1)				
5	Separate computers for boys and girls not provided to view library books (6.1) Total computers at present in library – 8 (CCTV – 1, Server – 1, Librarian – 1, Issue & Return – 1, E-gate – 1, OPAC – 1, Purchase Entry – 1)				
6	Absence of cash receipts for the paid amount towards the use of Internet Laboratory (7.4.1)				
7	Computers are not identified by unique numbers in the internet laboratory (7.5.5)				
8	Absence of rules and regulations for the use of internet laboratory for staff and student (7.1)				
9	Absence of rules and regulations for the use of e-library (7.1)				
10	Absence of e-gate registration for the internet laboratory and e-library (7.5.1)				
11	Absence of record for the issue of books purchased from "Chennai Book Fair" (7.5.1)				
12	Absence of separate "Reference section" (7.1)				
13	Present reading area provided for staff, boys and girls found to be insufficient (6.1)				

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
14	Book racks are not identified by unique numbering system and the present software doesn't show the book location (7.5.5)				
15	Absence of project corner in library (7.1)				
16	Racks are not identified by unique numbering system in old record room and poor housekeeping observed (6.4)				

Recommendations

1. Library working time display board should be updated suitably, since working till 6.25 PM.
2. Library rules and regulations for student could be included in the college calendar
3. Library rules and regulations for teaching and non-teaching staff could be documented and displayed
4. Higher version of software could be purchased for library, as the present software has data limitations (installed during the year 2012)
5. Library bulletin boards could be provided

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC

	Controller of Examinations				
I	Absence of record for the verification and approval of QP setters competency (7.5.1)				

Recommendations

1. Supplementary examination results could be considered for the preparation of rank list

2. Certificate section could be provided for student services

3. Separate room could be provided for storing old papers and paper valuation

4. Swipe machine could be provided for easy exam fees transaction

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	Internal Quality Assurance Cell (IQAC)				
1	Students feedback found not evident for the 1st and 2nd year students, M.Phil students and parents feedback (8.2.1)				
2	Absence of objectives / quality bench marks for the academic and admin departments (5.4.1)				
3	AQAR for the year 2015 not submitted as on date (7.5.1)				
4	Students feedback found not disclosed to faculty for initiating corrective actions (8.2.1)				
5	Formats used in IQAC found not controlled as per ISO 9001 standard requirement (formats are not numbered) (4.2.4) Ex: Faculty profile, data sheet for newsletter, feedback form etc.,				

Recommendations

1. Quality circles could be formed to meet NAAC requirements

2. SWOC analysis could have sufficient supporting documents (Ref: AQAR 2014-15)

3. ISBN number could be obtained for IQAC news letter

ISO Coordinator

Principal & Management Representative

Audit No.	3 / 2017		Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017	
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC

	NCC				
1	Absence of parade plan (7.1)				
2	Absence of NCC objectives (5.4.1)				

	Physical Education				
1	Absence of record for monitoring quality objectives (5.4.1)				

Recommendations

1. Separate room could be provided for indoor games

2. Separate store could be provided for physical education department

Audit No.	3 / 2017	Audit Date (s)	30th & 31st Jan 2017, 1st, 2nd, 3rd, 7th, 21st, 24th and 28th Feb 2017		
Sl. No.	Nonconformance & ISO Clause Number	Auditee	Auditor	Action planned by HOD	Target date to close NC
	Continuous Internal Assessment (CIA)				
1	Absence of record for the issued for question paper for the conduct of CIA (7.5.1)				
2	Absence of record for the acceptance of CIA invigilators (7.5.1)				
3	Absence of record for the conduct of retest (QP setting, hall arrangement, invigilator assigned, QP issue etc.,) (7.5.1)				

Recommendations

1. Result analysis could be done for the conduct of CIA

PRINCIPAL
SADAKATHULLAH APPA COLLEGE
Rahmath Nagar, TIRUNELVELI - 627 011.

ISO Coordinator

Principal & Management Representative