



**ASHOKA EDUCATION FOUNDATION
(HIGHER EDUCATION)**

ASHOKA BUSINESS SCHOOL, NASHIK

ISO 9001: 2015

QUALITY MANAGEMENT SYSTEM

PROCESS MANUAL

Issue No.: 02 Date: 15.01.2022	1	CONTROLLED COPY STAMP	MASTER COPY STAMP
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ASHOKA EDUCATION FOUNDATION – NASHIK
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ABS / B-1	List of Documents-Internal
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Document No.	Title	Rev. No.	Date	Master Copy Holder	Controlled Copy Holder
ABS/ID1	Academics Process manual	00	15.01.2022	MR	Director
ABS/ID2	Internal course Syllabus	00	15.01.2022	Librarian	Academic coordinator ,Lib
ABS/ID3	List of interested parties and their internal and external issues.	00	15.01.2022	MR	Director
ABS/ID4	Book Circulation Register	00	15.01.2022	MR	Director
ABS/ID5	Mentorship Diary	00	15.01.2022	MR	Director

ABS / B-2	List of Documents-External
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Document No.	Title	Rev. No.	Date	Master Copy Holder	Controlled Copy Holder
ABS/ED-01	University Mark List	00	15.01.2022	Student	Examination In charge.
ABS/ED-02	University Syllabus Copy	00	15.01.2022	Librarian	Academic coordinator

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ABS / C	List of Records		
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Record No.	Title	Rev. No.	Storage Media	Retention Period	Disposal Method
ABS/R/1	Academic Calendar.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/1a	Admin calendar	00	Respective unit	5 Years	Shred/Scrap
ABS/R/1b	Calendar (IQAC/ Research cell/ Training and placement etc)	00	Respective unit	5 Years	Shred/Scrap
ABS/R/1c	Annexure for Academic Calendar.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/1d	Working days Calculation.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/2	Event List.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/3	Academic Calendar compliance Report.xlsx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/4	committee list	00	Respective unit	5 Years	Shred/Scrap
ABS/R/5	Proposal for Event.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/6	Agenda.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/7	Plan of Action.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/8	Subject Allocation Chart.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/9	Work Load Distribution.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/10	LIST OF DEFAULTER.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/11	R10a - Faculty Microplan.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/12	Course file.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/13	Micro plan	00	Respective unit	5 Years	Shred/Scrap
ABS/R/14	Log Book	00	Respective unit	5 Years	Shred/Scrap
ABS/R/15	Monthly Report.	00	Respective unit	5 Years	Shred/Scrap
ABS/R/16	Monthly Activity report	00	Respective unit	5 Years	Shred/Scrap
ABS/R/17	Concurrent evaluation	00	Respective unit	5 Years	Shred/Scrap
ABS/R/18	Monthly attendance report.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/19	Class observation form	00	Respective unit	5 Years	Shred/Scrap
ABS/R/20	Class Observation Report.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/21	Student's Feedback -	00	Respective unit	5 Years	Shred/Scrap
ABS/R/22	R21a - Grievance & REDRESSALForm.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/23	Grievance Summary Report MR.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/24	Question paper template.docx	00	Respective unit	5 Years	Shred/Scrap

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ABS/R/25	Exam Action Plan.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/26	Supervision Chart.xlsx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/27	Answer Copy Issue register.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/28	Result Analysis	00	Respective unit	5 Years	Shred/Scrap
ABS/R/29	Event Report.docx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/30	Feedback form – Teaching learning	00	Respective unit	5 Years	Shred/Scrap
ABS/R/31	Feedback form – Infrastructure	00	Respective unit	5 Years	Shred/Scrap
ABS/R/32	Feedback form – Industrial visit	00	Respective unit	5 Years	Shred/Scrap
ABS/R/33	Feedback form – Campus placement	00	Respective unit	5 Years	Shred/Scrap
ABS/R/34	Feedback form – FDP/Seminar/Guest lecture	00	Respective unit	5 Years	Shred/Scrap
ABS/R/35	Feedback form – Activity/ Event	00	Respective unit	5 Years	Shred/Scrap
ABS/R/36	Feedback form – Employer	00	Respective unit	5 Years	Shred/Scrap
ABS/R/37	Feedback form – Syllabus	00	Respective unit	5 Years	Shred/Scrap
ABS/R/38	Feedback form –Alumni	00	Respective unit	5 Years	Shred/Scrap
ABS/R/39	Feedback- Training /Internship	00	Respective unit	5 Years	Shred/Scrap
ABS/R/40	Feedback- add on course	00	Respective unit	5 Years	Shred/Scrap
ABS/R/41	Feedback schedule	00	Respective unit	5 Years	Shred/Scrap
ABS/R/42	Communication letter-industrial_visit_letter.doc	00	Respective unit	5 Years	Shred/Scrap
ABS/R/43	Communication letter-Guest Invitation	00	Respective unit	5 Years	Shred/Scrap
ABS/R/44	Communication letter-Guest Appreciation/Thanks	00	Respective unit	5 Years	Shred/Scrap
ABS/R/45	Communication Letter - Campus Placement	00	Respective unit	5 Years	Shred/Scrap
ABS/R/46	Need Identification- Student Training	00	Respective unit	3 Years	Shred/Scrap
ABS/R/47	Need Identification- Employer/ Industry	00	Respective unit	5 Years	Shred/Scrap
ABS/R/48	Time table –Master	00	Respective unit	5 Years	Shred/Scrap
ABS/R/49	Time table –Class wise	00	Respective unit	5 Years	Shred/Scrap
ABS/R/50	Time table –Faculty wise	00	Respective unit	5 Years	Shred/Scrap
ABS/R/51	Semester wise compliance report	00	Respective unit	5 Years	Shred/Scrap
ABS/R/52	Industry school Report.doc	00	Respective unit	5 Years	Shred/Scrap
ABS/R/53	Placement Status Report.xlsx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/54	Industry Expectation Analysis Format.xlsx	00	Respective unit	5 Years	Shred/Scrap
ABS/R/55	Placement Committee List	00	Respective unit	5 Years	Shred/Scrap
ABS/R/56	Placement Assistance Waiver Form	00	Respective unit	5 Years	Shred/Scrap

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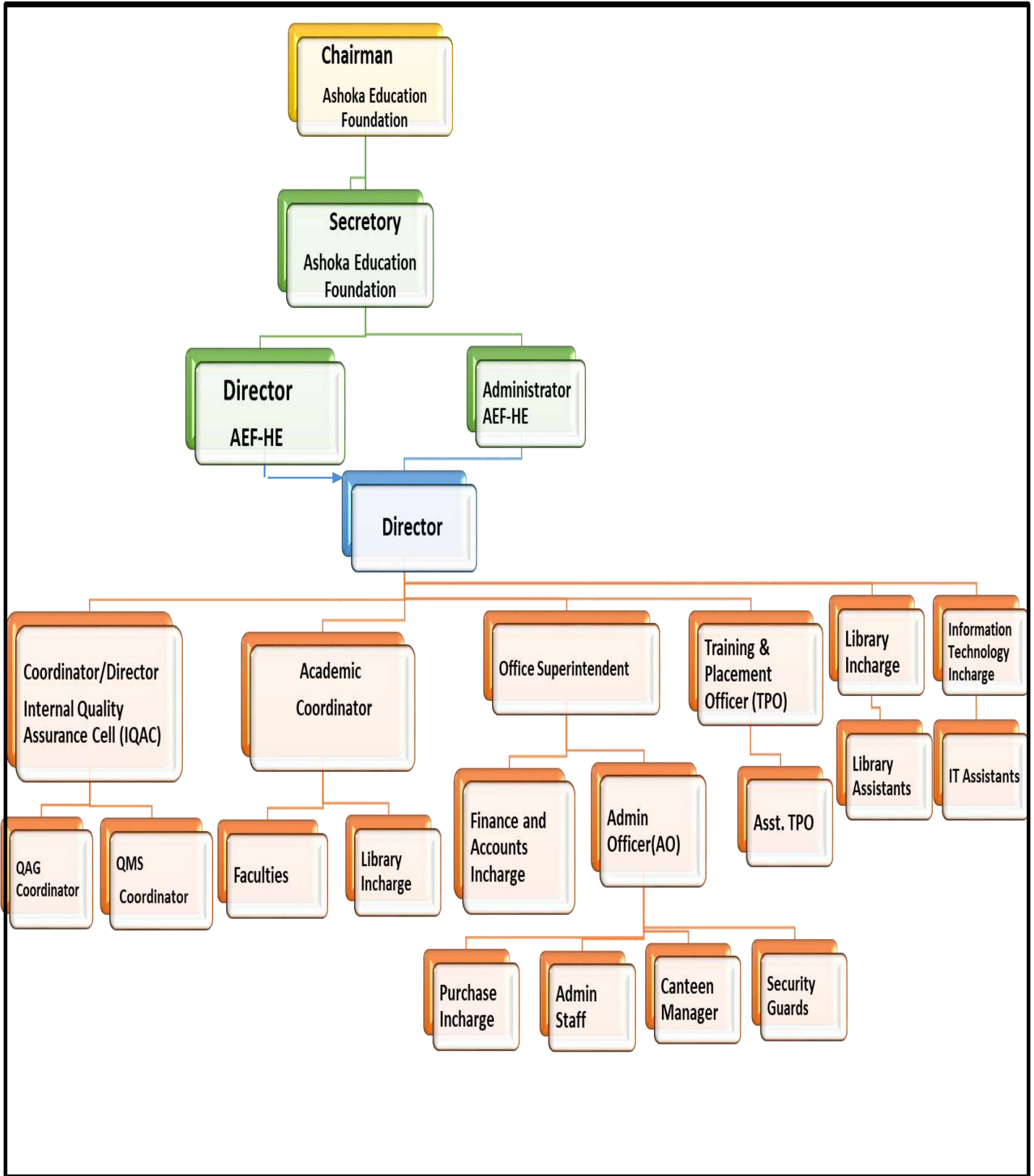
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ABS/R/57	Student Database Format	00	Respective unit	5 Years	Shred/Scrap
ABS/R/58	Interview Attendance Sheet	00	Respective unit	5 Years	Shred/Scrap
ABS/R/59	Employer Feedback Form	00	Respective unit	5 Years	Shred/Scrap
ABS/R/60	Training Corrective Action	00	Respective unit	5 Years	Shred/Scrap
ABS/R/61	Alumni Information Form	00	Respective unit	5 Years	Shred/Scrap
ABS/R/62	Notice for students	00	Respective unit	5 Years	Shred/Scrap
ABS/R/63	Notice for teachers	00	Respective unit	5 Years	Shred/Scrap
ABS/R/64	Subject Attendance Sheet	00	Respective unit	5 Years	Shred/Scrap
ABS/R/65	Seating Arrangement	00	Respective unit	5 Years	Shred/Scrap
ABS/R/66	Internal Office Communication	00	Respective unit	5 Years	Shred/Scrap
ABS/R/67	Interaction with Mentee	00	Respective unit	5 Years	Shred/Scrap
ABS/R/68	Mentee distribution chart	00	Respective unit	5 Years	Shred/Scrap
ABS/R/69	Mentors list	00	Respective unit	5 Years	Shred/Scrap
ABS/R/70	Self-Assessment Form	00	Respective unit	5 Years	Shred/Scrap
ABS/R/71	List of placed candidates	00	Respective unit	5 Years	Shred/Scrap
ABS/R/72	Resume Format A	00	Respective unit	5 Years	Shred/Scrap
ABS/R/73	Resume Format B	00	Respective unit	5 Years	Shred/Scrap
ABS/R/74	List of visiting faculty	00	Respective unit	5 Years	Shred/Scrap
ABS/R/75	Grievance Report	00	Respective unit	5 Years	Shred/Scrap
ABS/R/76	Indemnity Bond	00	Respective unit	5 Years	Shred/Scrap
ABS/R/77	Dispatch Report	00	Respective unit	5 Years	Shred/Scrap
ABS/R/78	Add on course certificate	00	Respective unit	5 Years	Shred/Scrap
ABS/R/79	Research work details	00	Respective unit	5 Years	Shred/Scrap
ABS/R/80	MR register	00	Respective unit	5 Years	Shred/Scrap
ABS/R/81	Library membership form	00	Respective unit	5 Years	Shred/Scrap
ABS/R/82	Circulation register	00	Respective unit	5 Years	Shred/Scrap
ABS/R/83	Alumni Involvement form	00	Respective unit	5 Years	Shred/Scrap
ABS/R/84	Alumni Record	00	Respective unit	5 Years	Shred/Scrap

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ABS / D	Organization Structure	
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ABS/ E	Responsibilities and Authorities	
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POSITION : DIRECTOR		
Sr.No.	RESPONSIBILITY	AUTHORITY
1	To review the existing college policies & propose revision, if any to the Director.	To propose the changes
2	To recommend the staff for recruitment as required in the college and instruct HR Executive / Officer to fill the vacancy as per the policy.	To replace unsuitable staff/New recruitment
3	To approve the book list for the Academic session.	To approve
4	To prepare and submit the Almanac for the Academic session for approval of Hon. Chairman Sir	To submit for approval
5	Analysing and suggesting the changes in micro plan. Observing the implementation of micro plan on regular basis through Log Book report.	To approve
6	To observe the Class on periodic basis and suggesting the area of improvement and maintaining the record of the same within the institute.	To suggest the area of improvement
7	Monitoring of the faculty career plan and commitment	To suggest the area of improvement
8	Administering and coordinating the student's enrolment.	To administrate
9	Administering and coordinating University examinations and observe the assessment activities of the college	To administrate
10	To control all Academic and Administrative activities and provide guidance to the staff.	To monitor and to take action
11	To identify the training needs of educators and the staff.	To Plan and execute the training
12.	To approve the purchase of the books for the library as per the requirement and approved budget.	To replace unsuitable books /purchase new books
13.	To approve the Admissions as per the recommendation of Admission Committee & Statutory requirements.	To approve
14.	To ensure the discipline in the college.	To take necessary action to improve the function of the committee
15.	Submitting the monthly report of syllabus completion and activities.	To review and submit
16.	To fill and approve the Performance Appraisal Report of the staff.	To recommend
17.	To execute the statutory and regulatory compliances of the affiliating, regulatory and local authority.	To implement
18.	To plan & propose the financial budget for every Academic session.	To recommend
19	Identify the risk and opportunity of various process conducted and calculate its RPN (Risk Priority No.)	To Finalise.
20	Identify Internal and External Interested parties and their issues.	To Finalise and implement.

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ABS / E	Responsibilities and Authorities	
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Academic Coordinator		
Sr.No.	Responsibility	Authority
01	To give inputs in the college policies & propose the same to Principal/ Director/ Director/ Director/ Director if required.	To suggest
02	To identify the recruitment needs & propose the same to Principal/ Director/ Director/ Director/ Director.	To suggest
03	Preparation of Academic Activity calendar & send it for approval to the Principal/ Director/ Director/ Director/ Director.	To Prepare and send for approval
04	Initiation of Subject allocation & forward it for verification & approval to the Principal/ Director/ Director/ Director/ Director.	To Prepare and send for approval
05	To ensure timely preparation & approval of Micro plan & Lesson Plan as per the syllabus.	To check
06	Planning & working on Committee list for the year	To plan
07	Preparation of Workload distribution & forward it Principal/ Director/ Director/ Director/ Director.	To prepare
08	To verify the time table preparation for the Academic session.	To verify and suggest the changes
09	Preparation of Event List along with event Coordinator names	To prepare
10	Weekly Verification of Logbook	To verify and report accordingly
11	Daily Monitoring of Class Timetable Course wise	To monitor and maintain the record
13	Maintaining healthy atmosphere.	To maintain and report any difficulty to the authority
14	Prepare the monthly report and submit on the first day of next month to the Principal/ Director/ Director/ Director/ Director.	To evaluate and submit the report
15	Working towards improvement in academic system of the college.	To suggest the area of improvement
16	Preparing yearly guest lecture calendars.	To prepare
17	To monitor daily attendance of Educators and Students.	To observe the attendance of students and report accordingly
18	To make necessary proxy arrangements.	To make the arrangement
19	To ensure effective implementation of Micro Plan.	To observe and suggest the area of improvement
21	To interact with the Class Educator and Parents of the irregular students.	To maintain the record
22	To assist Principal/ Director/ Director/ Director/ Director in preparation of Almanac.	To assist
23	To assist Principal/ Director/ Director/ Director/ Director in planning for the Intra& Inter collegiate competitions with event coordinator.	To assist
24	To ensure the Laboratory usage as per Micro Plan.	To ensure the usage
25	Identify the risk and opportunity of various process conducted and calculate its RPN (Risk priority No.)	To Finalise.
26	To facilitate learning of the students through classroom interaction.	To Plan, Execute and analyse the syllabus coverage as per micro plan
27	To evaluate the assignment of the students	To Plan, Execute and analyse the assignments.
28	To keep record of the subject- wise attendance of students.	To keep a track of the attendance.
29	To do revision of content taught after every unit.	To Plan, Revise the content.
30	To do remedial teaching as and when required.	To Plan, Execute remedial teaching.

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ABS / E	Responsibilities and Authorities	
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Mentorship		
1	To give guidance to the students and the mentees.	To Plan, guide and Counsel
2	To arrange for counselling by professional counsellor if needed.	To guide the students
3	To motivate the students for better academic and co- curricular performance.	To guide and motivate
4	To motivate the students for better extra-curricular performance.	To guide and motivate
ISO Coordinator		
1	Identify the risk and opportunity of various process conducted and calculate its RPN (Risk priority No.)	To Finalise.
2	Identify Internal and External Interested parties and their issues.	To Finalise and implement.
3	To conduct inspection and audits as per schedule	To Finalise and implement.
4	To take corrective actions and suggest changes if required	To Finalise and implement.

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ABS /F	Quality Objectives	
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Sr. No.	Objective	Parameter	Indicator	
1	To impart need based practical Education to students	Value added/ Bridge/ add on courses provided	Number of courses provided as against planned	
		Student Internship/ Project/ field work	Number of students going for Internship/ Project/ field work	
		Need based Student Activities	Number of activities conducted	
2	To develop Research culture and help in social cause through research and extension activities.	Research contribution	Seminars/conferences/workshops conducted, Papers published by teacher, Books and chapters published, Seminars/conferences/workshops/ webinars attended , presented, Grants received for research projects Amount in Rs , Research projects undertaken (Minor and Major),	
		Extension activities	Collaborations/linkages for Faculty exchange, Internship, Field trip, research and consultancy etc, Awards and recognitions for extension activities	
3	To Enhance Proficiency of Faculties	Teachers with Ph.D.	Number of Teachers with Ph.D.	
		FDPs/ Professional development training Programs conducted	Number of FDPs/ Professional development training Programs conducted	
		Teachers undergoing Faculty Development Programmes (FDP)/ Refresher courses	Percentage of Teachers undergoing Faculty Development Programmes (FDP)/ Refresher courses	
		Monthly Grade of faculty	Average Monthly Grade of faculty Number of faculties with O grade.	
4	To Empower Learners for Self Exploration	Mentorship	No of mentorship sessions /Interactions conducted	
		Student Achievements (Awards/medals for outstanding performance)	Number of awards at different levels	
		Research Papers published and seminar/ conferences attended by students	Number of Research papers published and seminars / conferences attended by students	
		Extension activities conducted	Number of Extension activities conducted	
5	To Enhance student Satisfaction through student Support and Progression	Student Feedback	Student feedback for teaching learning and other facilities like infrastructure etc	
		Enrolment Ratio	Percentage of students enrolled against available intake capacity	
		Exam results	Result analysis	
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		Placement of outgoing students	Placement of outgoing students (Number)
		Students progressing to higher education	Students progressing to higher education (Percentage)
		Grievances	Number of Grievances registered
6	To Make students Responsible global citizens	Punctuality	Percentage attendance of students
		Sensitivity and Responsiveness	Number of students participation in extension activities
7	To comply with statutory norms and regulations	Compliance	100 % compliance with statutory norms and regulations

ABS /G	Responsibility Matrix	
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List of Process Ownership Responsibilities (Primary and Secondary)

Sr · N o	Process No.	Process Owner /Dept.	Primary Responsibility	MR Responsibility
1	ABS/PR1,2, 3,4,6,7,8,11, 18,19,20,21, 23,24	Academic Department	Process Owner	Secondary
2	ABS/PR5,9, 10,15,16,17, 22,25,26	Admin Department	Process Owner	Secondary
3	ABS/PR12,1 3,14	Library Department	Process Owner	Secondary

Criteria 1-Curricular Aspects

ACAD / PR / 01	Academic Calendar & Curriculum Planning ,Microplan	
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INPUT

Sr. No.	Input	Input source /process
1	University syllabus	University Syllabus/website
2	Circulars	University/Govt/SRA
3.	Calendars of various committees and Cells	IQAC/Research Cell

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	Review suggestions /compliance report of Last Semester and planning of coming semester.	Director	Review Meet MOM
2	Appointment of various Committees Committee Members	Director	Committee list
3	Forwarding the List for committee members for signatures	Academic Coordinator	Committee list with signatures of members.
4	Preparation of Academic calendar Reporting date Commencement of classes Mid-Term / Term end exam date Parents meeting date Syllabus completion date Finalisation of Concurrent Evaluation Tentative University Exam Dates Term review meeting of Educators and Principal/ Director/ Director/ Director/ Director Holidays / Vacations	Academic Coordinator	Academic Calendar
5	Review the academic calendar in meeting with staff and finalize the same and get approval from Hon. Secretary, Circulate the academic calendar to Staff, Admin dept., Director and Mgt and send to upload the same on College Website	Academic Coordinator	Approved Academic Calendar
7	Execution of Academic Calendar	Activity In charge , Academic Coordinator	Compliance Report
8	At the end of the semester / year carry out review for activities planned vs. completed. In case of non-completion initiate corrective action.	Director in assistance with Academic Coordinator	Compliance report

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Committee list	IQAC, Faculties, Students , Website
3.	Approved Academic Calendar	IQAC, Faculties, Students , Website, Management
4.	Activity proposal for approvals	Management, QAG , IQAC
5.	Compliance report	IQAC & Director, QAG, Management
6.	Review Meet MOM	Management, QAG, IQAC

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Effective Implementation	Percentage of activities completed as per plan	Compliance Report	Once in Semester	Academic Coordinator	Compliance Report

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ACAD-PR-2	CURRICULUM DESIGN, DEVELOPMENT & ENRICHMENT.	
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INPUT

Sr. No.	Input	Input source /process
1	University Syllabus	University website
2	MOU for Certificate Course	Admin& Director
3	Gap/Need identification of Certificate Course from students, Self-assessment form, T & P office, Faculty suggestions.	Self-Assessment Form
4	Participation in Academic council/ BOS of Affiliating university, setting up for papers, examiner, paper setter etc.	BCUD Profile of College /Faculty BCUD Profile

PROCESS

PROCESS

Sr. No.	Activity	Responsibility	Stage output
Process 2 A Curriculum design, development in reference to syllabus prescribed by University			
1	To discuss about the modifications and adaptations and enrichment if require in syllabus as per the curricular feedback to implement in syllabus restructuring at university level.	Director, Academic Coordinator & IQAC Coordinator	Minutes of the meeting
2	To send the mail with respect to modifications, updations require if any to academic council or dean of the faculty in university through mail.	Admin & Academic Coordinator	E-Mail or Report
3	To discuss about the list of the faculties as per the domain to send to university for university assignment & appointments.	Director, Academic Coordinator & IQAC Coordinator	List of Faculties.
4	To check the BCUD profile of each faculty to get the newly assigned appointment from university with respect to academic council member,BOD member, Paper setter, Examiner, committee member etc.	Director, Admin Dept.	List of Faculties listed in University committee
Sr. No.	Activity	Responsibility	Stage output
Process 2 B Institutional Programs Design, Development & Implementation (Certificate Program Development)			
1	Form the committee to design the skill based courses for certificate program design & implementation for students.	Director, Academic & IQAC Coordinator	MOM /Email Communication
2	To plan the skill based courses through Academic Calendar	Academic Coordinator	Academic Calendar
3	To design the Skill based course and get the proposal approved by Director of institute.	Skill based course Coordinator	Objectives ,Proposal, Agenda
4	To monitoring the action plan of activities through follow-up of action plan.	Academic Coordinator	Plan of action
5	Execution of Course/ Activities	Skill based course Coordinator.	Attendance Report
6	Preparation and Submission of Activity Report	Skill based course Coordinator.	Activity Report
7	Review of activity by Staff and students through feedback	Skill based course Coordinator.	Feedback Report

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8	Conduction of exam/test for evaluation of the Course	Skill based course Coordinator.	Test/Exam
9	Prepare result (Mark sheet)	Skill based course Coordinator.	Mark Sheet
10	Certificate distribution to all the students who completed the course.	Skill based course Coordinator.	Certificate
11	Course objectives and Course outcome matrix evaluation attainment	Skill based course Coordinator and Academic Coordinator	Evaluation Sheet

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1	Academic calendar	Skill based course Coordinator for Records
2	Proposal, Agenda	Skill based course Coordinator for Records.
3	POA	Skill based course Coordinator for Records.
4	Attendance	ISO process, IQAC file/ Records.
5	Test/Exam	Skill based course Coordinator for Records
6	Activity Report	Skill based course Coordinator for Records.
7	Feedback Report	ISO process, IQAC records.
8	Mark sheet/Result	Skill based course Coordinator for Records.
9	Certificate	Skill based course Coordinator for Records.
10	Course Attainment	Academic Coordinator & ISO process, IQAC records.

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Faculty contribution at University level.	Number of appointments received during the year	BCUD College Profile/Login	Once a Year	Admin	List of Faculties who represented university.
Students Satisfaction with respect to Certificate Course	Percentage Score	Student feedback	After Course Completion	Skill based course Coordinator	Student feedback report
Course Outcome	Course Objectives	Result	After Course Completion	Skill based course Coordinator	Activity Report

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ACAD / PR / 03	Time Table	
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INPUT

Sr. No.	Input	Input source /process
1.	University Syllabus	University Website
2.	Academic Calendar	Process-1
3.	Room allocation Chart	Admin
4.	AEF-HR Holiday Calendar	HR
5.	Statutory guidelines (if any)	Director, Admin, University Communication

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1.	Collection of Room Allocation Chart from Admin	Time table In charge	Room Allocation Chart
2.	Subject allocation at discretion of Unit Head	Time table In charge	Subject Allocation
3.	Preparation & Distribution of Workload	Time table In charge	Workload Load Distribution
4.	Preparation of Time table – Master Time Table and Class Wise Time Table	Time table In charge	Master Time Table, Class wise Time Table
5.	Display & Distribution of Time table – Master Time Table, Class wise outside classroom.	Time table In charge	Master Time Table, Class wise Time Table
6.	Review and revise time table as per requirement	Time table In charge	Time Table

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Work Load Distribution	Director , Academic Coordinator
2.	Time table	Class teacher, faculties, students, examination, admin, management.

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Timely delivery of sessions	Time table and Log Book	Observation and Monitoring by Academic Coordinator	Once in a month	Academic Coordinator/ Director /Time Table In charge	Time Table

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ACAD / PR / 04	Student Feedback and Grievances	
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INPUT

Sr. No.	Input	Input source /process
1	Logbook	Teaching and Learning Process
2	Micro plan	Teaching and Learning Process
3.	Observation sheet	Teaching and Learning Process
5	Mentees distribution report	Mentorship Process
6	Mentees interaction Report	Mentorship process
7	Students feedback	Student Feedback & Grievances
8	Attendance report	Teaching and Learning Process

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1.	To prepare of personal performance report	All Faculties	Individual Monthly Report
2.	To summarise performance of each mentees allocated to each mentor.	All Faculties	Mentorship Report
3	To generate monthly attendance (<85 %) report	Academic Coordinator	Monthly Attendance Report
4	To evaluate the academic performance of each educator by dept. head.	Academic Coordinator	Individual Monthly Report
5	To prepare Monthly Compliance report and submit to the management	Academic Coordinator	Monthly Compliance Report

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Performance Appraisal	HR

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Effective Implementation	Percentage of activities completed as per plan	Compliance Report	Once in Semester	Principal/ Director/	Compliance Report

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ADMN/PR/05	Preparation & Monitoring of Admin Calendar	
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INPUT

Sr. No.	Input	Input source /process
1	Letters, Circulars, Academic Calendar & Notifications etc.	Rules & Regulations and Guidelines received from Statutory bodies; informed using different mediums of communication.

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	<ul style="list-style-type: none"> • Checking last year's admin calendar & completion report for any changes/deviations. • Incorporating new or revised activity/ies for coming year. • Checking and verifying for the activities written • Submitting the admin calendar for approval of Unit Head & Administrator • Conducting and monitoring activities according to the admin calendar • Include pending activity into next month's plan or till the completion • Submitting monthly report to Unit Head • Keeping authorized copy of completion report in records. 	Admin Head of the unit i.e. Admin Officer / O.S.	Admin Calendar

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Admin Calendar	University & Statutory bodies compliance. Admin Calendar Monthly Report.

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Compliance	Admin Calendar	Compliance	Yearly	Admin	Admin Calendar

Teaching Learning and Internal Evaluation (and SIP)

ACAD / PR / 06	Teaching learning and Internal Evaluation	
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INPUT

Sr. No.	Input	Input source /process
1	University Syllabus	Department file
2	University Circular (semester Commencement)	Admin process
3	HR policy	HR ,Admin
4	Statutory guidelines (if any)	Admin process

PROCESS

Sr. No	Activity	Responsibility	Stage output
1.	Distribution of the subjects among faculty members per policies laid by management.	Academic Coordinator	Workload Load Distribution, Subject allocation chart
2.	Preparation of Micro plan as per University syllabus. Get micro plan approved from Principal/ Director/ Director/ Director/ Director/Management Communicate micro plan to students in the beginning of semester.	Subject Faculty	Micro plan
3.	Prepare course file. The file shall contain Micro plan Teaching/Study material -Multimedia/e-learning resources (presentations, audio, still images, animation, video, MCQ question bank etc. in digital/soft copy form) if applicable	Subject Faculty	Course file /Online e content folder
4.	Get admitted student list from admin and division wise list of students.	Academic Coordinator	Class Attendance list
5.	Provide excellent learning environment in class room. Class room must have -White board visible from all corners Sufficient lightings Teaching aids like projector, CPU, Keyboard, slide changer etc	Admin	Ready to use class room as per Checklist
6.	Conduction of Class observation	Director	Class observation sheet
7.	Fill details in log book	Faculty	Log Book
8.	Monitor students attendance through Monthly attendance monitoring system	Academic coordinator	Student Attendance reports
9.	Monitor Syllabus completion status	Academic coordinator	Monthly reports
10.	Feedback for improvement of teaching learning	Academic coordinator	Students faculty feedback

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OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Micro plan	Academic coordinator
2.	Course file	Academic coordinator
3.	Attendance	Academic coordinator
4.	Monthly reports	Academic coordinator, IQAC ,Director

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Students Satisfaction	Student satisfaction score	Student feedback	Twice in a Year	Academic coordinator	Student feedback report
Effective delivery of sessions	Class observation score	Class observations by Senior Faculties, Coordinator, Director and Management.	Once in a month	Director	Class observation sheet

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ACAD / PR / 07	Elite Students Process (Rising Stars)	
Preparing students as elite members and Rising Stars		
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INPUT

Sr. No.	Input	Input source /process
1	University Circulars, external Circulars, List of co curricular and extracurricular activities, Academic Calendar, Time table.	University website, Academic coordinator

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	1. List of elite and rising stras is to be finalised.	Process Owner	List of Elite Students
2	2.Planning the activities as per need.	Process Owner	Activity Plan
3	3.Lookiing for more resources ,if Required.	Process Owner	List of Resources
4	4. Conducting extra sessions	Process Owner	Session Feedback
5	5. Concept clearing sessions by Elite for Rising Stars .	Process Owner	Student Session
6	6.Monitoring the performance and taking corrective action ,	Process Owner	Score sheet
7	7.Submission of Progress reports prepared monthly .	Process Owner	Compiled Score sheet
8	8.Making enough budgetary provisions prior,if required as per IQAC calender and Academic Calender .	Process Owner	Budget

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1	List of Elite Students	Academic Coordinator
2	Activity Plan	Academic Coordinator
3	List of Resources	Academic Coordinator
4	Session Feedback	Academic Coordinator
5	Student Session	Academic Coordinator
6	Score sheet	Academic Coordinator
7	Compiled Score sheet	Academic Coordinator
8	Budget	Academic Coordinator

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Enriched knowledge	University Exam Result	Marks	Once a semester	Process Owner	Mark Sheet

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ACAD / PR / 08	Conduction of University Exam and SIP	
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INPUT

Sr. No.	Input	Input source /process
1	University Circular	University Website / Inward file
2	Exam committee list	Academic year planning

PROCESS

Sr.	Activity	Responsibility	Stage output
1.	Submission of Answer Sheet Submission of MR/ERP to Stores for Stationery requirement for smooth conduction of Examination.	CEO	Stationery
2.	Online exam form filling	Admin & Senior Exam Supervisor	Filled Exam Form
3.	Download timetable from University website and Share with students	Senior Exam Supervisor	Time table of University exam
4.	Prepare Notice for Student and Faculty	Senior Exam Supervisor	Notice
5.	Download, print & distribute hall ticket (applicable for Physical Exam)	Admin & Senior Exam Supervisor	Hall ticket
6.	Preparation of seating arrangement a day before exam (applicable for Physical Exam)	Exam Committee	Seating Arrangement
7.	Preparations & sharing (with faculties) of supervision chart (applicable for Physical Exam)	Exam Committee	Supervision chart
8.	Conduct theory exam as per schedule	Exam Committee	Student & Supervisor Attendance Sheet
9.	Dispatch the university answer sheets (applicable for Physical Exam)	Exam Committee	Dispatch Report
10.	Distribution of mark sheets and result analysis	Exam Committee	Result analysis

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Stationery requirement	Admin, Store, Purchase
2.	Notice	Director , Faculties & students
3.	Hall ticket	Admin & students
4.	Timetable	Director, Students & Faculties
5.	Seating Arrangement	Admin, Students & Faculties
6.	Supervision chart	Director& Faculties
7.	Attendance	Director
8.	Student & Supervisor attendance register, Exam Report	Director
9.	Dispatch Report	Director
10.	Result analysis	Director
11.	Mark sheet	Students

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Copy Cases	Number	Copy case forms	Once in year	CEO	Report
No. of Issues	Number	Issue record	Once in year	CEO	Report

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ADMN/PR/09	Student Information System	
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INPUT

Sr. No.	Input	Input source /process
1	ERP Data	Infrastructure (Functions Hall, Stage, Seating Arrangement, AV Arrangements) Suitable admin support.

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	1. Preparation of notice to students to update their detail data to admin office. 1. Students data updating activity. 3. Review of activity by staff and students through data collection. 4. Complete the data class wise and mail it to HOD and class teacher, mentors.	Principal/ Director/ Director/ Director/ Director /Director, Academic Coordinator, Class Teacher, Admin Staff	Notice, Student Information Form, Student Current Details List, Mail to HOD, Class Teacher & Mentors.

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Notice, Student Information Form, Student Current Details List, Mail to HOD, Class Teacher & Mentors.	Mentorship, Alumni process, Admin process.

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Information	Number	Induction	1	ADMIN	Information provided by student
Contact details	Number	Induction	1	ADMIN	Information provided by student

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ADMN/PR/10	Admission Process and Preservation of Student Properties	
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INPUT

Sr. No.	Input	Input source /process
1	Advertisement for admission open, leaflets, admission forms, fees structure.	
2	Admin Calendar Process & Actual Admission Process.	

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	Finalise the list of student	Director	Admitted students list.
2	TC 1. Collect and verify the admission forms for completeness of records as per norms. Bifurcate original TC from original form and keep in chronicle ascending order as per date of admission. 2. Prepare GRN register on the basis of original TC's submitted by the students. 3. Keep original TC's in file as per GR number allotted and keep it in Steel Cupboard. 4. Put the GR number on admission form and keep the forms separately in Steel cupboards.	Director	Assurance of all documents in safe custody.

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Admitted students list.	All Processes of Admin
2.	Assurance of all documents in safe custody.	All Processes of Admin

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Fulfilment of Sanctioned Intake	Number of Admission	Number	Yearly	Admin	Admission List

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ACAD / PR / 11	Research , Innovation and Collaboration	
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INPUT

Sr. No.	Input	Input source /process
1	University /Other institutions Circulars	Inward file / university website etc
2	Academic calendar/ IQAC Calendar	Academic Calendar & Activity process

PROCESS

Sr.	Activity	Responsibility	Stage output
1	Formation of Research Cell	Director	Research Cell Committee
2	Preparation of research cell Budget	Research Cell Committee	Budget Plan
3	Preparing Semester wise Research cell calendar (Including activities in IQAC Calendar) 1.Activities related to IPR 2. Ph.D., NET, SET Guidance 3. Research Motivation 4. Various competitions like Project Competition/Research paper competition/Avishkar/Eureka etc. for students. 5. Organising Seminar/ conference /workshop	Research Cell Committee	Research cell Calendar
4	Conduction of research activities	As per Research cell Calendar	Activity Report
5	Facilitate faculty and student research by providing information related to various Seminar/conference workshop , Ph.D. registrations ,etc	Research Cell	Notifications
6	Compile Data as per NAAC requirement 1. Grants received from Government and non-governmental agencies for research projects, endowments 2. Number of seminars/conferences/workshops attended 3. Number of papers published per teacher and students in the Journals notified on UGC website 4. Number of books and chapters in edited volumes/books published and papers published in national/ international conference proceedings	Research Cell + All Faculties	All details as per NAAC DVV + Participation Certificates & Research Work (Paper/ Book/ published content if any)
7	Collaborations 1. Preparing List of MoUs 2. Recording Copies of MoUs 3. Attaching reports of activities conducted under the	Process Owner	1. List of MoUs 2. Copies of MoUs 3. Activity/end report

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	respective MoUs		
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OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Research cell calendar	Academic, IQAC, Director, Students, Faculties, Noticeboard, Website, Activity process owner.
2.	Activity Report for research activities.	Activity process owner.
3	Notifications	Students , Faculties
4	NAAC DVV + Certificate of participation	IQAC Dept.

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Qualification Enhancement	Number	Result Certificate	6 Monthly	Research cell Head	Result Certificate
Research Publication	Number	Certificates	6 Monthly	Research cell Head	Research Participation Certificates
Satisfaction	Percentage	Feedback Analysis/SSI	After activity conduction	Research cell Head	Feedback Report

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ACAD / PR / 12	Library Book Circulation and preservation	
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INPUT

Sr. No.	Input	Input process
1	Library Membership Form, Library Accession register, Books, Students List	Purchase & Receipt of Library Books, e-Books, Journals & e-Journals
2	Books, Location Chart	Purchase & Receipt of Library Books, e-Books, Journals & e-Journals
3	Project reports	

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	<p>Book Issue</p> <ol style="list-style-type: none"> 1. In the Open Access Environment, users go through the library cupboards and select the book as per requirement. 2. Collect the book from stack & give it to issue counter. 3. Make necessary entries on the book card, circulation register & as well as Library Software. 4. Arranging the Book Cards by ascending order as per Accession Number. <p>Book Return</p> <ol style="list-style-type: none"> 5. Receive the Books from the Library Users. 6. Make necessary entries on the Book Card, Library Circulation Register & Library software. 7. Books will be renewal if user demands & Make necessary entries on the Circulation Register. 	Librarian	Circulations Register
2	<ol style="list-style-type: none"> 1. Identify the location of Books – Subject wise and re-arrange the collection accordingly. 2. Books stock verification is carried out annually after final examination. 3. Verify for the Number of books against accession register. 4. Identify and Prepare List of Books Lost, Damaged, and Weeded Out. Forward the report to higher authority for further actions. 5. Book which is not available after further verification will be treated as missing Initiate further action as per higher authorities. 	Librarian	Stock verification Report

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3.	Students Projects reports 1. Receive Students Projects reports from exam department after external vivo. 2. Store the project report in the Library. 3. Retain the project till students pass out/ till required for reference. 4. Weeded Out after discussion with Unit head.	Faculty Members / Librarian	List of Students Projects

OUTPUT

Sr. No.	Output	Output goes to
1.	List of registered students and staffs, Circulations Register and Software	Lib, Management
2.	Books as per location of Subject. Annual Stock verification report.	Lib, Management
3	Students Projects reports.	SIP, TPO, Lib

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Books Circulation	Number	Books Issue	Monthly	Librarian	Circulation Register

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ACAD / PR / 13	Library Membership	
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INPUT

Sr. No.	Input	Input process
1	Library Membership Form	

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	Distribution of Library membership form / Google form among First year Students & New Joined staff.	Librarian	Book Circulation
2	Collect Library membership form / Google form responses from students & staff	Librarian	Book Circulation
3	Enter students / Staff name in Circulation Registers	Librarian	Book Circulation

OUTPUT

Sr. No.	Output	Output goes to
1.	List of registered Students and staffs.	Library Book Circulation and preservation

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Students / Staff Membership	Number	No. of Students filled Form	Once in a Year	Librarian	Membership Form

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ACAD / PR / 14	Purchase & Receipt of Library Books, e-Books, Journals & e-Journals	
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INPUT

Sr. No.	Input	Input process
1	Book requirement notice, book recommendation form, syllabus copy	
2	Publisher/Vendor Catalogue, Faculty Recommendation	

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	<p>Book Purchase / Magazine Subscription</p> <p>1. Sending the E. mail/Notice for the Book / Magazine Requirement to the staff / Students.</p> <p>2. Receive the Book / Magazine Recommendation from faculty/ Students.</p> <p>3. Fill MR / IOC & Approved from the Director/Principal/ Director/ Director/ Director/ Director.</p> <p>4. Forwarding the MR /IOC to the Purchase Dept./ Account Dept. for the further Procedures.</p>	Librarian	MR of Book, IOC of Magazine
2	<p>Book Receipt:</p> <p>1. Verify the Quantity of Books against the M.R.</p> <p>2. Original First Bill copy forward to A/C department for payment & Photocopy to be filed in Bill File.</p> <p>5. Enter the book details in Accession Register &also enter the details of Books in Library Software.</p> <p>6. Book Processing like Classification, Stamping, Pasting of Book Pocket & Barcode.</p> <p>7. Enter the necessary details on Book card.& Place Book card in the Book.</p> <p>11. Place the book at designated location as</p>	Librarian	Book Bill Accession Register

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	per subject.		
3	<p>Magazine Subscription Receipt:</p> <p>1. Enter the periodical issue details in Periodical Subscription register after receiving Periodical issue.</p> <p>2. Put Library stamp. Keep it on the for display rack.</p>	Librarian	Periodical Register

OUTPUT

Sr. No.	Output	Output goes to
1.	Duly filled M.R. Physical copy of Book.	Purchase: Material Requisite Process (Mat/Pr/01)
2.	Journals / e-Journals Subscription.	Purchase: Material Requisite Process (Mat/Pr/01) or online subscription

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
No. of volumes	Number	No. of volumes added	Twice in semester	Librarian	Accession Register

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ADMN/PR/ 15	Student Facilities	
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INPUT

Sr. No.	Input	Input source /process
1	Admission Process.	No. of Admissions

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	<p>A. ISSUE OF CERTIFICATES 1.Receive the application / Request from student for various certificate i.e. Bonafide, Character, Appearance, Fee Structure, etc. 2.Verification of Application and student details 3.Preparation/Issue of required certificate as per application, obtain signature from Director / Principal/ Director/ Director/ Director/ Director</p> <p>B. ISSUE OF I CARD 1.To collect information of student for I-card in format required along with students scanned photo 2.Get the I-cards printed on sheets 3.Issue I-card with lace to students within 15 days from the date of college open</p> <p>C. ISSUE OF UNIFORM 1. Informing the students admitted about date of uniform measurement within 15 days of admission & also about cost of uniform, and payment details. 2. Plan the uniform measurements and collect the charges from students with the help of vendor identified. 3. Verify and receive the uniform sets within one month from the date of measurement taken and distribute the same within 8 days with the help of vendor identified. .4Get the quality feedback from students about uniform and settle the issues (if any) within a period of one month from the date of issue.</p> <p>D. OTHER SERVICES-As and when required</p>	ADMIN	Issue various certificates, I cards and supply of quality uniform within time limit with zero errors.

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OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Issue various certificates, I cards and supply of quality uniform within time limit with zero errors.	Student

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Students satisfaction	Percentage score	Students Feedback	Yearly	Admin	Students Feedback Report

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ADMN/PR/16	Work Environment, House Keeping, Security Management & Logistics of extra-curricular & co-curricular activities	
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INPUT

Sr. No.	Input	Input source /process
1	List of Housekeeping Checklist, Staff , Material and List of Security Staff and Duty Charts etc.	Approved Budget, Security Duty Chart, Housekeeping Checklists.
2	Event Planning	Academic Calendar.

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	<p>A. Work Environment & Housekeeping</p> <ol style="list-style-type: none"> 1. Review the infrastructure and accordingly do the manpower planning 2. Calculate the stock of House Keeping material as per review of Infrastructure 3. Prepare budget of housekeeping staff and material 3 months prior Commencement of Academic Session 4. Check Balance Stock of material and place the requirement two months before commencement of Academic Year. 5. Recruit House Keeping Staff as per Requirement and prepare Duty Chart of House Keeping Supervisor, Floor In charge, Maids. 6. Prepare House Keeping Checklist 7. Verify the requirement and forward the requisition to the store for issue of House Keeping Material on weekly basis to House Keeping Supervisor and Housekeeping In charge 8. House Keeping Staff to carryout Cleaning as per Duty Chart 9. Monitor cleaning as per House Keeping Checklist. 10. Conduct round and ensure cleanliness as per checklist 11. Conduct Random round of the campus and ensure cleaning and Hygiene as per checklist in case of Non Conformity take corrective actions 12. Review the infrastructure, Check the area for major work (Electrical Supply, Electrical duct) which could be hazardous Paintings, Fittings, Fixtures) before commencement of academic year. 13. Ensure that all the light Fixtures and Fittings are working condition before commencement of academic year. <p>B. Security Management</p> <ol style="list-style-type: none"> 1. Review the areas of Security points at the beginning of academic Year 2. Recruit the Guard as per requirements & keep the muster of Attendance 3. Allocate Duties to Guards as per Checkpoints of the premises 4. Maintain Inflow & Outflow of Visitors, by making entry in Visitors Inward & Outward Register & issue Gate pass and collect before the visitor leaves 5. Ensure that the students should not be allowed to go outside the premises without gate pass 6. In case of emergency student will allowed to leave the premises after the verification of gate pass 7. Students should not be allowed without Identity Card. 8. Monitor the inflow & out flow of the material and make necessary entries in material inward and & outward register 9. Maintain the Daily Occurrence Report and submit the same to Housekeeping and Security In charge daily. 	Admin Head of the unit	Adequate safe and secure work environment and cleanliness

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	<p>C. Suitable Work Environment</p> <p>1.For better work environment and effective teaching & learning process following measures to be taken</p> <p>2.In class room: Adequate lighting , LCD projector, Green Board/ White Board , Class computer, Notice board, Curtains, Proper Ventilation, Wall Clock, Dustbin, Comfortable seating arrangement</p> <p>3.In laboratory : Adequate lighting, Ventilation, LCD projector, Computer, Notice board, Curtains , Display safety instructions while working, First Aid Box,</p> <p>4.Ensure that work environment (Hygiene and cleaning) is maintained in all the classrooms and laboratories.</p>		
2	<p>1.Submission of details of requirements required for event to the OS</p> <p>2.Planning & Coordinating regarding requirements with other internal departments</p> <p>3.Provisioning of all necessary requirementsReturning of unused items and durables</p>	Admin Officer	Event Report

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Adequate safe and secure work environment and cleanliness..	All Admin & Academic Processes
2.	Event Report	---

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Register	Item	Daily work report	Daily	Process Owner	Cleaning Report
Event Report	Number	Event report	Monthly	Process Owner	Report

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ADMN/PR/17	Maintenance Procedure, & Monitoring of Annual Maintenance Contracts (Outsourced)	
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INPUT

Sr. No.	Input	Input source /process
1	Complaint Register	Last Year AMC's, Fixed Asset Complaint Register

PROCESS

Sr N	Activity	Responsibility	Stage output
1	<p>A. General Maintenance</p> <ol style="list-style-type: none"> 1. Review the infrastructure, Check the area for major work (Electrical Supply, Electrical duct) which could be hazardous Paintings, Fittings, Fixtures) before commencement of academic year. 2. Ensure that all the light Fixtures and Fittings are working condition before commencement of academic year. <p>B. Maintenance of Building And Other Fixed Assets</p> <ol style="list-style-type: none"> 1. Plumbing & Leakage: To check the plumbing for any problems in the system as per the call received. 2. Furniture & fixture: as per the call received from the concern department. 3. Electrical equipment: daily checking of electrical panel room, UPS machines 4. Lift – maintenance as per AMC <p>C. AMC Annual Maintenance Contract Monitoring</p> <ol style="list-style-type: none"> 1. Prepare Chart of the Fixtures like lift, aqua guards, water tanks, air conditioner. 2. Renew the AMC / enroll for AMC for the new fixtures (if required) 3. Ensure & monitor the maintenance work as per the AMC schedule and agreement. 4. In case of any breakdown or non-conformity, report the non-conformity to AMC contractor. <p>Ensure & monitor the corrective action taken on non-conformity as per the requirement.</p>	<p>Maintenance</p> <p>In-charge</p>	<p>On time maintenance of all equipment, furniture, fixtures & building etc.</p>

PR/17- Maintenance Procedure, & Monitoring of Annual Maintenance Contracts (Outsourced)

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	On time maintenance of all equipment, furniture, fixtures & building etc.	All Admin & Academic Processes.

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Store sheet	Number	ERP	As and when required	Admin	Item requisition raised

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ACAD / PR / 18	Activity Process	
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INPUT

Sr. No.	Input	Input source /process
1	University /Other institutions Circular	Inward file / university website etc
2	Academic calendar	Academic planning process
3	IQAC Calendar	IQAC Process

PROCESS

Sr. No.	Activity	Responsibility	Stage output
PART A/B/C- Co-curricular/Extra Curricular/Extension Activities			
1.	Preparation of Activity Proposal and approval by concern authorities.	Activity in-charge	Activity Proposals, POA & Budget, Event Flyer
2.	Monitoring the execution of POA	Activity in-charge	Plan of Action
3.	Student Feedback	Activity in-charge	Feedback Analysis & SSI Calculation
4.	Preparation and Submission of event report	Activity in-charge	Event Report, Event Photos, Attendance

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Event Report	IQAC Calendar Compliance Report, E Bulletin, News media (if any)

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Satisfaction	SSI	Feedback Analysis	Once in a month	Process Owners	Event Report, Feedback
Objective Attainment	Level of Attainment	Activity Report	Once in a month	Process Owners	Activity Report

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ACAD / PR / 19	Industrial Visits ,Training and Placement	
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A-Training and SIP Allocations

B- Final Placements

C- External Visits/trips

INPUT

Sr. No.	Input	Input source /process
1	Academic calendar	PR1, IQAC ,Training Calendar
2	Student Database	Admin/ ERP

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	Formation of Placement Committee	TPO and Director	Placement committee
2	Identifying preferred Companies and their Requirement	TPO	Industry Requirement
3	Placement orientation activity related to career opportunities available with respect to specializations chosen.	TPO	Activity Report
4	Placement Registration and waiver form filling	TPO	Interested students list
5	Training Need Analysis of Interested students	TPO	Training Need Analysis
6	Preparation of training calendar for the semester including Industrial Visits / Educational Trips	TPO	Training calendar
7	Conduction of activities as per training calendar	TPO	Activity Report
8	Evaluation of training programs	TPO	Training Evaluation Report
9	Corrective action, if any, taken on areas of concern found in training evaluation	TPO	Corrective Action Report
10	Session on Resume building and Collecting student Resume	TPO	Resume File
11	Designing & Preparation of Placement Brochure	TPO	Placement Brochure
12	Sending brochure or invitation letters to companies& its follow up –SIP Allocation Preparations	TPO	Invitation letter
13	Preparing students for Company Specific interviews	TPO	Activity Report
14	Co-ordinating in campus and off campus interviews	TPO	Interview attendance sheet
15	Collecting Feedback of employers and doing analysis	TPO	Employers feedback
16	Student Feedback regarding Placement Cell and activities conducted for their development	TPO	Student Feedback
17	Collecting Offer letters/ Emails from Students/ Employers	TPO	Offer letters
18	Promotion of Placement activities through websites/ news/social media / flex etc.	TPO	Posters/ flex/ News
19	Submission of Monthly Report to Unit Head	TPO	Placement Monthly Report

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20	Submission of Annual Report to Unit Head	TPO	Placement Annual Report
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OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Placement committee	Committee list, IQAC, QAG
2.	Industry Requirement	ISO Requirement , IQAC
3.	Activity Report	Activity Coordinator, E bulletin, IQAC, QAG
4.	Interested students list	External (Employers)
5.	Training Need Analysis	IQAC, QAG,
6.	Training Calendar	Timetable
7.	Training Evaluation Report	Director
8.	Corrective Action Report	Director
9.	Resume File	External (Employers)
10.	Placement Brochure	Website, Companies, All heads
11.	Invitation letter	Companies
12.	Interview attendance sheet	External (Employers), Director
13.	Employers feedback analysis	Director & Management
14.	Student Feedback	Feedback coordinator , Director
15.	Offer letters	Candidates
16.	Posters/ flex/ News	Promotion Committee
17.	Placement Monthly and Annual Report	IQAC, QAG, Cr.5 Head, Management

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Students Satisfaction	Percentage score	Student feedback	Once in year	TPO	Student feedback report
Student's Placement	Number	Offer Email/ Letter	Once in a year	TPO	Offer Email/ Letter
Placement Opportunities provided	Number of companies	Notices/ emails/ SMS	Once in semester	TPO	Notices/ emails/ SMS

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ACAD / PR / 20	Mentorship Process and Student Achievements		
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INPUT

Sr. No.	Input	Input source /process
1	Class wise student details	Admin

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	Prepare Mentors list	Mentorship Coordinator	Mentors list
2	Allocate Mentees to each Mentor and Prepare Mentees distribution list. Inform the same to the Mentors and mentees.	Mentorship Coordinator and respective Mentors	Mentee Mentor distribution list
3	Prepare Mentor wise distribution list and inform same to Mentor	Mentorship Coordinator	Mentor wise Mentees distribution Chart
4	Get Self-Assessment Form filled from students	Mentor	Self-Assessment Form
5	SWOT Analysis of Mentees and Interaction on the same	Mentor	SWOT Analysis
6	Regular Interaction with Mentees	Mentor	Interaction Record
7	Motivate mentees for participation in various events/ competitions etc and maintain the record of their achievements	Mentor	Achievement List
8	Prepare semester wise Mentees progress report	Mentor	Progress report

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Mentors list	Director , Mentorship Coordinator
2.	Mentor wise Mentees distribution Chart	Students, Mentor ,Mentorship coordinator, IQAC
3.	Self-Assessment Form	Mentor
4.	SWOT Analysis	Student ,Mentor
5.	Interaction Record	Students, Mentor, Director
6.	Achievement List	E Bulletin, Prizes/rewards
7.	Progress report (semester wise)	Student , Mentorship Coordinator,IQAC

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Students Satisfaction	Percentage score	Student feedback	Once in Month	Mentorship Coordinator	Student feedback report

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Student Achievement	Number	Achievement list	Once in a Semester	Mentor	Achievement list, Certificates etc
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ACAD / PR / 21	Alumni Process				
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INPUT

Sr. No.	Input	Input source /process
1	Academic calendar	PR1
2	Memorandum of Association	IQAC
3	Student details	Admin

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	Alumni Registration and renewal	Admin, Alumni Association Coordinator	Registration and Renewal
2	Formation of Alumni Committee	Alumni President, Alumni Association Coordinator	Alumni Committee
3	Association Meet: Plan the Meet with Alumni Convey the date to Alumni and Faculties Implementation of Meet planned.	Alumni Association Coordinator, Director	Notice , MOM
4	Preparation of Alumni Budget	Alumni Association Coordinator, Director,	Alumni Budget
7	Alumni Registration	Alumni Association Coordinator, Librarian	Alumni Registration forms
8	Updated Alumni Record	Alumni Association Coordinator	Updated Alumni Record

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Registration and Renewal	Alumni Process owner
2.	Alumni Committee	Website, Alumni
3.	Notice	Alumni Process owner
4	MOM	Director, IQAC, Activity Coordinator
5.	Alumni Budget	Director, Alumni Process owner, ADMIN
6.	Activity events planning and Conduction ,Event Report	Activity Coordinator
7.	Alumni Registration forms	Alumni Process owner
8.	Updated Alumni Record	Alumni Process owner
9.	Alumni Feedback	Alumni Process owner

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Alumni Satisfaction	Percentage score	Student feedback	Once in Month	Alumni Coordinator ,Faculties	Alumni feedback report

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Alumni Achievement	Number	Achievement list	Once in a Semester	Alumni Coordinator ,Faculties	Achievement list, Certificates etc
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ADMN/PR/22	Scholarship to the students from various departments	
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INPUT

Sr. No.	Input	Input source /process
1	Circular from SamajKalyan Department, Adivasi VikasBhavan Department, Minority Department,DTE, DHE and other departments who sponsors scholarship for the students & Admin calendar.	Circular & Mail received from SamajKalyan Department, Adivasi VikasBhavan Department, Minority Department DTE, DHE and other departments who sponsors scholarship for the students

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1.	<ol style="list-style-type: none"> 1. See the notification / Circular regarding of Scholarship circular and inward the Circular 2. Updating of details of fees through college log in on official website 3. Put a Notice on notice board after Government notification & ask students to fill online application for scholarship and submit hard copy of the application along with all required documents to the office. 4. Verification of form through Admin login and forward to Director login 5. For remaining scholarship student given reminder notice. 6. After solving the query from Admin section and receipt of form in login; Director will approve the form & forward it to Concern Statutory Body. 7. After forwarding the forms generate the statement 'B' report & submit to concern Statutory Body with the covering letter signed by the Principal/ Director/ Director/ Director/ Director. 8. If details of student found correct then distribute the scholarship to concern student. 9. Submit report and utilization certificate to Concern Department 	Director / Admin	To get scholarship from various Statutory Body of Govt. to students.

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	To get scholarship from various Statutory Body of Govt. to students.	Management

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence

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Scholarship Filled Forms	Number	Manually	Once a sem	ADMIN	Scholarship Forms and Confirmations
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ACAD / PR / 23	Monthly Reports			
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INPUT

Sr. No.	Input	Inputsource /process
1	Syllabus Completion Report (Number of sessions)	Teaching and Learning Process
2	Micro plan(For syllabus coverage)	Teaching and Learning Process
3.	Class observations report	Teaching and Learning Process
4.	IQAC Calendar	IQAC Process
5	Mentorship Feedback report	Mentorship Process
6	Students 'Academic Feedback	Student Feedback & Grievances
7	Committee List Central/Unit	Committee List
8	Academic Calendar	Academic Process

PROCESS

Sr. No.	Activity	Responsibility	Stage Output
1.	To prepare of individual monthly report	All Faculties	Individual Monthly Report
2.	To combine the scores for all the criteria mentioned in the format	Monthly Report In charge	Consolidated Monthly Report
3	To prepare & verify the academic performance of each educator by MR Coordinator.	Monthly Report In charge	Individual Monthly Report
4	To evaluate Monthly Consolidated report with remarks by unit head/Director	Unit head/Director	Monthly Consolidated report
5	Finalisation of Monthly Report and submission to IQAC Dept.	Monthly Report In charge	Mail of Monthly Consolidated report to IQAC& Director to review the performance.

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Consolidated Monthly Report of Performance of faculty	HR& IQAC, Director

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence

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Effective Implementation	Overall performance of Faculty	Consolidated Report	Monthly	Monthly Report In charge	Consolidated Report
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ACAD / PR /24	Internal Quality Assurance Cell (IQAC)	
Rev.: 02 Date :15.1.22	Clause: 6.1, 6.2, 6.3, 7.1.5.1, 7.1.5.2, 9.1.2, 9.1.3	Page: 01 / 02

INPUT

Sr. No.	Input	Input source /Process
1	Academic Calendar	PR1
2	NAAC Manual	NAAC Portal
3	Institute Policy	Quality Policy from ISO Manual
4	Institute Mission, Vision	Mission, Vision

PROCESS

Internal Quality Assurance Cell –IQAC

Sr No	Activity	Responsibility	Stage output
1	Formation of IQAC Committee	Director & IQAC Coordinator	IQAC committee
2	Gap identification & review meeting with criteria Leaders.	IQAC Coordinator	IQAC Meeting MOM
3	To plan calendar for IQAC activities.	IQAC Coordinator	IQAC Calendar
4	To plan the IQAC initiatives and new plans through yearly strategic plan of IQAC.	IQAC	IQAC Strategic Plan
5	To Plan IQAC meetings (Quarterly)	IQAC	Minutes of the IQAC Meeting
6	To monitoring the action plan of IQAC activities.	IQAC Coordinator	IQAC Calendar Compliance report
7	Preparation and upload NAAC related reports (AQAR, IQA, and SSR) to the NAAC portal as per the NAAC cycle.	IQAC	NAAC related compliance Report.
8	To upload the updated NAAC related mandatory data on website (Academic Calendar, Org, Structure, AISHE report, E- bulletin, AQAR /SSR, Current Major events , feedback analysis & Compliance report of all stake holders, SSS yearly Report, revised policies if any .	IQAC Coordinator / Website Coordinator	Website Link
9	To Plan AAA.	IQAC Coordinator	AAA Report
10	Review of Annual IQAC initiated activities	IQAC Coordinator	Action taken Report

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1	IQAC committee	IQAC office, College display Board ,College Website
2	IQAC Calendar	IQAC office, Website, Faculty, Student orientation.
3	Minutes of meetings	IQAC office, Website
4	Activity reports, Compliance report	IQAC office
5	AQAR/SSR	NAAC Portal, College Website, IQAC Office.
6	AAA Report	QAG & QMS Dept., Director Office , IQAC Office
7	Action taken report	Director Office , IQAC Office

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Effective execution of yearly IQAC Strategic plan.	Yearly criteria wise Strategic planning	Criteria wise Action Plan	Once in year	IQAC	IQAC Strategic Plan
Effective execution of IQAC calendar	90 % of activities execution and objective attainment	Compliance report	Once in semester	IQAC coordinator	IQAC Calendar Compliance report
As per cycle AQAR/SSR submission to NAAC Portal.	As per NAAC Cycle & NAAC Office deadline	NAAC portal	Once in year	IQAC	NAAC portal Acceptance status
Student Satisfaction execution ,monitoring & feedback analysis & compliance Report	SSI	Student satisfaction Survey	Once in year	CR 1,2 Leader/Feedback process owner	SSS Report
IQAC Initiatives Suggestions	Number	Action taken report	Once in semester	IQAC Coordinator	Action taken Report

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ADMN/PR/25	Statutory Requirement	
	<ul style="list-style-type: none"> ➤ Continuation of Affiliation, New Courses Application, Compliances of Previous Committees & Closure ➤ Examination Process ➤ Eligibility/enrolment of the students from various authorities ➤ Payments to Statutory Bodies 	
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INPUT

Sr. No.	Input	Input source /process
1	Application to Affiliation	University Website Notification, Online Affiliation Form, Account Department
2	University Examination Stationary, Question Papers, Supervision Chart, Time Table, Circulars, seating arrangement	Admin Calendar, Academic Calendar, University Notification & Circulars
3	Health Checkup Form	University Website Notification, Account Department
4	University Circular & Admin calendar.	Circular issued by affiliating university & Mail
5	University Circulars & Notification.	University Circular, University Notification, University Time table, Admin calendar, Academic calendar

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	<ol style="list-style-type: none"> 1. Checking for notification, circulars on website/s for application for coming academic year/s. 2. Downloading various format, so be filled and sent/uploaded accordingly 3. As per the formats, collecting required information from internal departments like Academic, Admin, HR, Accounts etc. 4. Compiling the received information into the given format 5. Filling / Updating offline/online information required as per format given very cautiously. 6. Making payment of fees to the authority as per rules 7. Printing the Application Report 8. Submission of applications alongwith necessary documents to the concerned authorities. 	Admin and unit head	Letter of Affiliation /Additional Course / Subject / Natural Growth /New Course / Permission for closure from affiliating university
2	<ol style="list-style-type: none"> 1. Check the timetable on University Website 2. As per that display notice for students and send SMS also 3. If have any problem while filling exam form help to them 4. Check Exam form. 5. Inward the exam form 6. Generate the challan of exam form 7. Make payment of generated challan into the bank 8. Send the hard copy of challan, student list, covering letter to exam department of Pune University 	Director	Smooth conduction of university Exams
3	<ol style="list-style-type: none"> 1. Organize health check-up camp for students admitted in first year as per university norms. 2. Fill basic information on health check-up card by student & examination report by Doctor. 3. Summary report of check-up camp to be submitted to University along with necessary fees duly signed by Physician. 4. Give feedback to parents for any serious diseases found during health check-up camp. 	OS	Students health check-up summary report

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4	<ol style="list-style-type: none"> 1) See the notification / Circular on university website regarding Eligibility and inward the Circular 2) Put notification on notice board for First year student & Direct Second Year admitted students to fill the Eligibility Form. 3) Distribute the Eligibility Form and give Instruction how to fill the Eligibility Form. 4) Collect the form and Verify the documents attached with the forms. 5) Enter Date in Excel-sheet format given by University 6) Upload Excel sheet on SPPU Website 7) Confirm Student & Create Challan. 8) Payment to university (By RTGS /NEFT) 9) Download Eligibility Number 10) Display Eligibility Number Notice Board Send Student List to University 	Admin	Completion of the norms of Eligibility and Enrolment Number
5	<ol style="list-style-type: none"> 1. Filling the information of admitted students on web portal/Manual for various fees payment to the University. 2. To generate Challan / DD of various type of funds/fees. 3. Submit University Copy of Challan / DD to concern University along with covering letter with outward number and necessary documents. 	Director	Timely submission of all documents, reports, Fees to concern statutory Bodies.

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Letter of Affiliation /Additional Course / Subject / Natural Growth /New Course / Permission for closure from affiliating university	All Processes of Admin, Library, Academic
2.	Smooth conduction of university Exams.	Academic Calendar PR No. 1 and Admin Calendar completion report PR No. 15
3.	Students' health check-up summary report.	---
4.	Completion of the norms of Eligibility and Enrolment Number	---
5.	Timely submission of all documents, reports, Fees to concern statutory Bodies.	Academic Activity Process & Exam Process.

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Statutory Confirmation and Affiliation	Report	Manually	Once	ADMIN	Confirmation from the authorised Body

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ADMN/PR/26	Budgeting & Financial Management		
Rev.: 00 Date :15.01.22	Clauses: 6.1, 6.2, 6.3	Page: 01 / 02	

INPUT

Sr. No.	Input	Input source /process
1	Statutory bodies circulars related fees and syllabus etc., Govt. GR's, Previous year admission data, current status of infrastructure , previous year budget and Actual balance, sheet Academic & Admin calendar etc.	

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	<p>A. Preparation of Annual Budget</p> <ol style="list-style-type: none"> 1. Assume the number of students and staff required for next year. 2. Prepare a budget of Infrastructural / Instructional requirements. 3. Forecast the expenses for the coming year; based on number of students & number of staff. 4. Prepare a fee structure based on Government, University & other affiliating body norms 5. Prepare a budget as per requirement of ShikshanShulkaSamitee. 6. Consider all the activities mentioned in academic & admin calendar for preparing budget. 7. Admin staff and head of department will prepare a budget & forward it to Budget Dept. 8. Budget Dept. will review & discuss with unit representatives and management. 9. After all the discussion and taking all the points in consideration, will submit it for final approval of Hon. Chairman. <p>B. Utilization of Budget</p> <ol style="list-style-type: none"> 1. Utilize the budget as per approved budget. 2. Review the budget provision v/s utilization at regular intervals. <p>C. Approval of an Additional Budget</p> <p>In case of requirement arises out of scope of approved budget; concern Head of the Institute/college will write to Hon. Chairman for additional approval.</p>	Director	Approved budget for coming academic year

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OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Approved budget for coming academic year	Admin Calendar, Academic Calendar, Staff recruitment, Purchases & all other processes where financial assistance is required.

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Budget Approval	Report	Management	Once	Admin	Budget Copy

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ABS/ANEX/A	Abbreviations	
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Description	Abbreviation
ABS	Ashoka Business School
ACAD	Academic
AEF	Ashoka Education Foundation
ANEX	Annexure
AO	Admin Officer
Asst.	Assistant
CAP	Central Assessment Process
CEO	Chief Exam Officer
DA	Dearness Allowance
FDP	Faculty Development Program
HR	Human Resource
I/C	In charge
KRA	Key responsibility area
PPT	PowerPoint presentation
PR	Process
TA	Travelling Allowance
Tech	Technical
TPO	Training Placement Officer
RPN	Risk priority number.

ABS/ANEX/B	Revision Sheet	
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Sr. No.	Doc. No./Record No.	Rev	Rev Doc /Record number	Date of approval	Nature of Revision	Approved by

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ABS/ANEX/C	Approval Note	
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