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Precisely Right.

85 100 001 06665

Audit Report as per

ISO 9001:2015

for

**Sri Ramakrishna College of Arts and
Science (Autonomous)**

**Nava India, Avinashi Road, Coimbatore –
641 006, Tamil Nadu, INDIA**

PRINCIPAL
SRI RAMAKRISHNA
COLLEGE OF ARTS AND SCIENCE (Autonomous)
Avinashi Road, Nava India,
Coimbatore - 641 006.

| Client | Standard | Certification Number(s) | Audit Type |
|--|---------------|-------------------------|--------------------------------|
| Sri Ramakrishna College of Arts and Science (Autonomous) | ISO 9001:2015 | 85 100 001 06665 | Recertification Audit - Onsite |

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Audit Leader : V. Viswanathan(VV)

Audit Team : Sivaraam D (DS)

Client's representative : Dr B.L. Shivakumar, Principal & Secretary

Audit Date : 03,04 of Jan 2022

1 Audit result

Management system effectiveness was verified on site by means of random sampling by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and the descriptions in management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements and the requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in Sections 4 of this report.

| | |
|-------------------------------------|---|
| <input type="checkbox"/> | The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified. |
| <input type="checkbox"/> | A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective action verified. |
| <input type="checkbox"/> | The current audit revealed xx major nonconformities and xx minor nonconformities. |
| <input type="checkbox"/> | The major nonconformities (No. x) with individual standard elements require a re-audit to verify the effectiveness of the corrections and corrective actions (probable date: ddmmyyyy) |
| <input checked="" type="checkbox"/> | The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the standard. |

The auditor therefore recommends (provided nonconformity response has been approved):

| | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Award of the new certificates. |
| <input type="checkbox"/> | Maintenance of the existing certification. |
| <input type="checkbox"/> | Inclusion of the changes (see Section 3) in the scope of application of existing certifications |
| <input type="checkbox"/> | Maintenance or issue of the certificates only after successful completion of a re-audit. |

2 Scope

2.1 Description of the organization

Sri Ramakrishna College of Arts and Science (Autonomous) (Formerly -S.N.R. Sons College) was founded by Sri.S.N.Rangaswamy Naidu, the great philanthropist and man of vision. The four sons who founded the trust set themselves to the task of realizing their beloved father's ambition, established S.N.R Sons College. The chief aspiration is to eradicate the root cause of all evils in the society through education. The college has state of the art infrastructure and provide ambience for the students to enrich their personality.

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They have 90 employees who work in 1 shift

2.2 Scope of certification

| | |
|--|--|
| Scope of certification: | Design & Providing Educational Services leading to Under Graduate, Post Graduate and Research Degrees in Management, Arts, Science and Commerce. |
| ISO 9001 standard requirements which are not applicable: | All Clauses are applicable. |
| Reasons for non-applicability: | Nil |

The following sites and their scopes are included in the scope of certification:

| Site No. (CN ext.) | Sites included in cert. Name/address of site | No. of emp. | Scope and processes | Standard | Audited |
|--------------------|--|---------------------|--|---------------|-------------------------------------|
| 01 | Sri Ramakrishna College of Arts and Science (Autonomous) Nava India, Avinashi Road, Coimbatore – 641 006, Tamil Nadu, INDIA | 90 – Effective : 75 | Design & Providing Educational Services leading to Under Graduate, Post Graduate and Research Degrees in Management, Arts, Science and Commerce. | ISO 9001:2015 | <input checked="" type="checkbox"/> |

3 Changes in the management system / Contract review

Delete as appropriate:

~~No major changes have been made to the management system and the management system documentation since the last audit.~~ The order details which form the basis of the audit (including number of employees, scope and sites) reflect the actual situation in the organization.

The following changes have been implemented in the management system and the management system documentation since the last audit. Major changes are:

New Departments Added.

Organization Structure Updated.

~~e.g. regarding management, standard revision, organization, clients, enquiries by interested parties, introduction or revision of various regulations, statutory requirements, major changes in environmental aspects.~~

The implementation of these changes in the existing management system and the management system documentation was verified within the framework of the audit.

The description of the scope in the certificate appropriately reflects the scope of the management system.

~~The description of the scope in the certificate doesn't appropriately reflect the scope of the management system in the following points:~~

A corresponding printing request is attached.

The audit plan was not changed during the audit.

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~~Changes to the original audit plan were made during the audit. They are documented in the audit plan and were agreed with the customer on site.~~

4 Audit findings

The audit findings related to the audited standard are listed in the Annexes to this report (see. Annex ISO 9001). All information gained during the audit will be treated with strict confidentiality by the auditor and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

| No. | Unit/Department Site | Positive findings |
|-----|----------------------|---|
| 1 | MR | Planning and Execution on OBE in all departments |
| 2 | MR | Result analysis done, compared with the Quality goals defined |
| 3 | Teaching, Learning | Classes, Assessments, Examinations are conducted online with good attendance. |
| 4 | Teaching, Learning | Students feedbacks are collected, analyzed |

The following recommendations and opportunities for improvement provided by the auditor are intended to contribute to the continuous improvement of the management system.

| No. | Unit/Department Site | Recommendations and opportunities for improvement |
|-----|----------------------|---|
| 1 | MR | Internal audit depth of coverage is to be improved |
| 2 | Support Teams | Due to Covid, many of the activities by support team like NSS, PET, Clubs has come down. When the situations are regaining better, the teams may strive to regain their momentum. |

5 Dates

Due Date for the next audit

2023-01-02

Agreed date for the next audit

End of Dec 2022

07-Jan-2022

Date

V.Viswanathan

Audit Leader / Auditor(s)

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Annex ISO 9001:2015

| Item | Audit result | | | | | | | | | | | | |
|--|---|-------------------|-----------|--------|--------|---|------------------------|-----|--------|---|-------------------|-------------------|--------|
| Context of the organization | <p>The organization has determined internal and external issues related to the following subject areas (Note: subject areas can be legal requirements, co-operations, competition, community etc.)</p> <ul style="list-style-type: none">• External Issues Including :<ul style="list-style-type: none">○ University Requirements○ NAAC Requirements• Internal Issues Including :<ul style="list-style-type: none">○ Students○ Placement for students <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <ul style="list-style-type: none">• Customers – Students , Parents• Recruiters• Competitors | | | | | | | | | | | | |
| Policy / objectives | <p>Top Management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all staffs to pursue continuous quality system improvement. The quality objectives are measurable and are controlled, communicated and updated regularly.</p> <p>Key quality objectives include:</p> <table><tr><th>S. No</th><th>Objective</th><th>Target</th><th>Actual</th></tr><tr><td>1</td><td>Result Pass percentage</td><td>90%</td><td>95 + %</td></tr><tr><td>2</td><td>Students Feedback</td><td>3.4 and above / 4</td><td>3.3 /4</td></tr></table> | S. No | Objective | Target | Actual | 1 | Result Pass percentage | 90% | 95 + % | 2 | Students Feedback | 3.4 and above / 4 | 3.3 /4 |
| S. No | Objective | Target | Actual | | | | | | | | | | |
| 1 | Result Pass percentage | 90% | 95 + % | | | | | | | | | | |
| 2 | Students Feedback | 3.4 and above / 4 | 3.3 /4 | | | | | | | | | | |
| Process control including outsourced processes | <p>The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators.</p> <p>Key processes within the scope of product realization include:</p> <ul style="list-style-type: none">• Syllabus Design• Admissions• Administration• Teaching Learning Process• Hostel• Library• Placement <p>The following processes have been outsourced and are appropriately reviewed and controlled:</p> <ul style="list-style-type: none">• Calibration of laboratory equipments• Partial Teaching <p>These processes are appropriately reviewed and controlled.</p> | | | | | | | | | | | | |
| Risk-based thinking | The requirements for risk-based thinking are being realized in the organization as | | | | | | | | | | | | |

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|---|--|
| | <p>follows:</p> <p>Risk-based thinking has been applied for the following processes:</p> <ul style="list-style-type: none"> • Syllabus design • Teaching learning process • Admissions • General Maintenance Process <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Attention of students during Online class <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Quiz conducted at the end of sessions • Increasing students participation in discussions <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • Chance of regulations for the courses may be delayed <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • FEMA |
| Customer-related and other requirements | <p>The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team.</p> <p>The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments.</p> <p>The following process requirements significantly affect product or service quality:</p> <ul style="list-style-type: none"> • Capturing of University Requirements • Capturing the Recruiters Requirements <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> • University and NAAC Requirements |
| Customer satisfaction and complaints | <p>The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.</p> <p>Feedbacks collected from students are 3.3 out of 4.</p> |
| Internal audit and management review | <p>The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits.</p> <p>Two audits happened during the last one year. The latest audit happened during the period 06-Dec-2021 to 10-Dec-2021</p> |

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| | Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective Date of last management review: 11-Dec 2021. |
| Use of certificate and logo | Logo has been used appropriately. |

| | | | | | | | | | | | | |
|----------------------|-----|-----|-----|------|------|------|-----|-----|-----|-----|-----|-----|
| Chapter of standard | 4.1 | 4.2 | 4.3 | 4.4 | 5.1 | 5.2 | 5.3 | 6.1 | 6.2 | 6.3 | | |
| Rating * | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | |
| No. of nonconformity | | | | | | | | | | | | |
| Chapter of standard | 7.1 | 7.2 | 7.3 | 7.4 | 7.5 | 8.1 | 8.2 | 8.3 | 8.4 | 8.5 | 8.6 | 8.7 |
| Rating * | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| No. of nonconformity | | | | | | | | | | | | |
| Chapter of standard | 9.1 | 9.2 | 9.3 | 10.1 | 10.2 | 10.3 | | | | | | |
| Rating * | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | |
| No. of nonconformity | | | | | | | | | | | | |

*** Rating:**

- 1 = conforming
- 2 = not audited in this audit
- 3 = nonconformity (see nonconformity report)
- 4 = not applicable