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● **85 100 001 06665**

Audit Report as per

ISO 9001:2015

For

Sri Ramakrishna College of Arts & Science,

SNR College Road,
Coimbatore--641006
India

Audit Report

Client	Standard(s)	Certification Number(s)	Audit Type
Sri Ramakrishna College of Arts & Science,	ISO 9001:2015	85 100 001 06665	Follow-up audit 2

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Audit Leader	:	Sivaraam D (SD)
Audit Team	:	Shanmughasundaram R (SR)
Client's representative	:	Dr. B.L. Sivakumar, Principal
Audit Date	:	27-10-2023

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.

☐	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.
☐	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.
√	The current audit revealed the following nonconformities: Standard(s): No. of major nonconformity / No. of minor nonconformity ISO 9001 Nil Nil
☐	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:. dd.mm.yyyy)
√	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(s).

The auditor/audit team therefore recommends

☐	Award of the new certificates.
√	Maintenance of the existing certification.
☐	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
☐	Maintenance or issue of the certificates only after successful completion of a re-audit.

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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.

They have 90 employees who work in 1 shift

2.2 Scope of certification

Scope of certification: (per standard):	Design and Providing educational services leading to Undergraduate, 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

Auditing was performed at the sites identified in the table below.

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

Site No.	Sites included in cert. Name/address of site	No. of emp.	Standard and Scope	Audited
1	Sri Ramakrishna College of Arts & Science, SNR College Road, Coimbatore--641006 India	90 Effective 75	ISO 9001:2015 Design and Providing educational services leading to Undergraduate, Post graduate and Research degrees in Management, Arts, Science and Commerce.	√

3 Changes in the management system / Contract review

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

The audit plan was not changed during the audit.

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4 Audit findings

The audit findings related to the audited standards 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(s) 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	Management	Focusing on establishing and continuously improving a strong management process for the institution
2	Departments	Transparent during audit in sharing the required information.
3	Departments	Basic documents are maintained well. 100% Syllabus completed on time at all the departments.
4	COE	Significant Improvement is seen in the infrastructure.

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

No.	Unit/Department Site	Recommendations and opportunities for improvement
1	Management Representative	Needs and Expectations of Students, Faculties, Staffs , Management are to be elaborately recorded
2	Management Representative, Departments	Measurable Quality Goals are to be defined at the institution level and taken to the department level.
3	Department	Lesson plan is to be turned as a knowledge repository
4	Department	The process of getting students' feedback is to be improved.
5	Department	Board of Studies Minutes of Meeting contents are to be improved.

5 Dates

Due Date for the next audit   27-10-2024
Agreed date for the next audit   20-10-2024

27-10-2023

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Date   Audit Leader / Auditor(s)

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Annex ISO 9001:2015

Item	Audit result
Context of the organization	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.) • External Issues Including: ○ Regulations – Barathiyar University, Tamil Nadu Government. UGC ○ Expectations from the recruiters • Internal Issues Including: ○ Students' attendance ○ Trainings in the view of getting placements ○ Getting placements. ○ Infrastructure to meet the expanding number of courses and students. The organization has identified interested parties and the requirements of these parties. Examples for such parties are: • Students • Parents • Recruiters • University, Government, UGC
Policy / objectives	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 employees to pursue continuous quality system improvement. The quality objectives are measurable and are controlled, communicated and updated regularly. Key quality objectives include:

S.No	Objective	Measure	Target	Actual
1	Result Analysis – Pass %	Semester	90%	More than 90%
2	Placement	Yearly	80%	93.2%

Item	Audit result
Process control including outsourced processes	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. Key processes within the scope of product realization include: • Syllabus Design • Admissions, • Administration • Teaching and Learning Processes • Examination • Training Process • General Maintenance Process • Recruitments, • Placements

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Item	Audit result
	• Library The following processes have been outsourced and are appropriately reviewed and controlled: • calibration and maintenance of laboratory equipment etc •
Risk-based thinking	The requirements for risk-based thinking are being realized in the organization as follows: Risk-based thinking has been applied for the following **processes**: • Syllabus Design • Students admission Process • Teaching / learning process • Content delivery • Placement & Training Process Examples of risks and opportunities of processes identified are: • Syllabus Design – Syllabus is to be designed to meet the requirements of the recruiters as well as meeting the government policies, requirements. • Admission – Quality of the admitted students has an impact on the final result • Teaching and Learning – completion of syllabus on time. • Teaching and learning - Faculty skills needed to accommodate new subjects Examples of measures taken to react on identified risks are: Admission – Quality of the admitted students has an impact on the final result – More concentration is given to increase the confidence of students to talk and write in English. • Teaching and Learning – completion of syllabus on time. – Extra classes are planned to complete the syllabus on time • Teaching and learning - Faculty skills needed to accommodate new subjects – More FDP programs are conducted. Examples of risks and opportunities concerning the context of the organization are • Students Graduation with high scores • Placement of students after graduation Concerning risk based thinking the following tools are used • SWOT
Customer-related and other requirements	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. 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.

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Item	Audit result
	The following process requirements significantly affect product or service quality: • Monitoring the slow learners, handling university regulations etc. Key regulatory, statutory and customer-related requirements include: • Syllabus and Guidelines are created taking care of University, NAAC and UGC requirements.
Customer satisfaction and complaints	The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback. Feedback collected from students. The value derived is 2.3 out of 3 No complaints received during the last one year.
Internal audit and management review	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. The nonconformities identified in these internal audits had been corrected by the time the audit documented in this report was performed. Last Internal Audit was conducted during 11.09.2023 14.09.2023 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: 10.10.2023
Use of certificate and logo	The organization uses the logo and the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements. In the website it is mentioned as ISO 9001:2015 Certified institution

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