



Nallamuthu Gounder Mahalingam College

(An Autonomous Institution, Affiliated to Bharathiar University)

90, Palghat Road, Pollachi - 642001, Coimbatore, Tamil Nadu, India.

95th Rank in NIRF – 2023 - Among Colleges in India.



ISO EXTERNAL AUDIT REPORT STAGE I, STAGE II, SURVEILLANCE AUDIT AFTER CERTIFIED 9001:2015



TÜVRheinland®
Precisely Right.

01 100 2237596

Stage 1 Audit Report as per

ISO 9001:2015

for

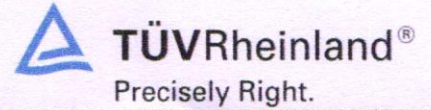
**Nallamuthu Gounder Mahalingam College
(Autonomous)**

**90, Palghat Road, Pollachi – 642 001,
Tamilnadu, India**

K. SRINIVASAN
Management Representative (MR)
NGM - ISO Cell
Nallamuthu Gounder Mahalingam College
Pollachi - 642 001

Dr. R. MUTHUKUMARAN,
M.A., M.Phil., B.Ed., Ph.D.,
PRINCIPAL
N.G.M. College, Pollachi - 642 001
Coimbatore District

Stage 1 Audit Report



Client	Standard(s)	Certification Number(s)	Audit Type
Nallamuthu Gounder Mahalingam College (Autonomous)	ISO 9001:2015	ISO 9001:2015	Certification Audit – Stage 1

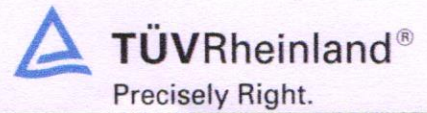
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Nallamuthu Gounder Mahalingam College (Autonomous)	ISO 9001:2015	ISO 9001:2015	Certification Audit – Stage 1

Audit Team Leader : Dr. V. Viswanathan(VV)
Audit Team :
Client's Representative : Mr. K. Srinivasan
Audit Date : 22-08-2022

1 Audit result

The aim of the stage 1 audit was to review the organization's readiness for the stage 2 audit. The results and findings are outlined in Section 4 of this report and permit appropriate planning of the stage 2 audit.

<input checked="" type="checkbox"/>	The organization is fully ready for a stage 2 audit.
<input type="checkbox"/>	The audit revealed weaknesses which may be rated as nonconformities in the stage 2 audit. The weaknesses must be eliminated as discussed, so that the stage 2 audit can be carried out as scheduled.
<input type="checkbox"/>	The audit revealed critical weaknesses which will be rated as nonconformities in the stage 2 audit. Proof that these weaknesses have been eliminated must be submitted to the audit team by XXX at the latest, so that the stage 1 audit can be concluded with a positive result and the planning for the stage 2 audit can be realized.

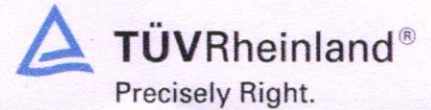
2 General issues

Basic statements				
The organization has documented the management system in accordance with the requirements. Management system documentation (QMSM – 01 - Issue :03 Rev :00 dated 22-08-2022) was reviewed.	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
The certification scope applies to the context of the organization, it is documented and available for interested parties.	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
The scope matches the image presented by the organization (e.g. in brochures and on the Internet).	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
The selection of the audit team is appropriate for the scope of certification. e Internet).	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
The management system is appropriate for implementing corporate policy and objectives.	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
The organization has established processes to identify and comply with statutory and regulatory requirements.	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no

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Basic statements				
The organization performed internal audits in line with the requirements.	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
The management review of Nallamuthu Gounder Mahalingam College (Autonomous) was carried out in accordance with the requirements and was effective.	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
The certification includes multiple sites and is based on sampling.	<input type="checkbox"/>	yes	<input checked="" type="checkbox"/>	no
Multi-site organization: The management representative has appropriate authorities over the sites included in the multi-site organization. *	<input type="checkbox"/>	yes	<input checked="" type="checkbox"/>	no
Sampling can be performed in the stage 2 audit as planned. *	<input type="checkbox"/>	yes	<input checked="" type="checkbox"/>	no

* tick only if applicable

Basic statements on ISO 9001:2015				
The sequence and interactions of the relevant processes have been defined.	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
Input and output of the processes are defined.	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
Responsibilities and authorities of processes are determined	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
Performance indicators and the measure of processes are defined	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
The control of outsources processes is defined in the quality management system	<input checked="" type="checkbox"/>	yes	<input type="checkbox"/>	no
Are any requirements of the standard to be excluded? (If "yes" see further information under Section 3 "Scope")	<input type="checkbox"/>	yes	<input checked="" type="checkbox"/>	no

3 Scope

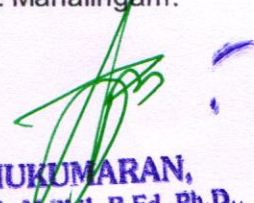
3.1 Description of the organization

Nallamuthu Gounder Mahalingam College (Autonomous) an Institution engaged in providing quality education to the youth has been growing consistently spreading its wings far and wide to offer a variety of educational programmes under one roof for over 60+ years.

To provide facilities for higher education for students from high schools of Pollachi and Udumalpet Taluks, an organisation called "Pollachi Kalvi Kazhagam" was constituted in 1957 under the Presidentship of Shri S.P. Nallamuthu Gounder and the Secretaryship of Arutchelvar Dr. N. Mahalingam.

This organization has 158 and operates in general shift


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3.2 Scope of certification

Scope of certification: (for each standard)	<p>Designing and Providing Educational Services Leading to Undergraduate Degree's in Arts , Science, Commerce, Business Management & Computer Applications and Postgraduate Degree's in Arts, Science & Commerce.</p> <p>Designing and Providing Educational Services Leading to Certificate & Value Added Courses.</p> <p>Providing Educational Services Leading to Research Degrees in Arts, Science and Commerce.</p>
ISO 9001 standard requirements which are not applicable:	All clauses are applicable
Reasons for non-applicability:	NA

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

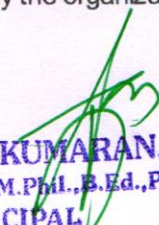
Site No.	Sites included in cert. Name/address of site	No. of emp.	Standard and Scope	Audited
1	<p>Nallamuthu Gounder Mahalingam College (Autonomous)</p> <p>90, Paighat Road, Pollachi – 642 001, Tamilnadu, India</p>	249	<p>Designing and Providing Educational Services Leading to Undergraduate Degree's in Arts , Science, Commerce, Business Management & Computer Applications and Postgraduate Degree's in Arts, Science & Commerce.</p> <p>Designing and Providing Educational Services Leading to Certificate & Value Added Courses.</p> <p>Providing Educational Services Leading to Research Degrees in Arts, Science and Commerce.</p>	X

3.3 Contract review

The details of the organization, i.e. the type, size, number of employees, structure and purpose of the organization, collected in the stage 1 audit are / not/ consistent with the information submitted by the organization prior to the audit (for offer preparation and contract review).

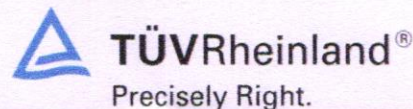


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4 Findings and opportunities for improvement

4.1 Documentation and management system implementation

Internal audits:	The organization verified the implementation, maintenance and effectiveness of the management system by conducting internal audits. Key audit results in the period of assessment include: <ul style="list-style-type: none"> Once in a year 18-08-2022
Management review:	The areas of focus of the management review included: <ul style="list-style-type: none"> Once in a year 20-08-2022
Objectives:	Priority objectives include: <ul style="list-style-type: none"> Result analysis FDP Teaching methods

Review of management system documentation and verification of management system implementation revealed the following results:

No.	Unit/Department/Site	Positive Findings
1	Top Management	Support & Experience in implementation of the system.

No.	Unit/Department/Site	Opportunities for Improvement	Rating*)
1	Nil		

*) Rating: 1 = Opportunities for improvement
 2 = Probably rated as nonconformity in stage 2
 3 = Not ready for certification (proof of elimination of weaknesses must be submitted before completion of the stage 1 audit)

Because audits are always based on sampling, weaknesses may still exist which were not revealed and identified during the audit.

The auditor and the certification body will treat all information gained during the audit with strict confidentiality.

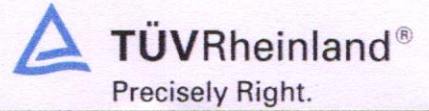
4.2 Special features of stage 1 auditing

The document check within the audit stage 1 is carried out on site.

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4.3 Special features of stage 2 auditing

No further special features must be complied with.

The stage 2 audit was scheduled together with the client to take place on 23-11-2022

29-11-2022

Date

Viswanathan V

Audit Leader / Auditor(s)

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For

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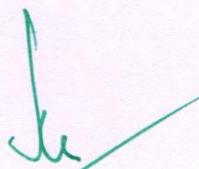
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Audit Report

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Nallamuthu Gounder Mahalingam College (Autonomous)	ISO 9001:2015	01 100 2237596	Certification Audit – Stage 2

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Nallamuthu Gounder Mahalingam College (Autonomous)	ISO 9001:2015	01 100 2237596	Certification Audit – Stage 2

Audit Leader : Dr. V. Viswanathan(VV)

Audit Team : Mr. Sivaraam D (DS) & Mr. Shanmugasundaram R (SS)

Client's representative : Mr. K. Srinivasan , MR

Audit Date : 23-11-2022

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.

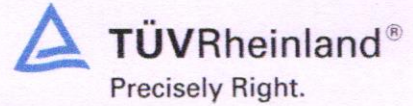
<input type="checkbox"/>	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.		
<input checked="" type="checkbox"/>	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective		
	The current audit revealed the following nonconformities:		
<input checked="" type="checkbox"/>	Standard(s):	No. of major nonconformity	No. of minor nonconformity
	ISO 9001	X	X
<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:.		
<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		

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

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<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

Nallamuthu Gounder Mahalingam College (Autonomous) an Institution engaged in providing quality education to the youth has been growing consistently spreading its wings far and wide to offer a variety of educational programmes under one roof for over 60+ years.

To provide facilities for higher education for students from high schools of Pollachi and Udumalpet Taluks, an organisation called "Pollachi Kalvi Kazhagam" was constituted in 1957 under the Presidentship of Shri S.P. Nallamuthu Gounder and the Secretaryship of Arutchelvar Dr. N. Mahalingam.

The team has 158 members. At present all returned to college from work from home mode trying to reestablish the normal working condition, working in general shift.

2.2 Scope of certification

Scope of certification: (per standard):	<p>Designing and Providing Educational Services Leading to Undergraduate Degree's in Arts , Science, Commerce, Business Management & Computer Applications and Postgraduate Degree's in Arts, Science & Commerce.</p> <p>Designing and Providing Educational Services Leading to Certificate & Value Added Courses.</p> <p>Providing Educational Services Leading to Research Degrees in Arts, Science and Commerce.</p>
ISO 9001 standard requirements which are not applicable:	Nil
Reasons for non-applicability:	Not applicable

Audit Report

Client	Standard(s)	Certification Number(s)	Audit Type
Nallamuthu Gounder Mahalingam College (Autonomous)	ISO 9001:2015	01 100 2237596	Certification Audit – Stage 2

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
01	Nallamuthu Gounder Mahalingam College (Autonomous) 90, Palghat Road, Pollachi – 642 001, Tamilnadu, India	249	Standard : ISO 9001:2015 Designing and Providing Educational Services Leading to Undergraduate Degree's in Arts , Science, Commerce, Business Management & Computer Applications and Postgraduate Degree's in Arts, Science & Commerce. Designing and Providing Educational Services Leading to Certificate & Value Added Courses. Providing Educational Services Leading to Research Degrees in Arts, Science and Commerce.	X

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 college has become autonomous and are creating their syllabus.
- ✓ 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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Nallamuthu Gounder Mahalingam College (Autonomous)	ISO 9001:2015	01 100 2237596	Certification Audit – Stage 2

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	Support and involvement during audit and implementation. Long list of achievements.

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	Teaching learning	Minutes for the BOS may be improved by capturing all details.

5 Dates

Due Date for the next audit

23-11-2022

Agreed date for the next audit

20-11-2022

30-11-2022


Viswanathan V

Date

Audit Leader / Auditor(s)


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Rev. 20210723 / MS-0015679


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Annex ISO 9001:2015

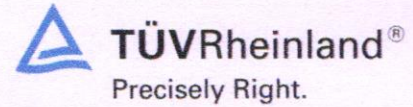
Item	Audit result												
Context of the organization	<p>The organization has determined internal and external issues related to the following subject areas (Note: subject areas can be legal requirements, co-operations, competition, community etc.)</p> <ul style="list-style-type: none"> • Online classes • Student <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 • Employees 												
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 employees 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 border="1"> <thead> <tr> <th>Sl no</th> <th>Objective</th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Pass percentage</td> <td>80%</td> <td>76%</td> </tr> <tr> <td>2</td> <td>FDP</td> <td>20%</td> <td>24%</td> </tr> </tbody> </table>	Sl no	Objective	Target	Actual	1	Pass percentage	80%	76%	2	FDP	20%	24%
Sl no	Objective	Target	Actual										
1	Pass percentage	80%	76%										
2	FDP	20%	24%										
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"> • Admissions • Administration • Teaching Learning process <p>K. SRINIVASAN</p>												

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Item	Audit result
	<ul style="list-style-type: none"> • Library • Placement <p>The following processes have been outsourced and are appropriately reviewed and controlled:</p> <ul style="list-style-type: none"> • No Outsourcing
Risk-based thinking	<p>The requirements for risk-based thinking are being realized in the organization as follows:</p> <p>Risk-based thinking has been applied for the following processes:</p> <ul style="list-style-type: none"> • Teaching Learning Process • Admissions • Placement <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> • Internship <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> • Frequent training <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> • Competitive market <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> • SWOT
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"> • Teaching learning <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> • Sample : University and NBA Requirements.

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Item	Audit result
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. Customer Satisfaction : 90% and no Complaints
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. 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: 20-08-2022
Use of certificate and logo	Not applicable -

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

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Dr. R. MUTHUKUMARAN,
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Precisely Right.

01 100 2237596

Audit Report as per

ISO 9001:2015

for

**Nallamuthu Gounder
Mahalingam College
90, Palaghat Road
Pollachi 642001
India**

K. SRINIVASAN
Management Representative (MR)
NGM - ISO Cell
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Audit Report

Client	Standard	Certification Number	Audit Type
Nallamuthu Gounder Mahalingam College	ISO 9001:2015	01 100 2237596	First Surveill. Audit after cert.

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Client's representative

Audit (team) leader

SIVARAAM SIVARAAM (Lead Auditor)

Audit team

Shanmugasundaram Ramasamy (Auditor)

Audit date

2023-11-06 - 2023-11-06

1. Audit result

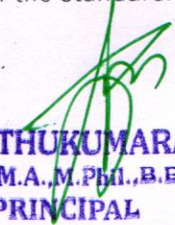
Management system effectiveness was verified by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and descriptions in the management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements set forth in other generally applicable documents were also take 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 section 4 of this report.

Nonconformities from last audit	There were no nonconformities revealed during last audit.
Nonconformities current audit	The current audit did not reveal any nonconformities.
Re-Audit	A re-audit is not required. In case the current audit did reveal nonconformities please refer to the nonconformity report for more details.
Stage 1 Audit	The current audit is a surveillance audit. Hence, a stage 1 audit was not performed.

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.

Recommendations:


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- Maintenance of the existing certification

2. Scope

2.1. Description of the organization

Nallamuthu Gounder Mahalingam an Institution engaged in providing quality education to the youth has been growing consistently spreading its wings far and wide to offer a variety of educational programmes under one roof for over 60+ years.

To provide facilities for higher education for students from high schools of Pollachi and Udumalpet Taluks, an organisation called "Pollachi Kalvi Kazhagam" was constituted in 1957 under the Presidentship of Shri S.P. Nallamuthu Gounder and the Secretaryship of Arutchelvar Dr. N. Mahalingam. The organisation took efforts to establish a College at Pollachi. Shri C. Subramaniam, former Minister of Finance evinced keen interest in this venture.

2.2. Scope of certification

Standard	Scope of certification
ISO 9001:2015	Design and Providing educational services leading to Undergraduate courses in Arts, Science, Commerce, Business Management and Computer applications and Post Graduate Degree in Arts, Science, Commerce and Computer applications. Design and Providing Educational courses for Certificate courses and University sponsored Career Oriented courses. Design and Providing value added courses for all UG and PG courses. Providing educational services leading to Research Degrees in Arts, Science and Commerce.

The organization has no shift operation.

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The audit has not been carried out in the context of a multi-site certification.

The audit was done on-site and didn't include any remote auditing activities.

Locations audited during the audit are marked accordingly within the table in the Annex to this report.

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 (incl. 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.

4. Audit findings

The audit findings related to the audited standard are listed in the Annex to this report. 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.	Location / Department / Process	Positive findings
1.	Pollachi / Teaching Departments / Teaching and Learning	In most of the examinations, the result achieved is more than 95%
2.	Pollachi / Management Representative / QMS	Keen in improving the quality management system
3.	Pollachi / Teaching Departments / Teaching and Learning	Software system is used to enter syllabus, create lesson planning and tracking the actuals.

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The following recommendations and opportunities for improvement were identified during the audit and are intended to contribute to the continuous improvement of the management system.

No.	Location / Department / Process	Opportunities for improvement
1.	Pollachi / Library / Library	Annual stock taking process is to be strengthened
2.	Pollachi / Management Representative / Risk Management	Awareness on risk based thinking is to be improved.
3.	Pollachi / Management Representative / Measurements and Analysis	Measurable Quality Goals are to be defined at the institution level and taken to the department level.
4.	Pollachi / Management Representative / QMS	Needs and Expectations of Students, Faculties, Staffs , Management are to be elaborately recorded
5.	Pollachi / Library / Library	Process of receiving the issued books on time is to be strengthened
6.	Pollachi / Management Representative / Risk Management	Risk related documents are to be revisited at frequent intervals and updated accordingly.
7.	Pollachi / Management Representative / Teaching and Learning	The results of the students' feedbacks are to be shared with respective departments.

5. Dates

Due date for the next audit

2024-11-06

Agreed date for the next audit

2024-10-30

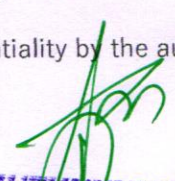
2023-11-06

Signature date

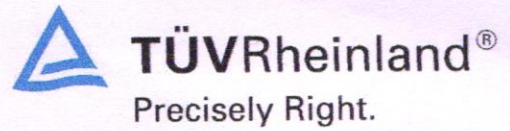
Signature

All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body.


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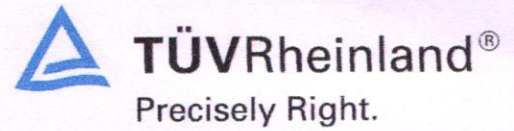
Annex ISO 9001:2015

Context of the organization									
<p>The organization has determined internal and external issues related to the following subject areas:</p> <p>External Issues : Regulations set by Bharathiyar University, Government of Tamil Nadu</p> <p>External issues : Expectations from recruiters</p> <p>Internal Issues : Students from rural areas, middle class, lower middle class</p> <p>Internal Issues : Students first generation graduates</p> <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <p>Internal Interested parties - Students - Expectations , Degree and placement</p> <p>Internal Interested parties - Faculties - Expectations , Knowledge improvement</p> <p>Internal Interested parties - Faculties - Expectations , Good working environment</p> <p>Internal Interested parties - Faculties - Expectations , Support and cooperation from students and management</p> <p>External Interested parties - Recruiters - Expectations , Industry ready candidates</p> <p>External Interested parties - Parents - Expectations , Disciplined citizen, degree, placement</p> <p>External Interested parties - Regulatory Bodies - Expectations , compliance to the rules and guidelines set</p> <p>External Interested parties - University - Expectations , compliance to the requirements rules set</p>									
Policy and objectives									
<p>Top management has declared its MS-policy binding and implemented. The MS-policy is appropriate and provides a framework for the respective objectives. It commits all employees to pursue continuous Managemesystem improvement. The objectives are measurable and are controlled, communicated and updated regularly. Key objectives include:</p> <table border="0"> <tr> <td>Exam Result Pass %</td> <td>Goal 90%</td> <td>Actual 97%</td> </tr> <tr> <td>Placement %</td> <td>Goal 100%</td> <td>Actual 92%</td> </tr> <tr> <td>Seminars / Workshops</td> <td>Goal 1 per Sem</td> <td>Actual 1 per Sem</td> </tr> </table>	Exam Result Pass %	Goal 90%	Actual 97%	Placement %	Goal 100%	Actual 92%	Seminars / Workshops	Goal 1 per Sem	Actual 1 per Sem
Exam Result Pass %	Goal 90%	Actual 97%							
Placement %	Goal 100%	Actual 92%							
Seminars / Workshops	Goal 1 per Sem	Actual 1 per Sem							
Process control incl. outsourced processes									

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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:

- Admission
- Teaching and Learning
- Examination
- Training
- General Maintenance
- Recruitment
- Internal Audits, Management Reviews

The following processes have been outsourced and are appropriately reviewed and controlled:

- Calibration of lab measuring equipment

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:

- Admission
- Teaching and Delivery
- Placement and Training

Examples of risks and opportunities of processes identified are:

- Admission - The intake quality of students varies from year to year. Most of them are from Tamil Medium.
- Teaching and delivery - Because of less number of applications received, all the students are admitted. It has an impact in the final result
- Placement and Training - Recruiters expectation is more.

Examples of measures taken to react on identified risks are:

- Admission - The intake quality of students varies from year to year. Most of them are from Tamil Medium. Special attention is given to slow learners.
- Teaching and delivery - Because of less number of applications received, all the students are admitted. It has an impact in the final result. This is accepted. Special attention is given to slow learners.

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Placement and Training - Recruiters expectation is more. Recruiters expectations are received in advance, trainings are conducted.

Examples of risks and opportunities concerning the context of the organization are:

Risk : The instructions given by Bharathiyar university, Government of Tamil Nadu may have an impact on the syllabus contents, time limit available in delivering the contents

Risk: Students confidence level in speaking English.

Opportunity : Well established infrastructure and good teaching environment.

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.

The following process requirements significantly affect product or service quality:

- Admission
- Reaching and Learning
- Placement

Key regulatory, statutory and customer-related requirements include:

Approval from University is for running the courses. - Provisional affiliation for running B Sc with Artificial Intelligence and Machine learning. Verified

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.

Customer satisfaction : 87% rating achieved

No customer complaints received for the past one year.

Internal audit and management review


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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. Latest audit conducted on 28.03.2023 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: 2023-04-05

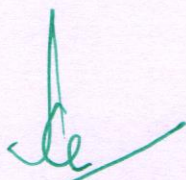
Use of certificate and logo

The organization uses the logo and/or the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements. ISO Certification referred in the website.

Standard Clause	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		
Major nonconformity	0	0	0	0	0	0	0	0	0	0		
Minor nonconformity	0	0	0	0	0	0	0	0	0	0		
Standard Clause	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
Major nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Minor nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Standard Clause	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
Major nonconformity	0	0	0	0	0	0						
Minor nonconformity	0	0	0	0	0	0						

* Rating:

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



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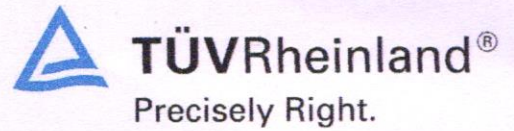
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The following sites and their scopes are included in the scope of certification:

Certificate No.	Name / Address of site	Employees	Language	Scope of certification	Audited
01 100 2237596	Nallamuthu Gounder Mahalingam College 90, Palaghat Road Pollachi 642001 India	256	English	Design and Providing educational services leading to Undergraduate courses in Arts, Science, Commerce, Business Management and Computer applications and Post Graduate Degree in Arts, Science, Commerce and Computer applications. Design and Providing Educational courses for Certificate courses and University sponsored Career Oriented courses. Design and Providing value added courses for all UG and PG courses. Providing educational services leading to Research Degrees in Arts, Science and Commerce.	<input checked="" type="checkbox"/>

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