NVT Quality Educational Trust

International School of Management Excellence (ISME)

Quality Manual

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DISTRIBUTION

COPY NO.	RECEIPIENT
1 – Soft Copy	Myisme\\isme\Human Resources\Policy and HR Documents\Quality Manual and Procedures Accessible to all faculty and staff

AMENDMENT RECORD			
DATE	**QM ISSUE**	**REVISION NUMBER**	**DESCRIPTION OF AMENDMENTS**
01.06.2016	01	00 – All Pages	Quality Manual meeting the requirements of AICTE and NBA
01.07.2018	02	00 – All Pages	Updating all procedure with current practises and new NBA requirements
23.09.2019	03	00-All Pages	Updated new organisation changes redistributed responsibility of principal between Dean and HoD

1. Introduction

ISME operates under NVT Quality Education Trust and has been established with an objective to provide high end management courses /training.

1.1 Vision Statement

To be a business school of international repute

1.2 Mission Statement

1. To transform every student to become a Successful business professional with a global outlook through:

2. Imparting quality education by outstanding business leaders and academicians
3. Providing a culture of excellence, entrepreneurial thinking, social responsibility and industry alignment

1.3 Program Educational Objectives (PEOs)

PEO-1. To develop students with knowledge and competencies in management concepts and techniques with an international outlook and cross-functional decision-making ability.

PEO-2. To build analytical skills in students to solve contemporary business challenges and apply new age research techniques and tools for effective and efficient data driven business decisions.

PEO-3. To train students in entrepreneurial thinking with effective communication and interpersonal soft skills.

PEO-4. To develop ethically and socially responsible leaders in business management.

1.4 Values

Integrity: We work with our stakeholders professionally, openly, honestly and sincerely

Teamwork: Best solutions come from working together

Social Responsibility: Creating a difference in the society through our work

Excellence: Deliver on our promise, Add value beyond Expectation

Leadership: Through global relationships and research orientation

Fun loving: Enjoying our work and our families

2.0 Scope, Quality Policy and Quality Objectives

2.1 Scope

Provide programs in management, entrepreneurship and soft skills.

2.2 Quality Policy

It is the policy of ISME to:

- Provide programs in management, operations and other related subjects to meet regulatory body requirements and exceed customer expectations.
- Improve continually the effectiveness of courses, faculty skills and quality management system.
- Review for continued suitability.

In order to meet this policy ISME shall ensure that programs are controlled in accordance with procedures.

2.3 Quality Objective

- To continuously measure and improve services.
- To continuously improve the career prospects of students.
- To continuously upgrade the curriculum with an objective to adapt to rapid changes in technology and management practices and processes and to be a thought leader.

3.0 Organization Structure

Chairman and Director are responsible for constitution of advisory board and international experts. The current board has been constituted as follows –

1.	A person of eminence from the Region/Territory either from University of an Institute of National repute in the relevant field	1. No.	Mr. K G Garg, Chairman , Founder & Chairman, NVT Trust
2.	Representative of a recognized / Industrial / Commercial All India Body.	1. No.	Mr. A N Chandramouli, Nominee from Industry, Board Member – Starragheckert & CEO ANCM Management Consulting
3.	An expert in the field of Management from within the State/Region.	2. No.	Dr. Anand K Joshi, Nominee from Education Industry, Ex-Founder Vice Chancellor, CMR University Mr. Shivakumar Venkateswaran, Chief Human Resources Officer – IIM (Bangalore)
4.	An expert from the social sector	1 No.	Ms. Shoma Bakre, Founder and Managing Trustee, Let's Do Some Good
5.	Senior faculty member of the Professor's rank	2. No.	Dr. Shampa Nandi, Faculty Member, HOD, ISME Dr. S Shyam Prasad, Faculty Member, Professor, ISME
6.	Director	3. No.	Nitin Garg, Director ISME; MBA Carnegie Mellon University, USA; B.Tech & M.Tech, IIT Bombay Vivek Garg, Director ; MBA Purdue University

			Mr. Tanuj Garg, Director, MBA Wharton Business School
7.	Dean of the Institute.		(Member Secretary) Dr. Rony Kurien, Member Secretary, Dean, ISME

Organisation Structure

ISME - Organogram
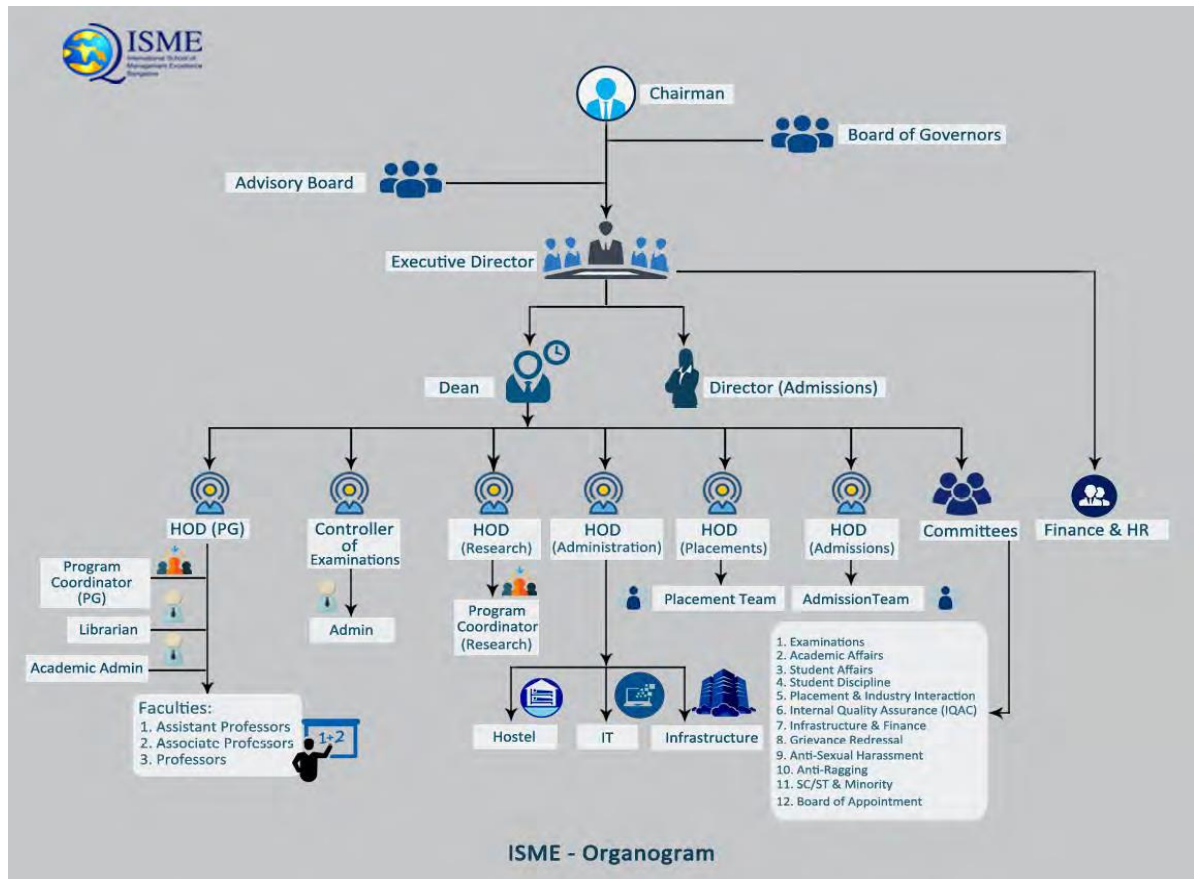
4.0 Quality Management System

ISME has established, documented, implemented quality management systems and continually improves its effectiveness in accordance with requirements of ISO 9001:2000.

ISME has identified processes, their sequence and interactions, criteria and methods to ensure operation, control and effectiveness of these processes. ISME ensures that necessary resources and information are available to support these processes. These processes are monitored, measured and analyzed to achieve planned results and continous improvements.

4.1 Documentation Requirements

The documentation includes:

1. Quality Manual - This document contains the policy and objectives of the institute with regard to operations that contributes to stakeholders' satisfaction. It identifies the processes, their interactions and refers to the procedures by which the policy and objectives are implemented.

2. Procedures - These documents support the manual by describing the system elements by which the processes are carried out, the responsibilities of persons involved and any records required.

3. Programme Details – This document defines the details of the courses.

ISME documents are controlled. ISME has established a document control procedure with respect to legibility, adequacy, approval, review, update, re-approve, changes, current revision status, identification and availability of relevant version of applicable documents at point of use. This procedure includes control of external origin documents. The procedure also includes prevention of unintended use of obsolete documents.

ISME establishes and maintains records to provide evidence of conformity to requirements and of effective operations of the processes. ISME ensures that these records are legible, readily identifiable and retrievable. A procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposal of records.

5.0 Management Responsibility

Sl. No.	Activity	Responsibility/ Authority
•	Day to-day operations	HoD
•	To establish quality policy, quality objectives	Chairman & Director
•	Supervision & implementation of policy and objectives	Dean
•	Formulation of policy matters relating to provision of courses, course contents, course delivery, evaluation, and approvals	Dean & HoD
•	Appointment of Management Representative	Director
•	To ensure that the quality system is established, implemented and maintained in accordance with ISO 9001-2000	Management Representative (MR)
•	Control of documents	HoD
•	Control of records	MR / HoD
•	Provide adequate facilities, materials, competent personnel for the satisfactory administrative support	Head Facilities, Dean
•	Internal Communication	HoD, Dean
•	Selection and approval of faculty	Director, Dean, HoD
•	Selection of other personnel	Director& Dean
•	To establish need for original and recurrent training of personnel consistent with the work to be performed	Dean & HoD
•	Admission of students	Dean, Director Admissions
•	Finalization of course structure, course content	HoD/ Faculty
•	Course Delivery and Assessment	Faculty
•	Issue of Certificates	HoD
•	Actions on appeals, complaints & disputes including stakeholder complaints & in-house problems	Dean & HoD
•	Stakeholder satisfaction measurement & improvement	Dean, HoD
•	To plan internal audits and ensure that audits are carried out as per plan	Management Representative
•	Action on findings of internal audits	Management Representative / Process Owners
•	Notice cum agenda for executive board meetings	Dean

•	To report on the performance of ISME to the executive board for review and as a basis for improvement of the quality system.	Dean
•	Issue of minutes of executive board meeting and follow up	Dean
•	Formation of special committees	Dean & HoD
•	Coordination with regulatory bodies	HoD & Process Owner
•	Continual Improvement	Dean, HoD
•	Collection of fees, payments of dues, maintaining books of accounts and other finance related matters	Administration – Finance
•	Procurement of books for library, maintenance of library, control of issue of books	Academics – Library
•	Maintenance and control of access to computer lab	Administration – Computer
•	Coordinating with companies and recruiting consultants for career advancement opportunities	Administration – Career Opportunities Center
•	Maintaining alumni relations	Administration – Career Opportunities Center
•	Student and Sponsoring Organizations feedback analysis and improvement process	HoD

6.0 Resource Management

ISME determines and provides the resources needed to implement, maintain and continually improve effectiveness of all processes. ISME ensures that proper resources are provided to enhance satisfaction by meeting stakeholder (students, organizations, society) requirements and regulatory body requirements. These resources include selection of competent faculty, administrative staff, infrastructure and working environment and facility maintenance.

Facility Maintenance

The facility maintenance for which the facility manager will be responsible will consist of the following:

- All assets will be documented. Any periodic maintenance of assets will be tracked.
- Everyday cleaning of classrooms, toilets, admin block and hostel will be contracted and monitored
- Any maintenance regarding carpentry, periodic drinking water quality testing, plumbing, electrical will be done on a regular basis
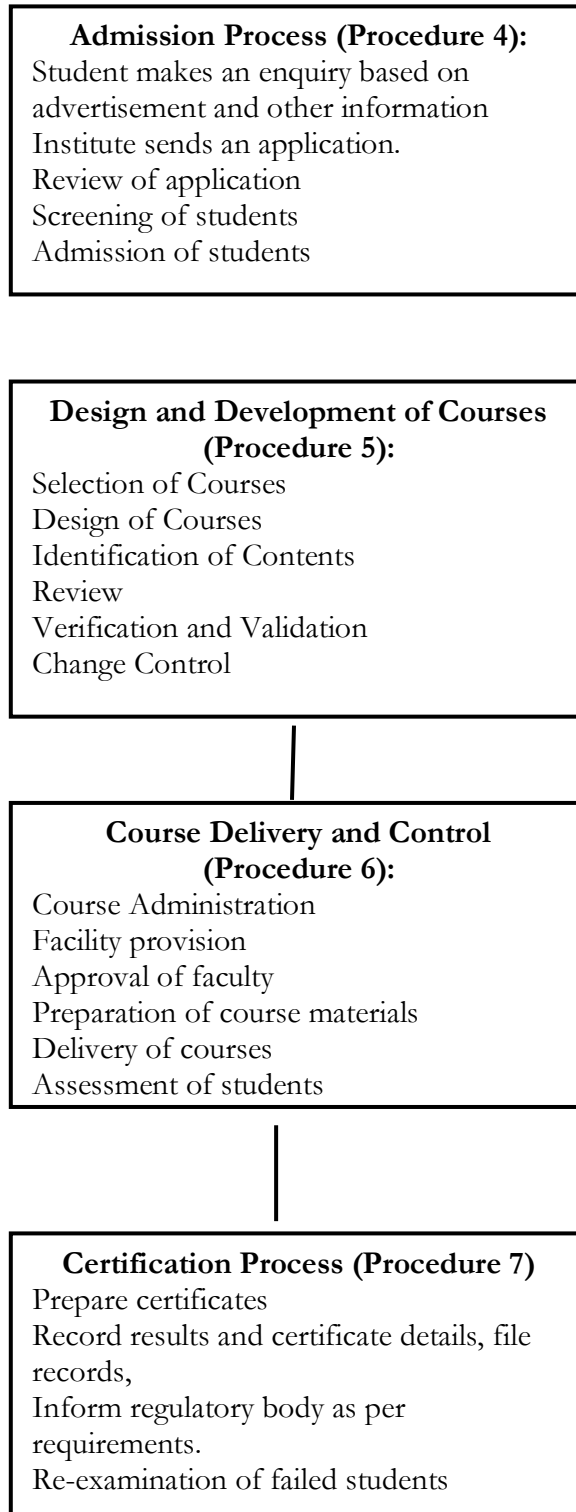- Security will be contracted and monitored

Detailed procedure is documented in the Appendix A for Facilities.

7.0 Service Realization

The means of ensuring that courses meet regulatory body and stakeholders' requirements have been planned, processes defined and the interactions of main processes includes:

Main Processes

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┌─────────────────────────────────────┐
│   Admission Process (Procedure 4):   │
│ Student makes an enquiry based on    │
│ advertisement and other information  │
│ Institute sends an application.      │
│ Review of application               │
│ Screening of students               │
│ Admission of students               │
└─────────────────────────────────────┘


┌─────────────────────────────────────┐
│  Design and Development of Courses   │
│           (Procedure 5):             │
│ Selection of Courses                 │
│ Design of Courses                    │
│ Identification of Contents           │
│ Review                               │
│ Verification and Validation          │
│ Change Control                       │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│    Course Delivery and Control       │
│           (Procedure 6):             │
│ Course Administration                │
│ Facility provision                   │
│ Approval of faculty                  │
│ Preparation of course materials      │
│ Delivery of courses                  │
│ Assessment of students               │
└─────────────────────────────────────┘
                  │
┌─────────────────────────────────────┐
│ Certification Process (Procedure 7)  │
│ Prepare certificates                 │
│ Record results and certificate       │
│ details, file records,               │
│ Inform regulatory body as per        │
│ requirements.                        │
│ Re-examination of failed students    │
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ISME has determined the quality objectives and requirements of these processes. These processes are carried out and controlled as per the procedures; all required resources are provided and the required verification, validation and examination criteria are followed. The records needed to provide evidence in meeting the requirements are maintained. The supporting processes include:

Supporting Processes

- Control of documents (Procedure 1)
- Control of records (Procedure 2)
- Control of support facilities & IT (Procedure 3)
- Handling, recording of complaints, appeals, corrective and preventive actions (Procedure 8)
- Internal audit (Procedure 9)
- Executive board review (Procedure 10)
- Coordination with regulatory body (Procedure 11)
- Student activities
- Finance
- Alumni Relations
- Career Advancement Center (COC)
- Library

8.0 Measurement, analysis, and improvement

ISME has planned and implemented monitoring, measurement, analysis and improvement processes to demonstrate conformity to the requirements of course design and delivery and assessment of students. The attached diagram describes in brief the outcome based evaluation framework. It also ensures that the quality management system conforms to the requirements and continually improves the effectiveness of the system.

At the end of every course feedback sheets are collected and reviewed to look for customer satisfaction measures and opportunities for improvement.

Internal audits are planned and carried out to conform that the planned arrangements (processes) are carried out effectively as per the requirements.

ISME ensures that all the processes are monitored and assessment of students is carried out during delivery. Examination at the end of the course ensures that the students have attained required skills in understanding the course. Students who fail the examination are allowed to take one re-exam. Students who fail the re-exam, will have to sit through the course before being allowed to appear in the examination for the course.

ISME analyses the data in respect of student feedback, inputs from the faculty, review of faculty by the HoD, internal assessment of students and examination results.

Based on analysis of data, ISME continually identifies projects for improvement in terms of revision of courses, introduction of new courses and to meet the demands of market / regulatory requirements.

ISME takes actions on complaints, appeals, feedback to eliminate the cause of the problem. If in any course, the number of students who have failed the exam exceeds 10% of the class, there shall be an investigation of the cause of failure and corrective actions taken.