

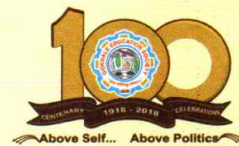


Gokhale Education Society's  
**R. N. Chandak Arts, J. D. Bytco Commerce &  
N. S. Chandak Science College**

Nashik-Road, Nashik - 422 101.

• Ph. : Off. - 0253-2461548 • Fax: 0253-2469342

• E-mail : cbcnashikroadcollege@gmail.com • Website : www.cbccollege.in



**ISO 9001 : 2015 Certified College**

**NAAC Reaccredited "B" Grade**

**Affiliated to Savitribai Phule Pune University**

**ID No. PU / NS / ASC / 005 / 1963**

## Best Practices I

### **Title of the Practice: Continual Improvement in Educational Processes through ISO 9001:2015 Quality Management System**

#### **Objectives**

- To define precise quality criteria for all activities of the college.
- To define educational procedures so as to ensure that quality standards are met.
- To systematically monitor procedures for conformance.
- To identify and analyze the causes of non-conformances.
- To eliminate the causes giving way to problems through appropriate corrective actions.
- To eliminate repetition of the same causes through root cause analysis and preventive actions.

#### **The context**

The purpose of 'Quality Management System' is to build a capacity in an institution to identify and remove variations in different functional aspects. It can be achieved by creating a well-thought action plan and implementing it in letter and spirit. This can help to pursue the quality that would ultimately lead to satisfaction of the stakeholders. It is a conscious and a continuous process aiming at excellence. With a Quality Management System in place, an institution evolves internal processes for self-analysis and assessment enabling 'self-monitoring' for quality improvement which leads to develop a 'quality culture' in the institution.

#### **The Practice:**

Students in particular continue to remain the focal point for developing the Quality Management System for the college. The students' satisfaction is a goal to be achieved by offering them focused and value-based quality education. The System works with proper planning which is implemented and is further checked for any variances and non-conformances that are eventually put in place through preventive and corrective actions. It includes all the functional areas of the college like planning, instruction and delivery, office administration, examination, library, extra-curricular activities, purchase, accounts and internal services like housekeeping. The System is supported by the documents like the quality manual, procedures manual, flow charts on processes and record tables. Different activities to be undertaken are included in a planner while the evidence is generated through the use of formats developed for various processes i. e. teaching plan, teaching report etc. The System ensures both internal and external quality evaluation. To achieve this, two internal audits and one surveillance audit is conducted every year. Three management review meetings are conducted. In these audits, close scrutiny of the procedures, records and other details of the system requirements are analyzed. Non-conformities are identified and vacated which results in continual improvement and better performance in the activities undertaken.

In this way, the ISO 9001:2015 Quality Management System encompasses all the aspects of the college and ensures pursuance of excellence in various practices

#### **Impact of the practice**

The implementation of ISO 9001:2015 Quality Management System has helped in identifying various processes thus bringing clarity in the working of the college and working towards delegation of authority and responsibility. The system ensures identification of records, maintenance, traceability and retrieval of the information. The strong student-focus proves beneficial for the students. The feedback loop offers opportunity for continual progress. The system has brought a





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positive change in the work culture through the training of human resources, establishing a team work culture and bringing favorable change in the attitude of the employees. The implementation of the system has supported the college to align itself with the NAAC vision.

**Obstacles faced and strategies to overcome them:**

- The amount of time and efforts required from the staff and faculty is a major concern.
- Resistance from the employees for change was a major hurdle.
- The certification is not capable of generating funds from external bodies such as accreditation boards, Ministry of Human Resource, government and University Grants Commission.

The NAAC vision emphasizes upon making quality the defining element of the higher education and adopting self and external quality evaluation as measures for promotion and sustenance of quality initiatives. The ISO 9001:2015 Quality Management System acts like a stepping stone towards NAAC accreditation/reaccreditation. The internal audits facilitate self-evaluation; surveillance audits facilitate external evaluation thus embedding continual quality improvement as a quality initiative leading the institution towards achieving excellence. Acceptance of the ISO 9001:2015 Standard makes quality the defining element of the college education system.

**Resources Required:**

- Requirement of trained internal auditors.
- Devotion of extra time is needed as there is continuous work and large volume of paper work involved.
- Funds are needed for the cost of certification and for on-going costs of maintenance.



**Co-Ordinator**  
**IQAC**

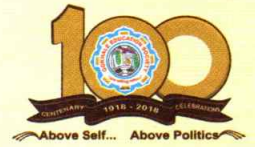
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## Best Practice II

Title of the Practice:

### Life work on the organizing lectures on the occasion of Birth & Deathanniversaries of Great Leaders

#### The context that required initiation of the practice:

One of the outstanding features of the college is that the enrolment of the students is mainly from the middle and lower middle class from the vicinity out of which 70% belong to reservation and underprivileged class. Also as has been obtained from the profile of the students joining various courses of the college it is revealed that many students who seek admission in our college belong to low economic background. Their parents are unable to provide them a sustained financial support.

#### Objectives of the practice are:

- To know about the contribution and life and work great personalities so as to get motivation and inspiration
- To inculcate leadership skill amongst the student community by giving them a platform to organize such events.
- To import value added inputs not covered in the university curriculum so as to promote holistic personality of student community.

#### The Practice:

In each month the birth days and the death anniversary of great of India are celebrated with an aim to sustain their distinguished legacy that ventured forth as pioneers to explore uncharted territories and became extraordinary leaders. The student communities under the guidance of in charge staff member draw up the notice, prepare programme schedule, invite the resource persons, anchor the programme and ensure that large number of students get the benefit.

#### Obstacles faced and strategies to overcome them:

Initially it was difficult to gather the student community for such programmes. But later on the number increased in the subsequent programmes.

Many a times, through information on great personality in available from library, the students have stage fright to do the presentation. At occasions there is a dearth of knowledgeable resource persons who can create impact on students.

#### Impact of the Practice:

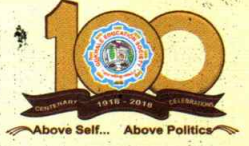
1. Students develop positive approach and the life and works of great personality help them to shape their personality.
2. Organizing such Programmes under able guidance of the staff-in-charge, gives them a platform to develop their leadership skills.



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**Resource required:**

Talent pool of resource persons who can throw light on the life and works of great people

**Context for handwritten note:**

In order to make the college student develop a positive attitude, foster the team-work spirit, motivate and inspire, it was thought prudent to celebrate the birth anniversaries and also organize events on the death anniversary of great leaders of India in the college, every month so as to make students develop perspective, become effective be educated and well-informed.

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