



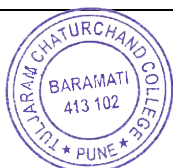
**ASSESSMENT REPORT**

CPN: HIOAGB ARN: TCC/SA2/QMS/12/21

Team Leader: R. M. Jain Date:10.12.2021

**ASSESSMENT REPORT**

Name of Company (Organization): Anekant Education Society's Tuljaram Chaturchand College, Baramati (Pune)		
Address: Tq.Baramati,Dist.Pune-413102 Maharashtra, India		
Contact Person: Dr. Chandrashekhar V. Murumkar		Position: Principal
Registration Scope: Providing Educational Services for The Students of Graduation, Post Graduation, Diploma, Doctoral Courses & Certificate Courses in Arts, Commerce and Science..		
No. of Employees: Teaching Staff-126, Non-teaching- 62		No. of Shifts: 2
Audit objective: check the conformity of the client's management system, or parts of it as applicable with respect to audit criteria; determination of the ability of the management system to ensure the client meets applicable statutory, regulatory and contractual requirements; determination of the effectiveness of the management system to ensure the client can reasonably expect to achieving its specified objectives; identification of areas for potential improvement of the management system as applicable		
Management Standard: ISO9001:2015		Certification Scheme: Annual
Assessment Type: <del>Stage-II/Supplementary/surveillance/recertification</del> <b>Second Surveillance</b>		
No. of shift to be audit to achieve audit objective: One		
Assessment Commencement Date: 10.12.2021		Assessment Completion Date: 10.12.2021
Assessment Team:		
Name	Status	Client's Activity Code
R.M.Jain	Lead Auditor	P810
Mandays :1		
Exclusions: Clause Detailed justification for Exclusion:8.3 Design & Development. As per given information clause 8.3 design & development is excluded as Syllabus for the courses of UG & PG in arts, science and commerce provided by College since it is Autonomous from 2019-20 and UG 3 <sup>rd</sup> year from Savitribai Phule University, Pune, Teaching Plan,Work Load is decided by College .Paper is set by college ,exams are conducted and results are declared by college .		
Any deviation from the audit plan and their reasons: Nil		
Any significant issues impacting on the audit programme : No.		
significant changes, if any, that affect the management system of the client since the last audit took place : No.		
Where applicable, whether the audit is combined , joint or integrated : Integrated		
Auditing is based on sampling process of the available information;		
Nonconformities raised during Audit: Nil		
VERIFICATION OF DOCUMENTED INFORMATION AS PER ISO 9001:2015 REQUIREMENT (C- Conformity, NC-Non Conformity, O-Observation)		
Clause Number	Reference	Objective Evidences Verified as a part of process Conformity
4 Context of the organization 4.1 Understanding the organization and its context  4.2 Understanding the needs and expectations of interested parties	Check external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. The organization shall monitor and review information about these external and internal issues. <b>Issues</b> may be positive and negative factors or conditions for consideration. <b>External context</b> can be facilitated by considering issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local. <b>Internal context</b> can be facilitated by considering issues related to values, culture, knowledge and performance of the organization  Organization's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, the organization shall determine: The interested parties that are relevant to the quality management system; Requirements of these interested parties that are relevant to the quality management system. Organization shall monitor and review information about these interested parties and their relevant requirements.	Tuljaram Chaturchand College of Arts, Science and Commerce, Baramati is run by Anekant Education Society, the Religious Minority Institute with the preamble, 'Siddhiranekantat' meaning Anekantwad (Multi-dimensionalism). It has consistently been striving to contribute in nation building by empowering the youth and inculcating multidimensional and holistic culture in them through educational, need-based, value-added, skill-based, career-oriented and vocational programmes, as well as through co-curricular and extra-curricular activities. The overall academic, cultural and social performance of the college has been excellent since its inception in 1962. It has been reaccredited with 'A+' grade (CGPA 3.55) by NAAC, Bengaluru. It is a matter of pride that it has been awarded the status of 'College with Potential for Excellence' by UGC, New Delhi has been selected for STAR College scheme by DBT, & DST-FIST scheme by DST, New Delhi as well as COC. The college is also recipient of Best College award, Best Principal award, Best NSS Unit award as well as Best Student Welfare Officer award by SPPU, Pune with these achievements and constant efforts, is marching towards quality and excellence in higher education.  <b>Vision :</b>  Our vision is to impart career-oriented quality education at par with global standard in the fields of academic and research arena by developing various skills of excellence and inculcating moral values in the youth with a view to make them



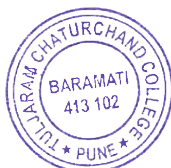


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Team Leader: R. M. Jain Date:10.12.2021

		<p>responsible citizens of India.</p> <p><b>Mission :</b></p> <p>Tuljaram Chaturchand College of Arts, Science and Commerce, Baramati, run by Anekant Education Society, Baramati, the Religious Minority Institute with the preamble, 'Siddhiranekantat' meaning Anekantwad (Multi-dimensionalism), strives to contribute to nation building by empowering the youth through educational and vocational programmes inculcating culture of having multidimensional holistic attitude to life in them.</p> <p><b>Objectives :</b></p> <p>To impart value-based holistic education by integrating traditional and innovative learning experiences in order to attain the quality education.</p> <p>To provide a platform to the students to explore their hidden talent and potential in them and to nurture a spirit of innovative, scientific and critical thinking in them.</p> <p>To aim at overall personality development of the students through curricular, co-curricular and extra-curricular activities.</p> <p>To expose the students to the recent technologies and trends so as to enable them to face the challenges in the competitive world.</p> <p>To improve academic quality of the institution through various faculty development programmed.</p> <p>To encourage the students to get actively involved in various educational activities right from their entry in the college and to create healthy academic atmosphere in the college.</p> <p>To improve the functioning of the institution through active participation of the students, the faculty, the stakeholders and the management in college activities.</p> <p>To establish linkages with various bodies in society like industries, service sectors, academic and professional institutions and NGOs for better education and placement opportunities.</p> <p>To create awareness among the students and society to conserve natural resources and bio-diversity.</p> <p>To make the students aware of the importance of human rights and nationalism.</p> <p>To make the students socially responsible citizens by training them to contribute in resolving social issues, gender-inequality and gender-discrimination.</p> <p><b>External context</b></p> <p>The Institute is Affiliated to University of Pune, recognized by UGC under section 2(f) and 12(B) 35 as per provisions of Maharashtra Universities Act 1994 section 88. Institution has Infrastructure and resources to provide the Educational Services for the students of Arts, &amp; Science in Graduation &amp; Post Graduation. Date of UGC recognition:</p> <table border="1"> <thead> <tr> <th>Under section</th> <th></th> <th>Date, Month &amp; Year</th> </tr> </thead> <tbody> <tr> <td>i.</td> <td>2(f)</td> <td>12.03.1983</td> </tr> <tr> <td>ii.</td> <td>12(b)</td> <td>30.06.1984</td> </tr> </tbody> </table> <p><b>Internal Context</b></p> <p>College has defined the competency criteria for different designation and have sufficient infrastructure and facilities to achieve the objective.</p> <p>Qualifications of the teaching staff Total Faculty on roll- 126</p>	Under section		Date, Month & Year	i.	2(f)	12.03.1983	ii.	12(b)	30.06.1984
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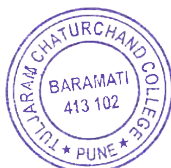


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4.3	Determining the scope of the quality management system	<p>Scope products and services of the organization</p> <p>College has met the University as well as Service Legal Compliance. College has permanently affiliated to Savitribai Phule University of Pune, recognized by UGC under section 2(f) and 12(B) on 30.06.1984. <b>The College has received Autonomous status by UGC since from academic year 2019-20</b></p>																																	
4.4	Quality management system and its processes	<p>Process control Records</p> <p>Processes in T.C. college Baramati are conducted as per guide lines of Autonomous status Papers are framed by college and exam is conducted as per college guide lines. UGC Act 1956 modified up to 20th Dec.1985. And Maharashtra university act 1994 clause 14(7) Annual Teaching Plan-FM/CD/03, Annual Academic Calendar FM/CD/02, Teachers Daily Dairy- FM/CD/05 T.C. College Baramati determined the processes needed for the quality management system and their application throughout the organization in Process map &amp; Interactions of processes, TCC/QMSM/G, college addressed the risks and opportunities FM/QS/16. List of quality records (LT/QS/01) defined to control all dept. records eg. Time Table FM/CD/01, Annual Academic Calendar FM/CD/02, Annual Teaching Plan FM/CD/03, Daily Attendance Sheet FM/CD/04, Teachers Diary FM/CD/05, Access HOD, Location HOD Cabin, Retention period. One year. Teaching Learning process is defined in Procedure Manual, TCC/QMSP, Rev00 Dt.01.09.18 Processes in college are conducted examinations as per guide lines of college since college received Autonomous status Syllabus is framed by college BOS of varies departments, Work-loads, teaching plan is decided by college. Papers are framed by college and exam is conducted as per college guide line <b>Verified admission process</b>, Admission forms verified by admission committee, with signature of Principal. Verified Process of Examination, Teaching learning, Scholarship, Purchasing and stores. These processes are defined in details in clause no.8.1, Operational planning and control.</p>																																	
5.1	Leadership and commitment	<p>Involvement in the implementation during the promotion of the quality with risk based thinking</p> <p>Management is reviewing the effectiveness of the quality management system by periodical review of quality management system through management review meeting, (FM/QS/14). Quality objectives review FM/QS/04, and providing necessary resources, by conducting periodic infrastructure check audit FM/QS/02. Committed to meet the Customer(students) Requirement of customer related to product(well-equipped class rooms, Laboratories, library) Committed to approach risk-based thinking Risk in Teaching learning like -No periods as per teaching plan &amp; Time Table. Delay in completion of syllabus. increase in student complaints student dissatisfaction loss of student strength. Risk in Laboratory: No proper Lab attendant. Use of non-calibrated instruments. No proper storage of Hazardous chemicals. Lack of Safety Procedures.</p>																																	
5.1.1	General																																		
5.1.2	Customer focus(statement of conformity)	<p>Statutory and regulatory requirements, Opportunities and customer satisfaction</p> <p>college legal requirement related to business and service. College has been permanently affiliated to Pune University, on June 1962. Institution has Infrastructure and resources to provide the Educational Services for the students</p>																																	



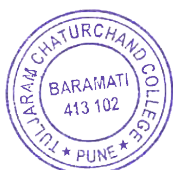


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i. 2(f)	12.03.1983							
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<p>5.2 Policy          5.2.1 Establishing the Quality Policy          5.2.2 Communicating the Quality Policy</p>	<p>Refers the purpose and context, Quality objectives ,applicable requirements and continual improvement Quality policy documented, available, communicated ,understood within the organization and interested parties as appropriate</p>	<p>Quality Policy are defined and communicated in each and every depts. of college through display boards.          Quality policy displayed in prominent position of college.          Ref. no. of quality policy          TCC/QMSM/E Rev.00 Dated:01.09.18</p>						
<p>5.3 Organizational roles, responsibilities and authorities</p>	<ul style="list-style-type: none"> <li>▪ Explicit requirement for relevant roles to be assigned, communicated and understood</li> <li>▪ No requirement for a specific management representative and the responsibility now resides with top management to assign and manage</li> <li>▪ Requirement for defining responsibility and authority for ensuring processes are delivering their intended outputs</li> </ul>	<p>Responsibility &amp; Authority defined &amp; Communicated in ref. manual (TCC/RA/A,B,C)          Dr. C. V. Murumkar principal is the administrative and professional leader of the college, and as such, he is directly responsible to the Superintendent for its successful operation. The major effect of the principal is in the field of educational leadership and supervision, with stress on the improvement of teaching and learning.          Verified Responsibility of Associates professors. to teach the students Syllabus wise, taking monthly test, taking attendance record, also involve in sports activity, ref doc. TCC/RA/07 evident</p>						
<p><b>6 Planning</b>          6.1 Actions to address risks and opportunities</p>	<p>Considering the issues raised and relevant interested parties' requirements identified (4.1 and 4.2), this clause requires the determination of risks and opportunities which need to be addressed, actions to be taken and evaluation of the effectiveness of these actions</p>	<p>Risk arise due to different processes in college like admission, teaching learning, Laboratories, Library, Sport, Stores are defined Doc No. FM/QS/19 and Opportunity for improvement in the different depts. of college evident.          Verified Syllabus, Work load, Dept. time table, Yearly teaching plan and teacher dairy of various depts. of college.          Define risk in some section of college &amp; opportunity          Staff aware about risk:</p> <table border="0"> <tr> <td>Marketing</td> <td>Decreased student strength Dissatisfied customer Delays in Admission Procedure Failure on On-time syllabus completion Lack of Prospects in time Lack of Transparent admission procedure Training ineffectiveness Failure of communication channel Increase in student complaints loss of business</td> </tr> <tr> <td>System coordinator</td> <td>No proper establishment of QMS No proper training to team No effective implementation of QMS increase in audit NC's Customer dissatisfaction</td> </tr> <tr> <td>Purchase</td> <td>No proper approval of supplier delay in receipt of material from supplier Quality issue in supplier supplied material increased in house rejection production loss due to non-availability of material delay in dispatches customer complaint due quality problem in supplier supplied material customer dissatisfaction loss of business</td> </tr> </table>	Marketing	Decreased student strength Dissatisfied customer Delays in Admission Procedure Failure on On-time syllabus completion Lack of Prospects in time Lack of Transparent admission procedure Training ineffectiveness Failure of communication channel Increase in student complaints loss of business	System coordinator	No proper establishment of QMS No proper training to team No effective implementation of QMS increase in audit NC's Customer dissatisfaction	Purchase	No proper approval of supplier delay in receipt of material from supplier Quality issue in supplier supplied material increased in house rejection production loss due to non-availability of material delay in dispatches customer complaint due quality problem in supplier supplied material customer dissatisfaction loss of business
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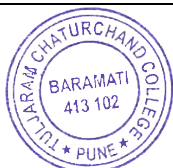


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		<p>Top Management</p> <p>No prompt response to customer enquiry          No proper analysis of business projections          No proper analysis of competitors data          No proper review of organizations performance          No proper resource management          No prompt analysis of customer feedback concerns          No proper business planning/Decision making          Customer dissatisfaction          loss of business</p>
6.2 Quality objectives and planning to achieve them	<p>Objectives are established for processes relevant to the QMS</p> <p>-in line with customer requirements</p> <p>-in line with products and services conformity</p> <p>-monitored, communicated &amp; updated</p> <p>Reference of what will be done, who will do, what resources will be required, When completed and how results will be evaluated</p>	<p>Quality objectives defined &amp; communicated within the college also communicated to Principal through quarterly review meeting.</p> <p>Ref. no. of quality objective: TCC/QMS/E Rev.00</p> <p>Quality Objectives are defined and measurable. Verified for 2020-21.</p> <p>To ensure the overall personality development of the students through</p>
6.3 Planning of changes	<p>Changes to the QMS should be carried out in a planned manner</p> <p>The standard has evolved to enable organizations to adapt to changing environments or circumstances and consider:</p> <p>Purpose of the changes and their potential consequences, integrity of the quality management system, availability of resources and allocation or reallocation of responsibilities and authorities.</p>	<p>Planning of changes in QMS document evident. Doc. No. FM/QS/05</p> <p>List of Infrastructure.LT/ TCC/01</p> <p>Allocation of QMS implementation responsibility to Prof. Avinash Jagtap Faculty of Statistics TCC/SC/03 evident</p> <p>Agenda of MRM revised twice.</p>
<p><b>7 Support</b></p> <p>7.1 Resources</p> <p>7.1.1 General</p>	<p>Consider: the capabilities of, and constraints on, existing internal resources and what needs to be obtained from external providers.</p>	<p>College has determined and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.</p> <p>The organization has considered the capabilities of and constraints on, existing internal resources and what needs to be obtained from external providers. Resource requirements are periodically reviewed by. Dept. heads and being discussed with principal and also in Management review meeting.</p> <p>External &amp; internal resource Printing supplier, Stationers, Suppliers for Electronics items ,Book Suppliers, Maintenance services provider are some of the external resources. Those are define in List of external providers (LT/PUR/01)</p> <p>Source ,Input, Description of activities, Out-put, Risk considered and control method defined for internal and external resources in Purchase Manual TCC/PUR/01 Rev.00</p>
7.1.2 People	<p>Shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.</p>	<p>College has formed a College Development Committee of 15 members</p> <p>Organization structure and responsibility, authority of key personnel is clearly defined in ref. manual for the operation and control of its processes.</p>
7.1.3 Infrastructure	<p>Organizations shall determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.</p> <p>Infrastructure can include:</p> <p>a) Buildings and associated utilities</p> <p>b) Equipment including hardware and software)</p> <p>c) Transportation resources</p> <p>d) Information and communication technology.</p>	<p>Infrastructure of College</p> <p>Found satisfactory.</p>
7.1.4 Environment for the operation of processes	<p>Shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. And verifications can be: combination of human and physical factors, such as social, Psychological and, physical</p>	<p>Clean, Airy &amp; peaceful class rooms. Laboratories, Toilets are cleaned daily as per housekeeping chart. Water tanks are cleaned periodically and cleaning record is maintained., Record room is provided with fire extinguishers and pest control is done periodically. Hygiene is maintained in canteen a committee is formed for monitoring. Silence zones declared in college premises, Gutka &amp; Tabaco banned in college campus, total campus is having paver blocks, campus open place is covered landscaping, Total campus is dust free.</p> <p>First aid box is provided in sport and all science laboratories.</p>
<p>7.1.5 Monitoring and measuring resources</p> <p>7.1.5.1 General</p> <p>7.1.5.2 Measurement traceability</p>	<p>Determine, Plan and provide the resources which are suitable and ensure the fitness for their purpose</p> <p>Measuring equipment's should be calibrated as per the requirements of measurement traceability or</p> <p>Organizational decision for confidence in measurement and verifications are: Calibration or verification, identification of status and safeguard from adjustments, damage or deterioration</p>	<p>Monitoring by monthly test doc ref. TCC/MT/04 evident</p> <p>Last test of Physics conducted dt. 09/08/2019 by Dr. Sapkal</p> <p>Monitoring by examination</p> <p>Good Percentage of Results.</p> <p>Verified college and Dept. result:</p> <p>Quality plan TCC/QMS/12 evident for various processes like Admission, Course delivery, Internal assessment, weak student identification, Irregular student identification, Library, Laboratories ,PTM, Co-curricular activity, Committee</p>





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		activity, Housekeeping ,Purchase, Teachers retirements and Management with details of Input, Output ,Risk considered and control methods. Measuring instruments in laboratories are calibrated in house as per documented procedure before start of practical's. Instruments are kept in boxes for safeguarding. Instruments handling instructions are displayed near the instruments.
7.1.6 Organizational knowledge	Verification of the maintaining of the knowledge, how to access the extra required knowledge and updates. Organizational knowledge will consider Both internal and external knowledge	Organizational Knowledge is defined in employees' competency matrix. Knowledge & competency of staff developed by training & experience. Evident the records requirement for internal & external to achieved business objectives Responsibility & authority are defined. Update of staff related to their working scope evident through internal training by staff or update by legal department time to time. Ref. doc. TCC/QMS/04 evident. Internal training given to staff evident.
7.2 Competence	Determine the competency, ensure that team is competent and actions are taken to acquire competency and evaluation is done for effectiveness of the actions. Records verification for competence	Competency is determined in TCC/QMS/14 for various designations along with skill matrix. Training needs are identified through skill matrix. Trainings are evaluated on 1-10 scale and accordingly effectiveness is monitored. Verified competency record for professor, Asst. professor, Librarian. Educational & experience certificate verified. Also verified the records of Orientation and refreshment trainings. Competency of person including exp. Record, training record, designation wise; It is defined in Skill Matrix of HR FM/QS/19.
7.3 Awareness	Verification of the awareness of policy, relevant objectives, their contribution and implications of non-conformities	Quality Policy defined & communicated. Awareness of staff defined and documented in Responsibilities and authorities TCC/RA/01.02 Verified the awareness through personal interview of Librarian, Lab assistant, Office Superintended. They aware about risk & opportunity & aware about their duties to teach according the syllabus.
7.4 Communication	Verification of the internal and external communication for the quality matters and consider: on what, who, how, when, with are considered	Communication by Notice Board, Telephone. Monthly meetings and circulars. SMS services are also in used for faster communications. Communication to stop by principal regarding meetings through SMS & WhatsApp.
7.5 Documented information 7.5.1 General	Documentation is needed as per the standard and effectiveness and check the documentation needs as per the size, activity, processes, complexities of processes and competency of the person	Evident Ref, Manual TCC/QMS, Quality management system procedures TCC/QMSP, Control plan VC/CP, Master list of documents LT/QS/01,List of Quality records LT/QS/02,Standard operating procedures sop. for Laboratories.
7.5.2 Creating and updating	Appropriate identification& description, format & media, review &approval for adequacy	Documents identification system is identified in ref. manual, review frequency of documents and approval authority for various documents evident. Ref. Manual preparation –Co Ordinator, Review & approval-Principal, Review frequency-Yearly QMSP preparation –Co Ordinator, Review & approval-Principal, Review frequency-Yearly SOP: preparation –HOD, Review & approval-Principal, Review Frequency-Yearly
7.5.3 Control of documented Information	Information is available and suitable for use, adequately protected Distribution, access, retrieval & use Storage and preservation, including preservation of legibility, control of changes Retention and disposition.	Evident documented procedure for control of documents, List of quality records with access, location and retention period & method of disposition. Verified Time table
<b>8 Operation</b> 8.1 Operational planning and control	Determining the requirements & establish the criteria for processes, acceptance criteria, resources needed, implementing Control on the process and have the records to have confidence that the processes have been carried out as planned and demonstrate the conformity . And outsourced processes shall be controlled	Quality plan TCC/QMS/12 evident for various processes like Admission, Course delivery, Internal assessment ,weak student identification, Irregular student identification, Library, Laboratories ,PTM, Co-curricular activity, Committee activity, Housekeeping, Purchase, Teachers retirements and Management with details of Input, Output, Risk considered and control methods. Internal training given to non-teaching staff in Office.
8.2 Requirements for products and services 8.2.1 Customer communication 8.2.2 Determination of requirements for products and services 8.2.3 Review of the requirements for products and services 8.2.4Changes to requirements for products and services	Shall include: providing information relating to products and services, handling enquiries, contracts or orders, including changes, obtaining complaints & feedback, handling or controlling customer property and contingency actions Applicable statutory and regulatory requirements and requires a process and is explicit with regard to substantiating claims for products and services being offered  Review the followings before supply: requirements specified by the customer, including the requirements for delivery and post- delivery activities, unstated requirements, requirements specified by the organization, statutory and regulatory requirements, Contractor order requirements differing from those	Requirements for services identified by enquiry for admission Communication through letters, SMS, Circulars, Notices, Teacher-parent meets. Last month teacher-parents meeting record evident. Service requirements are defined in the form of procedure in Office admin dept. Kept with Registrar. Procedure defined for Admission, Conducting examination, Accounts, Establishment, Issue of scholarship, NSS,NCC,YCMOU and other support services. FM/ADM/01-Enquiry form, FM/ADM/03-Student & Parent Admission Feedback ,LT/ADM/01- Registration List, LT/ADM/02- Eligible Student List. Satisfactory feedbacks from students and parents. No complaints since system effective date. Review of the requirements for services is done by Registrar., Admission committee and Principal, Control of the process are in accordance with University guide line in the form of circulars. Admission Process: Customer base from rural areas near by Baramati, taluka. Admission committee is appointed for to control admission processes. Admissions as per state government guidelines. College provides clear information to students about admission and completion requirements for all courses. Seats reserved for reservation category students as per university



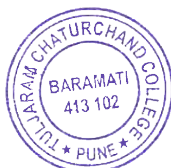


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	<p>previously expressed. Records shall have the results of review and any new requirement Shall ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements</p>	<p>norms. Local enquires. Admission form filling. Fees payment. All admission guidelines and rules &amp; regulations are clearly mentioned in prospectus. Admission for UG courses in Arts, Commerce and science on first come first serve basis. Fees refund policy mentioned in prospectus as per university guidelines. Identification system satisfactory by id cards provided to all class students and dress code for some of classes. Record control satisfactory. Customer feedback is centralized and all feedbacks maintained under IQAC department. Satisfactory feedbacks from students and parents. No complaints since system effective date. Doc no. ref.FM/ADM/04 Office Administration: Establishment in 1990. University affiliations and UGC files maintained found satisfactory. Responsibilities and authorities are defined. Teaching and non-teaching files were maintained satisfactory. Affiliations and permission letters are available with dept. Admissions are as per procedure. Teaching and non-teaching staff profiles are maintained. Self-appraisals reports maintained for staff. Budget for grant courses found maintained. Admission committee is appointed for to control admission processes. Admissions as per Pune university guidelines. College provides clear information to students about admission and completion requirements for all courses.</p>
8.3 Design and development of products and services	Shall establish, implement and maintain a design and development process	8.3 – Syllabus for the courses of UG in arts, science and commerce provided by college, so clause 8.3 design & development is excluded. A letter of Affiliation from Pune University, I.D.No.PU/PN/ASC/016/1962 evident.
8.3.2 Design and development planning	Shall consider: the nature, duration and complexity, required process stages, including applicable design and development reviews, required design and development verification and validation, responsibilities and authorities, internal and external resource, control interfaces between persons, involvement of customers and users, requirements for subsequent provision of products and services, level of control expected for the design and development process by customers and other relevant interested parties Documented in formation needed to demonstrate Planning	NA
8.3.3 Design and development inputs	shall consider: functional and performance requirements, information derived from previous similar design and development activities, statutory and regulatory requirements, standards or codes of practice, potential consequences of failure, shall be adequate for design and development purposes, complete and unambiguous, Conflicting design and development inputs shall be resolved and shall retain documented information	NA
8.3.4 Design and development controls	Apply controls on D&D to ensure: the results to be achieved are defined, reviews are conducted, verification activities are conducted, validation activities are conducted, necessary actions are taken on problems determined during the reviews, or verification and validation activity and documented information of these activities is retained	NA
8.3.5 Design and development outputs	shall ensure that design and development outputs: meet the input requirements, are adequate for the subsequent processes, include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria, specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision and shall retain documented information	NA
8.3.6 Design and development changes	Shall identify, review and control changes made during, or subsequent to, the design and development and document: design and development changes, results of reviews, authorization of the changes And actions taken to prevent adverse impacts	NA
8.4 Control of externally provided processes, products and services		
8.4.1 General	Shall determine the control to be applied to externally provided processes, products and services when: products and services from external providers are intended for incorporation into the organization's own products and service, provided directly to	Control of external and external providers by processes, products by evaluation of supplier, incoming Inspection, approval through Purchase committee and preparation of comparative statement of three suppliers.



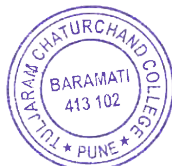


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	<p>the customer(s) by external providers on behalf of the organization OR process, or part of a process, is provided by an external provider as a result of a decision by the organization</p> <p>Determine Control of externally provided processes, products and services and shall retain documented information.</p>	
8.4.2 Type and extent of control	<p>The organization shall: Ensure that externally provided processes remain within the control of its QMS, Define both the control that it intends to apply to an external provider and those it intends to apply to the resulting output, Consideration of: impact of the externally provided processes, products and services and effectiveness of the controls applied by the external provider. Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet</p>	<p>Inward inspection report evident &amp; verified. Functioning Purchase committee verified &amp; found satisfactory.</p>
8.4.3 Information for external providers	<p>The organization shall ensure the adequacy of requirements prior to their communication to external provider. shall communicate to external providers its requirements for: processes, products and services to be provided And approval of: products and services, methods, processes and equipment, release of products and services. Competence, including any required qualification of persons, external providers' interactions with the organization, control and monitoring of the external providers' performance to be applied by the organization, verification or validation activities that the organization, or its customer, intend to perform at the external providers'</p>	<p>Purchase: Purchasing as per procedure. Selection of suppliers through quotation by competitive cost and best quality. Record control found satisfactory. Identification system in store found satisfactory. All files maintained found satisfactory.</p> <p>Store: Inward, issue and stock records maintained found satisfactory. Safety provision available and safety equipment's like fire extinguishers and first aid was made available. Record room is maintained by pest control and preservation. Printing supplier, Stationers, Suppliers for Electronics items, Book Suppliers, Maintenance services provider are some of the external resources. Those are define in List of external suppliers (LT/PUR/01) Source, Input, Description of activities, Out-put, Risk considered and control method defined for internal and external resources in Purchase Manual TCC/PUR/01 Rev.00 Competence, including any required qualification of persons: Supplier evaluation checklist is prepared. (CH/PUR/01). More over suppliers are finalized among best three suppliers. Interaction with external providers is through E-mail, Letters and personal meeting.</p>
8.5 Production and service provision		<p>Services areas are define and identified</p>
8.5.1 Control of production and service provision	<p>Shall implement production and service provision under controlled conditions. Controlled conditions shall include as applicable: availability of documented information that defines characteristics of the products to be produced and results to be achieved-Monitoring and measurement activities will ensure the control of processes and output, acceptance criteria for products and services are met, the use, and control of suitable infrastructure and process environment, suitable monitoring and measuring resources Requires competent persons and ensures the validation, and periodic revalidation, implementation of actions to prevent human error and implementation of release, delivery and post-delivery activities.</p>	<p><b>Process: of Admission</b>, verified and found functioning satisfactory. Verified Process of Examination, Teaching learning, Scholarship, Purchasing and stores.</p> <p><b>Library:</b> Total Area: 12887 Sq. Ft. Availability of reading room. iii. Details about books, Newspapers, Journals. Particular Number (National/International), CDs, e-resources, e-journals Books- 122318 journals, Theses, etc.) E-books - 31,35,000 No. of Newspapers - 20 Journals- 129 (International 17, National 112) CD's- 1172 E-resources- 04 e-journals- 6000 Theses- 54 Audio cassettes - 26 Gramophone Records - 31 Well identification system maintained through accession number system. Excellent housekeeping with preservation of books by providing pest control. Inward records are maintained through accession register. Computer with internet facility. Reading room facility for both boys and girls. Maintenance of books from outside agency. Best practices are maintained. Future plans established. Inwards and issue records maintained satisfactory. Feedbacks taken from students with suggestions. Newspaper facilities available. Purchasing of books as per procedure. Library committee appointed. Fire extinguishers are provided. Book issue record, Accession register. Book card, of Mr. Amar Kulkarni evident. <b>Course Delivery:</b> Course delivery taken for BA History 2nd year. Verified found satisfactory. Examination:</p>



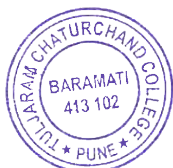


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		Examination committee appointed. Examination conducted as per university guidelines. Best exam Centre was awarded by university. Copy free Centre. Confidentiality maintained during conductance of examination by invigilators. Strict supervision during examinations. Internal squad system established to avoid mal practices during examinations. No Mal practices observed during last examination. <b>Maintenance:</b> Maintenance work carried out by internal technicians and large work by outside contractors. Housekeeping activity in-house. Evident daily housekeeping record, Water tank cleaning record.
8.5.2 Identification and traceability	Shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services, Identify the status of output with respect to monitoring and measurement requirements throughout production and service provision, shall control the unique identification of the outputs when traceability is a requirement and shall retain the documented information	During admission students are identified through unique PNR no. Books are given accession no. Files and registers are identified through increasing serial no. Students in call are identified through roll no. During exam. Students are identified through hall ticket no.
8.5.3 Property belonging to customers or external providers	Shall exercise care with property belonging to customers or external providers, shall identify, verify, protect and safeguard customers' or external providers' property Property lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.	Property belonging to customers is identified title, year. Mark lists, Leaving certificates, Caste Certificates, Degree certificates, etc. It is kept in record room and safe guarded with lock and key. Ref. doc. No. define of any customer property record LT/CRP/01-Student Leaving Certificate. Doc no. LT/CRP/RS/03 of Miss. Sunita Vaidya evident.
8.5.4 Preservation	shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements	Preservation of books through periodic book binding, pest control in library and record room, Scanning of imp. Documents kept in soft copies with back up. Periodic pest control is carried out for record room and library.
8.5.5 Post-delivery activities	In determining the extent of post-delivery activities that are required, the organization shall consider: statutory and regulatory requirements, nature, use and intended lifetime, customer requirements and customer feedback. Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal	Complaint register and suggestion box is maintained in office administration. Admission forms are verified by admission committee. Purchase orders are verified and approved by purchase committee and principal, Mark list is issued only after signed by registrar. Teacher's diary is periodically reviewed by HOD and Principal.
8.5.6 Control of changes	Shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements and shall retain documented information describing the results	Control of Changes evident & records are maintained give ref. input Second list of Admitted students. LT/ADM/02 Service provision changes are controlled by Principal. Service provision & document the result Evident Control of Changes evident & records are maintained Service provision changes are controlled by Co-Ordinator and principal. Service provision & document the result Evident Changing plan for teachers meeting three time in month doc. Ref. TCC/TM/03
8.6 Release of products and services	Shall retain documented information on the release of products and services. The documented information shall include: evidence of conformity with the acceptance criteria and traceability to the person(s) authorizing the release	Release of Products and Services are evident Internal Mark List-Released by HOD verified by Principal. Releases of final certificate of students are evident.
8.7 Control of nonconforming outputs	shall deal with nonconforming outputs in one or more of the following ways: Correction, segregation, containment, return or suspension, informing the customer & identifies the authority deciding the action in respect of the nonconformity Describes the nonconformity, describes the actions taken, describes any concessions obtained and identifies the authority deciding the action	Control of nonconforming outputs is affected through disposal committee. Record is maintained by Committee. List of Books disposed of through Library. Control of non-confirming Verified Ascension register –Gifted books registered in Accession register.
<b>9 Performance evaluation</b>		
9.1 Monitoring, measurement, analysis and evaluation 9.1.1 General	Shall determine: what needs to be monitored and measured, methods for monitoring, measurement, analysis and evaluation, when the monitoring and measuring shall be performed and when the results from monitoring and measurement shall be analyzed and evaluated and shall retain records	Monitoring by examination Good Percentage of Results.
9.1.2 Customer satisfaction	Shall determine the methods for obtaining, monitoring and reviewing this information.	Student's feedback forms are obtained from students every year in prescribed format. 12% of student strength. Feedback committee is formed who analysis the feedback forms actions are initiated. Action taken report is submitted to



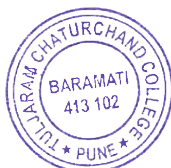


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		Principal. Doc ref. of Student feedback form of any student with rating
9.1.3 Analysis and evaluation	Results of analysis shall be used to evaluate: conformity of products and services, degree of customer satisfaction, performance and effectiveness of QMS, if planning has been implemented effectively, effectiveness of actions taken to address risks and opportunities, performance of external providers and need for improvements to the	Evident the result analysis Qualitative and quantitative results are monitored in prescribed format. Graphical representation of result also evident. MRM, internal audit, monthly planning Satisfaction record of parents of students evident Verified doc. TCC/SF/DW/03.
9.2 Internal audit	Shall conduct internal audits at plan need intervals to check the conformity to: organization's own requirements for its QMS and requirements of 9001-2015 Including the frequency, methods, responsibilities, planning requirements and reporting, define the audit criteria and scope for each audit, select auditors and conduct audits to ensure objectivity and the impartiality of the audit process, ensure that the results of the audits are reported to relevant management, take appropriate correction and corrective actions without undue delay and retain documented information	Verified the Internal Quality Audit Conducted. Internal audit conducted twice in a year. Audit observation sheets verified for Physics, Chemistry, Botony, History, Math's and Library. Doc no. of internal audit: Internal audit (FM/QS/08-Audit plan, FM/QS/09-Audit Schedule, FM/QS/10-Audit Observations, FM/QS/11-NCR,FM/QS/12-Audit summary report), List of qualified Auditors LT/IQA/01,5Auditors in the list. NC in internal audit by auditor
9.3 Management review 9.3.1General	Shall review the organization's QMS at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.	Evident Agenda for Management Review FM-LDR- 02 Management Review Meeting conducted Points discussed in MRM-The 1-status of actions from previous management reviews; 2-Changes in external and internal issues that are relevant to the quality management system; No such changes taken place 3-Customer satisfaction and feedback from relevant interested parties; 4-The extent to which quality objectives have been met; Process performance and conformity of products and services; 5-Non-conformities and corrective actions; 6-Monitoring and measurement results; 7-Audit results; 8-The performance of external providers; 9-The effectiveness of actions taken to address risks and opportunities 10-Opportunities for improvement.
9.3.2 Management review input	Shall have the inputs as: status of actions from previous management reviews ,changes in external and internal issues that are relevant to the QMS, inform at ion on the per for mance and effective ness of the QMS including trends in- customer satisfaction and feedback from relevant interested parties, extent to which quality objectives have been met, process performance and conformity of products and services, nonconformities and corrective actions, monitoring and measurement results, audit results & the performance of external providers. Adequacy of resources, effectiveness of actions taken to address risks and opportunities and opportunities for improvement	1-status of actions from previous management reviews; 2-Changes in external and internal issues that are relevant to the quality management system; No such changes taken place 3-Customer satisfaction and feedback from relevant interested parties; 4-The extent to which quality objectives have been met; Process performance and conformity of products and services; 5-Non-conformities and corrective actions; 6-Monitoring and measurement results; 7-Audit results; 8-The performance of external providers; 9-The effectiveness of actions taken to address risks and opportunities 10-Opportunities for improvement.
9.3.3 Management review output	Shall include decisions and actions related to: opportunities for improvement, need for changes to the QMS and Resources needed and keep the record	1) Improvement of the effectiveness of the quality management system and its processes. 2) Improvement of service provision related to Customer requirement 3) Resource needs
<b>10 Improvement</b> 10.1 General	Shall determine and select opportunities for improvement These shall include: improvingproductsandservicestomeetrequirementsaswellastoaddressfutureneedsand expectations, correcting, preventing or reducing undesired effects and improving the performance and effectiveness of the QMS	Good improvement were observe after the First Surveillance Audit. audit.  Website modified.
10.2 Nonconformity and corrective action	When Nonconformity occurs the organization shall: react to the nonconformity and, as applicable: take action to control and correct it &deal with the consequences. Evaluate the need for action to eliminate the cause(s) of the nonconformity ,inorderthatitdoes not recur or occur elsewhere, by: reviewing and analyzing the	Corrective action report TCC/CA/01 for internal audit No Internal NC evident.





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	nonconformity, determining the causes of the nonconformity, determining if similar nonconformities exist, or could potentially occur. implement any action needed, review the effectiveness of any corrective action taken, update risks and opportunities determined during planning, if necessary, make changes to the quality management system, if necessary nature of the nonconformities and any subsequent actions taken and results of any corrective action	
10.3 Continual Improvement	Opportunities shall be addressed as part of continual improvement and shall consider the results of analysis and evaluation, and the outputs from management review	Verified Continual Improvement through Quality Policy, Objectives, Audit Record, MRM, Customer Feedback Record, and Monthly test doc ref. TCC/MT/04 evident
Review of Previous NCR, its Corrective Action Plan and verification of the effectiveness of Corrective Actions Taken.		Corrective action on internal NC verified & closed.
Use of Logo		Logo is being used on letter head, prospects, college board and on visiting cards.
review of previous audit reports and performance of the management system over the most recent certification cycle.		NC of internal audit closed and verified.

**ASSESSMENT COMMENTARY (A-019)**

Positive Issues: Good Infrastructure, Good student strength, SWOC analysis is done by all the depts. ,Supervision by Principal of all college almost three hours a day. Qualified staff, Girls hostel inside the college premises, one gate-controlled entry for all college. Fully equipped Laboratories, Spacious and rich Library, Research promoting environments. Separate Office admin building, Sufficient service windows for students, student charter is displayed & monitored strictly. Remedial coaching is given by all the depts. for weak students, records are evident, however impact of Remedial coaching is also monitored.  
Observation: -  
appropriateness of the certification scope; NA  
Confirmation about that audit objectives have been fulfilled.

**RECOMMENDATION FOR CERTIFICATION: NA**

**Congratulations, we are pleased to recommend Continuation of certification for the scope detailed in Assessment Report till 17<sup>TH</sup> Dec.2021.Your Re certification audit shall fall due in Dec.2021.**

(Write NA if this sheet if not applicable)

Write NA if following is not applicable

“This is subject to the receipt of a satisfactory Corrective Action Plan with reference to the nonconformities raised this visit. The plan should be reached AQMCS office in 15 Working Days”.

Subsequently this Assessment Report Pack along with your satisfactory Corrective Action Plan and objective evidences (if applicable) shall be reviewed independently with in AQMCS. Once the recommendations are found as sound, AQMCS will be pleased to issue a Certificate. This will come along with the AQMCS Logo and Accreditation Mark if applicable. The conditions for use of AQMCS Logo and Accreditation Mark please visit www.aqmcs.com.

AQMCS believes in value added partnership with its clients, and we will be pleased to revisit your company for the Surveillance Assessments for a visit every ----- for -----man days per visit.

(Write NA if this sheet if not applicable)

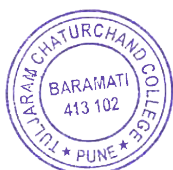
**SURVEILLANCE ASSESSMENT (SA) PROGRAMME (A-030)**

**SA. Frequency- annually**

**First surveillance-with in twelve-month stage -2 audit**

**Second surveillance-with in twenty-four-month stage -2 audit**

**Recertification- with in thirty-six month of stage-2 audit**





## ASSESSMENT REPORT

CPN: H10AGB ARN: TCC/SA2/QMS/12/21

Team Leader: R. M. Jain Date:10.12.2021

### DECLARATION OF NON-CONFLICT OF INTEREST (A-025)

I confirm that I have no consultancy or other commercial association with this organization during the last two years other than activities conducted under the direction of AQMCS.

### AQMCS ~~Stage-II/Supplementary/surveillance/recertification~~ e Report & Report Acceptance

The assessment of Tuljaram Chaturchand College of Arts, Science and Commerce, Baramati was completed.

AQMCS through its Team Leader / Lead Auditor confirms the Confidentiality of the information received, Observed and Reported by the Team AQMCS.

Team Leader / Lead Auditor by signing this sheet confirm the Non-Conflict of Interests with the Organization.

This report and its full contents are completely understood and accepted.


Please sign below confirming acceptance of the assessment report's contents

*Rajendranjain*

Signed for & on behalf of AQMCS.

Name: R. M. Jain

Date: 10.12.21

  
Principal  
Principal  
Tuljaram Chaturchand College  
Baramati

Signed for on behalf of the client

Name: Dr. C. V. Murumkar

Date: 10.12.21

