



Nallamuthu Gounder Mahalingam College

Accredited with A++ Grade(4th Cycle) by NAAC and ISO 9001:2015 Certified Institution
An Autonomous Institution, Affiliated to Bharathiar University,
90, Palghat Road, Pollachi -642001, Tamilnadu, INDIA, Coimbatore

ISO EXTERNAL AUDIT REPORT ACTION TAKEN REPORT

2023-2024

ISO EXTERNAL AUDIT REPORT

External Auditor: Mr. SIVARAMAN, Lead Auditor, TUV Rhineland

Accompanied by Internal Auditors

Dr. G. VIGNESH

Associate Professor and Head

PG Department of Commerce - International Business

Nallamuthu Gounder Mahalingam College

Dr. N. NEELAKANDESWARI

Assistant Professor

Department of Chemistry

Nallamuthu Gounder Mahalingam College

OBSERVATIONS

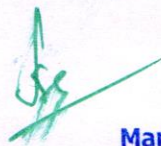
PG and Research Department of Mathematics – Dr. V. Indumathi (Auditee)

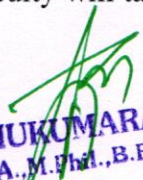
The following documents and details have been verified in the PG and Research Department of Mathematics.

Status	Expert Verifications	Response from the Department
+ ve	Student Strength and Faculty Strength	PG-43 UG-104 Research Scholars – 21 Faculty Members - 10
+ ve	BOS Minutes	Recorded and Submitted
+ ve	Number of hours in syllabus and credits	Curriculum passed in Academic Council was submitted
OI	Lesson plan	Teaching plan has shown in CAMU
+ ve	Internal question paper, Marks and Result Analysis	Question Paper shown in System Internal mark register submitted ABC Analysis file submitted
OI	Student feedback	Available in CAMU
+ ve	Certification course details	MoU file, certification course attendance and scanned copies of the certificates were submitted.
OI	Department Goal	HoD narrated the goals of the department.

OBSERVATIONS AND SUGGESTIONS BY EXPERT:

1. Appreciated the records of BoS minutes. They have properly mentioned the reason for deletion and addition in the minutes. Expert suggested to include the names of BoS experts and signature in the content addition and deletion page also.
2. Suggested to collect the feedback analysis report and have a copy in department also.
3. Expert suggested to have a goal for a department in a quantitative manner (Ex. ...% of students will secure A, ...% of students getting improved,...% of faculty will take part in research and skill up gradation.), quantify the data and document.


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PG and Research Department of Physics – Dr. T. E. Manjulavalli (Auditee)

The following documents and details have been verified in the PG and Research Department of Physics.

Status	Expert Verifications	Response from the Department
OI	Faculty and student strength	Total students – 87 Faculty Members - 11
OI	Challenges	Difficult to get admission
OI	Lesson plan	Not having entry in CAMU
OI	Faculty feedback	Available in CAMU
+ ve	Internal Question paper and Internal Marks	Internal Marks register submitted
OI	Conference details	Conference file submitted

OBSERVATIONS AND SUGGESTIONS BY EXPERT

1. Suggested to collect the Students feedback from CAMU and to be filed in the department.

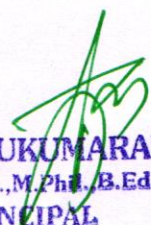
PG and Research Department of Tamil – Dr. S. Selvakumar (Auditee)

The following documents and details have been verified in the PG and Research Department of Tamil.

Status	Expert Verifications	Response from the Department
+ ve	Faculty Strength and Student Strength	UG-128, PG-33, Faculty - 8
+ ve	Minutes of the department meeting	Minutes note submitted
+ ve	BoS Minutes	BoS minutes register submitted
OI	Result Analysis	Result file submitted (Batch 22, SEM-II)
OI	Parents teachers file	Meeting register submitted
+ ve	Attendance, Lesson plan	Verified in CAMU
OI	Risk Factor enquired	Difficulty in Student placement
+ ve	Extra activities of the department	TNPSC Coaching record and NET Coaching in CAMU submitted

OBSERVATIONS AND SUGGESTIONS BY EXPERT

1. Feedback given by the students to be collected from ERP at the end of each semester and to be documented in the department so that individual strengths shall be seen
2. Suggested to have a record for the deviations (if any) in lesson plan and update the actual attainment in CAMU.
3. Appreciated for the cent percent attendance display and also for the weekend usage of the library


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UG Department of Computer Science with AI and ML – Dr. S. Niraimathi (Auditee)

External Auditor verified the following documents in the newly established department.

Status	Expert Verifications	Response from the Department
+ ve	Faculty Strength and Student Strength	Students-62, Faculty – 2+1(Mathematics)
OI	BoS Minutes	BoS minutes is with Aided CS and it was submitted for first BoS.
+ ve	Input for framing syllabus	Visits to Bharathiar University, Vellore Institute of Technology, PSGR Krishnammal College and Kongunadu Arts and Science College
+ ve	Staff profile	Faculty Profile file submitted
OI	Proforma for new course	Proforma-I and II submitted
OI	Students feedback	Available in CAMU
OI	Result Analysis	SEM-I and II verified

OBSERVATIONS AND SUGGESTIONS BY EXPERT

1. Appreciated for the efforts taken in framing the syllabus. Contents added towards the student placement and retainment of approximately 60% syllabus from the BU for providing course equivalency was also appreciated
2. Feedback given by the students is to be collected from ERP at the end of each semester and to be documented in the department.

UG Department of Commerce (E Com) – Dr. M. V. Sathiyabama (Auditee)

The following documents and details have been verified in the UG department of Commerce E-Com.

Status	Expert Verifications	Response from the Department
+ ve	Faculty Strength and Student Strength	Students-172, Faculty – 5
+ ve	Result Analysis	End Semester Result file submitted
OI	Department Goal was asked	HoD narrated
OI	Placement records	17 placed out of 55
+ ve	Seminars organized by the departments	File for 5 events submitted

OBSERVATIONS AND SUGGESTIONS BY EXPERT

1. Observed 100% pass in almost all semesters.
2. Suggested to have a documented and quantifiable goal.
3. Appreciated for the involvement in organizing seminar, conference and workshop.
4. Suggested to document the outcomes of the activity and to frame a checklist based on the outcome at the end of the event.


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Controller of Examinations: Dr. R. Manicka Chezian (Auditee)

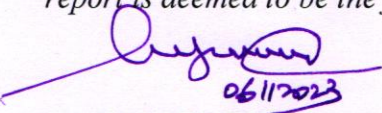
The following documents and details have been verified in the COE office

Status	Expert Verifications	Response from the Department
+ ve	Roles of COE	Test 1, Test 2, ESE, Arrear & Practical Examination
+ ve	List of quality records	Maintained properly
+ ve	Mode of receiving the External & Internal examination question papers	Through mail, Question paper setting file submitted
+ ve	Question paper scrutiny for ESE	External Examiner – Highly Confidential
OI	Register for Answer booklets	Register submitted for Mainsheet distribution
+ve	Sample blank booklet	Booklet Submitted
+ve	Revaluation Procedure	Revaluation file submitted
+ve	Publication of results	Within 10 days of the completion of the examination
+ve	Examination schedule for Practical and Viva Voce examination	Practical examination and Viva Voce examination Time Table submitted
+ve	Stock register for blank scripts	Stock register submitted
+ve	Malpractice file	Malpractice file submitted

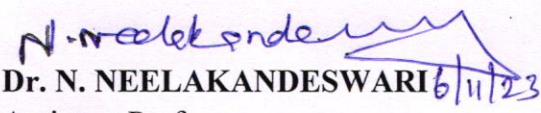
OBSERVATIONS AND SUGGESTIONS BY EXPERT

1. Internal, External question papers are received through mail (password also known only to COE), only one system in the office is provided internet connection. Subordinate staffs will access the mail in the presence of COE only. Hence confidentiality is maintained.
2. He appreciated the process of Question Paper Printing - A day before the examination, question papers are printed and kept in strong room. It has access only to Deputy Controller of Examination.
3. Expert suggested to maintain a separate record for additional booklet distribution
4. Observed that, action taken against malpractice is purely depends upon the malpractice and the suggestions by the committee members.

The above mentioned are the opinion given by the internal auditors on mutual consent, which is done through the observation on 06.11.2023 without any enquiry or discussion with the external auditor. Although this report signifies near to clear prediction, it shall vary on the perspective and certain parameters on grounds of external auditor. Hence to have an exact outcome, the external lead auditors report is deemed to be the final.


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Assistant Professor
Department of Chemistry
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Date: 06.11.2023

Place: Pollachi


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ISO AUDIT REPORT 2023-2024

LIBRARY

Auditor: R. Shanmugam

Auditee: Dr. S. Vijyakumar, Librarian

1. NGM Kimbus – Remote Access to Library was verified
2. Total number of books and journals verified
3. Purchase requisition process was discussed
4. Accession Register was verified
5. Digital Library was verified
6. Access through Delnet/Nlist/Kimbus was discussed
7. Maintenance and control of Kimbus was discussed
8. Issue resolving, Ticket creation process related to Kimbus was verified
9. Issue – Issue control – Due and Renewal process was verified
10. Entry and Exit bar card mechanism through OPEC was verified
11. Stock summary and verification was verified

DEPARTMENT OF PHYSICAL EDUCATION

Auditor: R. Shanmugam

Auditee: Dr. R. Ashokkumar, Director of Physical Education

1. Sports facilities available for indoor and outdoor games was discussed
2. Coaching process for a tournament was discussed
3. Selection process was discussed (Circular – selection trials – willingness to participate in extra murals was viewed)
4. Stock register and accession note were viewed
5. Purchase order process was evaluated
6. Annual report of last sports meet was viewed
7. On duty form for tournaments and practice session was viewed


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TRAINING AND PLACEMENT CELL

Auditor: R.Shanmugam

Auditee: Mr.R.Prabhakaran, Placement officer

1. Placement records of 2022-2023 was verified
2. Student survey report at the beginning and end was viewed
3. Company wise training organised was discussed (schedule- circular- attendance records were verified)
4. Number of offers received – Number of appointments – Number of joining was discussed
5. Feedback received from recruiters was discussed
6. Feedback received from placed students was viewed and action taken report was viewed

HOSTEL

Auditor: R.Shanmugam

Auditee: Dr.R.Senthil kumar, Boy's Hostel Warden

1. Facilities available in hostel was viewed
2. Number of Rooms available/ number of persons staying per room was discussed
3. Mess timing and menu was discussed
4. Food committee register and feedback note was viewed
5. Grievance register and maintenance register was checked
6. Attendance register – in time and out time – gate pass was verified
7. First aid and medical emergency procedure was discussed

Submitted by:

Ms.V.Poornima, Assistant Professor of Commerce - BPS


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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

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: - Once in a year 18-08-2022
Management review:	The areas of focus of the management review included: - Once in a year 20-08-2022
Objectives:	Priority objectives include: - 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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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

4.3 Special features of stage 2 auditing

No further special features must be complied with.

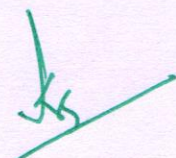
The stage 2 audit was scheduled together with the client to take place on 23-11-2022

29-11-2022

Date

Viswanathan V

Audit Leader / Auditor(s)



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Precisely Right.

01 100 2237596

Audit Report as per

ISO 9001:2015

For

**Nallamuthu Gounder Mahalingam College
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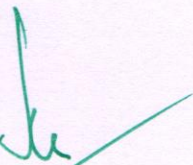
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Audit Report

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

Contents

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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

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.

☐	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.		
☒	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective		
	The current audit revealed the following nonconformities:		
☒	Standard(s):	No. of major nonconformity	No. of minor nonconformity
	ISO 9001	X	X
☐	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:.		
☒	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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☒	Award of the new certificates.
☐	Maintenance of the existing certification.
☐	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
☐	Maintenance or issue of the certificates only after successful completion of a re-audit.

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):	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.
ISO 9001 standard requirements which are not applicable:	Nil
Reasons for non-applicability:	Not applicable

Audit Report

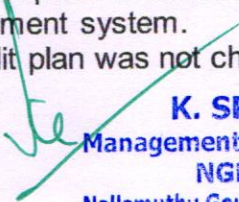
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Nallamuthu Gounder Mahalingam College (Autonomous)	ISO 9001:2015	01 100 2237596	Certification Audit – Stage 2

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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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

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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Annex ISO 9001:2015

Item	Audit result												
Context of the organization	The organization has determined internal and external issues related to the following subject areas (Note: subject areas can be legal requirements, co-operations, competition, community etc.) • Online classes • Student The organization has identified interested parties and the requirements of these parties. Examples for such parties are: • Customers • Employees												
Policy / objectives	Top Management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all employees to pursue continuous quality system improvement. The quality objectives are measurable and are controlled, communicated and updated regularly. Key quality objectives include: <table><tr><th>Sl no</th><th>Objective</th><th>Target</th><th>Actual</th></tr><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></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	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: • Admissions • Administration • Teaching Learning process K. SRINIVASAN MUTHUKUMARAN												

Audit Report

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Item	Audit result
	• Library • Placement The following processes have been outsourced and are appropriately reviewed and controlled: • No Outsourcing
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: • Teaching Learning Process • Admissions • Placement Examples of risks and opportunities of processes identified are: • Internship Examples of measures taken to react on identified risks are: • Frequent training Examples of risks and opportunities concerning the context of the organization are: • Competitive market 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: • Teaching learning Key regulatory, statutory and customer-related requirements include: • Sample : University and NBA Requirements.

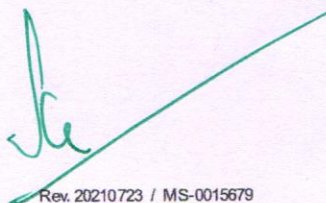
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Nallamuthu Gounder Mahalingam College (Autonomous)	ISO 9001:2015	01 100 2237596	Certification Audit – Stage 2

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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TÜVRheinland®

Precisely Right.

01 100 2237596

Audit Report as per

ISO 9001:2015

for

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

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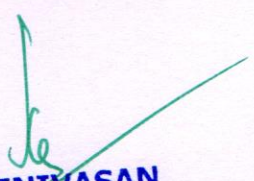
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Audit Report

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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3. Changes in the management system / Contract review	5
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Nallamuthu Gounder Mahalingam College	ISO 9001:2015	01 100 2237596	First Surveill. Audit after cert.

Client's representative

Audit (team) leader

SIVARAAM SIVARAAM (Lead Auditor)

Audit team

Shanmugasundaram Ramasamy (Auditor)

Audit date

2023-11-06 - 2023-11-06

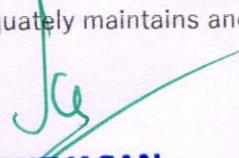
1. Audit result

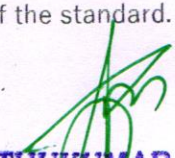
Management system effectiveness was verified by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and descriptions in the management system documentation. The audit objectives as mentioned in the audit plan, the special features 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

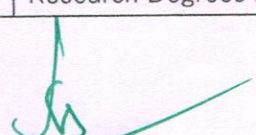
Nallamuthu Gounder Mahalingam an Institution engaged in providing quality education to the youth has been growing consistently spreading its wings far and wide to offer a variety of educational programmes under one roof for over 60+ years.

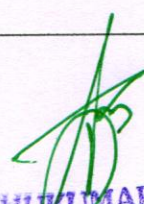
To provide facilities for higher education for students from high schools of Pollachi and Udumalpet Taluks, an organisation called "Pollachi Kalvi Kazhagam" was constituted in 1957 under the Presidentship of Shri S.P. Nallamuthu Gounder and the Secretaryship of Arutchelvar Dr. N. Mahalingam. The organisation 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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Client	Standard	Certification Number	Audit Type
Nallamuthu Gounder Mahalingam College	ISO 9001:2015	01 100 2237596	First Surveill. Audit after cert.

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

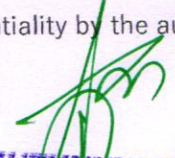
2023-11-06

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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Nallamuthu Gounder Mahalingam College	ISO 9001:2015	01 100 2237596	First Surveill. Audit after cert.

Annex ISO 9001:2015

Context of the organization The organization has determined internal and external issues related to the following subject areas: External Issues : Regulations set by Bharathiyar University, Government of Tamil Nadu External issues : Expectations from recruiters Internal Issues : Students from rural areas, middle class, lower middle class Internal Issues : Students first generation graduates The organization has identified interested parties and the requirements of these parties. Examples for such parties are: Internal Interested parties - Students - Expectations , Degree and placement Internal Interested parties - Faculties - Expectations , Knowledge improvement Internal Interested parties - Faculties - Expectations , Good working environment Internal Interested parties - Faculties - Expectations , Support and cooperation from students and management External Interested parties - Recruiters - Expectations , Industry ready candidates External Interested parties - Parents - Expectations , Disciplined citizen, degree, placement External Interested parties - Regulatory Bodies - Expectations , compliance to the rules and guidelines set External Interested parties - University - Expectations , compliance to the requirements rules set Policy and objectives 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: <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> Process control incl. outsourced processes	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							

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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.

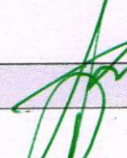
Customer satisfaction : 87% rating achieved

No customer complaints received for the past one year.

Internal audit and management review


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1.1 / rev. 2023-07-03 / MS-0045063


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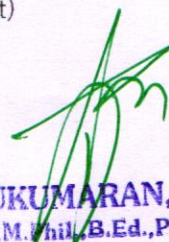
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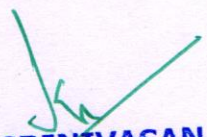
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The following sites and their scopes are included in the scope of certification:

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.	☒


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