



**ASHOKA EDUCATION FOUNDATION
(HIGHER EDUCATION)**

**ASHOKA INTERNATIONAL CENTER FOR
EDUCATIONAL STUDIES AND RESEARCH, NASHIK**

ISO 9001: 2015

QUALITY MANAGEMENT SYSTEM

PROCESS MANUAL

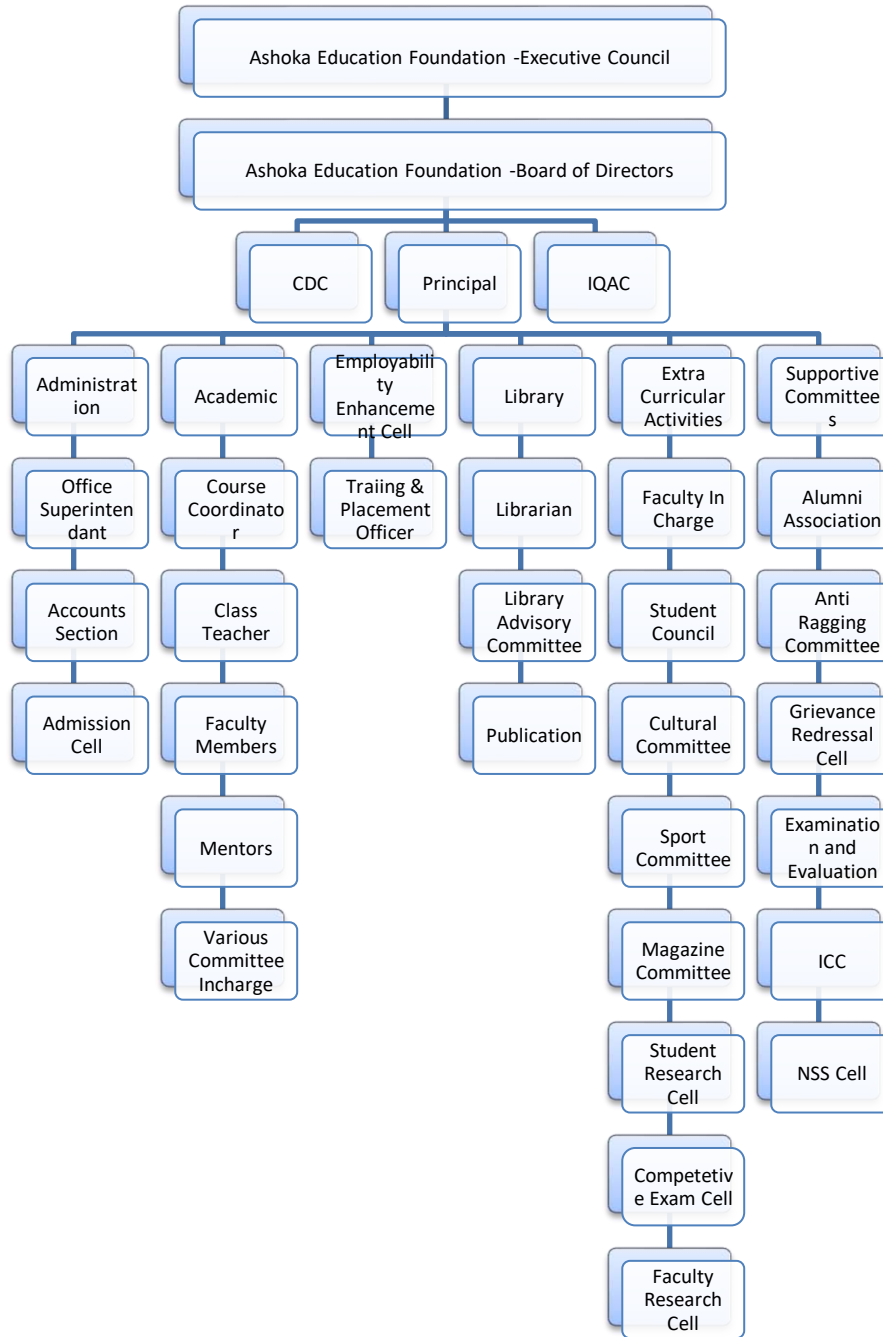
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AICESR / A	Index of Processes	
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NAAC Criteria Number	Process Number	Process Name
Criteria 1- Curricular Aspects	AICESR/PR/01	Academic Year Planning
	AICESR/PR/02	Preparation & Monitoring of Admin Calendar
	AICESR/PR/03	Curriculum Design and Enrichment
	AICESR/PR/04	Student Feedback and Grievances
	AICESR/PR/05	Stakeholder Feedback
	AICESR/PR/06	Admission Process
Criteria 2- Teaching, Learning & Evaluation	AICESR/PR/07	Teaching and Learning
	AICESR/PR/08	Time Table
	AICESR/PR/09	Practicum
	AICESR/PR/10	Concurrent Evaluation
	AICESR/PR/11	Conduction of University , Online & Theory Examination
	AICESR/PR/12	Student Information System
Criteria 3- Research, Innovation and Extension	AICESR/PR/13	Research
	AICESR/PR/14	Extension Activities
Criteria 4- Infrastructure and Learning Resources	AICESR/PR/15	Indenting the Requirement,
	AICESR/PR/16	Issue Various Documents and Articles to Students
	AICESR/PR/17	IT Maintenance & Management
	AICESR/PR/18	Work Environment & House Keeping
	AICESR/PR/19	Purchase & Receipt of Library Books, e-Books, Journals & e-Journals
	AICESR/PR/20	Library Membership
	AICESR/PR/21	Library Book Circulation and Preservation
Criteria 5- Student Support and Progression	AICESR/PR/22	Co-curricular activities & Student Achievement
	AICESR/PR/23	Training and Placement
	AICESR/PR/24	Educational Visit
	AICESR/PR/25	Mentoring Program
	AICESR/PR/26	Alumni Association Program
	AICESR/PR/27	Scholarship to the students from various departments
Criteria 6- Governance, Leadership and Management	AICESR/PR/28	Statutory Requirement
	AICESR/PR/29	Monthly Report
	AICESR/PR/30	IQAC
Criteria 7- Institutional Values and Best Practices	AICESR/PR/31	Best Practices

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AICESR / D	Organization Structure	
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AICESR/PR/04	Feedback and Grievances	
NAAC CRITERIA	1. Curricular Aspects	
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INPUT

Sr. No.	Input	Input source /process
1	Logbook	Teaching and Learning Process
2	Micro plan	Teaching and Learning Process

PROCESS

Sr. No.	Activity	Responsibility	Stage output
1	Feedback (Current Students-For Teaching, Infra, Lib, Sports Dept) <ol style="list-style-type: none"> 1. Preparation of student feedback form regarding Teaching, Infra, Lib, Sports Dept. 2. Preparation of schedule for student’s feedback. 3. Filling up of online feedback form from the students using Admin Support. 4. Principal will obtain the feedback, review, summarize & grade the feedback result. 5. Interaction of Principal with individual faculty to discuss the Feedback report & suggest measures for improvement if necessary. 6. Initiate necessary reformative action to improve the quality if necessary. 	Feedback In-charge, Admin and Principal	Schedule Online Feedback Form Feedback Form Analysis Plan of Action (If Any)
2.	Grievances Redressal System- (If Any) <ol style="list-style-type: none"> 1. Formation of grievance committee 2. Complaint box to be opened once in a fortnight in presence of committee. 3. Receive and record the complaint in register 4. Analyse the root cause and decide correction and corrective action 5. Implement the corrective action 6. Check repeated failures and initiate preventive action 7. Prepare a summary of complaints and submit to management’s representative for discussion in management review meeting. 8. Prepare the Redressal Report. 	Course Coordinator, and Principal	Schedule Grievance Registered Corrective and Preventive Action Redressal Report. (If Any)

OUTPUT

Sr. No.	Output	Output goes to (process / people)
1.	Feedback Analysis	IQAC, Principal, Admin
2.	Grievance Register	IQAC, Principal, Admin

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document as Evidence
Effective Implementation	Feedback Analysis	Compliance Report	Once in Year	Feedback In-charge Grievance In-charge and Principal	Feedback Analysis

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