



COLLEGE OF ENGINEERING & TECHNOLOGY

(APPROVED BY AICTE AND AFFILIATED TO UNIVERSITY OF CALICUT /
APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY)



QUALITY MANUAL-RCET



**PRINCIPAL
ROYAL COLLEGE OF ENGINEERING & TECHNOLOGY
AKKIKAVU**



QUALITY MANAGEMENT SYSTEM MANUAL

**Royal College Of Engineering &
Technology**
Akkikavu, Thrissur

Doc No:	RCET/QSM/001
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ROYAL COLLEGE OF ENGINEERING & TECHNOLOGY

*AKKIKAVU, CHIRAMANANGAD(PO) ,THRISSUR(Dt.)
Established and Maintained to the requirements of
ISO 9001: 2015*

QUALITY SYSTEM MANUAL



Issue No. 01

Date of Issue: 01/01/2018

For the scope of

“Providing graduate education in the streams of Applied Electronics & Instrumentation Engineering, Civil Engineering , Computer Science Engineering, Electronics & Communication Engineering, Electrical & Electronics Engineering and Mechanical Engineering and also for providing post graduate education in Computer Science Engineering and Electronics & Communication Engineering based on the curriculum of Kerala Technical University ”

PREPARED BY
MR

APPROVED BY
CEO/SECRETARY

ISSUED BY
PRINCIPAL

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MANUAL**

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1.1 ISSUE HISTORY

SECTION NO:	ISSUE NUMBER	DATE OF ISSUE	DESCRIPTION
1	1	01/01/2018	

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2.1 ORGANISATION PROFILE

Royal College of Engineering & Technology is an NRI venture in the field of Technical Education established in 2003. It has the VISION to become a knowledge hub of technocrats at par with changing global scenario. It also aims to train the youth to be technocrats of tomorrow with contemporary professional & lifelong learning skills, deep rooted sense of social responsibility, strong ethical values and a global outlook to face the challenges of the changing world.

The campus is located at Akikkavu, the meeting point of Thrissur, Palakkad and Malappuram Districts, 7 km from Kunnankulam town, easily accessible by road. The environment in the campus is congenial for academic pursuit, physical and mental development of the children. The Institute is approved by AICTE and affiliated to University of Calicut and Kerala Technical University(KTU).

RCET offers

B.Tech Courses in six Engineering disciplines.

- Applied Electronics & Instrumentation Engineering
- Civil Engineering
- Computer Science Engineering
- Electronics & Communication Engineering
- Electrical and Electronics Engineering
- Mechanical Engineering

M.Tech Courses in two Engineering disciplines.

- Computer Science Engineering
- Electronics & Communication Engineering

The college aims to offer a challenging and balanced education, which will prepare its pupils for adult responsibilities in the modern world. The stress is at developing real persons who as children and later as adults will be able to carry their share of the loads, withstand the strains of daily leaving, face difficulties calmly and with reasonable stability. The process of developing intellectual capacity and social awareness of human race begins at the divine threshold of a college. It is rightly said that the future of a country is shaped in the class rooms.

We have incorporated a full-fledged automated Library system.

We contribute to the efforts being initiated by the Board to encourage communicative skills in the Institutions, suspending temporarily all its inter-college competitions. Intensive efforts have been made in this direction.

The College administration desired to maintain a good support with the parents for better academic output. The Staff and the Principal want the parents to make periodical visits to the college for the progress in studies of their wards. Such visits make considerable effect of the progress in studies of their wards and



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more specifically those students who are quite academically backward.

With a need to impart efficiency, interaction and team spirit each teacher have been appointed to co-ordinate, discuss, share and improve the functioning a group of students. It is expected to impart better technical efficiency.



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2.2 QUALITY POLICY

“We at RCET are committed to provide and continually improve quality service in the field of technical education for the overall development of the students and for transforming the institution as a centre of excellence. This we achieve by providing state of the art facilities for keeping the students abreast with the developments in the field of engineering, by faculty up gradation, by providing opportunities for extracurricular development and by giving placement assistance.”

CEO



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3.0 SCOPE

This quality management system detailed in this manual is established to ensure that quality of training provided, is achieved through the control of processes and follows the structure of ISO 9001 : 2015 standard.

This quality manual applies to all process applicable for the operation of the organization

The scope of quality management system is

“Providing graduate education in the streams of Applied Electronics & Instrumentation Engineering, Civil Engineering , Computer Science Engineering, Electronics & Communication Engineering, Electrical & Electronics Engineering and Mechanical Engineering and also for providing post graduate education in Computer Science Engineering and Electronics & Communication Engineering based on the curriculum of Kerala Technical University ”

Non applicable Clauses

Design & Development : There is no new course –syllabus design developed by the institution ,the institution is conducting the courses as per the syllabus prescribed by the university. Hence those clause is not applicable and excluded from the scope of the quality management system

Outsourced Processes

To cope up with the current industrial standards our institution has decided to conduct specialized training programs for selected final year students in collaboration with the leading external training agencies.



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4. CONTEXT OF THE ORGANISATION

4.1 Understanding the organization and its context

Royal College Of Engineering & Technology has determined, monitor and reviews the external issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local and internal issues related to values, culture, knowledge and performance of the organization 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.

Reference:

1. Annexure- II Context of the organization
2. Annexure- V- Risk Assessment Chart

4.2 Understanding the Needs and Expectations of Interested Parties

Due to their effect or potential effect on the ability to consistently provide products that meet customer and applicable statutory and regulatory requirements, Royal College Of Engineering & Technology has determined:

- a) The interested parties that relevant to the quality management system;
- b) The requirements of these interested parties that are relevant to the quality management system.

Royal College Of Engineering & Technology monitors and reviews the information about these interested parties and their relevant requirements.

Reference:

Annexure III – Requirements of the interested parties.

4.3 Determining the Scope of the Quality Management System

Royal College Of Engineering & Technology has determined the boundaries and applicability of the quality management system to establish its scope.

When determining this scope, we have considered:

- a) The external and internal issues referred to in 4.1;
- b) The requirements of relevant interested parties referred to in 4.2;
- c) The production and services of the organization.

Royal College Of Engineering & Technology applies all the requirements of this International Standard if they are applicable within the determined scope of its quality management system.

The scope of Royal College Of Engineering & Technology quality management system is available and maintained as documented information. The scope states the types of services covered, and provides justification for any requirements of ISO 9001:2015 standard that of Royal College Of Engineering & Technology has determined is not applicable to the scope of its quality management system.



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The Scope of the certification is “Providing graduate education in the streams of Applied Electronics & Instrumentation Engineering, Civil Engineering , Computer Science Engineering, Electronics & Communication Engineering, Electrical & Electronics Engineering and Mechanical Engineering and also provide post graduate education in Computer Science Engineering and Electronics & Communication Engineering based on the curriculum of Kerala Technical University”.

Conformity to ISO 9001:2015 are only claimed if the requirements determined as not being applicable do not affect Royal College Of Engineering & Technology ability or responsibility to ensure the conformity of its product and services and the enhancement of customer satisfaction.

4.4 Quality Management System and its Processes

4.4.1 Royal College Of Engineering & Technology has established, implemented, maintained, and continually improves a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard.

Royal College Of Engineering & Technology has determined the processes needed for the quality management system and their application throughout the organization, and

- a) Determined the inputs required and the outputs expected from these processes;
- b) Determined the sequence and interaction of these processes;
- c) Determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) Determined the resources needed for these processes and ensure their availability;
- e) Assigned the responsibilities and authorities for these processes;
- f) Addressed the risks and opportunities as determined in accordance with the requirements of 6.1;
- g) Evaluated these processes and implement any changes needed to ensure that these processes achieve their intended results.
- h) Improved the processes and the quality management system.

4.4.2 To the extent necessary- Royal College Of Engineering & Technology

- a) Maintained documented information to support the operation of its processes;
- b) Retain documented information to have confidence that the processes are being carried out as planned.

References :

Annexure VIII - Roles and Responsibilities
Annexure- VI- Quality Objectives
Quality Policy



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5.0 LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

Top management has demonstrated leadership and commitment with respect to the quality management system by:

- a) Taking accountability for the effectiveness of the quality management system;
- b) Ensuring that the quality policy and quality objectiveness are established for the quality management system and are compatible with the context and strategic direction of Organization;
- c) Ensuring the integration of the quality management system requirements into the organizations business process;
- d) Promoting the use of the process approach and risk-based thinking;
- e) Ensuring that the resources needed for the quality management system are available;
- f) Communicating the importance of effective quality management and of conforming to the quality management system requirements;
- g) Ensuring that the quality management system achieves its intended results;
- h) Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- i) Promoting improvement; and
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

References:

Annexure VIII - Roles and Responsibilities
Annexure- VI - Quality Objectives
Annexure- V - Risk Opportunity Identification
Annexure- VII - Organization Chart
MR Appointment Letter
Quality Policy

5.1.2 Customer Focus

Top management demonstrated leadership and commitment with respect to customer focus by ensuring that:

- a) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) The risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed; and
- c) The focus on enhancing customer satisfaction is maintained.

References:

Feedback register



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5.2 Policy

5.2.1 Developing the Quality Policy

Top management has established, implemented and maintains a quality policy that:

- Is appropriate to the purpose and context of the organization and supports its strategic direction;
- Provides a framework for setting quality objectives;
- Includes a commitment to satisfy applicable requirements; and
- Includes a commitment to continual improvement of the quality management system.

5.2.2 Communicating the Quality Policy

The Quality Policy:

- is available and maintained as documented information;
- is communicated, understood and applied within the organization; and
- is available to relevant interested parties, as appropriate.

The Quality Policy is maintained as part of this manual and displayed in prominent areas of the organisation

References:

Quality Policy

5.3 Organizational Roles, Responsibilities, and Authorities

Top management ensured that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.

Top management assigned the responsibility and authority for:

- Ensuring that the quality management system conforms to the requirements of this International Standard;
- Ensuring that the processes are delivering their intended outputs;
- Reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;
- Ensuring the promotion of customer focus throughout the organization; and
- Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

References:

- Annexure VIII - Roles and Responsibilities
- Annexure VII - Organization Chart



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6. PLANNING

6.1 Actions to Address Risks and Opportunities

6.1.1 When planning for the quality management system, Royal College Of Engineering & Technology considered the issues referred to in 4.1 and the requirements referred to in 4.2 and determined the risks and opportunities that need to be addressed to:

- a) Give assurance that the quality management system can achieve its intended results;
- b) Enhance desirable effects;
- c) Prevent, or reduce, undesired effects; and
- d) Achieve improvement.

6.1.2 The Organization has planned to:

- a) Actions to address these risks and opportunities;
- b) How to:
 1. Integrate and implement the actions into its quality management system processes (See 4.4)
 2. Evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of services.

Reference:

Annexure V - Risk and Opportunity Assessment

6.2 Quality Objectives and planning to achieve them

6.2.1 The Royal College Of Engineering & Technology has established quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives are:

- a) Consistent with the quality policy;
- b) Measurable;
- c) Taken into account applicable requirements;
- d) Relevant to conformity of services and to enhancement of customer satisfaction;
- e) Monitored;
- f) Communicated; and
- g) Updated as appropriate.

The Organization maintains documented information on the quality objectives.

6.2.2 When planning how to achieve its quality objectives, organization has determined:



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- a) What will be done;
- b) What resources will be required;
- c) Who will be responsible;
- d) When it will be completed; and
- e) How the results will be evaluated.

References:

Annexure VI - Quality Objectives

6.3 Planning of Changes

When Royal College Of Engineering & Technology determines the need for changes to the quality management system, the changes are carried out in a planned manner (see 4.4).

The Organization has considered:

- a) The purpose of the changes and their potential consequences;
- b) The integrity of the quality management system;
- c) The availability of resources; and
- d) The allocation or reallocation of responsibilities and authorities.

Reference:

Change Request Form



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7. SUPPORT

7.1 Resources

7.1.1 General

Royal College of Engineering & Technology has determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

The Organization has considered:

- a) The capabilities of, and constraints on, existing internal resources; and
- b) what needs to be obtained from the external providers;

7.1.2 People

The Royal College Of Engineering & Technology has determined and provided the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes

7.1.3 Infrastructure

The Royal College Of Engineering & Technology has determined, provided, and maintained the environment necessary for the operation of its processes and to achieve conformity of products / services.

- a) Buildings and associated utilities;
- b) Equipment, including hardware and software;
- c) Transportation resources; and
- d) Information and communication technology

7.1.4 Environment for the Operation of Processes

The Royal College Of Engineering & Technology has determined, provided and maintained the environment necessary for the operation of its processes and to achieve conformity of products / services.

- a) Social (e.g. non-discriminatory, calm, non-confrontational);
- b) Psychological (e.g. stress reducing, burnout prevention, emotionally protective);
- c) Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

These factors can differ substantially depending on the products/ services provided.

Reference:

Housekeeping Record



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7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

The Royal College Of Engineering & Technology has determined and provided the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of services to requirements.

The Organisation has ensured that the resources provided:

- Are suitable for the specific type of monitoring and measurement activities being undertaken; and
- Are maintained to ensure their continuing fitness for their purpose.

The Organisation has retained appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

References:

Procedure for Human Resources

7.1.5.2 Measurement Traceability

Where ever measurement traceability is a requirement, or is considered by the Royal College Of Engineering & Technology, to be an essential part of providing confidence in the validity of measurement results, measuring equipment are:

- Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standard exist, the basis used for calibration or verification is retained as documented information;
- Identified in order to determine their status; and
- Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

The Organisation has determined if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary.

7.1.5 Organizational Knowledge

The Royal College Of Engineering & Technology has determined the knowledge necessary for the operation of its processes and to achieve conformity of products / services.

This knowledge is maintained and made available to the extent necessary.

When addressing changing needs and trends, the Organisation has considered its current knowledge and determined how to acquire or access any necessary additional knowledge and required updates.



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7.2 Competence

The Royal College Of Engineering & Technology has:

- Determined the competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
- Ensures that these persons are competent on the basis of appropriate education, training, or experience;
- Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken; and
- Retain appropriate documented information as evidence of competence.

Reference:

Faculty Training Records

7.3 Awareness

The Royal College Of Engineering & Technology has ensured that persons doing work under the organization's control are aware of:

- The quality policy;
- Relevant quality objectives;
- Their contribution to the effectiveness of the quality management system, including the benefits of improved performance; and
- The implications of not conformance with the quality management system requirements.

7.4 Communication

The Royal College Of Engineering & Technology has determined the internal and external communications relevant to the quality management system, including:

- On what it will communicate;
- When to communicate;
- With whom to communicate;
- How to communicate; and
- Who communicates;

Reference:

Academic HOD Meetings
Staff Meetings

7.5 Documented Information

7.5.1 General

The Royal College Of Engineering & Technology's quality management system includes:

- Documented information required by ISO 9001:2015; and
- Documented information determined by the organization as being necessary for the effectiveness of the quality management system.



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7.5.2 Creating and Updating

When creating an updating documented information, the Royal College Of Engineering & Technology has ensured appropriate:

- Identification and description (e.g. title, date, author, or reference number);
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic); and
- Review and approval for suitability and adequacy.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the quality management system and by ISO 9001:2015 are controlled to ensure:

- Availability and suitable for use, where and when it is needed; and
- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, Royal College Of Engineering & Technology has addressed the following activities, as applicable.

- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;
- Control of changes (e.g. version control); and
- Retention and disposition.

Documented information of external origin determined by the organisation to be necessary for the planning and operation of the quality management system is identified as appropriate and controlled. Documented information retained as evidence of conformity are protected from unintended alterations.



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8. OPERATION

8.1 Operational Planning and Control

The Royal College Of Engineering & Technology has planned, implemented and controls the processes (see 4.4) needed to meet the requirements for the provision of services, and implemented the actions determined in Clause 6, by:

- a) Determining the requirements for the services;
- b) Establishing criteria for:
 1. The processes;
 2. The acceptance of products and services;
- c) Determining the resources needed to achieve conformity to the service requirements;
- d) Implementing control of the processes in accordance with the criteria; and
- e) Determining and keeping documented information to the extent necessary:
 1. To have confidence that the processes have been carried out as planned;
 2. To demonstrate the conformity of products and services to their requirements.

The output of this planning is in a form suitable to the organisation's method of operations.

The Organisation has control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

The Organisation has ensured that outsourced processes are controlled (See 8.4).

8.2 Requirements for the Services

8.2.1 Customer Communication

Communication with Customers includes:

- a) Providing information relating to Products/services;
- b) Handling inquiries, contracts or orders, including changes;
- c) Obtaining customer feedback relating to products and services, including customer complaints;
- d) Handling or controlling customer property; and
- e) Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements Related to Services

When determining the requirements for the product and services to be offered to customers, The Organisation has ensured that:

- a) The requirements for the services are defined, including:
 1. Any applicable statutory and regulatory requirements;
 2. Those considered necessary by the organisation;
- b) Organisation can meet the claims for the services it offers.



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8.2.3 Review of Requirements Related to Services

8.2.3.1 The Royal College of Engineering & Technology has ensured that it has the ability to meet the requirements for services offered to customers. The Organization has to conduct a review before committing to supply services to a customer, to include:

- Requirements specified by customer, including the requirements for delivery and post-delivery activities;
- Requirements not stated by the customer, but necessary for the specified intended use, when known;
- Requirements specified by the organisation;
- Statutory and regulatory requirements applicable to the services; and
- Contract or order requirements differing from those previously expressed.

The Organisation has ensured that the contract or order requirements differing from those previously defined are resolved. The customer's requirements are confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2 The Organisation has retained documented information, as applicable:

- On the results of the review; and
- On any new requirements for the services;

8.2.4 Changes to Requirements for Services

The Royal College Of Engineering & Technology has ensured that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

Reference

Procedure for Control of Documented Information
Change request

8.3 Design and Development of Products and Services

As there is no new course –syllabus design developed by the institution, the institution is conducting the courses as per the syllabus prescribed by the university. Hence those clauses are not applicable and excluded from the scope of the quality management system.

8.4 Control of Externally Provided Processes, Products, and Services

8.4.1 General

The Royal College Of Engineering & Technology has ensured that externally provided processes, products, and services conform to requirements.



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The Organisation has determined the control applied to externally provided processes, products, and services when:

- a) Products and services from external providers are intended for incorporation into the organisation's own products and services;
- b) Products and services are provided directly to the customer(s) by external providers on behalf of Organisation; and
- c) A process, or part of a process, is provided by an external provider as a result of a decision by the organisation.

The Organisation has determined and applied criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The Royal College Of Engineering & Technology has retained documented information of these activities and any necessary actions arising from the evaluations.

Reference

Procedure for Purchase

8.4.2 Type of Extent Control

The Royal College Of Engineering & Technology has ensured that externally provided processes, products and services do not adversely affect the organisation's ability to consistently deliver conforming products and services to its customers.

The Royal College Of Engineering & Technology has:

- a) Ensured that externally provided processes remain within the control of its quality management system;
- b) Defined both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) Takes into consideration:
 1. The potential impact of the externally provided processes, products and services on Royal College Of Engineering & Technology ability to consistently meet customer and applicable statutory and regulatory requirements;
 2. The effectiveness of the controls applied by the external provider;
- d) Determined the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for External Providers

The Royal College Of Engineering & Technology has ensured the adequacy of requirements prior to their communication to the external provider.

The Organisation has communicated to external providers its requirements for:

- a) The processes, products and services to be provided;



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- b) The approval of:
1. Products and services;
 2. Methods, processes and equipment;
 3. The release of products and services;
- c) Competence, including any required qualification of persons;
- d) The external providers' interactions with the organisation
- e) Control and monitoring of the external providers' performance to be applied by the organisation; and
- f) Verification or validation activities that Royal College Of Engineering & Technology or its customer, intends to perform at the external providers' premises.

Reference

Procedure for Purchase



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9. PERFORMANCE EVALUATION

9.1 Monitoring, Measurement analysis and evaluation

9.1.1 General

The Royal College Of Engineering & Technology has determined that:

- What needs to be monitored and measured;
- The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- When the monitoring and measuring is performed;
- When the results form monitoring and measurement are analysed and evaluated.

The organization has evaluated the performance and the effectiveness of the quality management system.

The Organisation has retained appropriate documented information as evidence of the results.

Reference

- Examination Results file

9.1.2 Customer Satisfaction

The Royal College Of Engineering & Technology has monitored the customers' perceptions of the degree to which their needs and expectation have been fulfilled. The organization has determined the methods for obtaining, monitoring and reviewing this information.

Reference:

Feedback Register

9.1.3 Analysis and Evaluation

The Royal College Of Engineering & Technology has analysed and evaluated the appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- Conformity of products and services;
- The degree of customer satisfaction;
- The performance and effectiveness of the quality management system;
- If planning has been implemented effectively;
- The effectiveness of actions taken to address risks and opportunities;
- The performance of external providers; and
- The need for improvements to the quality management system.



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The data collected and analysed by the top management every 6 months basis during the management review meetings. The data analysis includes and not limited to the following points.

- Achievement of Quality Objectives
- Trends of Internal Quality Audit
- Service performance
- Customer satisfaction survey data
- Customer complaints
- Supplier performance
- Trends of non-conformities

9.2 Internal Audit

9.2.1 The Royal College Of Engineering & Technology conducts internal audits at every six months to provide information on whether the quality management system:

- a) Conforms to:
 1. Organization's own requirements for its quality management system;
 2. The requirements of ISO 9001:2015
- b) Is effectively implemented and maintained.

9.2.2 The Royal College Of Engineering & Technology has:

- a) Planned, established, implemented and maintains an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which is taken into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
- b) Defined the audit criteria and scope of each audit;
- c) Selected auditors and conducts audits to ensure objectively and the impartiality of the audit process;
- d) Ensured that the results of the audits are reported to relevant management;
- e) Take appropriate correction and corrective actions without undue delay; and
- f) Retain documented information as evidence of the implementation of the audit program and the audit results.

Reference

Procedure for Internal Audit

9.3 Management Review

9.3.1 General

Top management has decided to review the organization's quality management system, periodically, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management Review Input

Management review is planned and carried out taking into consideration:



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- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 - 1. Student satisfaction and feedback from relevant interested parties;
 - 2. The extent to which quality objectives have been met;
 - 3. Process performance and conformity of products and services;
 - 4. Nonconformities and corrective actions;
 - 5. Monitoring and measurement results;
 - 6. Audit results
 - 7. The performance of external providers;
- d) The adequacy of resources;
- e) The effectiveness of actions taken to address risks and opportunities (see 6.1); and
- f) Opportunities for improvement

9.3.3 Management Review Outputs

The outputs of the management review include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system; and
- c) Resource needs.

The Organisation has retained the documented information as evidence of the results of management reviews.

Reference

Procedure for Management Review



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10. IMPROVEMENT

10.1 General

The Royal College Of Engineering & Technology has determined and selected the opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction. These include:

- a) Improving products and services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects; and
- c) Improving the performance and effectiveness of the quality management system.

Improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

10.2 Non-conformity and Corrective action

10.2.1 When nonconformity occurs, including any arising from complaints, the organization has:

- a) Reacts to the nonconformity and, as applicable:
 1. Takes action to control and correct it;
 2. Deals with the consequences;
- b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 1. Reviewing and analyzing the nonconformity;
 2. Determining the causes of the nonconformity;
 3. Determining if similar nonconformities exist, or could potentially occur;
- c) Implements any action needed;
- d) Reviews the effectiveness of any corrective action taken;
- e) Updates risks and opportunities determined during planning, if necessary; and
- f) Makes changes to the quality management system, if necessary.
- g) Corrective actions are appropriate to the effects of the nonconformities encountered.

10.2.2 The Organization has retained the documented information as evidence of:

- a) The nature of the nonconformities and any subsequent actions taken; and
- b) The results of any corrective action

Reference

Procedure for Corrective Action

10.3 Continual Improvement

The Royal College Of Engineering & Technology has continually improved the suitability, adequacy and effectiveness of the quality management system.

The Organization has considered the results of analysis and evaluations, and the outputs from the management review, to determine if there are needs or opportunities that are addressed as part of the continual improvement.