



**ASSESSMENT REPORT  
(Quality Management System Audit)**

Of

**ISO 9001: 2015**

For

SWAMI VIVEKANAND SHIKSHAN PRASARAK MANDAL'S

**SWAMI VIVEKANAND COLLEGE OF EDUCATION**

Client Identification No: EICPL-EG-910404

AUDIT DATE: 13/05/2024



**EINZIGARTIG INTERNATIONAL  
CERTIFICATIONS PRIVATE LIMITED**

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**REPORT INNITIAL PART**

AUDIT TYPE(conducted at client site/sites)	Certification stage 2 <input checked="" type="checkbox"/> Surveillance <input type="checkbox"/> Re-certification <input type="checkbox"/> Scope Change <input type="checkbox"/> Address Change <input type="checkbox"/> Special Audit <input type="checkbox"/>		
Audit Standards	<b><u>ISO 9001: 2015</u></b>		
COMPANY NAME	SWAMI VIVEKANAND SHIKSHAN PRASARAK MANDAL'S SWAMI VIVEKANAND COLLEGE OF EDUCATION		
MAIN OFFICE ADDRESS	Survey No.184, Jalkot Road, Bodhan Nagar, Tq. Udgir, Dist- Latur, Maharashtra 413 517, India.		
OTHER ADDRESS	Survey No.184, Jalkot Road, Bodhan Nagar, Tq. Udgir, Dist- Latur, Maharashtra 413 517, India.		
<b>Contact Information</b>	Mob:- 9822108625 Landline No:	MAIL: dr.pawargopal@gmail.com, svcoedu380@gmail.com Web: -	
TOP MANAGEMENT	Dr. Gopal Pawar (Principal)	REPRESENTATIVE	
<b>Top Management :02</b>	<b>Staff</b> 15	<b>Worker</b> 03	<b>Temp Employee</b> 02 <b>Total</b> 20
Audit Objectives & Criteria	<b>Objective:</b> To verify that the management system continuous to be implemented & conformed continued Conformity with certification / registration Requirement with applicable standard. <b>Criteria:</b> Set of policies, Procedure and requirements Quality manual, Procedure Manual, System Procedure, customer specification & Requirements, applicable Statuary and regulatory requirements.		
AUDIT SCOPE	<b>Providing the Various Courses of Graduate Level for the Stream of B. Ed.</b>		
Accreditation	EGAC		
Statutory/ Regulatory Requirements	Aff.: Ref.Acad/affi-3/2023-24/826 (cert No: SRT-L23-00100), NCTE: WRC/APW00807/123141/2015 Checked and verified found ok		
EA/NACE	Allocated code is verified with scope (Yes/NO)	EA CODE :37 NACE CODE:	
Audit Date	Audit Start Date: 13/05/2024 Audit End Date : 13/05/2024	Audit Start Time: 9.30 Audit End Time:17.30	Audit Man/Day:02
<b>AUDIT TEAM</b>			
LEAD AUDITOR	Mr. Jaywant Pagare		
AUDITOR	Ms. Snehal Dhengle		
OBSERVER	Nil		
TECHNICAL EXPERT	Nil		
The auditor/Audit team don't have self-interest and have signed declaration, which has been confirmed by client. The audit will be conducted on sampling based on available information.			



Verification of previous Audit NC's and Observations:-

NC/OBS Number	Description	Verification and implementation of Correction and corrective action	Remark
	No NCR's		
Conclusion:- Approved			



## **PART 1 - ASSESSMENT COVERAGE**

### **1.0 Overview:**

(Describe in brief about organization and assessment execution, information relating to promoters, customers and services provided by client including the execution of the assessment plan and schedule and its changes if any)

SWAMI VIVEKANAND COLLEGE OF EDUCATION, Udgir was established in 2001 and managed by SWAMI VIVEKANAND SHIKSHAN PRASARAK MANDAL'S. It is one of the premier colleges established to impart & provide in the field of higher education for the deserving candidates and prove to be a milestone in their part of progress. Dr. Gopal Pawar is the Principal of the institute. He is the Philanthropist and a Visionary person, He firmly believed that modern education had to have its roots in strong values. This underlying theme and legacy of SWAMI VIVEKANAND COLLEGE OF EDUCATION, Udgir, was continued and further strengthened by competent Staff.

The main aim of the college is determined to provide the quality education to the future teachers. With the correct mix of technology and human touch, the college empowers the aspiring teachers to propagate education through the rungs of the society so that they serve the nation while making a satisfying career for themselves. The SWAMI VIVEKANAND COLLEGE OF EDUCATION, been knitted together and established numbers of colleges/schools for the student in the region of Maharashtra and all over India. A student can pursue any program from the Institute which Degree courses including UG/ PG courses. These programs are offered in Full Time mode. SWAMI VIVEKANAND COLLEGE OF EDUCATION is a reputed institute for B.Ed courses. Students can choose from these programs to pursue their career in higher studies. The institute enjoys a good reputation for courses like B.Ed in the streams of Teaching & Education Students can opt courses from these. Courses offered by SWAMI VIVEKANAND COLLEGE OF EDUCATION for total of 15 candidates. Institute has a well-supported campus with facilities like Auditorium, Cafeteria, Hospital / Medical Facilities, Hostel, Labs, Library, Sports Complex, Wi-Fi Campus

#### **Vision**

To mould and Shape the career of Students through Quality Education by constantly keeping in mind that education is the manifestation of the perfection already in man.

#### **Mission:**

- offer accessible and affordable quality education that leverages students with professional skills, moral values and global perspectives.
- To make this organization a place of Institutional Excellence.

#### **Objectives :-**

- To equip and facilitate pupil teachers with knowledge and skills so as to enable them to enhance the quality in education.
- To acquaint the pupil teacher with the new technologies to enable them to integrate I in the teaching, learning, evaluation and research.
- To inculcate commitment to words teaching profession amongst the pre-service and in – service teachers.
- To inculcate dignity towards labor accountability and social commitment amongst the pre-service and in-service teacher.
- To establish healthy relationships with by conducting various interactive, social, cultural, educational programs.
- To develop and sustain as a center of excellence in the field of teacher education to implement to objectives recommended by NCTE, UGC, NCERT regarding teacher education programs.

#### **Philosophy**

Enhancing Knowledge Building Careers Begins from the academia and continues through industry interactions, seminars, conferences, workshops, and research. Approach that goes beyond a job to career the art of amalgamating the various talents and qualities in a person and directing it towards the goal of professional success.

#### **Values**

- Encourage and expect honesty, freedom, transparency, and the highest ethical standards.
- Believe in profession of teaching, respect to dignity of all persons, honoring the unique contributions provided by a diversity of perspectives and cultures.



- Seek for quality improvement by teamwork.
- Encourage and support innovation, best practices, imagination, creativity, excellence and vision.

### **Quality Objectives**

- Strong Ties
- Encourage Research
- Communication Facilities
- Continuous Improvement

### **2.0 Outsourced Process if any: (Describe in brief and its control if applicable)**

Since institute is involved in education sector no outsourced process is involved as per their scope

## **3.0 General Compliance, Strengths, and Weaknesses**

### **General Compliance**

SWAMI VIVEKANAND COLLEGE OF EDUCATION provided thorough evidence in timely manner during the assessment processes. Therefore, the documented management system meets the requirements of ISO 9001:2015. Observations and non-conformities are listed in the report.

### **Strengths**

SWAMI VIVEKANAND COLLEGE OF EDUCATION, Udgir Has demonstrated a willingness to improve through the fast and thorough response to the observations raised during this assessment. SWAMI VIVEKANAND COLLEGE OF EDUCATION, Udgir. Has Committed Top Management and Well Experienced and Competent In The above scope.

### **Weakness**

Horizontal deployment of management system



**4.0 Area for Improvement** (Observation/recommendation by Assessment Team)

- a. Appointment criteria matrix should be more specific and should not get compromise.
- b. Safety practices to be followed.
- c. Safety practices to be followed.
- d. Visible Instructions and Vision, Mission at pre described place.
- e. Library Management and documented procedure can be more precise.



**5.0 Non-Conformance Summary Report:**

1. NONCONFORMANCES *(Summary)						
Clauses	REQUIREMENT		MAJOR		MINOR	
<b>4.0</b>	<b>Context Of The Organization</b>					
4.1	Understanding The Organization And Its Context					
4.2	Understanding The Needs And Expectations Of Interested Parties					
4.3	Determining The Scope Of The Quality Management System					
4.4	Quality Management System And Its Processes					
<b>5.0</b>	<b>Leadership</b>					
5.1	Leadership And Commitment					
5.1.1	General					
5.1.2	Customer Focus					
5.2	Policy					
5.2.1	Establishing The Quality Policy					
5.2.2	Communicating The Quality Policy					
5.3	Organizational Roles, Responsibilities And Authorities					
<b>6.0</b>	<b>Planning</b>					
6.1	Actions To Address Risks And Opportunities					
6.2	Quality Objectives and Planning To Achieve Them					
6.3	Planning Of Changes					
<b>7.0</b>	<b>Support</b>					
7.1	Resources					
7.1.1	General					
7.1.2	People					
7.1.3	Infrastructure					
7.1.4	Environment For The Operation Of Processes					
7.1.5	Monitoring And Measuring Resources					
7.1.5.1	General					
7.1.5.2	Measurement Traceability					
7.1.6	Organizational Knowledge					
7.2	Competence					
7.3	Awareness					
7.4	Communication					
7.5	Documented Information					
7.5.1	General					
7.5.2	Creating And Updating					
7.5.3	Control of documented information					
<b>8.0</b>	<b>Operation</b>					
8.1	Operational planning and control					
8.2	Requirements for products and services					
8.2.1	Customer communication					
8.2.2	Determining the requirements for products and services					
8.2.3	Review of the requirements for products and services					
8.2.4	Changes to requirements for products and services					



Clauses	REQUIREMENT	MAJOR		MINOR	
8.3	Design and development of products and services				
8.3.1	General				
8.3.2	Design and development planning.				
8.3.3	Design and development inputs				
8.3.4	Design and development controls				
8.3.5	Design and development outputs				
8.3.6	Design and development changes				
8.4	Control of externally provided processes, products and services				
8.4.1	General				
8.4.2	Type and extent of control				
8.4.3	Information for external providers.				
8.5	Production and service provision				
8.5.1	Control of production and services Provision.				
8.5.2	Identification and traceability				
8.5.3	Property belonging to customers or external providers				
8.5.4	Preservation				
8.5.5	Post-delivery activities.				
8.5.6	Control of changes				
8.6	Release of products and services				
8.7	Control of nonconforming outputs				
<b>9</b>	<b>Performance evaluation.</b>				
9.1	Monitoring, measurement, analysis and evaluation				
9.1.1	General				
9.1.2	Customer satisfaction.				
9.1.3	Analysis and evaluation.				
9.2	Internal audit.				
9.3	Management review.				
9.3.1	General.				
9.3.2	Management review inputs				
9.3.3	Management review outputs.				
<b>10</b>	<b>Improvement</b>				
10.1	General				
10.2	Nonconformity and corrective action			00	
10.3	Continual improvement.				
	<b>TOTAL NONCONORMANCES</b>		00	00	00





## **PART 3 - CERTIFICATION PROCESS REQUIREMENT**

*The requirements identify below refer to the EICPL Certification Manual as per ISO/IEC 17021:2011*

### **6.0 QMS Effectiveness:**

SWAMI VIVEKANAND COLLEGE OF EDUCATION has provided thorough evidence in timely manner and Quality Management System is adequately maintained however needs continuous efforts to improve further.

### **7.0 Continual Improvement: (Relating to improvement in product, process and Overall QMS of the client)**

- Conduction of frequent skill development programs and testing of implementation by students in defined time slots of small practical tests.
- Reach to big industries with local companies for improve students Placement opportunities.

### **8.0 Customer Satisfaction:**

Overall Student satisfaction index is 97%, which is appreciable however need to put continuous efforts in development to maintain improved Student satisfaction index.

### **9.0 Customer Complaints:**

SWAMI VIVEKANAND COLLEGE OF EDUCATION has system of handing the students complaints and DOH / Principal is responsible for the same.

### **10.0 Specific Customer requirements if any:**

All the Department teaching / non-teaching staff are processed as per the AICTE /MSBTE regulations, and all the concerns fulfill (Student/parent/regulatory) specifications/requirements etc. hence the student / Parents requirements are determined at contractual levels and process is monitored at various levels to meet the concerns requirements. Students' Parents feedback are also collected at regular intervals to meet students requirements constantly and consistently.

### **11.0 Liability and financing**

#### **Insurance**

SWAMI VIVEKANAND COLLEGE OF EDUCATION adequately covers liability of its operations. Organization has covered its operational liability by covering the Fire/Theft Insurance.

### **12.0 Use of Quality Mark: (Application as per Trademark License Agreement)**

Nil

### **13.0 Follow Up Action Required by Client:**

There is one minor non-conformity reported during these assessments, and few observations reported in this assessment are listed in the report. Hence SWAMI VIVEKANAND COLLEGE OF EDUCATION is recommended for issue of certificate.



**14.0 EICPL Audit Team Recommendation:** *(Recommendation by Audit Team& NCR Copies if any)*

SWAMI VIVEKANAND COLLEGE OF EDUCATION has provided all the information for assessment in timely manner and no major failure of Quality Management System is noted in assessment. Documented Management system is effectively implemented and meets the requirements of International Standard ISO 9001:2015. EICPL Team has therefore recommended SWAMI VIVEKANAND COLLEGE OF EDUCATION to issue certification to ISO 9001:2015 subjecting to review of this assessment report by EICPL Certification Committee.

**15.0 Specific Recommendation for Surveillance Assessment:**

Surveillance audit is Mandatory to validate the certificate of registration as per the ISO 17021:2015 and EGAC on or before March 2025

Next Due for Surveillance Audit is March 2025. Kindly contact EICPL Head Office for schedule and continued maintenance of certificate of registration, on below mentioned contact details,

Mobile: +91- 9096326666 Tel: +91-253-22321515

Email: info@eicplglobal.com,

[operations@eicplglobal.com](mailto:operations@eicplglobal.com)

**16.0 Major changes reported in QMS: (Site, Scope, Top Management, Name, Address, Product, Process, Technological Change, and Statutory Compliance if any)**

No Major changes reported in this assessment, which may impact, on the implemented QMS of SWAMI VIVEKANAND COLLEGE OF EDUCATION

Yes, verified the findings of the previous assessment report by EICPL and there were only observations listed and no non-compliance reported. Observations have also been attended satisfactorily.



**17.0 Surveillance Visit Schedule:**

SURVEILLANCE VISIT SCHEDULE					
NAME/ LOCATION OFCOMPANY	SWAMI VIVEKANAND SHIKSHAN PRASARAK MANDAL'S SWAMI VIVEKANAND SHIKSHAN PRASARAK MANDAL'SUDGIR,	Reference No: EICPL-EG-910404			
SYSTEM CLAUSES TO BE ASSESSEDAT EVERY SURVEILLANCE VISIT:	Quality Management System Management Responsibility Customer Satisfaction Internal Audits Continual Improvement Corrective Action USE OF LOGO – Refer EICPL TMLA				
NUMBER OF PLANNED SURVEILLANCE VISITS: 02 Nos.					
Surveillance Number:	1st	2nd	SA I	SA II	RC
<b>4 CONTEXT OF THE ORGANIZATION</b>	√	√	√	√	√
4.1 UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT	√	√	√	√	√
4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES	√	√	√	√	√
4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM	√	√	√	√	√
4.4 QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES	√	√	√	√	√
<b>5LEADERSHIP</b>	√	√	√	√	√
5.1 LEADERSHIP AND COMMITMENT	√	√	√	√	√
5.1.1 GENERAL	√	√	√	√	√
5.1.2 CUSTOMER FOCUS	√	√	√	√	√
5.2 POLICY	√	√	√	√	√
5.2.1 ESTABLISHING THE QUALITY POLICY	√	√	√	√	√
5.2.2 COMMUNICATING THE QUALITY POLICY	√	√	√	√	√
5.3 ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES	√	√	√	√	√
<b>6 PLANNING</b>	√	√	√	√	√
6.1 ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES	√	√	√	√	√
6.2 QUALITY OBJECTIVES AND PLANNING TO ACHIEVE THEM	√	√	√	√	√
6.3 PLANNING OF CHANGES	√	√	√	√	√
<b>7 SUPPORT</b>	√	√	√	√	√
7.1 RESOURCES	√	√	√	√	√
7.1.1 GENERAL	√	√	√	√	√
7.1.2 PEOPLE	√	√	√	√	√
7.1.3 INFRASTRUCTURE	√	√	√	√	√
7.1.4 ENVIRONMENT FOR THE OPERATION OF PROCESSES	√	√	√	√	√
7.1.5 MONITORING AND MEASURING RESOURCES	√	√	√	√	√
7.1.6 ORGANIZATIONAL KNOWLEDGE	√	√	√	√	√
7.2 COMPETENCE	√	√	√	√	√
7.3 AWARENESS	√	√	√	√	√
7.4 COMMUNICATION	√	√	√	√	√
7.5 DOCUMENTED INFORMATION	√	√	√	√	√
7.5.1 GENERAL	√	√	√	√	√
7.5.2 CREATING AND UPDATING	√	√	√	√	√
7.5.3 Control of documented information	√	√	√	√	√
<b>8 Operation</b>	√	√	√	√	√
8.1Operational planning and control			√	√	√
8.2 Requirements for products and services	√	√	√	√	√
8.2.1 Customer communication	√	√	√	√	√



Surveillance Number:	1st	2nd	SA I	SA II	RC
<b>8.2.2</b> Determining the requirements for products and services	√	√	√	√	√
<b>8.2.3</b> Review of the requirements for products and services	√	√	√	√	√
<b>8.2.4</b> Changes to requirements for products and services	√	√	√	√	√
<b>8.3</b> Design and development of products and services	√	√	√	√	√
<b>8.3.1</b> General	√	√	√	√	√
<b>8.3.2</b> Design and development planning.	Ex	Ex	Ex	Ex	Ex
<b>8.3.3</b> Design and development inputs	Ex	Ex	Ex	Ex	Ex
<b>8.3.4</b> Design and development controls	Ex	Ex	Ex	Ex	Ex
<b>8.3.5</b> Design and development outputs	Ex	Ex	Ex	Ex	Ex
<b>8.3.6</b> Design and development changes	Ex	Ex	Ex	Ex	Ex
<b>8.4</b> control of externally provided processes, products and services	√	√	√	√	√
<b>8.4.1</b> General	√	√	√	√	√
<b>8.4.2</b> Type and extent of control	√	√	√	√	√
<b>8.4.3</b> Information for external providers.	√	√	√	√	√
<b>8.5</b> Production and service provision	√	√	√	√	√
<b>8.5.1</b> Control of production and services Provision.	√	√	√	√	√
<b>8.5.2</b> Identification and traceability	√	√	√	√	√
<b>8.5.3</b> Property belonging to customers or external providers	√	√	√	√	√
<b>8.5.4</b> Preservation	Ex	Ex	Ex	Ex	Ex
<b>8.5.5</b> Post-delivery activities.	√	√	√	√	√
<b>8.5.6</b> Control of changes	√	√	√	√	√
<b>8.6</b> Release of products and services	√	√	√	√	√
<b>8.7</b> Control of nonconforming outputs	√	√	√	√	√
<b>9Performance evaluation.</b>	√	√	√	√	√
<b>9.1</b> Monitoring, measurement, analysis and evaluation	√	√	√	√	√
<b>9.1.1</b> General	√	√	√	√	√
<b>9.1.2</b> Customer satisfaction.	√	√	√	√	√
<b>9.1.3</b> Analysis and evaluation.	√	√	√	√	√
<b>9.2</b> Internal audit.	√	√	√	√	√
<b>9.3</b> Management review.	√	√	√	√	√
<b>9.3.1</b> General.	√	√	√	√	√
<b>9.3.2</b> Management review inputs	√	√	√	√	√
<b>9.3.3</b> Management review outputs.	√	√	√	√	√
<b>10 Improvement</b>	√	√	√	√	√
<b>10.1</b> General	√	√	√	√	√
<b>10.2</b> Nonconformity and corrective action	√	√	√	√	√
<b>10.3</b> Continual improvement.	√	√	√	√	√
Number Of Man-Days Allocated Per Visit	01	02	02	02	03
Number Of Sites	01	01	01	01	01

**COMMENTS:**

NAME: Mr. Jaywant Pagare

Signature:

DATE: 13/05/2024



## PROCESS RISK ASSESSMENT & COMPLIANCE REPORT

Sr. No	Processes/ Activity	Risk Involved	Severity	Risk Management/ Risk Mitigation Tools	Monitoring / Tracking Techniques	Remarks
1	Staff	Language Limit	Medium	Arrange Training for Skill Development	MRM	--
2	Library	Un-availability of proper sorted labeled rack	High	Follow 5'S	MRM	--
3	House keeping	Washroom water leakage	High	Plumbing	MRM	--



## CONCLUSION

### Statement of Conclusion

Based on samples of records verified and feedback obtained from interviewed Managers and Staff members at **Survey No.184, Jalkot Road, Bodhan Nagar, Tq. Udgir, Dist- Latur, Maharashtra 413 517, India.** during the stage 2 audit it appears that **SWAMI VIVEKANAND SHIKSHAN PRASARAK MANDAL'S SWAMI VIVEKANAND SHIKSHAN PRASARAK MANDAL'S UDGIR,** continues to comply with the requirements of ISO 9001: 2015. As there was one minor non-conformances identified during the audit, **SWAMI VIVEKANAND SHIKSHAN PRASARAK MANDAL'S SWAMI VIVEKANAND SHIKSHAN PRASARAK MANDAL'S UDGIR,** is recommended for Certification to ISO 9001: 2015. The auditor would like to thank all the Staff members & Dr. Gopal Pawar, who participated in the audit for their assistance and cooperation. It was a pleasure working with you during the audit.

### DISCLAIMER

Some issues, non-compliances or required improvements within the organisation may not have been identified in this report, due to the sampling size and time available during the audit. The organisation's management is responsible for implementing a surveillance system (based on internal audits) to identify non-conformances/continuous improvement opportunities and to take the necessary controls to ensure the quality management system implemented is effective and meets organisational and regulatory requirements.

### CONFIDENTIALITY STATEMENT



EICPL, its employees, auditors and contractors, shall keep all information relating to your organisation collected during this audit confidential, and shall not disclose any such information to any third party, except that as required by legislation or relevant accreditation bodies. EICPL, its employees, auditors and contractors and accreditation bodies have signed confidentiality agreements and will only receive confidential information as per the requirement of the standards being audited.

### Recommendation

According to data included in mentioned report, our certification committee SYSTEM CERTIFICATE

- Issue of Certificate  Making Scope Change  Continue to use certificate  Renewal  
 Cancel the certificate  Suspend the certificate  Continue to suspend position  Making  
Address Change  
 After closing the discrepancies appropriately IMPLEMENTATION OF FOLLOW UP AUDIT  
 After closing the discrepancies appropriately GIVING CERTIFICATE WITHOUT FOLOW UP AUDIT  
 After closing the discrepancies appropriately CONTINUE TO USE CERTIFICATE WITHOUT  
FOLLOW UP AUDIT

Deadline for next audit & Notes; **March 2024**

<p>Lead Auditor/Auditor :- <b>Mr. Jaywant Pagare</b></p> <p>Signature &amp; stamp :- </p> <p></p> <p>Date :- <b>13/05/2024</b></p>	<p>CEO/ Representative :- <b>Dr. Gopal Pawar</b></p> <p>Signature &amp; stamp :-</p> <p>Date :-</p>
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