

Focus Visit

Report for:

Vidya Prasarak Mandal's Dr. V.N. Bedekar Institute of Management Studies

LRQA reference:	MUM6021078 / 5043448
Assessment dates:	24-February-2023
Reporting date:	01-March-2023
Client address:	Jnanadweepa' Chendani Bunder Road, Thane (W),400601,IN
Assessment criteria:	ISO 9001:2015
Assessment team:	Vinay Joglekar
LRQA client facing office:	MUM India OU

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Attachments:

MUM6021078_APP_RC_template Bedekar College SV2 24-02-2023.docx

This report was presented to and accepted by:

Name: Dr. Mahesh Bhanushali

Job title: Management Representative

01. Executive report

Assessment outcome:

This visit was to assess the compliance of the management system of Vidya Prasarak Mandal's Dr. V.N. Bedekar Institute of Management Studies against ISO 9001:2015 as defined in the audit planning documentation. The outcome of the visit is recorded below.

A 1 assessor-day of second surveillance audit was performed at Vidya Prasarak Mandal's Dr. V.N. Bedekar Institute of Management Studies as per plan on 24th February 2023.

Purpose:

The objective of the audit was

To verify that the approved management system:

- meets the needs and expectations of the users of the certification
- delivers continual improvement

consider implications of changes initiated because of change in client's system, activities, processes and / or products

confirm continued conformity with certification requirements of revised criteria ISO 9001:2015.

During this audit no non-conformance have been recorded. Organization was generally found to be adhering to the process requirements and meeting the legal and statutory requirements. All the applicable clauses were verified through the documented management system of the organisation. The management has assured to take action to address areas for improvements and the organisation is recommended for the continuation of certification under ISO 9001:2015 criteria subject to technical review.

Scope:

"The provision of post graduate programs approved by the All-India Council for Technical Education, leading to the award of Master of Management Studies (MMS) degrees by the University of Mumbai.

Changes:

This audit was second surveillance audit. There have been no significant changes in the management system of the company and scope for the audit remains same.

Previous LRQA Findings

This audit was a second surveillance audit and there were no non-conformances observed from previous audit to be closed.

Disclaimer

The assessment process relies on taking a sample of the activities of the business. This is not statistically based but uses representative examples. Not all of the detailed nature of a business may be sampled so, if no issues are raised in a particular process, it does not necessarily mean that there are no issues, and if issues are raised, it does not necessarily mean that these are the only issues.

The Assessment Team Leader confirms the contractual arrangements for ISO 9001:2015 are correct. This includes any changes required as a result of the outcome of the Stage 1 visit (including changes to the scope of

assessment, duration of the Stage 2 visit, and duration of subsequent surveillance visits).

Continual improvement:

The institute has defined the Vision, Mission and Values for the Institute. The quality policy and quality objectives also have been reviewed in alignment with the institute's ultimate goal. KPIs have been defined and continuous monitoring is being done. The institute is making progress in achieving its goals and new ventures are being planned to give a boost to further the growth. The institute has won many accolades and awards. For the second time since 2021, the institute has received overwhelming response to its admissions and 100% seats have been filled.

Regular internal audits are being conducted and management review meetings are also conducted regularly to review the progress on the key performance parameters. The institute has been ranked 10th in the top outstanding B schools of excellence by CHR GHRDC survey which is improvement over 11th rank last year.

MOUs with Thaksin University, Thailand and ERC Institute, Singapore in August 2022 have been a significant step, towards giving international quality of education to its students.

Student satisfaction rating on faculty has always been very high. 79% students were placed in the year 2021-22 as against 72% in 2020-21 and highest pay package also has increased to 10 Lacs from 7.8 Lacs previous year.



Areas for senior management attention:

Following are some of the key observations during the audit requiring attention by senior management. For detail observations on areas for improvement, kindly refer the individual audit tables.

Revise targets wherever the performance has been superlative than targets consistently for 3 years.

Residual risk level to be worked out

Quality objectives to include IT complaint resolution

Analysis of complaints to be done and corrective actions to be taken on more repetitive complaints.



02. Assessment findings

Where scheme requirement differs to the standard definition below, the scheme definition will take preference

Major Nonconformity

The absence of, or the failure to implement and maintain, one or more management system elements, or a situation which would, on the basis of the available objective evidence, raise significant doubt of the management to achieve: The policy, objectives or public commitments of the organisation, compliance with the applicable regulatory requirements, conformance to applicable customer requirements, conformance with the audit criteria deliverables.

Minor Nonconformity

A finding indicative of a weakness in the implemented and maintained system, which has not significantly impacted on the capability of the management system or put at risk the system deliverables, but needs to be addressed to assure the future capability of the system.

Reference number	Assessment Criteria (Clause)
Grade	Issue Date
Status	Process / Aspect
Location(s)	
Statement of Non Conformity	
Requirement	
Evidence	
Proposed correction, corrective action and timescales	
Correction	
Root Cause analysis	
Corrective action	
LRQA has reviewed and verified the implementation of actions taken.	Date of closure

03. Assessment summary

Visit generic objective:

This was a Focus visit, conducted against objectives previously notified to the client. The objectives of the next visit, including any applicable visit specific objective (theme / focus), are confirmed in the audit plan attached to this report.

Client attendees at the opening and closing meeting:

The opening meeting was conducted on 24-02-2023 at 10.00 AM and closing meeting was conducted on 24-02-2023 at 05.00 PM. Following persons attended the meeting.

Dr. Nitin Joshi, Director, Dr. Smita Jape, Head- Academics, Dr. Mahesh Bhanushali, MR, Dr. Kanchan Akshay, Dr. Pankaj Nandurkar, Prof. Dipti Periwal, Prof. Sandesh Rane, Professor of Practice, Prof. Sandeep Moghe, IT, Mr. Vaibhav Pandit, Head-Administration, Prof. Janhavi Potdar, Prof. Siddhesh Soman, Dr. Mugdha Bhadkamkar, Placements, Prof. Krishnakant Lasune.

Visit specific objective:

Purpose:

The objective of the audit was

To verify that the approved management system:

- meets the needs and expectations of the users of the certification
- delivers continual improvement

consider the implications of changes initiated because of change in the client's system, activities, processes and / or products

confirm continued conformity with certification requirements of revised criteria ISO 9001:2015.

Introduction:

Vidya Prasarak Mandali (VPM) was established in 1935 for the purpose of providing access to all aspiring young and old and unprivileged to primary and secondary education. Currently the institute caters to the need of nearly 14,000 students every day, across faculties in Arts, Commerce, Science, Law, Polytechnic and Management Studies. In order to provide quality management education, a Department of Management Studies was started on 3rd July 1973. In the academic year 2005-06, this was transformed into Dr. V.N. Bedekar Institute of Management Studies (DR VN BRIMS). Owing to the efforts taken by the management, the seat capacity was doubled in a span of two years.

The scope of the certification under ISO 9001, includes only the management courses run by DR BRIMS Institute. Till recently, Dr. VNBRIMS conducted two courses approved by AICTE, which are MMS with affiliation to Mumbai university and another 2 years full time AICTE approved course of post-graduation management. It also offered many other part-time courses for working executives to enhance their competencies in management skills. However, this PGDM has course has now been discontinued from 2020 onwards, due to some changes in the regulatory environment.

The scope for the certification renewal audit therefore has been now modified as

“The provision of post graduate programs approved by the All-India Council for Technical Education, leading to the award of Master of Management Studies (MMS) degrees by the University of Mumbai

An opening meeting was held on 24th February 2023, at 10.AM, where all the senior faculty members were present. The method of auditing, the process-based sampling system, gradation of non-conformances and confidentiality clause was explained to the attendees. The scope of the certification was re-confirmed and confidentiality was assured.

The closing meeting was held after completion of the assessment on 24th February 2023 at 5.00 PM. The observations made during the assessment were explained. The management has assured appropriate corrective actions on the areas of improvement as well as non-conformance observed



Assessment of:	Top management interaction	Assessor:	Vinay Joglekar
Auditee(s):	Dr. Nitin Joshi, Dr. Mahesh Bhanushali		

Audit trails and sources of evidence:

Strategy document to achieve the goal is in place.

NBA surveillance visit is planned

Vision, Mission and Values deployment is being made

Creating new infrastructure in line with the University guidelines

Technology adoption is next strategy as a way forward to digital transformation

Program outcomes are well defined in line NBA

Course outlines – each course having 5 outcomes and these are aligned with program outcomes

Blooms Taxonomy used –list of Verbs identified to reflect the alignment with the thinking of the course outcomes

Question papers are evaluated using these terminologies to understand whether the student has learnt to satisfy the program outcomes.

Question paper format has been reviewed – one question will have case studies to assess the extent of depth of understanding of the subject

LMS is being implemented especially for assessment of students

Professor of practices have been appointed to bring about industry academia collaboration.

Induction of Havre's on entrepreneurship board – to develop entrepreneurship skills

2 MOUs adopted – Takksin Thailand and ERC in Singapore

Udyog Anubhav Pratishthan – To award budding Entrepreneurs.

IIC (Indian Innovation Council) rating is 3.5 –for the infrastructure and processes to nurture innovation.

Master software ERP for overall admission process is planned.

Focus on research – IT facilities enhancement planned

Evaluation and conclusions:

The management is making every effort to achieve its goal of becoming most preferred institute by the aspiring students and it is mostly successful in its endeavour. The admissions are getting full to the 100% capacity.

Focus on quality of education is maintained and the institute is gearing up for next NBA shortly.

Efforts are made to nurture the spirit of entrepreneurship as well as innovation, and management is continuously enhancing its infrastructure.

Areas for attention:

None

Assessment of:	Management Elements	Assessor:	Vinay Joglekar
Auditee(s):	Dr. Mahesh Bhanushali		

Audit trails and sources of evidence:

Changes to organizational context, Management review, Internal Audits, Continual improvement, Management of change (System & Organisation), Corrective action, Management of complaints, Performance against the client's management system objectives, Use of Logo.

Quality Objectives

Students feedback on Faculty – 86.5% - target 75% - review targets

Feedback on Infrastructure –80.1%, 82% and now 76.0% in 2022–use of lift, classroom capacity were some of the issues-- action taken

Student satisfaction on IT support – 78.18%in 2020, 89.4% in 2021 and 84.5% in 2022.

Student satisfaction on Placement – 76.5% in 2020, 78% in 2021, 86% in 2022- target 75%

Student satisfaction on Library – 95.5% in 2020, 96.02% in 2021, 82% in 2022-23 – due to lockdown, the usage was affected.

Enhancing institutes faculty – no. of faculty with completed PHD- 42% in 2020, 30% in 2021 - 44% in 2022-23

Student faculty ratio- 1:20 all 3 years

FDP programs – 2 programs conducted every year

Research output – research papers – 2 – in Process, Published 3 in ISSN Final university result – 100% all three years – Target 90% all 3 years

Final placement – 73.3 % in 2019-20, 79.41% in 2021-22, currently 70 out of 191 – WIP

Highest package – 10 Lakhs – 7.8 in 2-019-120, 10.00 in 2021-22, 7 Lakhs till now

No. of consultancy assignments – Target 2 each year, 2 are by Dr. Nitin Joshi only – to be achieved review targets

MR – Quality manual – no change made from last year

Internal audits 7 planned and all conducted in Oct 2022, Feb 2022

Reviewed audit of administration – dated 07-10-2022 – infrastructure was inadequate – additional room is now created. Well covered audit scope. One NC was observed in placement – NC was closed after offer letters were released.

MR meeting – held on 16 Dec 2022- Actions from previous meetings are followed up – actions pending may be supported by indicating new date for completion – hiring of new facility etc.

Student feedback – based on complaints – one faculty was replaced

Student satisfaction – discussed in quality objectives

Risk assessment – reviewed on 17-06-2022 and 16-12-2022 – total 22 risks identified – Process for collecting data for potential students for risk of lesser admissions– timeline indicated as every October – SOP to be put in place.

Legal compliance

Fee regulatory authority – approval dated 19-01-2022 – no revision planned in 2022-23, Planned in 2023-24 and form has been filled

Affiliation letter for 2022-23 – dated 25-07-2022 by University of Mumbai approved capacity 180
 AICTE approval dated 03-07-2022 permission to conduct MMS course
 Occupancy certificate by TMC dated 06-06-2019

Evaluation and conclusions:

The activities pertaining to management elements are generally being carried out as per the management system of the company as well as ISO 9001:2015.

Quality objectives are well defined and performance on many of them is surpassing the targets. The management may like to review the targets keeping in line with the spirit of continual improvement.

While management review meetings are conducted and follow up on the actions identified in previous meetings are being systematically followed up, the management may like to indicate new date of commitment also, in case of those actions which are pending to be completed.

Some of the actions are having timelines such as every October etc. Such repetitive actions are indicative of processes rather than actions. The management may like to recognise the action as ‘to put such processes in place’, develop SOPs, implement and monitor for some period, and then make them as part of management system. The management may like to define time lines for these actions.

While risk assessment has been carried out, the management may like to re-assess the new risk level after completing the mitigating action.

Areas for attention:

Indicate new date of completing a task also along with previous commitment date in the MoM.
 Revise targets wherever the performance has been superlative than targets consistently for 3 years.
 Residual risk level to be worked out

Assessment of:	MMS Academics	Assessor:	Vinay Joglekar
Auditee(s):	Dr. Smita Jape, Dr. Pallavi, Mr. Sandeep		

Audit trails and sources of evidence:

Academical Delivery Cell
 Conduct course as per university guidelines (40 Hours of sessions per course)- 3 hours per sessions Actual 40 hours per year for all 3 years
 Student satisfaction on faculty (1 class should contain 60 students Max- no. of students opted were 94 – hence broken into two groups of 60 and 35).
 NBA Self-assessment report (SAR_ 2022) – questionnaire changed to get more quantitative feedback about faculty from students.
 Teaching Learning Plan –Reviewed for subject ‘Security analysis and portfolio management’, 13 sessions of 3 hours each and 1 hour extra is covered during the period totaling to 40 hours as per the commitment. Reviewed declaration by CR about completion of the topics in the courses taken on 20-01-2023

Course started on 31-10-2022 – last lecture on 20-01-2023 – total 13 sessions – Plan submitted by faculty on 26-10-2022 – comparable with university syllabus. (no. 5 is missing in university syllabus) Bloom’s taxonomy – use the same source for the latest.

Exam was conducted from 23rd Feb for strategic management as per university circular.

Supervisor cum attendance report for Sem 3 Dr. Pallavi Chandwarkar – total students 31 – 1 absent (Sr. no. 2495) – actions initiated to inform the student and parents.

List of attendance defaulters from 21-11-2023 till 31-01-2023 – 5 students observed as defaulters – letters posted to them – record maintained.

Evaluation and conclusions:

The activities pertaining to MMS course are being carried out as per the management system of the institute as well as ISO 9001:2015 criteria.

Blooms taxonomy has been used for assessment of students understanding in line with program outcomes. The management may like to ensure that only the latest version is being used at all the relevant sections.

Areas for attention:

Use latest Blooms taxonomy version at all sections.

Assessment of:	IT Lab	Assessor:	Vinay Joglekar
Auditee(s):	Sandeep Moghe, Paresh Shigwan, Kishor Waghma		

Audit trails and sources of evidence:

Separate server is in Law college

120 students’ capacity for the IT lab – TCS also hires this room for training etc.

LMS used –access to students provided for 24X7

MCQ as well as descriptive type questions are used

IN Pods supplier for LMS – for all the courses 20 new desktops replaced.

- Others will be replaced in 6 such batches

Net connection enhanced based on student feedback

Simulation software used for net connection

Skill based exams conducted

Web casting facility has been provided

BRIMS Facebook page is also available. Social media leveraged

IT support provided Support is given to faculty as well as students

On screen marking SSDs for all the Laptops etc vide Video references

Firewall Security services –G FortiGate 200 Aspects are covered

Fibre optic cable installed for better connectivity

Advance excel program conducted for PHD students as well as teaching staff.

Reviewed List of software with their validity of licenses

Plan to replace machines in phased manner

Quality objectives

Students feedback – 78% in 2020-21, 82.5% in 2021-22, 84.5 % in 2022-23

IT maintenance – to update the software deleting temporary files, Back up – use of G Suite – no limitation on file sizes,

List of assets- new risk level 8 reviewed on 16-12-2022

List of risks virus attack 4X4 = 16 – antivirus installed – review the risk level assessment after installation of anti-virus.

Evaluation and conclusions:

The activities pertaining to IT lab are generally being carried out as per the management system of the company as well as ISO 9001:2015 criteria.

While the quality objectives have been defined, the same may also include average time taken to resolve complaints, no. of complaints per 100 students, student satisfaction on IT lab support etc, to be in line with the student’s expectations.

The complaints received may be analysed to identify repetitive complaints and corrective actions may be prioritized to get higher benefits in lesser efforts.

Areas for attention:

Quality objectives to include IT complaint resolution

Analysis of complaints to be done and corrective actions to be taken.

Assessment of:	Focus Or Certificate Renewal Planning Visit	Assessor:	Vinay Joglekar
Auditee(s):	Dr. Mahesh Bhanushali		

Audit trails and sources of evidence:

Review:

The institute has been making progress in achieving its goal of becoming most preferred institute for the aspiring students. The admissions have been consistently full for consecutively last two years. The placement %age has been improving from 72% to 79% in 2021-22. The highest pay package also has increased from Rs. 7.5 Lacs to Rs. 10 Lacs in 2021-22

Preview:

The institute has been planning for NBA assessment in near future and the self-assessment report has been submitted. The management is planning to enhance the infrastructure to nurture the innovation and creativity. People from industry have been added in the faculty to give practical experience to the students.

Planning:

There is no major change planned in the scope as well as in the man power. Hence by and large the man- days plan for next three years has been worked out more or less similar to previous years.

Need for an additional visit (additional stage 1), points of attention during certificate renewal, appropriate audit themes; desirability specialized assessors; agreements on reporting, site visits, etc.

Evaluation and conclusions:**Review:**

The institute has been making continuous progress and the management system is showing signs of maturity.

Preview:

There is no major change envisaged in documented quality management system. Scope of certification, customer profile and product portfolio continue to be the same.

Planning:

There is no requirement for another stage 1 visit during certificate renewal.

A tentative plan based on risk-based approach for certificate renewal is made as part of this report.

Areas for attention:

None



04. Next visit details

Standard(s) / Scheme(s)	ISO 9001:2015	Visit type	Certificate Renewal			
Audit days	2.00 DAY	Due date	January, 2024			
Team	TBD					
Site		Audit days	Delivery Method	Remote Effort	Activity codes	
Jnanadweepa' Chendani Bunder Road ,IN		2 DAY Onsite	0 DAY	EA37,EA38,EA39		



05. Appendix



Audit Planning Programme and Visit Assessment plans

Audit Planning Program and visit Assessment plans are contained within the excel document MUM6021078_APP_MS.xlsm

Report Considerations

There has been no deviation from the original assessment plan or any significant issues impacting on the audit program. There have been no significant changes that affect the management system of the client since the last audit and the scope of certification continues to be appropriate to the activities/products/services of organization. There are no unresolved issues been identified during the assessment. The organization was effectively controlling the use of the certification documents and not misleading in their (online) certification statements. The organization has taken or is taking effective corrective action regarding previously identified nonconformities. The objectives of the visit as defined in the APP, were fulfilled during the visit.

Stage 1 or Focus Visit

This visit was not a Stage One or a focus visit (Certificate Renewal Planning)

Remote Audits

This was an onsite visit.

Outside of Regular Working Hours

All processes can be effectively audited during normal office hours. This will be reviewed at the focus visit or if it changes.

Occupational Health and Safety

This audit scope did not include Occupational Health and Safety



Additional information

Opportunities for improvement

If we identify opportunities to improve your already compliant system, we will either record them in the process table applicable to the area being assessed or in the Executive summary of the report if they can deliver improvement at a strategic level.

Confidentiality

We will treat the contents of this report, together with any notes made during the visit, in the strictest confidence and will not disclose them to any third party without written client consent, except as required by the accreditation authorities.

Sampling

The assessment process relies on taking a sample of the activities of the business. This is not statistically based but uses representative examples. Not all of the detailed nature of a business may be sampled so, if no issues are raised in a particular process, it does not necessarily mean that there are no issues, and if issues are raised, it does not necessarily mean that these are the only issues.

Legal entity

The accredited legal entity and client facing office that has provided the assessment service in this report is referenced in the applicable agreement for this service.

Generic audit objectives and team responsibilities

The generic audit objectives and team responsibilities are included in the Client Information Note 'Assessment Process'. Any visit specific objectives for the next visit will be recorded in the report of the previous visit and will be addressed through the visit plan for that visit. The assessment standard and roles of the audit team are defined in the assessment visit confirmation sent to the client.

Audit Criteria

The audit criteria consist of the assessment standard and the client's management system processes and documentation.

Additional observers

Any additional observers will be as formally communicated to the client.

Note

Information on the objectives of the various visits can be found in the Client Information included in the report or on our website www.lrq.com. Furthermore, on the website there are Client Information Notes available for the various visit types. The audit criteria and team members date and locations are also stated on the front page of the report. Scope of certification and roles and responsibilities of the audit team members are expressed in the Audit Program Plan.