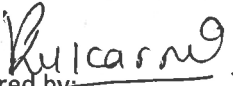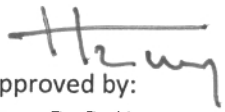|	**St. Francis Institute of Management & Research (SFIMAR)**

6.1.2 Case Study on Decentralization

St. Francis Institute of Management & Research
ISO Internal Audit Schedule (IQA-I-2019-2020) Audit Period: July 2019 To Dec 2019

Sr. NO.	Department	Auditee	Auditors	Date
1	**Academics**			
A)	MMS- Academics &Admin	Dr. G. Ramesh	Dr Natika Poddar & Dr.Smita Jesudasan	09-12-2019
B)	PGDM -Academics and Admin	Dr. Sulbha Raorane	Dr. Vaishali Kulkarni & Prof. Vasudha Rao	10-12-2019
C)	Part-Time Academics and Admin	Dr. Natika Poddar	Mr. Kiran Rodrigue & Dr. Vaishali Kulkarni	09-12-2019
2	**Administration**			
A)	General Admin	Mr. Abraham	Dr. G . Ramesh Dr. Natika Poddar	10-12-2019
B)	Maintenance	Mr. Sabu V.R.	Mr. Jestin Johny & Dr. Vaishali Kulkarni	09-12-2019
C)	Security - Oursourced	Mr. Sabu V.R.	Mr. Jackson John &Mr. Kiran Rodrigues	10-12-2019
D)	House Keeping -Outsourced	Mr. Sabu V.R.	Ms. Navika Pednekar & Ms. Sanchayita Baneerjee	09-12-2019
E)	Canteen - Outsourced	Mr. Sabu V.R./ Kiran Rodrigues	Ms. Sanchayita Baneerjee & Mr. Paul Alukal	09-12-2019
F)	Hostel	Mr. Sabu V.R/ Bro. Xavier	Mr. Paul Alukal & Ms. Smita Jesudasan	10-12-2019
3	**Top Management**	Chairman- Bro. Alphonse Nesamony/ Dr. D. Henry	Dr. Vaishali Kulkarni & Ms. Sangeeta Varma	10-12-2019
4	**CMC**	Ms. Sangeeta Varma	Mr. Jackson John & Mr. Pushkar Parulekar	11-12-2019
5	**Library**	Ms. Papinder Kaur	Dr. G . Ramesh &Mr. Pushkar Parulekar	11-12-2019
6	**Computer Lab**	Mr. Prakash Lalwani	Dr. Vaishali Kulkarni & Ms. Vasudha Rao	11-12-2019
7	MR	Ms. Vaishali Kulkarni	Ms. Sangeeta Varma	22-12-2019

Prepared by:
ISO MR : Dr. Vaishali Kulkarni

Approved by:
Director: Dr.D. Henry

CC : Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Resear
Doc. Title: LIRC Procedure
ISO 9001:2015

7	RECORDS			
	Sr No	Title of the Record	Maintained by	Retention Period
	1	List of students	LIB	3 Years
	2	Accession Register (Software containing Books & Journals)	LIB	3 Years
	3	Publisher Catalogue / Price List	LIB	1 Year
	4	Approval Memos file	LIB	3 Years
	5	Requisition File	LIB	3 Years
	6	Order File	LIB	3 Years
	7	Bill file	LIB	3 Years
	8	List of Periodicals (Journals/Magazines/Newspapers) Subscription file	LIB	3 Years
	9	Project Report Record / AV Material Record (Photos, CD/DVDs/Albums) / Cardex (LM software)	LIB	5 Years/since inception till date for AV material
	10	Missing Books (Stock Verification)	LIB	3 Years
	11	Online/Offline Database Subscription File	LIB	5 Years
	12	Notice File	LIB	1 years
	13	Gate Pass	LIB	1 year
	14	Induction File (Students /Staff / Faculty)	LIB	3 years
	15	Record of Question Papers	LIB	3 Years
	16	Soft copy of QMS 1 & 2 on Intra server	LIB	Till revision
	17	Demand Register	LIB	1 year
	18	List of Journal Cardex (LM Software)	LIB	2 year
	19	List of Faculty and Staff	LIB	3 year
	20	Fine Register	LIB	2 year
	21	L M Software (Demand slip)	LIB	1 month
	22	Salvage Record Register	LIB	1 year
	23	Library Advisory Committee	LIB	3 Years
	24	Library Rules & Regulations	LIB	3 Years
	25	Department Performance file (Usage statistics)	LIB	3 Years
	26	Audit & Compliance File- ISO/ NAAC	LIB	3 Years
	27	Collaboration with Professional Bodies	LIB	3 Years
	28	SFIMAR Research Review File	LIB	3 Years
	29	Syllabus Copy File	LIB	5 Years
	30	Approved Vendor List and Analysis	LIB	3 Years
				5 Years

Reviewed By: M.R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

PROCEDURE FOR LIRC

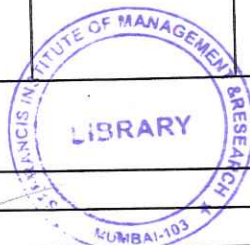|				
1	PURPOSE	This procedure outlines the steps to be followed for services offered by the Library.		
2	SCOPE	Applicable to all faculty, staff, students and other stakeholders of SFIMAR		
3	RESPONSIBILITY	Librarian		
4	WORK ENVIRONMENT	LIRC aims to support the teaching learning and research activities of the institute using the state-of-the art techniques in information management. LIRC is equipped with all modern facilities to provide conducive environment to its users. LIRC liaise with book & journal publishers/vendors, database vendors/aggregators, other local, National & International libraries through membership to various library consortium.		
5	REFERENCES	ISO 9001: 2015 Clause (7)		
6	DEFINITION & ABBREVIATIONS			
		LIB : Librarian ASST.LIB : Assistant Librarian ADMN : Administrative Dept ATTD : Attendant OPAC : Online Public Access Cato loge. DDC : Dewey decimal classification. HOD : Head of Department. PO : Purchase Order ID Card : Identity Card. A/V : Audio Material CAS : Current Awareness Service. BOC : Brought on charge SOC : Struck on Charge LAC : Library Advisory Committee		

Reviewed By: M.R.

Approved By: Director

Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

ISO-9001: 2015 Procedure Format

Action Steps :

Clause	INPUT SOURCES	INPUT	ACTIVITY	RESPONSIBILITY	OUTPUT /REF RECORD	RECIEVER OF OUTPUT	KPI
8.01			PROCUREMENT AND ACQUISITION OF LIBRARY READING MATERIALS (PRINT / NON-PRINT/DATABASES)				
	Publisher , Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	Receive books/databases on approval/trial basis from publishers and book vendors/ publishers catalogue and price list from publishers. This will be filed and kept.	LIB	Publisher Catalog/Price List	Library	15 days from the request date
	Publisher , Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	File price list and maintain it till next updation is received. After receipt of updated price list discard old copy.	LIB	Price List	Library	
	Publisher , Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	Forward publisher's catalogue/Book seller catalogue to concerned department faculty/HOD/Top Management.	LIB	Price List	Students/Faculty/Staff/Alumni	
	Publisher , Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	If book/publication is required by the members collect requisition form which is filled by them and approved by the Director for the purchase of the same. Review requisition to provide appropriate remarks.	LIB	Requisition File	Students/Faculty/Staff/Alumni	15 days from the PO
	Publisher , Book Sellers catalogue,Publishers site	Approved Requisition File	Approval memos received by book vendors/suppliers forwarded to the LAC and get signed for the purchase.	LIB	Approval Memos/Database Subscription File	Students/Faculty/Staff/Alumni	

Reviewed By: M.R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

Publisher Catalogues, Book Sellers catalogue,Publishers site	Approved Requisition File	The remaining books which are not approved for the purchase from the approval memos are returned to the book publishers or vendors respectively and issue gate pass for the same	LIB	Gate Pass	Book Publisher/Vendors	
Publisher Catalogues, Book Sellers catalogue,Publis	Book/Publisher Catalogues	To preserve book sellers catalogue/publishers catalogue for Bibliographical verification			Students/Faculty/Staff	
		OR		Publisher Catalog/ Price List/Requisition File		
Publisher Catalogues, Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	Send Request for requisition by E-mail in the beginning of the Academic Year, before Book Exhibition or as and when Books on approval are received from the vendors. Receive requisition from members to purchase the documents.	LIB		Students/Faculty/Staff	
Publisher Catalogues, Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	To verify whether required publication is already available in the library collection through OPAC.			Students/Faculty/Staff/Alumni	
Publisher Catalogues, Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	If book/publication is available but more number of copies are required by the faculty consult concerned HOD/faculty.	LIB	Publisher Catalogue	Students/Faculty/Staff/Alumni	
Publisher , Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	If book/necessary information is not available from requisition form refer concerned publisher catalogue and get bibliographical details and complete the requisition form.	LIB	Requisition File, Publisher Catalog	Students/Faculty/Staff/Alumni	
Publisher , Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	To put appropriate remarks on requisition, received by the faculty & communicate in case of non procurement of the book.	LIB		Library	

Reviewed By: M.R.		Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

8.02			**Policy for Procurement of Multiple Copies of Text Books will be restricted up to 5.**				
	Publisher , Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	1. Procurement of multiple copies of textbooks will be based on the demand register enquiry from both faculty and students subject to a minimum of 3 demand entries in the demand register on the same title and author and out of 3 demands one should be from the concerned faculty member. (Note: students are required to mention the name of the concerned faculty member).	LIB	Demand Register	Faculty/Staff/Student/Alumni	
	Publisher , Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	2. Maximum 5 copies of the textbook will be kept in the library collection			Faculty/Staff/Student/Alumni	
8.03			**To prepare purchase order (P.O)**	*LIB*	Order file		
	Publisher Catalogues, Book Sellers catalogue,Publishers site	Faculty/Staff/Student/Alumni requisitions	To place an order for the books/databases according to the requisition form given by the members. Payment details to be collected from the account section and recorded by the library.	*LIB*	Bill File/Database Subscription File	Faculty/Staff/Student/Alumni	30 days
	Publisher Catalogues, Book Sellers catalogue,Publishers site	Books & Invoice	Receive publication, along with the Bill verify it against the order list and if it is not in accordance with the list return to the publisher/Book seller.	LIB	Gate Pass	Faculty/Staff/Student/Alumni	
	Publisher Catalogues, Book Sellers catalogue,Publishers site	Books	To Assign Accession No. for each Book.To assign Class No. to the book according to the DDC. and update the Accession Register	ASST. LIB	Accession Register	Faculty/Staff/Student/Alumni	

Reviewed By: M.R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Resea
Doc. Title: LIRC Procedure
ISO 9001:2015

	Publisher , Book Sellers catalogue,Publishers site	Books & LM software	a) Enter book details in library databases and update the OPAC.	ASST. LIB	Accession Register	Faculty/Staff/ Student/Alumni	
	Publisher Catalogues, Book Sellers catalogue,Publis	Books	b)To put the authority stamp on the first page last page on edges of the book. Also put barcode labels.	ATTD		Faculty/Staff/ Student/Alumni	
	Publisher , Book Sellers catalogue,Publishers site	Books	c) To paste spine label which contains Class No. , Author mark and Accession No.			Faculty/Staff/ Student/Alumni	
	Publisher Catalogues, Book Sellers catalogue,Publishers site	Books	d) To prepare book card and put in book card pocket attached on last page of the book.			Faculty/Staff/ Student/Alumni	
	Publisher , Book Sellers catalogue,Publishers site	Books	e) Once the Processing is done BOC action is initiated			Faculty/Staff/ Student/Alumni	within 10 days
	Publisher , Book Sellers catalogue,Publishers site	Books	The book processing is completed within a period of 10 days after receipt of books from the publisher	LIB	LM software	Users	
	Publisher , Book Sellers catalogue,Publishers site	Student Requisition	In case of receiving more than 3 requests for a book from a student then the same may be procured by the Librarian by raising a requisition	LIB	Demand Register	Faculty/Staff/ Student/Alumni	
	Publisher , Book Sellers catalogue,Publishers site	Books	To display New Arrivals on New Arrival board for display for one week			Faculty/Staff/ Student/Alumni	

| Reviewed By: M.R. | Approved By: Director | Approved By: Chairman |

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

	Publisher , Book Sellers catalogue,Publishers site	DVDs, CDs	For CD's, video Cassettes, Audio Cassettes, Floppies write AV No. (Sr. No.) on electronic media or put label, Update AV material register which are came along with books	LIB/ASST .LIB	AV Material Record (LM Software)	Faculty/Staff/ Student/Alum ni
8.04			**PERIODICALS**			
	Publishers Websites,Journal Subscription,Institutional Exchange	Faculty/Staff/Student/Alumni requisitions	Receive Periodicals and make entry in the Receive Serial (ERP-Library module) and put serial number authority stamp on periodicals, scan content pages, share with users on Google Drive, Index articles and display them on periodical section	LIB/ASST .LIB/LIB ATTD.	List of Journals (LM Software)	Faculty/Staff/ Student/Alum ni
	Publishers Websites,Journal Subscription,Institutional Exchange	Faculty/Staff/Student/Alumni requisitions	If the issues are not received by the library send reminders to the particular publisher or the vendors through email to get the same issue of the periodical	LIB		Faculty/Staff/ Student/Alum ni
8.05			**PROJECT REPORTS**			
	MMS, PGDM, Part Time Students	Project Reports Coordinator	To collect Project Reports of students from the Faculty In-charge for Summer & Winter Projects and place accession number and authority stamp on them and update project report register in the LM software	LIB/ASST .LIB	Project Report Record (LM Software)	Faculty/Staff/ Student/Alum ni	15th July for Winter projects/30th October for Summer projects
		Project Reports	The Retention period of Project Reports is five years for Summer Projects and three years for Winter Projects	LIB	Project Report Record (LM Software)	Faculty/Staff/ Student/Alum ni	5 Years & 3 Years

Reviewed By: M. R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Resear
Doc. Title: LIRC Procedure
ISO 9001:2015

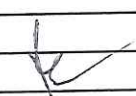|							
	MMS, PGDM, Part Time Students	Project Reports Coordinator	A.V. materials, Project reports are only for reference purpose. Do not issue them out of the library.			Faculty/Staff/ Student/Alumni	
8.06			**REGISTRATION OF STUDENTS:**				
8.06.1	MMS, PGDM, Part Time Administrative Department	Students	Receive list of students admitted class wise from administrative department latest by 3rd week of August.		List of Students	Library	3rd week of August
	MMS, PGDM, Part Time Administrative Department	Books	The books are issued to the 1st year students only after producing the valid Provisional Photo ID Card issued by ADMIN at the time of admission.	LIB/ASST. LIB	Identity Card	Administrative Department	Do
	MMS, PGDM, Part Time Administrative Department	Students	The permanent identity cards are issued to the students after taking the signature of the students in List of student's record. & the provisional card is taken back by ADMN	ADMN	Maintained in the ERP	Administrative Department	Do
	MMS, PGDM, Part Time Administrative Department	Students	In case of loss of I-card, admin will issue a new card to student with "Duplicate" written on it after collecting nominal fees from the students.	ADMN	Maintained in the ERP	Students	Within 1 mth of loss of card
8.06.2	CMC	Alumni	Alumni card are issued to alumni by CMC. Access to library resources will be given on payment of security deposit of Rs. 5000/- to the library and account created for the alumni in ERP by IT dept.	CMC/LIB/IT	Alumni Card	Alumni	4th week of Jan
8.07			**REGISTRATION OF FACULTY/STAFF:**				
	All Faculty/ Staff	Faculty/Staff	Receive an updated list of faculty from the Admin office for the Library record. ID card with barcode shall be issued through ERP by IT.	LIB	Identity Card	Administrative Department	as and when joined the Institute

Reviewed By: M.R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Resea
Doc. Title: LIRC Procedure
ISO 9001:2015

	All Faculty/ Staff		For Faculty & staff the college ID card will be the library card.	LIB	Identity Card	Administrative Department	within a Month
8.08			**CIRCULATION SECTION: (applicable for Books and Reading Materials)**				
	MMS, PGDM, Part- Time Students, Faculty, Staff	User time and Purpose	Users should enter time-in and purpose of library visit on entering library and punch time-out while leaving the library in 'Library Visitor Record' in ERP at the Circulation Counter	ASST.LIB/ATTD	LM Software	Library	Annual(June)
	MMS, PGDM, Part- Time Students, Faculty, Staff	Books	To receive Identity card (Borrower card) from student/staff along with issued library material, if any.	ASST.LIB/ ATTD	LM Software	Faculty/Staff/ Student/Alumni	
	MMS, PGDM, Part- Time Students, Faculty, Staff	Books	Issue new book/publication to borrower as per demand and take his/her signature in book card and update due date slip			Faculty/Staff/ Student/Alumni	
	MMS, PGDM, Part- Time Students, Faculty, Staff	Book Card	Keep the book card for library proof that the particular document has been issued to a student. Update details in the system.			Faculty/Staff/ Student/Alumni	
	MMS, PGDM, Part- Time Students, Faculty, Staff	Books	At the time of returning take a book along with borrower's card and verify reading materials for the damage. If not found ok, student is asked to replace the book or take necessary action as per the library rules.	ASST.LIB /ATTD	Book Card	Faculty/Staff/ Student/Alumni	
	MMS, PGDM, Part- Time Students, Faculty, Staff	Books	If found ok, keep the book card in book card pocket after adding the return date. Scan the borrower's card to check the issue details and confirm the same from the system and update the LM software.	ASST.LIB /ATTD		Faculty/Staff/ Student/Alumni	

Reviewed By: M.R.	Approved By: Director	Approved By: Chairman

LIBRARY

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Resea...
Doc. Title: LIRC Procedure
ISO 9001:2015

						Administrative Department	within a Month
		All Faculty/ Staff	For Faculty & staff the college ID card will be the library card.	LIB	Identity Card		
8.08			**CIRCULATION SECTION: (applicable for Books and Reading Materials)**				
	MMS, PGDM, Part- Time Students, Faculty, Staff	Books	To receive Identity card (Borrower card) from student/staff along with issued library material, if any.			Faculty/Staff/ Student/Alumni	
	MMS, PGDM, Part- Time Students, Faculty, Staff	Books	Issue new book/publication to borrower as per demand and take his/her signature in book card and update due date slip	ASST.LIB/ ATTD	LM Software	Faculty/Staff/ Student/Alumni	
	MMS, PGDM, Part- Time Students, Faculty, Staff	Book Card	Keep the book card for library proof that the particular document has been issued to a student. Update details in the system.			Faculty/Staff/ Student/Alumni	
	MMS, PGDM, Part- Time Students, Faculty, Staff	Books	At the time of returning take a book along with borrower's card and verify reading materials for the damage. If not found ok, student is asked to replace the book or take necessary action as per the library rules.	ASST.LIB /ATTD	Book Card	Faculty/Staff/ Student/Alumni	
	MMS, PGDM, Part- Time Students, Faculty, Staff	Books	If found ok, keep the book card in book card pocket after adding the return date. Scan the borrower's card to check the issue details and confirm the same from the system and update the LM software.	ASST.LIB /ATTD		Faculty/Staff/ Student/Alumni	
	MMS, PGDM, Part- Time Students, Faculty, Staff	Books	*Regarding the return of books / about due dates*, the students are informed and notified for the same through emails one day prior to the due date through LM software. The students can also be given reminder by system. a nominal fine is collected from the students and the record is maintained.	LIB/ASST .LIB	Fine Register	Faculty/Staff/ Student/Alumni	

Reviewed By: M.R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

	MMS, PGDM, Part- Time Students, Faculty, Staff	Books	*Regarding the return of books / about due dates* , the students are informed and notified for the same through emails one day prior to the due date through LM software. The students can also be given reminder by system. a nominal fine is collected from the students and the record is maintained.	LIB/ASST .LIB	Fine Register	Faculty/Staff/ Student/Alum ni	
	MMS, PGDM, Part- Time Students		*The Overdue fines are collected on the basis of number of days. the fine will be Rs.15/ per day per document for 7days, Rs.30/- from 8th-14th day, Rs 50 for more than 14 days delay.*	ASST. LIB	Fine Register	Students	
	MMS, PGDM, Part- Time Students, Faculty, Staff	Book cards and LM software	At the end of the day arrange the book cards in ascending order and update LM software.	LIB/ASST .LIB	LM Software	Library	
8.09			**Demand of Books by Students/Faculty/Staff/Alumni**				
	Students, Faculty, Staff	Demand slip	1. Every user can put a demand for any reading material by filling the demand slip available at the circulation counter.	LIB	LM Software / Demand Slip	Faculty/Staff/ Student/Alum ni	7 days
	Students, Faculty, Staff	Demand slip	2. The demanded reading material will be recalled and provided to the students within 7 days from the date of demand as per the demand slip.			Faculty/Staff/ Student/Alum ni	
	Students, Faculty, Staff	Demand slip	3. Demand register will be maintained at circulation counter and one can register the non availability of books in the required format.			Faculty/Staff/ Student/Alum ni	
	Students, Faculty, Staff	Demand slip	4. Every 15 days the demand register will be scrutinized and the action taken will be recorded in the remarks column of the demand register with effective dates.			Faculty/Staff/ Student/Alum ni	15 days
	Students, Faculty, Staff	Demand slip	5. Demand and renewal are linked through ERP LM Software effective from 1st July 2016 and records will be maintained in the LM software.			Faculty/Staff/ Student/Alum ni	

Reviewed By: M. R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

	Students, Faculty, Staff	Demand slip	6. An email is sent to the student /staff if the demand is placed for the same book and another copy of the same book is not available in the Library.			Faculty/Staff/ Student/Alumni	
8.10			**Renewal of Books :**			Faculty/Staff/ Student/Alumni	email Alerts
	Library	Demand Register	1. Renewal is not permitted if a demand is pending for the material				
	Library	Books	2. Only 2 times the reading material will be reissued or renewed.	LIB	LM Software / Demand Slip	Faculty/Staff/ Student/Alumni	2 times renewal permitted
	Library	Books	3. Renewal will be done on producing the reading material issued by the borrower physically OR			Faculty/Staff/ Student/Alumni	
	Library	Books	4. Renewal of the books will be done by email or phone call if the book is not in demand/reserved by other user.			Faculty/Staff/ Student/Alumni	
8.11			**Reference Section (Activities):**				
	Library	Books	Receive ID Card from students/staff. Issue maximum 2 books and 2 loose issues journal (not current issue) against their ID card for 7days. For faculty 10 books - 90 days, 5 loose issues - 7days	ASST.LIB /ATTD		Faculty/Staff/ Student/Alumni	
	Library	Books	Collect books from student when they are leaving the reference section and return their ID Cards			Faculty/Staff/ Student/Alumni	
			Keep the book card in book pocket			Faculty/Staff/ Student/Alumni	

Reviewed By: M. R.   Approved By: Director   Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

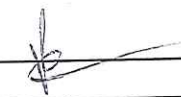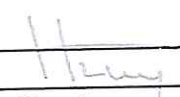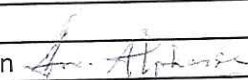| 8.12			STOCK VERIFICATION				
	Library	Books	To take stock of books at the end of every academic year using ERP Library verification module. Books are removed from shelves, arranged in order as per classification number, scanned by barcode reader, cleaned and reshelved by the maintenance staff. Library staff does the organisation and scanning of books. List of not verified books is generated after completion of scanning for all books and rechecked for availability of books on shelves. In case of deviation (missing books) investigate, trace the student and recover physical copy from the members. (By May/June End)	LIB/ ASST.LIB	Stock Verification File-Missing books register	Faculty/Staff/ Student/Alumni	Stock verification in the Month of May/June
	Library	Books	Prepare a list of missing books and submit to Management for the necessary action. Books are weeded out for binding and/or replacing with new edition of the same title.			Management, Library	Within 15 days after the completion of Stock Verification

Reviewed By: M. R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

	Library	Books	Faculty is involved for weeding out books not issued for >5years, after every 5 years and suggestion to retain or weed out particular title is made. Micro plan to weed books subjectwise with respect to teaching faculty is made. Library staff remove books not issued for >5years subjectwise, faculty is intimated to visit library and they can weed out books from current collection and/or suggest new edition for some titles depending on the relevance of particular book to current syllabus. List of weeded out books and books to be retained in closed cabinets is prepared and mention in the accession register and also status updated in ERP. (Feb-Sep)	LIB/ ASST.LIB ./LIB ATTD.	Adjunct Register	Management, Library	Within 1 month after completion of subjectwise weeding
	Library	Books	SOC will be initiated for missing, lost and weeded out books and cross reference and details will be mentioned in the accession register.			Students/Faculty/Staff	
8.13			**QUESTION PAPERS:** *(New)*				
	Semester wise Exam Question Papers of MMS/ PGDM, Part-time	Question Papers	After examination, collect softcopy of the question papers from the examination cell *within 30 days*.	LIB/ ASST.LIB .	Question Papers File	Faculty/Staff/ Student/Alumni	30 days
	Semesterwise Exam Question Papers of MMS/ PGDM, Part-time	Question Papers	Make semester wise sets of the question papers.			Faculty/Staff/ Student/Alumni	within 15 days after receiving the QP

Reviewed By: M. R. | Approved By: Director | Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

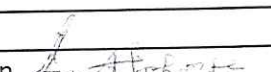|							
	Semesterwise Exam Question Papers of MMS/ PGDM, Part-time	Question Papers	Keep one copy at reference section.			Faculty/Staff/ Student/Alumni	
	Semesterwise Exam Question Papers of MMS/ PGDM, Part-time	Question Papers and LM Software	To supply the question papers according to demands of students make all the question papers available on the library software. The soft copy of the question papers will be sent to Librarian by Academic coordinator of the respective course. The soft copies will be retained for 2 years.	LIB	DSpace-Repository	Faculty/Staff/ Student/Alumni	
8.14			**ACCESS TO MULTIMEDIA SYSTEMS:**				
	Library	CDs/DVDs and LM Software	Details of Audio Visual Material are made available to students/ faculty/staff through OPAC.	LIB/ ASST.LIB	LM Software	Faculty/Staff/ Student/Alumni	
	Library	DVD or Cds	Issue of A/V material against Identity cards.			Faculty/Staff/ Student/Alumni	
	Library	DVD or Cds	Issue of maximum 3 A/V materials at a time.			Faculty/Staff/ Student/Alumni	
	Library	DVD or Cds	Permit usage of multimedia system.			Faculty/Staff/ Student/Alumni	
	Library	DVD or Cds	After usage collect A/V material back and return ID cards	LIB/ ASST.LIB	LM software	Faculty/Staff/ Student/Alumni	
	Library	DVD or Cds	Rearrange the A/V material on receipt according to A/V number in ascending order.			Faculty/Staff/ Student/Alumni	
8.15			College Events/ Activities CD				

Reviewed By: M. R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

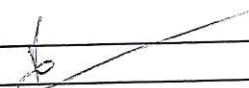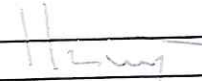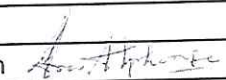|						
	Various College Events/Clubs/Guests Lectures	Photos and Videos of events	The soft copy of photos/ video of college events are received by the faculty in-charge of the event and same procedure of issue and return is adopted as in case of books. Records are maintained in the software.		CD/DVD's	Faculty/Staff/ Student/Alumni	submit the records within 7 days after completion of the event
8.15.1	Various College Events/Clubs/Guests Lectures	Photos and Videos of events	The mirror image of all SFIMAR events/clubs/guest lectures photos and videos is maintained on NAS server.	LIB	NAS storage server	Faculty/Staff/ Student/Alumni	After completion of academic year in the month of May
8.16			**NO DUES CLEARANCE:**				
	Library	No Dues Certificate	On completion of the course, the students have to get a No Dues Application Form, signed by the Librarian to claim the refund of their library deposit. Librarian has to check for the same and state if any dues are pending. The checklist should be referred for the same. After issuance of no dues certificate it is ensured that the concerned student is blocked on the LM software and no further transaction takes place on his/her name.	LIB	LM software and No Due Certificate maintained @ Office	Students	After completion of the course (30th May Onwards)
	Library	No Dues Certificate	Similarly in case of Faculty/staff leaving the institute, the same procedure is to be followed.	LIB		Staff/Faculty	when the staff/faculty resigns

Reviewed By: M. R.

Approved By: Director

Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

	Library	No Dues Certificate	The transaction details of the faculty, students & staff are retained for 1 year after they leave/pass out.			Students/Faculty/staff	
	Library	No Dues Certificate	In case of pending dues, on the 'No dues certificate' librarian will put the dues details along with the cost of the material and same will be submitted to the ADMN department.	LIB		Administrative Department	Remarks on the No due certificate
	Library	No Dues Certificate	Accounts department will deduct or recover the same amount from the concerned students/faculty.			Accounts Department	
	Library	No Dues Certificate	Update Members list in LM Software to update the library database. The retention period of transaction details of staff member and students is two years.	LIB	LM Software	Students/Faculty/Staff	
8.17			**Damages and Reconciliation Report**				
	Library	Books	Whenever the books/documents are found damaged, a list of them is made and send for the rebinding and subsequently made available for circulation.	LIB	Salvage Register	Students/Faculty/Staff/Alumni	
	Library	Books	If pages in the books/documents are missing then the damages which may be of one or two pages then the photocopy of the same pages is done and then added in the book/document. If missing pages are not available then the missing pages no. will be written in the title page of the book/document.			Students/Faculty/Staff/Alumni	
8.18			*Damages and Recovery Procedures:*				
	Users	Books/CDs/DVDs	If the returned book/CD/DVD is found damaged beyond repairable condition it is considered as lost or if the borrower reports in writing that the borrowed book is lost the recovery procedures followed are appended below:	LIB	*Accession Register Remarks*	Students/Faculty/Staff/Alumni	

Reviewed By: M. R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

	Users	Books/CDs/DVDs	1. The borrower can replace the lost book/CD/DVD with same bibliographic description.			Students/Faculty/Staff/Alumni	
	Users	Books/CDs/DVDs	2. The recovery charge for the lost book/CD/DVD will be a minimum of 3 times the current market price of the book with additional 10% departmental charges.			Students/Faculty/Staff/Alumni	
	Users	Books/CDs/DVDs	3. The recovery charges will be recorded and will be deducted from the library security deposit of the concerned borrower.			Students/Faculty/Staff/Alumni	
8.19			*Adjunct Procedure*				
	Management/ LAC	Books	1. The unusable (neither readable nor issuable) reading material are disposed off by auction of old books during exhibition, or by giving to students free of charge and lastly are sold to the vendors on monthly basis in coordination with maintenance in charge. The record is maintained in the adjunct register.	*LIB*	Adjunct Register	Paper Vendor/Students/Faculty	
8.20			**Library Advisory Committee (LAC)**				
	LAC	LAC Meetings	The function of the Library Advisory Committee is to support the functioning of the library so that it can facilitate the library development plans by advocating the library development activities with the management. The purpose of the Library Advisory Committee is to act as a channel of communication and dialogue between the Library and its users. The Committee's main objective is to aid in establishing a bridge between the Library and the academic fraternity and the management. The Library Advisory Committee (LAC) is to be appointed by the Chairman/Director of the Institution.	LIB	Library Advisory Committee	Students/Faculty	Bi-annual

Reviewed By: M. R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Resea[...]
Doc. Title: LIRC Procedure
ISO 9001:2015

8.20.1		LAC Meetings	Composition:				
	LAC	LAC Meetings	The suggested composition of this Committee is as follows:		Do	Management, Library, Users	
	LAC	LAC Meetings	• Chairperson: Director/or any person nominated by the Chairman will be the Chairperson	LIB	Do	Management, Library, Users	
	LAC	LAC Meetings	• Members: One faculty from each program/department with subject specialization (Librarian to propose panel names), Chairperson, Deputy Director, Registrar and Librarian (Secretary) will continue as permanent LAC officials. Special invitee: SFIMAR Chairman	LIB	Do	Management, Library, Users	
	LAC	LAC Meetings	• Secretary : Librarian Shall be the Secretary of LAC	LIB	Do	Management, Library, Users	
	LAC	LAC Meetings	• All officers of the Library shall participate in the meeting to provide required inputs.	LIB	Do	Management, Library, Users	
	LAC	LAC Meetings	• From the core committee, subcommittee has been formed to look after the procurement and day to day activities of the library.	LIB	Do	Management, Library, Users	
	LAC	LAC Meetings	Meeting Frequency: The LAC committee would meet at least once in every year or as and when required to review the library affairs.	LIB	Do	Management, Library, Users	
	LAC	LAC Meetings	Tenure: The committee shall be reconstituted once in two years. Director can recommend a replacement for a member who withdraws from the LAC for genuine reason. No member shall serve the Committee for more than two consecutive terms. For the sake of continuation one third of the members from previous committee need to continue.	LIB	Do	Management, Library, Users	Two Years

Reviewed By: M. R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

	LAC	LAC Meetings	**Meeting Minutes:** Meeting minutes shall be recorded and circulated to all members for consideration. In the next meeting, the minutes shall be confirmed by the members.	LIB	Library Advisory Committee	Management, Library, Users	
8.21			Orientation/Induction to the New Users				
			Students				
	Library	Induction programme	Orientation/Induction about the library Resources like online as well as offline resources availability and how to access those resources training will be provided to the students at the beginning of the semester every year. Also explained Rules and Regulations, working hours, classification system, how to locate the required document from the Library collection and also the borrowing facilities etc with the help of Power point presentation in the classroom.	LIB	Induction File	MMS, PGDM and Part Time Students	As per the schedule
	Library	Induction programme	The live demonstration will be made to the students about online resources, how to access the required information from the available databases.			MMS, PGDM and Part Time Students	
			(The record of the orientation also maintained)				
8.21.1			**Faculty and Staff**				
	Library	New Faculty/Staff	Induction about the available online and offline resources of the library, Rules and regulations, borrowing facilities for the new faculty and staff at the time of joining.	LIB/Asst Lib	LIRC Orientation File	Faculty/Staff/Alumni	as and when joined
8.22			**Support Services**				
	DELNET/ TISS Library	Books	Inter Library Loan facility(DELNET and TISS Library membership)	Lib/Asst Lib	online/offline Databases File	Students/Faculty/Staff/Alumni	

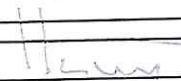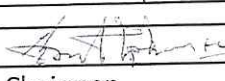|		
Reviewed By: M. R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

	DELNET/ TISS Library/N-LIST/NDL(National Digital Library)/Urkund software by UGC	Books/Articles	Providing full text Articles on Request(DELNET/TISS). LIRC members individual account (N-List, NDL) created to access within/off campus. Urkund software for plagiarism check of research papers and reports submitted for publication	LIB/Asst Lib	online/offline Databases File	Students/Faculty/Staff/Alumni	
	Publishers Websites/Databases/Interlibrary Loan/Periodicals	Books/Articles/Periodicals	Current awareness alert Service by sending the mails to all the faculty members related to new additions to the Library collection.	LIB/Asst Lib/LIB ATTD.	Library Email	Students/Faculty/Staff/Alumni	
	Publishers Websites/Databases/Interlibrary Loan	Books	Selective Dissemination of Service (On Request)	LIB/Asst Lib		Students/Faculty/Staff/Alumni	
	Publishers Websites/Databases/Interlibrary Loan	Book Details	Bibliographic Service (On Request/Anticipation)	LIB/Asst Lib		Students/Faculty/Staff/Alumni	
8.23			**Feedback**				
	MMS, PGDM, Part-Time/Faculty/Staff	Feedback forms	Users feedback will be collected at the end of the academic year (once in a year)	LIB	Feedback forms format	Library	Once in a year
	MMS, PGDM, Part-Time/Faculty/Staff	Feedback forms	Library will use the questionnaire method to collect the feedback from the users (Along with the Institute feedback Online).		Online Feedback	Library	
	MMS, PGDM, Part-Time/Faculty/Staff	Feedback forms	Once the filled questionnaire will be collected and analyzed, the detailed report with recommendations will be submitted to the management for the further action.		Feedback file	Library	

Reviewed By: M. R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC.

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

8.24

Library Rules and Regulations

	Library	Rules and Regulation	The library rules and regulations are revised if necessary and the approval of the management is taken. (Attached as an appendix-1)	LIB	Library Rules (appendix-1)	Library		
8.25			**Scrap Disposal**					
	Library	Newspapers	1. The scrap disposal will be done by the Registrar in the presence of the HOD of the respective departments.	LIB/Maintainance	Scrap File	Paper Vendor	Once in two Month	
	Library	Newspapers	2. The rate for the scrap disposal will be settled by maintenance in Charge in concurrence with the Chairman.			Accounts Department		
	Library	Newspapers	3. The amount received after selling the scrap will be handed over to the office and the receipt will be maintained in the library.			Accounts Department		
	Library	Newspapers	4. The Registrar has to sign for the receipt of the amount.			Accounts Department		
	Library	Newspapers	5. The amount received, should be submitted to the accountant and the receipt of the same shall be maintained by the respective department HOD.	LIB/LIB Attd	Scrap File	Accounts Department		
	Library	Newspapers	6. The HOD has to send the mail about the transaction to the Chairman of the institute on the very same day.			Accounts Department		
8.26			**Other Responsibilities of the Librarian**					
			Objectives & Monitoring: The Librarian has to define the department's objectives keeping in a view institute's objectives for each academic year by **June 15th** and monitor the objectives semester-wise and records are to be maintained.		Performance Improvement File			
			Department Calendar and its Monitoring: Librarian has to make the Department Calendar for the Academic year by **June 15th**, for the various activities to achieve the objectives and efficient working of the department.					

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Resear
Doc. Title: LIRC Procedure
ISO 9001:2015

				Department Budget: As per the department's planner, Librarian has to make the proposed budget and submit to the management by June 15th.			
				New Initiatives: Librarian is responsible to take new initiatives for the continual improvement of the department and maintain records for the same academic year wise.			
				Introducing New policy, Revision in Procedure / Forms & Formats and Coordination with Management Representative for **review & Standardization.**	Audit File		
				Internal & External Audits: To prepare for the different audits as per the guidelines of the respective standards and meet the compliance. Rectify the non specifications and deficiencies and monitor the implementation of the same in the department.			
8.27				**Innovation & Upgradation**			
				The formulated vision of SFIMAR, keeping its objectives in focus, is to be the Resource Centre for Learning, with international recognition and presence, and provide seamless access to sustainable and learner centric quality education, skill upgradation and training to all by using innovative technologies and methodologies and ensuring convergence of existing systems for large-scale human resource development, required for promoting integrated development and global understanding			
8.28				**Knowledge Sharing**			
				Through DSPace open source platform all the acquired resources are shared with students for easy access.			
8.29				**Demand and Supply**			

Reviewed By: M.R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

			The books will be procured on the basis of requisition and to fulfill the regulatory requirements of the AICTE Norms				
8.30			**Change Management**				
			1. Employee attrition and technical upgradation of the system etc. 2. Change of vendors on the basis of vendor analysis.				
8.31			**Data Analysis**				
			1. Usage statistics will be analysed. 2. Students Feedback analysis 3. Vendor Analysis.				
8.33			**Collaboration with Professional Bodies**				
	Professional Bodies	Chairman/ Director/ Admin	Membership for tie-ups with Professional bodies to be renewed annually. LIB to maintain records for the payment made, copy of receipt & subscription details. Necessary information to be procured from the Accounts department. For Life-time memberships correspondance to be maintained. Document/s to be provided to Management & Administration department as and when requested.	LIB	Collaboration with Professional Bodies	Chairman/ Director/ Admin. Dept.	Annually
8.34			**SFIMAR Publications**				

Reviewed By: M.R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

Faculty/Staff/Student Co-odinators (Publisher)	Publication	SFIMAR publications - SFIMAR Research Review (Bi-annual), Spandan (Annual) & Jharokha (Bi-annual) 2 copies of each publication are given by the respective coordinators. Entry is made in LM software and unique no. is given to each periodical. Current issue(1 copy) is displayed for reference and 2nd copy of current issue and past issues are made available for circulation to the users. Soft copies of each issue are uploaded on DSpace and www.sfimarresearchreview.org. Print Copies of SFIMAR Research Review are dispatched to members signed MoU with SFIMAR for exchange of publication and also to paid subscribers	LIB/ASST LIB	LM Software/Dspace /SFIMAR Research Review Website	Library Users	15 days from date of Publication
Authors (SFIMAR Research Review)	Research Paper	Authors submit the article on online platform, which is reviewed by the Editor-in-chief, sent for plagiarism check to the library, analysis report is sent to the reviewer assigned by the Editor-in-chief. Comments & suggestions if any are sent to the author. After modification by the author, paper is again reviewed online by the reviewer and the final research paper approved by Editor is sent for printing in the press and soft copy of the same also uploaded on the website.	SFIMAR Research Review Coordinator /Editor in chief	SFIMAR Research Review website	Library Users/Subscribers	30 days from receipt of the article
Readers (Subscribers)	Subscription form	Digital edition of SFIMAR Research Review, marketing is done by Informatics Publishing Limited. Payment made by the user through online gateway of SFIMAR Research Review and for print edition details of subscription & payment are maintained in the library and same forwarded to the account department.	SFIMAR Research Review Coordinator	SFIMAR Research Review File	Accounts	15 days from date of Publication

Reviewed By: M.R.	Approved By: Director	Approved By: Chairman

Rev.: 03
Rev. Date: 04-06-2018
Dept.: LIRC

St. Francis Institute of Management and Research
Doc. Title: LIRC Procedure
ISO 9001:2015

9.00			Forms and Formats				
			1. Requisition Form				
			2. Journal Renewal form				
			3. Book Order Form				
			4. Book Card.				
			5. Due Date Slip				
			6. Demand Slip				
			7. Demand Register				
			8. Fine Register				
			9. Gate Pass (Returnable/Non-returnable)				
			10. Department Objectives				
			11. Objective Monitoring				
			12. Department Calendar				
			13. Department Budget				
			14. Salvage Register				
			15. Feedback Form - Students				
			16. Feedback Form - Faculty/Staff				

Reviewed By: M.R.	Approved By: Director	Approved By: Chairman

SFIMAR

List Of Findings : IQA-01/2019-20   **Period Of Audit :** May 2019 to November 2019

Date of Audit : 06 December 2019   **Standard- 9001-2015**

Department: LIRC (Library)

Internal Auditors : Dr. G Ramesh & Prof. Pushkar Parulekar   **Auditee :** Mrs. Papinder Kaur

S. No.	Description and Consequence	Category of Finding C - Compliance O - Observation m - Minor NC M - Major NC OFI - Opportunity for Improvement	ISO Standard Clause	Status O-Open C-Closed	Analysis of Basic Cause of Nonconformity, Distribution of Responsibility Within Organisation (Concerned Dept. Head has to mention at the time of audit)	Correction (Responsibility: Concerned Dept. Head- Action to rectify the identified gap)	Corrective Action to Eliminate Basic Cause of Nonconformity (As decided in MRM / Advised by HOD)	Deadline for Implementation of Corrective Action (Concerned Dept. Head has to mention)	SFIMAR's Internal Auditor Verification/ Closing Observations/NC	Date for Closure of Non-conformity by- Internal Auditor
1	MMS and PGDM Program "Bought on Charge (BOC) done in same Invoice/Bill. As two registers for 2 programmes are maintained, It should be billed separately . **Evidence.** Vakratund Book House invoice no.164, Bill dated 4th November 2019	O	4.2.1		Absence of attention to detail	Librarian will get the Invoice/Bill bifurcated before executing the BOC entry in two separate registers.	Librarian will ensure specific and quantifiable data for both the programs to an extent possible henceforth.	20-Dec-19	Verified and Closed	

2	In weeding out of books procedure instead of word "student" word "user" could be used to make it more comprehensive and inclusive.	OFI			Absence of attention to detail	Librarian will change the word.	Librarian will ensure procedure is comprehensive and inclusive wherever applicable.	20-Dec-19	Verified and Closed
3	Identification of effective usage of database could be improved through the integration of new ERP system. **Evidence** Capitaline Database	OFI			No detailed user identification provision in current ERP system.	Librarian will communicate the same to IT head.	Librarian will try and ensure there is database dropdown for each of the database.	20-Dec-19	Verified and Closed
4	Error in the Objective 4 and Objective 5. **Evidence** The target in the Objectives 4 & 5 for department in year mentioned as 2018-19 instead of 2019-20.	O	4.2.1		Absence of attention to detail	Librarian will change the year.	Librarian will ensure correct year is mentioned henceforth in all the documents.	20-Dec-19	Verified and Closed
5	For Fines and dues on account of loss of book separate file could be maintained. **Evidence** Some other letters were found in the same file.	OFI				Librarian will make a new file for books lost with the letter from the user.	Librarian will ensure new file is maintained henceforth.	20-Dec-19	Verified and Closed

6	Accession number for replaced book was missing in Cross referencing in the Accession Register **Evidence** 012133 "Adventures of Sherlock Holmes" book was replaced with a better version by Mr. Vaibhav Kulkarni	O			Absence of attention to detail	Librarian will do the cross-referencing for the books which are replaced with different versions.	Librarian will ensure that there is cross-referencing for the books which are replaced with different versions henceforth.	20-Dec-19	Verified and Closed	
7	N-LIST database usage analysis could be done in more detail to encourage the use of the database.e.g. Top 3 users could be identified.	OFI			Absence of attention to detail	Librarian will analyse the data further and find top 3 users.	Librarian will ensure all the database usage are analysed further to encourage others to use the data.	20-Dec-19	Verified and Closed	

05/02/2020

Management Review Meeting 2019
1 message

Vaishali Kulkarni <vaishali@sfimar.org>   19 January 2019 at 11:26
To: SFIMAR FAMILY <sfimartm@sfimar.org>

Please take a note that ISO MRM for the following mentioned departments is scheduled on 25th Jan 2019 . Venue: MDP room as per the following Agenda:

1. Any issues pending from previous MRM
2. Results of Internal Audit held in Nov-Dec 2017
3. Customer Feedback
4. Complaints
5. Process performance in various departments
6. Status of Corrective and Preventive actions
7. Changes that could affect the Quality Management System (Statutory & Regulatory Requirements)
8. Competence, Training Awareness
9. Status of Infrastructure.
10. Status of work environment
11. Overview of Risk and opportunity register
12. Overview of Change Management
13. Overview of Knowledge Management
14. Any other issue with the permission of the chair.

Venue: MDP Room -1st Floor   Time: 10.30am – 5 pm

Sr.No	Department	Time
1	Library & Hostel	10.30am -11.00am
2	IT	11.00am – 11.30am
3	Maintenance	11.30 am -12.00noon
4	MMS Academics	12.00 noon – 12.30pm
5	Part-Time	2.30 pm – 3.00 pm
6	CMC	3.00 pm -3.30pm
7	PGDM (Academics & ADMIN)	3.30pm -4.00pm
8	Canteen	4.00pm -4.30pm
9	House Keeping & Security	4.30pm -5.00 pm

All the Auditees and Auditors are requested to be present for the MRM .

In case of any query, Pl. contact
me.
    Vaishali Kulkarni – MR