



KRUPANIDHI COLLEGE OF PHARMACY

(Approved by AICTE & PCI, New Delhi, Affiliated to RGUHS, Bengaluru)
Accredited with Grade 'A' by NAAC, Bengaluru | ISO 9001 - 2015 Certified
12/1, CHIKKA BELLANDUR, CARMELARAM POST, VARTHUR HOBLI, BANGALORE - 560 035



1.4.1 Institution obtains feedback on the syllabus and its transaction at the institution from the following stakeholders

Management Review Meeting

MANAGEMENT REVIEW MEETING AGENDA

Date: 22/06/2019


The process owners are hereby informed to note the following agenda for the first **MANAGEMENT REVIEW MEETING** to be held on 22/06/2019 MBA Board Room.

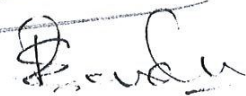
The process owner is required to prepare the related meeting agenda for the discussion like action plan, responsibility and target date for completion. NC's raised in the departments and corrective actions to be evidence.

S. No	MRM Agenda	Points to be discussed
1	Quality objectives	Review of quality policy, statistical discussion on quality objectives and their achievements. Documentation of achievements of quality objectives.
2	Results of internal audit	Audit report discussed to overcome the findings during the Internal quality.
3	Parents / Students Complaints and feedback	Discussion on parents/students feedback, Complaints discussed to reduce the risk.
4	Process performance and service conformity	Improvement in English language of the students by effectively using the audio visual aids provided in all the class rooms. Further use effectively the language labs and asses on regularity in test and viva, solving QP, assignments and internal assessments
5	Corrective actions	Strategy to identify slow and fast learning discussed and planning to energy both type of learner's in differential learning's
6	Change that effect the system	Post NAAC / Pre NAAC improvements and sustaining methodologies.
7	Recommendations and resource need	Move from teacher centered to students centered teaching, improve result %. Monitor the student activity outside the class room and lab. Resources required in the department.

Members of MRM


ISO Coordinator


Director 

ISO Coordinator 

Principal Pharmacy 


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Krupanidhi College of Pharmacy
Chikkabellandur, Carmelaram Post,
Varthur Hobli, Bangalore - 560 035




	KRUPANIDHI GROUP OF INSTITUTIONS, BANGALORE		
	Procedure Manual (ISO 9001:2015)	Doc. No: PM/L2	Release No. 1.0 Date: 10/07/2017



MRM No: 03 *(Dept of pharmacy)* Date: 22/06/19

The third MRM of the institution was conducted on 22/06/19 chaired by the Chairman / Director / Executive Director

The following persons were present:

Executive director, Director, Program Director, Principals: Pharmacy, BPT, Nursing, Degree, Administrative Officer, ISO coordinator, Research Coordinator /

Points to be discussed:	Point Discussed	Action Planned	Responsibility	Target Date for Completion
Status of action from previous management reviews	<i>40</i> Feedback NBA work	Feedback taken and analyzed and also documented and still documentation is in process	Principal/NBA Coordinator	12 Months
Changes in external & internal issues relevant to quality management system	Identification of external and internal issues 	Discussion on external and internal issues with all the process owners done. Reduction in external issues has to be carried out by monitoring at the top management level Reduction in internal issues students, staff and parents carried out by the process owners	Executive Director/Director Principal	12 Months

Prepared by: Dr. Badrunnisa Signature:  Designation: ISO Coordinator	Approved by: Dr. Samuel Paul Isaac Signature:  Designation: Director
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KRUPANIDHI GROUP OF INSTITUTIONS, BANGALORE

Procedure Manual (ISO 9001:2015)	Doc. No: PM/L2	Release No. 1.0 Date: 10/07/2017	Section: QM Form No.: R/QM/01
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Trends in performance and effectiveness of the quality management system: Customer satisfaction & feedback relevant interested	1. Feed back <div style="font-size: 2em; font-family: cursive;">8.1/10</div>	Feed back has to be taken twice in year/every semester and calculate average within a week time and faculty scored less than 6 has to be called and informed for improvement Parents feedback has to be collected during their visit to the departments by the principals	Director/ISO Coordinator	6 months
Extent which quality objectives have been met	Review of the policy Improvement of research activity in the departments Documentation	Review of the organizational policy for its suitability and continuation done and the same is incorporated in QMS 9001-2015. Research incubation is activated in the organization and all are informed to motivate the faculty and students towards research program. Document the achievements in the prescribed ISO forms	Trustee/Director Trustee/Director ISO Coordinator	12 months
Process performance & Improvement in	Internal audits	All the process owners are informed to maintain the documents for the internal audits (2 times in year)	Director, ISO coordinator and heads of the colleges	6 months

Prepared by: **Dr. Badrunnisa. S**
 Signature: _____
 Designation: **ISO Coordinator**

Signature: _____

Approved by: **Dr. Samuel Paul Isaac**
 Signature: _____
 Designation: **Director**

Signature: _____

08/10/22

Krupanidhi College of Pharmacy
 Varthur Road, Bangalore - 560003

Date: 10/3/18

MANAGEMENT REVIEW MEETING AGENDA

The process owners are hereby informed to note the following agenda for the first **MANAGEMENT REVIEW MEETING** to be held on 10/03/18 at MBA Board Room.

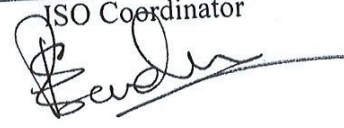
The process owners are required to prepare the related meeting agenda for the discussion like action plan, responsibility and target date for completion. NC's raised in the departments and corrective actions to be evidenced.

SN	MRM agenda	Points to be discussed
1	Quality objectives	Review of quality policy, statistical discussion on quality objectives and their achievements. Documentation of achievements of quality objectives
2	Results of internal audit	Results of internal audit-01. Discussion on audit findings department wise and processes wise.
3	Parents/students complaints and feed back	Review of parents/students complaint department wise Review on students feedback department wise
4	Process performance and service conformity	Improvement in English language of the students by effectively using the audio visual aids provided in all the class rooms. Further use effectively the language labs and asses on regularity in test and viva, solving QP, assignments and internal assessments.
5	Corrective actions	Week student identification, counseling and information to the parent
6	Change that effect the system	Process to apply for NAAC and NBA for the departments other than Pharmacy Course attainment (how far the students achieved the course outcome)
7	Recommendations for improvement and resource need	Move from teacher centered to student centered teaching, improve result %. Monitor the student activity outside the class room and lab. Resources required in the department.

Members of MRM

Chairman ~~absent~~
 Vice chair person ~~absent~~
 Secretary ~~absent~~
 Executive director ~~absent~~
 Executive director ~~absent~~
 Director ✓
 Principal pharmacy ✓
 Principal physiotherapy ✓
 Principal nursing ✓
 Principal Degree ✓
 Programdirector (MBA) ~~absent~~
 Registrar ✓
 ISO Coordinator ✓
 Admin officer ✓

ISO Coordinator



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Procedure Manual
(ISO 9001:2015)

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Release No. 1.0
Date: 10/07/2017

Section: QM
Form No.: R/QM/01

Date: 10/3/18

MRM No.: 02

The First MRM of the Institution was conducted on 10/3/18 chaired by the Chairman/ Director / Executive Director

The following persons were present:

Executive Director, Director, Program Director, Principals: Pharmacy, BPT, Nursing, Degree, Administrative Officer, ISO coordinator, Research Coordinator/

Points to be discussed:	Point Discussed	Action Planned	Responsibility	Target Date for Completion
Status of action from previous management reviews	Feedback NAAC work	Feedback taken and analysed and also informed to the faculty for improvement in teaching	Director/ISO coordinator	12 months
Changes in external & internal issues relevant to quality management system	Identification of external and internal issues	Discussion on external and internal issues with all the process owners done.	Executive Director/Director	12 months
		Reduction in external issues has to be carried out by monitoring at the top management level	Principals	
		Reduction in internal issues students, staff and parents carried out by process owners		



Prepared by: **Dr. Badrunnisa. S**
Signature:
Designation: **ISO Coordinator**

Approved by: **Dr. Samuel Paul Isaac**
Signature:
Designation: **Director**

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Release No. 1.0
Date: 10/07/2017

Section: QM
Form No.: R/QM/01

<p>Trends in performance and effectiveness of the quality management system: Customer satisfaction & feedback from relevant interested parties</p>	<p>1. Feed back</p>	<p>Feed back has to be taken twice in a year/ every semester and calculate average within a week time and faculty scored less than 6 has to be called and informed for the improvement</p> <p>Parents feedback has to be collected during their visit to the departments by the principals</p>	<p>Director/ISO Coordinator</p>	<p>6 months</p>
<p>Extent which quality objectives have been met</p>	<p>Review of the policy Improvement of research activity in the departments Documentation</p>	<p>Review of the organizational policy for its suitability and continuation done and the same is incorporated in QMS 9001-2015.</p> <p>Research incubation is activated in the organization and all are informed to motivate the faculty and students towards research program</p> <p>Document the achievements in the prescribed ISO forms</p>	<p>Trustee/Director Trustee/Director ISO Coordinator</p>	<p>12 months</p>



Prepared by: **Dr. Badrunnisa. S**
Signature:
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Signature:
Designation: **Director**

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08/10/22

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