
	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Cover sheet	Date : 05-01-2017	
Section No	QM:CS	Page No:1of1	QM Page No 1

NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)

Quality management System
ISO 9001: 2015

Quality Manual



Address : NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)
MANOVIKAS NAGAR, SECUNDERABAD 500 009
TELANGANA, INDIA

E-mail: niepid.dda@gmail.com, dda@niepidindia.gov.in

Telephone Nos: 040-27751741-45



Fax Nos: 040-27750198

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Table of Contents		Date : 05-01-2017	
Section No	QM:TC	ISO 9001: 2015 clause 7.5.3	Page No:1of 2	QM Page No 2



Sl No	Section No	Title	ISO 9001: 2015 clause	Rev No	Date	Page No
1	QM:CS	Cover Sheet	7.5.3.1	00	05-01-2017	1
2	QM: TC	Table of Contents	7.5.3	00	05-01-2017	2
3	QM:ML	Master List	7.5.2	00	05-01-2017	4
4	QM:RR	Record of Revisions	7.5.2	00	05-01-2017	6
5	QM:DL	Distribution List	7.5.3	00	05-01-2017	7
6	QM: ABB	Abbreviations		00	05-01-2017	8
7	QM:CP	Company Profile	7.5.1	00	05-01-2017	9
8	QM:PM	Process Map	4.4	00	05-01-2017	12
9	QM:QP	Quality Policy	5.2	00	05-01-2017	13
10	QM:OC	Organization Chart	5.3	00	05-01-2017	14
11	QM:01	Context of the Organization	4.1,4.2,4.3	00	05-01-2017	15
12	QM:02	Quality management System and its processes.	4.4	00	05-01-2017	17
13	QM:03	Leadership	5.1, 5.2,	00	05-01-2017	19
14	QM:04	Roles, Responsibilities, authorities.	5.3	00	05-01-2017	21

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Table of Contents		Date : 05-01-2017	
Section No	QM:TC	ISO 9001: 2015 clause 7.5.3	Page No:2of 2	QM Page No 3



Sl No	Section No	Title	ISO 9001: 2015 Clause	Rev No	Date	Page No
15	QM:05	Planning	6,,6.1,6.2,6.3	00	05-01-17	26
16	QM:06	Support --Resources, People, Competence, awareness, communication, environment for the operation.	7,7.1, 7.1.2 7.2,7.3, 7.4, 7.1.4	00	05-01-17	28
17	QM:07	Support - infrastructure	7.1.3	00	05-01-17	31
18	QM:08	Monitoring & Measuring resources	7.1.5	00	05-01-17	32
19	QM:09	Organizational Knowledge	7.1.6			33
20	QM:10	Documented Information	7.5,7.5.1,7.5.2,7.5.3			34
21	QM:11	Operation , planning , Control of changes	8, 8.1 , 8.5.6	00	05-01-17	36
22	QM:12	Requirements for Service	8.2.1,8.2.2,8.2.3,8.2.3 .1,8.2.3.2 & 8.2.4	00	05-01-17	37
23	QM:13	Design & Development	8,3	00	05-01-17	38
24	QM:14	Control of externally provided processes ,products and services	8.4.1, 8.4.2, 8.4.3	00	05-01-17	39
25	QM:15	Service Provision	8.5 ,8.5.1	00	05-01-17	42
26	QM:16	Identification & Traceability	8.5.2	00	05-01-17	43
27	QM:17	Client Property.	8.5.3	00	05-01-17	44
28	QM;18	Preservation	8.5.4	00	05-01-17	45
29	QM;19	Post Delivery Activities	8.5.5	00	05-01-17	46
30	QM:20	Approval of Configuration of Service	8.6	00	05-01-17	47
31	QM:21	Control of NC output	8.7	00	05-01-17	48
32	QM:22	Performance Evaluation Monitoring, measurement, analysis and evaluation	9,9.1, 9.1.1,9.1.2 9.1.3	00	05-01-17	50
33	QM:23	Internal Audit	9.2	00	05-01-17	53
34	QM:24	Management Review Meeting	9.3	00	05-01-17	55
35	QM:25	Improvement, Nonconformity and corrective action.	10 , 10.1 , 10.2, 10.3	00	05-01-2017	57

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Table of Contents		Date : 05-01-2017	
Section No	QM:TC	ISO 9001: 2015 clause 7.5.3	Page No:2of 2	QM Page No 3A



Terminology of ISO Standard	Page 60
List of Documented Information	Page 60
List of Departmental Procedures	Page 60
List of Trained Internal Auditors	Page 61
Master List of Formats NIEPID/ML/F	Page 62

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Master List		Date : 05-01-2017	
Section No	QM:ML	ISO 9001: 2015 clause 7.5.3	Page No:1of 2	QM Page No 4



Sl No	Section No	Date of Revision				
		Rev 00	Rev 01	Rev 02	Rev 03	Rev04
1	QM:CP	05-01-2017				
2	QM: TC	05-01-2017				
3	QM:RR	05-01-2017				
4	QM:DL	05-01-2017				
5	QM:ML	05-01-2017				
6	QM: ABB	05-01-2017				
7	QM:CP	05-01-2017				
8	QM:PM	05-01-2017				
9	QM:QP	05-01-2017				
10	QM:OC	05-01-2017				
11	QM:01	05-01-2017				
12	QM:02	05-01-2017				
13	QM:03	05-01-2017				
14	QM:04	05-01-2017				
15	QM:05	05-01-2017				
16	QM:06	05-01-2017				
17	QM:07	05-01-2017				
18	QM:08	05-01-2017				

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Master List		Date : 05-01-2017	
Section No	QM:ML	ISO 9001: 2015 clause 7.5.3	Page No:2of 2	QM Page No 5



Sl No	Section No	Date of Revision				
		Rev 00	Rev 01	Rev 02	Rev 03	Rev 04
19	QM:09	05-01-2017				
20	QM:10	05-01-2017				
21	QM:11	05-01-2017				
22	QM:12	05-01-2017				
23	QM:13	05-01-2017				
24	QM:14	05-01-2017				
25	QM:15	05-01-2017				
26	QM:16	05-01-2017				
27	QM:17	05-01-2017				
28	QM;18	05-01-2017				
29	QM;19	05-01-2017				
30	QM:20	05-01-2017				
31	QM:21	05-01-2017				
32	QM:22	05-01-2017				
33	QM:23	05-01-2017				
34	QM:24	05-01-2017				
35	QM:25	05-01-2017				

	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Record of Revisions		Date: 05-01-2017	
Section No	QM:RR	ISO 9001: 2015 clause 7.5.3	Page No:1of 1	QM Page No 6



Record of Revisions					
S. No	Date of Amendment / Revision	Section No.	Page No.	Current Page Rev. No.	Summary of Changes
1	All sections of Quality Manual revised as per ISO 9001:2015 issue A rev 00 dated 05-01-17				

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Distribution List		Date : 05-01-2017	
Section No	QM:DL	ISO 9001: 2015 , clause 7.5.3	Page No:1of 1	QM Page No 7



Distribution List			
S. No	Copy No	Controlled/Uncontrolled	Issued To
1	master	Master copy	MR
2	01	Controlled Copies	Director, Individual Dept Head

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Abbreviations	Date : 05-01-2017	
Section No	QM:ABB	-----	Page No:1of 1 QM Page No 8

AMC	Annual Maintenance Contract
CRPM	Community Rehabilitation Project Management
DSE	Dept of Special Education
DAIL	Dept of Adult independent Living
DI	Documented Information
DRP	Dept of Rehabilitation Psychology
DLIS	Dept of Library and Information Services
DMS	Dept of Medical Services
DP	Departmental Procedure
EO	Estate Office, Estate Officer
FE	Fire Extinguisher
GEM	Government E marketing
GFR	General Financial Rules
LPC	Local Purchase Committee
LTP	Long Term Plan
MR	Management Representative
MQO	Measurable Quality Objectives
NIEPID	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)
OU	Osmania University.
PWD	Person With Disabilities
QM	Quality Manual
QP	Quality Procedure
QMS	Quality Management System
RBT	Risk Based Thinking
RCI	Rehabilitation Council of India
STP	Short Term Plan.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Company Profile 7.5.1	Date : 05-01-2017	
Section No	QM:CP	Page No:1 of 3	QM Page No 9



COMPANY PROFILE

The National Institute for the Empowerment of Persons with Intellectual Disabilities (NIEPID, Divyangjan) formerly known as National Institute for the Mentally Handicapped is a registered society established in the year 1984 as an autonomous body under the Department of Empowerment of Persons with Disabilities (Divyangjan), Ministry of Social Justice and Empowerment, Government of India. The institute is an apex body having tripartite functions of training, research and services in the field of mental retardation in the country. For 33 years, the Institute has been making significant advances in building capacities to empower persons with intellectual disabilities

NIEPID is the only institute in the country that had initiated wide ranging family oriented services. NIEPID is the only body in the country that organized innumerable number of programmes for professionals, parents and persons with mental retardation. Apart from winning many awards, the institute has technical collaboration with Browns University Rhode Island and Boston University and North Carolina University, National Institute for Disability and Rehabilitation Research, Washington, D.C., USA, and Hall University, UK, The activities of NIEPID are planned in accordance with the mandates of United Nation's Convention on the Rights of Persons with Disabilities (UNCRPD), the legislative acts and the national policy promulgated for the persons with disabilities

The Quality Management System encompasses the activities carried out in Institute , committed to provide high quality services in the areas of Human Resource Development, Research and Development, Development of models of care and rehabilitation, capacity building programmes, reviewed excellently, Consultancy services to voluntary organizations, Documentation and dissemination, & Extension and Outreach programmes.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Company Profile 7.5.1	Date : 05-01-2017	
Section No	QM:CP	Page No:2of 3	QM Page No 10

NIEPID at its inception itself projected activities to enhance the quality of life of persons with intellectual disabilities. Accordingly, the aims of the institute are spelt out as given below:



- To conduct, sponsor, coordinate or subsidize research in to all aspects of education and rehabilitation of persons with intellectual disabilities.
- To undertake, sponsor, coordinate or subsidize research in to bio-medical engineering leading to the effective evaluation of aids/suitable surgical or medical procedure or the development of new aids..
- To undertake, sponsor, the training of trainees and teachers, employment of officers, psychologists , vocational counsellors , and such other personnel as may be deemed necessary by the institute for promoting the education , training or rehabilitation of the persons with intellectual disabilities
- To distribute or promote or subsidise the manufacture of prototypes and distribution of any or all aids designed to promote any aspects of the education, rehabilitation or therapy of persons with intellectual disabilities.

Organization set up: NIEPID has its Headquarters at Secunderabad, Telangana. The Institute has six departments, namely DAIL, CRPM, DLIS, DMS, DRP, DSE and three assisting sections, Academics, General Services and Special Education Centre with independent in-charges.

There are four Regional Centers located at New Delhi, Noida, Kolkata and Navi Mumbai.
NIEPID Generic Objectives:

- To create manpower and develop Human Resources for delivery of services to Persons with intellectual disabilities
- To identify, conduct and coordinate research in the area of Mental Retardation in the country.
- To develop appropriate models of care and habilitation for the Mentally Retarded Persons suitable to Indian Culture.
- To provide consultancy services to voluntary organizations in the area of Mental Retardation
- To serve as documentation and information centre in the area of Mental Retardation
- To develop community - based rehabilitation services in the rural and low income , needy population
- To undertake extension and outreach programmes in the field of Mental Retardation

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Company Profile 7.5.1	Date : 05-01-2017	
Section No	QM:CP	Page No:3of 3	QM Page No 11

The institute is well equipped with service, research and infrastructure facilities, including library, conference halls, seminar halls, auditorium, lecture classrooms and guest house to support training activities for about a hundred participants at any time

The institute also took up consultancy programmes on request from national and international level organizations like UNICEF, UNESCO, WHO and NIDDR.

Seminars/Exhibitions participated by us: Participated in three seminars organized in Telangana, in 2015

Honors and awards: Submitted 3 research publications in 2015, and 2016.

Scope of QMS: NIEPID, Secunderabad, Telangana.

Scope of Certification: : **“Human Resource Development, Capacity Building. Development of Service Models, Research, Development and Dissemination in the area of intellectual disabilities”**

Exclusions if any: Design and Development clause No 8.3 of ISO 9001:2015 and all Sub-clauses.



Justifications for exclusions: No D&D of any product involved since service is provided by specialists as per needs of clients.

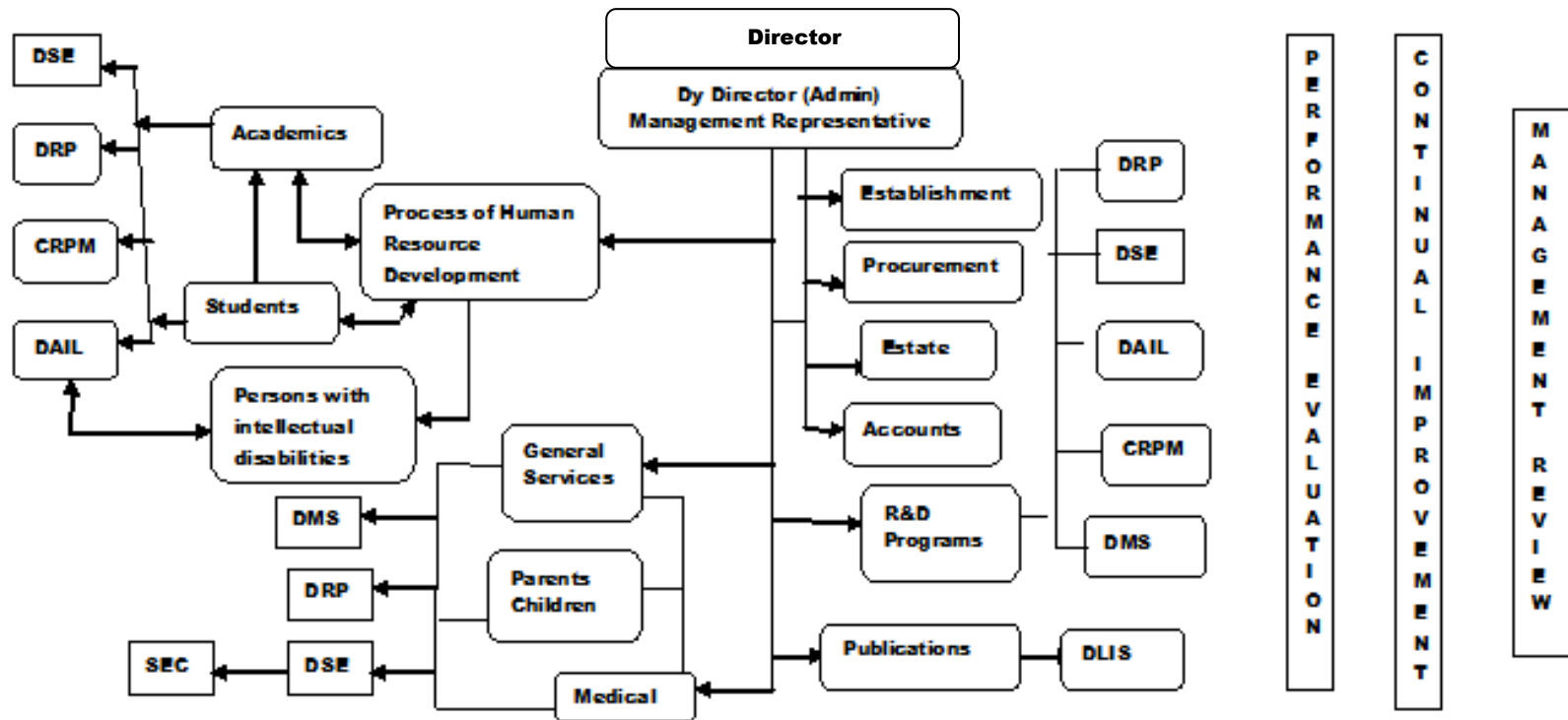
Legal Requirements and Approvals: As applicable in functioning of various departments particularly Estate Office which has to approach PWD , PCB etc and Academics has to get approval of syllabus from RCI & OU .

Certification structure: For single site situated at NIEPID, Secunderabad, and Telangana State.



Area: : 74460 Sq M approx (Own)

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00
Section	Process Map		Date : 05-01-2017
Section No	QM: Process Map	ISO 9001: 2015 , clause no 4.4.1 , 4.4.2	Page No:1of 1 QM Page No 12



Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Quality Policy	Date : 05-01-2017	
Section No	QM: QP	ISO 9001: 2015 , clause no 5.2	Page No:1of 1 QM Page No 13



Quality Policy

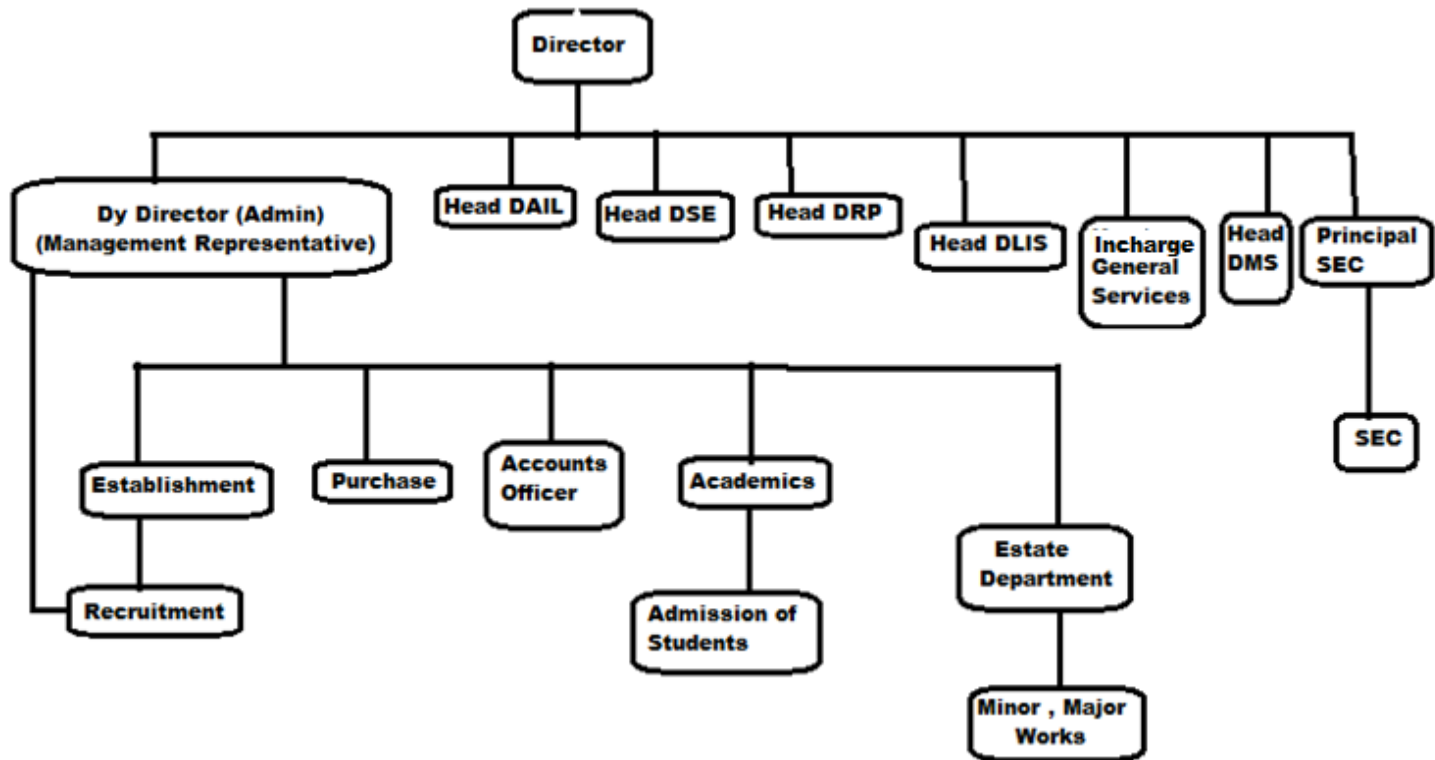
“We, at NIEPID are committed to excel in building capacities to empower Persons with Intellectual Disabilities(Divyangjan), through Human Resource Development , Research & Development, and Services; both centre based and outreach, and thereby deliver best services to the country by continually improving all Quality Management System processes, with complete involvement of all employees by most effective Internal communication.”

Date: 05.1.2017
Secunderabad



Director

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00
Section	Organization Chart		Date : 05-01-2017
Section No	QM:OC	ISO 9001: 2015 , clause 5.3	Page No:1of 1 QM Page No 14



Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Context of Organization		Date : 05-01-2017	
Section No	QM:01	ISO 9001: 2015 , clause 4.1 ,4.2, and 4.3	Page No:1of 2	QM Page No 15

Purpose:

To ensure that internal and external issues, the needs and expectations of the interested parties are determined, reviewed and the scope of QMS established.

Scope:

Scope covers the above issues under the boundaries of. National Institute for the Empowerment of Persons with Intellectual Disabilities (Divyangjan) –NIEPID – Secunderabad.

Responsibilities:



Management Representative (MR) , Director , HODs , Departmental Coordinators.

System:

The Management Representative conducts the brain storming session with HODs concern and compiles the information on external and internal issues that are relevant to the organization’s purpose and its strategic direction to use this information to achieve the intended results of Quality Management System.

- MR consolidate the above information in the form of documented information vide
- MR monitors and reviews this information through management reviews and updates the information as required.
- MR in association with Director and department Heads concern determines the interested parties that are relevant to QMS and prepares the needs and expectations of the interested parties.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Context of Organization	Date : 05-01-2017	
Section No	QM:01	ISO 9001: 2015 , clause 4.1 ,4.2, and 4.3	Page No:2of 2 QM Page No 16

- The requirements of interested parties are documented vide .
- MR monitors and reviews this information through management reviews and updates the information as required.

QM: Scope of QMS

The Director and management Representative (Top Management) have determined the boundaries and applicability of the QMS as given below, to establish the scope.

All the activities of services provided by the institute listed in QM: 02, and in QM: for all operations at NIEPID, Secunderabad.

While determining the scope, the following are considered:

- The external and internal issues referred in clause 4.1 of the standard ISO 9001:2015
- The requirements of relevant interested parties referred in clause 4.2 of the standard ISO 9001:2015
- The services provided by the organization
- The organization applied all the requirements of ISO 9001:2015 to the extent applicable within the determined scope of its QMS
- The scope of the organization's QMS is available and maintained as documented information.

Scope of certification: "Human Resource Development, Capacity Building, Development of Service Models, Research, Development and Dissemination in the area of intellectual disabilities"

Exclusions:

Clause No 8.3 of ISO 9001: 2015 --- Design and Development of Products and Services is excluded.

Justification for Exclusion: the Service is provided as per the client requirements.

References:

Documented Information on Internal Issues NIEPID/DI/01



Documented Information on External Issues NIEPID/DI/02

Documented Information on Requirements of Interested Parties NIEPID/DI/03

Records:

Minutes of Management Review Meeting: NIEPID/MR/F-10

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Quality Management System and it's Processes	Date : 05-01-2017	
Section No	QM:02	ISO 9001: 2015 , clause no 4.4.1 , 4.4.2	Page No:1of 2 QM Page No 17

Purpose:

To establish, implement, maintain and continually improve the Quality Management System including all the process, their interactions, inputs and outputs and intended outcomes.

Scope:

Scope covers all the processes of Quality Management System (QMS).



Responsibilities:

HODs of Department in association with MR
Management Representative
Director
Departmental Coordinators

System:

- Management Representative determined the processes needed for QMS and their application throughout the Organization. The sequence and interaction of process of a QMS at organization level is depicted in QM: PD
- Each HOD determines inputs required for the process and outputs expected from the process, he is dealing with.
- All HODs ensure application of criteria for their processes and methods including monitoring and measurements and related performance monitoring indicators for effective operation and control of these processes.
- Respective HODs provide the resources, assigns the responsibilities and authorities for running the process efficiently and effectively.
- Respective HODs ensure the risk and opportunities for each process are addressed.
- Respective HODs ensure evaluation of these processes, implement any changes needed and promotes the improvement of process of QMS.
- Respective HOD ensures that related documents and records are maintained.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Quality Management System and it's Processes	Date : 05-01-2017	
Section No	QM:02	ISO 9001: 2015 , clause no 4.4.1 , 4.4.2	Page No:2of 2 QM Page No 18

The following QMS processes are determined as needed to perform the activities of the organization NIEPID, implemented and maintained as a Quality Management System and these processes are continually improved as part of continual improvement of Quality Management System. :

- Operation: DAIL, DSE, DRP, CRPM, DLIS, General Services, Dept of Academics, SEC, DMS. (Nine operational processes)
- Establishment (Estt) (Admin and HR)
- Procurement
- Accounts
- Estate Office (Infrastructure, works, maintenance of NIEPID)



Reference:

QM: PD – Process Diagram
 Risk Identification Procedure: QP/NIEPID/MR/P-06

Record:

Risk Assessment - NIEPID/DI/05
 NIEPID/DI/04- Details of QMS processes

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Leadership	Date : 05-01-2017	
Section No	QM:03	ISO 9001: 2015 , clause nos 5, 5.1 , 5.2	Page No:1of 2 QM Page No 19

Leadership, Commitment and Customer Focus

(Clause 5, 5.1, 5.1.1, 5.1.2 of ISO 9001:2015)

Purpose : To ensure that top management demonstrate leadership and commitment with respect to QMS and provide strategic direction of the organization

Scope : within the scope of all processes of the organization NIEPID, Secunderabad.

Responsibility: Director, Management Representative, departmental Coordinators, All HODs
System:

Director is responsible for the accountability for the effectiveness of implementation of QMS requirements. Further he also ensures

- Promoting the use of process approach and risk based thinking.
- Ensuring the resources needed for implementing the QMS are available
- Communicating the importance of Quality management System and to implement quality management system effectively.
- that Quality Management System conforming to standard requirements.
- that the QMS achieves its intended results
- to Engage, direct, support persons to contribute to the effectiveness of QMS
- to promote improvement
- to support other relevant management roles to demonstrate leadership as relevant to those areas of responsibility



Director demonstrates leadership and commitment with respect to customer focus by ensuring that:

- Client requirements and applicable statutory and regulatory requirements are determined, understood and continuously met.
- The risks and opportunities which can affect conformity of products and services and the ability to enhance client satisfaction are determined and addressed.
- The focus of enhancing customer satisfaction is maintained
- annual plan for the Institute is prepared
- both short term and long term programmes are planned.
- Budgeting for all the activities is done.
- action plans for implementation of the programs are drawing

Records:

Record of Complaints (from external/internal interested parties):
NIEPID/Dept/ Complaints/F-03

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Leadership	Date : 05-01-2017	
Section No	QM:03	ISO 9001: 2015 , clause no 5.2 , 5.2.1 , 5.2.2	Page No:2of 2 QM Page No 20

QUALITY POLICY

“We, at NIEPID are committed to excel in building capacities to empower Persons with Intellectual Disabilities(Divyangjan), through Human Resource Development , Research & Development, and Services; both centre based and outreach, and thereby deliver best services to the country by continually improving all Quality Management System processes, with complete involvement of all employees by most effective Internal communication.”

The above Quality Policy is finalized with the active participation of all in-charges in the Institute and Director approved the Quality Policy. The Quality policy is implemented through Measurable Quality Objectives.

Measurable Quality Objectives are used for continual improvement of processes needed by QMS.

Communicating the Quality Policy:



The Quality Policy is communicated to employees and those working on behalf of the organization through display boards, meeting and internal discussions.

MR ensures understanding and application of the quality policy by the employees and others in their own work area through internal audits.

Quality policy is made available to the interested parties by display in all prominent places of the institute.

A copy of the documented Quality Policy is sent to the clients, NGOs and other interested parties on request.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Organizational Roles and Responsibilities		Date : 05-01-2017	
Section No	QM:04	ISO 9001: 2015 , clause no 5.3	Page No:1 of 5	QM Page No 21

Organizational Roles, Responsibilities and Authorities

Purpose:

To ensure that responsibilities and authorities for relevant roles are documented, assigned, communicated, understood by the employees at different levels within the Organization.

Scope:

Roles, Responsibilities and Authorities of all employees of NIEPID , at different levels, including Management Representative and Departmental Coordinators.

Responsibilities:

Director,
Management Representative, Departmental Coordinators

System:



It is ensured by top management to determine, assign and communicate the responsibilities and authorities to all relevant roles of the organization. It also ensured that these details are understood by all concerned. The roles and responsibilities of process coordinators are given below and for all others the information please refer various departmental procedures... (refer list of departmental procedures)

Director appointed, Shri B V Ram Kumar, Dy.Director (Admn.) as Management Representative in addition to his normal duties.

The Management representative is assigned with following responsibilities and authorities.

- Ensuring that the quality management system conforms to this international standard.
- Ensuring that the implementation of processes is resulting in, delivering outputs as planned and expected.
- Reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management.
- ensuring the promotion of customer focus throughout the organization
- Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
- MR ensures that risk based thinking is addressed throughout the organization , to identify risks and opportunities in all processes.
- He also ensures measurable quality objectives are established and all departments are guided to plan to achieve the objectives set by them.
- MR ensures that internal audits are conducted well in time as planned and management reviews are also planned and carried out in regular intervals.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Organizational Roles and Responsibilities	Date : 05-01-2017	
Section No	QM:04	ISO 9001: 2015 , clause no 5.3	Page No: 2 of 5 QM Page No 22

Director ensured the responsibilities and authorities for all identified roles in NIEPID, Secunderabad as mentioned below:

DD (Admin): Carries out all functions administration and responsible for overall administration of the Institute when Director is away on duty or on leave. He is also appointed as Management Representative to take care of all activities pertaining to implementation of QMS to ISO 9001: 2015 standards.

HOD, Establishment (Estt) (Admin and HR)



The Dept provide resources to the Institute. Establishment of new centers , maintains administrative records like the ACRs, Service books, Leave records, Issue of NOC etc. Responsible for recruiting new staff as the vacancies arise and recruit the Guest faculty/staff. as per regulations stipulated by Govt of India . .To send the employees to the training programmes and review the employees on the training received. To create awareness on the Government of India rules and the Quality Management Systems to streamline the day to day working and to maintain the essential records. Reports to DDA , NIEPID.

HOD, Procurement

Receipt of enquires, receipt of quotations, placing purchase order, receiving stock, storing at proper place, issuing stock as per indent, floating tenders, LPC purchase, Stock entry, physical verification of stock, preparing sanction order, etc review and control of external providers Reports to DDA , NIEPID.

HOD, Accounts : Maintains all activities pertaining to finance and accounts . Obtains all budget requirements. Reports to DDA , NIEPID.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Organizational Roles and Responsibilities	Date : 05-01-2017	
Section No	QM:04	ISO 9001: 2015 , clause no 5.3	Page No : 3 of 5 QM Page No 23



Departments of Operations:

HOD, DAIL: The Department of Adult Independent Living strives to promote Vocational Rehabilitation and Independent Living of adult persons with Intellectual Disability through state-of-art rehabilitation services. Head , DAIL Reports to Director , NIEPID. (Ref: Departmental procedure no NIEPID/DP/DAIL/P-01)

HOD, DSE: Undertakes teacher training programmes, research activities and provides special education to persons with intellectual disabilities, to ensure their independent living to an extent possible. Head , DSE Reports to Director , NIEPID. (Procedure no NIEPID/DP/DSE/P-02 furnishes the details of all activities of the Dept)

HOD, DRP: DRP: Carries out psychological assessment, psychological intervention including the activities of counseling, behavior modification and cognitive training. Conducting M.Phil, HRD, and other short term programmes planned by the Institute. Initiation of R&D programmes. Head , DRP Reports to Director , NIEPID. (Procedure no NIEPID/DP/DRP/P-03 furnishes the details of all activities of the Dept)

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Organizational Roles and Responsibilities	Date : 05-01-2017	
Section No	QM:04	ISO 9001: 2015 , clause no 5.3	Page No:4of 5
			QM Page No 24



HOD, CRPM: Responsible for Community Rehabilitation (extension outreach programme) by carrying out selection of the area with approval of competent authority. Local govt. officials are coordinated for collecting all relevant information of persons with intellectual disability in the area. When these persons are identified detailed assessment of their requirements are carried out by the post graduate trainees. Subsequently rehabilitation services are offered by the post graduate trainees under the supervision of the coordinator. Head , CRPM Reports to Director , NIEPID. (Procedure no NIEPID/DP/CRPM/P-04 furnishes the details of all activities of the Dept)

HOD, DLIS: Serves as a documentation and dissemination centre in the field of intellectual disability. The institute has a well equipped library with large collection of books and journals. Supply of NIEPID publications, video cassettes, floppies and photocopies of journal articles is done through library. News paper clippings, reading lists and information services are also available through internet. Head , DLIS Reports to Director , NIEPID. (Procedure no NIEPID/DP/DLIS/P-05 furnishes the details of all activities of the Dept)

General Services: The department provides all the required services for the persons with Intellectual Disabilities. After initial assessing of the persons with Intellectual Disability, therapeutic services, medical services, psychological services, and special education services are provided. Head , General Services reports to Director NIEPID , (Procedure no NIEPID/DP/GS/P-06 furnishes the details of all activities of the Dept)

Academics: Human Resource Development being the main objective of the Institute, various courses in the field of Intellectual Disabilities are run by the Institute. The Institute has 10 long term programmes in the field of Intellectual Disability and students from all over India are given admission into the courses which range from Diploma to Post Graduate Level. Head , Academics reports to DDA (Procedure no NIEPID/DP/Academics/P-07 furnishes the details of all activities of the Dept)

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Organizational Roles and Responsibilities	Date : 05-01-2017	
Section No	QM:04	ISO 9001: 2015 , clause no 5.3	Page No:5of 5 QM Page No 25

SEC: Principal is Head of Special Education Centre (SEC) which serves as a field level school for exposing children with Intellectual Disabilities ranging from mild to profound levels of intellectual disability to various practical training programmes. This is also like a laboratory for training programmes of human resource development of the Institute. Principal, SEC reports to Director, NIEPID. (for other details pertaining to activities of SEC , (Procedure no NIEPID/DP/SEC/P-08 furnishes the details of all activities of the Dept)

HOD, DMS: Head, DMS looks after conformity of services provided by DMS, consisting of, Registration of clients for assessment and diagnosis. Individualized and need based information is imparted and treatment is provided for particular co-morbid conditions including provision of free drugs to low income cases. In house test facilities are available for specific tests and certain consultations are outsourced, including referrals as necessary. Head, DMS reports to Director, NIEPID. (Procedure no NIEPID/DP/DMS/P-09 furnishes the details of all activities of the Dept)

HOD, Estate: HOD , Estate Department looks after up keep and maintenance of entire estate mostly immovable property (including major and minor works), transport services of the institute , allotment , maintenance and repair of quarters , guest house seminar halls etc. and finally Annual Maintenance Contracts . Head Estate Dept Reports to DDA , NIEPID. (Procedure no NIEPID/DP/Estate/P-10 furnishes the details of all activities of the Dept)

Details of roles and responsibilities of other levels of employees are listed in respective departmental procedures.

Reference:



Organization Chart QM: OC

List of Departmental procedures: QP/NIEPID/DP/List

Appointment of MR

Appointment of departmental coordinators (along with list of members)

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Planning	Date : 05-01-2017	
Section No	QM:05	ISO 9001: 2015 , clause no 6,6.1,6.2,6.3 8.3.1 to 8.3.6	Page No:1of 2 QM Page No 26

Purpose:

To ensure planning after considering, external issues, internal issues and requirements of interested parties and risks and opportunities.

Scope:

The Planning activities include QMS Planning, Identification of Risks and Opportunities.

Responsibilities:

Management Representative (MR)
HODs of all Departments
Director
Departmental Coordinators

System:

To plan for implementation of Quality Management System:

- External issues are reviewed , Internal issues are also addressed (refer clause 4.1 of ISO 9001: 2015)
- Needs and Expectations of Interested parties (internal and external) refer clause 4.2 of ISO 9001:2015)
- Each functional head ensures risks in his process are identified, assessed and mitigation actions are taken and the status is forwarded to MR every six months...
- MR also plans actions to address risks at organizational level to take all remedial measures and mitigation actions , and consolidates the risk status. for the organization..
- MR evaluates the effectiveness of these actions for the results.
- Actions to address risk and opportunities are proportionate to the conformity of service to the requirements.
- Each dept has addressed risks encountered in their activities, the records of which are reviewed by MR periodically, at regular intervals for remedial mitigation actions and advice.



Reference: Risk management Procedure: NIEPID/QP/MR/P-06

Records: NIEPID/ DI/05 Risk Assessment

Reference: Risk management Procedure: NIEPID/QP/MR/P-06

Records: NIEPID/ DI/05 – Risk Assessment

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Planning	Date : 05-01-2017	
Section No	QM:05	ISO 9001: 2015 , clause no 6.2, 6.2.2, 6.3	Page No:2of 2 QM Page No 27

Purpose:

To ensure that Quality Objectives are established at relevant functions, levels and processes needed for QMS.

Scope:

Establishment of Quality Objectives and planning of changes to QMS

Responsibilities:

Management Representative (MR)
HODs of all Departments
Director
Departmental Coordinators

System:

Quality Objectives and planning to achieve them:

- Each functional head ensures quality objectives are established at functions, levels and processes of his areas and forwards status every six months to MR..
- MR Consolidates Quality Objectives from each functions and prepare organizational objectives.

Reference: Performance evaluation – QM: 20

Records: NIEPID/Director/MQO

Planning of Changes: (ISO 9001:2015 Clause No 6.3)



- MR ensures the changes planned are carried out in a systematic manner, reviewed and approved in management review
- While approving the changes the management review committee shall consider the purpose of the changes and the potential consequences, availability of resources and allocation and de-allocation of Responsibilities and Authorities.
- As and when established processes need a change and if incorporated , the same is incorporated and ratified/reviewed and approved in the management review meeting and results are recorded in minutes.

Reference: QM: 02 of this manual

RECORDS:

- Record of QMS changes : NIEPID/MR/F-03

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Support :Resources	Date : 05-01-2017	
Section No	QM:06 ISO 9001: 2015 , clause no 7, 7.1, 7.1.1, 7.1.2, 7.1.4, 7.2,7.3,	Page No:1of 3	QM Page No 28

Resources: People, Environment

Purpose:

To determine and provide the resources needed for establishment, implementation, maintains and continual improvement of QMS including monitoring and measuring resources and organizational knowledge.

Scope:

Quality Management System requirements implemented in the Establishment section of NIEPID, Secunderabad.

Responsibilities:

Management Representative (MR)
HODs and Departmental Coordinators
Director

System:

Director, considering the existing capabilities, constraints and internal resources, determines what has to be obtained from the external providers.

Resources: Resources are provided by sanction of Government of India and Donors.

People:

Manpower / no of employees required for maintaining operations of the institute, is as per sanctions made, time to time by the governing body/board/ ministry. Recruitment is done by top management / DD (Admin) , time to time . List of employees presently held on strength is made as per NIEPID/Estt/List/Employees.

Work Environment:



Work environment in the institute is considered quite and comfortable. A satisfactory work environment is provided by :

- Good House Keeping.
- Adequate Lighting
- Adequate Ventilation
- Acceptable Noise levels
- Lunch room.

Also safety, security, aspects are taken care by providing :

- Medical facility.
- Provision of Fire Hydrant System Fire extinguishers for fire fighting.
- Adequate Security
- First aid kits.
- Pest Control operations

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Support :Resources	Date : 05-01-2017	
Section No	QM:06	ISO 9001: 2015 , clause no 7, 7.1, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.5, 7.1.6	Page No: 2 of 3 QM Page No 29

People: Competence, Awareness , Communication

Purpose:

To ensure that the competent people provided awareness created, communication effected for effective implementation and improvement of QMS.

Scope:

Determination of Competence level requirements provided competent people and communication.

Responsibilities:

Management Representative (MR)
HODs and Director

System:

Competence:

All people employed presently are considered adequately competent. While competence required is decided as per directives and guidelines provide by central government, competence available is recorded in list of employees.

Training is provided as proposed and planned. by the top management , DD (Admin) subject to final approval from ministry.

Record of training is maintained .HOD , Estt , and Management Representative (MR) review all training records in the company after completion of respective training and reviews effectiveness of training provided.

Awareness: HOD, Estt, DD (Admin), MR ensure that all employees are aware of the importance of implementation of Quality management system and of quality policy and measurable objectives.

Respective HODs ensure that persons working under their control are aware of Quality Policy, relevant quality objectives, their contribution to effectiveness of QMS including the benefits of improved performance and implication of not conforming to the QMS requirements through day to day interactions.



References:

Government of India Rules, Regulations, Guidelines

Records:

Training Calendar for the Year
Employee Training and Evaluation Record
External training record,
Workers training record
Competence available record
Competence requirement record

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Support :Resources	Date : 05-01-2017	
Section No	QM:06	ISO 9001: 2015 , clause no 7, 7.1, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.5, 7.1.6	Page No :3 of 3 QM Page No 30

Communication :

Communication

Director / DD Admin may conduct meetings with all in charges on any specific or new issues of external /internal origin of the context of the organization.

MR reviews performance of QMS through status review of Measurable Quality Objectives once in six month.



Communication of Quality Policy, Management review, internal audit results and Corrective Actions are undertaken Head of Depts , departmental Coordinators, and MR associates on specific Non Conformities where interaction is necessary..

Management Review meetings are conducted once in six months and records maintained.

Requirements of Regulatory Authorities (RCI , OU) requirements are available and communicated to all concerned in Academics , DAIL etc. .

Quality Policy is communicated to interested parties through display in different sections/depts. as relevant. .

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Support :Resources	Date : 05-01-2017	
Section No	QM:07	ISO 9001: 2015 , clause no 7.1.3	Page No:1of 1
			QM Page No 31

2



Infrastructure:

Director has provided the infrastructure needed to achieve conformity of all the services provided and to cater requirements of all other process. These are

- a) Building, Work places and associated utilities.
- b) Staff Quarters Allotment , Maintenance
- c) Allotment of Guest House, Conference Hall , Auditorium
- d) Support Services
 - Telephone , EAPBX
 - Fax
 - E-mail
 - Security, Transport, Hire Services.
- e) Pest control

A separate departmental procedure, prepared to provide all details of functioning of Estate Office. (NIEPID/DP/Estate/P-10.)



Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Support : Monitoring and Measurement	Date : 05-01-2017	
Section No	QM:08	ISO 9001: 2015 , clause no 7.1.5	Page No:1of 1
			QM Page No 32

Monitoring and Measuring resources:

Presently the applicability of “monitoring and measuring resources”(clause nos 7.1.5, 7.1.5.1, 7.1.5.2 of ISO 9001:2015) is not very significant and limited to cursory measurements made on models in workshop by trainees in DAIL activity. So the calibration process is excluded, since no salable commercial product is involved presently.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Support : Organizational Knowledge	Date : 05-01-2017	
Section No	QM:09	ISO 9001: 2015 , clause no 7.1.6	Page No:1of 1
			QM Page No 33

Purpose: To ensure that the knowledge necessary for implementation of all QMS processes and to carry out of all operations to achieve service conformity for which the organization is committed.

Scope: All processes carried out and all services rendered to clients by the organization.

Responsibility: MR , Head DLIS , Director

System:

Organizational Knowledge:

Director, MR in association with the HOD , DLIS determines the additional knowledge necessary for operation of its process to achieve conformity of services provided.

The knowledge is documented in two forms:

Explicit Knowledge (A regular library is being maintained by the Institute)

Tacit Knowledge (Competence as per Central Government norms and guidelines available)

When addressing the changes in needs and trends, Director, considers current knowledge and determines method of acquiring or accessing any necessary additional knowledge and required updates.

R& D Coordinator/Project Coordinators also prepares some research papers time to time to contribute to organizational knowledge.

The contributions, mission, goals of the Institute, are adequately displayed through posters in all prominent locations.



References:

Departmental procedures : Control of Documents , Records

Records:

List of records of DLIS Dept

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Documented Information		Date : 05-01-2017	
Section No	QM:10	ISO 9001: 2015 , clause no 7.5 , 7.5.1,7.5.2,7.5.3	Page No:1of 2	QM Page No 34

QM: 10 Documented Information & Control of Documented Information

(Clause 7.5, 7.5.1, 7.5.2, 7.5.3.1, 7.5.3.2 of ISO 9001:2015)

Purpose : To ensure preparation of a system of documented information

Scope: within the purview of implementation of all processes

Responsibility: MR , all HODs , Process Coordinators , Director

System:

Documented Information



The Director, Management Representative and HODs ensured for control of documents of internal origin, documents of external origin and control of records including preparation, review, approval, distribution of documents and indexing, filing, storage, protection, retention and retrieval.

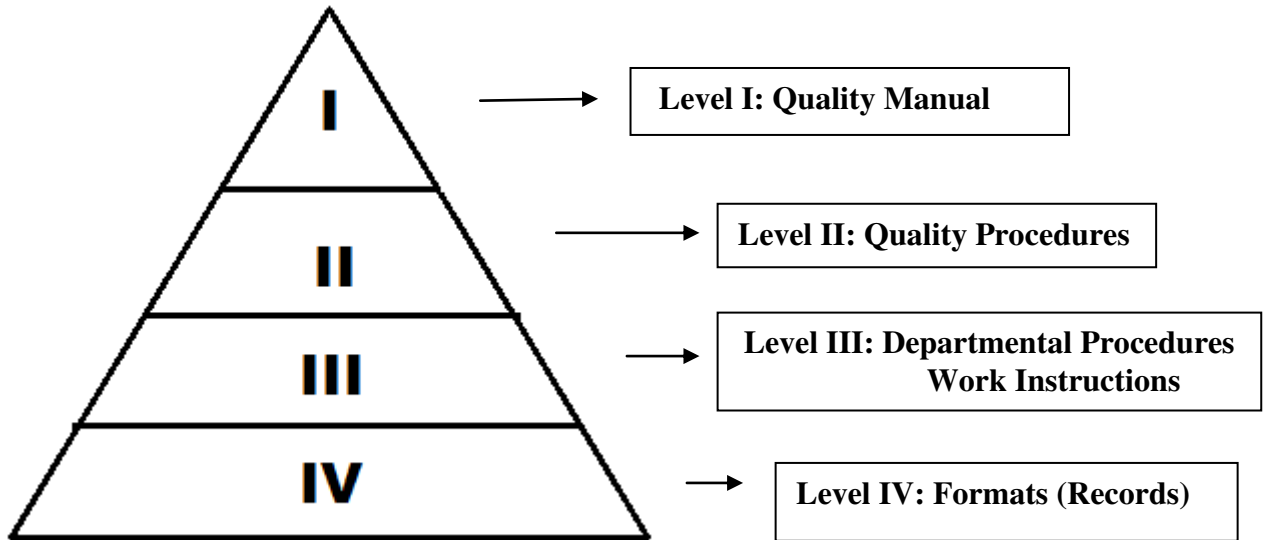
QMS documentation is prepared in Four levels.

- 1st Level: Quality Manual
Quality Manual is the apex document, which is prepared in line with ISO 9001:2015 standards. Quality manual gives details of the Institute , Responsibilities and authorities of various levels of employees, organization, description of all QMS processes that are needed by the organization and monitoring and measurement of same for continual improvement. Quality Manual includes Quality policy and objectives.
- 2nd Level: QMS Procedures
- 3rd level : Departmental Procedures and Work Instructions
- 4th Level:
Formats that are needed by QMS and needed by the organization to provide evidence of implementation of all the activities carried out for various processes of QMS

The Documentation Structure is shown as given below:

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Documented Information		Date : 05-01-2017	
Section No	QM:10	ISO 9001: 2015 , clause no 7.5 , 7.5.1,7.5.2,7.5.3	Page No: 2 of 2	QM Page No 35



Control of Documented Information

Documents are controlled in the following manner

- Quality Manual Prepared and issued by MR
- Reviewed and approved by the Program Director

Master list of document is maintained by MR indicating current revision status with date. Only relevant versions of applicable documents are made available by MR in proper location. Obsolete documents can be kept for reference and is stamped “OBSOLETE COPY FOR REFERENCE ONLY”.

Record Control

- Master list of Record/Format is maintained by MR
- The records are properly protected and stored in the place identified.
- The records are filled in by concerned department legibly.
- The records are destroyed after retention period.
- MR is responsible to verify the above activities and maintain master copy of records.



References:

- Procedure for Control of Documents- NIEPID//QP/MR/P-01
- Procedure for Control of Templates- NIEPID/QP/MR/P-02

Records

- Document change request note- NIEPID/MR/F-03
- Master List of Formats : NIEPID/ML/F

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Operation –Planning , control of changes		Date : 05-01-2017	
Section No	QM:11	ISO 9001: 2015 , clause no 8 ,8.1, 8.5.6	Page No:1of 3	QM Page No 36

The operation of NIEPID, Secunderabad, comprises of departmental activities for provision of service as per details given below:

- | | |
|--|---------|
| 1. Dept of Adult Independent Living. | (DAIL) |
| 2. Dept of Special Education | (DSE) |
| 3. Dept of Rehabilitation Psychology | (DRP) |
| 4. Community Rehabilitation Program Management | (CRPM) |
| 5. Dept of Library and Information Services: | (DLIS) |
| 6. Dept of General Services | (DGS) |
| 7. Dept of Academics | (DA) |
| 8. Special Education centre | (SEC) |
| 9. Dept of Medical Sciences | (DMS) |
| 10. Dept of Estate. | Estate) |



Each Department prepared a departmental procedure providing all details of their departments, sections, and work areas. The procedure consists of description of the process, roles and responsibilities, process flow diagram, organization chart, infrastructure, reference documents, records maintained.

Risks which may likely to be acted upon with countermeasures are identified, objectives at departmental level are set, monitored and measured and the status of achievement is reviewed before every six months.

Reference: Departmental Procedure Nos: NIEPID/DP/----/ P-01 to P-10

Records: List of Formats (Records) of each Department

Prepared By	Approved By
Date:	Date:



	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Operation – Requirements of Service		Date : 05-01-2017	
Section No	QM:12	ISO 9001: 2015 , clause no 8.2	Page No:1of 3	QM Page No 37

On registration of children with intellectual disabilities , assessment is carried out with regard to the nature of services to be provided to the children and counseling requirements or advice to be rendered to parents /guardians/ interested parties , are planned which are considered as client requirements / necessities , from this point.

Similarly when persons with intellectual disabilities are assessed for preparing them for independent living , client requirements are planned and implemented.



Reference : Departmental Procedures

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Operation – D&D		Date : 05-01-2017	
Section No	QM:13	ISO 9001: 2015 , clause no 8.3.1 to 8.3.2	Page No:1of 1	QM Page No 38

Design & Development of Product/Service as per ISO 9001: 2015, 8.3 and all sub-clauses of 8.3, is excluded as all services provided by the institute as per guidelines stipulated by the relevant dept and ministry of Government of India and client requirements.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Control of externally provided processes ,products and services	Date : 05-01-2017	
Section No	QM:14	ISO 9001: 2015 , clause no 8.4,8.4.1,8.4.2,8.4.3	Page No:1of 2 QM Page No 39

PURPOSE:

To ensure a system / methodology is prepared to control of externally provided processes, products and services for ensuring conformity to requirements.

SCOPE:

All activities carried out by purchase department of NIEPID, Secunderabad.

Responsibilities:

All departmental HODs , Departmental Coordinators.

System:

The Sequence of activities for purchase process is:



1. The department of purchase and stores initiates action for issue of tender notice inviting offers for the rate contracts by following open tender system:

- (a) The tenders in the prescribed tender format are published in e-procurement website and the date of opening is given.
- (b) After opening the tender, the comparative statement is prepared while drawing the terms and conditions for rate contract.
- (c) The file is put up to competent authority for necessary approval
- (d) After the approval , the purchase order is issued to the qualified agency.
- (e) After receipt of goods the item is , checked physically with the specification mentioned in the Purchase order .
- (f) Items once taken in to stock , details of Items are entered in the concerned stock register and will be issued to the concerned indenter by obtaining signature
- (g) A sanction order is prepared and forwarded to accounts section.

Process of procurement: The sequence of procurement activity comprises of the following steps:

For procurement of goods of value up to Rs 25000/ the procurement is made through single quotation.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Control of externally provided processes ,products and services	Date : 05-01-2017	
Section No	QM:14	ISO 9001: 2015 , clause no 8.4,8.4.1,8.4.2,8.4.3	Page No:2of 2 QM Page No 40

For procurement of goods of value above Rs 25000/- to Rs 2, 50,000 the procurement is made through LPC as per the following sequence:



- Market Survey
- Receipt of quotations
- LPC (constituting 3 members) meeting
- Comparative statement
- approval of competent authority
- placing purchase order,
- receiving stock,
- Stock entry,
- storing at proper place,
- issuing stock as per indent,

For procurement of goods of value above Rs 2, 50,000 the procurement is made through tender , by --- calling tenders ,
---by placing on e-procurement site
--- by placing in web site
--- by publishing in national news paper

as per the following sequence :

- floating of tenders/enquiries
- Receipt of quotations
- Comparative statement
- approval of competent authority
- placing purchase order,
- receiving stock,
- Stock entry,
- storing at proper place,
- issuing stock as per indent,

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Control of externally provided processes ,products and services	Date : 05-01-2017	
Section No	QM:14	ISO 9001: 2015 , clause no 8.4,8.4.1,8.4.2,8.4.3	Page No:2of 2 QM Page No 41

For Procurement of goods , limited enquiries , through E-procurement and GEM as per new GFR 2017.

For goods worth above Rs.2 Lac are exclusive inspection report is made as mandatory for confirmation of the quality of goods.

For goods worth above Rs. 50,000/- an entry of “Goods received in good condition” is made on Delivery challan by the indenters after ensuring good quality.



For procurement of goods, online system is also followed. (Refer tender documents for all relevant particulars)

Reference: GFR 2017 , GEM

Records:

Risk format	NIEPID/Risk /MR
MQO	NIEPID/Director/MQO
Record of NC output	NIEPID/NC/purchase/F-02
Record of Complaints	NIEPID/Complaint /purchase/F-03
Record of NC and CA	NIEPID/NC&CA /purchase/F-04
Stock register – Consumable	NIEPID/Stock /purchase/F-05
Stock register --- Non Consumable,	NIEPID/Stocking /purchase/F-05
Medicines register	NIEPID/Medicine Reg /purchase/F-05
Tender/Quotation opening register.	NIEPID/Tender Register /purchase/F-06
Sanction order register	NIEPID/SO Reg /purchase/F-07
Inspection Report :	NIEPID/Purchase/F-08

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Provision of Service		Date : 05-01-2017	
Section No	QM:15	ISO 9001: 2015 ,clause 8.5 , 8.5.1	Page No:1of 1	QM Page No 42

The following services are provided:

Human Resource Development



R&D Projects: Cluster based placement

Assessment of work competency.

General services:

Details of various services provided, are given in departmental procedures.



Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Identification & Traceability		Date : 05-01-2017	
Section No	QM:16	ISO 9001: 2015 ,clause 8.5 .2	Page No:1of 1	QM Page No 43

The documents, records, infrastructure available in each department, are identified, listed and traceable. . Where ever inventory registers are maintained and subjected to annual verifications , the methodology is mentioned in departmental Procedures.

Reference: Departmental procedures.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Client Property		Date : 05-01-2017	
Section No	QM:17	ISO 9001: 2015 ,clause 8.5 .3	Page No:1of 1	QM Page No 44



Selection of students for various courses is done by ‘Academics’ department. The original certificates of students are retained with ‘Academics’ department and returned to students as and when they leave the institute after completing their short term /long term courses. Necessary records are maintained at the department

Similarly other departments also maintain client/ external provider property records as relevant and applicable.

Reference: Departmental procedures.

Records: Client Property record. NIEPID/ Academics/F-05



Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Preservation		Date : 05-01-2017	
Section No	QM:18	ISO 9001: 2015 ,clause 8.5 .4	Page No:1of 1	QM Page No 45

The documents, records, infrastructure available in each department, are protected from deterioration and damage. Departmental procedure provides details of such preservation, where ever relevant.

Reference: Departmental procedures.



Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Post delivery Actions	Date : 05-01-2017	
Section No	QM:19	ISO 9001: 2015 ,clause 8.5 .5	Page No:1of 1 QM Page No 46

As relevant in various Department follow up actions are taken after providing various services. Departmental procedures are referred for details of follow up actions taken as relevant in each process.

Reference: departmental Procedures.



Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Final Approval of service provided		Date : 05-01-2017	
Section No	QM:20	ISO 9001: 2015 ,clause 8.6	Page No:1of 1	QM Page No 47

The nature of service to be provided, the plan of providing a service etc are approved by Head of Dept/Section . The details of services provided are given in Departmental Procedures made for this purpose.

Reference: Departmental Procedures.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Control of Nonconforming Output		Date : 05-01-2017	
Section No	QM:21	ISO 9001: 2015 clause 8.7, 8.7.1,8.7.2	Page No:1of 3	QM Page No 48

PURPOSE:

To ensure that outputs that do not confirm to the requirement are identified and controlled to prevent their unintended use or delivery.

SCOPE:

It covers verification actions or otherwise of external provided service , in – house prepared plans for services and conformity of finally provided service with reference to planned requirements and authorization for provision of service in final stage and control of Non-conforming outputs.

Responsibilities:



All departmental HODs, Departmental Coordinators.

System:

Control of Non-conforming Outputs

- Control of non-conforming output of a planned service is handled as per procedure NIEPID/QP/MR/P-03 and deviations are handled as per the procedure (procedure of identifying non-conformities and corrective actions.
- Heads of all departments are authorized to control the non-conforming outputs of the respective services planned and provided by them , through identification, correction , and corrective actions and authorization for acceptance after necessary corrections as relevant and applicable
- The record is maintained in line with NC output procedure and NC and CA The record contains the description of non-conformity, action taken, authority deciding action in respect of non-conformity.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Control of Nonconforming Output	Date : 05-01-2017	
Section No	QM:21	ISO 9001: 2015 clause 8.7, 8.7.1,8.7.2	Page No:1 of 3 QM Page No 49



Reference:

Procedure for controlling of nonconforming output: NIEPID/QP/MR/P-03
 Non-Conformity and Corrective Actions: NIEPID/QP/MR/P-05

Records:

Record of Non Conforming Output : NIEPID/ dept/F-02
 Record of Non-Conformities and CA: NIEPID// dept/F-04

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Performance Evaluation .Monitoring, measurement, analysis and evaluation	Date : 05-01-2017	
Section No	QM:22	ISO 9001: 2015 clause 9,9.1,9.1.1, 9.1.2 & 9.1.3	Page No:1of 3 QM Page No 50

Purpose:

To determine

- Needs of monitoring and measurement,
- methods of monitoring , measurement
- when to monitor and measure
- when to analyze and evaluate results of monitoring and measurement.

Scope:

Monitoring, measurement, analysis and evaluation of results of monitoring and measurement to be carried out for all departmental activities listed in planning of operations in section QM: 09

Responsibilities:

Management Representative, All HODs, Departmental Coordinators, Director

System:

Monitoring, Measurement and Analysis:

All HODs monitor measure and analyze the performance of operations with respect to quality objectives set for the activities of their department.



In-charge Purchase department monitors, measures the performance of suppliers on annual basis.

All Departmental Coordinators, monitor, measure, and analyze the fulfillment of requirements of services being provided by them, based on the feed-back received from clients and nature of complaints received from (internal/external interested parties)

Estate/ Admin department

- Monitors, measures and analyses the building and other infrastructure conditions to ensure repairs well within time.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Performance Evaluation .Monitoring, measurement, analysis and evaluation	Date : 05-01-2017	
Section No	QM:22	ISO 9001: 2015 clause 9,9.1,9.1.1, 9.1.2 & 9.1.3	Page No:2of 3 QM Page No 51

- Estate/ Admin department monitors, measures and analyses the condition of Fire extinguishers to ensure re-filling well within time.
- Admin department monitors, measures and analyses the Pest control operations to ensure pest control regularly.

All HODs maintain the records related to the above activities and results achieved.

Client Satisfaction:

All departmental heads receive and retain feedback information from parents and other interested parties in respect of fulfillment of output of service provided.



Analysis and Evaluation:

MR in association with respective department in-charges evaluates the data analyzed through Management reviews.

- a) Trends of conformity of Services through feedback received from clients
- b) Trends of client Satisfaction from students/parents/other interested parties.
- c) Performance and effectiveness of QMS through trends of Internal Audit results.
- d) Variations in the Planning and Execution
- e) Trends of Performance of External Providers

Based on the above MR identifies the need for improvement in the QMS and reviews the effectiveness of actions taken to address risks and Opportunities

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Performance Evaluation .Monitoring, measurement, analysis and evaluation		Date : 05-01-2017	
Section No	QM:22	ISO 9001: 2015 clause 9,9.1,9.1.1, 9.1.2 & 9.1.3	Page No:3of 3	QM Page No 52



Reference:

Records of Client Satisfaction/feedback/ complaints
Risk identification Records.

Records:

Management Review Meeting Minutes: NIEPID/MR/ F-10
Measurable Quality Objectives: NIEPID/Director/MQO

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Internal Audit	Date : 05-01-2017	
Section No	QM:23	ISO 9001: 2015 clause 9.2 , 9.2.1 , 9.2.2	Page No:1 of 2 QM Page No 53

Purpose:

To conduct Internal Audit and Management review at planned intervals to ensure the effectiveness of QMS and to identify the opportunity for improvement

Scope:

It covers guidelines for conducting Internal Audit and Management review.

Responsibility:

Management Representative, Director, All HODs, Departmental Coordinators

System:

Internal Audit:

Procedure NIEPIID/QP/MR/P-04 is used for internal audit.

MR ensures conducting of internal audit once in 6 months as minimum. The internal audit is conducted to determine whether the QMS conforms to planned arrangements in line with ISO 9001: 2015



MR prepares an annual audit program and audit schedule . Audit schedule is prepared specifying audit objectives, audit criteria, scope and methods.

Competence of Internal Auditors.

The internal auditors are qualified based on minimum qualifications specified by NIEPID with working experience of their department and trained for awareness of ISO standard ISO 9001:2015 and two man-days training in internal audit procedure and practice for QMS by external agencies.

Auditors do not audit their own work.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Internal Audit		Date : 05-01-2017	
Section No	QM:21	ISO 9001: 2015 clause 9.2 , 9.2.1 , 9.2.2	Page No: 2 of 2	QM Page No 54

Conduct of Audit

The responsibilities and requirements of planning and conducting and reporting results and maintaining records are defined in procedure NIEPID/QP/MR/P-04.

Audit-Non conformity is raised in the specified form System NC and CA format.

summary of Audit, Audit observation and system NC is given to auditee for taking corrective action within target date mentioned in NC format.

Follow up Audits

The auditor has to ensure the timely corrective actions on non-conformity and report to MR.

MR organizes follow up activities of action taken and for reporting the results to ensure that NC is closed after conforming all appropriate actions are taken.



Reference:

Procedure for Conducting Internal Audits : NIEPID/QP/MR/P-04

Records:

Internal Audit Program:	NIEPID/MR/F-03
Internal Audit Schedule:	NIEPID/MR/F-04
Internal Audit Observations:	NIEPID/MR/F-05
Summary of Internal Audit:	NIEPID/MR/F-06
System NC and Corrective Action:	NIEPID/MR/F-07
List of Internal Auditor:	NIEPID/MR/IA/List

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Management Review	Date : 05-01-2017	
Section No	QM:24	ISO 9001: 2015 clause 9.3 , 9.3.1 , 9.3.2 . 9.3.3	Page No:1 of 2
			QM Page No 55

Purpose:

To conduct Management Review at planned intervals to review the effectiveness of QMS and to discuss the opportunity for improvement

Scope:

It covers guidelines for conducting Management review.

Responsibility:

Management Representative, Director, All HODs, Departmental Coordinators

System:

Management Review:



- Management review is conducted once in 6 months.
- Director is the chairman and MR is the convener for the meeting. In the absence of Director , Dy Director Admin chairs the review.
- QMS, Quality Policy and objectives are reviewed to ensure its continuing suitability, adequacy effectiveness and need for any changes/improvement.
- QMS is evaluated with regard to opportunity for further improvements as deliberated and suggested in the meeting.

Review Input

Review inputs include, but not limited to the following

- Status of Actions pending from previous reviews
- Changes in External and Internal issues relevant to QMS
- Trends of satisfaction and feedback obtained from clients and other relevant Interested parties (internal/external)
- The extent to which the Quality Objectives have been met
- Process performance and conformity of Services
- Any NC output identified and actions taken to control the same
- Non-Conformities and Corrective Actions
- Results of Monitoring and Measurement
- Audit Results:
 - Internal Audits
 - External Audits (CB)
- The Performance of External Providers
- The Adequacy of Resources
- The effectiveness of Actions taken to address Risk and Opportunities for Improvement

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Management Review		Date : 05-01-2017	
Section No	QM:24	ISO 9001: 2015 clause 9.3 , 9.3.1 , 9.3.2 . 9.3.3	Page No:2of 2	QM Page No 56

Review Output

Review outputs include, Decisions and Actions related to Risk Identification , Opportunities for Improvement any need for changes to the quality management system, resource needs



Reference:

Procedure for Conducting Internal Audits: NIEPID/QP/MR/P-04

Records:

Meeting Notice and Agenda for MRM: NIEPID/MR/F-09
Management Review Meeting Minutes: NIEPID/MR/F-10

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Improvement		Date : 05-01-2017	
Section No	QM:25	ISO 9001: 2015 clause 10,10.1,10.2 & 10.3	Page No:1 of 3	QM Page No 57

Purpose:

To determine and select opportunities for improvement and implement any necessary to improve quality of the services provided , correct, reduce/prevent undesired effects and improve the performance and effectiveness of Quality Management System to meet client requirements and enhance client satisfaction.

Scope:

Correction, Corrective Action, Continual Improvement, and changes to Quality Management System.

Responsibility:



Management Representative, Director, All HODs, Coordinators (Departmental Team Members)

System:

Non-conformity and Corrective Action:

- Departmental Heads initiate correction and Corrective actions for any deviation from the planned activity.
- All auditees initiate correction, root cause analysis and Corrective action through Internal Audit System Non-conformity with the help of coordinators.
- Correction, Corrective Actions, Root cause analysis of all customer complaints.

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)	Issue-A	
Title	Quality Manual (QM/NIEPID)	Rev:00	
Section	Improvement	Date : 05-01-2017	
Section No	QM:22	ISO 9001: 2015 clause 10,10.1,10.2 & 10.3	Page No 2 of:3 QM Page No 58



Actions to eliminate the cause of non-conformity are determined by evaluating the NCs , to prevent recurrence by

- Reviewing and analyzing the Non-conformity
- Determining the cause of Non-conformity
- Determining if similar non-conformities exist, or some potential NC which may occur
- Implementing any action needed, review the effectiveness of corrective action taken
- Update Risks and Opportunities determine during planning if necessary and make changes to QMS if necessary.

Corrective actions are appropriate to the effects of non-conformity encountered.

The records include the nature of non-conformity and actions taken and the results of any corrective action

Prepared By	Approved By
Date:	Date:

	NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)		Issue-A	
Title	Quality Manual (QM/NIEPID)		Rev:00	
Section	Improvement		Date : 05-01-2017	
Section No	QM:25	ISO 9001: 2015 clause 10,10.1,10.2 & 10.3	Page No 3 of:3	QM Page No 59

Continual improvement:

- MR initiates continual improvement process for suitability, adequacy and effectiveness of QMS
- The respective In-charge shall consider the following information to address continual improvement
 - Results of Analysis and Evaluation
 - Outputs from Management Reviews
 - Opportunity for Improvement identified during Audit

Reference:

Procedure for Conducting Internal Audits: NIEPID/QP/MR/P-03
 Procedure for Corrective Action: NIEPID/QP/MR/P-05

Records:

Record of Complaints: NIEPID/ Operation/ Dept/ F-03
 Record of Non-Conformities: NIEPID/Improvement/Dept/F-04
 Analysis of Problem & Corrective Action : NIEPID/MR/F-08
 MRM Minutes NIEPID/MR/F-10

Prepared By	Approved By
Date:	Date:

Terminology of ISO Standard

S. No.	Terminology used by NIEPID	Equivalent to (means)
1	Products	Products and Services
2	Documentation, Quality Manual, Documented Procedures and Records	Documented Information
3	Work Environment	Environment for the operation of processes
4	Monitoring and Measuring equipment	Monitoring and Measuring Resources
5	Supplier/Vendor	External Provider
6	Purchased Product	Externally provided products and services

List of Documented Information


Sl no	Subject	Documented Information no	Rev	Date
1.	Context of the Organization (External)	NIEPID/DI/01	00	05-01-2017
2.	Context of the Organization (Internal)	NIEPID/DI/02	00	05-01-2017
3.	Needs and Expectations of interested parties (Internal /External)	NIEPID/DI/03	00	05-01-2017
4.	Details of QMS Process	NIEPID/DI/04	00	05-01-2017
5.	Risk Assessment	NIEPID/DI/05	00	05-01-2017

List of Departmental Procedures

NIEPID/DP/DAIL/P-01	DAIL
NIEPID/DP/DSE/P-02	DSE
NIEPID/DP/DRP/P-03	DRP
NIEPID/DP/CRPM/P-04	CRPM
NIEPID/DP/DLIS/P-05	DLIS
NIEPID/DP/GS/P-06	GS
NIEPID/DP/DMS/P-09	DMS
NIEPID/DP/Academics/P-07	Academics
NIEPID/DO/SEC/P-08	SEC
NIEPID/DP/Estate/P-10	Estate

List of Internal Auditors:**List of Trained Internal Auditors – ISO 9001:2015**

S.No.	Name	Designation	Department/Section
1	Shri B Ashok	Asst Prof in Vocational Training	Dept of Adult Independent Living
2	Dr.Mary Anurupa	Asst Prof in Paediatrics	Dept of Medical Sciences
3	Dr.V.Shravan Reddy	Asst Prof in Psychiatry	Dept of Medical Sciences
4	Dr. G.Sreekrishna	Lecturer in Rehabilitation Psychology & I/c Library	Dept of Library & Information Services
5	Shri N.C.Srinivas	Lecturer in Speech Pathology & Audiology	Dept of Medical Sciences
6	Shri G Srinivasulu	Lecturer in Voc Counselling & Employment	Dept of Adult Independent Living
7	Dr.R.Shilpa Manogna	Lecturer in Spl Education	Dept of Special Education
8	Shri A.Venkateshwar Rao	Accounts Officer	Accounts
9	Shri P Sammiah	Rehabilitation Officer	Dept of Adult Independent Living
10	Smt.K.Nagarani	AAO(PM) I/c	Establishment
11	Shri S.Kingsley	Spl Education Teacher	Special Education Centre
12	Shri B Suryaprakasam	Statistical Assistant	Administration
13	Smt C Jayanthi	Stenographer	Administration
14	Shri V Shankar Kumar	Stenographer	Administration
15	Shri K.Ramesh	Vocational Instructor	Dept of Adult Independent Living
16	Shri G Ravi Shankar	Publication Assistant	Dept of Library & Information Services
17	Shri A Muralikrishna	Stenographer	Dept of Rehab Psychology
18	Smt N.Saritha Sasi	Stenographer	Establishment
19	Smt N.Aruna	UDC	Establishment
20	Shri P Mahaveer Singh	LDC	Dept of Adult Independent Living
21	Ms.K.Manjula	LDC	Purchase & Stores

 NATIONAL INSTITUTE FOR THE EMPOWERMENT OF PERSONS WITH INTELLECTUAL DISABILITIES (DIVYANGJAN)						
Master List of Formats						
Sl No	Name of Format/ record	No of Format/ Record	Rev No	Date	Type H/F/ S/R	Retention Period yrs (min)
Top management						
1	Measurable Quality Objectives	NIEPID/Director/MQO	00	05-01-2017	H	3
Management Representative						
2.	Risk Identification, Assessment , Mitigation form	NIEPID/MR/Risk				
2	Record of Changes to Quality management System	NIEPID/MR/F-01	00	05-01-2017	H	3
3	Document Change Request Note	NIEPID/MR/F-02	00	05-01-2017	H	3
4	Internal audit Program	NIEPID/MR/F-03	00	05-01-2017	H	3
5	Internal Audit Schedule	NIEPID/MR/F-04	00	05-01-2017	H	3
6	Internal Audit Observations	NIEPID/ MR/F-05	00	05-01-2017	H	3
7	Audit Summary Report	NIEPID/MR/F-06	00	05-01-2017	H	3
8	System NC and Containment Action	NIEPID/MR/F-07	00	05-01-2017	H	3
9	Analysis of the Problem and Corrective Action	NIEPID/MR/ F-08	00	05-01-2017	H	3
10	Meeting Notice and Agenda for MRM	NIEPID/MR/F-09	00	05-01-2017	H	3
11	Minutes of Management Review Meeting	NIEPID/MR/F-10	00	05-01-2017	H	3

Sl No	Name of Format/ record	No of Format/ Record	Rev No	Date	Type H/F/ S/R	Reten tion Perio d yrs (min)
Establishment						
12	Record of NC output	NIEPID/Estt/F-01	00	05-01-2017	H	3 years
13	Record of Complaints	NIEPID/Estt/F-02	00	05-01-2017	H	3 years
14	Record of NC and CA	NIEPID/Estt/F-03	00	05-01-2017	H	3 years
15	Training Plan	NIEPID/Estt/F-04	00	05-01-2017	H	3 years
16	Record of training effectiveness	NIEPID/Estt/F-05	00	05-01-2017	H	3 years
17	List of Employees & Competence Available	NIEPID/Estt/F-06	00	05-01-2017	H	3 years

Sl No	Name of Format/ record	No of Format/ Record	Rev No	Date	Type H/F/ S/R	Reten tion Perio d yrs (min)
Purchase Dept						
26	Record of NC output	NIEPID/Purchase / F-02	00	05-01-2017		3 years
27	Record of complaints	NIEPID/Purchase / /Complaints/F-03	00	05-01-2017		3 years
28	Record NC and CA	NIEPID/ Improvement / Purchase /F-04	00	05-01-2017		3 years
29	Stock registered Consumable	NIEPID/Purchase / /Stock /F-05(1)	00	05-01-2017		3 years
30	Non Consumable,	NIEPID/Purchase / /Stock /F-05(2)	00	05-01-2017		3 years
31	Medicines register	NIEPID/Purchase / /Stock /F-05(3)	00	05-01-2017		3 years

32	Tender/Quotation opening register	NIEPID/Purchase / /Tender Reg /F-06	00	05-01-2017		3 years
33	Sanction order register	NIEPID/Purchase / /SO Reg /F-07	00	05-01-2017		3 years
34	Inspection Report	NIEPID/Purchase / /IR /F-08	00	05-01-2017		3 years
Estate Dept						
35	Record of Non-conforming output	NIEPID/Estate/F-01	00	05.01.2017	Hard copy	3 years
36	Record of Complaints (From Internal/External Interested parties)	NIEPID/Estate /F-02	00	05.01.2017	Hard copy	3 years
37	Record of No-Conformities	NIEPID/Estate /F-03	00	05.01.2017	Hard copy	3 years
Complaint Register for day to day works						
38 A	Complaint Register for Carpentry works	NIEPID/Estate/Carpentry/com/REG/1:A	00	05.01.2017	Hard copy	3 years
B	Complaint register for Plumbing & Sanitary works	NIEPID/Estate/Plum&Sani/Com/REG/1:B	00	05.01.2017	Hard copy	3 years
C	Complaint register for Electrical works	NIEPID/Estate/Elec/Com/REG/1:B	00	05.01.2017	Hard copy	3 years
D	Register/Format for Purchase of material for works	NIEPID/Estate/Materials/FMT/1:A	00	05.01.2017	Hard copy	3 years
E	Format for issuance of Purchase/work order to supply materials	NIEPID/Estate/P.O/FMT/2:B	00	05.01.2017	Hard copy	3 years
Registers/Formats for allotment of Vehicle						
39 A	Format for vehicle requisition for allotment of vehicle	NIEPID/Estate/Veh-Req-form/FMT/3:A	00	05.01.2017	Hard copy	3 years
B	Register for Office vehicle movement and journey details	NIEPID/Estate/Vehicle /REG/3:A	00	05.01.2017	Hard copy	3 years
C	Register for Vehicle log book	NIEPID/Estate/Vehicle .Log book/REG/3:B	00	05.01.2017	Hard copy	3 years
Registers/Formats for purchase of fuel						
40 A	Register for purchase of vehicle fuel	NIEPID/Estate/Vehicle -fuel/REG/4:A	00	05.01.2017	Hard copy	3 years
B	Format for purchase of vehicle fuel and lubricants	NIEPID/Estate/Vehicle fuel/FMT/4:A	00	05.01.2017	Hard copy	3 years

C	Format for release of payment towards purchase of vehicle fuel and lubricants.	NIEPID/Estate/Fuel .bills/S.O/FMT/4:B	00	05.01.2 017	Hard copy	3 years
41 A	Format for Annual maintenance contract tender document	NIEPID/Estate/Maint. Cont/FMT/5:A	00	05.01.2 017	Hard copy	3 years
41 B	Format for issuance of Letter of Intent/work order for annual maintenance contracts	NIEPID/Estate/LOI-WO/FMT/5:B	00	05.01.2 017	Hard copy	3 years
42 A	Format of issuance of circular for building committee	NIEPID/Estate/Const. Works/FMT/6:A	00	05.01.2 017	Hard copy	3 years
B	Format for letter communication towards Construction work to CPWD	NIEPID/Estate/Const. Works/FMT/6:B	00	05.01.2 017	Hard copy	3 years
43 A	Format of issuance of circular for Quarters allotment committee	NIEPID/Estate/QRT/F MT/7:A	00	05.01.2 017	Hard copy	3 years
B	Format for process of Application to allot staff quarter	NIEPID/Estate/QRT/F MT/7:B	00	05.01.2 017	Hard copy	3 years
C	Format for issuance of allotment letter of quarter to the allottee	NIEPID/Estate/QRT/F MT/7:C	00	05.01.2 017	Hard copy	3 years
44 A	Register for entering the monthly electricity bill	NIEPID/Estate/Elec.Bil l/REG/8:A	00	05.01.2 017	Hard copy	3 years
B	Format for placing note to obtain approval for release of bill payment	NIEPID/Estate/Elec.Bil l/FMT/8:A	00	05.01.2 017	Hard copy	3 years
C	Format OF SANCTION ORDER to release of telephone bill payment	NIEPID/Estate/Elec.Bil l/S.O/FMT/8:B	00	05.01.2 017	Hard copy	3 years
45 A	Register for entering the monthly Telephone bill	NIEPID/Estate/Tel.Bill /REG/9:A	00	05.01.2 017	Hard copy	3 years
B	Format for placing note to obtain approval for release of electricity bill payment	NIEPID/Estate/Tel.Bill /FMT/9:A	00	05.01.2 017	Hard copy	3 years
C	Format for Sanction Order to release of telephone bill payment	NIEPID/Estate/Tel.Bill /S.O/FMT/9:B	00	05.01.2 017	Hard copy	3 years
46 A	Register to enter materials list in & out of Campus	NIEPID/Estate/Gate. Pass/REG/10:A	00	05.01.2 017	Hard copy	3 years

B	Format to Permit the materials to outside for repair/exchange/disposal	NIEPID/Estate/Gate. Pass/FMT/10:A	00	05.01.2017	Hard copy	3 years
47 A	Register to enter the repairs taken place of Office vehicle	NIEPID/Estate/Veh.Rep/REG/11:A	00	05.01.2017	Hard copy	3 years
B	Format to handover the Office vehicle to agency for submission of estimates	NIEPID/Estate/Veh.Rep/FMT/11:A	00	05.01.2017	Hard copy	3 years
C	Format for issuance of work order to the agency for repairs	NIEPID/Estate/Veh.Rep/FMT/11:B	00	05.01.2017	Hard copy	3 years
D	Format for Sanction Order to release the bill payment for repair works	NIEPID/Estate/Veh.Rep/S.O/FMT/11:C	00	05.01.2017	Hard copy	3 years

NIEPID/ML/F

Rev:00

Date: 05-01-2017