

## **Internal Quality Assurance Cell Organises Training on ISO 9001:2015**

A three-day training programme on **Awareness and Internal Quality Audit of QMS based on ISO 9001:2015** was organised by St. Xavier's University, Kolkata, from 28.10.2025 to 30.10.2025. The training aimed to enhance participants' understanding of the principles, requirements, and implementation strategies of ISO 9001:2015 standards to promote a culture of quality, continuous improvement, and customer satisfaction within academic and administrative processes.

### **Objectives of the Training**

The key objectives of the programme were:

- To familiarise participants with the fundamentals and structure of ISO 9001:2015.
- To understand the various quality management principles and their application in higher education.
- To build competence in documenting, implementing, and auditing QMS processes.
- To prepare university departments for ISO certification and continual improvement.
- To enhance the overall quality assurance and service delivery within the institution.

### **Participants**

The training programme was attended by 10 participants, including:

- Registrar
- Controller of Examinations
- Director (IQAC), Administrative Officers, and other staff members

Participants represented various departments and sections across the university, reflecting a collective commitment toward achieving and maintaining quality standards.

### **Resource Persons**

The sessions were conducted by certified ISO experts and consultants from the Standardisation Testing and Quality Certification (STQC), Kolkata:

- Shri Abhijit Dasgupta, Scientist 'D', Regional Manager (East), Electronics Regional Test Laboratory.
- Smt. Sampa Bag, Head of Training, Electronics Regional Test Laboratory.

Their sessions combined theoretical insights with practical examples and case studies relevant to educational institutions.

### **Programme Schedule and Highlights**

<b>Day 1: Introduction and Overview</b>	<b>Day 2: Implementation and Documentation</b>	<b>Day 3: Internal Auditing and Continual Improvement</b>
Overview of Quality Management Systems	Interpretation of ISO 9001:2015 clauses	Internal audit planning and execution
Evolution and principles of ISO standards	Risk-based thinking and process approach	Non-conformity reporting and corrective actions
Understanding organisational context and stakeholder needs	Documentation requirements – policies, Objectives, manuals, and records	Management review and continual improvement
Key clauses and structure of ISO 9001:2015	Group exercises on process mapping and risk identification	Mock audit session and feedback discussion

## Outcomes of the Training

- Participants gained comprehensive knowledge of ISO 9001:2015 standards and their application in university systems.
- Increased awareness of process standardisation, documentation, and performance evaluation.
- Departments identified potential areas for improvement and developed action plans for QMS implementation.
- The programme strengthened the institution's readiness for ISO 9001:2015 certification and external audits.

## Feedback and Suggestions

Feedback from participants indicated high satisfaction with the content delivery and practical exercises. Participants appreciated the interactive approach and the relevance of examples provided by the trainers. The knowledge gained by the participants will help align institutional processes with international quality standards, ensuring continuous improvement and stakeholder satisfaction. The university may plan to continue such initiatives to sustain quality excellence in both academic and administrative practices.





Report by:

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