



**Shri Vaishnav Institute of Management, Indore**  
**Approved by AICTE, New Delhi**  
**Affiliated to DAVV, Indore (M.P.) and RGPV, Bhopal (M.P.)**  
**UGC-NAAC Accredited 'A' Grade Institute**  
**Scheme No.71, Gumasta Nagar, Indore-452009, Madhya Pradesh, India**

**Date: 30/03/2022, Wednesday**

**Minutes of Meeting (MoM)**

A meeting with members of SHARK certification team along with IQAC members, Programme coordinators and head of other committee/cells was scheduled on March 30, 2022 at 02:00 p.m.

Following points were discussed:

- 1) The agenda of the meeting is to orient all members with the process of ISO certification.
- 2) The members from SHARK certification team are :
  - a) Mr. Chandra Shekhar Tiwari
  - b) Mr. Subhodh
  - c) Mr. Raghav Sharan Shrivastava
  - d) Mr. Ankit Vardhan
- a) At the time of visit, two teams will be formed : Core Team and Supporting Team.
- 3) In new ISO certification, every member of the Institute will be the stakeholder for ISO certification process.
- 4) The ISO certificate standard is shifted from ISO 9001:2008 to ISO 9001:2015. It is amended at every 8 years (Next will be ISO 9001:2023).
- 5) Various sub points are discussed by Mr. Chandra Shekhar Tiwari  
QMS – Quality Management System , IAF – International Accreditation Forum.  
CB – Certification Body, AB – Accreditation Body.
- 6) Hierarchy of Certification is TAF – AB (NABC) – CB.
- 7) ISO 9001:2008 is 8 clause standard whereas ISO 9001:2015 is 10 clause standard.
- 8) In clause 4 – context – SWOT/SWORT- PESTLE analysis.
- 9) ISO 9001:2015 is Risk based approach (Follows BCM model).
- 10) Issues like external and internal should also be covered.
- 11) PDCA Cycle – It includes process based approach (plan, do, check act).
- 12) Clause 4 – Context to organization, Clause 5 – Leadership, Clause 6 – Planning, Clause 7 – Support, Clause 8 – Operations, Clause 9 – Performance Evaluation and Clause 10 – Continual Improvement.
- 13) Clause 1 to 3 are basic clause like table of contents.




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- 14) Scope – Academics, HR+Admin, Admission Examination, Library, Lab, T&P.
- 15) Quality Objectives – It is based on SMART parameter SMART parameter.  
SMART – Specific, Measurable, Achievable, Realistic and Time Bound.
- 16) CORE Activities – What processes should be covered in core activities. It is to be identified. SUPPORT Activities – What processes come under this.
- 17) Focus on Complaints/Feedback – Develop the plan on complaints/feedback.

As there was no point of discussions, the meeting was ended with thanks to the chair.

1. Dr. George Thomas
2. Dr. Kshama Paithankar
3. Dr. Abhijeet Chatterjee
4. Mr. Chandra Shekhar Tiwari
5. Mr. Raghav Sharan Shrivastava
6. Mr. Subodh Mundre
7. Mr. Ankit Vardan
8. Dr. Jayesh Tiwari
9. Dr. Deepa Katiyal
10. Dr. Bharti Agrawal
11. Dr. Megha Jain
12. Dr. Pragya Sharma
13. Dr. Sapna Parihar
14. Dr. Rekha Melwani
15. Ms. Sudha Upadhyay
16. Dr. Kamlesh Malpani
17. Dr. Shailesh Maheshwari
18. Dr. Sandeep Kumar Malu
19. Dr. Uttam Jagtap
20. Mr. Sachin Chalisgaonkar
21. Dr. Ekta Agrawal
22. Dr. Jitendra Jain
23. Mr. Lalit Joshi
24. Mr. Ashish Gupta

  
**Dr. Kshama Paithankar**  
**Coordinator, IQAC**  
**Shri Vaishnav Institute of Management**  
**Scheme No. 71, Gumasta Nagar,**  
**INDORE-452009 (M.P.)**

  
**Director**  
**Shri Vaishnav Institute of Management**  
**INDORE (M.P.)**