

QUALITY MANUAL
ESTC - KANIYA, RAMNAGAR

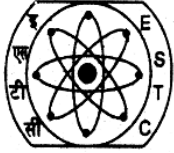
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ELECTRONICS SERVICE & TRAINING CENTRE
KANIYA, RAMNAGAR,
Distt. NAINITAL (U.K.)

QUALITY MANUAL
ISO 9001:2015

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



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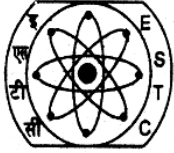
ESTC - KANIYA, RAMNAGAR

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Date: 08.07.2019

Introduction
General
1 Scope
2 Normative References
3 Terms and Definitions
4 Context of the Organization
4.1 Understanding the Organization and its Context
4.2 Understanding the Needs and Expectations of Interested Parties
4.3 Determining the Scope of the Quality Management System
Scope of Registration
4.4 Quality Management System and its Processes
5 Leadership
5.1 Leadership and Commitment
5.2 Policy
Quality Policy:
5.3 Organizational Roles, Responsibilities, and Authorities
6 Planning
6.1 Actions to Address Risks and Opportunities
6.2 Quality Objectives and Planning to Achieve Them
6.3 Planning of Changes
7 Support
7.1 Resources
7.2 Competence
7.3 Awareness
7.4 Communication
7.5 Documented Information
8 Operation
8.1 Operational Planning and Control

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

- 8.2 Requirements for Education services
- 8.3 Design and Development of Education services
- 8.4 Control of Externally Provided Processes, Products, and Services
- 8.5 Production and Service Provision
- 8.6 Release of Products and Service
- 8.7 Control of Nonconforming Outputs

9 Performance Evaluation

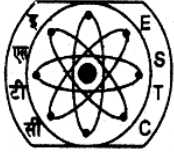
- 9.1 Monitoring, Measurement, Analysis and Evaluation
- 9.2 Internal Audit
- 9.3 Management Review

10 Improvement

- 10.1 General
- 10.2 Nonconformity and Corrective Action
- 10.3 Continual Improvement

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

Introduction

ESTC – Electronics Service and Training Centre has been established as a Govt. of India, Society – registered in April, 1986, under Societies Registration Act. 1860. The main objective of setting up this project is to develop human resources to meet the essential requirements for transfer of technology in assembly and manufacture of Electronic & IT items and Mechanical parts.

ESTC

- develops skilled / semi skilled man power in related Electronic & IT and Mechanical fields.
- Provides extension/common services, quality control and reliability services.
- Renders advice and guidance to entrepreneurs – product, development and consultancy
- Develops library cum documentation centre for providing necessary information to the entrepreneurs / industry.

This Quality Manual specifies requirements that ESTC – Electronics Service and Training Centre uses to address customer satisfaction, to meet customer and applicable regulatory and statutory requirements and to meet ISO 9001:2015 requirements, and is supported by additional procedures where necessary. The quality management principles stated in ISO 9000, and ISO 9004, have been taken into consideration during the development of this Quality Policy Manual.

This Quality Manual specifies the general requirements for ESTC – Electronics Service and Training Centre competence towards a management system for quality, administrative and technical operations.

1. Scope

This Quality Manual specifies requirements for a quality management system where ESTC – Electronics Service and Training Centre:

- a) Needs to demonstrate its ability to consistently provide training and electronics services that meet customer and applicable statutory and regulatory requirements, and
- b) Aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

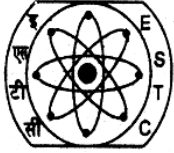
All the requirements of this ISO 9001:2015 are generic and are intended to be applicable to any organization, regardless of its type or size, or the education services it provides;

2. Normative References

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

ISO 9001:2015, Quality management systems — Fundamentals and vocabulary

3. Terms and Definitions

For the purposes of this document, the terms and definitions given in ISO 9000:2015 apply.

4. Context of the Organization

4.1 Understanding the Organization and its Context

ESTC – Electronics Service and Training Centre has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system.

ESTC – Electronics Service and Training Centre monitors and reviews information about these external and internal issues.

4.2 Understanding the Needs and Expectations of Interested Parties

Due to their effect or potential effect on ESTC – Electronics Service and Training Centre's ability to consistently provide education services that meet customer and applicable statutory and regulatory requirements, ESTC – Electronics Service and Training Centre determined:

- a) The interested parties that relevant to the quality management system;
- b) The requirements of these interested parties that are relevant to the quality management system.

ESTC – Electronics Service and Training Centre monitors and reviews the information about these interested parties and their relevant requirements.

4.3 Determining the Scope of the Quality Management System

ESTC – Electronics Service and Training Centre has determined the boundaries and applicability of the quality management system to establish its scope.

When determining this scope, ESTC – Electronics Service and Training Centre considered:

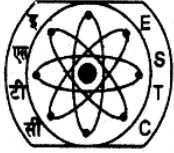
- a) The external and internal issues referred to in 4.1;
- b) The requirements of relevant interested parties referred to in 4.2;
- c) The education services of ESTC – Electronics Service and Training Centre.

ESTC – Electronics Service and Training Centre applies all the requirements of this International Standard if they are applicable within the determined scope of its quality management system.

The scope of ESTC – Electronics Service and Training Centre's quality management system is available and maintained as documented information. The scope states the

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
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Revision No. 0.2
Date: 08.07.2019

types of education services covered and provides justification for any requirements that ESTC – Electronics Service and Training Centre has determined is not applicable to the scope of its quality management system.

Conformity to ISO 9001 are only claimed if the requirements determined as not being applicable do not affect ESTC – Electronics Service and Training Centre 's ability to ensure the conformity of its training and electronics services for enhancement of customer satisfaction.

Scope of Registration

The Scope associated with ESTC – Electronics Service and Training Centre activities and registration is:

- To impart training in computer software – NIELIT 'O', 'A' & 'B' level courses.

- Design, Development and Conducting Certificate Training courses in Electronics, Electrical & Solar Energy, Information Technology (IT), Printed Circuit Board (PCB) and Mechanical Engineering Related Fields.

- Providing Services For:

- Conducting job work in Mechanical (Machining Operations), PCB Design & Manufacturing (Single Side), Wound Components [Motor (Single Phase, Fractional HP) Winding of Domestic Electrical Equipment].

- Setting up Computer & Electronics Training Centres under Franchise Scheme.

4.4 Quality Management System and its Processes

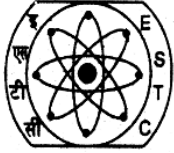
4.4.1 ESTC – Electronics Service and Training Centre has established, implemented, maintains, and continually improves a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard.

ESTC – Electronics Service and Training Centre has determined the processes needed for the quality management system and their application throughout ESTC – Electronics Service and Training Centre, and

- a) Determined the inputs required and the outputs expected from these processes;
- b) Determined the sequence and interaction of these processes;
- c) Determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) Determined the resources needed for these processes and ensure their availability;
- e) Assigns the responsibilities and authorities for these processes;
- f) Addresses the risks and opportunities as determined in accordance with the requirements of 6.1;

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

- g) Evaluates these processes and implement any changes needed to ensure that these processes achieve their intended results.
- h) Improves the processes and the quality management system. 4.4.2 to the extent necessary, ESTC – Electronics Service and Training Centre:
 - a) Maintains documented information to support the operation of its processes (See procedure list);
 - b) Retain documented information to have confidence that the processes are being carried out as planned.

5. Leadership

5.1 Leadership and Commitment

5.1.1 General

Top management demonstrates leadership and commitment with respect to the Quality Management System:

To provide confidence to the customers/students, management and other stakeholders that the Management of ESTC – Electronics Service and Training Centre is committed to provide world class training and electronics services with total customer satisfaction through quality Management Systems.

This covers management responsibility criteria which ESTC – Electronics Service and Training Centre has identified in compliance with ISO 9001:2015 Quality Management Systems - Requirements for quality assurance in its Academy's service of education delivery.

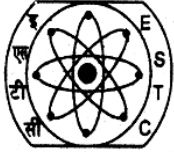
The responsibility for formulation of Quality Policy, Quality Objectives and provision of resources lies with Mgt. in consent with the Principal Director /Director.

Senior Management shall concentrate their commitment and awareness of the quality Management System. This has been done through:

- Understanding and fulfilling the customer needs and expectations. Not only the stated needs but implied needs too.
- Determining organization's quality policy and quality objectives.
- Holding Management Review Meetings.
- Ensuring more specifically the quality of education imparted and assessments conducted.
- Ensuring that all processes have the adequate resources.
- Establishing procedures that ensure adequate level of communication with the organization.
- Ensuring that the organization-level obligations are met, including those of any

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
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Revision No. 0.2
Date: 08.07.2019

regulations enacted by Central Board of Secondary Education.
- Customer Focus

5.1.2 Customer Focus

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

- a) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) The risks and opportunities that can affect conformity of training and electronics services and the ability to enhance customer satisfaction are determined and addressed; and
- c) Further Top Management ensures that the Student as well as Customer Requirements are determined and are met with the aim of enhancing their Satisfaction.
- d) Student satisfaction is measured through Feedback Form as defined in the procedure for Advertisement & Recruitment of Student (QAP-05).
- e) The focus on enhancing customer satisfaction is maintained and customer satisfaction is measured through repeated Job Work activities received from them because the same is very limited due to less number of companies in the nearby area.

5.2 Policy

5.2.1 Developing the Quality Policy

Top management has established, implemented and maintains a quality policy that:

- a) Is appropriate to the purpose and context of ESTC – Electronics Service and Training Centre and supports its strategic direction;
- b) Provides a framework for setting quality objectives;
- c) Includes a commitment to satisfy applicable requirements; and
- d) Includes a commitment to continual improvement of the quality management system.

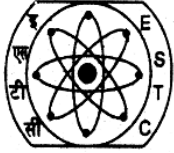
5.2.2 Communicating the Quality Policy

The Quality Policy:

- a) is available and maintained as documented information;
- b) is communicated, understood and applied within the organization; and
- c) is available to relevant interested parties, as appropriate.

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

Quality Policy:

**WE AT ESTC ARE COMMITTED TO PROVIDE
QUALITY TRAINING, SERVICES & CONSULTANCY
UPTO TOTAL SATISFACTION OF STUDENTS AND
CUSTOMERS BY FULFILLING THE APPLICABLE
REQUIREMENTS AND CONTINUALLY IMPROVING
THE EFFECTIVENESS OF OUR QUALITY
MANAGEMENT SYSTEM.**

5.3 Organizational Roles, Responsibilities, and Authorities

Top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within ESTC – Electronics Service and Training Centre.

The details are provided at **Appendix-A** & **Appendix-B**

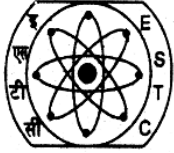
Top management assigns the responsibility and authority for:

- Ensuring that the quality management system conforms to the requirements of this International Standard;
- Ensuring that the processes are delivering their intended outputs;
- Reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;
- Ensuring the promotion of customer focus throughout ESTC – Electronics Service and Training Centre; and
- Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

An Organization Chart that shows structure of the organization and relationships between relative ranks or positions is given at ESTC/ORG/OGC/08

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

6 Planning

6.1 Actions to Address Risks and Opportunities

6.1.1 When planning for the quality management system, ESTC – Electronics Service and Training Centre considered the issues referred to in 4.1 and the requirements referred to in 4.2 and determined the risks and opportunities that need to be addressed to:

- a) Give assurance that the quality management system can achieve its intended results;
- b) Enhance desirable effects;
- c) Prevent, or reduce, undesired effects; and
- d) Achieve improvement.

6.1.2 ESTC – Electronics Service and Training Centre plans:

- a) Actions to address these risks and opportunities;
- b) How to:
 1. Integrate and implement the actions into its quality management system processes (See 4.4)
 2. Evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of services.

6.2 Quality Objectives and Planning to Achieve Them

6.2.1 ESTC – Electronics Service and Training Centre has established quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives are:

1. TO INCREASE CUSTOMER SATISFACTION LEVEL (PERCENTAGE) (FOR JOBWORK, SERVICES & CONSULTANCY).

2. TO REDUCE PERCENTAGE OF FAILING STUDENTS (ONLY FOR APPROVED COURSE).

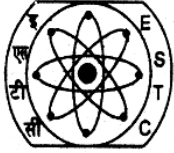
3. TO INCREASE CASH RECOVERY RATIO CONTINUALLY.

4. TO INCREASE STUDENTS PLACEMENTS IN LONG TERM COURSES (06 MONTHS AND ABOVE).

ESTC – Electronics Service and Training Centre maintains documented information on the quality objectives.

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

6.2.2 When planning how to achieve its quality objectives, ESTC – Electronics Service and Training Centre has determined:

- a) What will be done;
- b) What resources will be required;
- c) Who will be responsible;
- d) When it will be completed; and
- e) How the results will be evaluated.

Note:- All the above objectives are expressed in measurable terms in yearly target track sheet M-02 A.

6.3 Planning of Changes

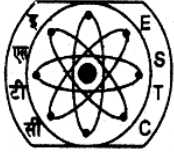
When ESTC – Electronics Service and Training Centre determines the need for changes to the quality management system, the changes are carried out in a planned manner (see 4.4).

ESTC – Electronics Service and Training Centre considers:

- a) The purpose of the changes and their potential consequences;
- b) The integrity of the quality management system;
- c) The availability of resources; and
- d) The allocation or reallocation of responsibilities and authorities.

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

7 Support

7.1 Resources

7.1.1 General

ESTC – Electronics Service and Training Centre determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

ESTC – Electronics Service and Training Centre considers:

- The capabilities of, and constraints on, existing internal resources; and
- What needs to be obtained from the external providers.

7.1.2 People

ESTC – Electronics Service and Training Centre determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

7.1.3 Infrastructure

ESTC – Electronics Service and Training Centre determines, provides, and maintains the environment necessary for the operation of its processes and to achieve conformity of education services.

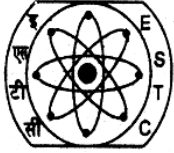
- Buildings, work space and associated utilities;
- Equipments/Instruments, books, hardware as well as software;
- Supporting services (such as transport, communication or information system).
- Well furnished class room and Well equipped labs
- Library & All time maintained hostels and mess

7.1.4 Environment for the Operation of Processes

ESTC – Electronics Service and Training Centre determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of training and electronics services and is committed to identify and manage the human and physical factors (with respect to appropriate machinery/computers, books, lighting, ventilation, ergonomics, dust, noise) of the work environment at all stages to ensure conformity of the training and electronics services and to Customers requirements.

PREPARED BY: CO-ORDINATOR

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

ESTC – Electronics Service and Training Centre determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of training and electronics services requirements.

ESTC plans and implement monitoring, measurement, analysis and improvement process needed

- (a) To demonstrate conformity of the product requirements,
- (b) To ensure the conformity of the Quality Management System
- (c) To continually improve the effectiveness of the Quality Management System

This includes the determination of the need for, and use of, applicable methodologies.

ESTC determines the monitoring and measuring to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements. Respective Departmental procedures establish the control over the measuring and monitoring equipments. To ensure valid results, measuring equipment is

- a) Calibrated or verified or both at specified intervals, or prior to use, against measurement standards traceable to National / International measurement standards; Where no such standards exist, the basis used for calibration or verification are recorded.
- b) Adjusted or Re-adjusted as necessary
- c) Identified to enable the calibration status to be determined
- d) Safeguarded from adjustments that would invalidate the measurement result
- e) Protected from damage and deterioration during handling, maintenance and storage

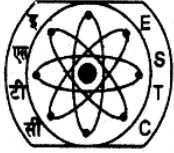
In addition, ESTC will assess and record the validity of previous measuring results when the equipment is found not to conform to requirements. ESTC takes appropriate action on the equipment and any product affected. Records of the results of calibration are maintained.

7.1.5.2 Measurement Traceability

ESTC adopts suitable methods for monitoring and where applicable, measurement of the Quality Management System processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action are planned and taken as appropriate.

ESTC – Electronics Service and Training Centre has developed suitable method / procedures incorporating regular preventive checks with measurement and monitoring of the realization processes necessary to meet training and electronics services academy requirements. These preventive checks includes but not limited to the following:

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

As ESTC has the Student as its product, monitoring and measuring is being done by carrying out the examination or evaluation of the Student. This is carried out at appropriate stages of Course Module in accordance with the planned verification activities. Evidence of conformity in the form of Training Certificate is provided at the end of Training session. After completing the course the conformity of pass / fail records are maintained all the students who are appeared in the examination. The detailed procedure for monitoring and measurement of student is explained in Procedure for Advertisement and Recruitment of Student QAP-05.

For the job work which are carried out different section after completing the job work the inspection report are made and available at respective section depending upon the job work.

7.1.6 Organizational Knowledge

ESTC – Electronics Service and Training Centre determines the knowledge necessary for the operation of its processes and to achieve conformity of training and electronics services. This knowledge is maintained and made available to the extent necessary. When addressing changing needs and trends, ESTC – Electronics Service and Training Centre considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

ESTC – is maintaining the Organization Knowledge through following practices:

- When any staff member goes for any training outside ESTC, they have to submit training reports to the Director Training with the details of Training Attended and their learning.
- When any staff member is going to be retired from ESTC – a new person is being added along with him / her, so that the person going to be retired will provides all the working details for his activities and responsibilities to be shared with the new assigned person on his / her designation. He/She provides all information with respect to documentation, routine / non-routine activities, market contacts (suppliers, interested parties) and liaisons bodies

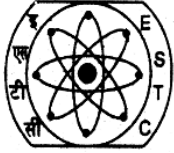
7.2 Competence

ESTC – Electronics Service and Training Centre:

- (a) Determines the necessary competence for personnel performing work affecting conformity to product requirements.
- (b) Identifies and provide necessary training in the event of new employee, any new technology to meet the Module needs
- (c) Evaluates the effectiveness of training
- (d) Ensure that employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the Quality Objectives
- (e) Maintains appropriate records of education, training, skills and experience.

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REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

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Revision No. 0.2
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The training activities in ESTC is described below and records of training are maintained as per the procedure for Control of Records QAP-02.

The training need shall arise during the following situations:

- New joinee at ESTC
- Introduction of new course module.
- Introduction of any new Machine.

Director Trainings identifies the training agency/faculty either internal or external agency for giving necessary training to the employees.

Training Evaluation & Effectiveness

Section Head / Immediate Sr. measures training effectiveness by evaluating the working efficiency on the same topic being trained, by observation or by demonstration. If the effectiveness is found to be less than 60%, the same employee will be retrained. If the effectiveness is more than 60%, then it will be considered that the training effectiveness is good.

Whenever ESTC recruits personnel, such new personnel will be put on induction training to know the activities and functions of all the sections.

Training activities of ESTC will be reviewed during Management Review Meetings. The Training activities are carried out as per the procedure for Training and recruitment of staff for ESTC (QAP-04)

7.3 Awareness

ESTC – Electronics Service and Training Centre ensures that persons doing work under the ESTC – Electronics Service and Training Centre’s control are aware of:

- a) The quality policy;
- b) Relevant quality objectives;
- c) Their contribution to the effectiveness of the quality management system, including the benefits of improved performance; and
- d) The implication of not conforming to the quality management system requirements.

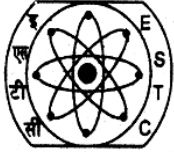
7.4 Communication

ESTC – Electronics Service and Training Centre determined the internal and external communications relevant to the quality management system, including:

- a) On what it will communicate;
- b) When to communicate;
- c) With whom to communicate;
- d) How to communicate; and
- e) Who communicates.

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

7.5 Documented Information

7.5.1 General

ESTC – Electronics Service and Training Centre’s quality management system includes:

- Documented information required by ISO 9001:2015; and
- Documented information determined by ESTC – Electronics Service and Training Centre as being necessary for the effectiveness of the quality management system.

7.5.2 Creating and Updating

When creating and updating documented information, ESTC – Electronics Service and Training Centre ensures appropriate:

- Identification and description (e.g. title, date, author, or reference number);
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic); and
- Review and approval for suitability and adequacy.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the quality management system and by ISO 9001:2015 are controlled to ensure:

- Availability and suitable for use, where and when it is needed; and
- It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, ESTC – Electronics Service and Training Centre has addressed the following activities, as applicable.

- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;
- Control of changes (e.g. version control); and
- Retention and disposition.

Documented information of external origin determined by ESTC – Electronics Service and Training Centre to be necessary for the planning and operation of the quality management system is identified as appropriate and controlled.

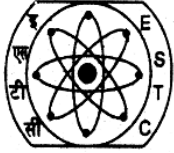
Documented information retained as evidence of conformity are protected from unintended alterations.

8 Operations

8.1 Operational Planning and Control

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

ESTC – Electronics Service and Training Centre planned, implemented and controls the processes (see 4.4) needed to meet the requirements for the provision of education services, and implemented the actions determined in Clause 6, by:

- a) Determining the requirements for the training and electronics services;
- b) Establishing criteria for:
 1. The processes;
 2. The acceptance of training and electronics services;
- c) Determining the resources needed to achieve conformity to the product and service requirements;
- d) Implementing control of the processes in accordance with the criteria; and
- e) Determining and keeping documented information to the extent necessary:
 1. To have confidence that the processes have been carried out as planned;
 2. To demonstrate the conformity of education services to their requirements.The output of this planning is in a form suitable to ESTC – Electronics Service and Training Centre’s method of operations.

ESTC – Electronics Service and Training Centre ensures that outsourced processes are controlled (See 8.4).

8.2 Requirements for Training and electronics services

8.2.1 Customer Communication

Communication with Customers includes:

- a) Providing information relating to education services;
- b) Handling inquiries;
- c) Obtaining customer feedback relating to education services, including customer complaints;
- d) Handling or controlling customer property; and
- e) Establishing specific requirements for contingency actions, when relevant.

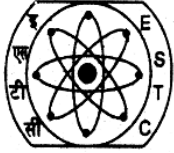
8.2.2 Determining the Requirements Related to Training and Electronics services

When determining the requirements for the education services to be offered to customers, ESTC – Electronics Service and Training Centre ensures that:

- a) The requirements for the training and electronics services are defined, including:
- b) Any applicable statutory and regulatory requirements;
- c) Those considered necessary by ESTC – Electronics Service and Training Centre;
- d) ESTC – Electronics Service and Training Centre can meet the claims for the education services it offers.

8.2.3 Review of Requirements Related to Training and Electronics services

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QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

8.2.3.1 ESTC – Electronics Service and Training Centre ensures that it has the ability to meet the requirements for education services offered to customers. ESTC – Electronics Service and Training Centre conducts a review before committing to supply education services to a customer, to include:

ESTC ensures the review of the requirements related to the Student as well as Customer before its commitment to provide the service to them. ESTC will ensure the following while reviewing the requirements of the customer & Student:

- a) Product or Module requirements are defined;
 - b) Contract requirements differing from those previously expressed are resolved
1. For students at the time of admission students undertaking for rules & regulations of ESTC is taken
 2. For job works service request form is filled by the customer before proceeding for any job work,
 3. For franchises for both the parties ESTC & Franchises, agreement is made for different requirements.
- c) Feasibility of meeting the customer specified requirements. In case of the Student, the feasibility will be the presence of Course module in the Training Calendar.
 - d) Where the customer provides no documented statement of requirement (Verbal Communication through Telephone), the customer requirements are confirmed before acceptance;

When module of the training courses get changed the same is put on the notice board. Where the student want to know more about the changed module the same is explained to them by respective sectional heads.

Whenever, the changes takes place in NIELIT courses the letters are received from the NIELIT for the amendment made and based on the same the curriculums are updated at ESTC and same is communicated to students by the computer sections.

The procedures for respective departments have been established to ensure all the above said requirements.

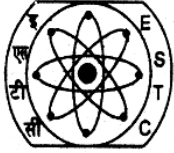
The customer's requirements are confirmed by ESTC – Electronics Service and Training Centre a per) Statutory and regulatory requirements applicable.

8.2.3.2 ESTC – Electronics Service and Training Centre retains documented information, as applicable:

- a) On any new requirements for the training and electronics services;

8.2.4 Changes to Requirements for Training and electronics services

PREPARED BY: CO-ORDINATOR	REVIEWED & APPROVED BY: DIRECTOR (TRAINING)
18 Page	



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

ESTC – Electronics Service and Training Centre ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for education services are changed.

8.3 Design and Development of Training and electronics services

8.3.1 General

Since the ESTC carry out the job work activities based on customer requirement (customer design), the product Design is not applicable. In case of the courses, ESTC Designs the Course Modules as per the market or the industry requirements. Process for Design and Development of Courses is defined in the Procedure for Design and Development of Courses [QAP-06]. For the NIELIT courses, the course module is Designed and Developed by Ministry of Communication Information, Technology & Broadcasting, Govt. of India.

8.3.2 Design and development planning

By considering the market requirement and as discussed with Industries the plan for development of new courses are decided and the proposal is submitted to Principal Director for the approval.

8.3.3 Design and development inputs

Inputs are to be collected for Design & Development from the following areas : Marketing Requirements, Technical upgradation requirements, Statutory and regularity rules, feedback from the customer, information derived from previous similar designs where applicable.

8.3.4 Design and development controls

Respective Sectional Heads prepares course module and the same is submitted to Director (Training) for his review, verification & approval and the same is forwarded to Principal Director.

8.3.5 Design and development outputs

Based on the inputs identified if the inputs are not found adequate the procedure for purchasing & stores is followed to ensure the availability of resources for the decided course. The outputs of design and development are in a form suitable for verification against the design and development input and shall be approved prior to release.

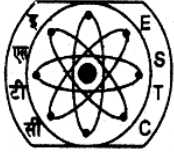
In the case of long term courses the courses are validated by the no. of placement which are taken place in the shortest period. In the case of short term courses the feedback is obtained from the students and based on the same the course is validated for the effectiveness. Since, the validation before implementation of the courses is not possible, so the validation of the courses is done by visiting to the industries and understanding the existing practices.

8.3.6 Design and development changes

Based on inputs received from industries, magazine etc. the training modules are revised to meet the latest technology upgradation. These changes are tracked and maintained in

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

the course module file by showing the latest edition of the module which are being imparted to the students.

8.4 Control of Externally Provided Processes, Products, and Services

8.4.1 General

ESTC – Electronics Service and Training Centre ensures that externally provided processes, products, and services conform to requirements.

ESTC – Electronics Service and Training Centre determines the control applied to externally provided processes, products, and services when:

- a) Education services from external providers are intended for incorporation into ESTC – Electronics Service and Training Centre’s own education services;
- b) Education services are provided directly to the customer(s) by external providers on behalf of ESTC – Electronics Service and Training Centre; and
- c) A process, or part of a process, is provided by an external provider as a result of a decision by ESTC – Electronics Service and Training Centre .

ESTC – Electronics Service and Training Centre determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or training and electronics services in accordance with requirements.

ESTC – Electronics Service and Training Centre retains documented information of these activities and any necessary actions arising from the evaluations.

8.4.2 Type of Extent Control

ESTC – Electronics Service and Training Centre ensures that externally provided processes, training and electronics services do not adversely affect ESTC – Electronics Service and Training Centre’s ability to consistently deliver conforming education services to its customers.

ESTC – Electronics Service and Training Centre:

- a) Ensures that externally provided processes remain within the control of its quality management system;
- b) Defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) Takes into consideration:

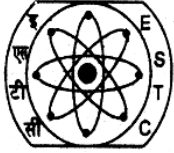
1. The potential impact of the externally provided processes, training and electronics services on ESTC – Electronics Service and Training Centre’s ability to consistently meet customer and applicable statutory and regulatory requirements;

2. The effectiveness of the controls applied by the external provider;

- d) Determines the verification, or other activities, necessary to ensure that the externally provided processes, education services meet requirements.

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

8.4.3 Information for External Providers

ESTC – Electronics Service and Training Centre ensures the adequacy of requirements prior to their communication to the external provider.

ESTC – Electronics Service and Training Centre communicates to external providers its requirements for:

- a) The processes, training and electronics services to be provided;
- b) The approval of:
 1. Training and Electronics services;
 2. Methods, processes and equipment;
 3. The release of education services;
- c) Competence, including any required qualification of persons;
- d) The external providers' interactions with ESTC – Electronics Service and Training Centre;
- e) Control and monitoring of the external providers' performance to be applied by ESTC – Electronics Service and Training Centre; and
- f) Verification or validation activities that ESTC – Electronics Service and Training Centre, or its customer, intends to perform at the external providers' premises.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

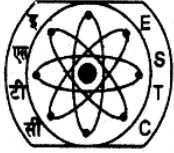
ESTC – Electronics Service and Training Centre implements production and service provision under controlled conditions.

As, Respective Departmental procedures are established and maintained for planning actions in training, which directly affect conformity to product requirements and ensure the training process is carried out in a controlled manner. Relevant documents such as Training Calendar are made available at the workstations. ESTC provides resources for Course Module design and verification activities as per Procedure for Design and Development of Courses QAP-06

- a) The availability of documented information that defines:
 1. The characteristics of the products to be produced, the services to be provided, or the activities to be performed;
 2. The results to be achieved;
- b) The availability and use of suitable monitoring and measuring resources;
- c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for education services have been met;
- d) The use of suitable infrastructure and environment for the operation of processes;
- e) The appointment of competent persons, including any required qualification;
- f) The validation and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

- g) The implementation of actions to prevent human error; and
- h) The implementation of release, delivery and post-delivery activities.

Provisions are also made for qualifications of all the processes and Trainers for performing these processes. Standard parameters supplement the procedures. It is ensured that the relevant documents are available at work place and accessible to the Trainer's responsible for performing activities. The validation of processes is carried out as defined in the respective departmental procedures.

8.5.2 Identification and Traceability

ESTC – Electronics Service and Training Centre uses suitable means to identify outputs when it is necessary to ensure the conformity of training and electronics services.

ESTC identifies the status of the Student by conducting Exams on a yearly basis or on Module basis depending upon the Long or Short term courses. Traceability of the Modules can be carried out with the help of training calendar.

8.5.3 Property Belonging to Customers or External Providers

ESTC – Electronics Service and Training Centre exercises care with property belonging to customer or external providers while it is under ESTC – Electronics Service and Training Centre's control or being used by ESTC – Electronics Service and Training Centre.

This requirement is applicable to ESTC – Electronics Service and Training Centre. The all documents/certificates/ Security deposit submitted by students are kept with utmost care. These records are stored in a neat and clean area so as to protect from termite and rodent attacks.

ESTC – Electronics Service and Training Centre identifies, verifies, protects and safeguards customer's or external providers' property provided for use or incorporation into the education services.

ESTC exercises care with the Documents of the Students submitted at the time of admission. If any Student property is lost, damaged or otherwise found to be unsuitable for use, this will be reported to the student and records will be maintained. Once the course is completed all the certificates will be returned to the students.

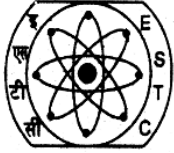
8.5.4 Preservation

ESTC – Electronics Service and Training Centre preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

ESTC preserves conformity of product in process and Final stages in case of Job work activities. The respective departmental procedures ensure the preservation of product at all the stages at ESTC premises. In case of Training to Students, the product (module) is in the form of Hard as well as soft copy.

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

8.5.5 Post-delivery Activities

ESTC – Electronics Service and Training Centre meets requirements for post-delivery activities associated with the training and electronics services.

In determining the extent of post-delivery activities that are required, ESTC – Electronics Service and Training Centre considers:

- a) Statutory and regulatory requirements;
- b) The potential undesired consequences associated with its training and electronics services;
- c) Customer requirements; and
- d) Customer Feedback.

8.5.6 Control of Changes

ESTC – Electronics Service and Training Centre reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

ESTC – Electronics Service and Training Centre retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release of Products and Service

ESTC – Electronics Service and Training Centre has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of training and electronics services to the customer, do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

ESTC – Electronics Service and Training Centre retains documented information on the release of training and electronics services. The documented information includes:

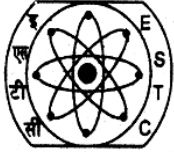
- a) Evidence of conformity with the acceptance criteria;
- b) Traceability to the person(s) authorizing the release.
- c) Certificate Issue by Training Division

8.7 Control of Nonconforming Outputs

8.7.1 ESTC – Electronics Service and Training Centre ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

ESTC has established a system for control of nonconformity to ensure that product, which does not conform to the requirements are identified and controlled. In case of Training to the Student, at the time of failure of the student, necessary correction & corrective actions are initialized to eliminate the Non conformity.

ESTC will handle the nonconformity by one or more of the following ways:

- By taking action to eliminate the detected nonconformity
- By authorizing its use, release or acceptance under concession by a relevant authority and where applicable by the customer
- By taking action to preclude, its original intended use or application.

Nonconformity is corrected and subject to re-verification after correction to demonstrate conformity. In the case of student failure the re-examination is carried out for the specific students and re-evaluation of the examination paper is done to qualified students.

The procedure for control of nonconforming products is described in QAP-16. Records pertaining to this are maintained as per procedure for Control of Records QAP-02.

8.7.2 ESTC – Electronics Service and Training Centre retains documented information that:

- Describes the nonconformity;
- Describes the actions taken;
- Describes any concessions obtained; and
- Identifies the authority deciding the action in respect of the nonconformity.

9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

ESTC plans and implement monitoring, measurement, analysis and improvement process needed

- To demonstrate conformity of the product requirements,
- To ensure the conformity of the Quality Management System
- To continually improve the effectiveness of the Quality Management System

ESTC – Electronics Service and Training Centre determines:

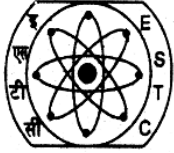
- What needs to be monitored and measured;
- The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- When the monitoring and measuring is performed;
- When the results form monitoring and measurement are analyzed and evaluated.

ESTC – Electronics Service and Training Centre evaluates the performance and the effectiveness of the quality management system.

ESTC – Electronics Service and Training Centre retains appropriate documented information as evidence of the results.

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

This includes the determination of the need for, and use of, applicable methodologies.

9.1.2 Customer Satisfaction

There are two types of Customers in ESTC, first is the Student and the second one is the Entrepreneurs. The satisfaction or dissatisfaction of the student is monitored and measured through Feedback forms and for the Entrepreneurs is through repeated job work activities and feedback. Procedure for Advertisement and recruitment of student [QAP-05] has been developed to monitor the satisfaction level of students and as well for job work activities

Further - ESTC – Electronics Service and Training Centre monitors customers' perceptions of the degree to which their needs and expectation have been fulfilled. ESTC - determines the methods for obtaining, monitoring and reviewing this information.

9.1.3 Analysis and Evaluation

ESTC collects and analyses appropriate data to determine the suitability and effectiveness of the Quality Management System and identify improvements that can be made.

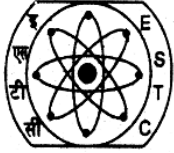
ESTC will provide the analysis of data relating to Student Satisfaction. Wherever possible, analysis of data is demonstrated through graphical Representation and displayed in concerned functional areas aiming to be known to all employees.

Information on the performance and effectiveness of the quality management system, including trends in:

1. Customer satisfaction and feedback from relevant interested parties;
2. The extent to which quality objectives have been met;
3. Process performance and conformity of education services;
4. Nonconformities and corrective actions;
5. Monitoring and measurement results;
6. Audit results;
7. The performance of external providers;
8. The adequacy of resources;
9. The effectiveness of actions taken to address risks and opportunities (see 6.1);
and
10. Opportunities for improvement

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

9.2 Internal Audit

A system of internal audits at planned intervals of 6 months has been established and implemented as per the documented procedure.

The internal audits so conducted are used to determine the following:

- a) Conformity of Service realization processes, the requirements of ISO-9001:2015 and QMS requirements established as per this manual.
- b) Effective implementation and maintenance of QMS.

Each audit programme is prepared considering the status and importance of QMS processes including the results of previous audits.

The Audit Criteria, Scope, Frequency and methods of conducting audit are described in the procedure. The qualified auditors are selected in such a way that they are independent of area of audit and carry out this exercise objectively in an impartial manner.

The requirements and responsibilities for planning and conducting audits, reporting results and maintaining records are defined in the procedure.

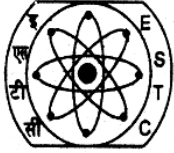
After the internal audit, the internal audit observation sheet shall be monitored by the ISO co-ordinator.

The results of audits are used by the concerned personnel for taking timely corrective and preventive action to remove non-conformities and their reasons. The actions taken are verified and reported through follow-up audits as per the procedure.

Reference Document: Procedure for the Internal Audit: ESTC/QP/IA/03

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

9.3 Management Review Outputs

The outputs of the management review include decisions and actions related to:

- Opportunities for improvement;
- Any need for changes to the quality management system; and
- Resource needs.

ESTC – Electronics Service and Training Centre retains documented information as evidence of the results of management reviews.

10 Improvements

10.1 General

ESTC – Electronics Service and Training Centre determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- Improving training and electronics services to meet requirements as well as to address future needs and expectations;
- Correcting, preventing or reducing undesired effects; and
- Improving the performance and effectiveness of the quality management system.

10.2 Nonconformity and Corrective Action

10.2.1 When any nonconformity occurs, including any arising from complaints, ESTC – Electronics Service and Training Centre:

ESTC will take action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective Action is appropriate to the effects of the non-conformances encountered.

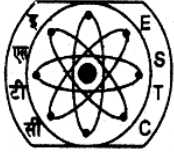
Documented Procedure for Corrective Action (QAP-18) is established to define requirements for:

- Reviewing nonconformities (including customer / student complaints)
- Determining the causes of nonconformities;
- Evaluating the need for actions to ensure that nonconformities do not recur;
- Determining and implementing the corrective action needed;
- Records of the results of action taken;
- Reviewing the effectiveness of corrective action taken.

Corrective actions are appropriate to the effects of the nonconformities encountered.

PREPARED BY: CO-ORDINATOR

REVIEWED & APPROVED BY: DIRECTOR (TRAINING)



QUALITY MANUAL

ESTC - KANIYA, RAMNAGAR

Doc: ESTC/ORG/QM/01
Issue: 1.1
Revision No. 0.2
Date: 08.07.2019

10.2.2 ESTC – Electronics Service and Training Centre retains documented information as evidence of:

- The nature of the nonconformities and any subsequent actions taken; and
- The results of any corrective action.

ESTC determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive action will be appropriate to the effects of the potential problems.

The documented procedure for preventive action (QAP-18) is established for preventive action including requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of results of action taken
- Reviewing the effectiveness preventive action taken

The Organization has established a procedure for Corrective Action and Preventive Action, QAP-18. The records pertaining to the corrective action and preventive action are maintained as per procedure for Control of Records QAP-02

10.3 Continual Improvement

ESTC – Electronics Service and Training Centre continually improves the suitability, adequacy and effectiveness of the quality management system.

ESTC - Electronics Service and Training Centre continually improve the effectiveness of its Quality Management System through the use of the Quality Policy, Objectives, Audit Results, Analysis of Data, Corrective & Preventive Action and Management Reviews.

ESTC – Electronics Service and Training Centre considers the results of analysis and evaluations, and the outputs from the management review, to determine if there are needs or opportunities that are addressed as part of the continual improvement.

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