ALL INDIA INSTITUTE OF SPEECH AND HEARING: MYSURU-06

LIBRARY AND INFORMATION CENTRE

SH/LIC/ISO/2017-18 10.07.17

Sub: Input for the 10th Management Review Meeting (MRM) under ISO 9001:2015-reg

Ref: SH/Dir/ISO 9001: 2015/2017-18 dated 06.07.17

**Note**

With reference to the above, please find enclosed the material pertaining to the Library and Information Centre. A softcopy of the same has been e-mailed to [iso.aiish@gmail.com](mailto:iso.aiish@gmail.com).

Library and Information Officer

To

The ISO Implementation Cell

**Department of Library and Information Centre:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Measures of Performance** | | | | | | |
| **Sl No** | **Process measurement** | **Frequency of review** | **Target** | **April** | **May** | **June** |
| **1** | User Feedback | Biannual | 85% | 88% |  |  |
| **2** | Information Services Offered | Annually | 7 Nos. | 13 | 13 | 13 |
| **3** | Number of Materials Developed | Annually | 1 No. | 1 | - | - |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Objectives** | | **April** | **May** | **June** |
| **Customer Satisfaction Index** | **Students** | 88% |  |  |
| **Clients** |
| **Number of Trainings, Seminars and Workshops Conducted** | | Nil | Nil | Nil |
| **Continual Improvement Projects Taken** | | Nil | Nil | Nil |