



MINUTES OF MANAGEMENT REVIEW MEETING

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MEETING REF. #	011	Dated:	14.3.2018	REVIEW PERIOD	July 2018 to Feb 2018
MEMBERS PRESENT	All Heads / In-charges of the Departments / Section (except HOD – TCPD)				

Sl. #	AGENDA POINTS	POINTS DISCUSSED	RESPONSIBILITY	TARGET	REMARKS
a)	Previous Management Review Meeting Minutes	<p>At the outset, Dr. S.R. Savithri, Chairperson welcomed the members and expressed appreciation for the cooperation and active participation of all the Heads of Departments / Sections in the 9th Internal Quality Audit of the ISO 9001:2015 at the institute. The Organisation Representative briefly explained the outcome of 9th Internal Audit and agenda of the MRM. The areas of concern observed were discussed.</p> <p>Director advised HODs to improve upon and evolve a robust process/performance monitoring and review mechanisms and to relook the achievable targets as to attain the departmental as well as organizational objectives. The other areas of concern were also taken up and action points that emerged are discussed appropriately in the following paragraphs.</p> <p>Organisation Representative asked about submission of data to LIO related to Training / Seminars / Workshops/ Staff Enrichment Programmes, Papers Published & Research Projects for repository & restructuring for easy retrieval.</p> <p>In line with LIO informed only few departments have submitted and Director informed all the HOD's to submitted the data on or before 13.04.2018.</p>	Director, OR & DOR	Next MRM	

Signature of Organisation Representative		Date of next Management Review Meeting	Aug./Sep. 2018
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b.	Changes in external and internal issues that are relevant to the Quality Management System (QMS)	<p>The external issues relevant to the QMS such as non-availability of equipments, infrastructure maintenance issues, statutory and legal compliance requirements relating to the organization, viz., Fire Safety Certificate, Fire Safety procedure, e-waste disposal (DG Oil, Batteries, Air & Noise level etc), Pollution level report were discussed.</p> <p>The internal issues relevant to the QMS such as issues arising from loss of network connectivity, loss of electricity, non-availability and short availability of skilled resources, equipments, instruments and software, peripherals, consumables were also discussed.</p> <p>It was noted that there were no issues relating to network and power connectivity or any issues relating to consumables such as ear mold materials and BTE cells.</p>	All Heads of Departments / Sections, OR	Next MRM	
c.	Information on the performance & effectiveness of the QMS including trends	The inputs given by the all Heads of Departments / Sections against the item customer satisfaction and feedback were presented by the respective heads of departments which were reviewed. Director expressed concern on the shortcomings and points of dissatisfaction indicated by the clients, students (interested parties) and to take remedial action after doing a root-cause analysis	All Heads of Departments / Sections, OR	Next MRM	
1	Customer Satisfaction & Feedback from the relevant interested parties	All Heads of Departments / Sections submitted the MRM inputs to OR, and they explained the performance trends. Quantifiables reflected the achievement of the quality objective and were reviewed.	All Heads of Departments / Sections, OR & DOR	Next MRM	
2	Extent to which Quality Objectives have been met	Director expressed satisfaction over the attainment of objectives by the all departments			

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3	Process Performance and Conformity of products and services. (Measures of Performance)	The inputs given by the HOD's with respect to Quality Objectives and MOP's for the period from July 17 to Feb 2018 was perused and the same was presented by the respective heads. Chairperson informed the heads of the departments / sections to achieve the targets, wherever it was found deficient and to do the gap analysis as deemed necessary and informed to look into achievable targets if required to revise the targets for the next review period.	All Heads of Departments / Sections,	Next MRM	
4	Monitoring and measurement of results. (Measures of Performance.)				
5	Results of audits (internal & external)	9 th Internal Quality Audit Date : 7.2.18 to 9.2.18			
		<ol style="list-style-type: none"> 1. Waste Segregation need more focuses (In Audiology, ENT, SILS, DCS, Electronics, Stores etc) 2. Identifying Risks involved in the respective process. (Need Training on this Topic) 3. Refilling & Training of Fire Extinguishers need to be done. 4. Analysis of collected data need more focus. 5. MOP's & MRM output should be analyzed and reviewed in department monthly meetings. 6. Lady Security Guards are not posted in the Institute. 	All Heads of Departments / Sections,, OR & DOR	Next Audit	
6	Nonconformities and Corrective Action	Director has informed to all HODs and Section Heads to take corrective action and close the NC's in respect of "OIs" and "NCs" observed during the 9 th IQA.	All Heads of Departments / Sections,, OR & DOR	Next MRM	
7	Performance of External Providers	The performance of External providers in respect of security services, house-keeping and horticultural, AMCs were reviewed. It was noted that there are no issues. Engineering Section and Security have to submit the performance report containing feedback of user departments/sections to Director every month.	AEE & Security Officer.	10 th of Succeeding month	
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d	Adequacy of Resources	HOD, DMD urged the need for filling up the post of copy writer as it is impacting copywriting activities. Director has informed that attempts have been made to refill the post and will be discussed in Next MRM other than this there was no discussion on this point.	PL Section	Next MRM	
e.	Effectiveness of action taken to address risk & opportunities	Chairperson informed all heads of the departments / sections to focus on identifying the risk and opportunities in respective areas. Organisation Representative informed that the training is planned for identifying the risk and opportunities.	All Heads of Departments / Sections,, OR & DOR	Next MRM	
f.	Opportunities for Improvements: Continual Improvement Projects. (CIP)	The inputs given by the various heads of departments / sections against the item CIP was presented by the respective heads, The Chairperson suggested to include CIPs in the departments / sections in line with Institute objectives and that are aimed at value addition to the customer. (minimum of 2 CI Projects per department/section in a year)	All Heads of Departments / Sections.	Next MRM	
g.	Any Other Points	1 Attendance System of students & JRF need to be computerised as it is taking more time to verify and to certify the same impacting payment of stipend / fellowship.	HOD Electronics & Chief. Accounts Officer	Next MRM	
h.	Next Audit / MRM Planned	OR informed that the 10 th Internal Quality Audit is scheduled in Aug. 2018. Director informed all the members to be well prepared and make the audit a success. Next MRM is planned after 10 th IQA audit.	OR & DOR	Aug./Sep. 2018	

Srinu. SR
Dr. S.R. Savithri
Director & Chairperson

Signature of Organisation Representative		Date of next Management Review Meeting	Aug./Sep. 2018
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