



MINUTES OF MANAGEMENT REVIEW MEETING

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| MEETING REF. # | 004 | Dated: | 30.10.2014 | REVIEW PERIOD | April 2014 to Aug. 2013 |
| MEMBERS PRESENT | Attendance Sheet Attached | | | | |

| Sl. # | AGENDA POINTS | POINTS DISCUSSED | RESPONSIBILITY | TARGET |
|-------|--|---|--------------------|----------|
| | Previous Management Review Meeting Minutes | 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 3 rd Internal Quality Audit of the ISO 9001:2008 at the institute. The MR briefly explained the outcome of 3 rd IQA and agenda of the MRM The follow up action from the previous management review meeting was reviewed and the following action taken by the LIO reg. data relating to IPR with specific reference to research data was noted. | Director, MR & DMR | Next MRM |
| 1. | <p>1. A work instruction has been developed for preserving and protecting the intellectual property of the research reports.</p> <p>2. The reports are organized according to their category and each report is assigned a unique identification number</p> <p>3. The users are permitted only to refer the reports and are prohibited from photocopying</p> <p>4. To facilitate long term preservation and wide dissemination of information contained in them, the reports are being digitized and made globally accessible over the web portal of the library & Information centre.</p> <p>5. An online registration form has been made available on the web portal and access to the digitized reports is permitted only for the registered users.</p> <p>6. Also, to open a particular report on the portal, it has been made mandatory for the users to accept the condition that they will not reproduce, store, transmit or disseminate part or whole of report in any form or by any means, without the prior permission of the Institute.</p> <p><i>Chairperson – informed members to send a request letter to LIO if they need a copy of research projects and also to maintain a copy with PI and CI for their future reference before submitting to Research Co-ordination section.</i></p> | | | |

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| 2. | Customer Feedback | The inputs given by the various heads of departments / sections against the item customer feedback was presented by the respective heads and the Chairperson felt that there is a need for standardizing the format as per the 5 point rating. The departments of <i>Clinical Psychology, Material Development, Special Education and Academic Section</i> need to revise their feedback forms. | HOD – Clinical Psychology, Material Development, Special Education, Academic Section. | Before 21.11.2014 | | |
| 3. | Results of audits (both internal & external) | IQA # 03 | | All Heads of Departments / Sections, MR & DMR. | Before 21.11.2014 | |
| | | Audit Date | 1 st to 10 th Sept. 2014 | | | |
| | | No of NC identified | 32 | | | |
| | | No of NC closed | 30 | | | |
| | | No of OI's | 63 | | | |
| <ul style="list-style-type: none"> • The report of the internal audit was perused and the members took note of the “O+”, “OI” and “NC” under the respective departments / sections. • The Chairperson Reviewed the status of NC’s and enquired whether a root-cause analysis has been made and appropriate corrective and preventive action taken on the same. | | | | | | |
| 4. | Corrective and Preventive Action | Director has informed to all Departments HOD’s and Section Heads to take corrective & Preventive action for “OI” and “NC” observed during the IQA – 03 conducted on 1 st to 10 th Sept. 2014. | All Heads of Departments / Sections, MR & DMR | Next MRM | | |
| 5. | Changes that could affect Quality Management System | This being the new Quality Management System, there was no discussion on this point. | Director & MR | Next MRM | | |
| 6. | Process Performance and Product / Service conformity | All Heads of the Departments / Sections submitted the MRM inputs to MR, and they explained the performance trends, quantifiable are an essential feature of the review and reflect / evidence of the achievement of the quality objectives. The Chairperson Reviewed and Discussed the statues of MOP (measures of | All Heads of Departments / Sections, MR & DMR | Next MRM | | |

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| | | Performance) and suggested to come out with the targets / change the MOP's to show the Departments / Sections performance. | | |
| 7. | Continual Improvement Projects. (CIP) | <p>The inputs given by the various heads of departments / Sections against the item CIP was presented by the respective heads and the Chairperson – Suggested to add few more activates which it is carrying out in the departments / section can be taken up as CI Projects and also informed to meet the target. (minimum of 2 CI Projects per department/section in a year)</p> <p><i>At the outset, it was clarified that a 'Continual Improvement Project' is ISO terminology connotes any task / activity taken up for improvement of the existing system / practice so as to render a value added services to the clients / customers being served by the department / section / institute. The value addition could be in terms of effecting cost saving measures, time saving, any new feature / aspect which is of value to the customer.</i></p> | All Heads of Departments / Sections. | Next MRM |
| 8. | Training activities | <p>The inputs given by the HOD's with respect to Training / Seminars / Workshops / Faculty Enrichment Programme, Papers Published & Research Projects for the period from April to Aug. 2014 was perused and the same was presented by the respective heads.</p> <p>Chairperson – urged such of the department which are yet to meet their target to work towards attaining the same. Further, it was clarified that the targets for the research projects in respect of outreach / service department would be "products developed"</p> <p>Teaching Departments</p> <ul style="list-style-type: none"> No. of papers to be published by a faculty: 1 paper per year in a peer reviewed journal. No. of research projects: A minimum of 2 research projects per department in a year. <p>Outreach / Service Departments.</p> <ul style="list-style-type: none"> No. of Products developed: A minimum of 2 by the outreach departments / service department. | HOD- Audiology, SLP, SLS, Spl. Edn., Clin. Psy., Electronics. Otorhinolaryngology, Clin. Services | 31.12.2014 To submit the plan |
| 9. | Review of Existing system | The existing system is well established, documented, followed and is found to be on the right track and effective. | Director & MR | Next MRM |
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| 10. | Resources | Will be Discussed in Next MRM. There was no discussion on this point. | Director | Next MRM |
| 11. | Quality policy and Objectives | The existing Quality Policy is well defined. | Director & MR | Next MRM |
| 12. | Any Other Points | Director suggested that the ISO cell may <i>circulate</i> the Government of India Instructions / guide lines for Documents / Records keeping frequency. | MR & DMR | Before 11.11.2014 |
| | | Director suggested to heads of the departments to list out the old / un-used Pamphlets / Brochures / Public education materials laying in the department and to submit to the director. | All Heads of Departments / Sections | Before 30.11.2014 |
| | | Director suggested to HOD Clinical Services & Audiology to come out with plans for <i>taking photos of clients during the time of registration. This activity can take on top priority.</i> | HOD Clinical Services & Audiology | Before 28.11.2014 |
| | | Director suggested <i>collecting the Bio-medical waste</i> from Clinical services, Audiology, Speech-Language Pathology in addition to Otorhinolaryngology, to the extent applicable and follow segregation in respect of other then Bio-medical wastes. | AEE & Care Taker | Before 30.11.2014 |
| | | Management Representative requested to Director for form a committee to implementation of <i>e-Procurement in</i> the institute for process improvement and reduction in the time for materials procurement. | Director | |
| 13. | Next Audit / MRM Planned | MR informed that the next Internal audit No.04 is scheduled in March 2015. Director informed all the members to be will prepared for the next internal audit which will be followed by the 1 st Surveillance audit a success. The next MRM is planned during 4 th week of March / 1 st week of April 2015. | MR & DMR | |

Savitri S.R.
Dr.S.R.Savithri
Director & Chairperson

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