ALL INDIA INSTITUTE OF SPEECH AND HEARING

**LIBRARY AND INFORMATION CENTRE**

SH/LIC/ISO//2015-16 30.10.15

Sub: 5th Internal Quality Audit-NC Closure-reg.

Ref: No.SH/Dir/ISO 9001: 2008/15-16 dated 13.10.15

Submitted to the Management Representative- ISO

With reference to the above, please find enclosed the information pertaining to the Library and Information Centre.

Library and Information Officer

All India Institute of Speech and Hearing

Library and Information Centre

**Corrective and Preventive Actions on Opportunities for Improvement**

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| **S.No** | **Audit Observation** | **Corrective Action** | **Preventive Action** |
| 1 | Providing Uninterrupted Power Supply for the library | Already the Section is provided with generator support and power interruption is a rare occurrence, happening only during the electrical maintenance activity. The Electrician has been requested to inform in advance of any such maintenance work. | Preventive action has already been taken by placing purchase request for battery backup systems for the building. |
| 2 | Enhancing the number of Staff Enrichment Programme | More number of Staff Enrichment Programmes will be organized in future. | |
| 3 | Fixing metal mesh on Windows | A suggestion on the matter was received during the NAAC (mock) inspection. However, it is kept in pending as fixing metal mesh will reduce the sunlight inside the halls and cleaning of the windows will become difficult. Moreover, the missing of library resources is gradually coming down in the last couple of years. | |
| 4 | Updating of ISO Process Manual | The matter has already been brought to the notice of the ISO Cell to do the needful. | |
| 5 | Missing of pages in Digital Repository | Rectification process has been initiated and the missing pages in five reports have replaced already. Mainly mistakes are there in the reports which are manually keyed-in /scanned at the time of creating the repository. | Steps have been taken to screen all such reports to identify the mistakes.  At present, the original reports are being accepted in digital format to prevent the errors by typing/scanning. |
| 6 |  | Monitoring has been strengthened | Steps have been taken for CCTV installation. |
| 7 |  | The working of fire extinguishers has been learned using Internet. | The Security Officer has been requested to arrange training on how to use the system. |