| **Sl.**  **No** | Quality Objectives | **Measurable Objective** | **Unit of Measurement** | Target | | **Review Method** | **Review frequency** | **Applicable Function / Levels** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Current level Apr-Sept 2013 | Target forYear 2014 |
| 1 | **Ensure Customer Satisfaction** | Customer Satisfaction index | % | Satisfied: 62%;  Moderately Satisfied: 24%;  Dissatisfied: 14% | Satisfied: 75%;  Moderately Satisfied: 20%;  Dissatisfied: 5% | Survey form | Half Yearly | HODs & Section  In-charge |
| Customer Complaints | No. | 20 | 5 | Customer complaint register | Half Yearly |
| 2 | **Number of Training, Seminars, Workshops Conducted** | Training arranged / undergone | No. | 4 | 8 | actuals v/s planned | Half Yearly | HODs & Section  In-charge |
| Seminars | No. | - | - | Half Yearly |
| Workshops | No. | - | 2 | Half Yearly |
| 3 | **Number of Camps Conducted** | NSS Camps | No. |  |  | actuals v/s planned | Half Yearly | NSS Coordinator |
| POCD Camps | No. |  |  | Half Yearly | HOD - POCD |
| Camps by PIO | No. |  |  | Half Yearly | PIO |
| 4 | **Number of Research Projects completed** | | No. | - | 1 |  | Half Yearly | Research Coordination Section |
| 5 | **Number of Papers Published** | National | No. |  | 2 |  | Half Yearly | HODs & Section  In-charge |
| International | No. |  | 1 |  | Half Yearly |
| 6 | **Number of faculty who have delivered lectures / invited as resource person outside** | | No. |  | - |  | Half Yearly | HODs & Section  In-charge |
| 7 | **Number of Faculty Enrichment Programme conducted** | | No. |  | - |  | Half Yearly | HODs, JC/CC Coordinator |
| 8 | **Students Admitted v/s pass %** | | % |  | - |  | Half Yearly | Academic Section |
| 9 | **Continual Improvement Projects Taken** | | No. | 6 | 12 |  | Half Yearly | HODs & Section  In-charge |