



ST. JOSEPH'S COLLEGE OF ENGINEERING & TECHNOLOGY
QUALITY MANUAL
LEADERSHIP

Doc. No. : M05
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1.0 PURPOSE To demonstrate leadership and commitment with respect to the QMS

2.0 REFERENCE: ISO 9001:2015, Clause 5.0

3.0 RESPONSIBILITY:

Primary: Principal

Secondary: Management Representative/ Department HODs/ Other Process owners

4.0 DESCRIPTION:

a) The individual sub clause wise reference documents supporting the requirements are given below.

Sub clause Number	Title of the sub clause	Reference to supporting Document
5.1	Leadership and commitment	
5.1.1	General	Role of Management in QMS is demonstrated through their role in: ❖ In the formulation of Quality Policy (M05A) & Objectives ❖ Ensuring Risk assessment and process approach for the individual QMS processes as included in QSP01 to QSP13 and ❖ Review of QMS performance through Management Review as detailed in QSP01
5.1.2	Customer Focus	Following are ensured for the college to be customer focused: ➤ Understanding customer requirements during admission QSP07 (and subsequently during delivery of services as detailed in the department procedures such as QSP08, QSP10, QSP11) ➤ Enhancing customer satisfaction through review of customer feed back (Students' feedback) (and through risk assessment and risk control measures) and ➤ Resolving students' grievance on academic process as reviewed through class committee and course committee meetings and other complaints reviewed by HODs / Principal (and those requiring review at Management Review are also reviewed at MRM as detailed in QSP01).

Prepared by:

Approved by:

Issued by:

Justine Thomas.

Dr. Madhukumar S.

Justine Thomas.



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Sub clause Number	Title of the sub clause	Reference to supporting Document
5.2	Quality Policy	The quality policy defined included in M05A. The Policy is communicated with in the college as well as to relevant interested parties through display of the policy at different strategic location with in the college.
5.3	Organizational roles, responsibilities and authorities	Organization chart up to HODs (and Process heads) level is given in M05B. The responsibilities and authorities of Chairman and Principal are given below and those of other roles (or functions) are given in QSP01 to QSP13 (except QSP05).

I. CHAIRMAN

Defining overall strategy, policies, value system, resources and development of the college

II. PRINCIPAL

Principal is over all in-charge of the conduct of the college and hence provisionally responsible for all the activities.

Principal represents the college for all activities connected with statutory and regulating bodies like University, AICTE, DOTE and is responsible to maintain all records connected with these bodies by the assistance and coordination of Registrar of the college.

Principal establishes suitable system for observing and monitoring the working of the departments and their effectiveness and efficiency in delivering the courses conducted.

Principal is responsible for the overall students and staff control for which a documented procedure is established.

Principal approves all industrial and other visits by students when the same is put up with the recommendations of the HODs concerned.

Principal approves all co-curricular activities like guest lectures, seminars and other conventions, symposium and cultural association and programs as recommended by the HODs/Unit heads etc.

Principal is responsible for formal scrutiny and approval of all proposals involving finance and finalization of budget for a particular year/ semester by collecting and consolidating the requirements from various departments.

Principal is responsible for heading the convocations and all other important meetings.

5.0 DOCUMENTS AND RECORDS: Responsibilities and authorities of different roles having responsibilities and authorities related to implementation, maintenance and continual improvement of QMS as included in QSP01 to QSP13 (other QSP05)

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