

DEPARTMENTAL PROCEDURES ADMINISTRATION (QP 09)

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List of Abbreviations

Abbreviation	Expansion
AC	Academic
AMC	Annual Maintenance Contract
CEC	Continuing Education Cell
DTE	Director of Technical Education
DP	Departmental Procedures
ECE	Electronics and Communication Engineering
EEE	Electrical and Electronics Engineering
HODs	Heads of the Department
HR	Human resource
i/ c	In charge
ISO	International Organization for Standardisation
JIT	Jansons Institute of Technology
max	Maximum
MN	Maintenance
Nos	Numbers
PR	Purchase
QM	Quality Manual
QS	Quality System
Rev	Revision
ST	Stores
TC	Transfer Certificate
UPS	Un-interrupted Power Supply



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List of Controlled Copy Holders

Copy No:	Copy Holder
01	MR
Soft copy available in PDF format with write and print protected except for forms in https://sites.google.com/a/jit.ac.in/qms for HoDs and the Process Heads.	



QUALITY PROCEDURE

ADMINISTRATION

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1.0 PURPOSE:

- Providing Manpower against the needs identified
- Allocation of budget for departments based on the requirements identified by them
- To define general administrative procedures and ensure their compliance

2.0 REFERENCE:

- ISO 9001:2015 Clauses 4, 5, 6, 7, 8, 9 & 10
- Apex Manual AM04 to AM10
- Procedure QP03 & QP06

3.0 RESPONSIBILITY

- Man Power Recruitment: **Principal**
- Purchase of Stationary: **AO**
- Budget allocation: **Principal**

3.1 RESPONSIBILITY AND AUTHORITY:

The individual responsibility and authority of different roles related to administration are given below:

Role	Responsibilities and Authorities
1.Principal	<ul style="list-style-type: none">Refer AM05
2.HOD	<ul style="list-style-type: none">Identifying teaching and laboratory staff requirements in consultation with the PrincipalSubmission of Faculty and laboratory staff requirements to Principal for approvalShort listing the applications received for the recruitment of faculty and laboratory staff for the departmentRecommendation of faculty / laboratory staff's request for leave
3.Administrative office (AO)	<ul style="list-style-type: none">Identifying the administrative staff requirements (in consultation with the Principal / Management)Submission of administrative staff requirements to Principal for approvalRelease of advertisements for recruitment of faculty/ staff (if required as decided in consultation with the Principal)Short listing the applications received for the recruitment of administrative staff for the departmentPreparation of appointment order for the selected candidates as advised by Principal/ ManagementCollection and maintenance of application forms from the unskilled workers once selected by Management and reporting for dutyRecommendation of office staff's request for leaveApproval of list of suppliers for procurement of stationary / printed stationary (including additions and deletions)Approval of purchase requisition for procurement of stationaryIdentification of capital purchase requirements for administration (in consultation with the Management / Principal)Approval of stationary requirements for the departmentsConsolidation of budget requirements received from different departments



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4. Office Staff

- Maintaining the qualification requirements for laboratory and administrative staff
- Informing shortlisted candidates on the date, time and venue for the interview as informed by AO
- Collection of application from the candidates reporting for interview
- Maintaining individual files for faculty / staff members joined for duty
- Maintaining the certificates received faculty / staff members till they are relieved
- Issue of certificates to faculty members when relieved from service after obtaining no due certificate
- Maintaining leave record faculty / staff members
- Maintaining approved list of suppliers for procurement of stationary / printed stationary
- Maintaining reorder level of stationary (as recorded in the stock register)
- Raising purchase requisitions when stock level reaches reorder level
- Confirmation of revision status of printed stationary with MR office before printing
- Collection of quotations from approved suppliers and recommending the supplier for placement of order based on the Price, items quoted and delivery period.
- Preparation of order with the selected supplier and release the order with the approval of Principal
- Arranging emergency procurement of stationary with the approval of AO directly from the approved supplier
- Verification of the quality and quantity of stationary items procured and certified in the bill or invoice from the supplier
- Maintaining stock register for stationary and capital items in institute office
- Issue of stationary to departments against requisitions approved by HODs

4.0 DESCRIPTION:

4.1 OBJECTIVES AND TARGETS:

a) Following objectives are defined to monitor the recruitment process performance:

Objective	Target	Monitoring frequency	Method of monitoring
Reducing the unfilled vacancies of faculty members	Not less than 100% of the identified vacancies	Once in a semester	QA08 and review at MRM

b) Actions planned to achieve the objectives against target is maintained as per QA08

4.2 RECRUITMENT PROCESS:

The process module related to recruitment and stationary procurement process detailing the input, output, interaction, monitoring requirements and resource required are given in **QP09A** and risk assessment of these processes are given in **QP09B**.



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4.2.1. QUALIFICATION REQUIREMENT OF FACULTY AND STAFF

a) Qualification requirement of teaching faculty is prescribed by AICTE and college office maintains the AICTE guideline on qualification requirement of faculty members. Qualification requirement of department staff and administrative staff is decided by Management and college office maintains the qualification requirement of non teaching staff as per HR 01 with the approval of Principal.

4.2.2. REQUIREMENT OF FACULTY AND STAFF MEMBERS:

a) Teaching & Non-Teaching staff at Department level:

i) HOD identifies the requirement of faculty & department staff at the end of every academic year for the forth-coming year in consultation with Principal based on the following:

- a) AICTE norms
- b) Introduction of new subjects/courses/batches
- c) Resignation of faculty
- d) Faculty on long leave

ii) The proposal is submitted to the Principal through inter office communication (IOC) by the respective HODs.

b) Office (or Administrative Staff):

Requirement of office staff (including requirements for library) is identified by AO in consultation with the Principal and the proposal is submitted to the Principal through inter office communication (IOC) as and when needs are identified.

4.2.3 SELECTION PROCEDURE

a) Based on the needs identified, possibilities elevating the existing faculty or staff are also decided by the Principal and Management. For the remaining vacancies, applications are received either from known contacts of Management/ Faculty/ Staff or through advertisements. Candidates are required to submit their applications either by post or in person or by e-mail within the date as specified in the advertisement. Applications already available at the college are also considered.

b) Applications received are forwarded to the respective heads for scrutiny and shortlisted if required in consultation with Principal.

c) The short listed candidates' details are received from the HoDs by AO. Based on this, candidates are called for interview over phone/mail.

d) The selection committee (consists of Principal, Members of management [and other members as decided by the Principal]) conducts the interview. On day of interview, application from the candidates reported is collected as per HR02.

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e) The results of the interview are recorded in HR03 and authorized by the Principal. Based on the number of vacancies, selected candidates are called to join for duty in the order of their rank through appointment order (for teaching faculty, department staff and administrative staff and one copy signed by the candidate is maintained as a token of acceptance of the appointment order and the terms and conditions therein). The selection decided is valid for the current academic year (or till the all the rank listed candidates are contacted to join for duty).

g) For the post of Principal, selection is done by the Management.

h) For the selection of attenders and unskilled employees, selection is done directly by the Management and is advised to join for duty. On joining, their bio data is collected and maintained indicating the salary fixed as approved by AO.

i) Individual files are maintained for every faculty members which includes their appointment order, certificates received and subsequent correspondence with the faculty/ staff on their service matters. Certificates are returned when relieved against no due certificate (HR07) after getting the acknowledgement of receipt in the relieving order. In case faculty or staff is in need of certificates in between the service period for specific purpose, the same are issued against their request letter approved by the Principal (indicating the purpose and date by which the same will be returned back). Certificates are issued against acknowledgement of receipt recorded in their request letter and when received back, the status of return also is updated in the request letter itself. If the same is not received back within the due date specified in the letter, they are followed up to get the certificates back. If there is a considerable delay in return of the certificates, the same is reported to the Principal and further actions as advised by the Principal is taken.

j) Faculty members are not normally relieved during the academic year except under exceptional cases approved by Principal and Management against their request.

k) On accepting their resignations, they are given relieving order (and experience certificate if asked for) after submission of no due certificate from their department, library and office (and hostel in case the faculty or staff is residing in the Institute's hostel).

l) Faculty and staff members apply for eligible leave through HR04 or HR05 (with alternate arrangement in case classes or internal / university examination duty gets affected during the leave period. They are also eligible for permission (for 1 hr. for late reporting for duty up to a maximum 1 permission in a month with prior permission) against permission form as per HR06..

4.3 PROCUREMENT STATIONARY:

a) Institute office maintains the approved list of suppliers for procurement stationary (including printed stationary) as per PR01 with the approval of AO. They are evaluated based on their performance in each supply (on delay in delivery as well receipt of non conforming products). Other than feed back to supplier on improving the delivery performance as well as replacement of non conforming products received, need for any other actions (including deletion of the supplier from the list and identification of a new supplier) is also decided by the institute office in consultation with AO and accordingly supplier is informed and if decided to delete the supplier from the list, PR01 is also updated.

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b) New suppliers are identified based on the need to add additional suppliers or based on their contact. On identification of new supplier (order is placed if the rates are commercially viable) and based on his performance in the first order, he is included in the approved supplier list PR 01 with the approval of AO.

c) Stationary requirements (including printed stationary) are identified based on the stock position by the Institute office (based on the reorder level defined as recorded in the stock register) atleast once in 3 months and purchase requisition is prepared (as per PR02) and submitted to AO for approval. In case of printed stationary, the draft forms are also arranged from MR office (in order to confirm whether the forms are part of QMS and if so the current revision status is also verified through MR office). On approval, quotations are collected from the approved suppliers and comparative statement is prepared and submitted to AO along with the recommendation on the selection of the supplier. On approval, PO is placed and followed up to get the required material. Under emergency or urgency, the same is arranged directly from one of the approved suppliers after finalization of the price with the chosen supplier on approval from the Principal as recorded in PR02.

d) Requirements for capital items (for office) are identified by the Institute office as advised by AO/ Principal (on the need to upgrade the facilities or for replacement of an existing facility). On identifying the needs quotations are collected. Negotiations if required are also carried out (with AO) and the revised price agreed is recorded in the comparative statement (if required supplier is also asked for a revised quote). The recommendation (considering the performance, after sales support, additional accessories supplied, warranty period, price and delivery period) is recorded in the comparative statement and forwarded to Principal / Management through a note justifying the requirement and budget requirement along with the quotations and comparative statement.

e) On approval from the Management, order is placed and followed with the supplier for the timely receipt of the items ordered.

f) On receipt, they are verified for the quantity and quality (meeting the specification ordered) and performance (in case of equipments) and certified through an inspection note including the stock update details (after fulfilling all the terms and conditions as per the order) authorized by office staff and AO and bills are taken for payment (as per the payment terms agreed).

g) In case of any discrepancy in the items supplied, supplier is contacted and asks for rectification or replacement. Only on completion of the rectification or replacement, inspection note as above is prepared and forwarded.

h) Accepted quantity is recorded in stock register as per ST01 for Capital Items or ST02 for consumables/ stationary. Capital Stock register is authorized by AO and Principal (stock register is also maintained as above in individual laboratories and Physical Education department as detailed in QP03 and QP07).



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i) Stationary is issued to department based on the requisition received from departments as per ST06 as approved by HODs. For the stationary requirement of office also ST04 is maintained. On issue stock is updated in ST02.

4.4 Budget Approval:

a) By January of every year, proposal for their budget requirements (for the forth coming financial year) is received as per AM01 considering the need for procurement of capital and consumables (for replacement or up gradation), maintenance requirements (such as AMC), for organization seminar/ workshops / conferences and faculty training through the Principal. .

b) These are consolidated as per AM02 (as advised by the Principal and forwarded to Management by March of every year. On approval by Management (including the changes in the proposed budget), the sanctioned budget is communicated to the department as per AM03

c) Quarterly report on budget utilization as per AM04 is also received by the individual departments by the Principal including request for additional budget if any required. Based on the review of these reports, as advised by the Principal may decide to reallocate the budget between departments considering their requirements and utilization through revised AM03.

4.5 KNOWLEDGE FOR THE EXAMINATION PROCESS:

QP09C details the knowledge required for the administration process and method of retaining the knowledge with the institution.

4.6 COMMUNICATION REQUIREMENTS:

The procedure described above details the communication requirements on administration process. The salient communication requirements of the examination process (both internal and with interested parties including students and faculty and book suppliers) are included in QP09D.

4.7 ANALYSIS AND EVALUATION:

a) Following data are collected to monitor the recruitment process:

Area	Responsibility	Technique	Frequency
Performance of objectives against target	AO	As per the frequency specified under para 4.1	
Department wise faculty and laboratory staff strength (including physical education & Library)	AO	Bar chart	At the beginning of every semester
Administrative staff strength	AO	Bar chart	At the beginning of every semester
Academic department wise faculty position wise strength	AO	Bar chart	At the beginning of every semester

b) Recruitment process effectiveness record is also maintained as per HR08 and is reviewed by AO with the Principal (as per the frequency specified in HR07). This data is also consolidated and reviewed at MRM.



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c) Against these, additional improvement actions as required are initiated by AO in consultation with Principal and recorded in QA09. On completion of action, effectiveness of actions taken is verified by Librarian and recorded in QA09.

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5.0 DOCUMENTS AND RECORDS:

Sl. No.	Name of the Document / Record	Document No.	Responsibility	Location	Retention Period	File No. +	Hard/ Soft
1	Budget Proposal	AM01	HODs/ AO	Department & Office	3 years	901	Hard
2	Budget Consolidation	AM02	AO	Office	3 years	901	Hard
3	Approved Budget	AM03	AO	Office	3 years	901	Hard
4	Utilization vs. Budget	AM04	AO	Office	3 years	901	Hard
5	Application of candidates	---	AO	Office	Till the employee leaves the institution + 1 year (or 6 months if not selected)	902 (recruitment file) or 903 (individual file if selected)	Hard
6	Interview record	HR01	AO	Office			Hard
7	Leave Application- Faculty	HR02	AO	Office	Current year + 1 year	904	Hard
8	Permission letter- Faculty	HR03	AO	Office	Current year + 1 year	905	Hard
9	Leave Application- Staff	HR04	AO	Office	Current year + 1 year	904	Hard
10	Permission letter- Staff	HR05	AO	Office	Current year + 1 year	905	Hard
11	No due form (Faculty or Staff)	HR06	AO	Office	Current year + 1 year	903	Hard

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Sl. No.	Name of the Document / Record	Document No.	Responsibility	Location	Retention Period	File No.†	Hard/ Soft
12	Recruitment Process Effectiveness Review record (and the charts)	HR07	AO	Office	1 year	906	Hard
13	Objective Monitoring Record	QA08	AO	Office	1 year	906	Hard
14	Corrective Action Record	QA09	AO	Office	1 year	906	Hard
15	Approved list of suppliers	PR01	Laboratory i/c , Physical Director or AO	Department or office	Current + 1 year when revised	907@	Hard
16	Purchase Requisition	PR02	Laboratory i/c , Physical Director or AO	Department or office	Current + 1 year when revised	907@	Hard
17	Comparative Statement	---	Laboratory i/c , Physical Director or AO	Department or office	Current + 1 year when revised	907@	Hard
18	Purchase order	--	Laboratory i/c , Physical Director or AO	Department or office	Current + 1 year when revised	907@	Hard
19	Equipment Register	ST 01\$	AO	Office	Permanent	Register	Hard
20	Stock Register	ST 02	AO	Office	Permanent	Register	Hard
21	Stationary Requisition	ST06	AO	Office	1 year	908	Hard

Note (@) : Purchase related records addressed above are maintained in the files addressed in QP03 and QP 06 (or in the respective department procedures and for the purchase of stationary (and the office copy of these records initiated by the departments) the same are maintained in the file no. given above.

Note (\$) : Forms ST03, ST04 & ST05 included in this procedure are added under list of records in QP03 and QP06



QUALITY PROCEDURE

PROCESS MODULE-ADMINISTRATION

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Input	Output	Sequence and Interaction	Criteria	Method of Monitoring	Resources	Responsibility
I. Recruitment						
1.Potential candidates seeking employment	Selection of required number of faculty members / staff meeting the required qualification requirements	As detailed in QP09 para 4.2	Faculty selected meeting the qualification requirements specified	As per AICTE norms for faculty members and as per HR01 for staff members	1. AO and office team supported with system and internet facilities (for receiving and forwarding mails) 2. Financial resource for the release of advertisements	AO
2.Qualification requirements as per AICTE norms for Faculty members (or defined internally as per HR01 for staffs)						
3.Service from Advertisement agencies						
4.Vacancy positions (Faculty student ratio, relieving of faculty from services,			Filling the up the vacancies aroused	Through Objective and target		



QUALITY PROCEDURE

PROCESS MODULE-ADMINISTRATION

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Input	Output	Sequence and Interaction	Criteria	Method of Monitoring	Resources	Responsibility
II. Procurement of Stationary						
Stock position of Stationary (including printed stationary) Purchase requisitoin for procurement of stationery	Receipt of stationary (includng printed stationary) from approved suppliers	As detailed in QP09 para 4.3	Timely receipt of stationery meeting the requirements both in terms of quantity, qualify and delivery requirements	Every receipt agasint order (purchase made)	1. AO and office team supported with system and internet facilities (for receiving and forwarding mails) 2. Financial resource for procurement of stationary	AO



PROCEDURE ,MANUAL

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RISK ASSESSMENT- ADMINISTRATION

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Type of failure (or Strengths)	Cause of the failure	Impact (Consequence or Supports)		Likelihood(L)		Risk (I,L)		Risk Control Methods being Followed or additionally planned	Plan of action
		Affects	Score	Typical occurrence frequency	Score	Score	Factor		
1. Delay in recruiting faculty and staff against needs (identified)	Leaving the service in between the academic semester	Employees (need to take additional work load)	2	More than 40%	1	(2,1)	Low	1. Faculty members are not normally relieved during the academic year (except under exceptional situation) 2. Recruitment process is completed during the commencement of the academic year itself	
2. Faculty not meeting the required qualification requirements	Non availability of qualified faculty members	Customer (Academic services not delivered meeting their expected level)	3	Less than 40%	1	(3,1)	Medium	1. Qualification prescribed AICTE is used as the basis of recruitment 2. Competence of faculty members assessed during interview and selection by a committee 3. Faculty with out prior teaching experience are evaluated and take actions on improvement areas identified	



PROCEDURE ,MANUAL

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RISK ASSESSMENT- ADMINISTRATION

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Type of failure (or Strengths)	Cause of the failure	Impact (Consequence or Supports)		Likelihood(L)		Risk (I,L)		Risk Control Methods being Followed or additionally planned	Plan of action
		Affects	Score	Typical occurrence frequency	Score	Score	Factor		
3. Non availability of stationary	Procurement not planned well in advance	Customer (can effect lead shortage of stationary for conduct of internal tests)	3	Less than 40%	1	(3,1)	Medium	1. Procurement based on minimum stock level 2. Maintaining stock of stationary 3. Emergency procurement from readily available suppliers	
Infrastructure development in and around the institute (+ve)		Supports neighbours and expectations	1	More than 70% (already happended)	3	(1,3)	Medium support	Being permanent facility, the improvement made in and around the premises sustains and no specific action required to sustain the same	
Job opportunities for personnel in and around the institute (+ve)		Supports neighbours expectations	1	Less than 40%	1 (only for substaff weightage can be given)	(1,1)	Low level support	---	



PROCEDURE MANUAL

KNOWLEDGE REQUIREMENTS -ADMINISTRATION

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Following table details the knowledge requirement for QA processes addressed in QP09 and methods of retaining the knowledge.

Process	Knowledge requirement	Methods to acquire the knowledge	Methods to maintain the knowledge
A. Recruitment	1.Short listing of candidates meeting the requirements	Qualification requirements defined by AICTE for teaching faculty and as per HR01 for staff	Documentation of the qualification requirements (and update of the same based on changes in AICTE requirements and improvements planned internally)
	2.Interviewing skill	Interview by a committee having technical qualification and academic experience	By selecting a committee with technical qualification and academic experience (along with Principal whole qualification requirements as per AICTE supports)
	3. Communication skill (for the office staff)	Office staff meeting the qualification requirements	Working as a team and any person is given on the job training in the process
	4. Systems and procedures to be followed	Through development of documented procedures and formats	Through the documented procedures and forms and update of the same when changes are identified
B. Procurement of stationary	1.Suppliers where stationary including printing stationary can be procured or arranged	Maintaining the approved list of suppliers based on previous experience	Through the documentation of the list of suppliers and update of the same based on additions or deletions.
	2.Negotiation and finalization of rates	By obtaining more than one quotation and making a comparative statement of different rates quoted	Working as a team and new person given on the job training with other experienced office staff.
	3.Communication of the requirements to suppliers	i.Specification of different stationary requirements documented in the stock register and referring the same ii. Getting quotation from suppliers and release of orders based on the quotation	From the documented information on the specification of different stationary items and printed stationary being procured and update the specification based on additions and deletions.
	4. Systems and procedures to be followed	Through development of documented procedures and formats	Through the documented procedures and forms and update of the same when changes are identified



PROCEDURE MANUAL

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COMMUNICATION MATRIX- ADMINISTRATION PROCESS

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Details of Communication to be maintained (What)	Time of communication (When)	To Whom	Method of communication	Responsibility (Who)
A. Recruitment				
Responsibilities and Authorities of Individual rolls	On Assigning the roles	AO & Office Staff	As documented in the QP09	Principal
Quality Policy	Once defined (including changes)	AO & Office Staff	Through display of the quality policy at strategic locations throughout organization	Principal
Objectives and Targets	On defining the same (including changes)		As documented in the DP09 & through Minutes of MRM	Principal
Qualification requirements of administrative staff and laboratory staff	When required to get the details		AO	HR01
Requirment of faculty / department staff	At the end of academic year	AO & Principal	Inter office communciation	HODs
Need for Library staff	As and when needed	AO	Verbal	Librarian
Need for administrative staff (including library)	As and when needed	Principal	Interoffice communciation	AO
Need for shortlisting of candidates	During recruitment process	HODs	By forwarding the appications received	AO
Short listed candidates details	During recruitment process	AO	By forwarding the appications received	HODs
Interview date, time and venue	Prior to the interview (atleast a week before)	Shortlisted candidates	Mail/Telephone	AO/Office staff
		Interveiw committee members	Mail/Telephone (or verbal for internal memebrs)	AO/ Principal



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COMMUNICATION MATRIX- ADMINISTRATION PROCESS

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Details of Communication to be maintained (What)	Time of communication (When)	To Whom	Method of Communication	Responsibility (Who)
Joining date	On completion of interview and selection	Selected candidates	Letter/Mail/ Telephone	AO/ Office staff
Terms and conditions of appointment	At the time of joining	Candidates reported for joining	Appointment order	Principal
Need for certificates (while in service)	When needed	Office staff	Letter approved by Principal	Respective faculty/ staff members
Delay in return of certificates by the faculty/ staff	When there is a delay (beyond the date given in the request letter)	Respective faculty/ staff members	Verbal follow up	Office staff
Need for relieving from services	When want to resign	Principal (through HODs/AO)	Resignation letter	Respective faculty/ staff members
Date of relieving from services	When resignation letter is accepted	Respective faculty/ staff members	Relieving order	AO
Need for leave	When needs are identified	Principal (through HODs/ AO)	Leave form	Respective faculty/ staff members



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COMMUNICATION MATRIX- ADMINISTRATION PROCESS

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Details of Communication to be maintained (What)	Time of communication (When)	To Whom	Method of Communication	Responsibility (Who)
B. Procurment Stationary (both internal and with interested parties)				
Need for procurement of stationary	Once in 3 months based on stock position	AO	PR02	Office staff
Need for quotation	On receipt of approved PR02	Suppliers	Through letter or mail or verbal request	Office staff
Selection of supplier	Once the quotation is received and supplier is identified	AO	Submisison of the recommendation in the quotation	Office staff
Approval of Purchase order	Once the supplier selection is approved	Principal	Draft Purchase order	Office
Placement of order	Once the supplier selection is approved	Supplier	Purchase order	Office staff
Follow up against delay	In case there is a delay in supply	Supplier	Telephone (or mail)	Office staff
Supply of items ordered	Once the items are delivered	Office staff	Through bill or invoice and the material	Office staff
Release of payment to suppliers	Once the material is reeived and accepted	Accouts	Bills approved by Principal/AO	Office staff
Need for stationary	When needs are identified	Office staff	ST06 (approved by HODs or AO)	Office staff