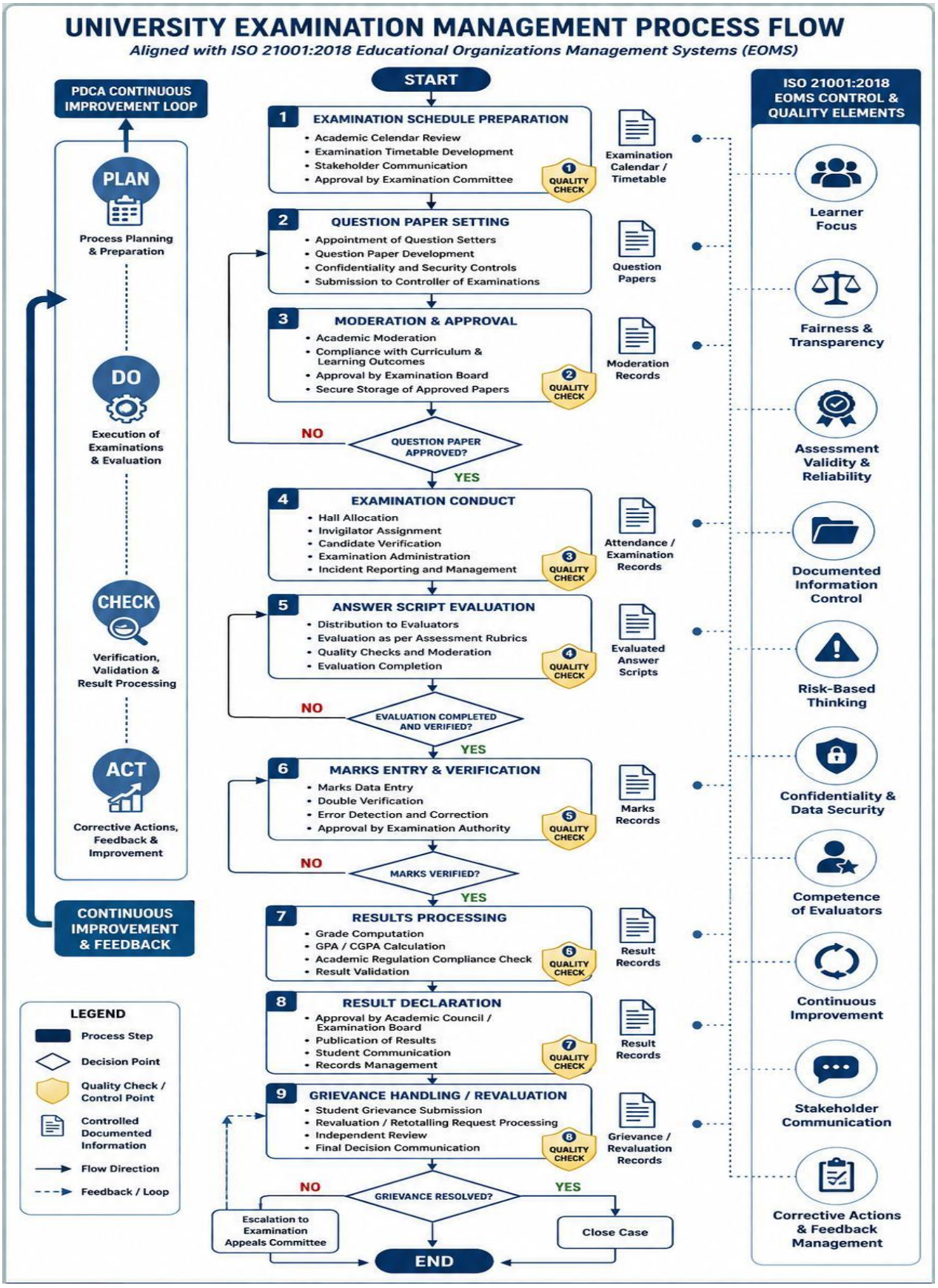

UNIVERSITY EXAMINATION MANAGEMENT PROCESS FLOW
Aligned with ISO 21001:2018 Educational Organizations Management Systems (EOMS)
PDCA CONTINUOUS IMPROVEMENT LOOP
PLAN
Process Planning & Preparation
DO
Execution of Examinations & Evaluation
CHECK
Verification, Validation & Result Processing
ACT
Corrective Actions, Feedback & Improvement
CONTINUOUS IMPROVEMENT & FEEDBACK
START
1 EXAMINATION SCHEDULE PREPARATION
• Academic Calendar Review
• Examination Timetable Development
• Stakeholder Communication
• Approval by Examination Committee
1 QUALITY CHECK
Examination Calendar / Timetable
2 QUESTION PAPER SETTING
• Appointment of Question Setters
• Question Paper Development
• Confidentiality and Security Controls
• Submission to Controller of Examinations
Question Papers
3 MODERATION & APPROVAL
• Academic Moderation
• Compliance with Curriculum & Learning Outcomes
• Approval by Examination Board
• Secure Storage of Approved Papers
2 QUALITY CHECK
Moderation Records
NO
QUESTION PAPER APPROVED?
YES
4 EXAMINATION CONDUCT
• Hall Allocation
• Invigilator Assignment
• Candidate Verification
• Examination Administration
• Incident Reporting and Management
3 QUALITY CHECK
Attendance / Examination Records
5 ANSWER SCRIPT EVALUATION
• Distribution to Evaluators
• Evaluation as per Assessment Rubrics
• Quality Checks and Moderation
• Evaluation Completion
4 QUALITY CHECK
Evaluated Answer Scripts
NO
EVALUATION COMPLETED AND VERIFIED?
YES
6 MARKS ENTRY & VERIFICATION
• Marks Data Entry
• Double Verification
• Error Detection and Correction
• Approval by Examination Authority
5 QUALITY CHECK
Marks Records
NO
MARKS VERIFIED?
YES
7 RESULTS PROCESSING
• Grade Computation
• GPA / CGPA Calculation
• Academic Regulation Compliance Check
• Result Validation
6 QUALITY CHECK
Result Records
8 RESULT DECLARATION
• Approval by Academic Council / Examination Board
• Publication of Results
• Student Communication
• Records Management
7 QUALITY CHECK
Result Records
9 GRIEVANCE HANDLING / REVALUATION
• Student Grievance Submission
• Revaluation / Retotalling Request Processing
• Independent Review
• Final Decision Communication
8 QUALITY CHECK
Grievance / Revaluation Records
NO
GRIEVANCE RESOLVED?
YES
Escalation to Examination Appeals Committee
Close Case
END
LEGEND
Process Step
Decision Point
Quality Check / Control Point
Controlled Documented Information
Flow Direction
Feedback / Loop
ISO 21001:2018 EOMS CONTROL & QUALITY ELEMENTS
Learner Focus
Fairness & Transparency
Assessment Validity & Reliability
Documented Information Control
Risk-Based Thinking
Confidentiality & Data Security
Competence of Evaluators
Continuous Improvement
Stakeholder Communication
Corrective Actions & Feedback Management