




MITS

MADANAPALLE INSTITUTE OF TECHNOLOGY & SCIENCE

(Deemed to be University under section 3 of UGC Act, 1956)

Checklist No: MITS/DTBU/IQAC/25- 26/01

POLICY DOCUMENT OF INTERNAL QUALITY ASSURANCE CELL (IQAC)



Title : Policy Document of Internal Quality Assurance Cell (IQAC)

Policy Code : MITSU/IQAC/2025/01

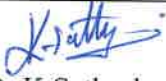



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Prepared By : Internal Quality Assurance Cell (IQAC)

Approved By : Registrar

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1. Policy Metadata

Field	Details / Signature
Policy Title	INTERNAL QUALITY ASSURANCE CELL (IQAC)
Policy Code	MITSU/IQAC/2025/01
Version / Date	Version 1.0 / 01 October 2025
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Next Review Date	July 2027

2. Policy Preamble

In pursuance of its action plan for Performance evaluation, Assessment, Accreditation and continuous Quality up-gradation of Institutions of higher education, National Assessment and Accreditation Council (NAAC) recommends that every accredited Institution must establish an **Internal Quality Assurance Cell (IQAC)** as a permanent Post-Accreditation Quality Sustenance mechanism.

Quality enhancement being a continuous and dynamic process, the IQAC functions as an integral and permanent component of the institutional system. It works towards the realization of quality enhancement and sustenance goals through conscious, consistent, and catalytic initiatives that improve the overall academic, administrative, and governance performance of the University.

At **Madanapalle Institute of Technology & Science (MITS) Deemed-to-be University (MITS DTBU)** the IQAC acts as the foundational mechanism for internalizing and institutionalizing quality enhancement practices. It does not function as an additional hierarchical structure or a mere documentation unit; rather, it operates as a facilitative, participatory, and voluntary entity. IQAC fosters collective ownership of quality among faculty, staff, students, and stakeholders, serving as a catalyst for identifying gaps, initiating planned interventions, and promoting holistic academic excellence akin to the philosophy of Quality Circles in industry.

The guidelines outlined in this policy direct and support MITS in the effective establishment, operation, monitoring, and continual improvement of its Internal Quality Assurance Cell.

3. Vision & Mission Linkage

Internal Quality Assurance Cell (IQAC) plays a pivotal role in ensuring that all academic, administrative, and governance processes of the MITS DTBU are aligned with its Vision and Mission, while also supporting national educational reforms and global sustainability goals.

Alignment with University Vision and Mission:

IQAC ensures that all Quality Assurance mechanisms, strategic initiatives and Institutional practices are systematically aligned with MITS DTBU Vision of achieving Academic excellence and Global recognition, and its Mission of providing outcome-based,

industry-relevant and research-oriented education. Through structured monitoring systems such as DQAC reviews, IQAC Hours, and the Strategic Plan Portal, IQAC facilitates continuous improvement in teaching-learning processes, research productivity, innovation, and student development, thereby reinforcing the core institutional objectives.

Connection to NEP 2020 Reforms:

IQAC actively supports the implementation of the **National Education Policy (NEP) 2020** by promoting multidisciplinary education, outcome-based learning, skill development, and flexibility in curriculum design. It facilitates adoption of Innovative Pedagogies, Digital Learning Platforms, Academic Bank of Credits (ABC) and holistic student development practices. IQAC also ensures integration of Research, Innovation and experiential learning in alignment with NEP 2020 guidelines.

Contribution to United Nations Sustainable Development Goals (SDGs):

IQAC integrates sustainability principles into institutional practices by aligning academic, research, and extension activities with relevant UN Sustainable Development Goals (SDGs). The University contributes to SDGs through initiatives such as:

- **Quality Education (SDG 4)** through outcome-based education and inclusive learning
- **Gender Equality (SDG 5)** through equal opportunities and support systems
- **Affordable and Clean Energy (SDG 7)** through energy conservation and green campus initiatives
- **Decent Work and Economic Growth (SDG 8)** through employability and skill development programs

IQAC monitors and documents these contributions through institutional data systems, audits, and reports, ensuring that sustainability and social responsibility are embedded in the University's quality framework. Overall, IQAC acts as a strategic enabler in linking institutional goals with national priorities and global benchmarks, ensuring holistic and sustainable development of MITS DTBU.

4. Objectives

The primary objectives of the Internal Quality Assurance Cell are:

- To develop a robust quality system for conscious, consistent, and catalytic planned actions aimed at improving academic and administrative performance.
- To promote institutional functioning aligned with quality enhancement through internalization of quality culture and institutionalization of best practices.
- To ensure continuous compliance with UGC, NAAC, NBA, ISO 21001 and other regulatory frameworks.

5. Scope

This policy applies to all Schools, Departments, Centers, Cells, and administrative units of the University and covers Faculty members, Staff, Students, Alumni, Employers and other Stakeholders.

6. Definitions

- **IQAC:** Internal Quality Assurance Cell of the University.
- **Policy Owner:** IQAC Coordinator.
- **Custodian:** Registrar.
- **Stakeholders:** Students, Faculty, Staff, Alumni, Industry, Society.
- **Review Cycle:** Biennial or as mandated by regulatory bodies.

7. Policy Statement

MITS Deemed-to-be University is committed to institutionalizing a robust internal quality assurance system that ensures continuous improvement, stakeholder satisfaction, regulatory compliance, and academic excellence through IQAC-driven processes.

8. Governance & Composition

IQAC shall be constituted as per UGC and NAAC guidelines.

- Chairperson: Vice-Chancellor
- Coordinator: Senior Faculty Member
- Members: Faculty representatives, administrative officers, student representatives, alumni, industry expert, and external academic expert
- Tenure: Two years

IQAC shall be constituted under the Chairmanship of the Head of the Institution, with representation from key academic and administrative units and external stakeholders, as per UGC and NAAC guidelines.

Composition: The composition is periodically reviewed to ensure relevance, effectiveness, and statutory compliance.

- Chairperson: Vice-Chancellor
- Senior Administrative Officers
- Three to Eight Senior Faculty Members
- One Member from Management
- One or Two Representatives from Local Society / Alumni / Students
- One or Two Representatives from Employers / Industry / Stakeholders
- Coordinator / Director: Senior Faculty Member

9. Terms of Reference (ToR)

- Develop quality benchmarks and institutional metrics.
- Monitor teaching-learning processes and outcomes.
- Facilitate accreditation and ranking processes.
- Report to Academic Council.
- **Meeting Frequency:** At least once every quarter.

10. Roles & Responsibilities

Chairperson: Strategic guidance and leadership

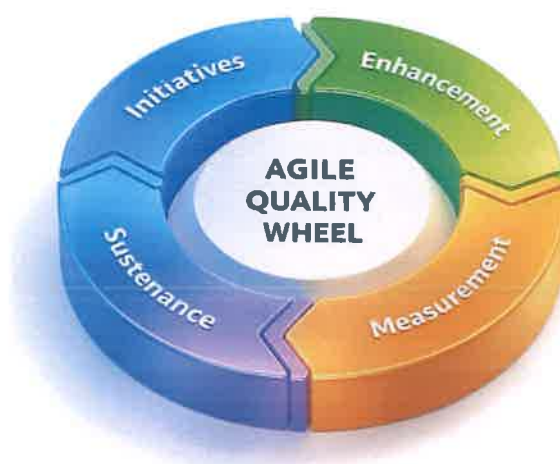
Coordinator: Planning, execution, documentation, and reporting

Members: Data support, implementation, and review

IQAC Office: Documentation, compliance tracking, audit facilitation

10.1 IQAC- AGILE Quality Wheel:

- **A – Assurance of Quality**
Ensuring standards, policies, and compliance mechanisms are in place
- **G – Governance & Guidance**
Strategic direction, leadership, and institutional oversight
- **I – Innovation & Initiatives**
Introducing new practices, reforms, and quality initiatives
- **L – Learning & Improvement**
Continuous enhancement through feedback, training, and evaluation
- **E – Evaluation & Excellence**
Measurement, assessment, and striving for excellence



- **Initiatives** → Innovation (I) **Enhancement** → Learning (L)
- **Measurement** → Evaluation (E)
- **Sustenance** → Assurance & Governance (A, G)

10.2 IQAC Monthly Quality Monitoring Mechanism (IQAC Hours & DQAC System)

MITS DTBU has established a structured, decentralized, and technology-enabled quality assurance mechanism through Departmental Quality Assurance Cells (DQAC) , Student Quality Assurance Cell (SQAC) and Institutional IQAC coordination.

Digital IQAC Mechanisms (e-IQAC & Strategic Plan Integration)

University maintains an integrated IQAC Web Portal consisting of the e-IQAC Tracker System with the IQAC Hours and Strategic Plan Portal, supported by standardized manuals, formats, and guidelines for all Departments.

- IQAC shall develop and periodically update an **IQAC Web Portal Manual/Formats/Guidelines** detailing Roles, Responsibilities, workflows and timelines for Data entry, verification, and reporting.
- Standardized **Department-wise formats** (Academic, Research, Student support, Governance, Best practices, etc.) shall be hosted on the portal to ensure uniform data capture aligned with NAAC criteria, NIRF parameters and Institutional KPIs.

Departmental IQAC (DQAC) System:

Each department shall constitute a Departmental IQAC (DQAC) with a designated coordinator. DQAC shall conduct monthly quality review meetings in coordination with the Head of the Department (HOD) and Faculty members.

- **Monthly Departmental Review:**

- ✓ DQAC meetings shall be conducted every month.
- ✓ Discussions shall include academic activities, research output, student performance, extension activities, and quality initiatives.
- ✓ Minutes of Meeting (MoM) shall be recorded and submitted to the Institutional IQAC.

- **IQAC Hours (Institutional Practice):**

IQAC Hours shall be observed on the **last Thursday of every month** from 10:00 AM to 04:00 PM.

- **During this period:**

- ✓ All departmental IQAC coordinators shall submit monthly data and supporting evidences.
- ✓ Data shall include achievements related to NAAC criteria, KPIs, and institutional benchmarks.

Student Quality Assurance Cell (SQAC) System

- ✓ SQAC represents the student body on the IQAC of the college, addressing administrative requirements concerning student involvement in Quality Assurance.
- ✓ By incorporating student opinions in all operations, SQAC aims to enhance the Institution's academic and administrative performance.
- ✓ IQAC interacts with SQAC members in all academic matters, encouraging student participation in quality initiatives and college governance.
- ✓ SQAC comprises student representatives (both UG & PG) as nominated by the IQAC, SWC & HOD's.

Objectives of SQAC

- ✓ To encourage quality initiatives amongst the students and promote a holistic environment in the department as well as institution.
- ✓ To improve the Academic and Administrative performance of the Institution by incorporating student's perspectives in all academic matters.
- ✓ To support the Institution in all its academic endeavors help to create a learner-centric environment, internalize the quality culture and institutionalize the best practices that are followed by the Institution.
- ✓ To facilitate the students to play a supportive roll in enhancing and assuring quality in education delivery service and activities of student's associations.
- ✓ To help evolve conscious and catalytic systems at the student level in the institution towards quality sustenance and enhancement

Functions of SQAC

- ✓ Foster student involvement in various Quality Enhancement programs led by IQAC.
- ✓ Support IQAC in gathering feedback from diverse stakeholders.
- ✓ Support IQAC in organizing seminars, conferences, workshops, industrial visits, field trips, and internships.
- ✓ Identify the strengths and weaknesses of courses/ programs and recommend improvements. (SWOT).
- ✓ Help IQAC collect data related to student activities, placements, and resource personnel.
- ✓ Work with departments to contribute to student quality enhancement.
- ✓ Facilitate peer mentoring and student study circles.
- ✓ Support special programs for advanced learners.

- ✓ Conduct seminars and talks focused on quality.
- ✓ Campus Cleanliness/ Neighborhood Extension Programme/Outreach Programme
- ✓ Participate in hackathons, boot camps, startup competitions, project work, and research activities

- **Strategic Plan Target Setting:**

At the beginning of each academic year, institutional targets aligned with the Strategic Plan are defined by the Head of the Institution and communicated to all Heads of Departments (HOD's) for implementation and monitoring.

- **Strategic Plan Portal (e-IQAC Integrated System):**

MITS DTBU utilizes an internal Digital Platform integrated with the e-IQAC system for structured data capture and monitoring.

- ✓ Portal enables departments to enter targets and record achievements periodically.
- ✓ It supports tracking of target vs. achievement, enabling gap identification and corrective actions.
- ✓ The system ensures transparency, accountability, and alignment with institutional strategic objectives.
- ✓ It also supports NAAC, NIRF, NBA and accreditation data requirements.

- **Data Validation and Verification:**

- ✓ IQAC working group members shall verify and validate the submitted data on or before the 5th of the subsequent month.
- ✓ Discrepancies, if any, shall be communicated to departments for necessary corrections.

- **Institutional Reporting:**

- ✓ Institutional IQAC coordinator shall consolidate Department-wise data.
- ✓ A comprehensive monthly quality and strategic performance report shall be generated.
- ✓ The report shall be submitted to the Registrar/Principal on or before the 10th of every month.

- **Documentation and Evidence:**

All activities under this mechanism shall be supported by:

- ✓ Minutes of Meetings (MoM)
- ✓ Supporting documents and evidences
- ✓ Monthly reports and dashboards
- ✓ Digital records maintained through the e-IQAC system

This structured monthly quality cycle ensures continuous monitoring, timely data validation, and effective implementation of quality assurance practices across MITS DTBU.

11. Strategies for Quality Assurance

IQAC shall evolve mechanisms and procedures for:

- Ensuring timely, efficient, and progressive performance of academic, administrative, and financial tasks.
- Enhancing the relevance and quality of academic, research, and innovation programs.
- Ensuring equitable access to and affordability of academic programs for diverse sections of society.
- Optimizing and integrating modern teaching-learning methodologies and digital technologies.
- Strengthening the credibility, transparency, and robustness of evaluation and assessment procedures.
- Ensuring adequacy, maintenance, and effective functioning of infrastructure, support systems, and student services.
- Promoting research sharing, collaboration, and networking with National and International Institutions.

12. Functions of the IQAC

The functions of the Internal Quality Assurance Cell include:

- Development and application of quality benchmarks and parameters for academic and administrative activities.
- Facilitating a learner-centric environment conducive to participatory and outcome-based education.

- Establishing structured mechanisms for collecting and analyzing feedback from students, parents, alumni, employers, and other stakeholders.
- Disseminating information on quality parameters, best practices, and institutional performance.
- Organizing inter- and intra-institutional workshops, seminars, and quality circles.
- Documentation of initiatives, processes, and outcomes leading to quality enhancement.
- Acting as the nodal agency for coordinating accreditation, ranking, and quality-related activities.
- Development and maintenance of institutional databases through MIS for quality monitoring and improvement.
- Preparation, validation, and submission of the Annual Quality Assurance Report (AQAR) as per NAAC guidelines.
- Interaction with external agencies for quality sustenance and enhancement.

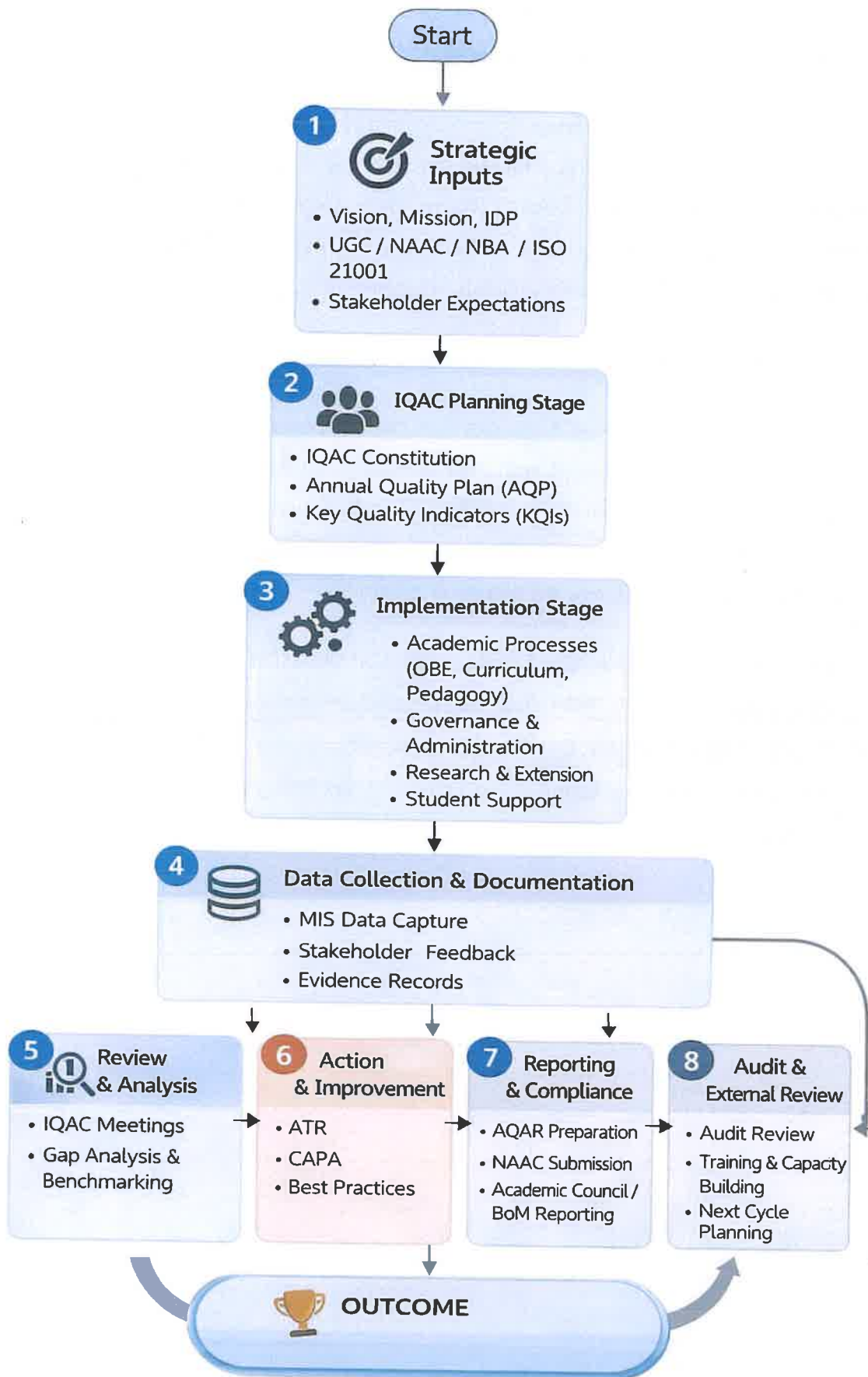
13. Standard Operating Procedures (SOPs)

- Meetings: Quarterly with quorum of 50% members
- Agenda circulated 7 days in advance
- Minutes recorded and approved within 7 days
- Action Taken Reports monitored in subsequent meetings

13.1 IQAC Standard Operating Procedure (University-Level)

Internal Quality Assurance Cell (IQAC) at MITS Deemed-to-be University operates through a defined Standard Operating Procedure (SOP) that integrates institutional planning, implementation, review, and continuous improvement. SOP ensures systematic linkage between the University Strategic Plan / Institutional Development Plan (IDP), Academic Governance bodies (Academic Council), Management Information Systems (MIS), stakeholder feedback mechanisms, internal audits, and AQAR preparation. SOP functions as a closed-loop quality assurance system, enabling evidence-based decision-making and sustained quality enhancement.

Figure.13.1 IQAC Standard Operating Procedure (University-Level) as shown below.



14. Policy Review, Implementation & Updating

IQAC Policy shall be reviewed biennially or earlier, if required, due to regulatory changes. The policy shall be disseminated through the University website, circulars, handbooks, and training programs. A **RACI (Responsible, Accountable, Consulted, Informed)** framework is adopted to ensure clear role definition, effective implementation, continuous monitoring, and accountability across all levels of the institution.

14.1 PDCA-Based Quality Assurance Framework

IQAC adopts a **Plan–Do–Check–Act (PDCA)** framework as the foundational quality governance model for institutional planning, execution, monitoring, and improvement. PDCA cycle ensures alignment between quality objectives, implementation strategies, performance monitoring, and corrective actions, thereby institutionalizing continuous improvement across academic, administrative, research, and extension activities.

- **Plan:** Quality Objectives, Benchmarks, AQP, IDP alignment
- **Do:** Academic delivery, Administration, Research execution
- **Check:** Audits, Feedback, CO–PO attainment, KPIs
- **Act:** CAPA(Corrective Action & Preventive Action), Policy revision, scaling of best practices

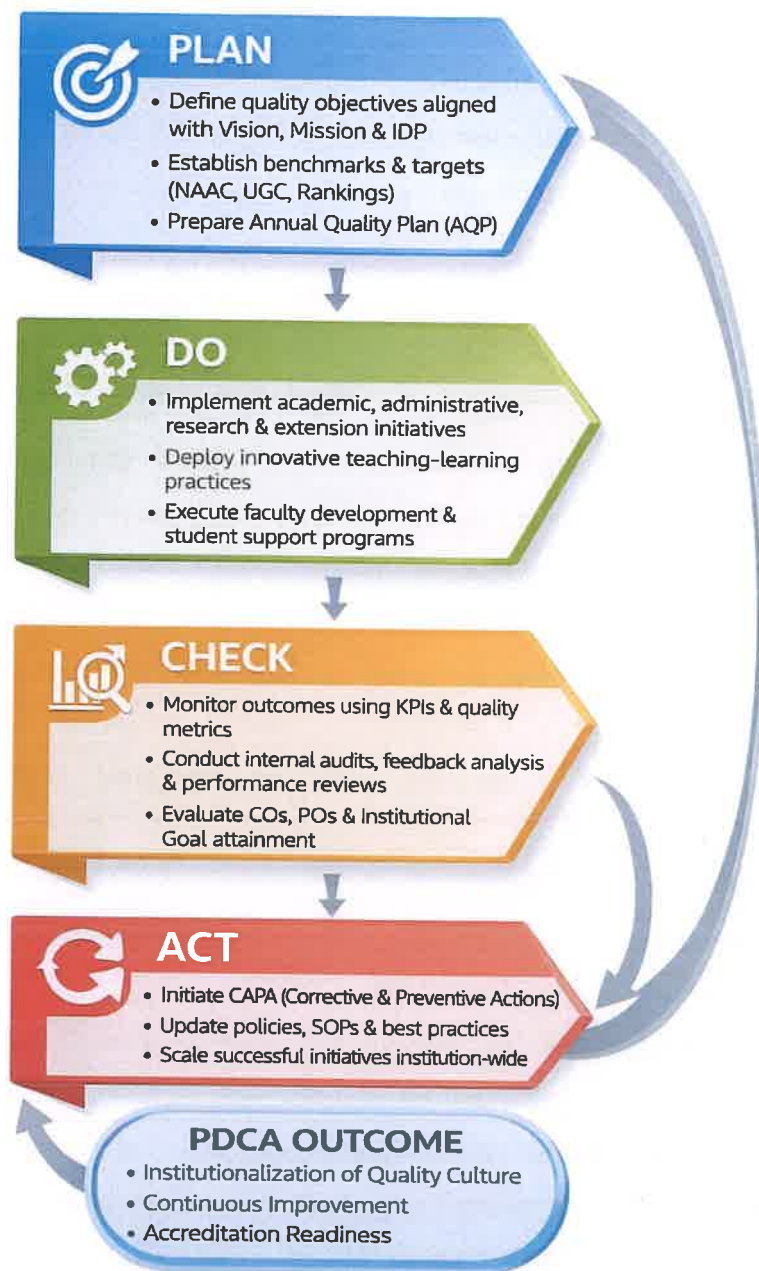


Figure.14.1 PDCA Cycle

15. Training & Awareness

- Induction programs for new faculty and staff
- Annual quality assurance workshops
- Digital dissemination through LMS and University portal

16. Compliance & Legal Requirements

- UGC (Institutions Deemed to be Universities) Regulations, 2023
- IQAC Guidelines for University (XII PLAN GUIDELINES)
- NAAC and NBA frameworks
- ISO 21001:2018 EOMS
- Applicable statutory Acts and Government notifications

16A. Integration with Educational Organization Management System (EOMS)

The Internal Quality Assurance Cell (IQAC) shall function as the central coordinating body for aligning institutional quality assurance mechanisms with the ISO 21001:2018 Educational Organization Management System (EOMS).

IQAC shall ensure systematic documentation, implementation, monitoring, and continual improvement of EOMS processes across all academic and administrative units of the University.

The following EOMS components shall be integrated with IQAC operations:

- **EOMS Procedures:**
Documented procedures defining academic, administrative, and support processes aligned with ISO 21001 standards.
- **EOMS List of Exhibits:** Records and evidences demonstrating implementation of quality processes such as reports, minutes, audit records, and performance data.
- **EOMS List of Forms (Blank Sample Formats):** Standardized formats used for data collection, reporting, audits, feedback, and compliance tracking.
- **EOMS Process Flow Charts:** Visual representations of institutional processes ensuring clarity, consistency, and standardization.
- **EOMS Standard Operating Procedures (SOP):** Detailed step-by-step instructions for executing key academic and administrative processes.
- **Management Review Meeting (MRM):** Periodic review meetings conducted by top management to evaluate the effectiveness of the EOMS, assess risks and opportunities, and ensure alignment with institutional strategic objectives. IQAC shall facilitate coordination between EOMS implementation teams and academic departments to ensure compliance, documentation, and continuous quality improvement.

16B. Management Review Meeting (MRM)

The Management Review Meeting (MRM) shall be conducted periodically under the leadership of the Vice-Chancellor/Registrar to review the effectiveness of the Educational Organization Management System (EOMS) and IQAC-driven quality initiatives.

The IQAC shall play a key role in organizing and presenting data for MRM.

Key Inputs to MRM:

- IQAC Reports and AQAR
- KPI Performance Dashboard
- Internal Audit Reports (Academic & Administrative)
- Stakeholder Feedback Analysis
- Risk and Opportunity Assessment
- Status of Corrective and Preventive Actions (CAPA)

Key Outputs of MRM:

- Strategic decisions for quality enhancement
- Resource allocation and policy revisions
- Approval of improvement plans
- Directions for achieving institutional benchmarks (NAAC/NIRF)

Frequency:

- At least once per academic year (preferably twice)

Documentation:

- Agenda, Minutes of Meeting (MoM), and Action Taken Reports (ATR) shall be maintained by IQAC.

17. Review & Revision Mechanism

IQAC shall initiate the review process. Revisions shall be approved by the Registrar and communicated institution-wide.

18. Documentation & Record-Keeping

- Unique policy code and version control
- Central digital repository maintained by IQAC
- Archival of obsolete versions for audit trail

19. Reporting, Follow-up & Audit

- Annual Quality Assurance Report (AQAR) shall be prepared by IQAC and approved by the statutory bodies of the University.
- IQAC shall ensure timely online submission of AQAR to NAAC through the designated portal as per prescribed timelines.
- Follow-up actions arising from AQAR analysis shall be implemented and monitored for quality enhancement.
- IQAC shall facilitate internal quality audits and support statutory, academic, and administrative audits.
- IQAC shall maintain an exclusive section on the University website for publishing quality initiatives, reports, and AQARs.

Submission of AQAR – Timeline & Compliance

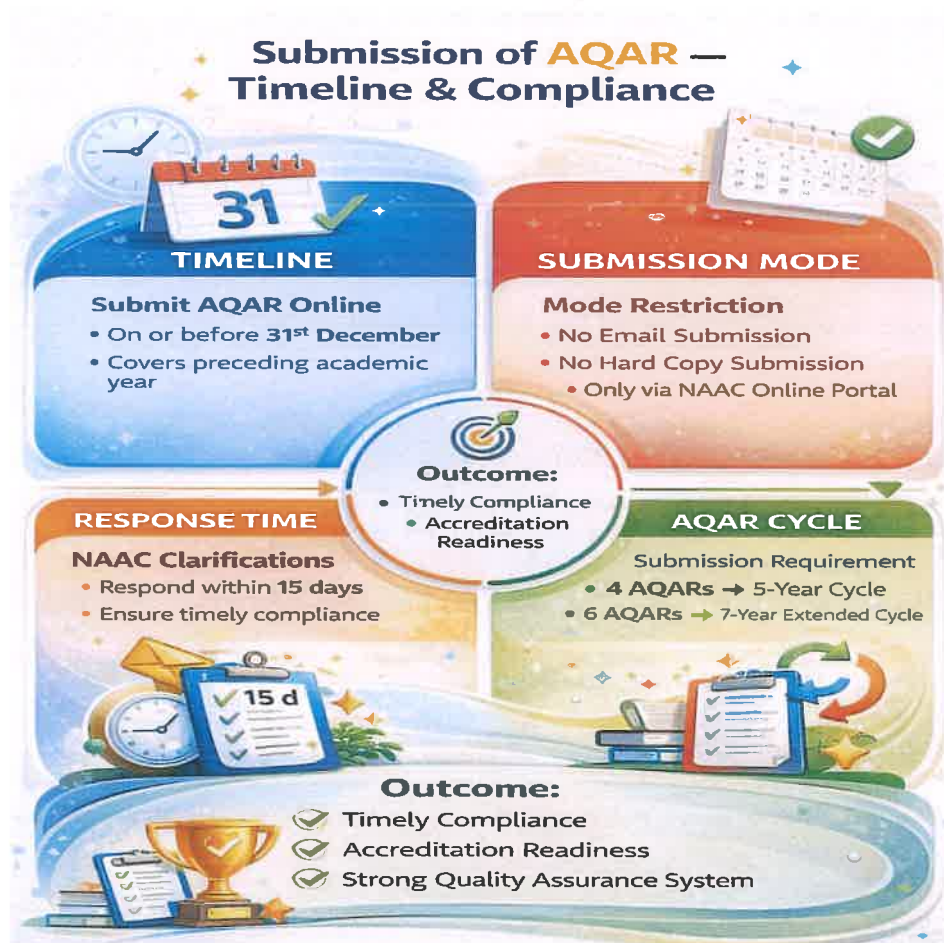


Figure.19. AQAR – Timeline & Compliance

20. References

- UGC Regulations and Guidelines
- IQAC Guidelines for University (XII PLAN GUIDELINES)
- NAAC Manuals and SOPs
- ISO 21001:2018 Standard
- University Statutes and Strategic Plan

21. Annexures

- Annexure I: IQAC Agenda Format
- Annexure II: Minutes of Meeting Format
- Annexure III: Action Taken Report (ATR) Format
- Annexure IV: AQAR Preparation Checklist
- Annexure V: Quality Radar (QR) Template
- Annexure VI: Policy Review & Compliance Checklist

