



MITS

MADANAPALLE INSTITUTE OF TECHNOLOGY & SCIENCE

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



BEST PRACTICE

Institutional Excellence through ISO 21001:2018 EOMS

A Learner-Centric Quality Management Framework



1. Year of Implementation

- Preparatory phase (AY: 2023-24): Gap analysis EOMS Policy & Manual, SOPs developed
- ISO 21001:2018 EOMS certification achieved (Valid: 22-02-2024 to 21-02-2027)
- Surveillance/Re-assessment cycle (Ver1-SA1) completed (Issue Date: 29-04-2025 Rev. 01)
- System sustained in continual-improvement mode, validated through Management Review Meetings on 4 Mar 2024, 27 Dec 2024, 23 May 2025 and 29 Dec 2025



2. Details

- Institution-wide adoption of ISO 21001:2018 EOMS with learner-centricity, equity, accessibility and lifelong-learning at the core.
- EOMS scope: Admissions, Curriculum Design/Review, Teaching-learning, Examinations, HR & Competence, Procurement, Library & Stakeholder Feedback.
- Core documentation: Policy, Manual, SOPs, Process Flow Charts, 67-item Master List
- Internal Audit mechanism with NCR, Root-cause analysis & Corrective Action Requests (CAR).
- NCR-ISO 21001:2018 EOMS Clause Mapping for unified evidence base



3. Action Plans

- EOMS Core Committee under IQAC with Management Representative, Internal Auditors & Department Quality Assurance Cell Coordinators.
- Phase-wise rollout: Context & Risk Analysis → Documentation → Training → Internal Audits → Management Review → Certification
- Semester-wise Internal Audit calendar across Departments.
- NCR-to-closure workflow with Risk-scored dashboards.
- Bi-annual Management Review for policy revision and resource allocation.



7. Significant Milestones

- ISO 21001:2018 EOMS certification achieved and surveillance audit completed.
- EOMS Policy, Manual, SOPs and 67-item Master List institutionalized.
- Four Management Review Meetings conducted with documented minutes & action closure.
- Internal Audit covering 94 subjects across 12 Departments (Sem I, 2025-26) completed with risk-scored NC dashboards.
- NAAC-ISO clause mapping document published for integrated quality reporting.



8. Way Forward

- Extend EOMS scope to remaining PG & emerging programmes.
- Deepen digitization of NCR/CAPA tracking into a live, real-time dashboard.
- Strengthen learner-voice & feedback analytics and closed-loop reporting.
- Pursue continual Surveillance Audits and broader international quality recognition.
- Benchmark EOMS outcomes with NAAC & NBA for integrated, single-window quality reporting.



4. Resource Mobilization

- Dedicated IQAC/EOMS cell with Management Representative & trained Internal Auditors.
- Digital MIS for document control, NCR tracking, Risk registers and audit dashboards.
- Budgetary provision for certification/surveillance audits and quality-infrastructure upgrades.
- Leadership oversight through Governing Body / Academic Council reviews.



5. Targeted Beneficiaries

- Students (UG & PG) – primary focus of learner-centric system.
- Faculty & Staff – training, competence development & evaluation.
- Parents & External Stakeholders – complaint/appeal & communication mechanisms.
- Institution – strengthened governance, statutory compliance & accreditation readiness.
- Differently-abled & First-generation learners through equity & accessibility SOPs.



6. Targeted Impact

- Standardized, auditable processes across all functions reducing variation & achieving SMART objectives.
- Improved stakeholder feedback responsiveness through complaint & appeal mechanisms.
- Strong evidence base for NAAC, NBA, NIRF & statutory compliance.
- Data-driven continual improvement through risk-scored NCR analysis & root-cause corrective actions.
- Enhanced institutional credibility as an early adopter of ISO 21001:2018 EOMS among Deemed Universities.



Quality Assurance



Learner-Centricity



Process Excellence



Transparency



Continuous Improvement



Institutional Excellence