

ISO 9001 Implementation at NCTE

Introduction

The **ISO 9000** family of quality management systems standards is designed to help organizations ensure that they meet and exceed the needs and expectation of customers and other stakeholders while meeting statutory and regulatory requirements related to a product or service. ISO 9000 deals with the fundamentals of quality management systems, including the eight management principles upon which the family of standards is based. ISO 9001 deals with the requirements that organizations wishing to meet the standard must fulfill.

NCTE, embarked on its journey to achieve the coveted ISO 9001 certification for its HQ and 4 Regional Offices in January'2015. The consulting assignment was awarded to PMG Consultants of Gurgaon, through a tender. Mr. Piyush Kumar, Proprietor of PMG Consultants, a Black Belt of Six Sigma and an ISO professional is helping NCTE in ISO 9001 implementation. After the awareness training at all 5 offices of NCTE, officials of NCTE are standardizing and developing Quality Management System documentation, currently. Needs and expectations of all the stakeholders are assessed and the risk assessment is carried out for its management processes, so that all the stakeholder needs and expectations are exceeded. NCTE's endeavor to bring transparency and efficiency in its working, is getting channelized through ISO 9001 & E-governance implementation.

Upon completion of ISO 9001 documentation, all its 5 offices will be subjected to internal audit to assess the level of current compliance(s).

Mission of ISO 9001 certification for all the 5 offices of NCTE is now planned to be accomplished by September'2015.

NCTE ISO Status Report

NCTE- Head Quarter-New Delhi

S. No.	Terms of Reference	Target Date	Resp	Status
Initiation & Planning:				
1	To assist NCTE to form a Steering Committee and ISO Project Team, who will be responsible for implementing ISO 9001:2008 requirements;	31.12.2014	NCTE/ PMG	Done on 07.01.2015
2	To determine the scope of ISO 9001:2008 implementation under the first phase, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of four months;	22.12.2014	NCTE/ PMG	Done Proposed Scope: To lay policy framework for planned and coordinated development of the teacher education system in India. Deliverable 1: Project Schedule spanning over 4 months. (Same what is being read)
3	To perform gap analysis of the existing documentation of NCTE against the requirements of ISO 9001:2008 and produce a gap analysis report;	07.01.2015	PMG	Done on 07.01.2015 and shared with Top Management
4	To plan together with the ISO Project Team of NCTE on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification for NCTE Section as first phase of its implementation in NCTE;	07.01.2015	NCTE/ PMG	Done on 07.01.2015 and shared with Top Management
Documentation & Training:				
5	To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO Project Team for implementing the same for NCTE HQ as first phase of its implementation at NCTE;	May'2015	PMG	6 mandatory procedures are required in ISO 9001 and all are discussed and Done in May'2015.
6	To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings;	Ongoing	PMG	Ongoing/ Done Soft Copy of training, imparted so far has been shared with NCTE. Further training soft copies will be shared, as & when they are conducted.
7	To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO Project Team and, (iii) awareness programme for all Employees;	Jan'2015- May'2015	PMG	Top/ senior management briefing is done in Jan'2015 Documentation requirements are conveyed individually with HoD's Awareness programme for all employees is done. However ONE more awareness training to all employees should be

S. No.	Terms of Reference	Target Date	Resp	Status
				provided.
8	To advise the ISO Steering Committee on change management and the success factors to support effective implementation of ISO 9001:2008 in NCTE Section as first phase of its implementation in NCTE;	May'2015	PMG	Advise is pending. Although all documents are mentioning footnote on change management
Internal Auditing Stage:				
9	To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits;	July'2015	PMG	Stage is yet to come
10	To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions;	July'2015	PMG	Stage is yet to come
Certification Stage:				
11	To offer close guidance in the preparation and review of final documents prior to certification;	July'2015-Aug'2015	PMG	Stage is yet to come
12	To assist in coordination of required management reviews prior to certification;	Aug'2015	PMG	Stage is yet to come
13	To guide the ISO Project Team to take the necessary corrective actions on identified non-conformities and final review of documents;	Aug'2015	PMG	Stage is yet to come
14	To guide the ISO Project Team in making an application for certification;	Aug'2015	NCTE/PMG	Stage is yet to come
15	Stage-1 Audit	Aug'2015	Certifying Body	Stage is yet to come
16	To co-ordinate during final certification of the NCTE and ensure that the NCTE HQ is certified by a select certification body;	Aug'2015	NCTE	Stage is yet to come
17	Any other task to ensure the certification of the NCTE Section as first phase of its implementation; and	Aug'2015		Stage is yet to come
18	Stage-2 Audit & Recommendation for certification	Sep'2015		Stage is yet to come

NCTE- NRC-Jaipur

S. No.	Terms of Reference	Target Date	Resp	Status
Initiation & Planning:				
1	To assist NCTE to form a Steering Committee and ISO Project Team, who will be responsible for implementing ISO 9001:2008 requirements;	19.01.2015	NCTE/ PMG	Done on 19.01.2015
2	To determine the scope of ISO 9001:2008 implementation under the first phase, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of four months;	19.01.2015	NCTE/ PMG	Done Proposed Scope: To provide recognition to institutes offering UG, Graduate and PG Courses of teacher education, in <u>respective</u> Zone. Deliverable 1: Project Schedule spanning over 4 months. (Same what is being read)
3	To perform gap analysis of the existing documentation of NCTE against the requirements of ISO 9001:2008 and produce a gap analysis report;	19.01.2015	PMG	Done on 19.01.2015 and shared with Core Team, including Regional Director
4	To plan together with the ISO Project Team of NCTE on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification for NCTE Section as first phase of its implementation in NCTE;	19.01.2015	NCTE/ PMG	Done on 19.01.2015 and shared with Core Team, including Regional Director
Documentation & Training:				
5	To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO Project Team for implementing the same for NCTE HQ as first phase of its implementation at NCTE;	June'2015	PMG	6 mandatory procedures are required in ISO 9001 and all are discussed with SRC team however they need to be discussed with individual RC's. Pending
6	To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings;	Ongoing	PMG	Ongoing/ Done Soft Copy of training, imparted so far has been shared with NCTE. Further training soft copies will be shared, as & when they are conducted.
7	To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO Project Team and, (iii) awareness programme for all Employees;	Jan'2015	PMG	Top/ senior management briefing is done in Jan'2015 Documentation requirements are conveyed individually to MR. Initial awareness programme for all employees is done. However ONE more awareness training to all employees should be provided.

S. No.	Terms of Reference	Target Date	Resp	Status
8	To advise the ISO Steering Committee on change management and the success factors to support effective implementation of ISO 9001:2008 in NCTE Section as first phase of its implementation in NCTE;	June'2015	PMG	Advise is pending.
Internal Auditing Stage:				
9	To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits;	July'2015	PMG	Stage is yet to come
10	To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions;	July'2015	PMG	Stage is yet to come
Certification Stage:				
11	To offer close guidance in the preparation and review of final documents prior to certification;	July'2015-Aug'2015	PMG	Stage is yet to come
12	To assist in coordination of required management reviews prior to certification;	Aug'2015	PMG	Stage is yet to come
13	To guide the ISO Project Team to take the necessary corrective actions on identified non-conformities and final review of documents;	Aug'2015	PMG	Stage is yet to come
14	To guide the ISO Project Team in making an application for certification;	Aug'2015	NCTE/ PMG	Stage is yet to come
15	Stage-1 Audit	Aug'2015	Certifying Body	Stage is yet to come
16	To co-ordinate during final certification of the NCTE and ensure that the NCTE HQ is certified by a select certification body;	Aug'2015	NCTE	Stage is yet to come
17	Any other task to ensure the certification of the NCTE Section as first phase of its implementation; and	Aug'2015		Stage is yet to come
18	Stage-2 Audit & Recommendation for certification	Sep'2015		Stage is yet to come

NCTE- WRC-Bhopal

S. No.	Terms of Reference	Target Date	Resp	Status
Initiation & Planning:				
1	To assist NCTE to form a Steering Committee and ISO Project Team, who will be responsible for implementing ISO 9001:2008 requirements;	04.02.2015	NCTE/ PMG	Done on 04.02.2015
2	To determine the scope of ISO 9001:2008 implementation under the first phase, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of four months;	04.02.2015	NCTE/ PMG	Done Proposed Scope: To provide recognition to institutes offering UG, Graduate and PG Courses of teacher education, in <u>respective</u> Zone. Deliverable 1: Project Schedule spanning over 4 months. (Same what is being read)
3	To perform gap analysis of the existing documentation of NCTE against the requirements of ISO 9001:2008 and produce a gap analysis report;	04.02.2015	PMG	Done on 04.02.2015 and shared with Core Team, including Regional Director
4	To plan together with the ISO Project Team of NCTE on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification for NCTE Section as first phase of its implementation in NCTE;	04.02.2015	NCTE/ PMG	Done on 04.02.2015 and shared with Core Team, including Regional Director
Documentation & Training:				
5	To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO Project Team for implementing the same for NCTE HQ as first phase of its implementation at NCTE;	June'2015	PMG	6 mandatory procedures are required in ISO 9001 and all are discussed with SRC team however they need to be discussed with individual RC's. Pending
6	To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings;	Ongoing	PMG	Ongoing/ Done Soft Copy of training, imparted so far has been shared with NCTE. Further training soft copies will be shared, as & when they are conducted.
7	To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO Project Team and, (iii) awareness programme for all Employees;	Jan'2015	PMG	Top/ senior management briefing is done in Jan'2015 Documentation requirements are conveyed individually to MR. Initial awareness programme for all employees is done. However ONE more awareness training to all employees should be provided.

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8	To advise the ISO Steering Committee on change management and the success factors to support effective implementation of ISO 9001:2008 in NCTE Section as first phase of its implementation in NCTE;	June'2015	PMG	Advise is pending.
Internal Auditing Stage:				
9	To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits;	July'2015	PMG	Stage is yet to come
10	To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions;	July'2015	PMG	Stage is yet to come
Certification Stage:				
11	To offer close guidance in the preparation and review of final documents prior to certification;	July'2015-Aug'2015	PMG	Stage is yet to come
12	To assist in coordination of required management reviews prior to certification;	Aug'2015	PMG	Stage is yet to come
13	To guide the ISO Project Team to take the necessary corrective actions on identified non-conformities and final review of documents;	Aug'2015	PMG	Stage is yet to come
14	To guide the ISO Project Team in making an application for certification;	Aug'2015	NCTE/ PMG	Stage is yet to come
15	Stage-1 Audit	Aug'2015	Certifying Body	Stage is yet to come
16	To co-ordinate during final certification of the NCTE and ensure that the NCTE HQ is certified by a select certification body;	Aug'2015	NCTE	Stage is yet to come
17	Any other task to ensure the certification of the NCTE Section as first phase of its implementation; and	Aug'2015		Stage is yet to come
18	Stage-2 Audit & Recommendation for certification	Sep'2015		Stage is yet to come

NCTE- ERC-Bhubaneswar

S. No.	Terms of Reference	Target Date	Resp	Status
Initiation & Planning:				
1	To assist NCTE to form a Steering Committee and ISO Project Team, who will be responsible for implementing ISO 9001:2008 requirements;	11.02.2015	NCTE/ PMG	Done on 11.02.2015
2	To determine the scope of ISO 9001:2008 implementation under the first phase, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of four months;	11.02.2015	NCTE/ PMG	Done Proposed Scope: To provide recognition to institutes offering UG, Graduate and PG Courses of teacher education, in <u>respective</u> Zone. Deliverable 1: Project Schedule spanning over 4 months. (Same what is being read)
3	To perform gap analysis of the existing documentation of NCTE against the requirements of ISO 9001:2008 and produce a gap analysis report;	11.02.2015	PMG	Done on 11.02.2015 and shared with Core Team, including Regional Director
4	To plan together with the ISO Project Team of NCTE on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification for NCTE Section as first phase of its implementation in NCTE;	11.02.2015	NCTE/ PMG	Done on 11.02.2015 and shared with Core Team, including Regional Director
Documentation & Training:				
5	To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO Project Team for implementing the same for NCTE HQ as first phase of its implementation at NCTE;	June'2015	PMG	6 mandatory procedures are required in ISO 9001 and all are discussed with SRC team however they need to be discussed with individual RC's. Pending
6	To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings;	Ongoing	PMG	Ongoing/ Done Soft Copy of training, imparted so far has been shared with NCTE. Further training soft copies will be shared, as & when they are conducted.
7	To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO Project Team and, (iii) awareness programme for all Employees;	Jan'2015	PMG	Top/ senior management briefing is done in Jan'2015 Documentation requirements are conveyed individually to MR. Initial awareness programme for all employees is done. However ONE more awareness training to all employees should be provided.

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8	To advise the ISO Steering Committee on change management and the success factors to support effective implementation of ISO 9001:2008 in NCTE Section as first phase of its implementation in NCTE;	June'2015	PMG	Advise is pending.
Internal Auditing Stage:				
9	To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits;	July'2015	PMG	Stage is yet to come
10	To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions;	July'2015	PMG	Stage is yet to come
Certification Stage:				
11	To offer close guidance in the preparation and review of final documents prior to certification;	July'2015-Aug'2015	PMG	Stage is yet to come
12	To assist in coordination of required management reviews prior to certification;	Aug'2015	PMG	Stage is yet to come
13	To guide the ISO Project Team to take the necessary corrective actions on identified non-conformities and final review of documents;	Aug'2015	PMG	Stage is yet to come
14	To guide the ISO Project Team in making an application for certification;	Aug'2015	NCTE/ PMG	Stage is yet to come
15	Stage-1 Audit	Aug'2015	Certifying Body	Stage is yet to come
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17	Any other task to ensure the certification of the NCTE Section as first phase of its implementation; and	Aug'2015		Stage is yet to come
18	Stage-2 Audit & Recommendation for certification	Sep'2015		Stage is yet to come

NCTE- SRC-Bangalore

S. No.	Terms of Reference	Target Date	Resp	Status
Initiation & Planning:				
1	To assist NCTE to form a Steering Committee and ISO Project Team, who will be responsible for implementing ISO 9001:2008 requirements;	24.02.2015	NCTE/ PMG	Done on 24.02.2015
2	To determine the scope of ISO 9001:2008 implementation under the first phase, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of four months;	24.02.2015	NCTE/ PMG	Done Proposed Scope: To provide recognition to institutes offering UG, Graduate and PG Courses of teacher education, in <u>respective</u> Zone. Deliverable 1: Project Schedule spanning over 4 months. (Same what is being read)
3	To perform gap analysis of the existing documentation of NCTE against the requirements of ISO 9001:2008 and produce a gap analysis report;	24.02.2015	PMG	Done on 24.02.2015 and shared with Core Team, including Regional Director
4	To plan together with the ISO Project Team of NCTE on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification for NCTE Section as first phase of its implementation in NCTE;	24.02.2015	NCTE/ PMG	Done on 24.02.2015 and shared with Core Team, including Regional Director
Documentation & Training:				
5	To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO Project Team for implementing the same for NCTE HQ as first phase of its implementation at NCTE;	May'2015	PMG	Done 6 mandatory procedures are required in ISO 9001 and all are discussed with SRC team.
6	To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings;	Ongoing	PMG	Ongoing/ Done Soft Copy of training, imparted so far has been shared with NCTE. Further training soft copies will be shared, as & when they are conducted.
7	To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO Project Team and, (iii) awareness programme for all Employees;	Jan'2015	PMG	Top/ senior management briefing is done in Jan'2015 Documentation requirements are conveyed individually to MR. Awareness programme for all employees is done.
8	To advise the ISO Steering Committee on change management and the success factors to support effective	June'2015	PMG	Done Briefing has been done to RD and MR that all documents generated by SRC, for its use,

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	implementation of ISO 9001:2008 in NCTE Section as first phase of its implementation in NCTE;			shall be approved by RD-SRC, whereas all documents generated, amended and approved by NCTE-HQ shall be changed and approved by Chairperson, Only.
Internal Auditing Stage:				
9	To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits;	July'2015	PMG	Stage is yet to come
10	To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions;	July'2015	PMG	Stage is yet to come
Certification Stage:				
11	To offer close guidance in the preparation and review of final documents prior to certification;	July'2015-Aug'2015	PMG	Stage is yet to come
12	To assist in coordination of required management reviews prior to certification;	Aug'2015	PMG	Stage is yet to come
13	To guide the ISO Project Team to take the necessary corrective actions on identified non-conformities and final review of documents;	Aug'2015	PMG	Stage is yet to come
14	To guide the ISO Project Team in making an application for certification;	Aug'2015	NCTE/PMG	Stage is yet to come
15	Stage-1 Audit	Aug'2015	Certifying Body	Stage is yet to come
16	To co-ordinate during final certification of the NCTE and ensure that the NCTE HQ is certified by a select certification body;	Aug'2015	NCTE	Stage is yet to come
17	Any other task to ensure the certification of the NCTE Section as first phase of its implementation; and	Aug'2015		Stage is yet to come
18	Stage-2 Audit & Recommendation for certification	Sep'2015		Stage is yet to come